



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

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

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

	Standard Content		Page/Answer
Management approach	103-1	Explanation of the material topic and its Boundary	<a href="#">How did we select the topics for the report?</a>
	103-2	The management approach and its components	<a href="#">Network reliability</a>
	103-3	Evaluation of the management approach	<a href="#">Network reliability</a>