

Brasil TecPar

2022
ANNUAL REPORT


Brasil
TecPar

Administration

General Coordination and Content

Corporate Governance Department;

Communication and Marketing;

Investor Relations.

Graphic design and layout

Marcelo Brandão

Images

Brasil Tecpar's internal bank

This annual report from Brasil Tecpar refers to the period from January 1, 2022 to December 31, 2022.

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Gustavo Stock
CEO

Message from the President

The year 2022 was very challenging for our entire company: it took a lot of resilience and willingness to continue on our growth path. We learned new cultures, incorporated other styles and explored the nuances of the expansionist movement initiated by the company the previous year. We have integrated the largest number of companies in the history of Brasil TecPar and this was only possible thanks to the hard and dedicated work of each of our employees.

So I can't help but formalize, once again, my congratulations and thank you very much to each and every one of our TecFriends. The results for the year were marked by a growth in our sales of more than 50%. This shows the strength and commitment of our team in relation to the objectives and goals of Brasil TecPar, always driven by our way of being and doing things.

I can't help but point out that we have grown our business with a significant improvement in our operational efficiency, which makes me even more proud and confident that we are on the right track! We have strengthened the commitments of our strategic plan and, together and guided by our values and mission to simplify life with technology and connectivity, we have achieved leadership in the Midwest, as well as ending 2022 among the 10 largest internet operations in Brazil.

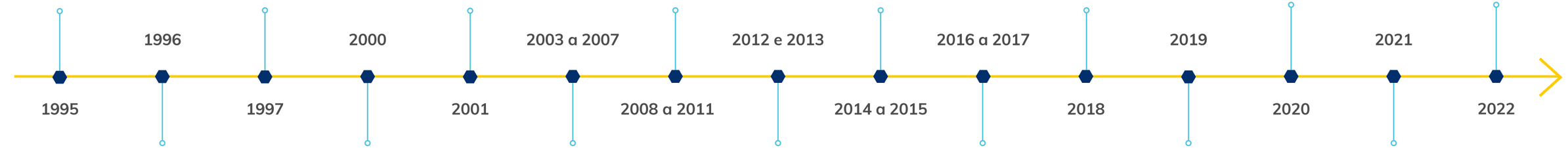
A big hug and happy reading!



Brasil TecPar

- History
- 2022 Timeline
- Internet productive chain
- Business philosophy
- Corporate structure (shareholders)

HISTORY


1995
Start of the commercial internet in Brazil, search for information and start of the project.
1996
Start of dial-up operation.
1997
Acquisitions of other dial-up operations.
2000
Start of radio operations.
2001
Acquisitions of dial-up and broadband radio operations in other regions.
2003 a 2007
Founding of SIM Telecomunicações S/A, with exchange of know-how, cooperation and experience with mergers and acquisitions.
2008 a 2011
Expansion of the network to +50 cities, beginning to serve the corporate market, management model, and excellence: MPE Brasil, Gaúcho Quality and Productivity Award, start of strategic planning.
2012 e 2013
Expansion of the network to 100 municipalities, growth of participation in the corporate market, start of service to ISPs and launch of the Ávato brand.
2014 a 2015
Start of migration from networks to fiber optics, start of compliance with state-level contracts, expansion of licensed radio networks and migration of the backbone to Cisco MPLS.
2016 a 2017
Incorporation of the Compuline network within RS, acquisition and incorporation of ISPs, including retail operations.
2018
Acquisitions and mergers of ISPs operations and organizational restructuring to meet the evolution and leap in scale foreseen in the strategic planning, including moving to new headquarters in Santa Maria, RS.
2019
Transformation of the holding company into an incorporated company; unification of operations in the concept of the "Internet Productive Chain" and continuity of mergers and amalgamations of 12 ISPs operations.
2020
25 years of Gaúcha TecPar mergers and acquisitions of 4 more ISPs. Start of GPSNet retail brand change to Amigo. We have reached the milestone of 100 thousand customers, switching to the best and most renowned management systems: SAP S/4HANA and HCM Sênior. Launch of Brasil TecPar. Preparation of the listing of the assets of the state of Rio Grande do Sul for Brasil TecPar.
2021
Listing of the assets of the state of Rio Grande do Sul for Brasil Tecpar. Expansion to other states (SC, RJ, SP, MT and MS), with mergers and acquisitions of 14 ISPs. Achievement of ISO 27001, MANRS and GPTW certifications. We have surpassed the milestone of 300 thousand customers and we have more than 1,900 TecFriends. We ended 2021 among the 15 largest internet operations in Brazil.
2022
Operational efficiency with the incorporation of eight companies. We have achieved leadership in the Midwest. We ended 2022 among the 10 largest internet operations in Brazil.

TIMELINE

1° Trimestre

- We expanded our operations in Mato Grosso do Sul, Mato Grosso, Rio Grande do Sul and Rio de Janeiro, through the completion of the acquisitions of TJNet, TW Telecom, Speedbol, Intnet and FlyLVT;
- We started operating the solar power plant in São Borja/RS;
- Creation of PrePar with the mission of preparing small and medium ISPs for market consolidation;
- Establishment of the ESG Committee (Environmental, Social and Corporate Governance);
- Establishment of the CRSC Committee (Customer Retention and Success Committee).

2° Trimestre

- Connecting dreams and people for 27 years;
- We expanded our operations in Mato Grosso, through the incorporation of the Titania operation in Cuiabá;
- We expanded the connection infrastructure in Rio Grande do Sul.

3° Trimestre

- GPTW (Great Place to Work) certification for the second consecutive year;
- Incorporation of the W3mega operation, in Alta Floresta/MT;
- According to Anatel data, we reached leadership among the competitors in the Midwest;
- Brasil TecPar Day Event, in São Paulo/SP;
- 1st edition of the Ávato Roadshow, in São Paulo/SP.

4° Trimestre

- We have more than 1 MILLION amigos spread across six states in Brazil;
- Brasil TecPar stands out among the 100 most influential brands in Rio Grande do Sul;
- 2nd Ávato Roadshow, in Porto Alegre/RS.

INTERNET PRODUCTIVE CHAIN

Understanding the need for Internet Providers (ISPs) to evolve to meet the new reality of the communication market (telecommunications, content distribution, technology and connectivity) both in quality and on a new scale, Brasil TecPar, through its founders, idealized the concept of Internet Productive Chain, in use at the company since 2019.

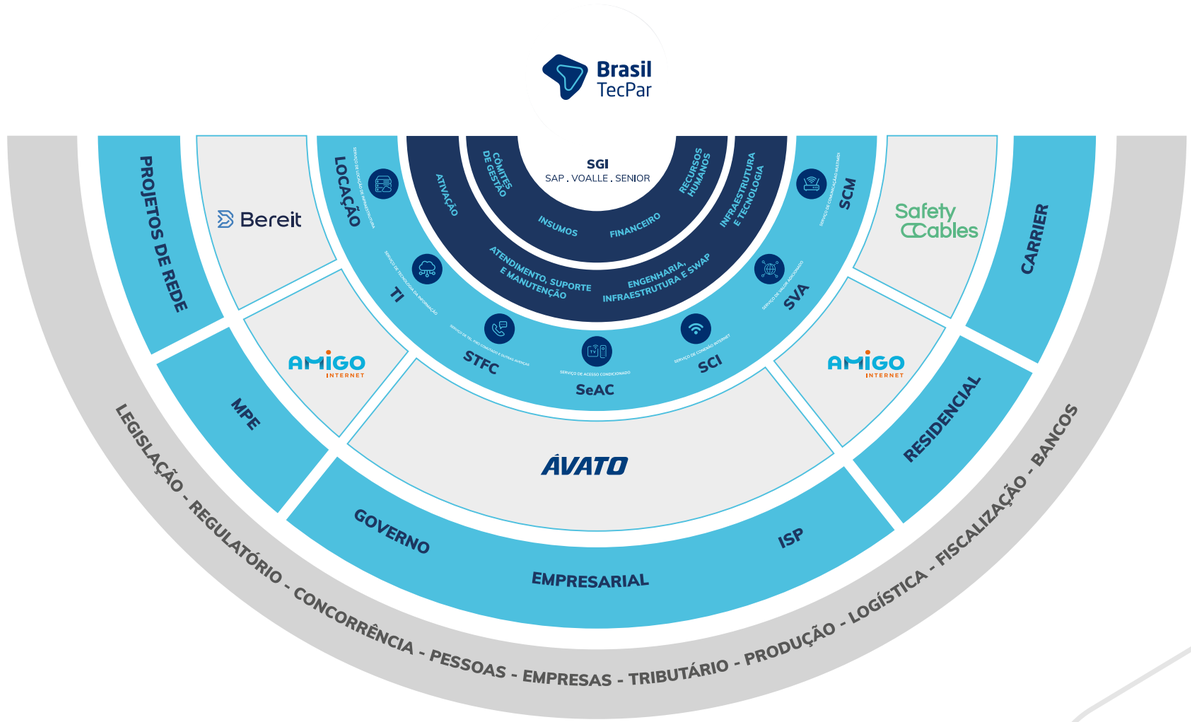
The Internet Productive Chain is based on four pillars:

1) IMPROVEMENT OF OPERATIONAL EFFICIENCY
2) PROMOTION OF COMPLIANCE
3) ENABLE SCALABILITY
4) CONSOLIDATION OF CORPORATE GOVERNANCE

The application of the Internet Productive Chain consists of the development of market verticals segmenting the various activities and services provided by internet providers, separating them into blocks. In this way, it is possible to analyze and review the existing processes in each of them individually, as if they were separate business units. The services provided are segmented, but interlinked and interconnected, enabling the delivery of technology and connectivity services in a competitive and distinctive way, according to the needs and expectations of each market or end user.

