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Fortune ranks Alcoa as the most admired metals company in the world ● Page 6



Gente em ação

ALCOA

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ALCOA LATIN AMERICA AND THE CARIBBEAN MONTHLY NEWSLETTER- NUMBER 95 - APRIL, 2010

● **Pro-activeness**



Members of fire brigade of Tubarão heroically control fire at home located in the vicinity of the Unit

Employees warned about the fire and fire brigade rushed to the house in time to avoid a tragedy. A few days later, the community organized the "D Day" event to collect materials and donations for the family whose home had been destroyed by the fire. Tribute was paid to fire brigade members at the occasion.

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● **Award**



GBS is the recipient of the CPO-Chief Procurement Officer Awards

GBS Procurement was the recipient of the CPO-Chief Procurement Officer Awards, in two global categories and one regional category. These Awards are the most outstanding annual acknowledgment granted by the Global Procurement Team.

● Page 6

OUR PEOPLE

Editorial

Putting Values into Practice



FRANKLIN L. FEDER

CEO Alcoa Latin America and the Caribbean

Awards granted to a company are essentially a recognition of the approaches and actions of people who participate in the award-winning actions. At Alcoa, the strong belief in our Values is the origin of market-acknowledged initiatives. This belief is based on our conviction that an ethical stance and Sustainability have to permeate our professional and personal attitudes.

This belief is exemplified by the speedy action of the Alcoa employees at Tubarão, who were able to extinguish a fire that had broken out in a house in the vicinity of the Plant. The fire brigade prevented the fire from spreading to other houses in the neighborhood. We would like to congratulate the members of the Tubarão plant's fire brigade, whose act of heroism was justifiably acknowledged.

We would also like to congratulate the teams from GBS Procurement – Latin America – recipients of two of the four global categories awards. In addition, the teams were the recipients of the CPO-Chief Procurement Officer Awards for best regional project. This award is

the most outstanding annual recognition granted by the Global Procurement Team.

Among other outstanding recognitions, I would like to emphasize that Alcoa was named "The World's Most Admired Metallurgical Company" in Fortune Magazine's annual list of the world's most admired companies. My opinion on this 27th nomination is the same as that of Klaus Kleinfeld, president and CEO of Alcoa Inc.: I am very proud of all Alcoa employees from around the world who have helped us achieve this distinction in the course of so many years.

People help the Company overcome increasingly complex challenges. Therefore, it is very important to welcome and support recently hired Alcoa employees as they enter and begin to adapt to the Company. This is the objective we seek to achieve through our new Integration Program: to welcome the newcomers and provide them with all the information and tools necessary for them to begin their activities.

This issue of the newsletter, therefore, provides various examples that illustrate the dedication with which Alcoa employees put the Company's Values into practice.

Enjoy your Reading!

"This issue of the newsletter provides various examples that illustrate the dedication with which Alcoa employees put the Company's Values into practice"



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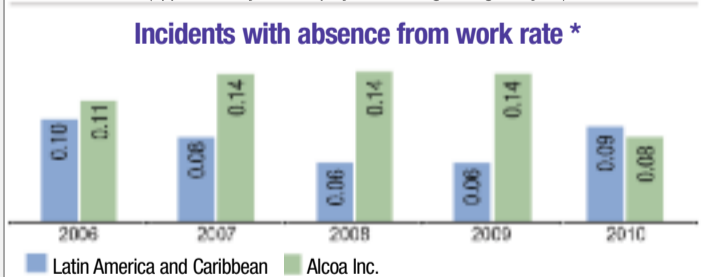
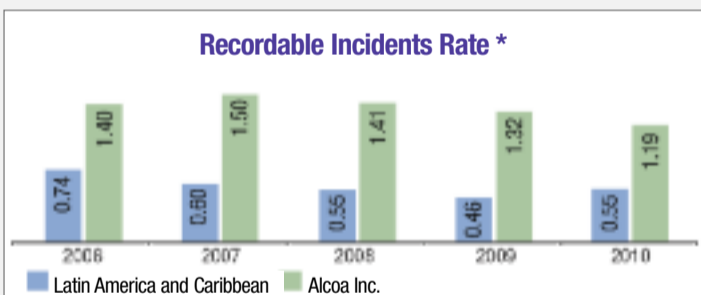
**Talk
to Us**



