



2022

# SUSTAINABILITY

REPORT



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# ABOUT THIS REPORT

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## READING TOOLS

### GLOBAL REPORTING INITIATIVE (GRI)

Throughout this report, you will find references to a number of GRI guidelines pointing out the indicators relevant to each section of the text. At the end of the document, on page 67, an index with all the GRI indicators in the report can be found, as well as an explanation about each and the specific page they can be found.

For questions and suggestions, contact us via email:

[sustentabilidade@grupobrisanet.com.br](mailto:sustentabilidade@grupobrisanet.com.br)

Aware of the importance of sustainable development and our role in it as a company, we recognize our challenges and commit to continuously and permanently mitigating the impacts arising from our activities.

We are proud to present another Annual Sustainability Report, aligned with the United Nation's (UN) Sustainable Development Goals (SDGs), and prepared based on the Global Reporting Initiative (GRI) norms, bringing more consistency, relevance, and ability for comparison to the presented information.

This document presents our accomplishments, challenges, and commitments related to sustainability between the period of January 1st, 2022 to December 31st, 2022, providing transparent information about our practices and performance on environmental, social, and governance issues.

We wish you an excellent reading!

# A MESSAGE FROM THE CEO

[2-22]

Brisagnet's history is guided by our ability to connect people. We were born with the dream of bringing connectivity to small cities, villages, and districts that barely had any means of communication. That is why, throughout the years, Brisagnet specialized and acquired experience in bringing the world's best technologies to areas where that was once economically unfeasible. Focused on this mission and aware of our socio-environmental responsibility, we seek to accelerate the creation of actions aligned with the principles of sustainable development.

The trajectory of our company in 2022 was marked by important initiatives and strategic projects. The company has reduced costs, improved performance and financial health, realigned prices, and optimized investments. This year was also marked by the beginning of structuring a new 5G network, and the consolidation of our fiber optic service. In all, we activated 34 new cities with the fiber optic service and had the highest growth in organic net sales, adding 256.8 thousand new costumers.

Internally, the year was marked by the promotion of many actions, such as: launching of the internal engagement platform, Universo Brisa; conducting internal marketing campaigns; and promoting initiatives of health and safety at work. In line with these topics, our employer brand promoted a myriad of opportunities centered on the workforce, especially of young adults, providing the insertion of thousands of them in the job market.

Regarding ESG practices, we have started making important commitments in 2022, among them: the monitoring of indicators related to water consumption at the company's headquarters; the creation of the Sustainability Committee; the training of a team responsible for energy management; and the organization of waste management generated by our operations.

Our commitment is strengthened as we consolidate our business strategies. This year, the goal is to continue our existent social campaigns, such as the food donation campaigns, and our support to social institutions, while implementing new and important projects: preparation of the first Greenhouse Gas Inventory (GGI); transition of part of our energy matrix to renewable energy; creation of an institute; and conduction of training for the community. We understand that sustainability is a journey, and, in that sense, we are committed to investing in business practices that guarantee a greater socio-environmental responsibility.

It is a big challenge, but we are ready to make history in 2023, a year that will be marked by the launching of 5G and our debut as a mobile service provider in Brazil. Now more than ever we will be focused on consolidating our new services and strengthening our internal culture, looking for a more inclusive, diverse, and sustainable environment.



**ROBERTO NOGUEIRA**  
CEO OF BRISANET GROUP

# 2022 HIGHLIGHTS

**1.1 million**  
customers served



Most prominent sales channel: door-to-door (D2D), representing 31.20% of the total installations in 2022.



Over **110 stores**



**257 thousand**  
new clients in 2022



**7 new stores opened in 2022**

- Eusébio/CE
- São José do Mipibu/RN
- Caucaia/CE
- Tobias Barreto/SE
- Altos/PI
- Ouricuri/PE
- Palmeira dos Índios/AL



**34 new municipalities**  
served

**+60%**  
adjusted  
**EBITDA**



**Over 7,000**  
collaborators

**7 capitals**  
and metropolitan  
regions served  
in the Northeast



**R\$ 857 million**  
invested



**Expressive net profit increase**

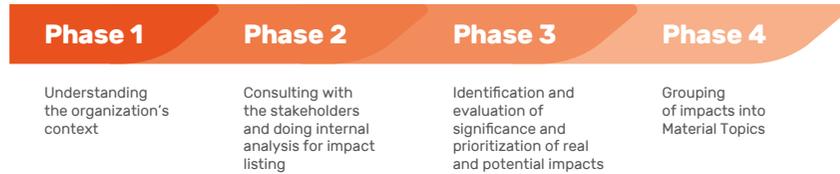
# MATERIALITY CONSTRUCTION

[2-29 | 3-1 | 3-2]

Materiality is a fundamental concept when preparing a sustainability report, and refers to the identification and evaluation of economic, environmental, and social aspects or topics that are relevant and significantly impact our operations and stakeholders.

The materiality process is dynamic and requires continuous monitoring and dialogue with the stakeholders to ensure that the most relevant themes are addressed in each edition of the sustainability report.

Guided by the GRI standards, we went through a process of constructing our materiality that went through the following phases:



The impact listing was built after internal analysis to identify the impacts that would have the biggest significance potential, added to the opinion of our main stakeholders, who were consulted through an on-line survey.

Based on the results of both processes, we prioritized the most significant impacts and grouped them into nine material topics.

MATERIAL TOPICS	RELEVANT GRI INDICATORS	SDG
Reliability and relationship with costumers	2-29   205-1   205-2   205-3 206-1   410-1   418-1	8 10 11 16 17
Compliance with laws and regulations	2-27   205-1   205-2   205-3 206-1   403-1   410-1	8 16 17
Economic-financial performance	201-1   201-2   201-4   203-1 203-2   207-1   207-2   207-3   207-4	1 8
Employee health, well-being, and management	2-7   2-8   2-29   201-3   202-1   202-2 401-1   401-2   401-3   403-1   403-2 403-3   403-4   403-5   403-6 403-7   403-8   403-9   403-10 404-1   404-2   404-3	1 3 5 10
Corporate governance	2-9   2-10   2-11   2-12   2-13   2-14 2-15   2-16   2-17   2-18   2-19   2-20 205-1   205-2   205-3   206-1 207-2   207-3	8 10 11 16 17
Digital inclusion and access to connectivity	413- 1   413-2	1 8 9 11 16
Energy efficiency	302-1   302-4	7 9 11 12 13
Innovation and technology	201-1   201-2   203-1   203-2	8 9 11 17
Investment in infrastructure	201-1   201-2   203-1   203-2   204-1	8 9 11

MATERIALITY



# OUR STAKEHOLDERS

[2-6 | 2-29]

Stakeholders are vital parties for an organization, contributing to its legitimacy, sustainability, decision-making, and risk and opportunity management. Having an understanding and effective engagement with stakeholders is essential

for success and accountability in an increasingly interconnected and complex world.

## MAIN BRISANET STAKEHOLDERS



**Shareholders and investors**



**Employees**



**Local communities**



**Clients and consumers**



**Suppliers**



**Financial institutions**



**Service providers**



**Media/Press**

## COMMUNICATION WITH THE STAKEHOLDERS

We value having a good relationship with the different audiences we interact with, both internal and external; so, we have instituted different communication channels with the goal of promoting an ethical and transparent dialogue. These tools provide support and an opening for specific topics, but also for questions, feedback, and partnerships with society as a whole.

### SHAREHOLDERS AND INVESTORS

Shareholders and investors can access information through a specific web page ([www.ri.brisanet.com.br](http://www.ri.brisanet.com.br)) or by email. All relevant and periodic information about the company is also available on the Securities and Exchange Commission website. With a very close relationship, shareholders and investors also have direct contact with the investor relations department, which is always available to receive suggestions, feedback, and information about the market vision as well as the vision of other companies in the same sector.

### EMPLOYEES

The main information and engagement channels for our employees are our local computer network (intranet), corporate email, TVs, work groups, and the Universo Brisa. Collaborators can also count on support channels like HR Atende, Ombudsman, and the Ethics Channel, the latter being focused on violations of the company's code of ethics, bringing on any necessary dealings and sanctions.

Our collaborators can also count on the support of

our Business Partners consultants in the regional areas, and can express themselves through our intranet's timeline and through our corporate environment surveys.



Launched in 2022, Universo Brisa is Brisanet's integration, engagement, and HR services platform. A space created to close the gap between culture, people, knowledge, information, and everything that connects us.

In this platform, collaborators can:

- Communicate easily
- Get informed of the main events in the organization
- Access HR, personal department, IT, among other services
- Share the day to day activities of the company in an exclusive social media
- Recognize colleagues and leadership
- Give and receive feedback

### LOCAL COMMUNITIES

The community can have an active participation in Brisanet through the Contact Us, Ombudsman, and Ethics channel channels, which are all available on our website. They can also reach us through social media, which is internally controlled and gives support and direction to any and all issues that may arise.

### CLIENTS AND CONSUMERS

We provide assistance through phone, digital channels (WhatsApp and social media), official website, costumer area, and Brisaclient app. These channels have different contact options for customer service (support, financial, and commercial), in addition to facilitating self-service through IVR, Chatbot and Brisaclient app. All our digital service channels carry an official seal.

### SUPPLIERS AND SERVICE PROVIDERS

Communication with suppliers and service providers happens through official email, telephone, and instant messaging service. To present new products and services, meetings and visits to Brisanet facilities may be scheduled.

### MEDIA/PRESS

We have a specialized internal team available, a communication advisory, and an external communication agency, beyond other means of communication that may be used, such as email, telephone, and WhatsApp.

# ABOUT BRISANET

[2-6]

We are a private company in the telecommunications sector, with a branch of activities that includes the design, implementation, and maintenance of communication systems networks (telephone, television, radio stations, internet, among others).

Founded by entrepreneur José Roberto Nogueira in 1998 in the city of Pereiro, a semi-arid region in Ceará, northeast of Brazil, Brisanet came about with the aim of providing quality internet with an accessible price to all of the northeast countryside, seeking to encourage the development of the local city and nearby areas.

## BELIEF

A better future is achieved through dreams, dedication, and relationships with people.

## MISSION

To positively impact humanity, disseminating knowledge that can produce technological and social inclusivity.

## VISION

To be the most desirable brand, with the biggest number of connected people in the northeast.

## VALUES

**Innovation:** To be motivated to bring the future to the present.

**People:** To believe in people, their ability for development and achievement.

**Cooperation:** To develop team spirit to reach our goals.

**Understanding:** To know, understand, and serve customers.

**Commitment:** To be responsible for providing the best service.

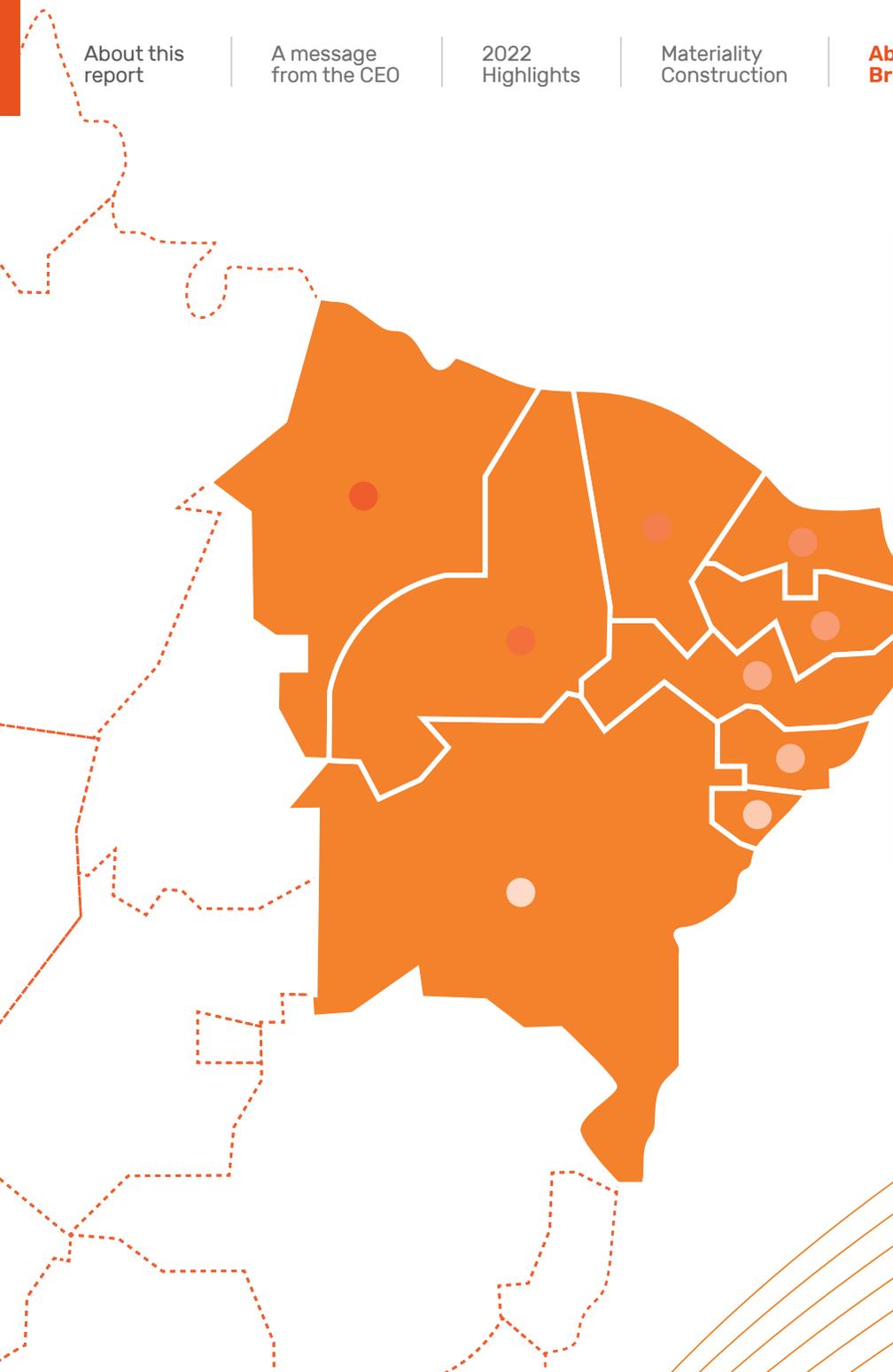
**Simplicity:** To be accessible and transparent in our relationships.

**Trust:** To be honest and competent.

**Work:** To believe in work as a life philosophy.

**Perseverance:** To focus on our mission.





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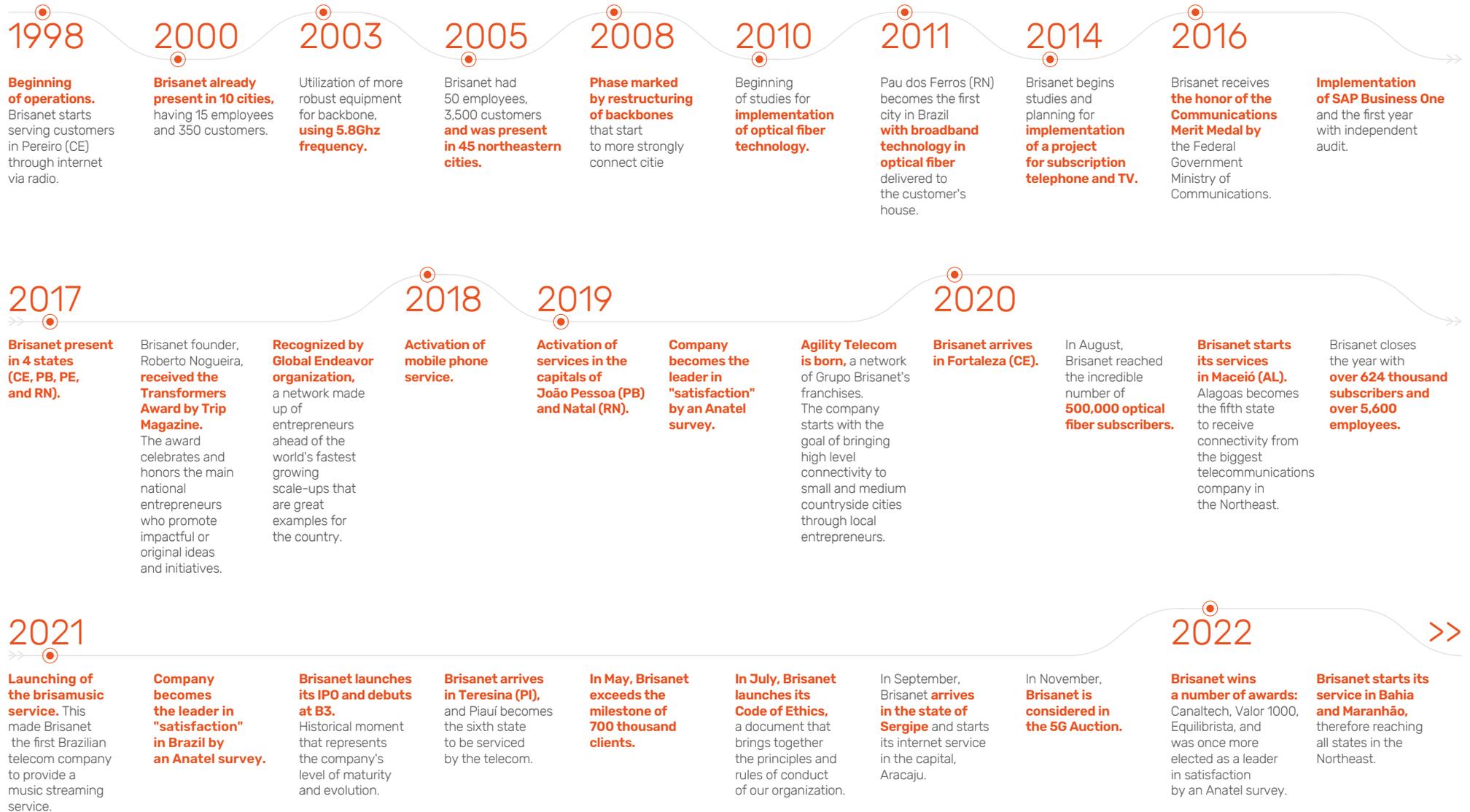
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# OUR LOCATIONS

We are present in 9 states and 154 cities in the Brazilian northeast.



## Brisagnet Timeline



# OUR SERVICES AND PRODUCTS

We are a company specialized in fiber optic implementation and construction of radio stations, offering innovative services and products that bolster connectivity and promote the sustainable development of the communities where we act.

Our fiber optic network implementation services are highly necessary to bring reliable and high speed internet to urban and rural areas, contributing to

digital inclusion and facilitating access to information, education, business opportunities, and online services.

We are also specialized in construction of radio stations. These stations are responsible for providing coverage and connection in remote or difficult to access areas, where fiber optic implementation might be unfeasible or too expensive. These stations will support 4G

and 5G technology, widening network coverage and allowing internet access to more and more people, especially in smaller cities, thus improving digital inclusion.