NOTE: For the full article, click on the following link:

https://www.brasiltecpar.com.br/en/relatoriosanuais





PHILOSOPHY

MISSION

Simplify life with technology and connectivity

VISION

By 2023, provide 1 million services with excellence, on the best consolidation platform in the national market.

VALUES

Transparency
Compliance
Determination
Sustainability
Relationship

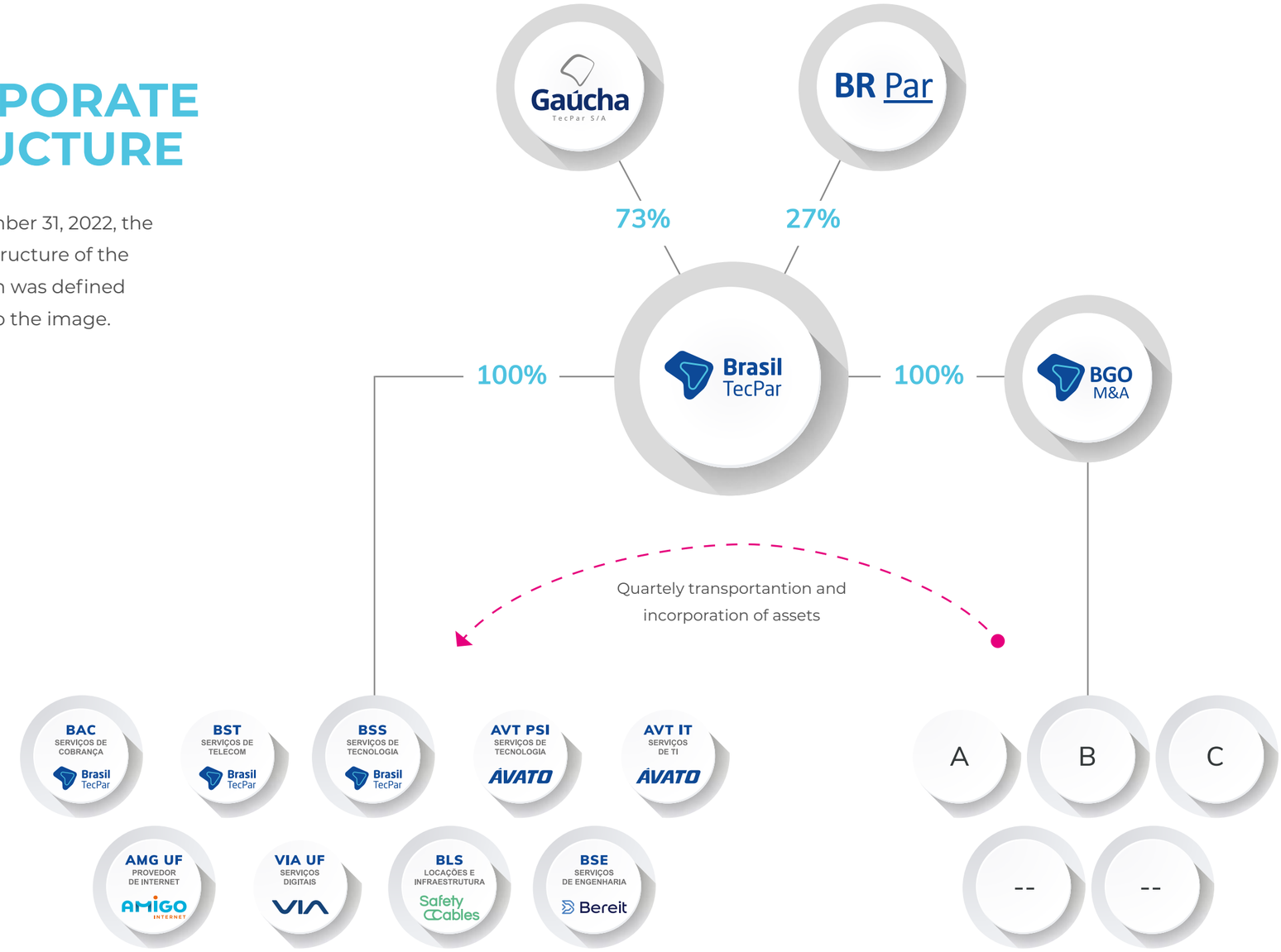
VOCATION

Productive chair of connectivity, IT, cloud and internet services



CORPORATE STRUCTURE

Until December 31, 2022, the corporate structure of the organization was defined according to the image.



Operating Model of Internet Productive Chain

Impacted Operations | On Transition



CORPORATE GOVERNANCE

- Principles of corporate governance
- Pillars of corporate governance
- Governance structure
- Company Management
- General meeting
- Board of directors
- Corporate governance department
- Executive Board
- Leadership



PRINCIPLES OF CORPORATE GOVERNANCE

- **Transparency**

It represents more than the "obligation" to inform, as we understand that open communication establishes the trust of shareholders and other actors with the Company.

- **Accountability**

Regardless of the hierarchical level, everyone must be accountable for their performance and be fully accountable for the acts they perform in the exercise of their mandates and functions.

- **Corporate Responsibility**

Ensure the security and perpetuity of the organization, incorporating human, social, and environmental values.

- **Equity**

It is equal treatment with everyone and for all those involved in institutional, corporate and labor relations.



PILLARS OF CORPORATE GOVERNANCE

- **Bylaws**

Organizational constitution and structuring document that establishes the attributions and responsibilities on the Company's management.

- **Shareholders' Agreement**

It is the document that establishes and regulates the rights, duties and forms of relationship between common shareholders, and between them and the Company.

- **Company Regulation**

Formed by a set of standards, procedures and guidelines, with the purpose of defining and regulating the established processes and policies.

- **Internal Rules**

Specifies and regulates the operation of the bodies that make up the Company's "governance structure".

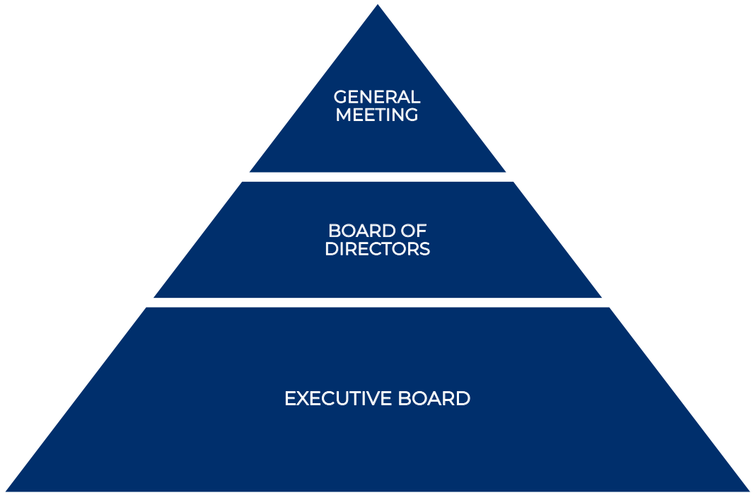
- **Strategic Plan**

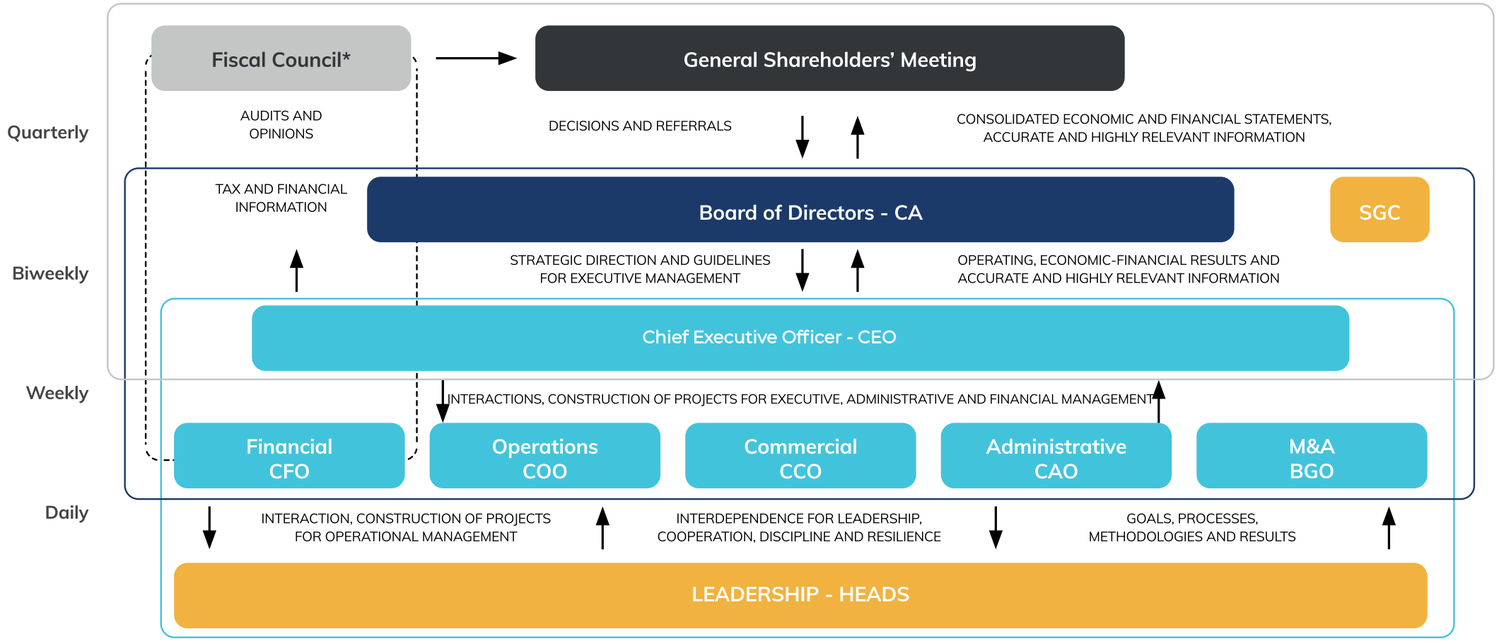
Guides and directs actions and objectives to the vision

- **Support**

Code of Conduct, Audit Committee and Committees.