Your opinion is very important for us. Should you have any question, suggestion or comment, please write to genteacao@alcoa.com.br

Safety Performance

Incident Frequency Rate to March



Testimonial

Carla Pinto de Mesquita
Job Position: Coordinator of
Corporate Internal
Communication
Unit: CENU
Time with Alcoa: 12 years



"I am very proud to be part of Alcoa's staff. The company has strong Values which it puts into practice every day in all departments and processes. In addition, Sustainability at Alcoa is not only a fashionable word; it is an action that is practiced every day. I had held several job positions at Alcoa prior to becoming the Corporate Internal Communication coordinator. I started out as a receptionist at the main office. I was then hired permanently by the Acquisition and Logistics department. One year later, I was transferred to the Market Intelligence department. Since 2002, I have been involved in several processes and responsibilities in the Communications department."

People that make History

Tribute to colleagues who have contributed to Alcoa's development



**MARCOS VINICIUS
GUIMARAES SOUTO**
POÇOS DE CALDAS



**PAULO VITO
DA COSTA**
POÇOS DE CALDAS



**FRANCISCO
OLIVEIRA DUTRA**
ALUMAR



**JOSÉ FERDINAND
BARBOSA LIMA**
ALUMAR



**JOSÉ ANGELO
SERRA REGO**
ALUMAR



**RAIMUNDO N.
DE OLIVEIRA**
ALUMAR

EXPLANATORY NOTE

With the objective of reducing expenses, we decided not to include the 2009/2010 edition of Report and Prospects, which we traditionally publish at this time of the year. Originally scheduled to be part of number 95 of the newsletter, we decided to cancel the Report for the reason specified above and because we had already published the newsletter with eight pages. The next issue of the newsletter will have twelve pages again.

PEOPLE

Integration

New Integration Program expands possibilities of welcoming and assisting newcomers to Alcoa

Welcoming and assisting Alcoa's newly hired employees when they start working at and adapting to the Company is essential to build up a productive and long-lasting relationship between the Company and the employee.

The Integration Program for newly hired employees was restructured with the objective of making this phase even more agreeable. This Program aims at welcoming the new employees and providing them with the necessary information, resources and tools to begin their professional activities at the Company.

The program is now comprised of five main components: the first component entails the sending of material to the new employee's home. This material includes videos, photographs, welcome letters and cards. During the first days of work at Alcoa, the newcomers attend a presentation on some of the main departments and on important issues, as follows: Alcoa's business activities, Sustainability, Ethics, ABS,

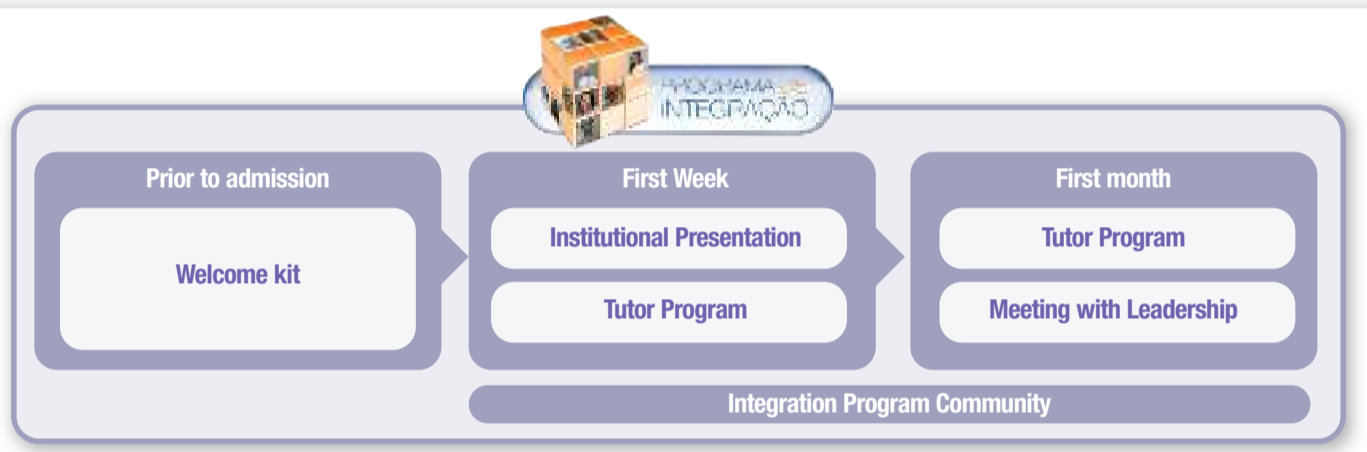
Human Resources, Institutional Affairs, etc. The newcomers are introduced to their Tutors, co-workers who will help them during the integration process by providing support and clarifying doubts. The new employees also participate in a Meeting with the Leaders, at which the leader of the given Unit welcomes the newcomers, introduces himself and clarifies doubts on business activities. In addition, the newcomers are introduced to the Integration Program Community on the MyAlcoa Portal, which has support content available for the new employees and managers, along with the names and photographs of the new employees hired during a given month. This allows all Alcoa employees to become acquainted with their new co-workers.

