

BRA – DELIVERY POLICY

Dear Customer,

Welcome to our Delivery Policy. The purpose of this document is to establish guidelines and procedures related to the shipment of products to our customers. Our mission is to ensure that all deliveries are carried out safely, efficiently, with quality, and within the agreed timelines, thereby providing a satisfactory experience.

With this in mind, we will cover important aspects such as shipping methods, freight charges, and procedures for special deliveries. It is crucial that any restrictions or specific requirements be aligned in advance during the negotiation process; otherwise, they may be subject to commercial review.

By adhering to this policy, our team and partners will be able to operate in a coordinated and effective manner, ensuring that our products reach their destination in the best possible condition. We are committed to continuously reviewing and improving our delivery processes to meet customer expectations and maintain the quality of our services.

SERVICE TERMS:

- a) **Freight Charges for Delivery:** (i) deliveries with significant time restrictions (e.g., from 8 a.m. to 11 a.m. or from 8 a.m. to 2 p.m., Brazil local time); (ii) deliveries with a fixed scheduled time (specific day and time).
- b) **Vehicle Arrival and Departure Time:** a maximum limit of 1 hour and 30 minutes for shared-load deliveries (less-than-truckload) and up to 4 hours for dedicated/full-load deliveries (vehicles exclusively carrying Ecolab goods for delivery to a single customer). For waiting periods exceeding, Ecolab will pass on to customers the costs related to demurrage, idle hours, daily fees, or overnight stays.
- c) **Unloading:** according to ANTT regulations, unloading is the responsibility of the consignee. If the customer requests Ecolab to perform this activity, prior notice is required, and additional costs will be charged. Unloading refers solely to the removal of goods from the vehicle to ground level and does not include handling or storage.
- d) **Truck Profile:** if the customer requires that the delivery be made by a specific type of vehicle - including, but not limited to, platform trucks, open trucks, vehicles with height restrictions, or cranes - the delivery will be subject to additional costs based on the service region, which will be passed on to the customer.
- e) **Load Packaging:** if the customer requires that the load be packaged on pallets and/or stretch-wrapped, all associated costs (pallets/stretch film) will be charged to the customer. It is important to note that, depending on product classification, certain products may be incompatible with one another. This may result in additional segregated freight costs being charged to the customer, as it will not be possible to use consolidated load compartments in such cases.
- f) **Redelivery:** if the first delivery attempt is unsuccessful, a new delivery attempt will be made within a timeframe equivalent to the original route. The freight cost incurred will be charged to the customer if communication failures are identified in the process.
- g) **Returns:** returns will follow the policy available on Ecolab's website, at the following address: <https://pt-br.ecolab.com/pages/customer-returns-policy>.