GOVERNANCE STRUCTURE





* Not permanent

CA = Administrative Council
SGC = Corporate Governance Departament

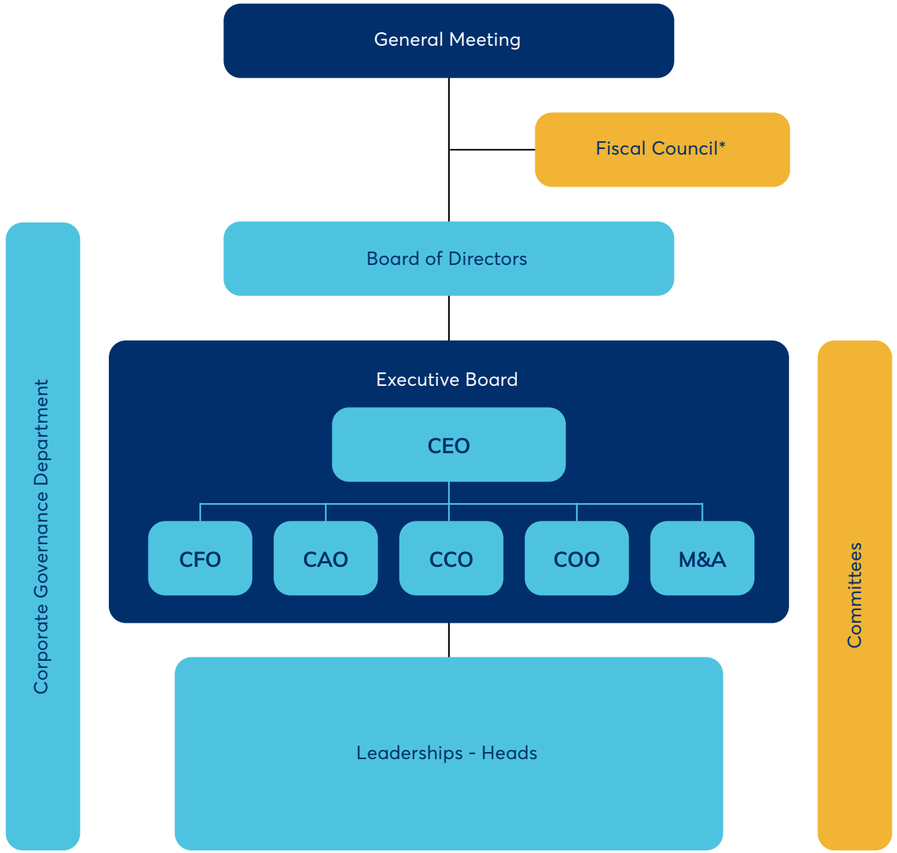
CO = Chief Executive Officer
COO = Chief Operating Officer
CFO = Chief Financial Officer

CAO = Chief Administrative Officer
CCO = Chief Commercial Officer
M&A = Merger and Acquisitions

COMPANY MANAGEMENT

Management is carried out through the **Board of Directors (CA)** and the **Executive Board (DEX)**, which are responsible for conducting the strategic planning, investment plan and definition of the Company´s policies. **It is complemented by Heads, who implement the plans and act specifically in each area of the organization**, supporting and managing the market verticals structured according to the concept of the Internet Productive Chain.

The other bodies, such as the Corporate Governance Office (SGC) and the Committees operate as provided for in the Regulations and Bylaws of Brasil TecPar



* Not permanent

CEO = Chief Executive Officer
CFO = Chief Financial Officer
CAO = Chief Administrative Officer
CCO = Chief Commercial Officer
M&A = Merge and Acquisitions / Fusões e Aquisições



GENERAL MEETING

Through the General Meeting, all matters of interest to the partners and the Company are resolved, such as: changes in the composition of the capital through the subscription of shares or issuance of any other securities and values. opportunities for merger and acquisition of other companies, approval of the financial statements, election of the members of the Board of Directors, determination of the remuneration of the members of the Management, among others.

It is composed of the common shareholders with voting rights and the convocation obeys the provision provided for in the Bylaws.

BOARD OF DIRECTORS



Gustavo Pozzebon Stock

CHAIRMAN

27 years of experience in the internet market;
Founder of GPSNet, Ávato, Sim Telecom, Gaúcha TecPar and Brasil TecPar;
Creator and enthusiast of the "Internet Productive Chain" model.



Alcyr Soares Cardoso

COUNSELOR

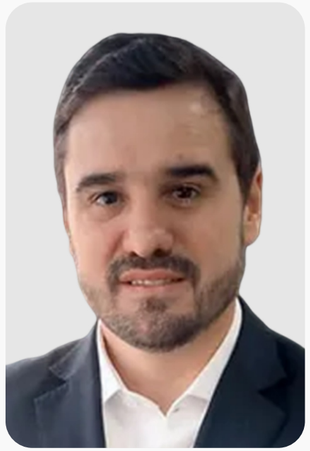
Founder of Computech Tecnologia and SIM Telecom;
Former president of Internetsul, currently a member of its Advisory Board;
Founder of the Measurement and Arbitration Association of Rio Grande do Sul;
Member of the Board of Infrastructure of FIERGS.



Fábio Bonadiman

COUNSELOR

Founder of Redesul;
President of Internetsul;
Chairman of the Board of Directors of RS Tecnologia da Informação;
Former President of the Garibaldi Association of Small and Medium Enterprises;
Regional director of Federasul in the Serra Gaúcha region.



Rodrigo José Marasca

COUNSELOR

Degree in Computer Science;
Post-graduate degree in IT Governance;
Director certified by IBGC;
Organizational Leadership degree from University of Central Missouri.

CORPORATE GOVERNANCE DEPARTMENT



Melisse Chiesa

Economist with multidisciplinary experience in antitrust, market control, mergers and acquisitions, business and people management, and corporate governance. Work experience in France and Canada.

MISSION

Monitor compliance with and dissemination of Corporate Governance guidelines and good practices at all levels of the Company.

EXECUTIVE BOARD



Gustavo Pozzebon Stock

CEO Chief Executive Officer

27 years of experience in the internet market;
Founder of GPSNet, Ávato, Sim Telecom, Gaúcha TecPar and Brasil TecPar;
Creator and enthusiast of the "Internet Productive Chain" model.



Magnum Mello Foletto

COO Chief Operating Officer

20 + years of experience in telecommunications;
Awarded twice as entrepreneur of the year;
CEO at Grupo Ávato and former president of InternetSul.



Onir Figueiredo

CAO Chief Administrative Officer

+20 years of experience as an administrative executive;
Manager of Santander;
Director of Organizational Services of the Ávato Group;
Bachelor of Law and MBA from FGV.



Amarildo Silva

CCO Chief Commercial Officer

20 of experience in telecommunications;
Founding Partner of Titânia Telecom.



Gustavo Krowczuk

CIO Chief Information Officer

23 years of experience in the financial technology and industry segments;
Bachelor´s degree in IT management, MBA and project management.

