

smar
Technology Company



COMPANY PROFILE

Fundamentals, Growth, and Market Leadership

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More information

www.smar.com.br/en

Message from the Executive Board

Dear employees, partners, clients, and other stakeholders,

It is with great satisfaction and pride that SMAR's Executive Board addresses you to present a comprehensive view of our journey and the pillars that sustain our leadership in the market. In a global landscape that increasingly demands excellence, innovation, and trust, SMAR has distinguished itself as a benchmark, and this presentation reflects our deepest values and our unwavering dedication to shaping the future of industrial automation.

We firmly believe that being at the technological forefront and delivering state-of-the-art industrial automation solutions must go hand in hand with the highest credibility and robustness. Therefore, this material details how our solid growth and the breadth of our portfolio of products and services are not merely indicators of success, but concrete evidence of our reliability and our ability to adapt to market demands. Our journey has been one of continuous evolution, marked by innovation and by the consolidation of a significant presence that spans multiple segments and regions, proving the effectiveness of our strategy and the strength of our execution.

We therefore invite each of you to explore this overview, understanding the depth of our operations, the breadth of our technologies, and the positive impact we generate. Your perspective is essential to ensuring that SMAR remains synonymous with innovation, quality, and reliability.

Together, we will continue to forge a path of sustainable growth, technological disruption, and, above all, mutual trust.

Sincerely,

SMAR Executive Board

Libanio Carlos Souza
Chief Executive Officer (CEO)

Rogério Lima Souza
Executive Director



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1. THE TRAJECTORY AND ESSENCE OF SMAR

The history of SMAR, a prominent name in the automation and control industry, began on April 1, 1974. As of 2017, the brand has been managed by Nova Smar S/A, further consolidating its expertise in the development and delivery of advanced technological solutions. SMAR develops, manufactures, and sells instruments, controllers, hardware, and software for measurement, control, operation, and maintenance asset management. In addition, SMAR offers a comprehensive suite of services, including project engineering, Factory Acceptance Tests (FAT), Site Acceptance Tests (SAT), field integration testing, commissioning, start-up, and technical support. The company has established itself as a pioneer, introducing significant innovations such as **DCS** (Distributed Control System), **PLC** (Programmable Logic Controller), and, notably, **Foundation Fieldbus technology**, which distinguished it as the first to master this field (“First in Fieldbus”). This continuous journey of innovation has placed the company at the global forefront, consistently incorporating the latest digital advances to maintain its leadership.



With its headquarters in Sertãozinho, São Paulo, SMAR leverages the state's well-developed industrial and logistics infrastructure—one of Brazil's most economically dynamic regions. Its global footprint is extensive, with operations and representatives established across North, Central, and South America; the Caribbean; Europe; the Middle

East; Africa; and Asia-Pacific. Additionally, SMAR maintains strategic assembly lines in Brazil, India, the United States, and Venezuela, underscoring its production and distribution capabilities at a global scale.

SMAR's corporate identity is defined by clear purposes and guiding principles:

Mission

Meet the global needs of the automation market with innovative, practical, and cost-effective solutions. Develop advanced technologies that keep pace with evolving demands, ensuring superior performance, seamless integration, and sustainability.

Vision

Be a company recognized worldwide for its creative and innovative character and for management focused on the satisfaction of customers, investors, and employees, operating with social, environmental, and legal responsibility.

Values

- Creativity and innovation;
- Transparency;
- Inclusion and diversity;
- Flexibility underpinned by ethics;
- Equality;
- Environmental sustainability
- Respect for human rights;
- Customer satisfaction.

These values form the foundation of SMAR's organizational culture, guiding its daily decisions and actions. They reflect its commitment to an ethical, fair, and respectful work environment, where individuality is valued and everyone feels empowered to contribute fully to the company's success.



Beyond its technical capabilities, Nova Smar is recognized as a **Great Place to Work (GPTW)**, underscoring its commitment to fostering a positive and ethical work environment. This recognition leads to higher employee engagement and satisfaction, increased productivity, reduced employee turnover, and a stronger corporate reputation. The GPTW certification also plays an important role in promoting an organizational culture grounded in trust, respect, and integrity.



2. GROWTH, STABILITY, AND BROAD RECOGNITION

SMAR demonstrates stable, noteworthy growth, reflected in its operational expansion and the numerous market recognitions that attest to its excellence. Its solidity is reinforced by rigorous management, meticulous attention to quality, and an unwavering commitment to corporate responsibility, underpinned by a strong set of certifications and accolades.



2.1 Recognized Quality (ISO 9001)

Since 1992, SMAR has maintained its ISO 9001 certification, being a pioneer in the Brazilian electro-electronic sector. Its Quality Management System (QMS) covers all operations, from design to technical assistance, and is continuously improved and audited by entities such as Bureau Veritas Certification. Its QMS not only complies with NBR ISO 9001:2015 but also with rigorous international guidelines such as IEC 80079-34:2018, IECEX OD/005, Directive ATEX 2014/34/EU, and CNEN NN 1.4, ensuring safety and performance in challenging environments, being structured around seven fundamental principles: Customer Focus, Leadership, Engagement of People, Process Approach, Improvement, Evidence-based Decision Making, and Relationship Management.





2.2 Financial Transparency (Financial Audit)

The company's financial statements undergo regular audits, conducted by recognized firms such as Moore Prisma Auditores e Consultores. This practice ensures the accuracy and integrity of the financial information, strengthening the confidence of all stakeholders and ensuring compliance with national and international accounting standards.

