



# RELATORIO DE SUSTENTABILIDADE 2020

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

**Algar** ▶  
Telecom

## Main indicators for 2020

<b>B2B Operating Data (units)</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Δ 2019/2020</b>
<b>Number of Customers</b>	<b>108.7</b>	<b>95.4</b>	<b>104.8</b>	<b>128.3</b>	<b>159.9</b>	<b>24.7%</b>
Corporate	10	10.9	13.6	15.7	16.5	5.0%
Small and Micro Enterprises (SMEs)	98.7	84.5	91.2	112.6	143.5	27.4%

<b>Number of Accesses (thousands)</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Δ 2019/2020</b>
<b>Fixed broadband</b>	<b>392</b>	<b>442</b>	<b>468</b>	<b>492</b>	<b>504</b>	<b>2.5%</b>
Fiber broadband	N/A	20	97	284	377	33.1%
<b>Mobile</b>	<b>1,205</b>	<b>1,206</b>	<b>1,179</b>	<b>1,181</b>	<b>1,140</b>	<b>-3.4%</b>
Post-paid	285	302	355	435	461	6.1%
Pre-paid	920	905	824	746	679	-8.9%
<b>M2M (Machine-to-Machine)*</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>482</b>	<b>1,379</b>	<b>186.2%</b>
<b>Landlines</b>	<b>509</b>	<b>525</b>	<b>525</b>	<b>483</b>	<b>460</b>	<b>-4.8%</b>

\*Mobile SIM cards sold to B2B customers.

<b>Consolidated indicators (R\$ million)</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Δ 2019/2020</b>
Gross revenue	2,406	2,611	2,703	2,810	3,036	8.0%
<b>Net revenue</b>	<b>1,744</b>	<b>1,885</b>	<b>2,013</b>	<b>2,127</b>	<b>2,351</b>	<b>10.5%</b>
<b>EBITDA</b>	<b>640</b>	<b>721</b>	<b>845</b>	<b>970</b>	<b>1,030</b>	<b>6.1%</b>
EBITDA Margin	37%	38%	42%	46%	44%	-
<b>Net profit</b>	<b>174</b>	<b>227</b>	<b>266</b>	<b>292</b>	<b>202</b>	<b>-30.6%</b>
Net Margin	10%	12%	13%	14%	9%	-
<b>Investments</b>	<b>459</b>	<b>503</b>	<b>678</b>	<b>755</b>	<b>462</b>	<b>-38,8</b>
<b>Net Debt</b>	<b>1,090</b>	<b>1,232</b>	<b>1,515</b>	<b>1,851</b>	<b>1,843</b>	<b>-0.4%</b>
Net Debt/EBITDA	1.7	1.7	1.8	1.7	1.8	-

<b>Human Talent Indicators</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Δ 2019/2020</b>
<b>Employees</b>	<b>3,739</b>	<b>3,934</b>	<b>4,544</b>	<b>4,416</b>	<b>4,310</b>	<b>-2.4%</b>
Men	2,590	2,745	3,259	3,157	3,019	-4.4%
Women	1,149	1,189	1,285	1,259	1,291	2.5%
<b>Training hours (thousands)</b>	<b>44</b>	<b>32</b>	<b>189</b>	<b>168</b>	<b>230</b>	<b>36.9%</b>
<b>Average training hours per employee</b>	<b>25</b>	<b>18</b>	<b>42</b>	<b>38</b>	<b>53</b>	<b>39.5%</b>

<b>Environmental indicators</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Δ 2019/2020</b>
Greenhouse Gas Emissions - direct- scope 1	1,145	1,693	870	1,042	1,145	10%
Greenhouse Gas Emissions - indirect- - scope 2	4,488	4,909	4,138	4,302	1,546	-64%
Greenhouse Gas Emissions - indirect- - scope 3	1,575	1,280	1,537	1,298	465	-64%
<b>Total emissions</b>	<b>7,208</b>	<b>7,882</b>	<b>6,545</b>	<b>6,642</b>	<b>3,156</b>	<b>-52%</b>