OPERATIONS BOARD



Emerson
Alexandre Fonseca Costa

Head
Swap and hiring



Narciso
Flesch

Head
Network engineering and planning



Geomar
Macedo

Head
Delivery



Heron
Magoga

Head
Value-added services



Daniel
Menezes

Head
Telecom Operations



Carlos Eduardo
de Oliveira Fraga

Head
Customer service

INFORMATION TECHNOLOGY BOARD



Roberto
Rosenfeld

Head
Systems



Robson
Felthaus

Head
Head of IT Infrastructure and Business

FINANCIAL BOARD



Frederico
Franke

Head
Finance



Ester da
Fonseca

Head
Accounting

COMMERCIAL BOARD



Rogério
Rocha

Head
Corporate Market



Daniel Thimming
Rostirolla

Head
Marketing



Névio
Stefainski

Head
Retail Market

ADMINISTRATIVE BOARD



Claudia Kessler

Head

People Management



Juliano Tarragô Carpes

Head

Supplies and Logistics



Marcos Loureiro

Head

Legal/Administrative area



Adriano Melgar

Manager

Results Management



Marcelo Dutra

Head

Head of Equity and workplace safety

M&A BOARD



Adalberto
Schiehll

Head
Paralegal



Daniel
Dorneles

Head
Finance



Renato
Bianchin

Head
Administrative/Operations



Cristiano
Zilio

Head
IT



BRANDS AND MARKETS

- Performance and Presence Map
- Our Brands
- Amigo Internet (Internet Friend) Portfolio
- Ávato Portfolio
- Safety Cables Portfolio
- Bereit Portfolio
- Ads and Campaigns
- Mergers and Acquisitions

NATIONAL PERFORMANCE AND PRESENCE IN 6 STATES

Rio Grande do Sul
Santa Catarina
São Paulo
Rio de Janeiro
Mato Grosso
Mato Grosso do Sul

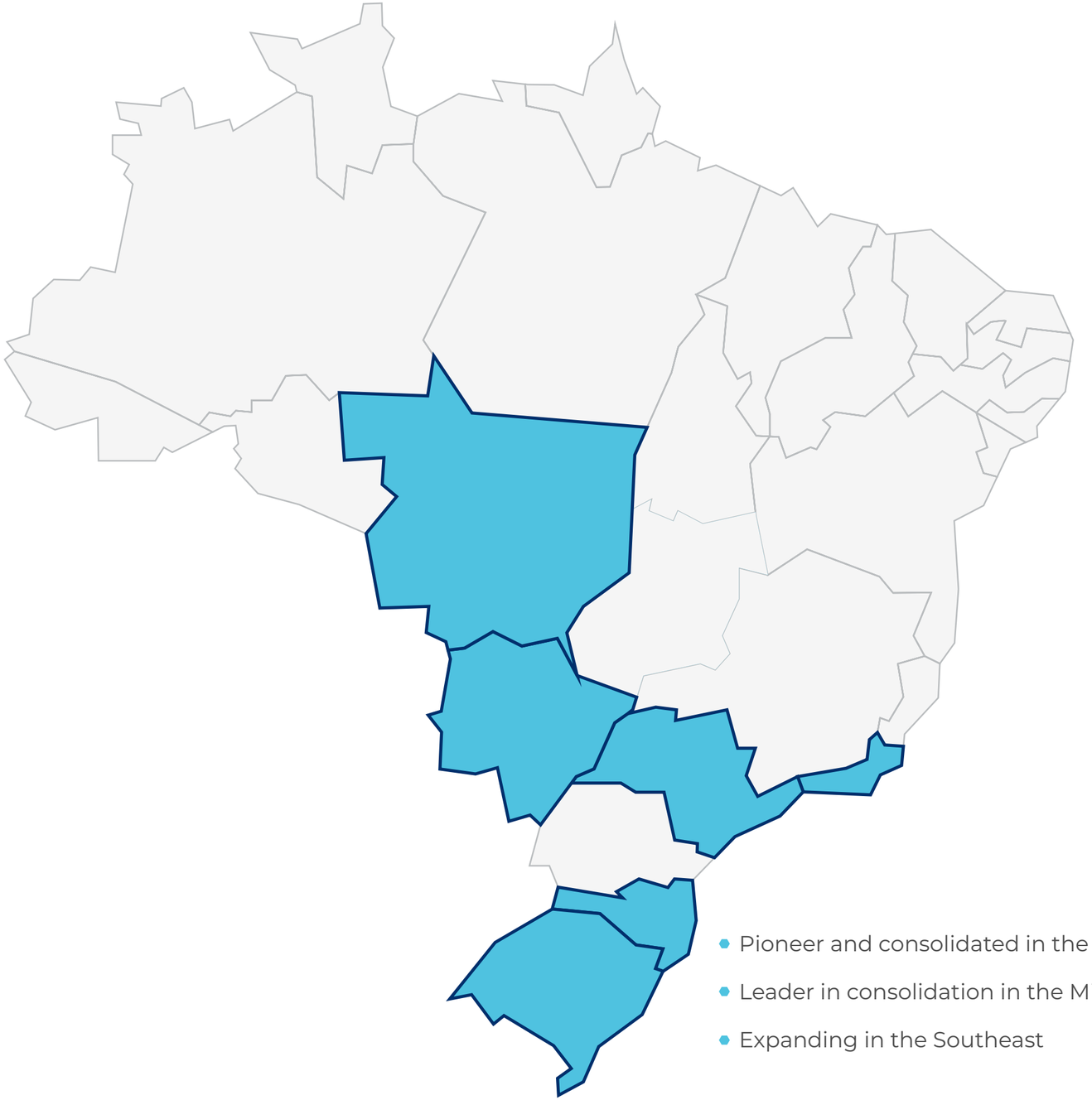
002 Management units (SP and RS)

+100 relationship units

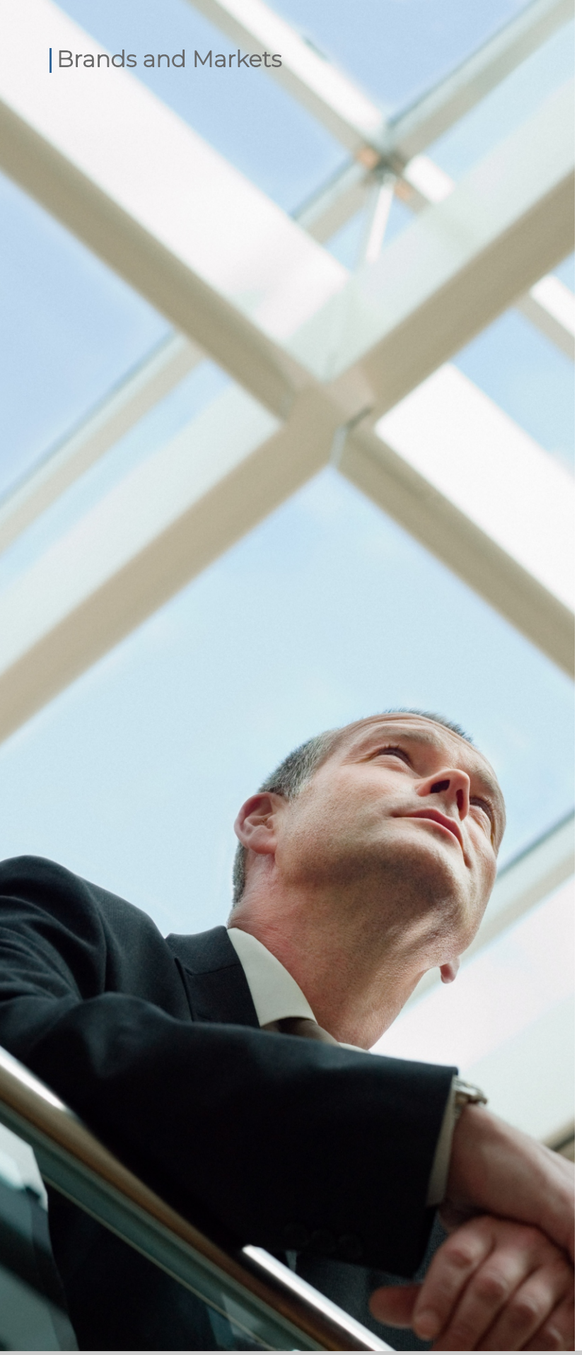
+130 cities with FTTH coverage

+600 cities with active points

+330 cities with transmission networks



- Pioneer and consolidated in the South region
- Leader in consolidation in the Midwest
- Expanding in the Southeast



According to Anatel data, in 2022 the subsidiaries of Brasil TecPar maintained leadership in Rio Grande do Sul, as well as conquered leadership in the Midwest region, **ranking 9th nationally** among the competition.

RANKING	COMPANY	ACESS POINTS[1]	% TOTAL
1 st	alloha FIBRA	1,304	2.9%
2 nd	brisanet	1,100	2.5%
3 rd	DESKTOP	809	1.8%
4 th	Algar Telecom	786	1.8%
5 th	Vero	710	1.6%
6 th	unifique	606	1.4%
7 th	TRIPLOPLAY	604	1.4%
8 th	america.net	502	1.1%
9 th	Brasil TecPar	366[2]	0.8%
10 th	mhnet TELECOM	328	0.7%

Source: Anatel - (1) Number of accesses by optical fiber Dec22 - (2) With companies acquired in 2022.

OUR BRANDS

Brasil TecPar offers a range of services and solutions for both individuals (B2C market - Business to Consumer) and legal entities (B2B market - Business to Business). It operates in the residential market, from companies of all sizes - from micro, small and medium-sized companies to large organizations, in addition to Wholesale, Carrier, ISPs -Internet Service Providers and Government.

Know our brands:

AMIGO INTERNET

ÁVATO

Bereit

Safety Cables Expanda suas conexões.



AMIGO INTERNET

Amigo Internet (Internet Friend)

It offers fiber optic internet services, representing more than 93% of its customers' access with this technology. It also offers, to a lesser extent, access options in ADSL, LTE, HFC and radio.

Amigo TV

It offers more than 160 national and international pay TV channels, with linear and on-demand programming and the possibility of watching by computer, mobile phone, set top box or by customers' preferred devices.

It also has multi-screen access to watch both by smartphone, tablet, computer or TV and cloud recording of up to 120 minutes of programming. In addition to features such as catchup and timeshift to watch programming from previous days and live shows that have already started.

Amigo Phone

Telephone services throughout Brazil.

Amigo Camera

Rental service, maintenance and specialized camera support for viewing images in real time. It offers features such as access via app with 24h viewing, HD image with infrared, cloud recording.

