



# Good Practices Manual.



# **7COMm**

People and tech to transform







# Summary

1	Objectives of This Good Practices Manual	5
2	Professional Conduct	5
2.1	Standards of conduct	5
2.2	Workplace	7
3	Security	9
3.1	Fires	9
3.2	Carrying weapons	10
3.3	Closed circuit cameras	10
4	Procedures	10
4.1	Expenses refund	10
4.2	Request for Purchase of Products and/or Services	11
4.3	Service	12
4.4	Use of Telephony	12
5	Changes To The Good Practices Manual	12

# Good Practices Manual

# 1

## Objectives of This Good Practices Manual

This Manual was prepared to inform Administrators, Employees, Trainees and Apprentices about the work philosophy, norms and procedures adopted by the 7COMm Group.

The good practices in this Manual should be considered as a guide to be followed by everyone.

You must read and understand all the best practices described in this Handbook. If in doubt, contact the person responsible for your area.

Only the 7COMm Group Board of Directors, at its option, may change, withdraw, suspend or discontinue any part or parts of this manual, at any time, without prior notice, due to economic conditions, business conditions or legislation.

No statement or promise by the person in charge of the area, or customer, made in the past or present, can be interpreted as a change in the standard, nor will it constitute an agreement.

If any item in this Manual cannot be, for whatever reason, carried out or put into practice, or if any item has become invalid, this fact does not invalidate the entire Manual.

This Manual supersedes any and all other Internal Policies Manual, or previously written rules and procedures of the 7COMm Group.

# 2

## Professional Conduct

- Whenever people work together to achieve a goal, some rules of conduct are needed to enable everyone to work together efficiently, effectively and harmoniously.

It is your responsibility to the 7COMm Group and to others to adhere to certain rules of behavior and conduct.

The purpose of these rules is not to restrict your rights, but to make sure you understand the expected and necessary conduct.

This Handbook describes the good practices and standards of the 7COMm Group.

Consult WeAre7 to clarify any doubts.

### 2.1 Standards of conduct

- a. The 7COMm Group expects each person to act in an adult and responsible manner.
- b. Below are some behaviors considered unacceptable.
  
- c. Violation of 7COMm Group Rules.
  
- d. Negligence or any careless action that presents danger to life or that threatens the safety of another person.
  
- e. Being intoxicated or under the influence of controlled substances; use, possession or sale of controlled substances in any quantity while representing the 7COMm Group; except for medication prescribed by a doctor that does not affect work performance. If you are a customer, notify the person in charge of the area.
  
- f. Involvement in criminal conduct or acts of violence; threaten, intimidate or coerce others on the premises of the 7COMm Group while representing it; fighting or provoking fights on the premises of the 7COMm Group, online environments, or causing negligent damage to property.
  
- g. Insubordination or refusal to obey the instructions properly given by the 7COMm Group, relevant to the contracted work.
  
- h. Involvement in an act of sabotage, negligently causing destruction or damage to 7COMm Group property, or property of others, customers, suppliers or visitors in general.
  
- i. Unauthorized possession of 7COMm Group property or others; unauthorized possession or removal of any property, including documents, from the premises of the 7COMm Group, without the prior permission of the Board of Directors or persons authorized by it to do so; unauthorized use of 7COMm Group resources or property for personal work or personal gain.
  
- j. Falsification or misrepresentation of the reason for absence or other data requested by the 7COMm Group; alteration of 7COMm Group records or other documents.
  
- k. Immoral or indecent conduct on the premises of the 7COMm Group.
  
- l. Conduction of games such as lotteries, bingos and raffles for profit, on the premises of the 7COMm Group.

- m. Use obscene or abusive language against any other person or customer
- n. Attract customers while representing the 7COMm Group, or in an area owned by the 7COMm Group.
- o. Sell goods or raise funds for any type of charity or otherwise, without authorization, while representing the 7COMm Group, or at any time and in any place, that interferes with the work of others within the 7COMm Group premises.
- p. When observing any conduct or abnormal behavior on the part of someone, notify WeAre7, which will deal with the matter in a discreet and confidential manner.
- q. Tolerance in doing something not allowed within the Good Practices Manual of the 7COMm Group is not characterized as an acquired right.

