

Belago, committed to integrating cutting-edge technologies and providing comprehensive solutions for business organizations, aims to be a benchmark in innovative and customized technological solutions. By driving business growth and competitiveness through digital transformation and integrating solutions, people, and businesses with the best in technology, the company has decided to implement a Service Management System based on the ISO 20000-1 standard. This initiative ensures effective service delivery aligned with agreed-upon service requirements and levels while maintaining a strong focus on continuous improvement.

Belago's management considers service quality and customer satisfaction fundamental to its business. Likewise, effective management of IT elements supporting these services is essential. Therefore, Belago assumes the following commitments within its Service Management System:

- Ensuring customer satisfaction by meeting agreed-upon service requirements and levels and ensuring that services address their needs.
- Ensuring compliance with applicable legal and regulatory requirements.
- Providing professional services to guarantee the highest quality in service delivery.
- Employing technically trained and aware personnel to perform tasks with the required quality standards.
- Promoting continuous improvement and innovation in quality management and service delivery.
- Establishing necessary measures to prevent, assess, and eliminate, whenever possible, risks that may negatively impact IT service management.
- Ensuring effective communication between personnel involved in service delivery and clients and users to understand and meet their requirements and needs.

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Belago's management is committed to providing the technical, material, and human resources necessary to achieve the company's objectives, based on these commitments. This policy is periodically reviewed and serves as the foundation for its establishment and effective implementation. Its communication and enforcement are supported by the management, employees, suppliers, and clients.



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