Launch - New Services 2022:

- **Leveduca e Paramount Plus:**
  Reached over 20,000 subscribers with active services.

- **Amigo e-book**
  Available in the packages of all Amigo Internet base customers.



www.avato.com.br

Ávato has a specialized portfolio in connectivity and IT infrastructure for the corporate market (companies of all sizes), Government and Wholesale. Develops customized projects and offers service packages that retain and meet the various needs of customers in an intelligent and unified way.

Main Solutions:

Smart Services

Category of Services designed to deliver practical solutions that simplify and bring security to everyday business.

- Smart Internet
- Smart Firewall
- Smart WiFi
- Smart LAN
- Smart WAN
- Smart vDataCenter
- Smart PABX

Pro Services

Category of services specific to organizations:

- Pro ISP
- Pro IT
- Pro Suite
- NOC Premium

Connect Services

Connectivity services for all types of companies and infrastructure for connectivity to the carrier and service provider market.

- Network Acess Point
- EILD - Exploration
- Line industrial
- Dedicated
- Dark Fiber
- Passive Network
- Colocation

SUCCESS STORIES



CAIXA ECONÔMICA FEDERAL

In the second half of 2022, Ávato enjoyed great success when it won a tender to serve more than 400 bank branches in several Brazilian states. The project covers the regions of Amazonas, Distrito Federal, Goiás, Minas Gerais, Mato Grosso do Sul, Mato Grosso, Pará, Rondônia and Tocantins, consolidating the company's presence in several areas of the country. With this important achievement, Ávato reinforces its prominent position in the market and proves its ability to offer complete and efficient solutions to its customers throughout the national territory.



AGROFEL GRAINS AND INPUTS

The partnership between Ávato and Agrofel has lasted for more than a decade and, in 2022, another important project was carried out together. The company Agrofel migrated its network to SD-Wan technology, with the help of the expertise and solutions offered by Ávato. This migration represents a major technological advance for Agrofel, which can now count on a more efficient and secure network, and once again proved the trust placed by the company in its long-standing partner.



TRT OF THE FOURTH REGION

During the second half of 2022, Ávato won an important victory by winning a request for proposals in the Regional Labor Court of the fourth region. The company already served TRT4 with the main network, and has now won the right to deliver the secondary network and all SD-Wan equipment. This major deal boosted Ávato's share with the customer, making it the only connectivity provider within TRT4. Winning the request for proposal reinforces Ávato's prominent position in the market and proves the efficiency and quality of its services, in addition to expanding the company's presence in an important segment of the public sector.



Safety Cables — Expand your connections.

A business platform that facilitates the connection between Telecommunications companies. It acts with the objective of monetizing the assets of its customers' long-distance networks, offering dark fiber leasing, PTP passive channel swap and capillarity, as well as joint constructions and network infrastructures at the national level.

It also offers the Last Mile solution, managing contracts and qualifying suppliers for customers who do not have capillarity in certain cities and regions, also contemplating PTMP Passive Channel rental solutions

Main solutions:

- Long-distance networks
- Last mile
- FTTH Networks
- Site Sharing



Bereit

www.bereitengenharia.com.br

Bereit specializes in Telecommunications Network Engineering for the Internet Service Providers (ISPs) and Government market. It works by bringing solutions to institutions that experience uncertainties in a scenario of profound digital transformations. It offers specialized consulting aligned with the good practices of CREA - Regional Council of Engineering, Architecture and Agronomy and the standards of Anatel - National Telecommunications Agency.

For ISPs (Internet Service Providers), it operates from business planning, through commercial viability, logical plan, intervention with electricity concessionaires, posting, pipelines and sharing to execution for the government market, it prepares projects and terms of reference for IT infrastructure, telecommunications and public security.

Main solutions:

Optical Network Planning
Development of backbone and GPON/FTTX optical network planning, including network scaling and its assets/liabilities.

Executive Projects
Specialized in the construction of logical (splicing diagram) and schematic projects for the deployment of optical networks.

Infrastructure Sharing Projects
Development of infrastructure sharing projects of electric utilities, which includes from the implementation of poles and pipelines on public roads and state/ federal roads to advising on the relationship with electric utilities.

Consulting
Specialized in consulting and advising for the planning and implementation of Telecom Networks.

Smart City
Solutions for connecting public cameras, traffic lights, intelligent security systems and urban mobility for municipalities everywhere. We specialize in large urban connections.

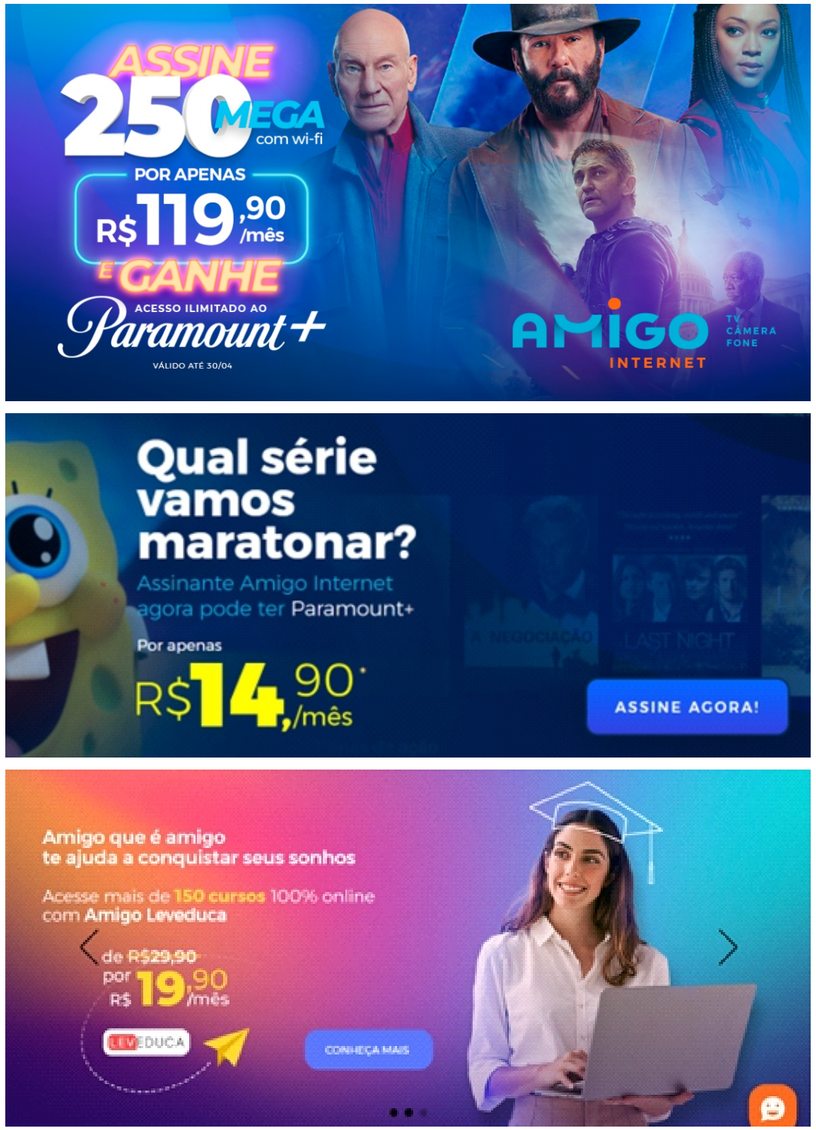
ADS AND CAMPAIGNS

We are present in the most varied communication channels, maintaining proximity to customers through smart and innovative advertisements that were seen more than 25 million times in 2022!

+ 25.000.000
TOTAL OVERALL IMPRESSIONS

+ 20.000.000
AMIGO INTERNET IMPRESSIONS

+ 5.000.000
ÁVATO IMPRESSIONS



PROXIMITY TO OUR AMIGO CUSTOMERS

A campaign with a strong appeal to our subscriber base, informing, engaging and building loyalty. Improving site navigability and campaign attractiveness!



PRODUCT AND PROFILE ORIENTED CAMPAIGNS

In commercial campaigns, the approach has as its main purpose the prospecting of potential customers, encouraging them to have a direct contact with our attendants, through the main channels: WhatsApp, website and chat.



ÁVATO DIGITAL ENGAGEMENT

In brand recognition and advertising campaigns, the strategic approach to content aims to sophisticate branding and present the brand as a company that offers innovative solutions that drive development.





MERGERS AND ACQUISITIONS

Brasil TecPar is a consolidation platform for the Internet, Technology and Telecommunications market. Since 2016, we have carried out more than 45 M&A operations, and in 2022 we completed the acquisition of 8 ISPs, achieving leadership among the competitors in the Midwest.