Through fiber optic implementation and construction of radio stations, we are promoting digital inclusion, bolstering economic and social development, and contributing to a more sustainable future.

## Our network

infrastructure numbers in 2022

**+27 km**

of backbone network

**60,620**

FTTH cables (urban optics) launched by December

**6,117,000**

homes passed

**34**

new active cities in 2022

## AGILITY

Agility Telecom is the franchising brand of Brisanet Group. Operating in the Northeast, the franchise project started in 2019 to fulfill the need to bring quality internet to small cities in the region, with the goal of democratizing internet access, and promoting digital inclusion and technological development.

With 3 years of experience, Agility already has over 216 thousand clients, a number that proves the quality and trust of franchisees and clients towards the brand.

### Agility Numbers

**216,288 thousand**

clients served

Present in

**209 cities**

**90**

franchisees

**48**

stores

Beyond acting as a fiber optic internet provider, we decided to expand our services, starting to invest in a range of products:



## brisa**fixo**

Switched Fixed Telephone Service (SFTS) is a telecommunications service which helps communication between fixed residential or commercial points through voice transmission. A landline is intended for the use of the general public, handling national and international long distance calls and calls to cellphones.



## brisa**móvel**

Our mobile phone service allows for communication through voice, data, and message services, anywhere the client may be. It offers mobility and availability of weekly, biweekly, and monthly prepaid packages for different types of consumers.



## brisa**music**

From our innovative vein, we developed Brisamusic with the goal of broadening our acting portfolio, delivering even more content to our clients. It is a platform that offers music, videos, and podcasts, with a portfolio of over 75 million tracks to listen whenever and wherever -- be it on a tablet, computer, Android or TV.



## brisa**play**

Streaming platform with live content, TV shows and movies, available in various devices, providing a complete experience to our clients, who can follow their favorite movies and TV shows in one place, anytime they want.



## conecta**+**

Focused on solving one of the main problems customers face: connection stability. This service eliminates connection problems created by internal barriers in residential dwellings that may hinder the distribution of the Wi-Fi signal between rooms. It promotes connection stability for gamer, streamers, and home office workers equipment.

### ADDITIONAL STREAMING SERVICES

#### Globoplay

Digital platform of videos from Globo. On Globoplay, one can find original and exclusive TV shows, movies, documentaries, children's content, soap operas, and shows, besides live streaming of Globo and Futura TV Channels.

#### Netflix

Streaming service with thousands of options from TV shows, movies, reality shows, brazilian, latin and asian soap operas, religious and comedic documentaries, to animes and cartoons. Content of many different genres and countries that may be watched in their original language or dubbed.

# AWARDS AND HONORS RECEIVED THIS YEAR

## EQUILIBRISTA AWARD



The Equilibrista Award recognizes the best executives and business-people that make a difference in the economic scenario. In May of 2022, we won the Empresa Padrão Award, which recognizes the main companies that stood out in Ceará due to their growth and good management practices.

## CANALTECH AWARD



In March of 2022, we were voted the best broadband in Brazil by popular vote in the 5th Canaltech Awards. The selection of winners happens through a technical jury and popular vote, who carefully select the best brands, products, and services of the national market.

## VALOR 1000 RANKING

In 2022, we entered the “Valor 1000” ranking. Yearly released by the newspaper “Valor Econômico”, the list ranks the thousand biggest companies in Brazil. The report highlights many sectors and we were selected within the “IT and Telecom” companies.

## MELHOR AWARD

The Best Plan Award is given by the website Minha Conexão, with the goal of choosing the service providers that delivered best quality to their customers, be it in internet speed performance or service satisfaction. The 2022 edition elected Brisanet as the “Best Provider” of internet in the states of Alagoas and Ceará. In the 2023 edition, we were the most prominent regional service provider to win the “Best Speed” category in six states: Alagoas, Ceará, Paraíba, Pernambuco, Rio Grande do Norte, and Sergipe.

## HONOR FROM THE MINISTRY OF COMMUNICATIONS

In December, 2022, Brisanet’s CEO, José Roberto Nogueira, was honored during the ceremony “5G Brazil -- the legacy of a connected country”, which happened in Palácio do Planalto, in Brasília (DF). Roberto received from the Minister of Communications, Fábio Faria, a plaque in honor of Brisanet’s contributions to the advancement of 5G mobile technology in the country.



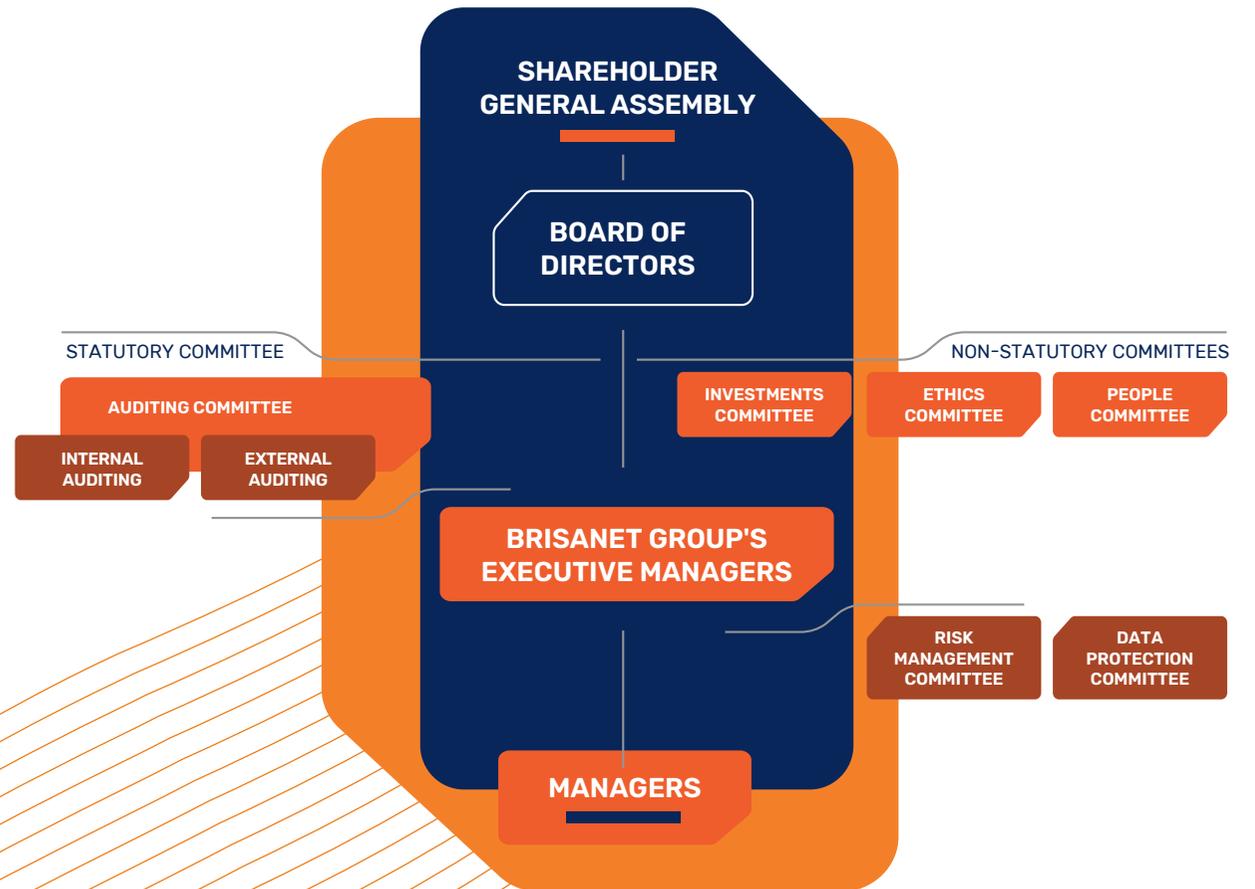
# GOVERNANCE

Effective corporate governance is essential to guarantee transparency, checks and balances, and strategic decision-making. It has a fundamental role in the operation and success of our organization, especially considering Brisagnet is in such a dynamic and highly regulated sector.

Our governance structure encompasses a series of practices and policies that focus on ensuring an ethical management that conforms to laws and applicable regulations, establishing the basis for relationships between our many stakeholders. Further, it involves the adoption of clear and transparent norms, an establishment of efficient internal control mechanisms to ensure conformity with rules and norms of the sector, the protection of shareholders rights, and the prevention of illegal or unethical practices that orient the behavior and decision-making of the employees and the administration.

## GOVERNANCE STRUCTURE

[2-9]



# BOARD OF DIRECTORS

[2-12 | 2-14 | 2-17]

Our board of directors is composed of seven members, some shareholders, some not, all elected by the General Assembly, with a unified mandate of two years, with a possible reelection. Of the Board of Directors members, two of them are independent advisers.

The board is responsible for management, being their job to establish guidelines for our performance in pursuit of strategic goals, to approve our chief plans and goals and monitor the performance of the company and our executives.

The Board President is also the executive Director of Operations, and he is responsible for the areas of network construction and infrastructure. The naming and selection for the highest governance role follows the Nomination Policy of Members of the Board of Directors, its Committees and Statutory Board of Brisagnet Participações S.A. Today, conflicts of interest are prevented and mitigated through observance and follow-up of the Transactions Policy with related parties and other situations involving conflicts of interest of Brisagnet Participações S.A. [2-10 | 2-11]



Click here to know more about Brisagnet's Policies.

## PERFORMANCE EVALUATION OF THE HIGHEST LEVEL OF GOVERNANCE

[2-18]

In 2022, we developed an auto evaluation process of the activities of the Board of Directors in its first year of existence, and its report was shared in a Board Meeting conducted in October of 2022. The evaluation happens annually and is conducted by the Corporate Governance area, using an individual, anonymous, and confidential questionnaire with the answers of each one of the evaluators and evaluated members.

## BOARD OF DIRECTORS MEMBERS

[2-11]

### JOÃO PAULO ESTEVAM

*Board President and Chief Operating Officer*

### JOSÉ ROBERTO NOGUEIRA

*Board Vice President and Company CEO*

### JOSÉ ROMÁRIO FERNANDES PINHEIRO

*Board Member and Chief Financial Officer*

### JOÃO PAULO DE ARAÚJO QUEIROZ

*Board Member and Controller Executive Manager*

### IGOR NASCIMENTO BARBOSA

*Board Member and Engineering Executive Manager*

*(until April 2023, being replaced by*

**Adriana Mazine Landwehrkamp** - Legal Manager)

### GERALDO LUCIANO MATTOS JÚNIOR

*Board Member and Independent Board Member*

### MOACY DE FREITAS MELO

*Board Member and Independent Board Member*

## AUDITING STATUTORY COMMITTEE (ASC)

With non-executive function, the Auditing Statutory Committee (ASC) has at least three independent members, with a two year mandate. The ASC is responsible for evaluating the planning, executing, and results of internal audits; for following up on the accountability of directors in relation to their actions; for stopping or taking care of severe violations and/or perfecting internal controls; and for the analysis of policies, practices, and procedures identified within the scope of its tasks, parties; among others.

### MEMBERS OF THE AUDITING STATUTORY COMMITTEE (ASC)

**GERALDO LUCIANO MATTOS JÚNIOR**

*ASC Coordinator*

**ELIARDO ARAÚJO LOPES VIEIRA**

*ASC Member*

**EDUARDO LUIZ ROTA**

*ASC Member*

## INVESTMENT COMMITTEE

With non-executive function, it is an Advisory Committee of the Executive Board for analysis and discussion of the company's strategic investments.

### MEMBERS OF INVESTMENT COMMITTEE

**ELIARDO ARAÚJO LOPES VIEIRA**

*Committee Member*

**JOSÉ ROBERTO NOGUEIRA**

*Committee Member and CEO*

**JOSÉ ROMÁRIO FERNANDES PINHEIRO**

*Committee Member and Coordinator and Chief Financial Officer*

**JOÃO PAULO DE ARAÚJO QUEIROZ**

*Committee Member and Controller Executive Manager*

**LUCIANA PAULO FERREIRA**

*Committee Member and Director of Investors Relationship*

## ETHICS COMMITTEE

The Ethics Committee is an advisory board of the Board of Directors composed of members from Brisanet's Personnel Committee, the Legal Management, and the President of the Company. It is a direct subordinate to the Board, having one independent member and four internal members. With executive function, it has the impartial role of ensuring compliance and updating of this document. The committee also must listen to and clarify doubts, analyze and take care of complaints in the last instance, as well as critical cases of the Ethics Channel that directly impact the Company's direction.

### MEMBERS OF THE ETHICS COMMITTEE

**MOACY DE FREITAS MELO**

*Ethics Committee Coordinator*

**JOÃO PAULO DE ARAÚJO QUEIROZ**

*Ethics Committee Member and Controller Executive Manager*

**SIMONE SILVA LOPES CAIXETA**

*Ethics Committee Member and HR Director*

**JOSÉ ROBERTO NOGUEIRA**

*Ethics Committee Member and CEO*

**ADRIANA FERNANDES PEREIRA**

*Ethics Committee Member and legal manager*

## PERSONNEL COMMITTEE

The Personal Committee's role is to advise the Board of Directors, and it is responsible for following, evaluating, and monitoring the processes developed and the deficits found, looking for constant improvements when it comes to people. It has one independent member and two internal members, with mandates that last two years.

### MEMBERS OF THE PEOPLE COMMITTEE

**MOACY DE FREITAS MELO**

*People Committee Coordinator*

**SIMONE SILVA LOPES CAIXETA**

*People Committee Coordinator and HR member*

**JOÃO PAULO DE ARAÚJO QUEIROZ**

*People Committee Member and Controller Executive Manager*

## DATA PROTECTION COMMITTEE

This is a committee that helps the directors to analyze and discuss strategic investments of the Company, with an executive function and internal member participation from different areas: Personal Data Treatment, Legal, Human Resources, Information Technology, Compliance, Risks and Internal Controls, Auditing, and Commercial.

### MEMBERS OF THE DATA PROTECTION COMMITTEE

**JAMILLE MARIA DOS SANTOS MOTA**

*Committee Coordinator and Legal and Conformity Executive Manager*

**ADRIANA FERNANDES PEREIRA**

*Committee Member and Legal Manager*

**KARLA JOELMA DE OLIVEIRA FERREIRA**

*Committee Member and Payroll Manager*

**RUBENS MARINS SCHNER**

*Committee Member and IT Director*

**VITOR MAGALHÃES ELOY SILVA**

*Committee Member and Risks and Internal Controls Coordinator*

**ALISSON MARINHO DA SILVA**

*Committee Member and Internal Audit Coordinator*

## CREATION OF THE SUSTAINABILITY COMMITTEE

We have been seeking new solutions in the market to diminish the environmental impacts caused by our activity. Transformation happens from within: all our employees, including our management, must think and work in a sustainable way. Considering that, in the end of 2022, we structured a sustainability committee, composed by people who will be responsible for directing and monitoring ESG practices.

### MEMBERS OF THE SUSTAINABILITY COMMITTEE

**JOSÉ ROBERTO NOGUEIRA**

*CEO*

**SIMONE SILVA LOPES CAIXETA**

*Personnel Director*

**LUCIANA PAULO FERREIRA**

*Investor Relationships Director*

**JOÃO PAULO ESTEVAM**

*Operational Director*

**JOÃO PAULO ARAÚJO**

*Controller Executive Manager*

The goals of the committee include: to vocalize and influence so that sustainability guidelines are considered in business decisions, to identify market trends connected to sustainability and recommend best practices for the business model, to follow up and implement actions, monitor goals, and performance indicators, and propose projects to reach the commitments related to the theme. Committee members may invite people connected to these areas to help the creation of strategies and projects to reach the aforementioned goals.

## EXECUTIVE BOARD

The Executive Board is composed of five members, all elected by the Board of Directors with one being a President Director, an Investor Relations Director, an Operational Director, a Commercial Director, and non-specific other Directors, elected for a unified mandate of two years, with a possibility for reelection.

### **JOSÉ ROBERTO NOGUEIRA**

*President Director*

### **JOÃO PAULO ESTEVAM**

*Operational Director*

### **JORDÃO ESTEVAM NOGUEIRA**

*Commercial Director*

### **LUCIANA PAULO FERREIRA**

*Investor Relations Director*

### **JOSÉ ROMÁRIO FERNANDES PINHEIRO**

*Financial Director*

## CONFLICTS OF INTEREST

[2-15]

Brisanet cares for transparency in its relationships and avoids hires that may generate conflicts of interest. In that regard, beyond the Code of Ethics that contemplates equal treatment between its suppliers, the company also has a Policy for Transactions with Related Parties and other situations involving Conflicts of Interest of Brisanet Participações S.A., according to which any violation of the provisions of this Policy may constitute a serious misconduct in relation to the bond or relationship that any of its members have with the Company, in addition to possibly configuring a civil and/or criminal illicit act.



Click here and access our Policy of Transactions with Related Parties.

# OUR POLICIES AND COMMITMENTS

[2-23 | 2-24]

We have policies and regiments, all approved by the Board of Directors, available on the Investors Relations website.

Potential breaches of the Policy may be reported through the Ethics Channel, and will go through confidential investigation, decision-making being carried out by the Ethics Committee. The training for each policy is conducted by whichever area elaborated the document, after validation and approval of these documents by the Board of Directors.



Click here and access our Policies.

## REMUNERATION POLICY

[2-19 | 2-20]

## REMUNERATION POLICY OF BRISANET PARTICIPAÇÕES S.A.

The remuneration policy establishes guidelines that must be followed in terms of remuneration of the members of the Board of Directors, the Executive Board, and the Advisory Committees (all together, the “Executives”), as well as members of the Fiscal Council (when installed). Its main function is to align the interests of the Executives and the goals of the Company, following the best practices adopted by the market.

## RISK MANAGEMENT

Our risk management plays a fundamental role in the success and strategy of sustainability in our company. It is a systematic process that aims to identify, evaluate, and alleviate risks that can affect the execution of our organizational goals. By adopting a proactive approach to deal with uncertainty, we aim to mitigate risks against financial losses, damage to our reputation or our image, disruptions to operations, and cyberattacks.

Our risk management model was based on the COSO ERM: Committee of Sponsoring Organizations of the Treadway Commission - Enterprise Risk Management Framework methodology, which designs its strategic planning aligned with the level of risk it is willing to accept (risk appetite) in carrying out its strategy and operations.

We have adopted a Policy of Risk Management, which was approved in a meeting of the Board of Directors of the Company that happened on May 31st, 2021. This policy establishes the principles and parameters that must be observed when working on risk management, and focuses on identifying, evaluating, prioritizing, and managing risks, in addition to establishing communication procedures and the responsibilities of the main organizational bodies. Its last revision happened in August 2022.

One of the main benefits of risk management is the ability to anticipate and re-

spond to potential risks before they happen. When identifying risks and its underlying causes, adequate preventative measures and contingency plans must be implemented. This allows the organization to be more prepared to face unexpected challenges, minimizing its negative impact and ensuring a faster recovery.