2.3 Sustainability and Governance (ESG Recognition)

SMAR demonstrates strong recognition in ESG (Environmental, Social, and Governance), integrating environmental, social, and governance principles into its operational strategy, reflecting a comprehensive commitment.



Environmental: SMAR utilizes I-REC certified renewable energy, coupled with efficient water management that includes rainwater harvesting and effluent treatment. The company implements a comprehensive waste management program and fosters partnerships with initiatives such as the Municipal Seedling Nursery and Cooperativa Casa de Todos (the "House for All" Cooperative), thereby promoting the circular economy and environmental awareness.

Social: Certified as a Great Place to Work (GPTW), SMAR invests in an ethical, positive, and inclusive work environment. It has well-developed policies on Human Rights, Non-Discrimination, Diversity, and Inclusion (covering gender identity, sexual orientation, ethnicity, generations, and people with disabilities), in addition to rigorous Health and Safety at Work practices (NR 1 and NR 6). The Social Responsibility Program actively contributes to the community through donations, sponsorships, social campaigns, and development programs.

Governance: Management is grounded in a robust Integrity Program, which adopts zero-tolerance policies against fraud, corruption, bribery, and money laundering, in alignment with the Brazilian Anti-Corruption Law. This program includes specific guidelines on Conflicts of Interest, Data Privacy and Protection (LGPD), Illicit Conduct, as well as a Whistleblower Channel and an Ethics Committee. Complementing these initiatives, continuous training and rigorous monitoring are carried out to ensure compliance and reinforce organizational ethics.

3. INTEGRITY PROGRAM: ETHICS IN ACTION

At SMAR, the commitment to ethics, transparency, and responsibility is an essential value. Therefore, the company maintains its Integrity Program as a fundamental cornerstone of its governance. This comprehensive program ensures that all operations and interactions adhere to the highest legal and ethical standards, reflecting SMAR's dedication to compliance, fraud prevention, and the promotion of a fair environment.

The Integrity Program is primarily manifested through SMAR's Code of Ethics and Conduct. This document serves as a clear guide for the rules, standards, and professional behaviors expected of all employees, suppliers, and partners. It establishes the guidelines for internal and external relationships, ensuring impartiality, respect, and full adherence to applicable laws and the company's internal policies.



A central pillar of the program is the zero-tolerance policy for any form of corruption, bribery, undue influence, or money laundering. SMAR requires all financial and commercial transactions to be legitimate, properly recorded, and in full compliance with the Brazilian Anti-Corruption Law (Law No. 12.846/13) and other regulations for combating illicit activities. The program also addresses the protection of company assets, the management of conflicts of interest, respect for human rights in the workplace and in relations with third parties, and the protection of information and data, curbing illicit conduct and the misuse of privileged information.

To ensure the effectiveness and communication of its commitments, SMAR offers dedicated tools such as the Whistleblower Channel, a secure and accessible means for any suspected violation

to be reported. SMAR ensures the anonymity and confidentiality of communications and strictly prohibits any form of retaliation against those who, in good faith, cooperate with the program. Reported issues are forwarded to the Ethics Committee, an internal, independent, and impartial body responsible for analyzing, investigating, and deliberating on violations, ensuring fair decisions and the application of appropriate corrective measures.

SMAR continuously invests in strengthening this ethical culture. Employees, suppliers, and partners receive periodic training and awareness sessions on the principles of the Integrity Program, ensuring that everyone understands their role in maintaining the company's ethical standards. Furthermore, the program is subject to continuous monitoring and review, with regular audits and evaluations that ensure its effectiveness, adaptation to new regulations, and constant improvement.



4. STRATEGIC PRESENCE IN DIVERSE MARKET SEGMENTS



SMAR stands out for its ability to offer advanced and reliable technological solutions for a wide range of industrial segments, demonstrating the versatility and criticality of its technology. Its solutions are developed to meet the specific and complex demands of each sector, consolidating its presence in the following markets:

Oil and Gas; Petrochemicals; Chemicals; Power Plants; Bioenergy; Mining and Metals; Cement; Glass; Steelmaking; Pulp and Paper; Food and Beverage; Pharmaceuticals; Water and Wastewater; and Textiles.

This market diversification and specialization demonstrate the adaptability of SMAR's technology and its cross-cutting importance for the operation and optimization of essential industrial infrastructures.

5. SUPPORTED AND STRATEGIC INNOVATION: LEI DO BEM AND LEI DA INFORMÁTICA

SMAR's relentless pursuit of innovation and technological development is reinforced by Brazilian legal frameworks that drive industrial progress. The company's adherence to and utilization of laws such as the Lei do Bem (Goodwill Law) and the Lei da Informática (IT Law) not only attest to its focus on research and development but also serve as a competitive differentiator and a demonstration of its strategic relevance to the country.



5.1 Revenue History: Growth and Optimistic Expectations

SMAR's financial trajectory reveals a scenario of solid and consistent growth over the years, demonstrating the effectiveness of its business strategy and the positive impact of its investment in innovation.

The period between **2018 and 2019** marked significant growth, with Gross Revenue leaping from R\$ 26,028,149.00 to **R\$ 55,100,942.00**, an increase of over **111%**. This initial jump was followed by robust and sustained progression, reaching R\$ 72,947,056.00 in 2020, R\$ 82,885,973.00 in 2021, R\$ 91,629,110.00 in 2022, and **R\$ 98,625,590.00 in 2023**, approaching the R\$ 100 million mark. In **2024**, Gross Revenue reached **R\$ 107,720,921.00**, solidifying the company above this milestone and demonstrating its market strength. This continuous progression, with significant annual increases, underscores the company's ability to generate value and expand its market share.