## **2.2 Workplace**

This item deals with the main rules about the workplace, in order to establish a conduct that better guides behavior and makes everyone's activities easier and more productive.

### **2.2.1 Smoking area**

It is expressly forbidden to smoke on the premises of the 7COMm Group, and the guidelines of the condominium must be observed.

When in Clients, remember to follow the Client's rules.

### **2.2.2 Assets owned by the 7COMm Group**

All data, programs, images, documents, information, databases, files, etc., produced while representing the 7COMm Group, are the exclusive property of the 7COMm Group, and cannot be copied or sent by any means (electronic mail, upload, etc.) .) for other companies, people not involved in the project or even for their own use, without the express authorization of the 7COMm Group.

### **2.2.3 Dress Code and Personal Appearance**

The 7COMm Group encourages freedom of choice and respect for diversities and forms of expression, but remember, good looks contribute to a positive impression on the part of the Client.

If you are working directly at the Client, dress appropriately and in accordance with the Corporate culture.

#### 2.2.4 Access to 7COMm Group and Clients' Premises

Regularly, access to the 7COMm Group premises is from 8:00 am to 6:00 pm, from Monday to Friday.

Access to Customer facilities is conditioned to the rules of time and access authorization for each Customer, and must be obeyed unconditionally.

#### 2.2.5 Games

7COMm Group has a games room with ping-pong, foosball and chess.

Opening hours: from 11:30 am to 2:00 pm and from 5:30 pm to 6:30 pm.

Outside the above hours, use for a game of up to 15 minutes or for a cup of coffee will be allowed.

#### 2.2.6 Organization and Security

The 7COMm Group requests that:

- a. When absent for long periods (going to Clients, lunch etc.) keep all personal belongings and any and all materials related to projects or Clients in a suitable place.
- b. When leaving your room, if you are the last one, turn off the lights.
- c. It is not allowed to make any type of hole in the partitions or walls.
- d. Keep areas and facilities for shared use clean and organized (bathrooms, meeting rooms, pantry, cafeteria, etc.).
- e. Snack requests must be communicated to Reception, otherwise you run the risk of not being received. The full name and extension must be informed to the attendant/delivery person at the Cafeteria or Restaurant where the order is placed. After business hours, any order must be picked up at the building's entrance.
- f. Suggestions or criticisms about hygiene and cleaning can be sent via email: [facilities@7comm.com.br](mailto:facilities@7comm.com.br).
- g. Printers and copiers are for shared use and for the purposes of the 7COMm Group. Keep



the designated areas in order, not leaving scratch papers or trash in these areas. Paper/scratch boxes must be used properly.

h. Proofread text on the screen to avoid wasting materials such as printing paper, toner and ink cartridges.

i. All documents sent to print must be removed from the printers immediately.

j. Color printers should only be used to print documents for Customers.

k. When noticing the presence of strangers on the premises of 7COMm Group, try to find out who it is and refer them to the Reception.

l. The entrance of visitors to the 7COMm Group will be guided by the Reception, which will notify the visitor.

m. When observing any strange or irregular situation, communicate it to AO Facilities, by email: [facilities@7comm.com.br](mailto:facilities@7comm.com.br)

## 3

# Security

- Some safety rules and procedures have been defined to prevent accidents or risk situations, ensuring individual safety. However, the effectiveness of these procedures depends on the collaboration of each person, in the sense of observing and complying with the rules and also of communicating any risk situation to the person responsible for the area.

## 3.1 Fires

### Prevention

Know the brigade members in your area and the location of fire extinguishers. Notify AO Facilities or the person in charge of the area if an extinguisher has been used or the seal is broken.

### In case of fire

- Notify the building reception.
- If the fire is small and contained, locate the nearest extinguisher. This should only be

done if you are able to handle the extinguisher.

- If the fire is out of control, leave the area immediately. Do not try to control the fire.
- Dial the fire department: 193.
- If possible, immediately contact the person in charge of the area and evacuate all persons from the area.
- Do not use the elevators.
- Use the emergency stairs. Follow the escape routes, guided by the fire brigade.
- When the fire department arrives, show them the location of the fire. Do not re-enter the building until the fire department allows it.

### **3.2 Carrying weapons**

It is forbidden for anyone to enter the premises of the 7COMm Group carrying a firearm or bladed weapon, with or without a license (carrying a weapon). Exception will be given to police, security guards or other person, for whom the 7COMm Group must give written permission.