"All of us are committed to welcoming and helping the newcomers to Alcoa. This should be an initiative not only of the Human Resources department and the manager, but also of the entire Company," points out Rose Yonamine, Human Resources manager.

Benefits

Don't forget to update your personal file

We request that all employees update the data on their dependants by clicking on the item Dependants and then on Include/Change Data. The objective of this request is to comply with the rules of the ANS-Agência Nacional de Saúde Suplementar health care regulatory agency, which establish that Medical Plan users inform the mother's name of the dependants, as well as the Identity Card RG number and Enrollment in the General Taxpayers Registry CPF number of dependants over the age of 18. This updating ensures the proper management of the dependants' Medical Care Plan and the coverage of this benefit, when necessary. Please take the time to check whether the other personal data items (Address, Schooling and Qualification, Kinship of Dependants, etc.) are updated. Access the RH.com.Você Portal for step-by-step instructions on how to update such information. In case of doubt, please contact RH Atende (0800-770-5550 – Monday through Friday, from 8 a.m. to 5:00 p.m.) Please update this data by June 15.



Work environment

Best Work environment practices are shared internally

Based on the results of the latest Global Voices survey conducted in the Region, five Business Units were chosen as work environment benchmarks, as a result of their excellent work in the course of 2009. The best practices were identified in the following Units: Sorocaba, Utinga, Alumar, Juruti and at the Procurement Department.

Using these benchmarks as an example, the corporate Human Resources department coordinated the presentation of these success cases to the Company's leaders. This presentation, in addition to being a learning experience, also generated debates and discussions on the importance of the daily management of the work environment to improve employees' level of satisfaction. "This work

demonstrates that we have the expertise to improve the in-company environment, by promoting excellent, low-cost actions," points out Marcelo Lomelino, manager of Labor Relations and Work Environment. "We have great in-company initiatives that should be shared with the Units, in order to achieve an excellent work environment," adds the manager.

In the course of 2010, the Units will continue developing work environment improvement actions, based on the results of the survey and on the daily management of the work environment. The objective is to hold these sessions on an annual basis, after the announcement and consolidation of the results at the Business Units.

Development



Franklin L. Feder and participants from CENU at the first lecture of the Professores Alcoa 2010 program.

Lecture by Franklin L. Feder inaugurates Professores Alcoa 2010 Program

With the objective of sharing knowledge and contributing towards employees' learning process, the Professores Alcoa 2010 program was initiated with a lecture by Franklin L. Feder, CEO of Alcoa Latin America and the Caribbean.

The lecture was broadcast virtually to all Units in the Region, with simultaneous translation to Jamaica and Surinam. The lecture was heard by approximately 400 Alcoa employees, who became better acquainted with the CEO's professional trajectory. Lessons learned, important moments in the professional career, chal-

lenges and dreams were the main topics addressed by the speaker.

"The participation of Jamaica and Surinam is one of the novelties of the Professores Alcoa program in 2010. The other novelty is that employees now have access to a recording of the lecture and to a slide presentation," points out Fabiana Ferro, Talent Management Coordinator. "The presentations program this year is very interesting; topics such as communication, the challenges of our business activities, career and technology, among others, will be focused on," she adds.