This remarkable performance, which shows SMAR's Gross Revenue growing approximately **313.86% between 2018 and 2024**, goes far beyond a mere financial indicator, revealing multiple crucial aspects of the company and its role in the economy.

In just six years, SMAR more than tripled its revenue. Such an achievement attests to the excellence of its strategy and the effectiveness of its execution, by transforming innovations into high-value solutions that resonate with the market. This expressive ascent remained firm even in the face of global economic challenges during the period, highlighting the company's resilience and adaptability. Furthermore, it reflects solid management and scalable processes, which were essential to sustain such a magnitude of growth without compromising efficiency or quality.

In just **SIX YEARS**,
SMAR more than
TRIPLED ITS
REVENUE.

5.2 Lei Do Bem: The Boost to Technological Innovation

Law No. 11,196/2005, known as Lei do Bem, represents a fundamental pillar in stimulating innovation in Brazil. This legislation grants significant tax incentives to companies that invest in Research, Development, and Innovation (RD&I) projects with a focus on technology. For SMAR, the application of this law directly results in the reduction of tax burdens, such as Income Tax and Social Contribution on Net Profit.

The benefits extend beyond the fiscal sphere. By qualifying for the Lei do Bem, SMAR reaffirms its commitment to creating new technologies, processes, and products, which not only enhance its offering but also contribute to the country's technological advancement. This incentive allows the company to reallocate resources to R&D, accelerating the innovation cycle and maintaining its leadership in the industrial automation market.



5.3 Lei Da Informática: Competitiveness and National Capacitation

Complementing the Lei do Bem, Law No. 8,248/1991, or Lei da Informática, is a vital industrial policy instrument for the technology sector. Its objective is to foster competitiveness and strengthen the technical capacitation of Brazilian companies operating in the production of information technology goods and services, automation, and telecommunications.



For SMAR, the Lei da Informática is a catalyst that drives the development of products with high added value and national technological content. By benefiting from this law, the company not only enhances its R&D and engineering infrastructure but also contributes to the training of specialized labor

and the creation of qualified jobs in Brazil. This policy strengthens SMAR's ability to compete globally, offering technologically advanced solutions that meet the highest international standards, while strengthening national industry.

5.4 Competitive Advantage and Strategic Commitment

The effective utilization of the Lei do Bem and the Lei da Informática represents a crucial strategic advantage for SMAR. This ability not only demonstrates intelligent fiscal management but, more significantly, evidences a substantial and targeted investment in technological innovation. Companies that qualify to benefit from these tax incentives are invariably recognized by the government as fundamental players in the country's technological and economic development.

Consequently, SMAR's ability to benefit from these legislations reaffirms its role as a strategic company for Brazil. This establishes a virtuous cycle: continuous investment in Research and Development (R&D) results in innovations that, in turn, receive support from governmental policies. This support allows SMAR to offer cutting-edge products and services, driving its sustainable growth and long-term stability. Such engagement with innovation, incentivized by public policies, is tangible proof of the company's futuristic vision and its alignment with Brazil's industrial development objectives.



6. SMAR TECHNOLOGY: RELIABILITY AND INNOVATION

SMAR solidifies its market position through a continuous commitment to technological development, offering solutions that are not only advanced but intrinsically reliable and necessary for the optimization of industrial processes. SMAR technology is the driving force behind efficiency and safety in countless global operations. Its technological differential lies in its expertise in industrial communication protocols and open architecture. As a result of this commitment, SMAR holds 31 patents for software, hardware, processes, and mechanics registered in the United States and Brazil, evidencing its continuous innovation capacity and robust intellectual property.

The digitalization of signals is a pillar of its approach, utilizing capacitive cell sensors for pressure transmitters that maintain the digital signal from reading to equipment output, ensuring high precision and stability. **WirelessHART™** technology is another key innovation, offering robust wireless communication with self-organizing mesh networks, low power consumption, and long battery life, ideal for optimizing installations and field data collection.