### **3.3 Closed circuit cameras**

For everyone's greater safety, some 7COMm Group facilities are equipped with closed-circuit cameras. This equipment is a preventive measure against the increasing occurrence of break-ins and thefts outside business hours.

The cameras are installed and positioned in suitable places, therefore they must not be manipulated without authorization from the 7COMm Group.

## **4**

# **Procedures**

This section is intended for the internal procedures adopted by the 7COMm Group.

### **4.1 Expenses refund**

#### 4.1.1 Criteria

Criteria for reimbursement of expenses practiced by the 7COMm Group:

Transport

- Restricted to customer service, and as long as authorized by the Board.
- Requested by the person in charge of the area.

- We advise you to take the subway to the station closest to the client, and then use one of the mobility companies registered as suppliers of the 7COMm Group, if necessary.
- Use only mobility companies belonging to the 7COMm Group supplier register.
- When using mobility companies registered as suppliers of the 7COMm Group (for example Uber, Cabify, 99Taxi and the like) inform the cost center

#### Subway

- The metro ticket must be requested in advance from AO Financeira and/or AO Facilities.
- The amount requested must be the amount used on the same day.

#### Road and air tickets

- Restricted to customer service
- Approved in advance by the manager / Board.
- After approval by the manager / Board, it will be up to the Administrators, Employees, Trainees or Apprentices to inform the Central Support that will proceed with the internal procedures together with the Financial department to carry out the purchase.
- If the approved purchase is made directly by Administrators, Employees, Trainees or Apprentices, reimbursement may be requested from the Financial department.

#### Other expenses

Only when previously approved by the Board of Directors

#### 4.1.2 How to request payment of Expense Reimbursement Form

- Fill out the reimbursement OP in Ctower (<https://ctower.7comm.com.br/loginMB.action>), attaching all expense receipts, with the respective justifications.

#### Payment

- Reimbursements are made on the same payroll date, that is, the 5th (fifth) business day and the 20th of the month.
- Payment is conditioned to the correct completion of the OP, in compliance with the release dates established by the Financial department and upon approval by the Board.

## 4.2 Request for Purchase of Products and/or Services

Requests for the purchase of products and/or services must be made through Approvals via Microsoft Teams, in which the requester will describe all the necessary information, which will be submitted for approval by authorities and subsequently forwarded to the Financial department, if approved, continuing the process.

### 4.3 Service

Instruct in the service to Suppliers and Customers of the 7COMm Group  
Personal and Online Service

When welcoming a visitor, proceed as follows:

- Avoid keeping your visitor waiting at reception and/or online events. Get it ASAP. This will demonstrate how important he is to you;
- Whenever possible, personally receive your visitor at reception. Otherwise, leave a person in charge of doing it, informing the place of the meeting, other participants, etc. This will show consideration for your visitor;
- Introduce yourself (if applicable), greet and welcome your visitor. This will show good manners;
- Call each visitor by name. This will demonstrate your pleasure in receiving it;
- Start the meeting at the agreed time. This will show respect for your visitor's time;
- At the end of the meeting, always thank your visitor. This will show your appreciation for his time.

Remember that good service is not only a question of good manners, but also good business.

### 4.4 Use of Telephony

Instruct users on the best way to use the telephone service (head office and branch office).  
Call forwarding

When away from your workstation for long periods, we suggest you use call diversion.

In case of problems or doubts, ask the Infrastructure and, as a last resort, the Reception.

## 5

# Changes To The Good Practices Manual

7COMm Group reserves the right to modify this Good Practices Manual at any time, keeping it updated and available on Microsoft SharePoint. On the other hand, Management, Employees, Trainees and Apprentices are highly recommended to read the 7COMm Group Good Practices Manual periodically and in full.

Historic			
Date	Version	Description	Responsible
17/02/2014	6.2	Inclusion of procedure I-011/03 Indication of Businesses	-
16/09/2021	1.0	Content update; incorporation of the Manual of Norms and Procedures version 6.2 of February 2014 by the Corporate Code of Conduct and Ethics version 4 of 07/16/2021; creation of the Good Practices Manual.	Executive Board, Legal Department; WeAre7; Administrative Department, Facilities Department and Financial Department.-