1st Quarter

- **TW Telecom - Rondonópolis/MT**
- **TJNet e PontoCom - Coxim/MS**
- **Intnet - Araruama/RJ**
- **Speedbol - Iguaba/RJ**
- **FlyLVT - Taquara/RS**

2nd Quarter

- **Titânia - Cuiabá/MT**

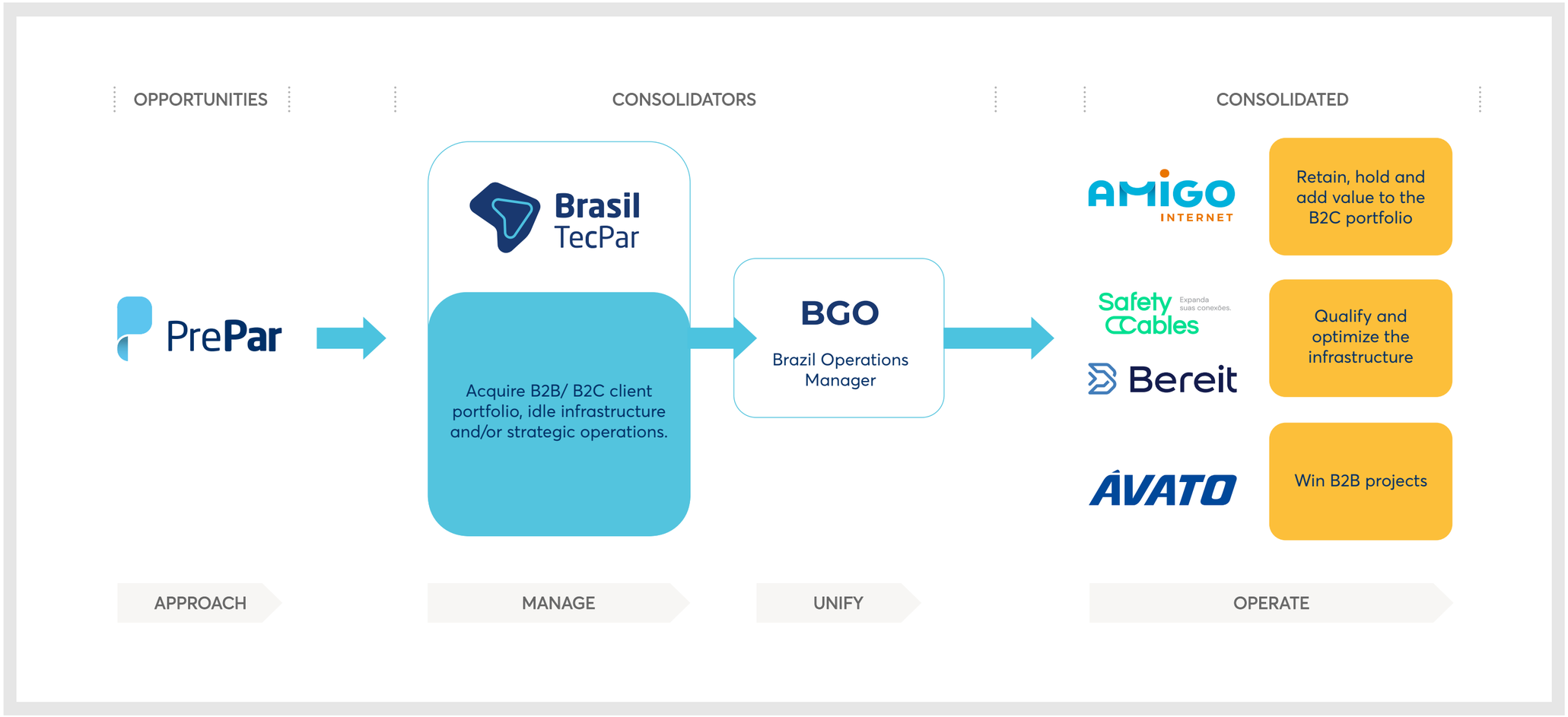
3rd Quarter

- **W3 - Alta Floresta/MT**

To further strengthen the relationship with the internet provider market, in 2022 we created PrePar with the mission of preparing small and medium ISPs for the consolidating market (https://www.prepar.net.br/). Companies that are in Brasil TecPar's area of interest become potential operations to carry out a merger and acquisition (M&A) process.

Thus, we have established the strategic orientation map for the year 2022, as can be seen in the image:

2022 STRATEGIC ORIENTATION MAP





In order to obtain the expected synergies with M&A and maximize operational efficiency, Brasil Gestora de Operações (BGO) carries out the process of unifying the acquired companies according to the Internet Productive Chain model. Based on the lessons learned from previous years and the implementation of new processes, in 2022 it was possible to deliver simultaneous unification projects, incorporating 100% of the acquired assets.

- **22.1 million in monthly recurring revenue;**
- **516 mil HPs (home passed);**
- **192 mil HCs (home connected);**
- **605 employees;**
- **48 points of sale;**
- **15 logistics centers;**
- **5 new states with parameterized billing (SAP).**

After the unification process (Go Live), the BGO team performs the assisted operation in loco and online training is provided on how to use the systems and macro processes. Over the ensuing 30 days, they accompany the operation and there are Google Meet rooms available to provide support to the new TecFriends.

Now we're all officially **BRASIL TECPAR!**



IMPROVEMENTS FROM M&A

Each company acquired via M&A allows us to expand knowledge, improve our processes and, consequently, optimize the company's operational efficiency. And, most importantly, add talent to the TecFriends team. During the assisted management period, the BGO team analyzes the operation, verifies the synergies that result in productivity gains and resource optimization. In 2022 we introduced some improvements to our unified operations for our entire customer base.

- **PIX [instant transfer] payment method:**
  we implemented PIX payment for about 40,000 customers in the lakes region of Rio de Janeiro, as a pilot project, and later disseminated it to other locations.

- **Authentication via Internet Protocol over Ethernet (IPoE):**
  we implemented the customer authentication format in IPoE.

- **PEC CAIXA Payment Method:**
  we prepared the PEC CAIXA Agreement to facilitate the payment of securities by customers directly at Caixa Econômica Federal lottery retailers, using just their CPF [individual taxpayer´s ID].

- **AUTHORIZED AGENT model:**
  Amigo Perto is our Authorized Agent or Business Partners committed to serving the customer with more proximity and speed in the locations where they operate.



COMPANY IN NUMBERS

- People
- Economic and financial indicators
- Evolution of the customer base
- Investments
- Infrastructure and technology
- National backbone project
- Achievements in 2022

PEOPLE

2,250+ employees

500+ new job opportunities generated

28% of vacancies filled with employees who were promoted

81 NPS of employee satisfaction (2022 average of the monthly satisfaction survey)

Turnover reduced from 1.34% in 2021 to **1.22% in 2022**

The turnover of **critical positions was only 0.74%**, with a high retention rate of specialized leaders in the area of technology and telecommunications.

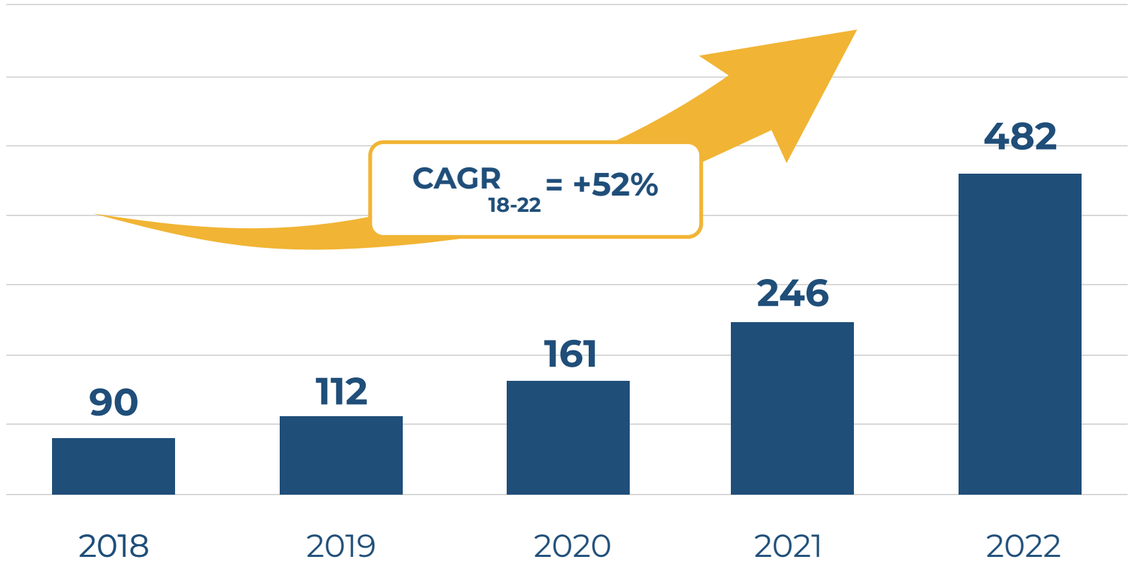


ECONOMIC AND FINANCIAL INDICATORS

The audit of the financial statements for 2021 and 2020 was concluded, with an unqualified opinion from the KPMG audit, which made it possible to raise financial resources with a third party.