## HOW WE PERFORM RISK MANAGEMENT

We classify our risks according to the following categories:



Our risk profile is monthly monitored by the Risk Commission, which reports directly to the Executive Board quarterly by the Audit Committee, and semi-annually by the Board of Directors. This monitoring aims to ensure the efficacy and adequacy of our risk response actions, defined as treatments to each of the identified risks, and to obtain information that can provide improvements in Risk Management.

The results of the monitoring process must be communicated to each of the levels of the Administration through reports made by the Risk and Internal Control area, helped by the areas where the risk may occur.

To protect our company, activities, and goals, constantly monitored protection tools are established, revised, and improved, and these must observe the Risks listed in this Policy.

## CRISIS MANAGEMENT, CONTINGENCIES, AND BUSINESS CONTINUITY PLANS

The contingency plans and crisis management consist in measures and response actions to be taken when a risk event occurs. These plans aim to make sure fundamental processes can go back to working properly, or in a state that is minimally acceptable to sustain operations, as fast as possible, avoiding a long downtime and damage extension. Crisis management plans define the roles and responsibilities of the teams involved in activating the contingency actions before, during, and after occurrences.

## GOALS REACHED IN 2022

Throughout 2022, different actions were taken to improve and make our risk management even more effective:

- Revision of the management policy of risks, with the support of the global consultant PwC and approved in a Board meeting.
- Implementation of the COSO ERM methodology, aligning the risks and strategic planning of the company.
- Revision of strategic and operational risks with the administration, board, and auditing committee.
- Purchase of the GRC tool to help with risk management in an automated way.
- Implementation of the Risk Management Commission, focusing on monthly risk management, aiming to ensure the effectiveness and adequacy of the actions in response to risks.
- Strategic risk matrix, giving more support to the administration and board when making decisions based on risks.

## COMMUNICATION OF CRUCIAL CONCERNS

[2-16]

As a law, strategic terms are treated initially in Executive Board Meetings or Advising Committees, for report and decision making in Board of Directors meetings that happen monthly. If needed, the Corporate Governance area will summon an Extraordinary Meeting of the Board of Directors to take care of an urgent or critical matter, if that

is not on the Annual Board of Directors meeting agenda. Meeting agendas, scheduling, and minutes are archived on the Atlas Governance Platform, which has controlled access due to security and secrecy of information.

## INTEGRITY PROGRAM

The Brisagnet Integrity Program has a goal of preventing, identifying, and mitigating blackmail and corruption practices, through internal controls, tests, and monitoring of activities vulnerable to this type of risk.

Therefore, we count with the following policies:

- **Code of Ethics**
- **Anti-corruption Policy**
- **Policy of Transactions with Related Parties and other situations involving Conflict of Interests**
- **Policy for Interaction with public agents**
- **Hospitality, souvenirs, and gifts policy**

## CODE OF ETHICS

[2-26]

Our code of ethics has the goal of making clear the rules and behavior guidelines that must be followed by our collaborators (independently of their role our function, including interns, effective and temporary employees, and Board members) of the Brisagnet Group, Brisagnet Participações S.A. and its subsidiaries and parent companies, including Agility Telecommunications. This extends to all service providers, franchisees, suppliers, and other business partners, in the many forms of interactions of these with the environment that surrounds them and their relationships.

Knowing the policies of the Company is an important guideline of our Ethics Code, which says all our collaborators must participate in periodic training about the need for fulfillment of the guidelines of this Code and other policies of the Brisagnet Group and must also sign a document to this effect. Providers and partners must observe the norms of the Ethics Code the moment they sign the contract with the company.

The role of the managers is vital to ensure the execution of values, principles, and rules established in the Code of Ethics, inside and outside the work environment, because leaders must be role models of ethical behavior and good practices to be followed by their teams.



Click here and access our Policies.



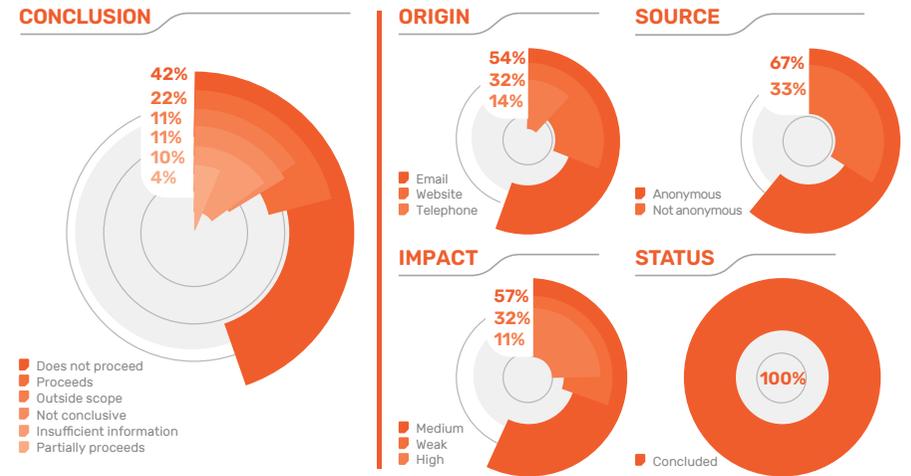
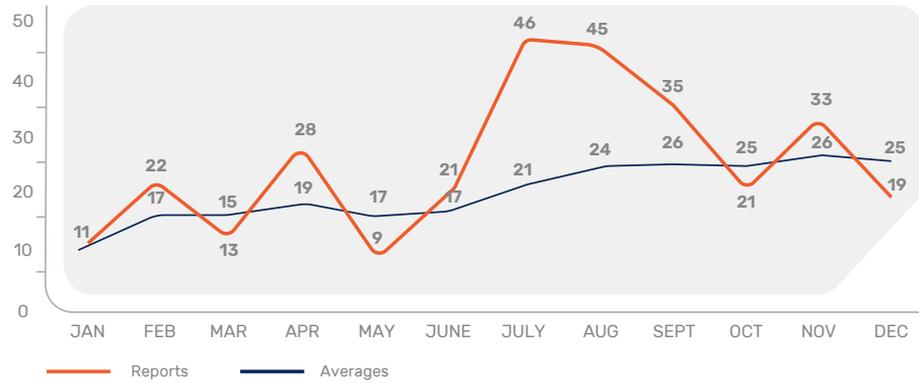
# BRISA OMBUDSMAN

[2-25 | 406-1 | 418-1 | 3-3]

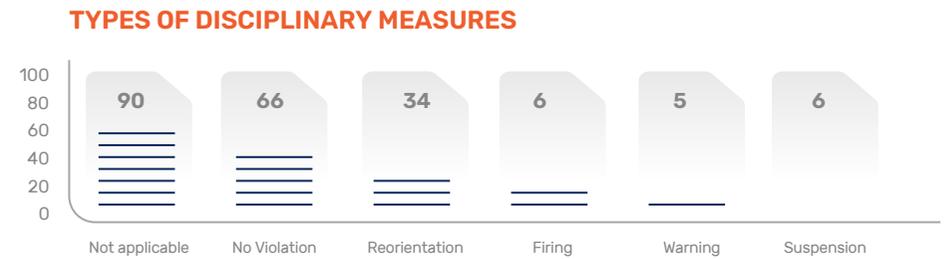
Brisamet also makes available to its clients an Ombudsman channel that can be accessed via internet and telephone, for calls or reports by customers who have needs related to service provision.



In 2022 the Channel received 303 reports.



TYPES OF DISCIPLINARY MEASURES



TYPES OF DISCIPLINARY MEASURES

# CODE OF ETHICS

[2-26]

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# ETHICS CHANNEL

[3-3 | 418-1]

Any violation, or potential violation, of the Ethics Code to any of the policies and rules of the code, that may have been committed by one of the collaborators or providers must be fully reported through the Ethics Channel. From the complaint, all reasonable and justifiable measures are taken to protect the confidentiality of the denouncers, as well as protection against any type of retaliation.

Access to the channels is independent, secret, impartial, and free. Complaints will ensure the anonymity of the denouncer, as well as protect them from retaliation. Complaints can be made through:



**0800 517 1051**



**Safe contact  
(Available for  
Android and iOS)**



**Ethics channel:  
[www.brisanet.com.br/canaldeetica](http://www.brisanet.com.br/canaldeetica)**

## RELATIONSHIP WITH THIRD PARTIES AND PROVIDERS

[408-1 | 409 -1]

We monitor processes identified as sensitive and of high exposure to corruption risks by doing due diligence with our providers and partners, with the goal of making the hiring process and our relationships with third parties safer.

Through this monitoring tool, we can verify our partner's character and we prevent relationships with any partners that do not conform to our values, such as disavowing child labor, slave-like labor conditions and any involvement with corruption.

We also value communication as essential to the dissemination of our Integrity Program, and we have as a principle the inclusion of diversity, respecting and recognizing each individual. For this goal, the Compliance sectors promotes periodic training together with our collaborators to disseminate best practices both inside and outside of the company, as well as reinforcing the importance of the Code of Ethics and Policies.

## PARTICIPATIONS IN ASSOCIATIONS

[2-28]

We cherish collaboration in the field, actively participation in debates about important points for the growth of telecommunications in Brazil. So we are constantly present in sectorial congresses exposing our ideas so that telecommunications can continue to evolve. We also count with institutional representatives that have a direct relationship with a number of different bodies, such as the Agência Nacional de Telecomunicações (ANATEL, or National Agency of Telecommunications), Agência Nacional do Cinema (ANCINE, or National Cinema Agency), Ministério das Comunicações (MCOM, or Communications Ministry), Conselho Administrativo de Defesa Econômica (CADE, or Economic Defense Administrative Council), Tribunal de Contas da União (TCU, or Federal Court of Accounts), as well as associations we are a part of. It is important to point out that in these relationships and communications we always follow our Code of Ethics and Conduct.

To monitor and analyze potential new laws and bills in different federal levels that may directly impact the telecommunications sector we count with collaborators who analyze and conduct its internalization within the Company. In 2022, we gave a bigger focus to the evolution of federal, state, and municipal legislations that establish rules for the licensing of stations for mobile phones.

## ASSOCIATIONS WE ARE A PART OF

- **ABRINT** – Brazilian Association of Internet and Telecommunications Providers
- **TelComp** – Brazilian Association of Competitive Telecommunication Service Providers
- **NEO** – Association of TV by Subscription Operators, Internet Providers, Solution and Services Suppliers, manufacturers/distributors of equipment, among others.

Relevant discussions about federal legislation in the field of telecommunications happened in 2022 and had a special focus on the theme of Connectivity in Rural Areas, due to the social inequality that is present in those areas.

## EVENTS WE PARTICIPATED

- **RTI Providers**
- **Futurecom**
- **5G Brasil**
- **Event NEO 2022**
- **Teletime TEC**
- **National Abrint Meeting - 2022**
- **Innovative Providers Forum**
- **Telecommunications Policy Seminar**

# ECONOMIC PERFORMANCE

## WE CONNECT TO DEVELOP

[201-1 | 201-2 | 203-1 | 203-2]

**WE WORK SO THAT OUR CONNECTION CAN BE TRANSFORMATIVE IN PEOPLE'S LIVES**

We are still dedicated to our mission of positively impacting humanity, promoting social and technological inclusion through dissemination of access to knowledge. Our market credibility is supported by an exemplary organic growth in relation to other companies in the sector. With 24 years of operation, we have gone through many market evolution steps in telecommunications and we are very proud of our trajectory until here.

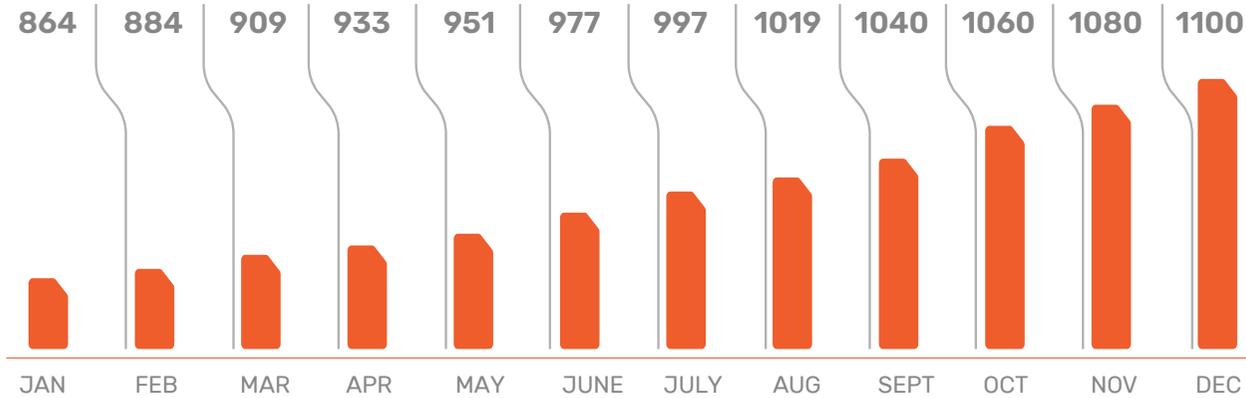
The development we provide is priceless to the community. Economic growth resulting from the integration of cities that use our services is a consequence directly connected to our goals. This is the essence of our work: to develop regions considered remote, but that have a big economic and social potential for value generation. We are a tool that can make this development possible.



## WE CONNECT OVER 1 MILLION PEOPLE

In 2022 we reached a historic goal: the impressive mark of 1 million subscribers. We contributed to connect families, businesses, and millions of people around the world through our services, which has a value that cannot be measured. Throughout the year, we conquered over 257 thousand clients, showing our efforts in the organic business growth.

## CLIENTS



\*\*IN THOUSANDS

**WE HONOR AND RESPECT OUR ORIGINS. IN ADDITION TO OFFERING DIFFERENT TYPES OF SERVICES, WE ARE PROUD OF OFFERING ACCESSIBLE INTERNET PACKAGES IN SMALL CITIES IN THE OUTSKIRTS, WITH A REDUCED INITIAL COST AND COMPARABLE SPEED AS OTHER PROVIDERS.**

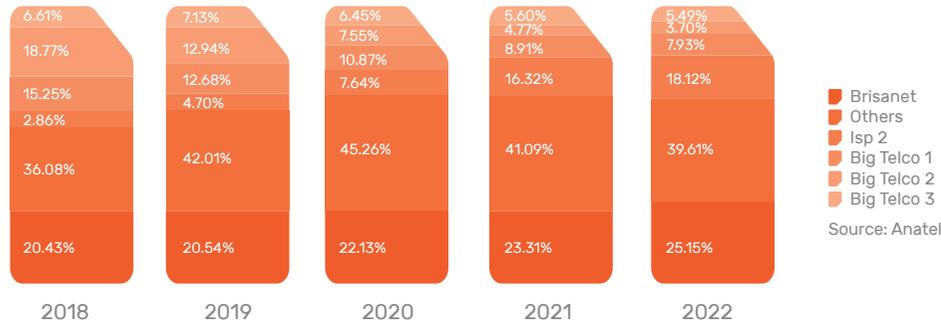
Strategically, to reach this level, we widened our geographical performance, hitting new states like Piauí, Sergipe, and Bahia, and enlarging our performance in states we already existed, such as Pernambuco. Our services includes landlines, TV subscription, mobile phone, and Brisamusic, while maintaining our continuous investment in optic fiber. We have also launched our Conecta+ services, Globoplay, Netflix, and Skeelo.

We are present throughout the whole value chain, from identifying potential expansion areas, going through infrastructure implementation, selling and equipment installation, to the support and continuous monitoring of service quality.

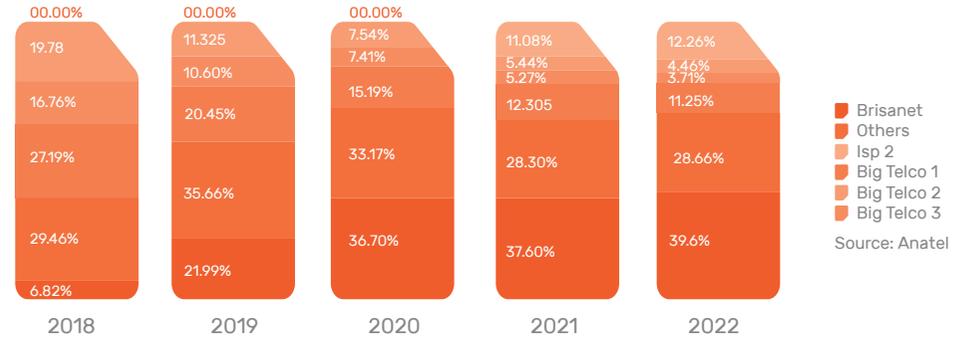
Our differential is in the anticipation of needs of our clients, which has opened paths to opportunities for expansion of a variety products. This scope allows us to proactively identify needs that are in constant evolution, creating an environment conducive to expanding relationships and offering additional value solutions.

The use of proprietary technology is vital to guarantee the quality of internet provided and to provide a significant competitive differential. Unlike competitors, who depend on outsourced, non-integrated softwares, our personalized approach allows us to effectively serve all the needs and specificities of a provider. This allows us to offer adaptable, high-performance solutions, providing a great experience for our clients.

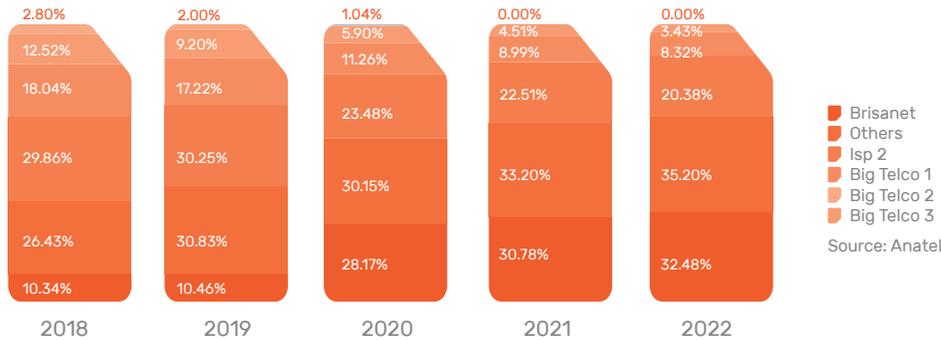
### BRISANET'S MARKET SHARE EVOLUTION IN CEARÁ



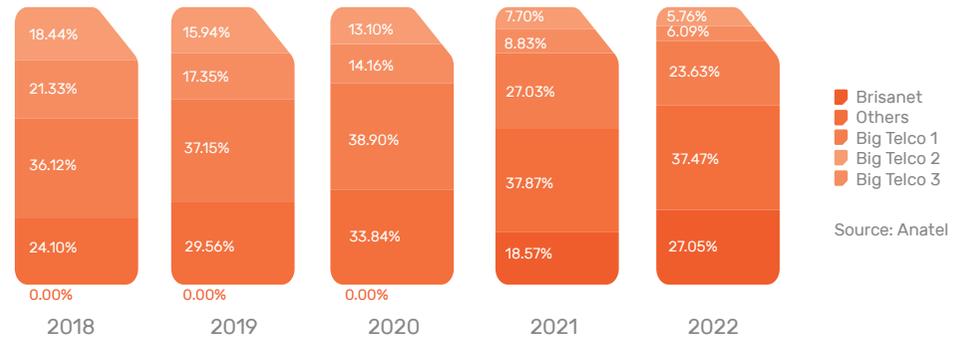
### BRISANET'S MARKET SHARE EVOLUTION IN PARAÍBA



### BRISANET'S MARKET SHARE EVOLUTION IN RIO GRANDE DO NORTE



### BRISANET'S MARKET SHARE EVOLUTION IN ALAGOAS



# A NETWORK FOR GOOD OUR ENTRY IN THE MOBILE BROADBAND MARKET

[201-1 | 201-2 | 203-1 | 203-2]

Breaking barriers and connecting people, we won three lots of 5G radio frequency at the auction held by the Agência Nacional de Telecomunicações (Anatel, or National Agency of Telecommunications) in the Northeast and Center-West. As one of the main Small Service Providers (SSPs) to be a part of the auction, this achievement is proof of our commitment to lead the way in the future of telecommunications.

