

13/08/2024

H.E. António Guterres
Secretary-General
United Nations
New York, NY 10017
USA

Dear Mr. Secretary-General,

I am pleased to confirm that **Brasil Telecom Call Center** supports the Ten Principles of the United Nations Global Compact on human rights, labour, environment and anti-corruption. With this communication, we express our commitment to making the UN Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals. **Brasil Telecom Call Center** will make a clear statement of this commitment to our stakeholders and the general public.

We recognize that a key requirement for participation in the UN Global Compact is the annual submission of a Communication on Progress (CoP) that describes our company's efforts to implement the Ten Principles. We support public accountability and transparency, and therefore commit to reporting our CoP starting the calendar year after joining and annually thereafter by providing relevant information to our reporting parent company **OISA TECNOLOGIA E SERVICOS LTDA** and/or completing an individual CoP, specific to our subsidiary, in accordance with the UN Global Compact Communication on Progress Policy.

Sincerely yours,

LUIS RICARDO FERREIRA,

CEO at Brasil Telecom Call Center