



# RELATORIO DE SUSTENTABILIDADE 2020

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**GENTE E INOVAÇÃO**  
CONFIANÇA NO FUTURO E NO  
CRESCIMENTO SUSTENTÁVEL

**Algar**   
Telecom

# Value Creation Model



## FINANCIAL

### Value Capture

We invested R\$461.7 million with a focus on customer activation over networks built in 2018 and 2019.

### Value Creation

Net revenue was up 10.5% on 2019, totaling R\$2.4 bn. Adjusted net profit was up 8.5%, to R\$210 million and EBITDA totaled R\$1 billion for the first time ever.



## MANUFACTURE

### Value Capture

82,300 km of optical fiber cables.

### Value Creation

Presence in 367 cities, in 16 states and the Federal District.



## INTELLECTUAL

### Value Capture

We are founding members of Brain, with activities in Uberlândia, São Paulo and Recife, and we maintain Estação at **Algar Telecom**.

### Value Creation

Innovative products incorporated into the **Algar Telecom** portfolio



## HUMAN

### Value Capture

230,000 hours of training in 2020, averaging 53 hours per employee. **Algar Telecom** recognized as the best company to work for.

### Value Creation

Trained and skilled employees contributing to professional development. Benefits and initiatives available foster health and well-being, with a focus on our professionals' quality of life.



## SOCIAL AND RELATIONSHIP

### Value Capture

Relationships with the regulatory agency, universities, research institutions, institutes, NGOs and partners in social initiatives.

### Value Creation

Partnerships with universities and institutions for the development of disruptive solutions, consolidation of the franchise model, and support for communities through social projects and donations.



## NATURAL

### Value Capture

Signatories to the Global Compact and supporters of the UN Sustainable Development Goals.

### Value Creation

66% of the energy consumed coming from renewable sources, generated by two owned solar parks and contracted in the energy free market.