5G is a revolutionary technology that will mold the next few decades of Brazil and the world, boosting advances and never before seen developments. This win represents a significant jump, unlocking new possibilities of growth for our organization, as well as for the municipalities we serve.

This will allow the Company to meet a demand 4G cannot supply, all while exploring the telephony and mobile data market with 5G technology in inner cities of the Northeast.

5G technology has the potential to significantly boost data demand in the Northeast, creating a relevant barrier for the national telecommunications providers in the inner cities. However, its implementation will require extra bandwidth for the providers, as well as a series of logistic and operational challenges.

We have a fundamental role in this context, since we are already installing the optic fiber infrastructure in both inner and bigger cities. This infrastructure will be vital for data transport in 5G, with both technologies being complementary. Also, the possibility of operating 5G in the Northeast of Brazil is aligned with the Company's mission, since the new technology will take broadband internet to low income population who does not have access to fixed broadband.

We want to keep changing the reality of the telecommunications sector in Brazil.

Committed to taking quality mobile broadband to cities with less than 30 thousand residents, we are expanding our fiber optic network to propel the new 5G technology.

**WE ARE MAKING ADVANCES IN THE PROCESS OF 5G IMPLEMENTATION AND, THREE YEARS BEFORE SCHEDULED BY ANATEL, WE WILL INITIATE THE OPERATION OF OUR 5TH GENERATION MOBILE NETWORK IN THE SECOND SEMESTER OF 2023.**

The antennas that will give support to the 5G network are already being built in 6 inner cities of Ceará and Rio Grande do Norte, totaling, in 2022, 12 antennas, with 6 in municipalities with less than 30 thousand inhabitants. Over 20 cities will be finished by the end of 2023.

We are excited by the opportunities 5G will bring, allowing a faster, more reliable and more comprehensive connection, and we are committed to offering high quality services and innovation to our customers. We believe this achievement strengthens our market position and places us as a trailblazer of the digital revolution.

We remain committed to overcoming expectations and boosting digital transformation in the whole country, offering advanced connectivity solutions and boosting economic and social development. We are ready to embrace this new exciting chapter and build a connected future for everyone.



# INNOVATION IS OUR ESSENCE

[3-3 | 201-1 | 201-2 | 203-1 | 203-2]

We are moved by the goal of connecting people, which drives us to be better every day.

Our trajectory is based on solid values, such as perseverance, dedication, ethics, innovation, investment in technology, and training for our collaborators. It is a joint effort that has transformed the reality of the telecommunications sector in our region and Brazil. We are proud of the impact we have made and remain committed to offering connectivity solutions that promote development and inclusion.

We transform millions of lives with our connection.

We have amplified our operations in large-scale tenders, consolidating our position as a solutions integrator that covers much more than telecommunications. Now, we provide competitive offers for the public agencies market, aiming to provide integrated and complete solutions to our clients.

Our participation at the 5G auction was a strategic measure that demonstrates, once again, we are ahead in terms of innovation in the sector. Innovation is a part of our essence. With the auction victory, we are ready to expand our services beyond the Northeast, reaching new Brazilian horizons.

In a strategic way, we are also always looking to innovate in the risk and opportunity conversions of our business.

Constant changes and innovations in the telecommunications sector bring challenges related to the availability of essential equipments for service provision. Any restrictions imposed by the Brazilian government in relation to the number of manufacturers of certain products present significant risks. Also, the products are directly subjected to exchange rates fluctuations and fees, which increases our dependence on our capacity to predict demand and effectively manage our stock.

In this dynamic scenario, it is fundamental to adopt an intelligent approach to deal with the supply chain challenges. This involves proactive identification of reliable suppliers and source diversification to minimize scarcity risks of essential equipment. Also, it is important to develop a solid understanding of exchange rates and political trends to make informed decisions about prices and stock.

By adopting management practices of efficient stocking and closely observing market fluctuations, we can mitigate the adverse impacts of governmental restrictions and economic uncertainties. At the same time, we are prepared to meet the constantly evolving demands of clients, guaranteeing a quality service provision and a competitive advantage in the telecommunications sector.

## INNOVATION REQUIRES INVESTMENT

In 2022, we registered investments of R\$ 857 million, between optic fiber and 5G investments. These numbers reflect our continuous commitment in optimizing our investments, seeking efficiency and maximizing value for our shareholders.

Each investment is aligned with our goals, with the potential of generating sustainable returns in the long term. By maintaining an investment cost per client inside these parameters, we demonstrate our efficiency in managing financial resources in a responsible and structured way.

This cost efficiency positions us in a favorable spot in the market, allowing us to provide high quality services to our clients, expand our subscriber base, and boost business growth.

It is important to highlight that 5G is still not operational, and its impact in 2022 was mainly related to investments, which totaled R\$ 279 million. These investments were directed at preparing infrastructure and necessary resources for a successful implementation of 5G, which we expect will bring significant benefits to our clients and the general market in 2023.

We are committed to making strategic investments that will propel us to growth and innovation, taking advantage of opportunities 5G will bring us. With a solid and diversified financial approach, we are in place to finance these investments in an adequate manner, balancing the use of public resources, strategic partnerships, and external fundraisers, as necessary.

We will keep closely monitoring the development of this technology, developing our internal processes and adjusting our investment strategy to guarantee a solid return in the future.



## UNIQUE OPERATION

[201-1 | 201-2 | 203-1 | 203-2]

We aim to offer to our customers a complete and modern infrastructure, together with our services. We also have the ability of expanding our network, allowing us to serve the growing demands for internet services and follow the constant evolution of the needs of our customers.

Our priority is to offer reliable and high quality connectivity solutions for people and businesses in the region. We continuously invest in our infrastructure to offer a superior experience to our subscribers, ensuring stability, speed, and the necessary security to meet the demands of the ever-changing digital world.

In order to do all this, we rely on a high quality and completely integrated data center structure,

made up of over 250 units strategically distributed in all states of the region. This widespread coverage ensures the delivery of high quality and stable internet service, allowing our customers to enjoy a reliable experience.

One of the advantages of our structure is the ability of real-time remote monitoring by our data centers. This allows us to guarantee the availability and the adequate performance of services, as well as identify and solve any problem efficiently and quickly. We are proud of having internally developed the applications that are used by our teams for this purpose.

Using these applications we can optimize our operations, quickly identify and solve problems, and also guarantee the quality and reliability of our services.

This quick and adaptable approach allows us to offer one of the fastest response times on the market, ensuring that our customers have an exceptional experience.

We are constantly improving our systems and applications to keep up with technological changes and the needs of the market. We believe this capacity for internal development sets us apart, allowing us to innovate faster and offer tailored solutions to our customers.

Our dedication in internally developing technological tools reflects our commitment with operational excellence and constant search to offer the best services to our clients.

## THE ADVANCEMENT OF OPTIC FIBER IN THE COUNTRY

The rate of optic fiber use in Brazilian municipalities reached a significant mark in 2022, reaching 31.7 million accesses, which represents 70% of the total of accesses in broadband in Brazil. This achievement reflects an accelerated annual growth, with an average above 53%.

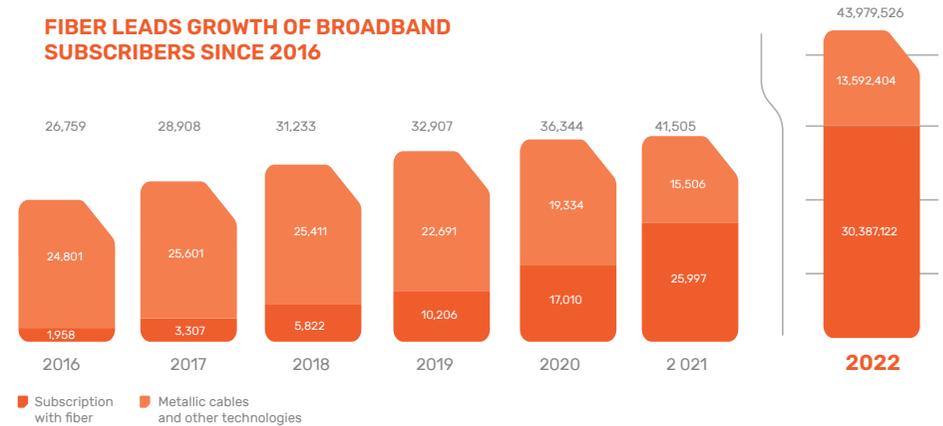
Fiber optic technology is becoming more and more important due its different advantages compared to other technologies. It offers low incidence of oscillation and interferences, allows greater transmission speed and it is economically advantageous due to its passive network nature, beyond having ease of scalability.

In this scenario, we stand out as the biggest independent platform of fiber in the country, the isolated leader in the states we are present. This relevance is evident when compared with big telephone provider companies of the market. We stand out due to having an infrastructure exclusively focused on fiber optic, present in almost 100% of our network (99.9% fiber and 0.1% radio), which represents a competitive expertise when compared to our competitors.

By providing a service focused on fiber, we have superior quality and efficiency. This is reflected in the satisfaction of our clients, as shown by the rankings of ANATEL, where we have achieved the best numbers in terms of general satisfaction in the states we operate.

We believe the strategic choice of focusing on optic fiber as a basis for our infrastructure positions us in an unique way in the market, allowing us to offer high quality services and meet growing demands for reliable connectivity. We will continue to invest and expand our fiber optic network, maintaining our commitment to offer the best experience to our clients and consolidating our position as a leader in the telecommunications sector.

### FIBER LEADS GROWTH OF BROADBAND SUBSCRIBERS SINCE 2016



## WE INVEST IN EFFICIENT PROCESSES, ADVANCED TECHNOLOGIES AND, MAINLY, IN OUR TEAM

[201-1 | 202-1 | 202-2 | 204-1]

We have invested a total of R\$ 211,905 thousand in salaries and benefits to our employees, following the policy of establishing the federal minimum wage as the smallest possible salary for our business, regardless of the location. We also do not differentiate on the basis of gender or any other correlated aspect when it comes to wages. Our internal policies establish wage tables and remuneration practices that are equally applied to all our collaborators.

In this context, the roles of director and administrator are also considered relevant. 71% of the board members are hired from the local community. This reinforces our commitment with hiring regional talents and strengthening the communities where we are located, such as São Miguel (RN) e Pereiro (CE).

When it comes to suppliers, in 2022 we destined a budget of R\$ 626,654,590.58 to local suppliers in Rio Grande do Norte and R\$ 71,575,874.42 in Ceará, totaling R\$ 132,412,465.00. These are the states we have as a focus and we will look to always opt for a return of the value, contributing even more with local development.

# OUTCOMES OF OUR QUALITY

[201-1 | 203-1 | 207-4]



**IN AN INCREASINGLY COMPETITIVE MARKET, THE SEARCH FOR EXCELLENCE AND QUALITY IS ESSENTIAL.**

When we discuss quality, we are talking about something beyond one simple attribute. We are talking about a strict commitment with our client's satisfaction and the success of our business.

We are leaders in satisfaction in seven states. Our

leadership position is the reflection of our continuous effort in overcoming expectations, providing exceptional experiences to our clients and guaranteeing excellence in all aspects of our services.

## OUR BUSINESS STRUCTURE

[2-2]

We operate in a single telecommunication operational segment, directly acting in the states of Ceará, Paraíba, Pernambuco, Alagoas, Sergipe, Piauí, and Rio Grande do Norte. Our financial portfolio includes, beyond the Company:

- **Brisagnet Serviços de Telecomunicações S.A. ("Brisagnet Services")**
- **RPS - Prestação de Serviços de Informática Ltda.**
- **Consórcio BWM**
- **Consórcio Conecta Sec**
- **4J Telecomunicações Ltda.**

## **BRISANET SERVIÇOS DE TELECOMUNICAÇÕES S.A. (“BRISANET SERVICES”)**

The company operates in several segments, offering a variety of products and services related to the telecommunications and technology field. Among activities performed are: providing telecommunication services, rental of technology and telecommunications equipment, computer services, radio and optic fiber network installation, computer and telecommunication equipment sales, TV by subscription, monitoring service, electronic equipment maintenance, sales of cameras and monitoring devices, fabrication of precast concrete structures, installation of electronic equipments, fixed broadband service, licensing of computer programs, development of customizable and non-customizable systems, technical support and IT management, availability of digital content over the Internet, value-added services, and administrative office services. This wide range reflects the commitment of the company in offering ample solutions and quality services to their customers.

## **RPS - PRESTAÇÃO DE SERVIÇOS DE INFORMÁTICA LTDA**

The company offers a series of services related to the area of informatics and technology, including computer technical support, which includes installation, configuration, and management of computer programs and databases, as well as technical support in computer equipments in general. Beyond that, the company also offers loaning of computer goods and equipments, IT equipment installation and data and image monitoring equipments. The company also works with the sales of computer equipments and importing of electronic material, computer, telecommunication, and consumable materials. Addition-

ally, the company offers rental car services (without a driver), including buses. This variety of services provides comprehensive and flexible solutions to supply the technological needs of their customers.

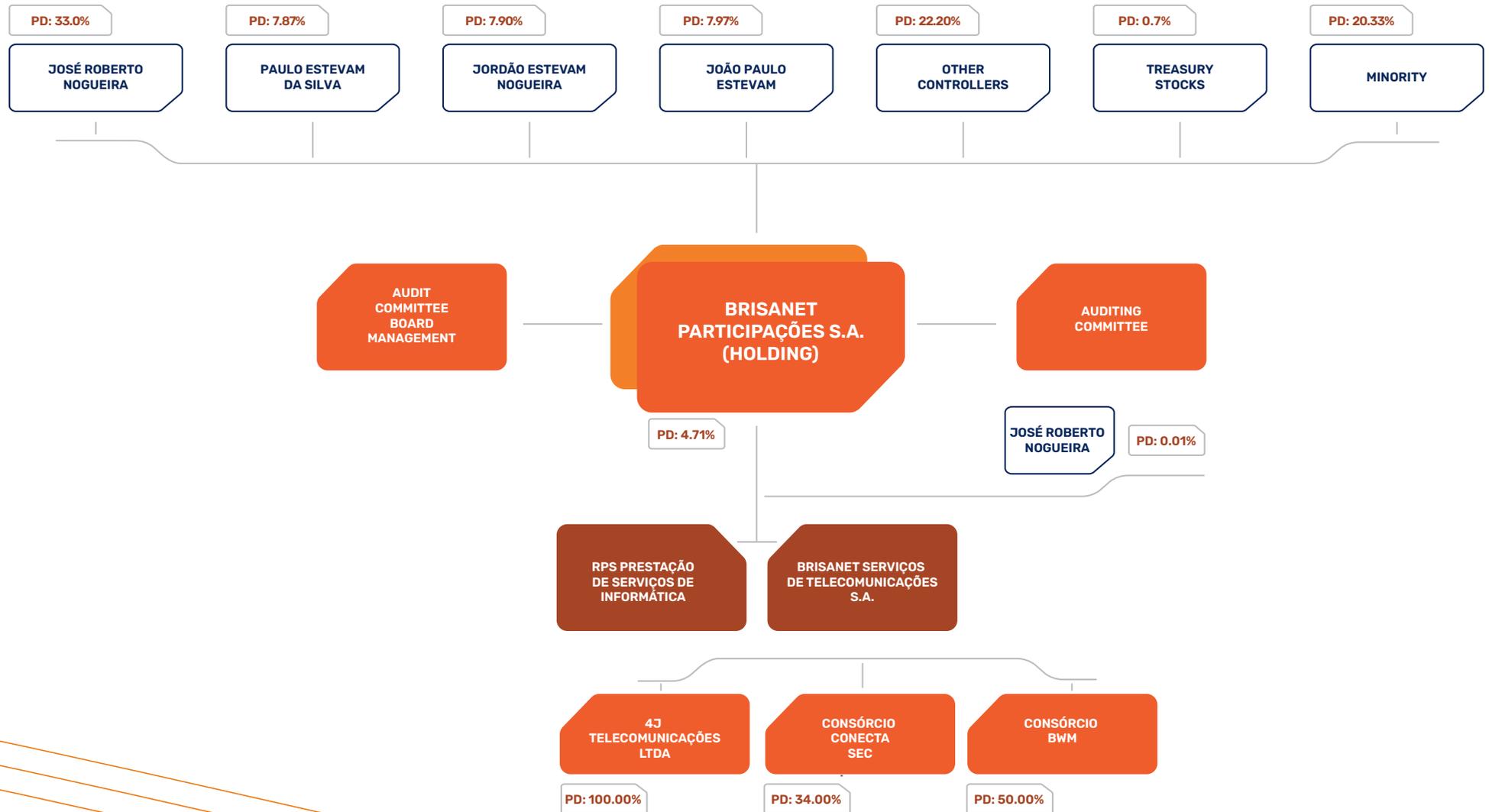
## **CONSÓRCIO CONECTA / CONSÓRCIO BWC**

Consortium operations, referring to the concession of Ceará’s government for the use in the Ceará Digital Belt (CDC), where the company holds 50% of the stake in the BWM Consortium. In 10/27/2022, the Connect Sec Consortium was constituted, referring to the contract for the provision of services for Secretary of Education and Culture of the city of João Pessoa, where the company holds 34% of the stake.

## **4J TELECOMUNICAÇÕES LTDA.**

In November, 2021, Brisanet Services created 4J Serviços de Telecomunicações Ltda., of which it owns all shares representing the share capital, in the amount of R\$ 50. 4J Serviços de Telecomunicação offers a wide range of services related to the telecommunications and technology sector, as a telecommunications service provider, fixed telephony switched (STFC), voice over internet protocol (VOIP), rental of equipment, computer services, optic fiber and radio network installation, sales of telephone and communication equipments, television by subscription, monitoring, fabrication and sale of monitoring equipments, development of computer systems, technical support, web hosting, and administrative services. This diversity of services allows for 4J Telecomunicações to offer complete and comprehensive solutions to serve the needs of customers in the telecommunications and technology sector.