Management Process - Global Voices 2009

Nov-Dec 2009	Dec 2009-Jan 2010	Jan-Feb 2010	In course	In course
Critical Analysis A&L Leaders (Global and Local)	Deployment Of Results	Preparation Action Plan per Pillar and General Action Plan for the region	Inclusion of Action Plan and Improvement Goals in contract; leaders' expectations	Follow-up of Plan by team and Employee Satisfaction Committee

● HSE

● Fire Brigade

Members of Tubarão Fire Brigade control fire in house

At three o'clock in the morning of February 5th, a fire was raging at a house located in the vicinity of the Tubarão Unit, in the State of Santa Catarina. Plant employees saw the fire and warned the fire brigade. The members of the brigade rushed to the house immediately. Rangel Ribeiro Melo and Evilazio Silva knew that the house was condemned, but they did their best to prevent the fire from spreading to other houses in the vicinity. The fire brigade was able to control the fire a few hours later and no other homes were damaged.

"It was a major fire, which totally destroyed the woodwork in the home and all the furniture and utensils," Rangel reported. "It wasn't any worse thanks to the speedy action and to our theoretical and practical training," Evilazio explained.

A few days later, the Unit, together with the CDL-Câmara de Dirigentes Lojistas local retailers' association, met downtown to participate in "Dia D", an event whose objective was to collect materials and donations for the family whose house had been destroyed by the fire.

As a tribute to the fire brigade's swift action, the Unit presented the fire brigade members with a gift and held a moving event in their honor. The event was attended by Hermano Breckenfeld, Human Resources manager at the Extrusion Business Unit; Silvia Dias, director of Human Resources and other leaders from Tubarão.



● In action: fire brigade prevents fire from spreading



Business Wire

● Alcoa's solar power panel being tested at the Laboratory located in Golden, in the United States

● Clean energy

Alcoa technology reduces solar energy generation costs

When the topic is Sustainability, many people comment on issues related to energy. In fact, advanced research studies seeking to find alternatives that provide solutions for the environment and for cost reduction have become increasingly common. Alcoa, in partnership with the United States' National Renewable Energy Laboratory, has been testing more competitive solar technology. A new Concentrating Solar Power parabolic trough collector, designed by the Company, was recently installed at the Laboratory's testing facilities in Golden, in the State of Colorado, USA. The tests will measure the efficiency of the collector to

generate energy and evaluate its structural performance.

Instead of using glass mirrors, Alcoa's new solution is equipped with highly reflective aluminum mirrors, which are more durable and environmentally friendly than the fragile glass mirrors. The solution designed by Alcoa allows high-volume manufacturing techniques to lower installation costs; the monolithic structure enables the simple collector to be easily installed. Alcoa's solution includes sheets, extrusion and fasteners. "We understand the customers' need to lower energy costs," said Eric F. M. Winter, Alcoa's Director of Development Laboratories.

● Surinam

Suralco implements measures to improve Safety performance

Two basic measures were implemented at the Suralco Plant in Surinam to improve the Unit's performance in terms of Safety. The first measure was the implementation of the three in row program, which repeats the model implemented at the Jamaica Unit in 2009. "The process promotes the engagement of the leaders and employees in relation to HSE issues," says Faizal Ilahebak, manager of HSE at Suralco.

The work being done by the employees is observed during the activities. Interviews are conducted and risks are identified, which leads to the implementation of corrective and preventive measures. All the collected information is discussed at a meeting and monitored through theme-specific charts.

The second measure was the organiza-

tion of monthly HSE meetings, similar to the ones held by Alumar and Poços de Caldas, with the participation of the Units' Leaders and contract managers. "This is essential for the integration of the contracted parties and promotes the alignment of the necessary preventions and the sharing of good practices," points out Domingos Campos, regional HSE manager.

Results have already appeared at the workplace two months after the measures were implemented. "I visited the Suralco Plant last November and saw many opportunities in terms of risk and organization in the departments. When I went back there in March, the situation was much different, which attests to everyone's commitment to change," says Glaucio Mendonça, regional Safety consultant.



● Monthly meeting with leaders from Suralco's contractors

● HSE

● Strategy

Meeting of Global Safety Committee establishes objectives for the next two years

Safety Professionals from all business units traveled to Nashville, in the United States, to attend the meeting of the Global Safety Committee and discuss a number of issues related to Safety strategies for the next two years. The meeting was attended by Jeff Shockey, global corporate director of Health and Safety. The development of professionals and initiatives to be organized by the committee were also discussed at the meeting. "The maintenance of Alcoa's Safety culture will

be a major challenge in the forthcoming years, because many of our highly experienced professionals will retire. The transfer of knowledge to the next generation of professionals will be of prime importance," says Glaucio Mendonça, Regional Safety Consultant and a member of the committee.

