



BRK provides a Confidential Channel for complaints of non-compliance with company standards

Free tool offers comprehensive service and is one of the initiatives created to strengthen the company's ethics and compliance

What to do when witnessing harassment or discrimination against an employee or service provider? What attitude should you take when you learn of a fraud or witness attitudes that endanger the health and safety of people? BRK's Confidential Channel is always open for these situations. The platform has been in existence since 2017 and serves employees, suppliers, customers and any other type of public who wishes to report attitudes or conduct that contravene the company's values and policies.

The Confidential Channel is part of the Compliance Program, a platform structured by BRK to manage initiatives, projects, training and all other actions dedicated to building and consolidating a culture of ethics and compliance.

Available 24 hours a day, 7 days a week, the Confidential Channel is managed by a specialized third-party company – Áliant – and handles all complaints with 100% confidentiality. Whistleblowers can even make communications anonymously if they wish. Those who identify themselves have guaranteed the secrecy and confidentiality of their data.

After receiving and organizing the complaints, Áliant forwards the reports both to the parent company (Brookfield) and to the area responsible for the investigation at BRK, if applicable, which may be: Internal Audit; HR or Quality, Health, Safety and Environment (QSSMA). From there, the investigation procedure begins to determine whether the case is valid.

If the complaint is successful, the legal and disciplinary measures to be taken are defined by the company's Ethics and Integrity Committee. This body is formed by senior management and has a member of Brookfield, the controlling shareholder of BRK.

No retaliation

To ensure free access to the Confidential Channel, BRK has a No Retaliation and Consequence Management Policy. The document establishes guidelines so that any complaint or report of non-compliance, made in good faith, is received and evaluated with all seriousness by leaders and managers, without any type of retaliation or harassment.