# CORPORATE AND SHAREHOLDER STRUCTURE

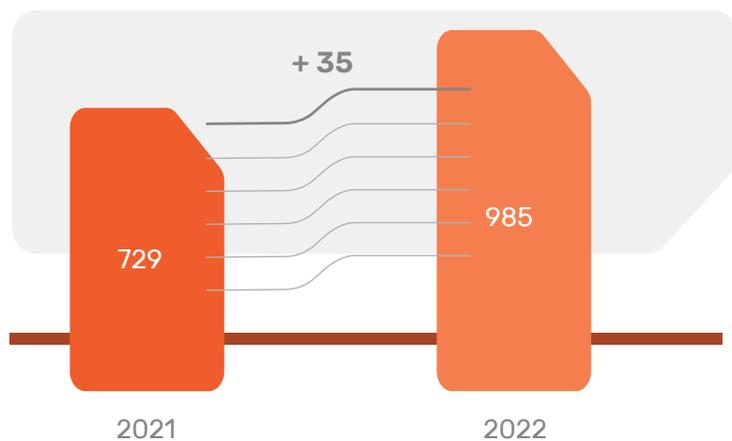


We finished this period confident that the fruits of our investments will come, with a great positive expectation of generation of operational cash in 2023.

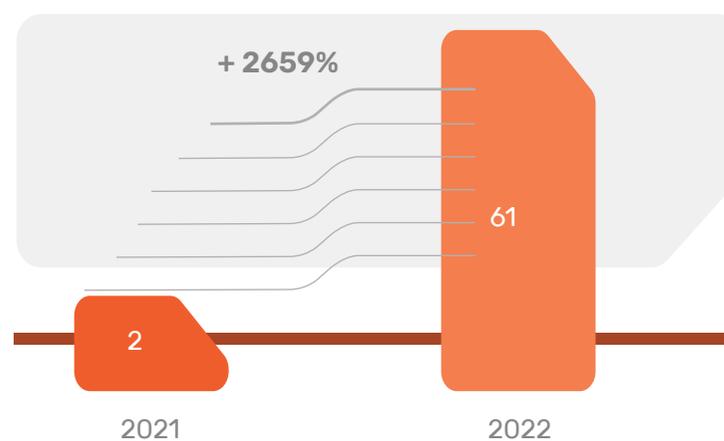
In 2022, we reached a gross sales revenue of R\$ 1,127,193, representing a growth of 33.94% compared to the previous year. Our net operating revenue hit R\$ 985,244, a growth of 35.20% compared to the 2021.

This growth was mainly driven by an increase in the number of clients in the B2B and B2C segment, with a net income increase of 35%, with fixed broadband responsible for 91% of this revenue. This result is a fruit of the advancement of excellence in the provision of telecommunication services we provide.

### NET REVENUE

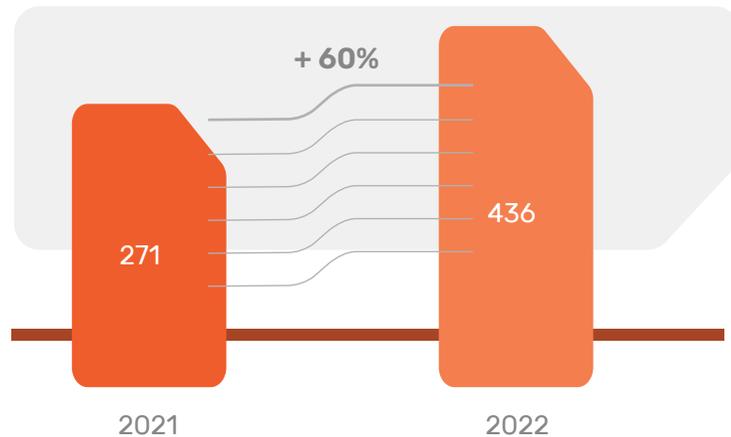


### NET PROFIT



We had significant growth, and our adjusted EBITDA showed growth superior to 60% when compared to the previous year, which is the result of careful planning and preparation. With intelligent and attentive management, we implemented initiatives to reduce costs and increase productivity.

### ADJUSTED EBITDA



Our operational costs were stable when compared to 2021, with a variation of only 0.5%. Though we faced more expenses related to expansion, the significant increase was only seen in commercial and marketing expenses, which was aligned with our growth strategy.

We strengthened our sales by hiring new Account Executives and structuring our Key Account team, providing greater proximity and synergy with the needs of our big customers in all of the Northeast.

The expenses of our services provided went up 41.5% or R\$ 168,405, going from R\$ 404,429 in 2021 to R\$ 572,834 in 2022. These cost variations can be mainly observed due to higher costs with street post rents (right of passage), depreciation, and amortization.

We allocated a total of R\$ 828,735 to property, plant and equipment additions, representing a 45% increase, related to our commitment in providing quality resources for the implementation of 5G services. In this sense, the leverage of our operations increased by 35%, which is also a direct result of our 5G investment expansion.

Following the growth and initiatives of 2022, we had an increase in our indebtedness, a result of the issuance of long-term debentures to sustain our planned investments. Despite that, the net debt/EBITDA is carefully monitored, remaining at 1.7X, providing our investors with protection and security.

A responsible financial management and strategic approach to deal with economic challenges are essential elements to the conduction of our business.

We are confident that our financial and patrimonial conditions are robust enough to successfully implement our defined business plan and to fulfill our short and long-term obligations. We have cash generation and available lines of credit as a solid foundation to finance activities, meeting the need for resources for the execution of our strategic plan, including during periods of national economic challenges.

We are committed to guaranteeing availability, and are always looking for development opportunities and operation optimization, to strengthen our financial position, ensuring the sustainability of activities in the long-term.

## ADVANCEMENT IN THE CAPITAL MARKET

With the IPO in 2021, in 2021 we were able to observe the behavior and variation of shares on the Brazil stock exchange (B3).

We started 2022 with our share priced at R\$ 4,64 and ended at R\$ 2,69, which represents a negative variation of -42%. It is common to observe fluctuations in share price right after the opening of an IPO (Initial Public Offering). The stock market behavior is influenced by a variety of factors, such as investor speculation, market adjustments, and other external conditions.

In our specific case, we identified that the drop in interest on the stock market may be largely attributed to the preference of investors for more attractive fixed options. This scenario has resulted in the reduction of trading multiples in various sectors, including telecommunications. It is important to highlight that these market fluctuations are influenced by external factors and are part of the volatile and dynamic environment of the financial market.

The total amount of dividends for 2022 was R\$ 14,418,007.38, corresponding to an amount of R\$ 0.032345871 per issued common share. It should be noted that, for calculation purposes, we do not consider shares held in treasury. This dividend distribution reflects our commitment in sharing the positive results achieved with our shareholders, demonstrating the solidity and profitability of our company even in a challenging scenario.

# CONFORMITY AND INTEGRITY

[201-4 | 205-1 | 205-2 | 205-3 | 206-1 | 207-1 | 207-2 | 207-3]

Our company worries greatly about the mitigation of corruption risks in all our activities. In our Code of Ethics and our Anti-corruption Policy, we vehemently prohibit any such practices.

We also have regulations for the interactions between our collaborators and public agents through our Interactions with Public Agents Policy, which clarifies behaviors that are acceptable when organizing these relationships.

We have an honest operation, based on respect for the laws and regulations that rule our occupation sector.

We have a Risk Management Policy and understand that risk management is the responsibility of all administrators and collaborators, and requires active participation of all areas of the company.

To operate our structure of Risk Management, we have adopted the concept of 3 (three) lines of defense, ensuring the following of our guidelines:

- I. First line of defense: constituted by all the managers of business and support areas, who must ensure effective management of risks within their direct organizational responsibilities.
- II. Second line of defense: made up by the Corporate Governance, Compliance, Risks, and Internal Control areas, that act in a separate and independent way in relation to the business and support areas, reporting risks directly to the Board of Directors or through advising commissions.
- III. Third line of defense: constituted by the Internal Audit area, responsible for providing independent opinions about Risk Management and the effectiveness of the internal controls environment of the Company.

We consider corruption as a strategic risk, and the action plans to mitigate it are followed by the Auditing Committee and the Board of Directors. It is important to highlight the Company has no conviction history or firings related to the practice of corruption by its administrators or collaborators.

Additionally, we have no legal history involving the theme. We reinforce the forbiddance of these practices in our Code of Ethics and, in case they do occur, an internal verification is conducted by Compliance, who will decide on the consequences.

We are committed to paying all taxes and fees needed and collaborating with the fiscal authorities to guarantee conformity in all aspects.

The management of fiscal strategy is conducted by our Executive Manager of Controllershship, with active participation of the financial and legal areas. We analyze and formally approve the fiscal strategy with high management of these areas, reviewing them quarterly. We maintain the Auditing Committee and the Board of Directors updated about the financial planning and strategy, as well as the impact of changes on legislation.

We seek financial efficiency, managing our fiscal obligations efficiently and in accordance with current legislation. We use the available fiscal incentives, optimize our fiscal structure, and minimize fiscal risks. We have adopted a proactive approach to guarantee regulatory compliance, implementing clear policies and procedures to orient the behavior of our collaborators in relation to laws, norms, and guidelines established by the regulatory agency of the telecommunications sector, Anatel.

We receive benefits from the government, such as fiscal incentives and tax and ICMS breaks, which support the continuity of our operations and investments in innovation and infrastructure.

We value transparency and accountability, divulging relevant regulatory infor-

mation in a clear and accessible way to our clients and other interested parties. We operate in accordance with regulatory requirements established by Anatel, ensuring the quality and safety of services we provide.

Our sustainable financial approach is aligned with our business and sustainable development strategies. We adopted an ethical and transparent financial strategy to strengthen our credibility and legitimacy to our stakeholders. This approach also makes us different from competitors, attracting clients and investors who value ethical and sustainable practices. Further, this contributes to reduction of costs and risks associated with sanctions and penalties.

Compliance with our fiscal strategy is a responsibility of the Executive Management Controllershship, which is supervised by the Auditing Committee and the Board of Directors. We have adopted the proactive approach of identifying, managing, and monitoring fiscal risks, looking to minimize fiscal contingencies. We have communication channels for anonymous reports, and we regularly verify the compliance with our fiscal practices, adopting corrective measures when necessary.

We value a transparent and cooperative relationship with fiscal authorities, acting in accordance with applicable laws and regulations. We participate in forums and associations of the telecommunications sector, contributing to the debate of public policies related to taxes. Further, we look to converse and engage with our stakeholders, collecting and evaluating their opinions and worries to improve our relationship and contribute to the sustainable development of the regions where we act.

GRUPO  
brisanet

# SOCIAL

## PEOPLE AND CULTURE

We strongly believe people are the basis for success of any sustainable enterprise. We recognize that to reach our environmental goals it is essential to promote an organizational culture that prioritizes well-being, diversity, and equity. When we cultivate a healthy and inclusive work environment, we are building a solid foundation to reach positive and lasting goals.

SOCIAL

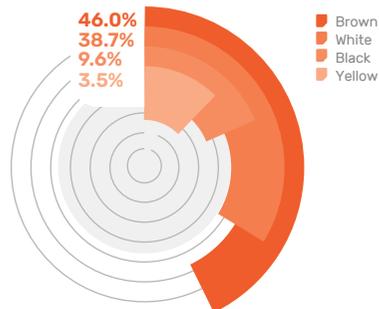
## DIVERSITY AND EQUALITY

[3-3 | 2-7 | 401-1 | 401-3 | 405-1 | 405-2]

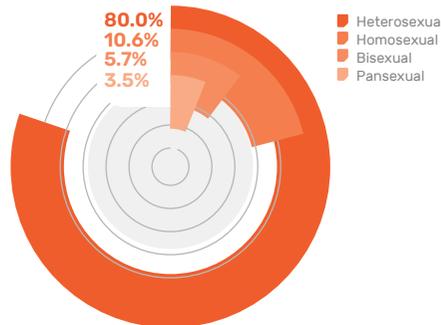
We are committed to building an environment based on a culture of respect, promoting the inclusion of all people, independently of their ethnic origin, gender, age, sexual orientation, or any other personal characteristics. We recognize there is still work to be done to fully reach our goals in this area. That is why we continue to improve our promoting policies to become a non-discriminatory environment of equal opportunity, ranging from the selection and recruitment process to opportunities for development, recognition and promotion. This way we can create a more equal and welcoming work environment as one of the essential elements for growth and success of the organization.

Brisagnet wishes to open more spaces that promote the inclusion of women in all areas of the company, and we recognize the significant value and contribution women make to our success. We are committed to guaranteeing equal opportunities, and cultivating an inclusive and respectful work environment, where everyone is treated equally. Our commitment is to eliminate any type of discrimination and create a space where all voices can be heard and valued. We are still looking to improve our practices and policies to strengthen women's presence in our organization, because we strongly believe that gender diversity is essential to propel innovation, creativity, and sustainable growth.

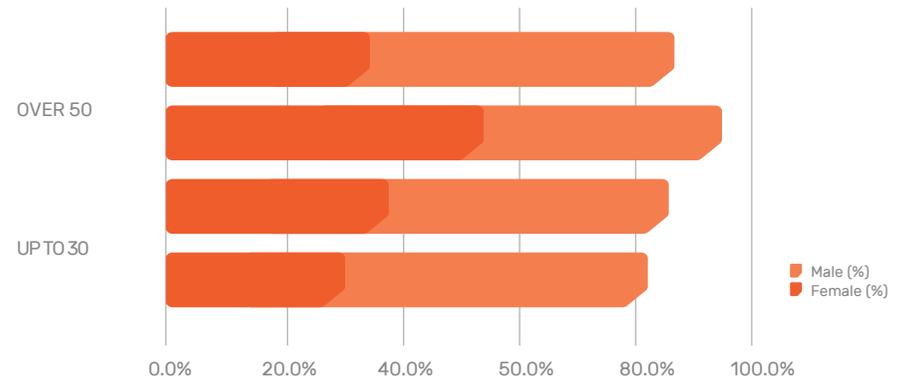
### RACE OR ETHNICITY NUMBERS



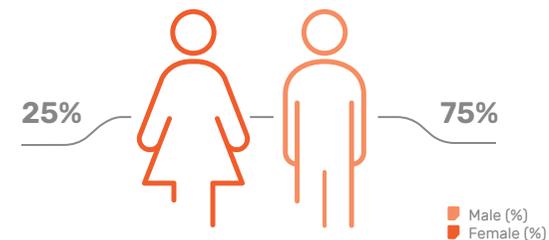
### SEXUAL ORIENTATION NUMBERS



### NEW HIRE RATES BY GENDER AND AGE GROUP



### MEN/WOMEN RATIO



In 2022, we underwent some restructuring throughout all areas of the business with the goal of increasing productivity and effectiveness. During this process, we made an effort to minimize the impact of changes both to our collaborators, and the communities where we act.

We have implemented good practices to guarantee our affected employees had relocation opportunities to move to different areas of the company, valuing their abilities and promoting their continuous development. This way, we tried guaranteeing a fair and collaborative work environment, where everyone has a chance for growth and success.

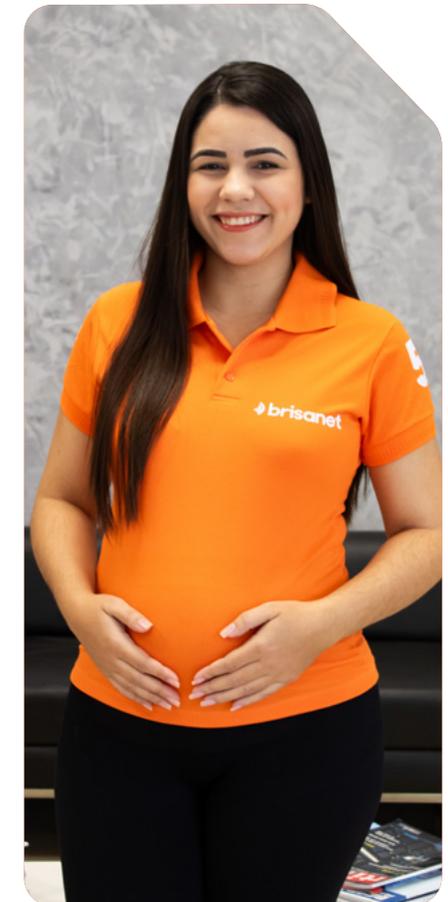
This approach reflects our commitment with social responsibility and sustainability. We recognize the well-being of our collaborators and the harmony with communities are essential elements for long-term success.

We will continue to invest in sustainable practices, innovation, and team training to strengthen our position as a leader company that is committed to long-term success. We value our collaborators as one of the main pillars of our business and work to create an environment where everyone can prosper and contribute to a more sustainable and responsible future.

TOTAL NUMBER AND RATES OF NEW EMPLOYEE HIRES AND TURNOVER								
Age range	Employee total		Total of new employee hires		Total of fired employees		Turnover rate	
	F	M	F	M	F	M	F (%)	M (%)
Up to 30	1153	2521	438	1068	269	901	30.66	39.05
30 to 50	514	2503	181	915	161	885	33.27	35.96
50+	15	95	7	26	8	18	50	23.16
<b>Total</b>	<b>1682</b>	<b>5119</b>	<b>626</b>	<b>2009</b>	<b>438</b>	<b>1804</b>	<b>31.63</b>	<b>37.24</b>
<b>Grand total</b>	<b>6801</b>		<b>2635</b>		<b>2242</b>		<b>35.86</b>	

In addition, we value the importance of maternal leave for our employees and the transition period they face, and we are focused in providing increasingly comprehensive support during this essential phase of their lives. We have made progresses and investing more and more so that the rate of return of our employees after maternal leave can continue increasing. Currently at 78.9%, Brisagnet is committed to keep evolving and take more proactive measures to improve the experience of our collaborators during this important process.

PARENTAL LEAVE (401-3)	
Category	Maternal leave
Number of employees who were entitled to leave	123
Number of employees who took leave	123
Number of employees who returned post-leave	97
Number of employees who returned post-leave and are still in the company 12 months after their return	83
Rate of return of employees who returned to work after the end of their leave	78.9%
Rate of return of employees who returned to work after the end of their leave and have stayed with the company after 12 months	85.6%



[2-7 | 2-8]

Brisamet is a big regional employer that promotes many career opportunities for its community, generating economic development and investing in new local professionals, giving first job opportunities to many people. About 22.6% of Brisamet's employees are working their first job, with a good amount coming from our gateway program "Apprentices and Interns", observing the local potential and strengthening our commitment to people development.