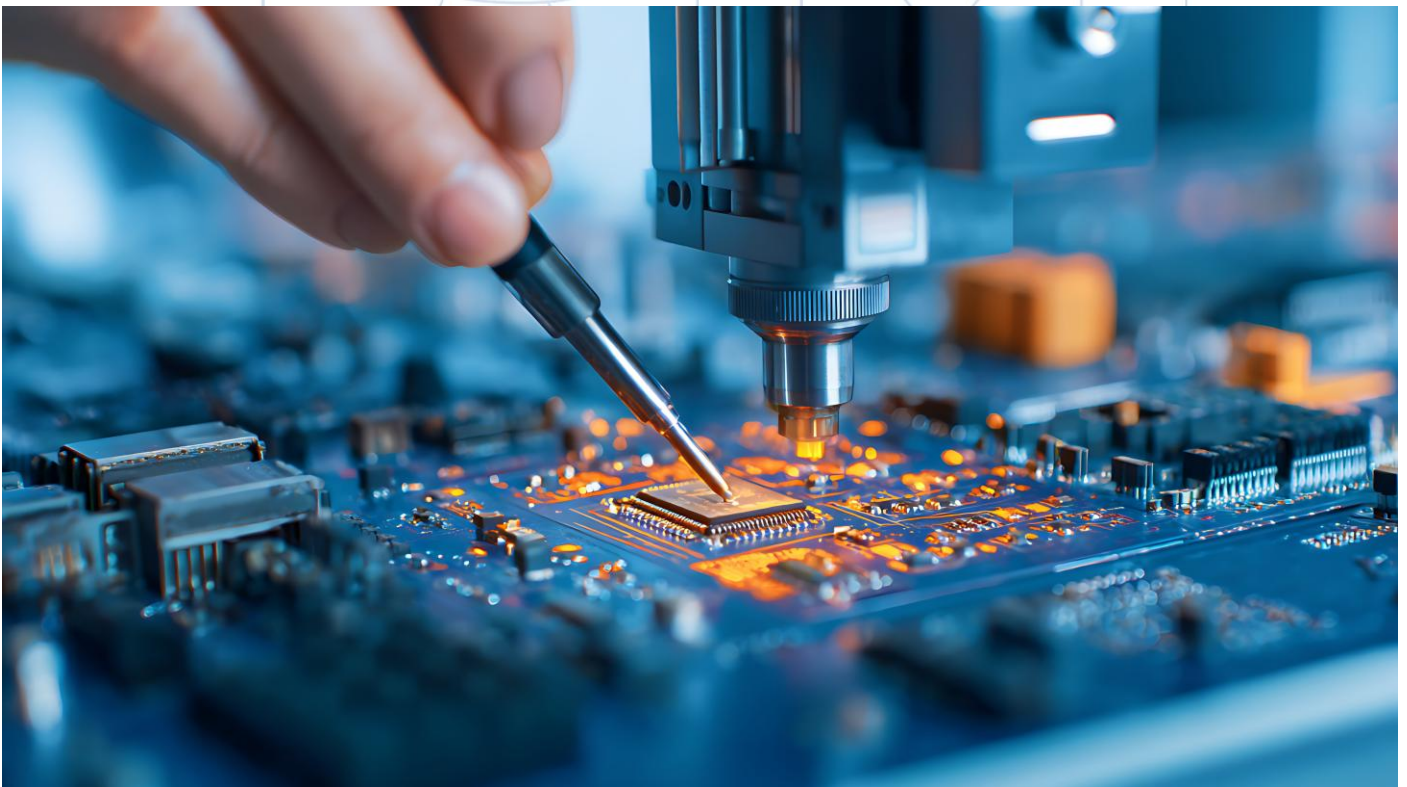
SMAR also integrates and masters a vast range of communication protocols, including **FOUNDATION FIELDBUS, HART, PROFIBUS PA, PROFIBUS DP, Modbus, OPC (DA, HDA, A&E, and UA), MQTT, AMQP, REST, WebSockets, DNP3, and IEC 61580/60870**. This flexibility ensures the connectivity of its solutions with virtually any existing or future system, promoting interoperability and integration in complex industrial environments. The investment in cutting-edge

software and platforms, such as the use of 64-bit platforms and cloud solutions for data and operations management, positions SMAR at the forefront of Industry 4.0. The adoption of technologies like Docker containers for control logics in NovaENGINEs illustrates the commitment to portability and efficient application execution.

In summary, SMAR technology is synonymous with:

- **Precision and Stability:** Through digital sensors and advanced processing.
- **Interoperability and Connectivity:** Support for multiple protocols and open standards.
- **Flexibility and Scalability:** Solutions adaptable to any size and industrial need.
- **Security and Reliability:** Robust design and international engineering standards.

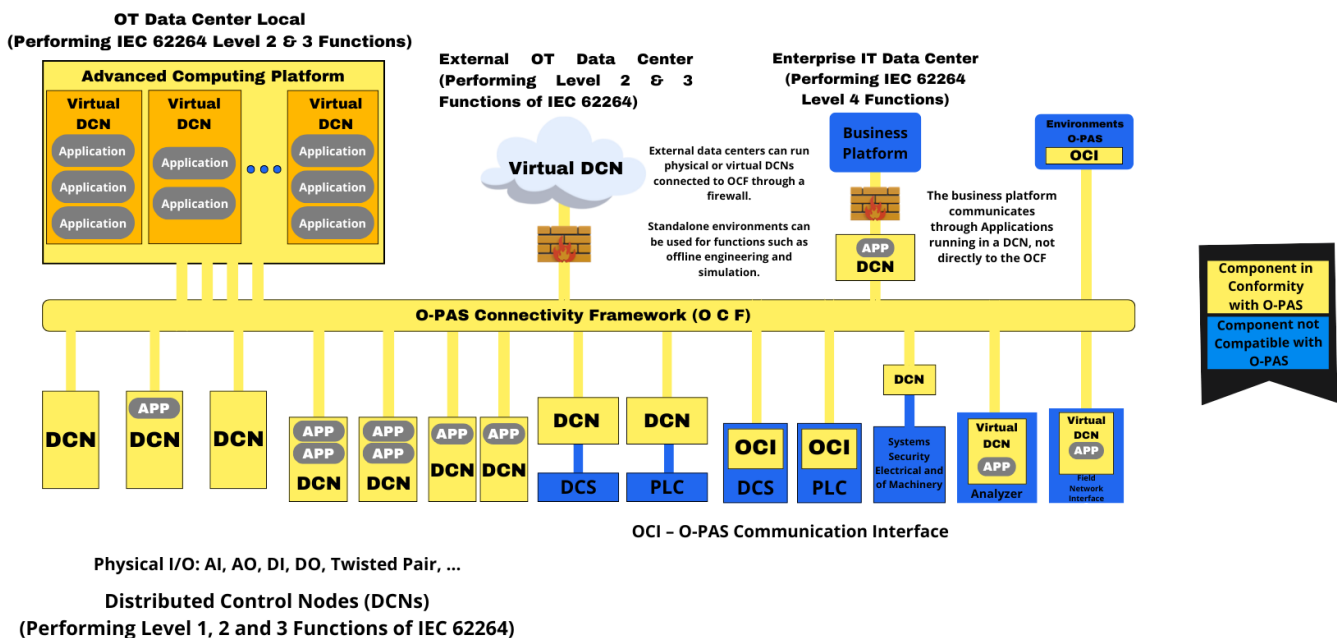
This broad and innovative technological base is what allows SMAR to develop essential products and services, ensuring that its clients' operations are more efficient, secure, and prepared for the future.