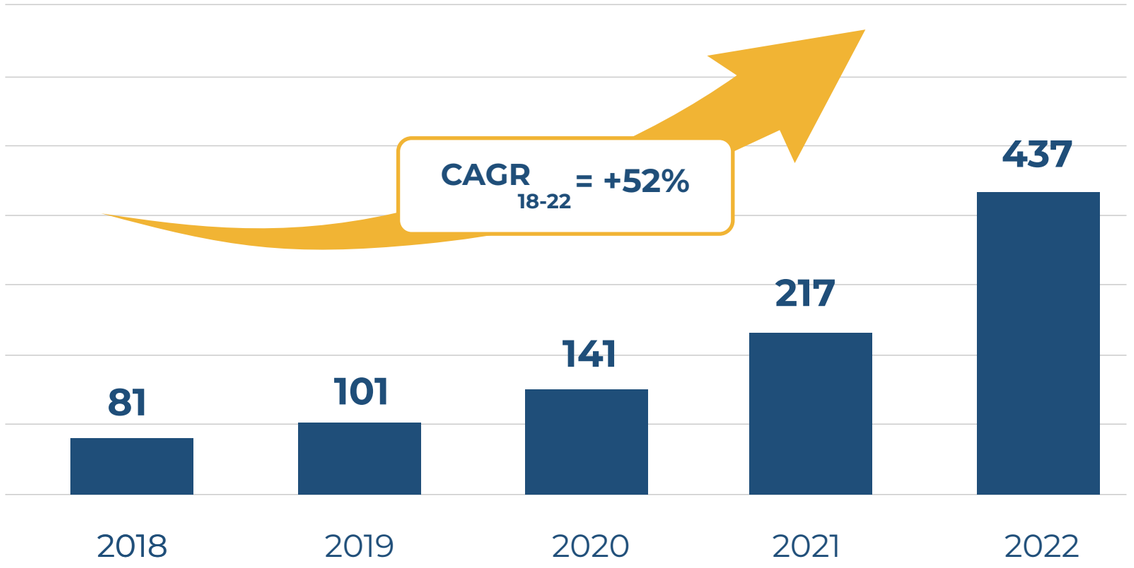
Gross Revenue

R$ Millions



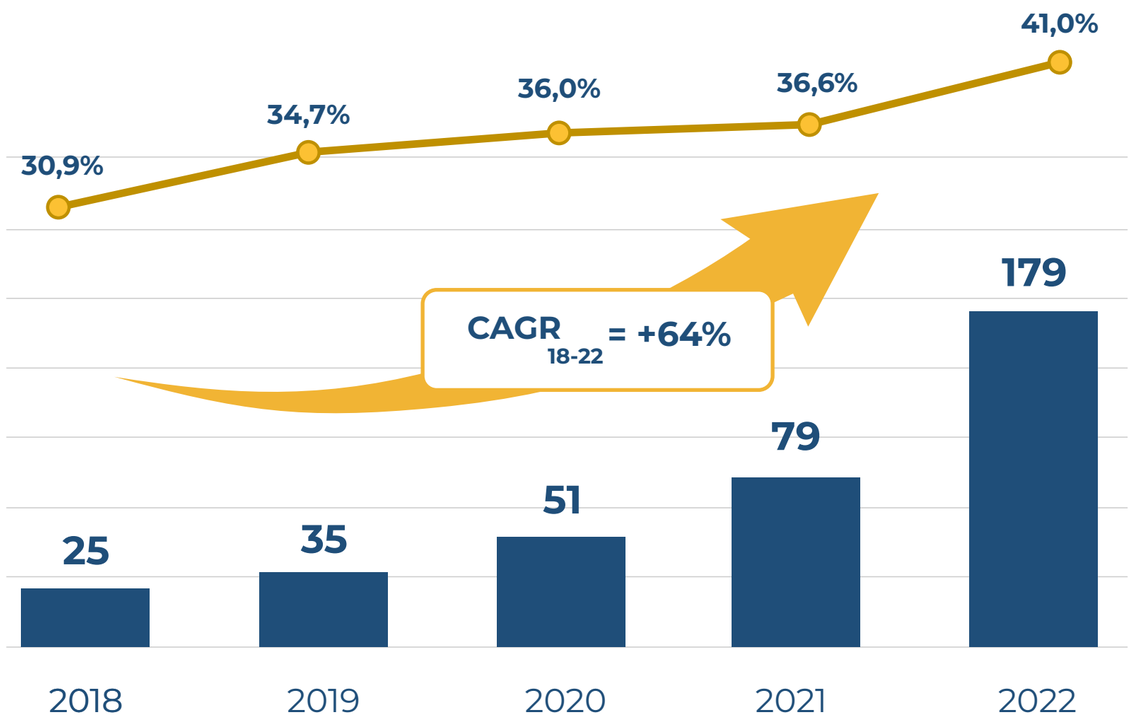
Net Revenue

R$ Millions



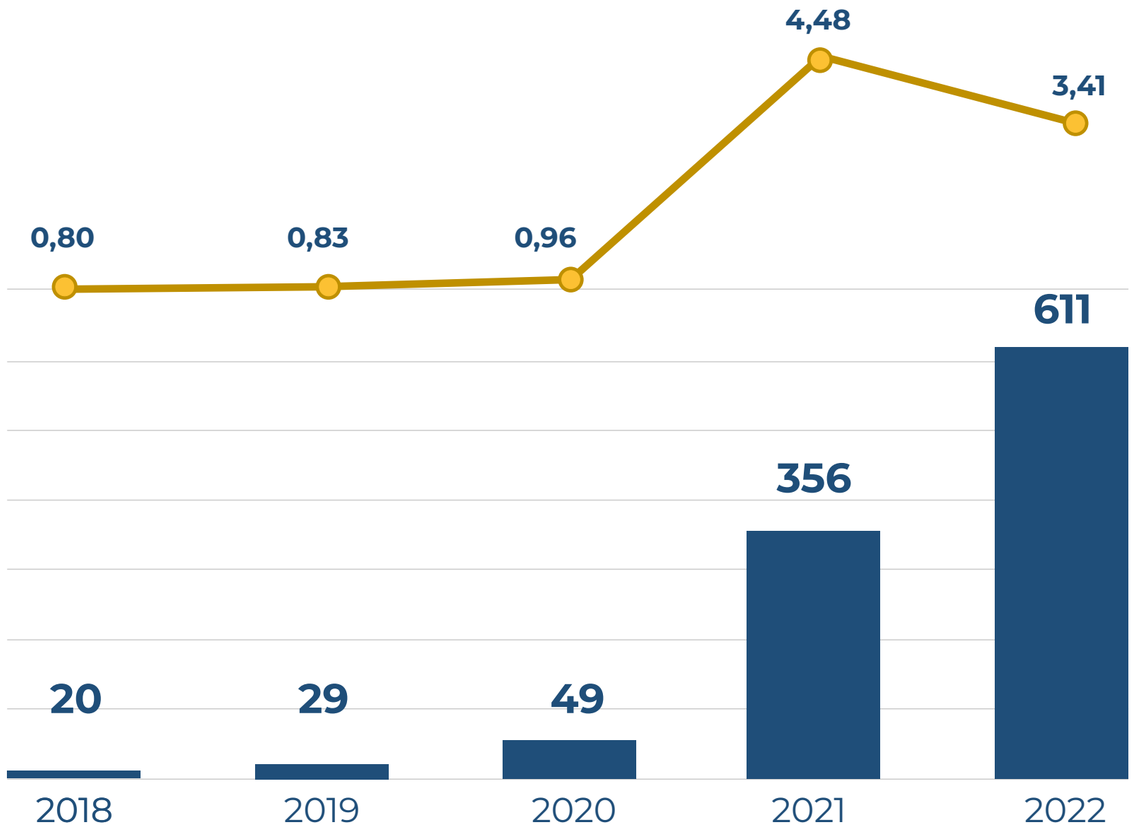
EBTIDA & Margin%

R$ Millions



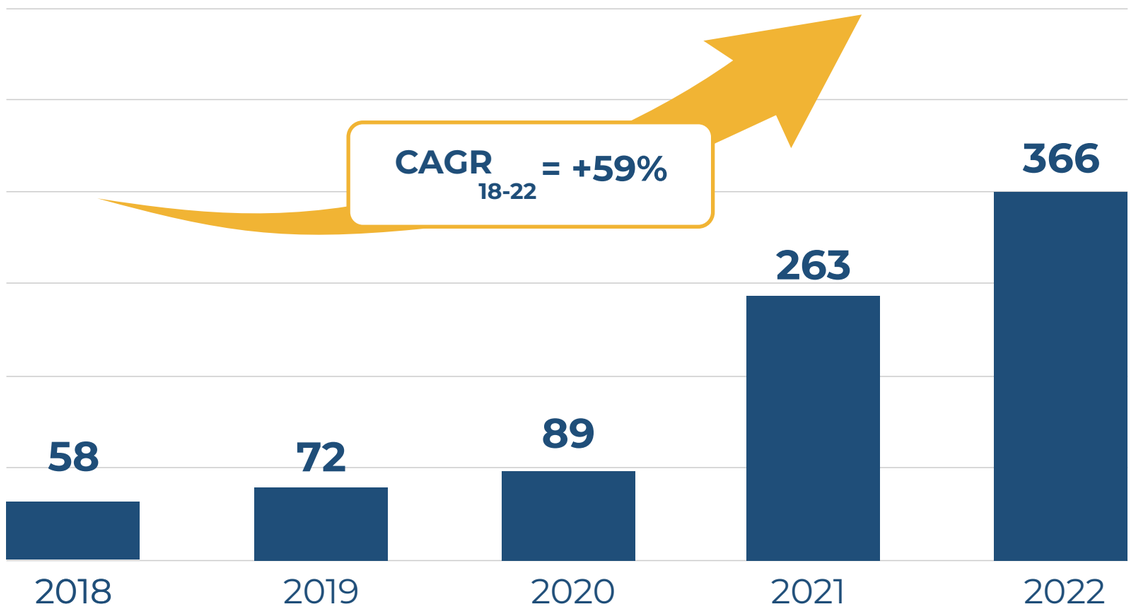
Net debt & leverage

R$ Millions



EVOLUTION OF THE B2B - B2C CUSTOMER BASE

Accesses
Quantity



- **Corporate (B2B):**
  88% increase in the customer base, considering incorporations and organic growth
- **Retail (B2C):**
  we added more than 50% in revenue, closing 2022 with an average ticket of ~ R$ 115.00
- **1.65% churn rate**

Services	Description	Brands	% Revenue (Dec/22)	No. Active Services (Dec/22)
Fixed broadband	Residential, Corporate, Rural and connectivity services. Corporate and residential Premium Internet. Cloud storage service. Better service and more service options.	AVATO AMIGO INTERNET	93%	~366k
Equipment rental	Equipment rental. Fiber optic rental. Passive channel lease.	Safety Cables Expanda suas conexões.	2%	~0.2k
Telephony	Vast telephone services. Coverage in rural areas.	AVATO AMIGO INTERNET	1%	~10k
Special projects and installations	Implementation and maintenance of the access network and backbone.	Bereit	0.5%	~0.1k
Television	Content developer. Package forecast. More than 200 HD channels.	AMIGO TV	0.5%	~6k
IT	Hosting data and information on the internet. Cloud services. IT consulting and support.	AVATO	3%	~2k



INVESTMENTS

The company recorded investments of 332 million in 2022, driven by the positive analysis of the country's macroeconomic situation.