● *The maintenance of Alcoa's safety culture by transferring knowledge in this respect to the younger professionals is of prime importance*

In 2010, the committee will continue coordinating seminars related to safety and will work on special alerts for periods during which the frequency rate of incidents is higher.



● Victor Togobetsky, Jeffrey Shockey, Mike Colligan, Maria Mickle, David Barger, Glaucio Mendonça, Rachelle Raible and Kenneth Grace

● Good performance

Suppliers of Poços de Caldas Plant are acknowledged for their Safety-related performance

The Poços de Caldas Plant organized a special event in recognition of the suppliers that achieved good Safety-related performance in 2009. GNT (Granitos Norte) and Dinâmica L&V, which provides outsourced labor, were granted the Diploma Ouro award, while Rohr Logística, Cetest Engenharia and Grupo GR Segurança e Serviços were granted the Diploma Prata award. The awards were handed out by João Batista Menezes, Operations manager of the Poços de Caldas Plant.



● Jamaica

Jamalco invests in highway safety and donates three portable radars to the Clarendon Police Force

Attuned not only to the Safety of the Plant, but also to the safety of the inhabitants of Clarendon, Jamalco donated three portable radars to the police force of May Pen (Clarendon parish). This action is part of the Highway Safety Program being implemented in Clarendon and Manchester, where Jamalco conducts its business activities. Senator Dwight Nelson, minister of National Security, praised Jamalco for its role in promoting safety on the highways. Jerome Maxwell, director of the Unit, said that "long-lasting behavior will materialize only when we understand that 'no risk is worth any lives'".



● Medical Article

Be Courteous!

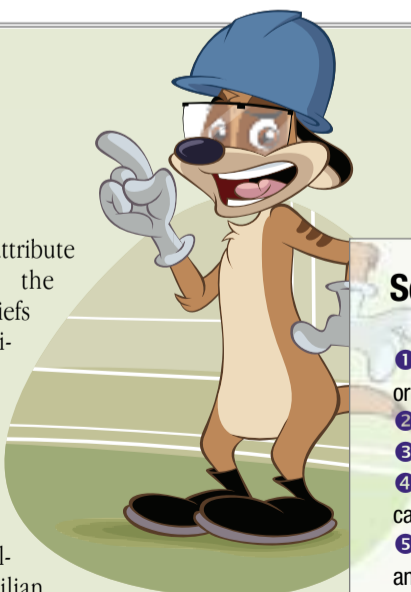
Courtesy, and, consequently, flexibility and tolerance, have a direct influence on our physical, emotional and mental health. The absence of these attributes in daily life has caused incalculable damage to everyone. The WHO-World Health Organization has estimated that in 2020 depression will have become the second cause of non-productivity in people, the first being cardiovascular diseases.

Communication becomes visibly impaired in a stressful environment, and, as a result, creativity is drastically reduced in all senses.

Companies can encourage and motivate their employees to change their behavior, but being courteous is still an individual

decision. This attribute is related to the Values and beliefs that the individual feeds every day. In other words, courtesy is a daily exercise!

Profeta Gentileza, a well-known Brazilian visionary, used to say that "Courtesy generates Courtesy." Likewise, it could be stated that lack of courtesy generates lack of courtesy. The choice of being courteous or not is an individual one.



● Source: original article written by Rosana Braga, journalist, writer and consultant, on www.jornaldopalestrante.com.br

Seven courteous attitudes at the workplace

- 1 Learn to listen. Listening is very important to solve any problem or disagreement.
- 2 Avoid being judgmental and acting hastily. If you're upset, talk about it later.
- 3 Apologize. This can avoid deeper conflicts and save relationships.
- 4 Praise the good points of a situation and of the other person. Be aware that this habit can promote real miracles.
- 5 Be supportive and understanding. Show interest in the other person, in his feelings and his life reality.
- 6 Analyze the situation. The achievement of a peaceful solution could depend on understanding the root of the problem.
- 7 Be fair. Make an effort to understand the other person instead of trying to win, as if possible discussions were a game or a war.