6.1 O-PAS: The Revolution of Open and Interoperable Automation

SMAR was a pioneer in the implementation of **Foundation Fieldbus technology**, which earned it the recognition of "**First in Fieldbus**", a mark of excellence and innovation. Furthermore, the company is an active participant and leader in promoting the **O-PAS™ Architecture (Open Process Automation Standard)**, a comprehensive standard that aims to create open, scalable, secure, and interoperable process automation systems, independent of a single vendor. Its solutions, such as the **NOVA** line with its **NovaDCNs** and **NovaENGINEs**, are already designed in alignment with these concepts, ensuring future compatibility and flexibility.

O-PAS Architecture - Open, heterogeneous, multi-vendor control system



The process automation industry is in constant evolution, and the demand for more flexible, secure, and efficient systems has never been greater. In this context, the O-PAS Architecture emerges as a transformative initiative, promising to redefine how control systems are designed and implemented globally.

O-PAS is much more than a new protocol; it is a "**standard of standards**," a reference architecture that seeks to decouple process automation from proprietary and monolithic solutions. Its central objective is to enable the construction of automation systems that are:

- **Scalable:** Capable of growing and adapting to any scale of operation, from small units to large industrial complexes, without the need for complete re-engineering.

- **Reliable and Secure:** Designed with an inherent focus on robustness, resilience, and advanced protection against operational failures and cyber threats.
- **Interoperable:** Allowing hardware and software from different manufacturers to function harmoniously and integratedly, eliminating communication and compatibility barriers.
- **Maintainable and Modernizable:** Facilitating system updates and extensions without the need for prolonged or costly process shutdowns.

The essence of O-PAS lies in its fundamental quality attributes, which guide its entire development. These include:

- **Security:** Protection of operations, personnel, and data.
- **Resilience:** The system's ability to operate even under adverse conditions.
- **Reliability:** Consistent and predictable performance.
- **Maintainability:** Ease of diagnosis, repair, and updating.
- **Portability:** Ability to transfer applications and control logics between different hardware platforms.



Additionally, O-PAS emphasizes key operational principles for truly open automation:

- **Interchangeability:** Components can be easily replaced, reducing dependence on single vendors.
- **Interoperability:** Devices and systems from different origins can communicate and operate in an integrated manner, without the need for complex customizations.
- **Modularity:** The architecture is built on independent modules, facilitating expansion and maintenance.

In summary, O-PAS represents a vision for the future of industrial automation, where innovation is accelerated by collaboration and users have greater freedom in choosing and integrating technologies, culminating in more efficient, secure, and adaptable systems.



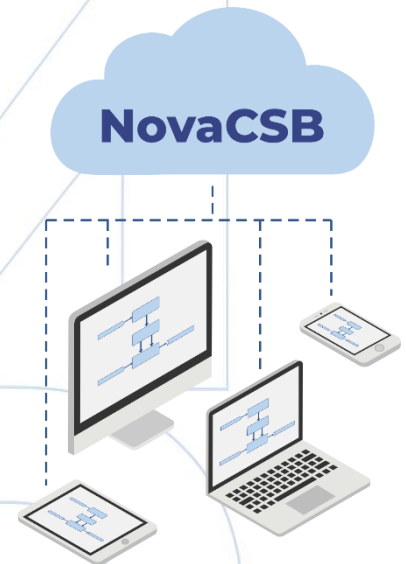
Here are some key offerings highlighted:

NovaDCN (Distributed Control Nodes): SMAR's NovaDCNs are robust industrial computers that possess an O-PAS compatibility Certificate and are aligned with version 2.1 of the architecture. They are designed to act as complete distributed control solutions, with high-speed Ethernet ports and OPC-UA communication, ensuring high performance and interconnectivity. Additionally, they function as essential gateways, allowing the integration of legacy networks and systems (Foundation Fieldbus, Modbus, HART) into the O-PAS infrastructure.



NovaENGINEs: These are innovative software units capable of executing control logic on Docker platforms. This approach provides portability and flexibility, allowing control logic to be run on any O-PAS-compatible hardware. NovaENGINEs integrate an OPC-UA Server for secure communication and an FB Run Time for the efficient execution of function blocks, IEC 61131-3, and IEC 61499 logics.

NovaCSB (Nova Control Strategy Builder): A control engineering tool that stands out as a Web Platform, enabling intuitive block diagram configuration. Compatible with any device, NovaCSB offers configuration, supervision, and operation functionalities, including for cloud implementation, via the internet. It uses files defined by the O-PAS standard to describe the Information Model of the blocks and generates AML files for configuration, aligning perfectly with the O-PAS principles of openness.



- **DF126 DCN I/O Gateway:** This gateway is crucial for integration, as it allows the integration of the O-PAS network with Foundation Fieldbus, Modbus, HART networks, and conventional I/O signals. It provides access to legacy systems through the O-PAS Signal, ensuring that existing investments can be incorporated into the new O-PAS architecture.