Brisamet has a strong culture of executing its activities through primary teams, so as to guarantee a high quality level in its deliveries. That way, when looking at the following numbers, the non-participation of temporary contracts or outsourced in its activities happens because our structure already considers the execution of services routinely associated to outsourced service companies. Outsourcing happens in very specific occasions, when there is a critical technical know-how or when needed for projects to be executed quickly.

TOTAL NUMBER OF PERMANENT, FULL-TIME EMPLOYEES, BY GENDER AND STATE (2-7)*				
States	Permanent		Temporary	
	Female	Male	Female	Male
AL	35	270	0	0
BA	45	184	0	0
CE	1251	2773	0	0
MA	1	7	0	0
PB	64	515	0	0
PE	98	477	0	0
PI	45	164	0	0
RN	112	551	0	0
SE	31	178	0	0
<b>Total</b>	<b>1682</b>	<b>5119</b>	<b>0</b>	<b>0</b>
	<b>6801</b>		<b>0</b>	

NUMBER OF EMPLOYEES BY WORK CONTRACT AND GENDER (2-7)			
	Female	Male	Total
Permanent	1682	5119	<b>6801</b>
Temporary	0	0	<b>0</b>

NUMBER OF EMPLOYEES BY TYPE OF WORK CONTRACT AND GENDER (2-7)							
Estates	Number of employees per work hours and area		Full-time		Part-time		
	Full-time	Part-time	Total	Female	Male	Female	Male
AL	305	0	305	35	270	0	0
BA	229	0	229	45	184	0	0
CE	3445	579	4024	884	2561	367	212
MA	8	0	8	1	7	0	0
PB	579	0	579	64	515	0	0
PE	575	0	575	98	477	0	0
PI	209	0	209	45	164	0	0
RN	534	129	663	74	460	38	91
SE	209	0	209	31	178	0	0
<b>Total</b>	<b>6093</b>	<b>708</b>	<b>6801</b>	<b>1277</b>	<b>4816</b>	<b>405</b>	<b>303</b>

1. Full-time: 220 monthly hours / part-time: 190 monthly hours. 2. Not including interns and apprentices.

WORKERS NOT EMPLOYED IN THE CLT CONTRACT MODEL (2-8)			
Type of contract	Female	Male	Total
Interns	4	3	<b>7</b>
Apprentices	55	47	<b>102</b>
<b>Total</b>	<b>59</b>	<b>50</b>	

## OUR BENEFITS\*

[3-3 | 401-2]

At Brisanet, we value the well-being and quality of life of our collaborators, and that is why we offer a variety of benefits that aim to answer their needs. Our benefits include:

- **Life insurance**, to provide safety and financial protection to our collaborators and their families.
- **Health insurance**, to guarantee access to quality medical services and promote health and well-being.
- **Dental plan**, to take care of oral health and guarantee healthy smiles.
- **Transportation vouchers**, to help the daily commute and access to the workplace.
- **Food, with options such as a dining hall**, food vouchers, or card with flexible food benefits, to provide an adequate and balanced eating.
- **Childcare assistance**, recognizing the importance of child care and helping our collaborators who have small children.
- **Collaborator combo**, which offers special discounts for internet access and other Brisanet products, so our employees can enjoy a great internet connection at home.
- **Partnerships with colleges and educational incentives**, stimulating personal and professional growth of our employees.
- **Assistance for disabled dependents**, to contribute in the care and well-being of the families of our collaborators.
- **Christmas basket**, to provide moments of happiness, union, and celebration for our collaborators and their families.

*\*The listed benefits are the same for part-time collaborators, such as employees in the Call Center. For apprentices, food options are not a part of their benefits. Flexible benefits are offered only to collaborators in coordination/specialist positions and above, recognizing their more strategic roles and extra responsibilities.*



We believe the importance of offering adequate benefits to each type of contract, respecting the circumstances of each group of collaborators. Our goal is to guarantee that all employees, regardless of their position in the company, feel valued and have a work environment that promotes their well-being and satisfaction.

These benefits reflect our commitment in taking care of our collaborators, recognizing their importance and looking to provide a healthy, balanced, and stimulating work environment. We believe that by offering support in the different areas of our employee's lives, we are contributing to our employees to reach their full potential and have a gratifying professional journey.



## HEALTH AND SAFETY WALK HAND IN HAND

[3-3 | 403-1 | 403-2 | 403-3 | 403-4 | 403-6  
403-7 | 403-8 | 403-9 | 403-10]

Brisagnet prioritizes a safe and healthy work environment, investing in programs of safety and occupational health. We have implemented preventive measures and promote a culture of safety throughout the company. We recognize the importance of balance between work and personal life, valuing the well-being of our employees.

We have invested in the professional development of our employees, offering trainings, qualifications, and continuous learning programs. We believe their development is a valuable investment for the sustainable growth of the company.

We have provided a respectful, collaborative, and inclusive work environment, where each employee is valued and has growth opportunities. These principles are fundamental for our strategy of sustainability, because we believe taking care of people is vital to build a sustainable and prosper future.

When it comes to safety and occupational health, the company follows regulatory norms and has specialized professionals. We have a management system that includes occupational health, risk management, and operational procedures programs.

We have accomplished mappings of constant risks, identifying and controlling risks through mitigation measures. We have operational procedures to guarantee the safe fulfillment of ac-

tivities and we offer medical and nursing support through an internal clinic, and health insurance through a partnership with Unimed.

We have also promoted health and safety actions throughout the year, such as campaigns, preventive lectures, and clinic care. We have publicized these actions through digital media and direct interaction with our employees.

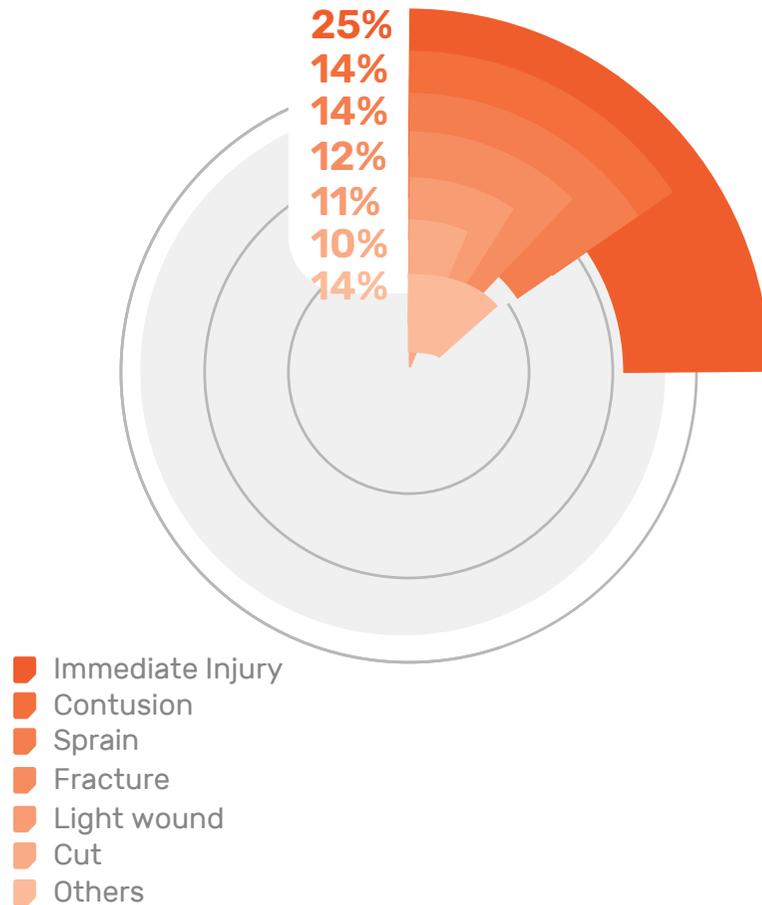
We provide adequate Personal Protective Equipment (PPEs) and conduct daily safety dialogue (DSD) and inspections to guarantee the correct fulfillment of activities. All our collaborators receive training in accordance to regulatory norms applicable to their functions.

The company adopts a comprehensive management system and uses communication to disclose preventive actions, with a goal of mitigating risks and promoting health and safety at work. We keep records of important information, such as PPE, RMP (Risk Management Program), DSD records, role call, and field inspection checklists.

All our employees, regardless of their type of contract, are covered by this health and work safety management system. Our technicians receive specific training for their activities, such as safety in electrical installations and services (NR-10) and working at heights (NR-35). Collaborators that work in customer service also receive ergonomics training, according to regulatory norms.

Brisagnet reasserts our commitment to promote a healthy and safe work environment, following all guidelines and constantly focusing on continuously improving our safety and occupational health practices.

## OCCUPATIONAL ACCIDENTS



In 2022, we registered a total of 164 occupational accidents that required mandatory report. However, no severe consequences, deaths, or temporary leaves were reported due to occupational accidents.

## SEMST ACTIONS

### JANUARY

- RPP Presentation (Respiratory Protection Program)
- NR 17 Training - Ergonomics

### MARCH

- Action carried out with SESMT and UNIMED, practicing health procedures, such as blood pressure and blood glucose measurement, aiming to map out possible cases of hypertension and diabetic patients

### APRIL

- Green April, month to raise awareness about prevention of occupational accidents and illnesses

### MAY

- SIPAT (Work Safety)

### JUNE

- Traffic safety action, involving call center areas (headquarters and Pau dos Ferros)
- Action carried out with SESMT and UNIMED, with the aim of training the kitchen sector to face a risk/accident situation with a pulmonary resuscitation theme

### SEPTEMBER

- Yellow September

### OCTOBER

- Pink October

### NOVEMBER

- Blue November
- Traffic Accidents Prevention

### DECEMBER

- Drug Use Prevention
- Presentation on EAW (Ergonomic Analysis of Work), at Brisnet Headquarters



# TRAINING PROMOTES ENGAGEMENT

[3-3 | 403-5 | 404-1 | 404-2 | 410-1]

At Brisamet, we value training and engagement of our collaborators as key elements for the company’s sustainable growth. We invest in wide training programs, providing over 66,000 hours of external trainings, and 60,000 hours of internal trainings in 2022.

We believe that professional development is a valuable investment, both for the individual growth of our collaborators, and to improve our operations and services. We offer educational incentives, funding courses, trainings, workshops, and learning programs so that our employees can improve their technical and behavioral abilities.

We also look to foster a work environment that stimulates engagement and commitment in our collaborators. We recognize that engagement is vital for the success of our company, leading to more productivity, creativity, and focus on meeting customer needs.

At Brisamet, we consider training and engagement to be essential to create a work environment that is inspiring, productive, and sustainable. We will continue to invest in these areas, improving our learning programs, encouraging engagement from our collaborators, and strengthening our organizational culture of excellence.

We highlight that all our collaborators receive trainings on the Code of Ethics, which emphasizes the importance of respect in our relationships with stakeholders. We believe in valuing diversity, prohibiting all forms of discrimination and disrespect, and disavow any kind of slave labor, labor analogous to slavery, or child labor. We are committed to respecting human rights in all our interactions with anyone who associates with us.

Below, we list the main trainings done this year.



## AGREEMENTS AND NEGOTIATIONS

[2-30 | 402-1]

Overall, 96% of our employees are covered through a collective bargaining agreement, with the exception of positions of trust, which includes executive advisors, city administrative supervisors, growth supervisors, specialists, coordinators, commercial executives, managers, executive managers, and directors. In their cases, wage adjustments are determined independently.

It is important to highlight that all deals are established through a formal employment contract, signed by both parties, following the guidelines and conditions defined in the Collective Agreement signed between the sector union and Brisamet. This approach ensures a fair and transparent relationship between the company and its collaborators, offering security and stability at the workplace.

## OUR COMMUNITY

[3-3 | 413-1 | 413-2]

Brisamet recognizes the importance of its practices to the communities where it is present, especially through implementation of the optic fiber network and 5G towers construction. These activ-

ities can have negative impacts, and the company is committed to mitigating them.

The negative impacts that can come from our operations in communities are, among others:

- **Visual or aesthetic pollution:** the presence of street posts, cables, and towers can affect the aesthetics of the environment, impacting the urban landscape.
- **Falls and electric shocks:** the presence of optic fiber in contact with electrical wiring on street posts can increase the incidence of falls and electric shocks risks.
- **Accidents with local residents:** exposed or broken cables represent a risk to the residents, and may cause accidents.

Brisamet adopts measures to minimize these impacts, prioritizing the safety and well-being of communities. Good operational practices are implemented, regular inspections are performed, and corrective actions taken when necessary.

The company is also in constant dialogue with the affected communities, looking to understand their needs and worries. Brisamet works in partnership with local authorities and regulatory bodies to ensure we are following the applicable norms and regulations.

Brisamet is committed to acting in a responsible way, respecting the sustainability principles and contributing to the socio-environmental development of the communities where we act.

The company values care and respect for the environment, as well as fulfillment of applicable legislation, and there were no recorded incidents of disasters or of proceedings by public bodies related to environmental issues.

During 2022, Brisamet developed the program “Brisa Educa”, which aims to train and raise opportunities for jobs and wage for the local community. The program wants to strengthen inner cities where the company is located, exercising its social responsibility and consolidating values centered around people.

## SOCIAL PROJECT: TOGETHER AGAINST HUNGER

Every month, Brisamet is part of the campaign “Together against hunger,” an initiative that started in 2021 and collects non-perishable food and distributes them to people or communities in vulnerable situations. The items or money are voluntarily donated by employees so we can prepare food baskets or parcels and distribute them to the families in the region.

**Total of items donated in 2022:**  
**9,399 + R\$ 3,270.00**

**Total of food parcels: 347**

# CUSTOMER RELATIONSHIP

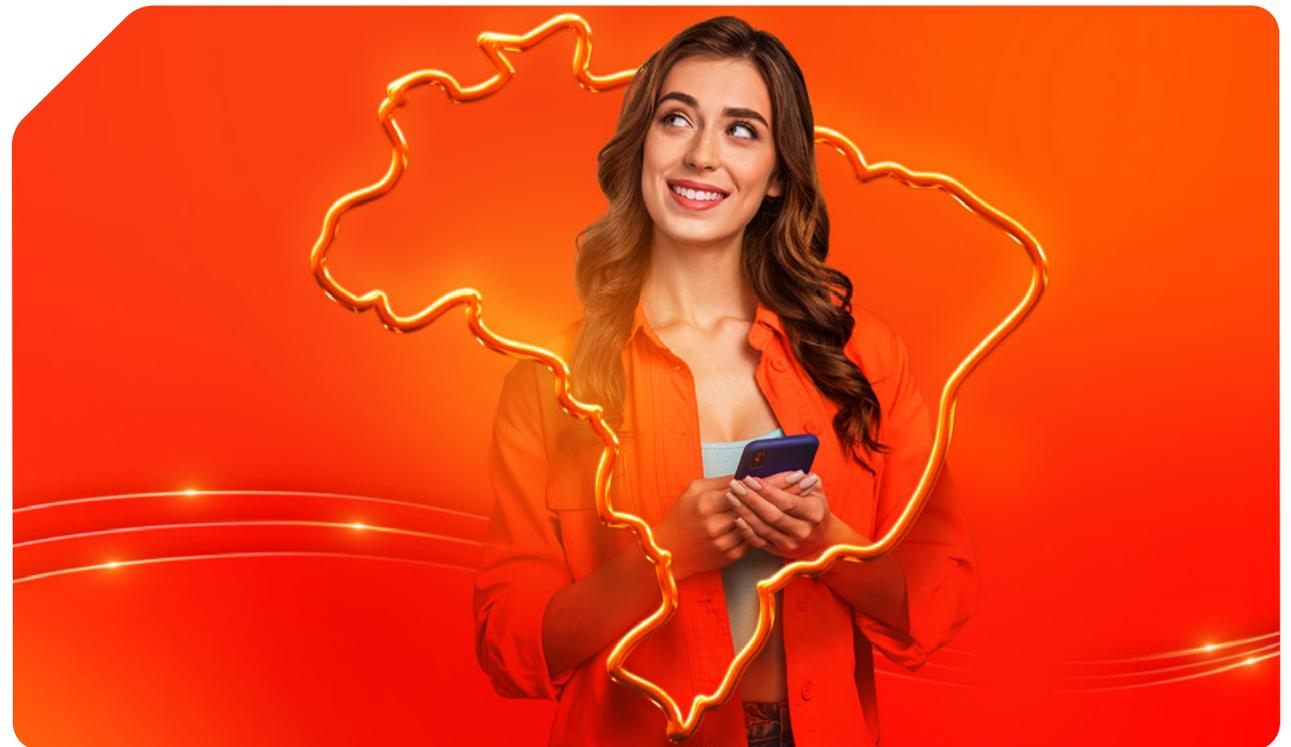
## BRISANET IS THE LEADER IN 7 STATES IN ANATEL'S SATISFACTION SURVEY

Brisanet's history is built based on the belief that a better future can be achieved through dreams, passion, dedication, and connection with people. Motivated by this, we proudly announce we are leaders in the seven states surveyed in the Satisfaction and Perceived Quality Survey by Anatel in 2022, and we had the five best scores per state in Brazil.

We were elected the best Fixed Broadband operator in all states that we are present and were surveyed.

- **Alagoas (8.5)**
- **Ceará (8.09)**
- **Paraíba (7.79)**
- **Pernambuco (8.47)**
- **Piauí (8.49)**
- **Rio Grande do Norte (8.34)**
- **Sergipe (8.36)**

The company had an 8.14 average, surpassing the average of the General Satisfaction in Brazil, which is 7.07.



The data reveals we have been fulfilling the main objective of the company, which is to provide quality internet with an accessible price to all of the Northeast.

The notorious results of the survey are fruits of the work and perseverance of each collaborator, each

of whom always strives to offer the best service and experience to each of our clients, proving we can enable, in a democratic way, high performance connectivity, be it in inner cities or capitals.

Our focus is client experience and satisfaction. For that, we have a big variety of service channels so

that our clients can choose the service that best fits them, and a qualified team to provide a positive experience when interacting with customers.