● ACKNOWLEDGMENT

● CPO-Chief Procurement Officer Awards

Global Procurement Team awards two projects implemented by GBS Latin America

The GBS Procurement teams from Latin America were awarded the CPO-Chief Procurement Officer Awards under two of the four global categories; in addition, they were granted the award for best regional project. The CPO-Chief Procurement Officer Awards are the most outstanding annual awards granted by the Global Procurement Team.

The recipients of the two global awards granted to GBS Procurement were the “Excelência na Ação” (Excellence in Actions) project, by Fábio Ono, under the Customer Service category and “Inteligência de Mercado de Commodities Preditiva” (Predictive Commodities Market Intelligence) project, by Carlos Mussato, Leonardo Oliveira, Fábio Ono and Adriano Cesário Silva, under the Operational Excellence category. The award for best regional project was granted to the “Plano de

Abordagem a Fornecedores – América do Sul” (Suppliers Approach Plan – South America), by Carlos Valim, César Marques, Andrea Andrade, Alexandre Pagotti, Christóvão Andrade, Rodrigo Guedes Bizigatto, Palvo Borba, Hermano Breckenfeld, Marcel Carvalho, Andrea Crisanto, Márcio Fávero, Flavio Roberto Freitas, Paulo Freitas, Regiane Galharde, Marcia Gonçalves, Marbel Leite, Leonardo Matos, Gustavo Menegario, Marco Noronha, Marcelo Piergallini, Tarcísio Prospero Junior, Lincon Salatiel, Jeane Lucia Sanches, Hércules Schwetler and Marcelo Zenun.

“This is a unique achievement for the Region and for our team, which makes us feel very proud. Everybody deserves to be congratulated!,” says Rodolfo Carvalho, Manager of GBS Procurement Latin America.



● Members of the GBS Procurement Team – Latin America, in Poços de Caldas

● Business reputation

Fortune rates Alcoa as the world’s most admired metals company

Once again, Alcoa was ranked as the world’s most admired metals company on *Fortune* Magazine’s annual list of most admired companies, considered as the definitive business reputation indicator. This is the 27th year in a row that the Company is on the list of this renowned business magazine

In addition to being the most admired company in the metals category, Alcoa also ranked first in most of the key attributes evaluated at the companies, as follows: innovation, people management, social responsibility, long-term investments, financial soundness, products and services quality, and use of corporate assets. “Twenty seven years ago, when Alcoa was included on the most admired list for the first time, we had business operations in sixteen countries. Nowadays, we have more than doubled this number,” said Klaus Kleinfeld, president and CEO of Alcoa Inc. “I am very proud of the effort made by Alcoa employees all around the world who have helped us achieve this distinction in all these years. This distinction is proof of their dedication to the Company’s Values and a tribute to the Alcoa spirit all around the world,” he added.

Fortune Magazine conducts this survey with high-level executives, directors and financial analysts, in order to identify the American companies with the best reputation among the “*Fortune 1000*” companies, and the worldwide corporations with the best reputation among the “*Fortune Global 500*” companies.

● VISITS AND EVENTS



1 Jamalco employees get acquainted with HR model



Jennifer Anson, Camesha Mike-Keane, Yasmine Scott and Kwesi Stone, from Jamalco’s Human Resources department, visited the GBS HR department and the Poços de Caldas Unit. The visit was part of the group’s trip to Brazil, the objective of which was for the members of the group to become better acquainted with the model and the roles of the CoE, of the BP and of the GBS, and thus gain a better understanding of how support to Business Units and employees is provided.



3 Medical School students visit Utinga



Third-year medical students from the Faculdade de Medicina do ABC medical school visited the Utinga Unit to get acquainted with the Plant’s productive process, with the HSE management system, and with activities related to occupational medicine.



1 Global leaders see improvements in GBS Financial



In addition to the survey on improvements in GBS Financial processes, Patrick Arnegger, global director of Financial Services, and Julie Proctor, manager of US Accounting Services, attended meetings with leaders and with representatives from AWN and the Financial department during their visit to Poços de Caldas.



2 Representatives from AAP expand perspectives

Jeffrey Jost, general manager, and George Rosado, National Sales manager, both representing AAP-Alcoa Architectural Products, visited São Paulo to identify new opportunities and to implement actions aimed at positioning Reynobond (aluminum panel used for facades of commercial and residential buildings) as market leader in the architectural applications segment.