6.2 SMAR in OPAF: Leadership and Concrete Solutions in the O-PAS Era



SMAR is not merely a follower of trends in industrial automation; it is a leader and active protagonist in shaping the future of this sector. Its participation as a member of OPAF (Open Process Automation Forum) and the development of O-PAS-aligned solutions demonstrate a deep commitment to open innovation and the delivery of real value to its customers.

As an active OPAF member, SMAR directly contributes to the development and promotion of the O-PAS Architecture. Its engagement goes beyond mere adherence; SMAR positions itself as a protagonist in the market, as its solutions were already conceived with the concepts and characteristics of this standard, setting itself apart from other global suppliers.

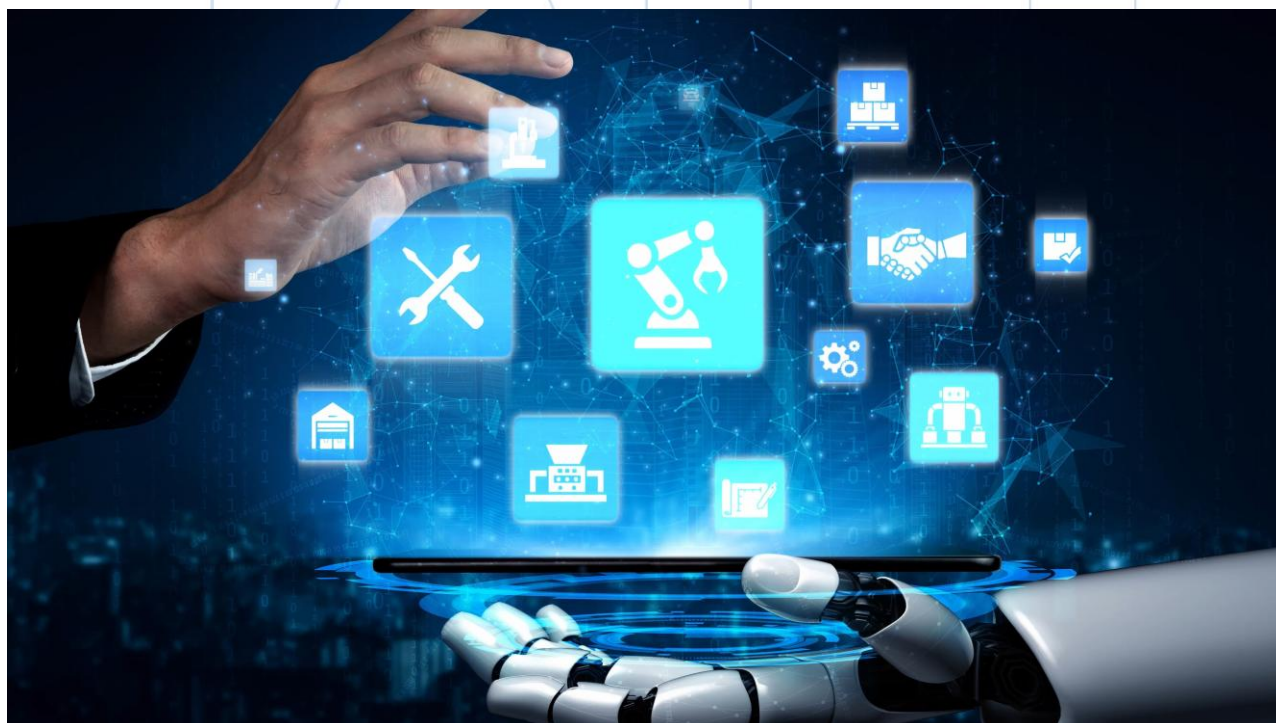
This leadership is evidenced by active participation in global Road Shows, where SMAR promotes O-PAS and offers users the opportunity to interact directly with the technology, allowing for the creation of O-PAS configurations and online testing. This initiative reflects not only its futuristic vision but also its ability to transform advanced concepts into practical and accessible reality.

SMAR's product and solution line already incorporates the O-PAS philosophy and requirements, ensuring that its customers are prepared for the challenges of future automation.



7. COMPREHENSIVE PRODUCTS AND SOLUTIONS FOR INDUSTRIAL AUTOMATION

SMAR offers a comprehensive portfolio of products and solutions, designed to address all stages of the industrial automation process, from the measurement of critical variables to sophisticated control and intelligent asset management. Its offering aims to optimize the productivity, efficiency, and safety of its clients' operations.



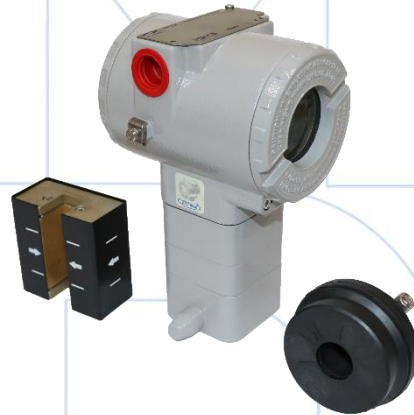
7.1 High-Precision Measurement Instruments:

Its line of instruments is fundamental for reliable data collection in the field. This includes:



Density and Concentration Transmitters (DT300 Series): Featuring patented technology, ideal for continuous measurements in liquids.

Position Transmitters (TP300 Series): Utilizing Hall Effect sensors for linear and rotary measurements, without mechanical contact.



Pressure Transmitters (LD1.0, LD290, LD300, LD400 HART® and WirelessHART™ Series): High-accuracy equipment for various applications (gauge, absolute, differential), including WirelessHART™ versions.