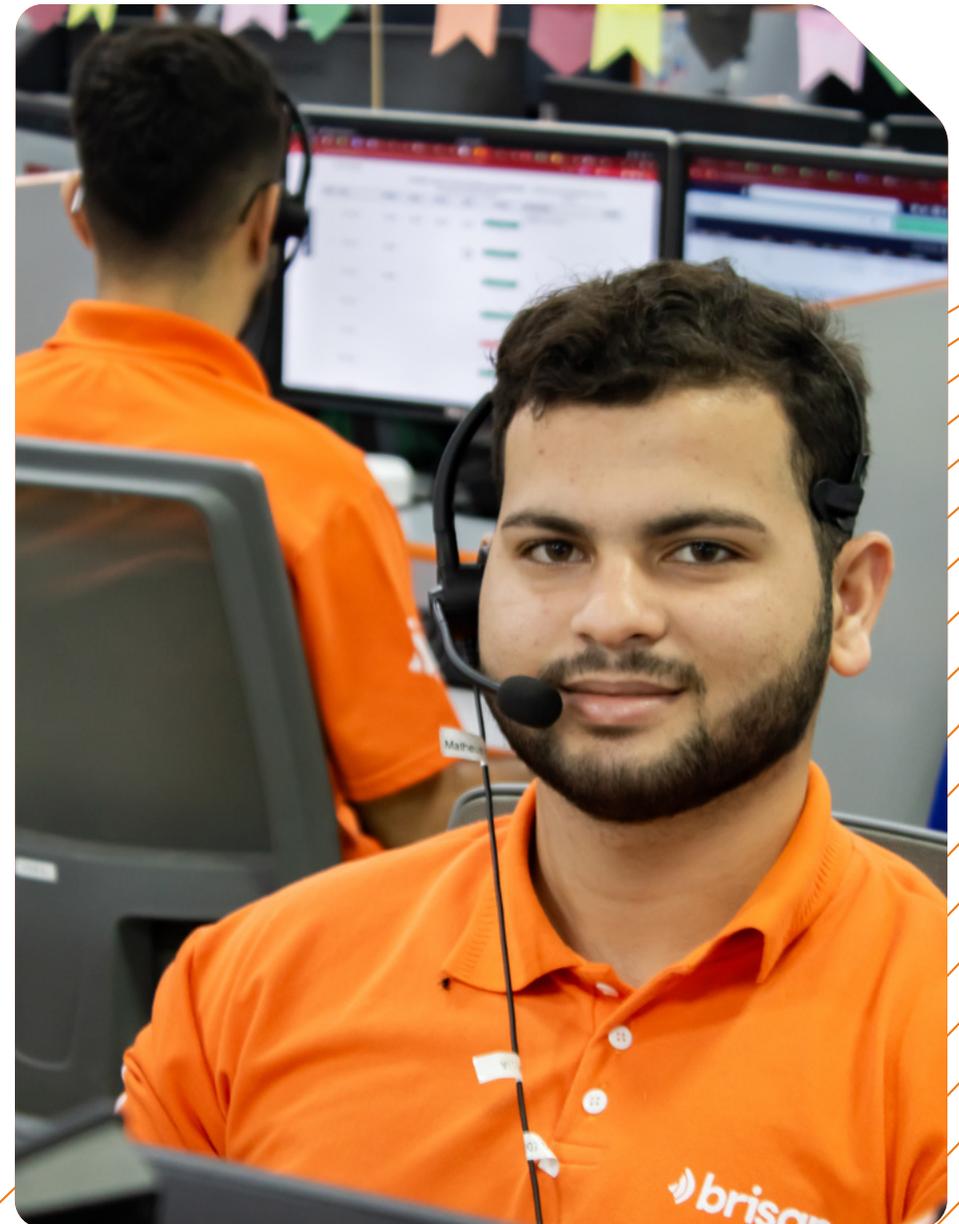
We make available service through phone, digital channels (WhatsApp and social media), official website, customer's area, and the Brisacliente app. These channels have a variety of contact options for customer service, financial and commercial Support, and facilitates self service through intelligent IVR, chatbot, and the Brisaclient app, where paying through PIX, bank transfer, credit and debit card is available, as well as password, Wi-Fi network management and FAQ for questions about services, among other functionalities. To inspire even more trust, all our digital service channels had an official seal.

One of the things that set us apart is the perceptions collected by clients through our service channels. Currently we have a IVR and Chatbot system, where the client is directed to a specific area according to their choice or even through a previously opened protocol. This way, if the client has, for example, a protocol for change of address already opened, when they reach us through our phone number or WhatsApp, they will be sent to the sector that takes care of the situation, optimizing their waiting time.

Beyond these official channels, we also have service points (Official Stores) in most cities where we work, with the intent of making available to clients a support in case they prefer face-to-face service.

We have an Ombudsman to deal with second-level complaints, compliments, reports, suggestions, and material damages. In addition, we have a registration in the main Public Complaints sites in Brazil, such as ANATEL, CONSUMIDOR.GOV, and RECLAME AQUI, so that clients can pass on their complaints and, following that, a team that is specialized in customer success, can get in touch with them to solve the situation or seal an agreement between the parties.

To have an even stronger relationship with our clients, in 2022 we launched Isa, a virtual agent that seeks to offer agile, dynamic, assertive, and personalized service. The next year, Maya was launched, our official website's virtual agent, who aims to promote accessibility to our external and internal public, with functions such as: translation into Brazilian sign language, changing contrast and size of fonts and texts.





### ACCESSIBILITY / INCLUSION

Maya, our website's official virtual agent, aims to promote accessibility to our external and internal public, performing functions such as: translation into Brazilian sign language, providing higher contrast, and adapting font sizes.



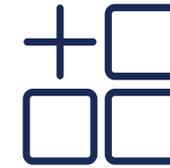
### METHODS OF PAYMENT

Currently, service channels have the goal of facilitating self service for clients, making available many payment methods through our Brisaclient app.



### WHATSAPP

Automatic bill, invoice, and bar codes are sent through texts when a client with late payments texts us. Reminders are also sent so the client can make any late payments.



### BRISACLIENT APP

The app makes PIX, bank transfer, credit/debit card, and automatic debit payments (through Santander bank) available. The client can also copy the bar code or the PIX key and paste it on their preferred bank app to make the payment. The app is available for Android and iOS. Push reminders are sent to make sure the client will pay their late bill, or any bills before or on their due date.



### CUSTOMER AREA

Area where customers can log on with their own name and password and they can pay their bills via credit card, PIX, and transfer.



### CORPORATE AREA

Available for legal clients, on this portal they have access to their invoice and bills.



### EMAIL

An email is sent as a reminder before the bill's due date, thus preventing the client from making late payments and incurring late fees and interest.

## CLIENT SATISFACTION DATA

Collected by our call center, we had excellent results in 2022

YEAR	MONTHS												OVERALL	
	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC		
2021	93%	93%	93%	93%	93%	93%	94%	94%	94%	94%	94%	94%	94%	<b>93.5%</b>
2022	94%	94%	94%	94%	94%	94%	93%	93%	93%	94%	94%	94%	94%	<b>93.75%</b>

## NUMBER OF CALLS RECEIVED ON 0800 281 3017

YEAR	MONTHS												OVERALL
	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	
2021	149,903	160,981	184,656	162,704	168,030	142,149	137,253	142,473	143,084	138,225	162,277	140,737	<b>1,832,472</b>
2022	155,973	191,285	193,615	182,378	198,746	197,164	204,904	230,279	206,869	194,832	195,084	193,393	<b>2,344,522</b>

## DATA ON COMPLAINTS TO THE OMBUDSMAN AND HOW MANY WERE RESOLVED

YEAR	MONTHS												OVERALL	% OF SOLVED COMPLAINTS
	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC		
2021	2,704	2,513	3,104	2,299	2,790	2,756	2,810	3,080	3,069	3,329	3,928	3,258	<b>35,640</b>	<b>97.53</b>
2022	3,323	3,317	3,419	3,066	3,282	2,556	3,488	4,010	2,912	2,852	2,670	3,027	<b>37,922</b>	<b>97.22</b>

## DATA ON COMPLAINTS TO ANATEL AND HOW MANY WERE RESOLVED

YEAR	MONTHS												OVERALL	% OF SOLVED COMPLAINTS
	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC		
2021	416	402	559	471	507	744	550	437	468	380	407	604	<b>4,691</b>	<b>92.1</b>
2022	367	502	418	416	408	423	538	657	482	375	364	428	<b>4,608</b>	<b>92.2</b>

### GOALS AND PLANS TO REDUCE THESE COMPLAINTS

We act to ensure the satisfaction of our clients, as well as offer the best experiences with our services.

To do this, we carry out follow-up actions from the very first days. We start with post-sale and post-installation surveys, ensuring that the quality standards followed by our employees are verified, as well as making sure clients had a positive experience during the process.

We understand that it is vital that we monitor the satisfaction of our clients through the Net Promoter Score - NPS, and customers receive the NPS survey through our Brisacliente app, telling us their perception of the process through

compliments, suggestions, as well as criticism. We have as a premise the closure of the loop with any customers who have left, so we can listen to their criticisms and seek to solve their problems.

We ensure the quality and clarity of the information that is passed on to our customers, and that is why calls are routinely monitored, as well as trainings aimed at the qualification of our employees.

We work hard to ensure the shortest deadlines and best solutions for our customers, so we have made the commitment of work groups throughout the organization, with the goal of analyzing problems experienced, coming up with viable solutions and executing actions, be they through technical, processual or systematic aspects.

# THE ENVIRONMENT

THE ENVIRONMENT

***WE BELIEVE THAT A BETTER FUTURE CAN BE OBTAINED THROUGH DREAMS, PASSION, DEDICATION, AND CONNECTION WITH PEOPLE, AND THAT ONE OF THE WAYS OF MAKING THIS FUTURE REAL IS BY POSITIVELY IMPACTING HUMANITY, THROUGH KNOWLEDGE DISSEMINATION, AND SOCIAL AND TECHNOLOGICAL INCLUSION. THIS IS WHAT WE TIRELESSLY SEEK DAY AFTER DAY.***

We can say 2022 was a year of challenges, planning, and strategies for our environmental management, which makes us believe we are on the right path. We have started calculating our indicators of environmental performance as a way of measuring the impact our operations have on the environment, so we can evolve our practices and set goals to reduce them.

This way, we are mapping which risks our business is exposed to and how we can best control them. We always keep in mind what our environmental commitments are, so we are focusing on following our Sustainability Policy.

Read the next pages to know all we developed and conquered this year.

## OUR SUSTAINABILITY POLICY

[2-13]

Approved by the Board of Directors, our Sustainability Policy is a conceptual and operational reference which aims to enhance daily practices with sustainability notions, which are then translated into concrete actions. The shaping commitment of the Brisagnet policy is social responsibility, considering social, environmental, and economic aspects. The content was designed in light of the Sustainable Development Goals (SDGs) -- Global Agenda of the United Nations (UN), which propose actions to promote a development agenda that aims to ensure a better future, based on community responsibility, social equality, environmental justice and ideal social actions.

So, we are proud to present our 15 environment guidelines.



Click here to access our Sustainability Policy.

- 1 To reduce the consumption of non-returnable materials, replacing them with durable alternatives
- 2 To amplify the appreciation of practices related to sustainability through regular meetings of the Sustainability Working Group
- 3 To avoid unnecessary use of office supplies
- 4 To reduce waste generation in the sectors, and internal and external constructions
- 5 To prioritize the use of recycled and/or recyclable materials
- 6 To reduce energy consumption, prioritizing the use of equipments with greater energy efficiency
- 7 To prioritize the use of renewable energy
- 8 To identify and evaluate social, economic, and environmental impacts and/or aspects in the processes, projects, and company activities, prioritizing the most significant
- 9 To use water resources in a conscious manner, avoiding waste
- 10 To reduce greenhouse gas emissions, by carrying out periodic fleet maintenance, and encouraging sustainable management practices with training and continuous assessments
- 11 To encourage waste separation: plastic, paper, glass, metal, organics and electronics
- 12 To promote environmental education actions among collaborators and customers with the aim of pursuing social transformation
- 13 To prioritize the use of digital communication methods instead of printed documents
- 14 To warn employees and providers about the importance of the relationship with the environment
- 15 To internally disclose the practices, indicators, and goals proposed in the Sustainability Policy

## ENVIRONMENTAL RISKS MANAGEMENT

[2-13 | 201-2]

External events caused by climate changes, such as storms that result in adverse conditions (electric discharges and winds) are considered a risk to the business. These circumstances can affect the company in two ways: the interruption of service supply to our clients and the potential change and repair in our infrastructure if damaged by actions of nature.

Our strategy to anticipate and mitigate this impact is to monitor networks in real time. We have systems that map and detect any fiber breaks with great accuracy. Further, maintenance teams are activated when needed, streamlining the restoration of services.

Another crucial point when it comes to our operations is its dependency of electricity supply. Brisanet understands that the scarcity of this resource is an operational risk that may affect the continuity of service provision to our customers. Internally, we are in the process of transitioning our electric matrix to renewable sources, reducing the risk of oscillation in our operations.

## PRODUCTS THAT TRANSFORM TECHNOLOGY

[301-1 | 301-3]

In the telecommunications field, we use many different materials in our operation, but we make an effort to use each of them consciously. Before discarding any object, they all go through triage to verify if they may still be fixed or recycled. This triage is done by specialized professionals that can recover these items and insert them back in the production chain. There are sectors in Brisanet that work to recover materials to optimize as much as possible the acquisition of new products and, consequently, waste generation.

## CONNECTING PEOPLE AND DECREASING DISTANCES THROUGH RENEWABLE ENERGY

[302-4]

It is always important to remember our strategies are thought out and planned taking into consideration the United Nation's Sustainable Development Goals. By trying to positively impact our field, we have given an important step in our journey of continuous improvement in favor of sustainability. We are very proud to say that Brisanet will adopt the use of renewable energy from the free market as well as shared power generation.

**ENERGY DEMAND IN ALL OUR LOCATIONS IN THE STATES OF CEARÁ AND RIO GRANDE DO NORTE WILL COME, STARTING IN 2023, FROM RENEWABLE SOURCES, WITH A FOCUS ON PHOTO-VOLTAIC SOLAR ENERGY AND WIND ENERGY.**

### WHAT DOES THIS MEAN?

Starting in the second semester of 2023, we will freely negotiate the demand of energy consumption with companies of the electric sector, which should lead to estimated savings of 40% of the energy bill in some states.

On top of that, the company has also joined the Distributed Generation (DG), a segment in which energy is generated by consumers, near or sometimes even in their place of energy consumption. This is the opposite of the traditional Centralized Generation (CG), in which energy is generated in big electric plants to consumers through transmission lines.

### AND WHY ARE WE ADOPTING THIS NEW STRATEGY?

Brisagnet understands that energy crises are an operational risk that may affect the continuity of services, because our operations are dependent on a continuous supply of electricity to meet the needs of our network, data centers, stores, headquarters, among others. Internally, we are in a process of transition of our energy matrix to the use of renewable sources. With this, we will reduce the risks of oscillation in operations and we will contribute to the preservation of water resources and diminish environmental impacts.

### NEW CHALLENGES IN THE HORIZON

The state we chose to launch our Distributed Generation plan in the shared modality was Pernambuco. The project focuses on taking the credits received from renewable energy, especially from sun and bio gas energy. Membership should provide an estimated annual savings of R\$ 200 thousand, or approximately a 10% savings in relation to the monthly energy consumption in the state. The projection is that by the end of the first semester of 2024 all our units in other states (CE, PB, PI, AL, SE, MA, and BA) will also be a part of this project.

**“EVEN MORE IMPORTANT THAN SAVING ON SERVICE COSTS, RENEWABLE ENERGY SOURCES WILL OFFER BENEFITS OF GREAT SOCIO-ENVIRONMENTAL BENEFITS.”**

*João Paulo Estevam, Director of Operations of the Brisagnet Group*

### ENERGY EFFICIENCY

In 2022, 100% of our consumption of electricity came from hydroelectric plants. Today, we have a team responsible for energy management, and its goal is to amplify the presence of renewable sources in our matrix, moving our plans forward.

Due to the strategic importance and the associated risks, energy efficiency is one of our material themes and it is one of our major challenges. Considering this scenario, get to know our main highlights on the reduction of energy consumption:

Approximately 2,500 LED lamps have been installed in Brisagnet buildings. Through them, we have the opportunity to reduce consumption of energy by 50% when compared to traditional light sources. Another advantage is the fact they do not have mercury in their composition.

Brisagnet has installed 272 lithium batteries in the portfolio of Data Centers, where our biggest electricity consumption comes from. They have a bigger energetic density, a longer life cycle, and are more efficient, being equivalent to 4 stationary lead-acid batteries.

We are carrying out the implementation and commissioning of a Photo-voltaic Mini Solar Power Plant of 2.53 MWp (Megawatts peak). The venture will consist of 4,350 photo-voltaic modules and 20 inverters, covering an area of 11,237.15 m<sup>2</sup>. With this, the approximate annual electricity generation will be of 3.5 GWh/year.

This amount of renewable energy will supply all consumer units (CUs) in Rio Grande do Norte (RN), making the state energetically self-sufficient.

# THE ENERGY THAT MOVES US

[302-1]

In 2022, our electric energy consumption can be summarized in the following way:

ENERGY CONSUMPTION BY SOURCE	
SOURCE	AMOUNT
Renewable	-
Non-renewable	11,025,629.78 kWh
Diesel (generators, machines, and other equipments)	26,223,16 L (36,306 GJ)
<b>TOTAL</b>	<b>75,978 GJ</b>

ENERGY CONSUMPTION BY LOCATION	
ORIGIN	AMOUNT
Brisanet source	437,949 kWh
Stores	1,854,540 kWh
Distribution centers/stock	110,996.29 kWh
Data centers	8,622,144.49 kWh
<b>TOTAL</b>	<b>11,025,629.78 kWh</b>

ENERGY CONSUMPTION BY STATE	
STATE	AMOUNT
Ceará	5,150,485.78 kWh
Rio Grande do Norte	1,905,470.00 kWh
Pernambuco	1,062,847.00 kWh
Paraíba	1,304,324.00 kWh
Alagoas	568,257.00 kWh
Piauí	449,631.00 kWh
Sergipe	348,502.00 kWh
Maranhão	24,849.00 kWh
Bahia	211,264.00 kWh

## USE IT WELL SO NO ONE GOES WITHOUT

This was the theme of one of our internal awareness campaigns about the use of our most precious natural good: water. Acting thinking of conservation and rational use of this resource in a region of Brazil that often goes through scarcity, like the Northeast, is more than just a commitment to us.

And we will not stop there.

We have adopted practices to reduce the environmental impact on water resources, promoting, beyond conscious use campaigns like the one above, the implementation of automatic faucets, dual trigger flushes in toilets, and periodic evaluations of our locations to correct possible leaks.



# THE WAY OF WATER AT BRISANET

[303-1 | 303-3 | 303-5]

Our company uses water resources for consumption and daily activities in administrative buildings, both in our headquarters and our several branches in all the states we are located. In activities intrinsic to telecommunications, such as fiber optic implementations and building radio base stations, we do not make use of water.

In Pereiro, a county in Ceará, water reaches us through water trucks. We consume it for cleaning, sanitary facilities, food preparation, and human consumption. Water is discarded through biological filter, septic tank, and sump filter sinks.

**ACTIVITIES DEVELOPED BY BRISANET DO NOT DEPEND ON WATER AS A MAIN RAW MATERIAL, BUT INDICATORS RELATED TO WATER CONSUMPTION HAVE STARTED TO BE MONITORED THIS YEAR AND WILL BE REPORTED IN FUTURE REPORTS FOR COMPARISON PURPOSES AND TO FOLLOW THE GUIDELINES IN THE COMPANY'S SUSTAINABILITY POLICY.**

**THE GOAL IS TO CONSCIOUSLY MANAGE ALL FORMS OF USE, ADOPTING PRACTICES OF CONTINUOUS DEVELOPMENT, AIMING AT ITS REDUCTION AND TRANSPARENCY WITH ALL STAKEHOLDERS.**

In 2022, Brisagnet used 26,202m<sup>3</sup> of water in all of its operating units. Of this total, 13,453.8 m<sup>3</sup> came from water trucks and 12,749 m<sup>3</sup> from the public municipal system.

