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APR 4, 1999 | GOIÂNÁ | BRASIL | LAT 16°40'S | LONG 49°15'W

This is the third year of our current four-year Strategic Plan (1997-1998 to 2000-2001) and the related Business Plan. Since its inception, we have learned that our Strategic Plan is a living document, which needs to be adapted to respond to the accelerating pace of change. This Report will reflect our efforts in this regard, as we attempt to maintain and improve the quality of our services and the efficiency of our processes while we lay the groundwork for future initiatives.