2019 SUSTAINABILITY REPORT

SUSTAINABLE GROWTH: CONNECTING PEOPLE, CULTURE AND BUSINESS

Algar Telecom



GRI Summary

GRI 102-55

	Standard Content		Page/Answer
		Profile	
	102-1	Name of the organization	Corporate profile
	102-2	Activities, brands, products, and services	Corporate profile
	102-3	Location of headquarters	About the report
	102-4	Location of operations	Corporate profile Operating segments
	102-5	Ownership and legal form	Corporate profile Governance structure
	102-6	Markets served	Corporate profile Operating segments
	102-7	Scale of the organization	Main indicators for 2019 Profile of the employees Supplement to GRI indicators
	102-8	Information on employees and other workers	Profile of the employees Supplement to GRI indicators
	102-9	Supply chain	Relationship with suppliers
	102-10	Significant changes to the organization and its supply chain	Corporate profile Relationship with suppliers
	102-11	Precautionary Principle or approach	Compliance and risk management
	102-12	External initiatives	Governance structure Policies, regiments and codes Sustainable commitment
	102-13	Membership of associations	Governance structure
		Strategy	
	102-14	Statement from senior decision-maker	Message from the management
		Ethics and Integrity	
	102-16	Values, principles, standards, and norms of behavior	Purpose and Vision, Mission and Values Governance structure Compliance and risk management
		Governance	
	102-18	Governance structure	Governance structure

	Standard Content		Page/Answer
Material topic	102-22	Composition of the highest governance body and its committees	Governance structure
	102-23	Chair of the highest governance body	Governance structure
	102-26	Role of highest governance body in setting purpose, values, and strategy	Governance structure
General Disclosures		Stakeholder engagement	
	102-40	List of stakeholder groups	How did we select the topics for the report?
	102-41	Collective bargaining agreements	Remuneration and benefits
	102-42	Identifying and selecting stakeholders	How did we select the topics for the report?
	102-43	Approach to stakeholder engagement	How did we select the topics for the report?
	102-44	Key topics and concerns raised	How did we select the topics for the report?
		Reporting practice	
	102-45	Entities included in the consolidated financial statements	Business performance
	102-46	Defining report content and topic Boundaries	How did we select the topics for the report?
	102-47	List of material topics	Materiality matrix
	102-48	Restatements of information	How did we select the topics for the report?
	102-49	Changes in reporting	How did we select the topics for the report?
	102-50	Reporting period	About the report
	102-51	Date of most recent report	About the report
	102-52	Reporting cycle	About the report
	102-53	Contact point for questions regarding the report	About the report
	102-54	Claims of reporting in accordance with the GRI Standards	About the report
	102-55	GRI content index	GRI Summary
	102-56	External assurance	About the report
Topics			
Economic series			
Economic performance			
Management approach	103-1	Explanation of the material topic and its Boundary	How did we select the topics for the report?
	103-2	The management approach and its components	Business performance
	103-3	Evaluation of the management approach	Business performance
Economic performance	201-1	Direct economic value generated and distributed	Business performance
Anti-corruption			

	Standard Content		Page/Answer
Management approach	103-1	Explanation of the material topic and its Boundary	How did we select the topics for the report?
	103-2	The management approach and its components	Compliance and risk management
	103-3	Evaluation of the management approach	Compliance and risk management
Anti-corruption	205-1	Operations assessed for risks related to corruption	Compliance and risk management
Environmental series			
Energy			
Management approach	103-1	Explanation of the material topic and its Boundary	How did we select the topics for the report?
	103-2	The management approach and its components	Consumption of electricity
	103-3	Evaluation of the management approach	Consumption of electricity
Energy	302-1	Energy consumption within the organization	Consumption of electricity
Social series			
Customer privacy			
Management approach	103-1	Explanation of the material topic and its Boundary	How did we select the topics for the report?
	103-2	The management approach and its components	Customer experience
	103-3	Evaluation of the management approach	Customer experience
Customer privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer experience
Compliance			
Management approach	103-1	Explanation of the material topic and its Boundary	How did we select the topics for the report?
	103-2	The management approach and its components	Policies, regiments and codes
	103-3	Evaluation of the management approach	Policies, regiments and codes
Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	Policies, regiments and codes
Customer satisfaction and experience			
Management approach	103-1	Explanation of the material topic and its Boundary	How did we select the topics for the report?
	103-2	The management approach and its components	Customer experience
	103-3	Evaluation of the management approach	Customer experience
Network reliability			
Management approach	103-1	Explanation of the material topic and its Boundary	How did we select the topics for the report?
	103-2	The management approach and its components	Network reliability
	103-3	Evaluation of the management approach	Network reliability