



**2019**

SUSTAINABILITY  
REPORT

**SUSTAINABLE GROWTH:  
CONNECTING PEOPLE,  
CULTURE AND BUSINESS**



**Algar**  
Telecom



# Awards and Recognition

Throughout our history we have been awarded significant recognition of our outstanding performance in the areas of corporate governance, people management, sustainability, innovation and customer service. Here are the main awards in 2019.



## INNOVATION

- Valor Inovação Brasil Award – 1<sup>st</sup> place in the Telecom category – Brazil’s Most innovative company in the segment
- The 100+ Innovative in IT Use – 3<sup>rd</sup> place in the Digital Industry – IT category and Telecom Award
- 100 Open Startups – Telecom company most open to the innovation ecosystem
- Workplace Facebook – Recognition for the Shark Tank success story ([click here](#) to find out more)

## CORPORATE GOVERNANCE

- 21<sup>st</sup> Abrasca Award (Brazilian Association of Publicly-Held Companies) – For the best Annual Report among publicly-held companies with net revenue below R\$3 billion


## PEOPLE MANAGEMENT

- Época Magazine – Great Places To Work (GPTW) – Among the best in Brazil (for the fifth consecutive


year)

- Época Magazine - Great Places To Work (GTPW) - Among the best in Minas Gerais (with more than 1,000 employees)
- Época Magazine - Great Places To Work (GTPW) - Among the best in to work for in Information Technology

## **SUSTAINABILITY AND SOCIAL RESPONSIBILITY**

-  Guia Exame de Sustentabilidade - The most sustainable company in the telecommunications industry in Brazil

## **CUSTOMER SERVICE / CASES**

- XIX ABT Excellence in Customer Relationship 2019 Award - 2<sup>nd</sup> place in the Innovation in Customer Products and Services category
-  Época ReclameAQUI Award - 2<sup>nd</sup> place in customer service in Telecommunications for the services of internet, landline and mobile providers and servers