● STRATEGY

● Mining

Workshop in Poços de Caldas defines strategy for management and increase of bauxite reserves

Organized by the Mining Department, the 2nd Bauxite Workshop brought together representatives from various departments from the Poços de Caldas, Juruti and CENU units, as well as members of the Corporate Mining Group – Latin America. The event was held at the Clube da Alcoa, a new events facility at the Poços de Caldas plant. The facility was opened with the support of the Mining Department and will be used to hold seminars, conferences, and workshops.

According to Alexandre Brandão Oliveira, Mining supe-

rintendent, the objective of the workshop was to define a strategy to increase the Poços de Caldas bauxite reserves. "Projects on the following issues were presented: best recovery techniques for mining areas; relationship with stakeholders; mining planning and mining and environmental permits; HSE procedures and bauxite transportation," says Alexandre. "An action plan was prepared at the end of the event; this plan will be the basis for the future strategy to increase our bauxite reserves," he adds.



● Strategies for the Mining Sector were discussed at the 2nd Bauxite Workshop, held in Poços de Caldas

● BEST PRACTICES

● Poços de Caldas

Representatives from Diatom and Unilever visit Alcoa

The Poços de Caldas Unit was visited by Enrique Junior, the owner of Diatom, and Marcio Ribeiro, from Diatom's Procurement Department. Diatom, which produces zeolites (aluminosilicate minerals), is a client of Alcoa. Romina Peric, regional director of Unilever – a consumer goods company that purchases zeolite from Diatom to manufacture detergents – also visited the Unit.

Diatom invited Unilever to visit the Poços de Caldas Unit to corroborate the quality of its suppliers and the integration of its productive chain with its main client. During the visit, Alcoa showed the importance of its Values and of its Sustainability, Safety and ABS policies applied to the unit's daily activities.



● Clients corroborate the quality of the processes and products of Poços de Caldas

● Barra Grande

BAESA takes part in Strategic R&D projects

The development of more efficient methodologies to ensure permanent supply, to thus avoid power failures or drastic power shortages, is the objective of two Strategic R & D projects that BAESA is involved in with other companies from the electric power sector.

Other projects are being developed as well. In addition to the ones focused on the improvement of the hydro-thermal dispatch optimization model, BAESA is also working on projects on the monitoring of greenhouse gas emissions from hydroelectric power plants' reservoirs.



● Accounting

GBS modifies functional currency of AWA Brasil

GBS Information Services, GBS Setup/Development and GBS Financial have concluded the change of the functional currency of AWA-Alcoa World Aluminum Brasil from the US dollar to the Brazilian Real. The functional currency change, which involved a little over two months of work, will facilitate the registration of AWA Brasil's transactions. "Overcoming this challenge in such a short period of time, yet always focusing on quality, was a true learning experience," says Rui Castro Neves, from GBS Financial.

● Itapissuma

Event focuses on engagement to achieve zero incident rates

The Extrusion Plant participated in the "Perfil 2010: Passo a Passo com Você!" annual event. The main theme of the event was to promote employees' commitment to achieve a zero incident work environment. Instead of lectures, the event was comprised of activities in the form of experiences that transmitted the challenges for 2010, in an environment of group reflection and construction. "We reinforced the communication of the business strategy related to Extruded products, sharing the crucial role of people in this context," explained Ewerson Matos, the manager of the Extrusion plant in Itapissuma. "The optimism and commitment of the event participants was an outstanding example of our extraordinary confidence that we will overcome the challenges of our plan for 2010," he added.

● Quality

Alcoa employees participate in training program held at the facilities of client from the automobile industry

Sebastião P. Silva, Process engineer at Alumar, and Jean Yamamoto, Research, Development and Innovation engineer at Poços de Caldas, participated in the training program on ISO TS 16949:2009, the quality certification of the global automobile industry. The training program was held at the plant, located in the city of Santo André, State of São Paulo, owned by Hayes Lemmerz, a company that manufactures aluminum wheels.