Guided Wave Level Transmitters

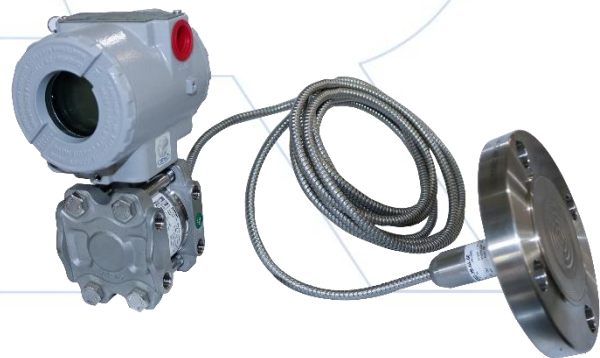
(RD500): These use the TDR principle for direct measurement, independent of density or temperature variations.



Temperature Transmitters (TT300, TT383, TT400 WirelessHART™, and TT481 WirelessHART™ Series):

Precise measurements with support for various sensor types (RTDs, thermocouples), including multi-channel and wireless models.

Remote Seals (SR301 Series): Solutions developed for extreme temperature conditions or limited access.



7.2 Actuation and Control: For the precise execution of control strategies, SMAR offers:

Pneumatic and Electric Actuators (ACP, AD/AR/AL, AC500 Series): Reliable devices for positioning final control elements, with options for on/off automation and continuous modulation.



Valve Positioners (FY300, FY400, FY500 Series): These convert electrical signals into mechanical position, ensuring the exact positioning of the valve stem and offering advanced diagnostics for predictive maintenance.

Accessories and Signal Converters: Including HART and PROFIBUS interfaces, and converters for the integration of analog and digital signals.

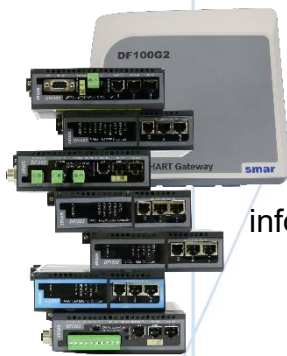
7.3 Control and Automation Platforms: The core of SMAR's control intelligence:



Digital Multi-Loop Controllers (CD600Plus): Compact and versatile units that replace multiple traditional controllers.



Programmable Logic Controllers (LC800): Robust solutions with Modbus-HSE connectivity for discrete control and I/O integration.



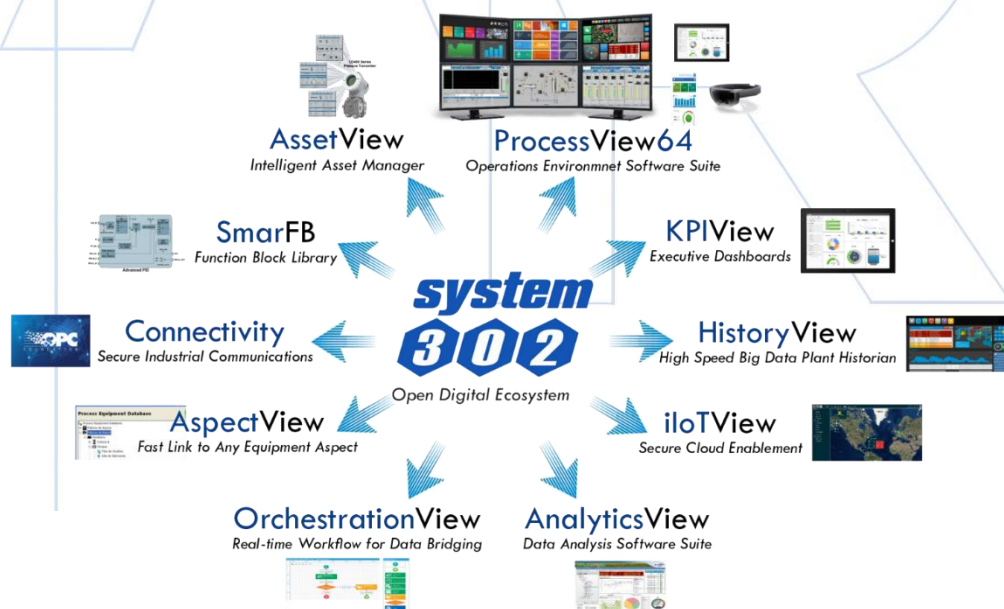
DFI302 Platform (SYSTEM302): The foundation of SMAR's control system, a multi-protocol and multi-user platform that integrates plant information and offers redundancy for high availability.



O-PAS Solutions (NOVA Line – NovaDCN, NovaENGINEs, NovaCSB): State-of-the-art equipment developed in collaboration with Intel, compatible with the O-PAS architecture, enabling distributed control systems, execution of logic in Docker containers, and web-based configuration, revolutionizing interoperability, and portability.

7.4 Software and Intelligent Management: A suite of software that transforms data into actionable information:

- **Studio302 (Integrated Engineering Environment):** A comprehensive tool for configuring, managing, and maintaining networks and devices.
- **AssetView (Intelligent Asset Manager):** Optimizes reliability and performance through online monitoring and diagnostic information analysis.
- **ProcessView64 (Software Suite for Operations):** A visualization and control platform for operators and managers, featuring redundancy and universal connectivity, enabled for web environments.
- **HistoryView (High-Speed Historian for Big Data):** Manages large volumes of plant data, offering detailed analyses and reports.
- **KPIView (Executive Dashboards):** A tool for real-time visualization of Key Performance Indicators (KPIs).
- **iloTView (Secure Cloud Enablement):** Secure connectivity to the cloud for Industry 4.0 applications.
- **AnalyticsView (Data Analysis Suite):** Transforms large volumes of data into actionable intelligence for improvements in productivity, efficiency, and quality.
- **OrchestrationView and AspectView:** Solutions for data orchestration and quick access to relevant equipment information.



