



POLICY FOR COMPLAINT HANDLING AND PROCEDURE

Dynamox, in order to continuously improve the relationship with its customers and partners, and in compliance with the Brazilian INMETRO Ordinance 179/2010, defines the following principles regarding the handling of complaints:

- Consider and effectively analyze customer complaints;
- Know, comply with and be subject to the penalties provided for in the applicable laws (Law No. 8078/1990, Law No. 9933/1999, or others in Brazil.);
- Deal with relevant complaints within internal criteria and in compliant with current legislation;
- Meet Brazil's INMETRO demands regarding the management of complaints received;
- Critically analyze the results and continuously improve the related internal processes;
- Respond to the complainant as to the receipt, treatment and conclusion of the complaint according to the deadlines established by the company.

It is the responsibility of employees and persons in the service of the company to comply with this Policy.

A handwritten signature in black ink, appearing to be "AF", with a horizontal line extending to the right.

Alexandre Ferreira
CTO - Dynamox