The Extruded Products Division at Utinga and the Central Tool Shop in Sorocaba-State of São Paulo, direct suppliers to the automobile industry, already have the ISO TS 16949:2009 certification. The training program at Hayes Lemmerz, was extended to the Primary Products Units in Poços de Caldas and in São Luís, which supply aluminum to suppliers of the automobile industry. "It was an excellent opportunity to understand the quality-related requirements of our direct and indirect clients," points out Jean Yamamoto. Sebastião emphasized the client's perspective: "Alcoa's credibility, as viewed by our clients, ratifies our on-going search for excellence in the productive process."



● Two instances of the training program on ISO TS 16949:2009, held in Santo André-State of São Paulo

● COMMUNITY RELATIONS

● Alumar

Alain Belda visits community projects he helped organize in São Luís

Alain Belda, former Chairman of the Board of Alcoa, was at Alumar and visited some of the community projects sponsored by the Unit and by Instituto Alcoa institute, such as the Casa Familiar Rural center, the Centro de Capacitação de Rio Grande center,



● Alain Belda with young people from community projects in São Luís

the Banco de Leite Humano human milk bank, the Associação dos Jovens Empreendedores do Coroadinho association and the Escola Mário Martins Meireles school. "This was a unique opportunity to see the results of what we helped implement. This opportunity was provided to me by the generosity of all those people who

made dreams come true," he commented. According to Suzana Sheffield, vice-president of the Instituto Alcoa institute, the fact that the evolution and results can be perceived gives rise to a feeling of achievement and accomplishment. "We spent two very special days there. Seeing the evolution and verifying the results makes us feel that we have accomplished and

achieved our objectives," she pointed out.

The group of visitors included Renata Camargo, chairperson of the board of Instituto Alcoa; Suzana Sheffield, vice president of Instituto Alcoa; Nilson Ferraz, director of Alumar; and Camila Meireles, supervisor of Institutional Relations at Alumar.

● Families participate in training programs



● To recover the vegetation, BAESA planted native species seedlings (above); fences protect the river bank vegetation that surrounds the reservoir of the Usina Hidrelétrica Barra Grande hydroelectric power plant (on the side)



BAESA conserves and recovers river bank vegetation

BAESA planted native plant seedlings and built fences around the reservoir of the Usina Hidrelétrica Barra Grande hydroelectric power plant to protect the river bank vegetation.

The families that live in the vicinity are involved in the project. The objective is that the inhabitants help avoid illegal practices such as the cutting down of trees, removal of the fences and cattle grazing. Such acts are considered environmental crimes, subject to fines and arrest.

The river bank vegetation is classified as an APP-Área de Preservação Permanente (Permanent Preservation Área) by the Código Florestal Federal federal forest code. As such, the minimum width of the area must correspond to 30 meters.

● Electronic Invoice

Implementation of DPEC increases invoicing availability



The DPEC-Declaração Prévia de Emissão em Contingência para a NF-e electronic invoice option was implemented by GBS, in



the event the Regional Finance Secretary/SEFAZ option is not available. This increases the billing availability of Alcoa's Units. Prior to this implementation, if any SEFAZ were inoperative, the Tax Department had to place the Invoicing System in contingency mode for all the Units. This generated costs related to the issuance of paper invoices and to the mandatory registration in the event statement, so as not to interrupt the invoicing process.

In addition, due to this improvement, the Invoice is automatically re-routed for approval at the Government's National Portal. If this portal is inoperative, the invoice goes to the contingency system, and two copies of the given invoice are printed on invoice paper. The recently implemented process prevents SEFAZ stoppages from interfering in Alcoa's billing process and does not generate costs for the Company.

"The DPEC is very necessary and has helped us tremendously when we have no communication with SEFAZ. In addition, it speeds up the release of shipments," says Jorge Ferreira, the head of Forwarding and Billing at the Poços de Caldas Unit.

● SUSTAINABILITY

● Poços de Caldas

Seminar seeks to engage society

The Stakeholders Seminar was held at the Poços de Caldas Unit, with the objective of building up the commitment process of the stakeholders of interest to the Unit. The event focused on seeking the support of the community for the long-term development agenda of the Poços de Caldas Unit, to strengthen Alcoa's presence in the region, allow the company to obtain the social license to conduct its operations, and help prepare a more detailed strategic management of the Unit's impacts on the region.



● Stakeholders' Seminar at the Poços de Caldas Unit



INSTITUTO ALCOA'S ANNIVERSARY

Instituto Alcoa celebrates its 20th anniversary. Check the events schedule in the next issue of *Gente em Ação* newsletter.