The Brazilian states where we are located and that most suffer with water stress\* are: Paraíba, Pernambuco, and Ceará.

In those states, our consumption was 1,215 m<sup>3</sup>, 2,514 m<sup>3</sup>, and 16,101 m<sup>3</sup>, respectively.

\*according to data from the Painel Brasileiro de Biodiversidade e Serviços Ecossistêmicos, the Brazilian Panel for Biodiversity

At our branches, customer service offices, and material storage offices, the only water uses are also of human consumption, cleaning, restroom and kitchen use. In most cases, the resource comes from municipal supply companies, where it subsequently goes for treatment of release of effluents. In places where this infrastructure is not available, we buy water and send the effluents to treatment at septic tanks.

Aligned with our commitment of taking care of this natural resource, in 2022 we have started to define indicators that may help us map goals that are more consistent in relation to water use. Starting in 2023, we intend on expanding campaigns to stakeholders, decreasing consumption indicators, and engaging all involved for them to understand the importance of making conscious use a reality in our daily life.

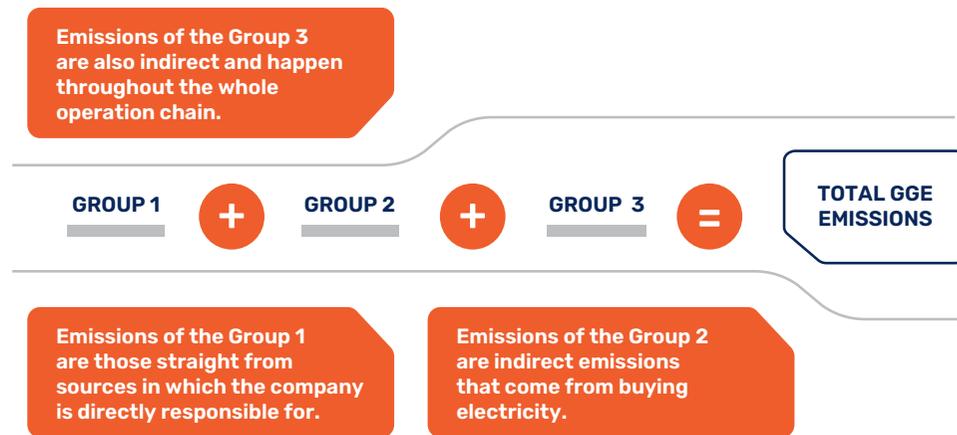
New projects and reduction measures are on the way, always taking into consideration the context of the area of our operation.

## DISCOVERING THE ORIGIN OF OUR EMISSIONS

[305-1 | 305-2 | 305-3]

Focusing on the future, but without forgetting the present, in 2022 we have made efforts to understand our carbon footprint. What motivates us to always go beyond when taking care of the environment is knowing all of us are agents for change and we can transform our realities.

With this in mind, we are always ready to act on that for which we are directly or indirectly responsible for. So, in 2022, we looked into and discovered for the first time all the sources of greenhouse gas emissions (GGE) in our operations. We developed, with the partnership of a specialized consultant, a list of our GGE emissions, following international guidelines of GHG Protocol. This methodology helped us to separate them into 03 (three) different groups:



TOTAL EMISSIONS GROUPED BY AREAS AND GROUPS		
GROUP	AREAS	TOTAL EMISSIONS IN EQUIVALENT CO <sub>2</sub> (METRIC TONS)
1	Mobile combustion	8,556.174
	Fugitive emissions	33,993.678
	Solid waste	13,314
2	Electricity	1,393.820
3	Business travel	71,120
	Commute	1,740.473
<b>TOTAL</b>	<b>45,768.550</b>	<b>2,198.603</b>

### ABOUT THE GREENHOUSE GAS PROTOCOL

*The GHG Protocol is a package of standards, orientations, tools, and trainings so that companies and governments can measure and manage the human made emissions that are responsible for global warming.*

# WASTE MANAGEMENT

A commitment to the best practices. Get to know our advances and learnings during this period.

We understand our activities have a strong purpose of taking connectivity to more and more people. This commitment we have made is joined by a growing evolution on the aspects that involve environmental sustainability both in our business, and the communities we are a part of.

In 2022 we started to organize our company to face a new challenge in this sustainability journey: we will aim to perfect our waste management, so as to ensure efficiency in the adequate reduction and destination of everything that is generated in our operations.

Our first step was taken some time ago. We have a Waste Management Plan (WMP) that has been presented to our collaborators with the goal of providing environmental education. We also have many internal campaigns to raise awareness about the correct method of discarding.

Some other planned actions are already reality in Brisanet.

## REUSE OF ELECTRONIC EQUIPMENT

Electronic waste, such as mobile phones, batteries, accessories, routers, etc., have the biggest impact for our

management. With this in mind, we have accepted the commitment of reusing and/or recovering these materials whenever possible.

Our company counts with a team that does triage and fixes all types of electronics, prioritizing its reinsertion in the production cycle and avoiding new product acquisition.

## DIGITAL INVOICES

Instead of receiving printed invoices, our clients have access to them via email or through our app brisacliente. With this, we have managed to avoid unnecessary waste of paper, helping with the conscious use of natural resources.

## DIGITAL SUBSCRIPTION PLATFORM

Using digital subscriptions we have managed to reduce expenses with document printing. This way, there will be less cost related to paper, printer ink, electricity, and other office materials that directly or indirectly cause impact on the environment. Beyond implementing a practical and quick way of signing documents, it is a way of using a tool that reinforces the importance of taking care of the planet. In 2022, 11,401 documents were signed online.

## UTILIZATION OF FIBER OPTIC CABLES IN AGRICULTURE

One of the main challenges found by telecom companies is how to deal with waste management of cables and optic fiber, as currently Brazil does not have an efficient technology for recycling, reverse logistics, or reusing of this type of material.

While we do not have a sustainable solution, a portion of our cables is sent to landfills or to our distribution centers.

Through a pilot project, we have donated a portion of these cables to be re-utilized in agriculture as support for climbing species or others that may need support, such as pitaya, passion fruit, grape, and blackberry.



## OUR WASTE IN NUMBERS

[306-1 | 306-2 | 306-3 | 306-4 | 306-5]

Our waste generation comes from the following activities:

# 1

### OPTIC FIBER NETWORK IMPLEMENTATION

Throughout the network building phase in a city, a big volume of cable and wooden coils waste is generated. Our employees are guided to organize the cables and take them back to the distribution center and local warehouses, where they are stored waiting to be discarded, donated, or returned to the headquarters.

# 2

### CONSTRUCTION OF RADIO BASE STATIONS

Implantation of the 5G towers generates small volumes of civil construction waste (CCW), which come from the execution of the foundation of the tower. We try to reduce this volume by optimizing the material so that there is as little waste as possible.

To discard these materials, construction waste containers are hired, and the companies are responsible to discard the waste adequately. The container is built on the construction site, so there is no waste from that.

# 3

### WASTE GENERATION DURING DAILY ACTIVITIES

At Brisnet's headquarters, in Pereiro/CE, where the majority of our employees work, more relevant amounts of waste is generated, of all different types. In 2022, we initiated a project to separate these residues and we build a shelter to save them in an adequate manner and facilitate the waste collection by our partner companies.

The generation of waste comes from administrative offices, the dining hall, stock room, and workshop.

TABLE OF WASTE GENERATED IN 2022*		
TYPE	AMOUNT	DESTINATION
Fiber cables	14,500 m³	Sanitary landfill
Stationary batteries	700 units	Reverse logistic
Tires	8,206 units	Reuse
Electronic scrap	1,496 kg	Recycling
Cardboard and plastic	8,400 kg	Recycling
Lamps	185 units	Final destination

\*These quantities are related to our activities, and they do not yet encompass waste generated by our value chain. So Brisnet does not map out upstream and downstream waste.

# GRI CONTENT INDEX

Statement of Use      Brisanet has reported the information in this GRI content index for the period of January 1st, 2022 to December 31st, 2022 in accordance with the GRI Guidelines

**GRI1 used**      **GRI1: Foundation 2021**

GRI STANDARD	CONTENT	LOCATION OR DIRECT RESPONSE
<b>GENERAL DISCLOSURES</b>		
	2-1 Organizational details	Legal name: <b>Brisanet Serviços de Telecomunicações S.A.</b> Corporate structure and legal form: <b>Sociedade Anônima Fechada</b> Headquarters location: <b>Rod CE-138, trecho Pereiro - CE, divisa com Rio Grande do Norte, KM 14, bairro Pereiro, Pereiro - CE, CEP: 63.460-000</b> Country of operation: <b>Brazil</b>
	2-2 Entities included in the organization's sustainability reporting	36
	2-3 Reporting period, frequency and contact point	Reporting Frequency: <b>annual</b> Publication date: <b>September/2023</b> Contact for questions: <b>sustentabilidade@grupobrisanet.com.br</b> Aligned with the financial report
<b>GRI 2: General Disclosures 2021</b>	2-4 Restatements of information	There were no changes in the reported information compared to previous periods
	2-5 External assurance	This report did not go through the process of external verification
	2-6 Activities, value chain and other business relationships	8 and 10
	2-7 Employees	44 and 46
	2-8 Workers who are not employees	46
	2-9 Governance structure and composition	17
	2-10 Nomination and selection of the highest governance body	18
	2-11 Chair of the highest governance body	18

**GRI STANDARD**

**CONTENT**

**LOCATION OR DIRECT RESPONSE**

**GRI 2: General Disclosures 2021**

2-12 Role of the highest governance body in overseeing the management of impacts	18
2-13 Delegation of responsibility for managing impacts	59 and 60
2-14 Role of the highest governance body in sustainability reporting	This report was approved by Brisnet's High Governance
2-15 Conflicts of interest	21
2-16 Communication of critical concerns	23
2-17 Collective knowledge of the highest governance body	18
2-18 Evaluation of the performance of the highest governance body	18
2-19 Remuneration policies	22
2-20 Process to determine remuneration	22
2-22 Statement on sustainable development strategy	4
2-23 Policy commitments	21
2-24 Embedding policy commitments	21
2-25 Processes to remediate negative impacts	24
2-26 Mechanisms for seeking advice and raising concerns	23 and 26
2-27 Compliance with laws and regulations	The company undergoes regular inspections on legal quotas by public inspection bodies and deals with all of them to seek full compliance with legislation.
2-28 Membership associations	27
2-29 <i>Approach to stakeholder engagement</i>	7 and 8
2-30 Collective bargaining agreements	51

GRI STANDARD	CONTENT	LOCATION OR DIRECT RESPONSE
<b>MATERIAL TOPICS</b>		
<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	7
	3-2 List of material topics	7
	3-3 Management of material topics	24, 26, 32, 44, 47, 48, 50 and 51
<b>Economic Performance</b>		
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	28, 31, 32, 34, 35 and 36
	201-2 Financial implications and other risks and opportunities due to climate change	28, 31, 32, 34 and 60
	201-3 Defined benefit plan obligations and other retirement plans	We don't have the benefits of private pension and retirement plan
	201-4 Financial assistance received from government	41
<b>Market Presence</b>		
<b>GRI 202: Market Presence 2016</b>	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	35
	202-2 Proportion of senior management hired from the local community	35
<b>Indirect Economic Impacts</b>		
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-1 Infrastructure investments and services supported	28, 31, 32, 34 and 36
	203-2 Significant indirect economic impacts	28, 31, 32 and 34
<b>Procurement Practices</b>		
<b>GRI 204: Procurement Practices 2016</b>	204-1 Proportion of spending on local suppliers	35
<b>Indirect Economic Impacts</b>		
<b>GRI 205: Anti-corruption 2016</b>	205-1 Operations assessed for risks related to corruption	41
	205-2 Communication and training about anti-corruption policies and procedures	41
	205-3 Confirmed incidents of corruption and actions taken	41

GRI STANDARD	CONTENT	LOCATION OR DIRECT RESPONSE
<b>Anti-Competitive Behavior</b>		
<b>GRI 206: Anti-competitive Behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	41
<b>Taxes</b>		
<b>GRI 207: Tax 2019</b>	207-1 Approach to tax	41
	207-2 Tax governance, control, and risk management	41
	207-3 Stakeholder engagement and management of concerns related to tax	41
	207-4 Country-by-country reporting	36
<b>Materials</b>		
<b>GRI 301: Materials 2016</b>	301-1 Materials used by weight or volume	60
	301-2 Recycled input materials used	We do not use recyclable input materials in our operations. All items are purchased straight from suppliers.
	301-3 Reclaimed products and their packaging materials	60
<b>Energy</b>		
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	62
	302-2 Energy consumption outside of the organization	Since our activities can be split between upstream and downstream, or before and after production itself, the determination of energy consumption outside of the organization becomes unfeasible.
	302-3 Energy intensity	The company does not own sources that generate energy straight from fuels, such as: diesel, gasoline, LPG, aviation querosene, etc.
	302-4 Reduction of energy consumption	60
	302-5 Reductions in energy requirements of products and services	Where reductions in the energy requirements of products and services of the company is concerned, there are currently no concrete data to determine such impacts. However, after the consolidation of energy efficiency measures that are already being implemented, it will be possible to validate this indicator.

GRI STANDARD	CONTENT	LOCATION OR DIRECT RESPONSE
<b>Water and Effluents</b>		
<b>GRI 303: Water and Effluents 2018</b>	303-1 Interactions with water as a shared resource	63
	303-2 Management of water discharge-related impacts	Since the effluents generated by our activity are essentially sanitary/domestic, disposal is carried out directly in the municipal public system or through septic tanks, biological filters, and/or septic tank sink filters. It is important to remember that no effluent is released directly in bodies of water. That way, with legal backing, it is not necessary for Brisantet to monitor generated effluent, or to follow and map out the quality standards, norms, and profiles of water bodies in our locations.
	303-3 Water withdrawal	63
	303-4 Water discharge	Same as 303-2
	303-5 Water consumption	63
<b>Biodiversity</b>		
<b>GRI 304: Biodiversity 2016</b>	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	We do not have operating units in environmentally protected areas, or areas of high biodiversity level. Always attentive to this issue, we have established an internal procedure where it is mandatory, before any real estate acquisition, to request a document from the competent municipal/state body that states the location is not in an area of environmental interest.
	304-2 Significant impacts of activities, products and services on biodiversity	Considering the nature of our activities, there are no significant direct or indirect biodiversity impacts. Throughout 2022, we did not register any impact that could affect impacted areas or species.
	304-3 Habitats protected or restored	In 2022, it was not necessary to develop activities of habitat restoration in any of our locations or expertise areas.
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Considering the nature of our activities and our expertise areas, we did not cause direct impacts in areas characterized as habitats of endangered or protected species.
<b>Emissions</b>		
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	64
	305-2 Energy indirect (Scope 2) GHG emissions	64
	305-3 Other indirect (Scope 3) GHG emissions	64

GRI STANDARD	CONTENT	LOCATION OR DIRECT RESPONSE
<b>Waste</b>		
<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant waste-related impacts	65 and 66
	306-2 Management of significant waste-related impacts	66
	306-3 Waste generated	66
	306-4 Waste diverted from disposal	66
	306-5 Waste directed to disposal	66
<b>Supplier Environmental Assessment</b>		
<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-1 New suppliers that were screened using environmental criteria	We do not select our suppliers based on environmental criteria yet
	308-2 Negative environmental impacts in the supply chain and actions taken	In 2022, there were no reports of any supplier that has caused a negative impact to the environment
<b>Employment</b>		
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	44
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	47
	401-3 Parental leave	44
<b>Labor Management Relations</b>		
<b>GRI 402: Labor/ Management Relations 2016</b>	402-1 Minimum notice periods regarding operational changes	51

GRI STANDARD	CONTENT	LOCATION OR DIRECT RESPONSE
<b>Occupational Health and Safety</b>		
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	48
	403-2 Hazard identification, risk assessment, and incident investigation	48
	403-3 Occupational health services	48
	403-4 Worker participation, consultation, and communication on occupational health and safety	48
	403-5 Worker training on occupational health and safety	50
	403-6 Promotion of worker health	48
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	48
	403-8 Workers covered by an occupational health and safety management system	48
	403-9 Work-related injuries	48
	403-10 Work-related ill health	48
<b>Training and Education</b>		
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	50
	404-2 Programs for upgrading employee skills and transition assistance programs	50
	404-3 Percentage of employees receiving regular performance and career development reviews	
<b>Diversity and Equal Opportunity</b>		
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	44
	405-2 Ratio of basic salary and remuneration of women to men	44

GRI STANDARD	CONTENT	LOCATION OR DIRECT RESPONSE
<b>Non-discrimination</b>		
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	24
<b>Freedom of Association and Collective Bargaining</b>		
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Brisamet does not currently assess risks associated with the freedom of association and collective bargaining of suppliers.
<b>Child Labor</b>		
<b>GRI 408: Child Labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	27
<b>Forced or Compulsory Labor</b>		
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	27
<b>Security Practices</b>		
<b>GRI 410: Security Practices 2016</b>	410-1 Security personnel trained in human rights policies or procedures	50
<b>Rights of Indigenous Peoples</b>		
<b>GRI 411: Rights of Indigenous Peoples 2016</b>	411-1 Incidents of violations involving rights of indigenous peoples	The Company does not have a history or record of administrative or judicial proceedings involving breaches of rights of indigenous peoples during the period covered by this report.
<b>Local Communities</b>		
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	51
	413-2 Operations with significant actual and potential negative impacts on local communities	51

GRI STANDARD	CONTENT	LOCATION OR DIRECT RESPONSE
<b>Supplier Social Assessment</b>		
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1 New suppliers that were screened using social criteria	Brisanet does not have a supplier selection policy based on social criteria.
	414-2 Negative social impacts in the supply chain and actions taken	In 2022, there were no recorded cases of suppliers that may have caused any social impact.
<b>Public Policy</b>		
<b>GRI 415: Public Policy 2016</b>	415-1 Political contributions	Brisanet did not make donations or political contributions in 2021 or 2022.
<b>Customer Health and Safety</b>		
<b>GRI 416: Customer Health and Safety 2016</b>	416-1 Assessment of the health and safety impacts of product and service categories	Not applicable to Brisanet activities.
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Not applicable to Brisanet activities.
<b>Marketing and Labeling</b>		
<b>GRI 417: Marketing and Labeling 2016</b>	417-1 Requirements for product and service information and labeling	Not applicable to Brisanet activities.
	417-2 Incidents of non-compliance concerning product and service information and labeling	Not applicable to Brisanet activities.
	417-3 Incidents of non-compliance concerning marketing communications	Not applicable to Brisanet activities.
<b>Customer Privacy</b>		
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	24 and 26

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