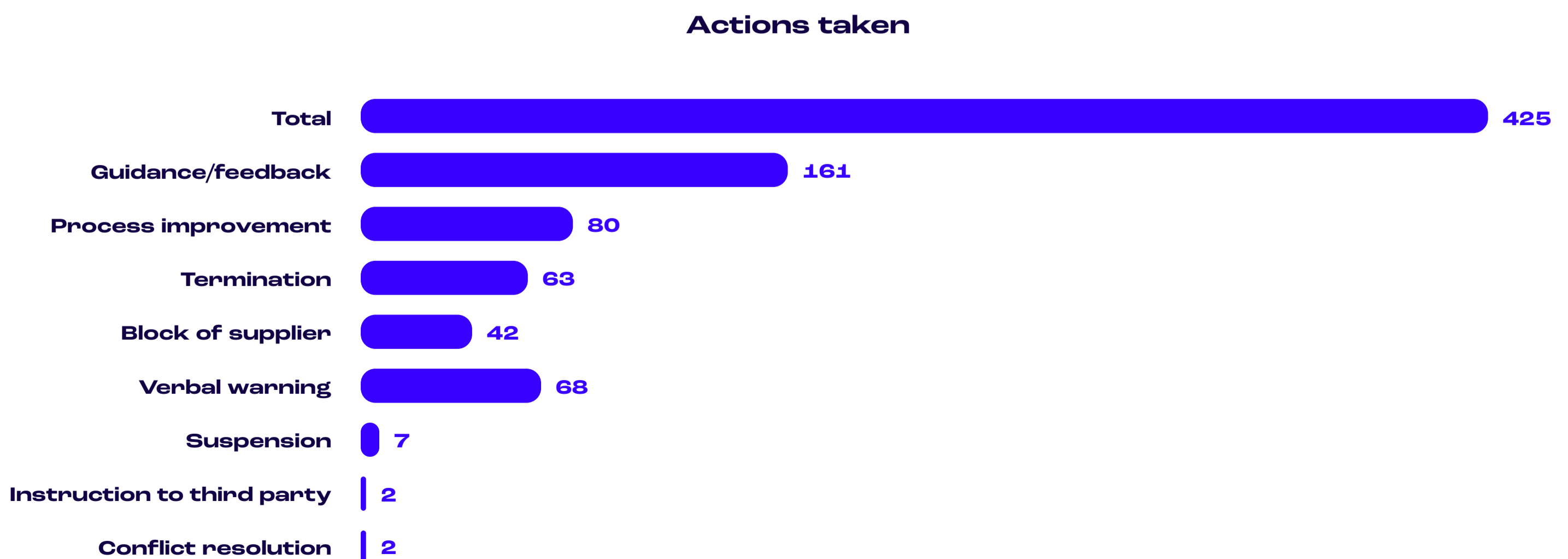
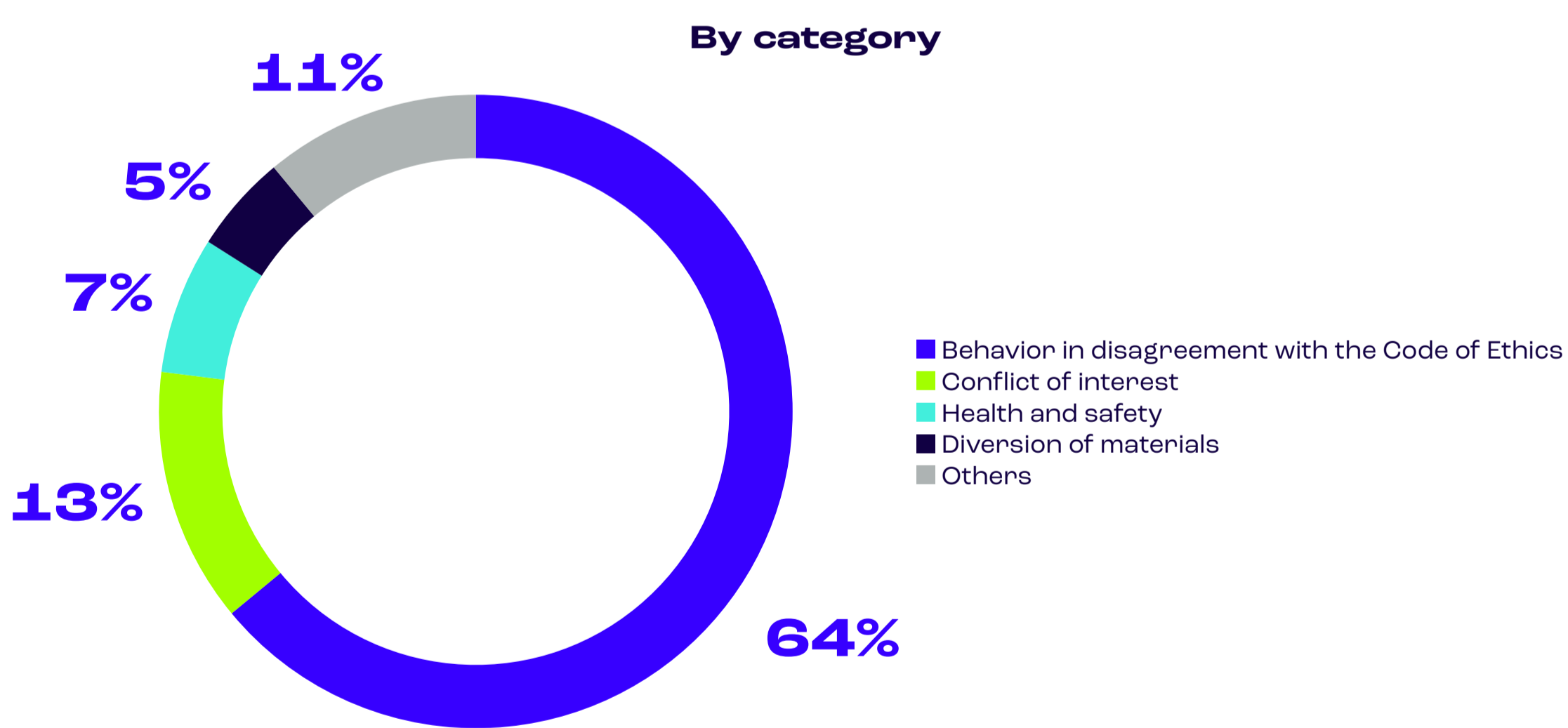
What to report on the Confidential Channel?

Any attitude or behavior that violates the law or is not in accordance with the principles and values of the Code of Professional Ethical Conduct for Employees or the Code of Ethical Conduct for Suppliers.

These may be, for example, situations of harassment, discrimination, improper orders from employees, suppliers and customers, fraud, conflicts of interest or situations that endanger the health and physical integrity of employees.

How to access the Confidential Channel?
canalconfidencial.com.br/brkambiental
 0800 777 8006
canalconfidencial@brkambiental.com.br

Until September 2021, BRK's Confidential Channel received 1,479 complaints, which were investigated internally. Of this total, 46% were totally or partially valid notifications. The other cases were unfounded or could not have the investigation concluded due to lack of information provided by the complainants.



The Confidential Channel is an important tool to consolidate and strengthen the culture of ethics and compliance at BRK. The management of excellence to investigate the complaints is a commitment of the company that promotes an upstanding action aimed at improving the water and sewage sector in Brazil.