7.5 Educational Products:



SMAR also invests in training new talent with **Didactic Plants (PD3)** and **Didactic Kits** that replicate industrial reality. These are available in various technologies (HART, Fieldbus, PROFIBUS, WirelessHART, and O-PAS), promoting knowledge in industrial automation.

This extensive offering of products and services demonstrates SMAR's capacity to deliver "end-to-end" solutions that not only meet but exceed customer expectations, ensuring smarter, more efficient, and safer industrial processes.

8. SPECIALIZED SERVICES AND DEDICATED SUPPORT

SMAR's commitment to its customers extends beyond offering products and solutions, encompassing a complete range of specialized services and excellent technical support. This holistic approach ensures that implemented solutions operate with maximum efficiency and that technical knowledge is continuously enhanced and accessible.

8.1 Comprehensive Technical Assistance:

SMAR offers technical assistance services for its products, guaranteeing the safety, reliability, and agility that only the manufacturer can provide. Its team of specialists is ready to assist with:

Installation Projects: Development of electrical and instrumentation projects.

Execution and Supervision: Execution or supervision of instrumentation and electrical installations.

Certifications: Support for analog or digital installation certifications.

Commissioning and Startup: Pre-commissioning, commissioning, and plant startup support services, ensuring system operability.



Operation and Maintenance Support: Assistance with project operation, support during shutdowns for corrective, preventive, and predictive maintenance, as well as emergency support and instrument repairs.

Control Loop Tuning: Optimization of control systems through dedicated software.



8.2 Engineering Projects and Industrial Assemblies:

SMAR has specialized professional teams that offer valuable contributions across all project phases. Their expertise includes:

Application Program Development: Creation of software for measurement, control, logical sequencing, and functionality, based on user documents.

Project Management: Project execution with complete documentation, following the best practices of the PMI (Project Management Institute).

Control Panel Assembly: Design and construction of control panels, whether based on SMAR's own designs or the client's, with complete documentation and a focus on acceptance tests (FAT, SAT, and SIT) in accordance with IEC 62381 standard.

Industrial Assemblies: Complete services for electrical and mechanical installation, and field equipment for the control system.

8.3 Training and Knowledge Development:

SMAR believes that knowledge is the key to success. Therefore, it offers robust training programs:

- **Training Modules:** Covering basic and advanced aspects of products, protocols, and technologies applied to projects.
- **Specific Training:** Focused on maintenance, tailored to the needs of the plant and team, conducted at our training centers, on the client's premises, or remotely via SMAR EAD.
- **Comprehensive Topics:** Ranging from basic instrumentation and automatic process control to advanced digital technologies and protocols.



8.4 Accessible Technical Support:

To ensure its clients always have the necessary support, SMAR offers:

- **Online Support:** Available via email (techsupport@smar.com.br) and phone (+55 16 3946-3611), with quick responses from qualified engineers and technicians.
- **Global Network:** A worldwide network of business, engineering, and technical services to ensure assistance in the field and via the internet.

Through this comprehensive offering of services and support, SMAR not only delivers technology but also an ecosystem of knowledge and assistance that maximizes the value and longevity of its clients' solutions, reinforcing strategic partnership and commitment to operational excellence.



9. BUILDING THE FUTURE OF AUTOMATION WITH CONFIDENCE AND INNOVATION

SMAR's trajectory is built upon solid pillars of innovation, reliability, and commitment to excellence. Since its foundation in 1974, the company has been a driving force in industrial automation, not merely keeping pace, but actively shaping the future of the sector. Its pioneering spirit, evidenced by its leadership in technologies like Foundation Fieldbus and its strategic role at the forefront of the O-PAS™ Architecture, reflects a relentless pursuit of solutions that truly make a difference for global industry.

SMAR's solidity extends beyond its technological capabilities. Economically, the company demonstrates robust and sustained growth, with revenue more than tripling in six years, reaching the R\$107 million mark in 2024. This financial performance is corroborated by transparent management, regularly audited by recognized firms, ensuring the integrity of its operations. The ISO 9001 quality certifications, maintained since 1992, and compliance with rigorous international standards, are testimonials to an unwavering commitment to excellence in every product and service.



SMAR's responsibility extends beyond financial and technological results. The company deeply integrates ESG (Environmental, Social, and Governance) principles into its strategy. Environmentally, it drives sustainability through the use of certified renewable energy and efficient resource management. Socially, it cultivates an ethical and inclusive work environment, recognized as a Great Place to Work (GPTW), and actively engages with the community. In terms of governance, SMAR's robust Integrity Program ensures a zero-tolerance policy against irregularities, reinforcing ethics, compliance, and transparency in all its relationships.

With a comprehensive portfolio of high-precision products – many of which are patented and manufactured in Brazil under the highest quality standards – and a complete ecosystem of specialized software and services, SMAR offers end-to-end solutions that optimize productivity, efficiency, and safety of operations across various market segments. The dedicated support, project engineering, and training programs demonstrate a continuous partnership with its clients, ensuring that technology is always applied with maximum value.

SMAR invites its clients to be part of a journey where innovation and trust go hand in hand. By choosing SMAR, clients opt for a partner who not only provides cutting-edge technology but also shares a lasting commitment to excellence, ethics, and mutual success. The company is ready to

transform current challenges into growth opportunities, building the future of industrial automation with the intelligence, security, and integrity that partners expect and deserve.



REVISION HISTORY

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