The investments made by Brasil TecPar were directed to several strategic areas. Part of the funds was allocated to the expansion of its network infrastructure, and mergers and acquisitions (M&A) operations, aiming to increase the capacity and coverage of its internet service offering.

In addition, investments were made in research and development, with the objective of innovating in terms of technology and offering products and services to meet the demands of B2C and B2B customers.



INFRASTRUCTURE AND TECHNOLOGY

- **4 Data Centers:** Santa Maria/RS, Santa Cruz do Sul/RS, Canoas/RS, Porto Alegre/RS
- **1.380** Virtual servers
- **1.085.800** FTTH Ports
- **2.720.000** Home passed
- **21.060** Hosts monitored
- **45.110 Km Fiber optic cable cables** under management (23,102 km of metropolitan FTTH network and 22,008 km of long-distance network)
- **64.650+ Service deliveries** (access activations, migrations and transfers services)
- **145 mil+** thousand managed IP addresses
- **109.350+** in-person services provided
- **5 million+** investment in backbone and access. We have tripled the capacity of navigation links for our subscribers.

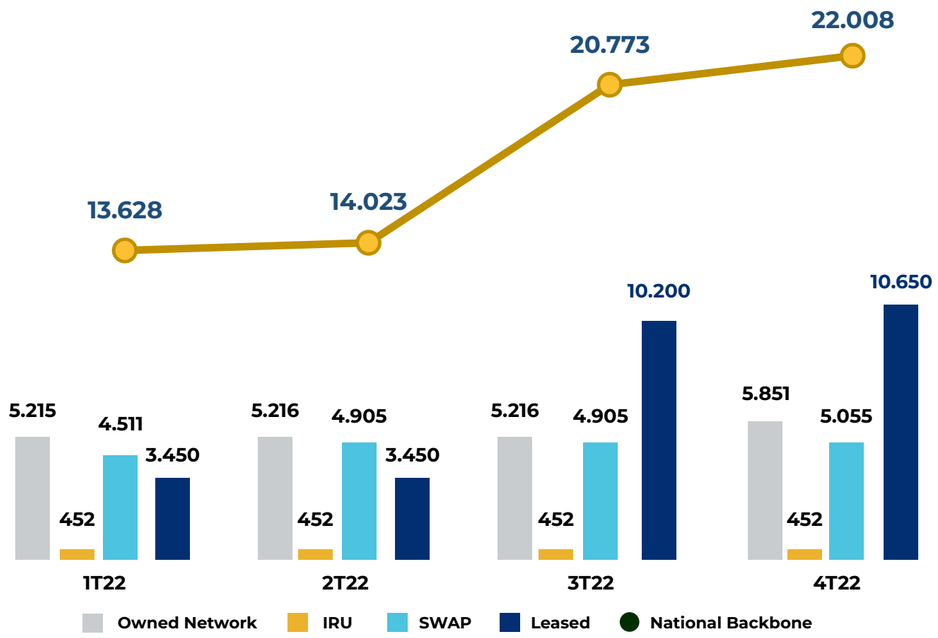


- Standardization of more than 10 different application versions in the implementation of the **company's DNS system,** ensuring the reliability of information, configurations and stability for subscribers.
- Start of the pilot of the FSM - FIELD SERVICE MANAGEMENT project, which in partnership with Voalle, resulted in **improvements in the management of field appointments** with scheduling and mobility to technicians, who began to operate their tickets on state-of-the-art mobile devices.
- **183%** Increase in **cases delivered by corporate delivery.**
- Implementation of the Delivery Retail pilot **reducing cancellations from 10% to 2%.**
- **50% increase in Cloud Server and Cloud Backup sales**, thanks to the expansion of Brasil TecPar's computing capacity based on hyper-converged infrastructure, according to the concepts of the Open Compute Project.
- **Implementation of the new server infrastructure** for Oracle Enterprise database and licensing to support the company's growth and, consequently, the processing demand of Brasil TecPar's service platform.
- **Renewal of ISO 27001 certification,** important recognition of the Information Security Management System of the Data Center of Joinville - SC

NATIONAL BACKBONE PROJECT

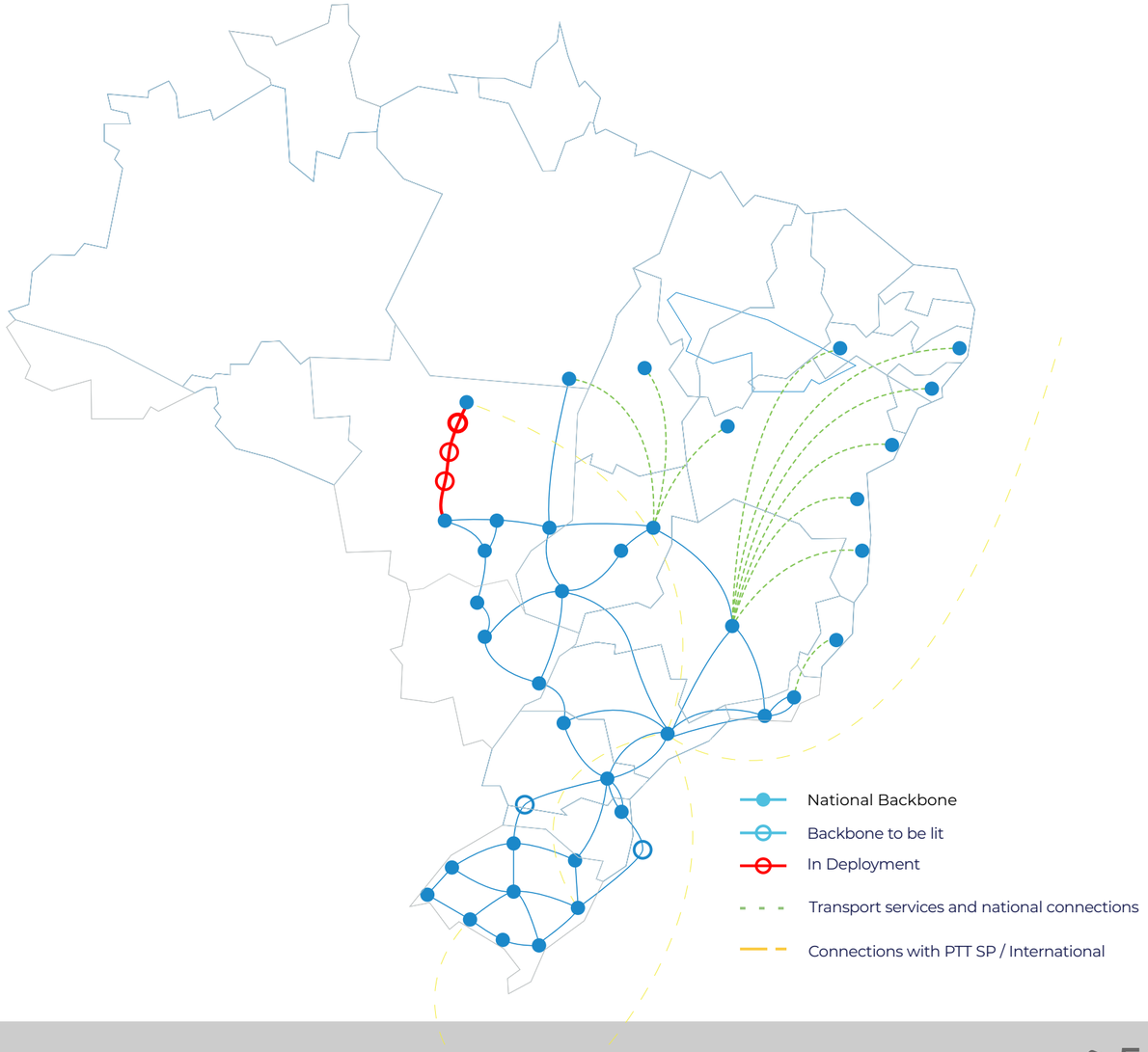
Implementation of the National Backbone project, providing the expansion of Brasil TecPar's MPLS network, connecting the South, Southeast and Midwest regions at high capacity. The Company has 45,110 km of fiber optic network infrastructure through Brazil between its own, leased and future capacity.

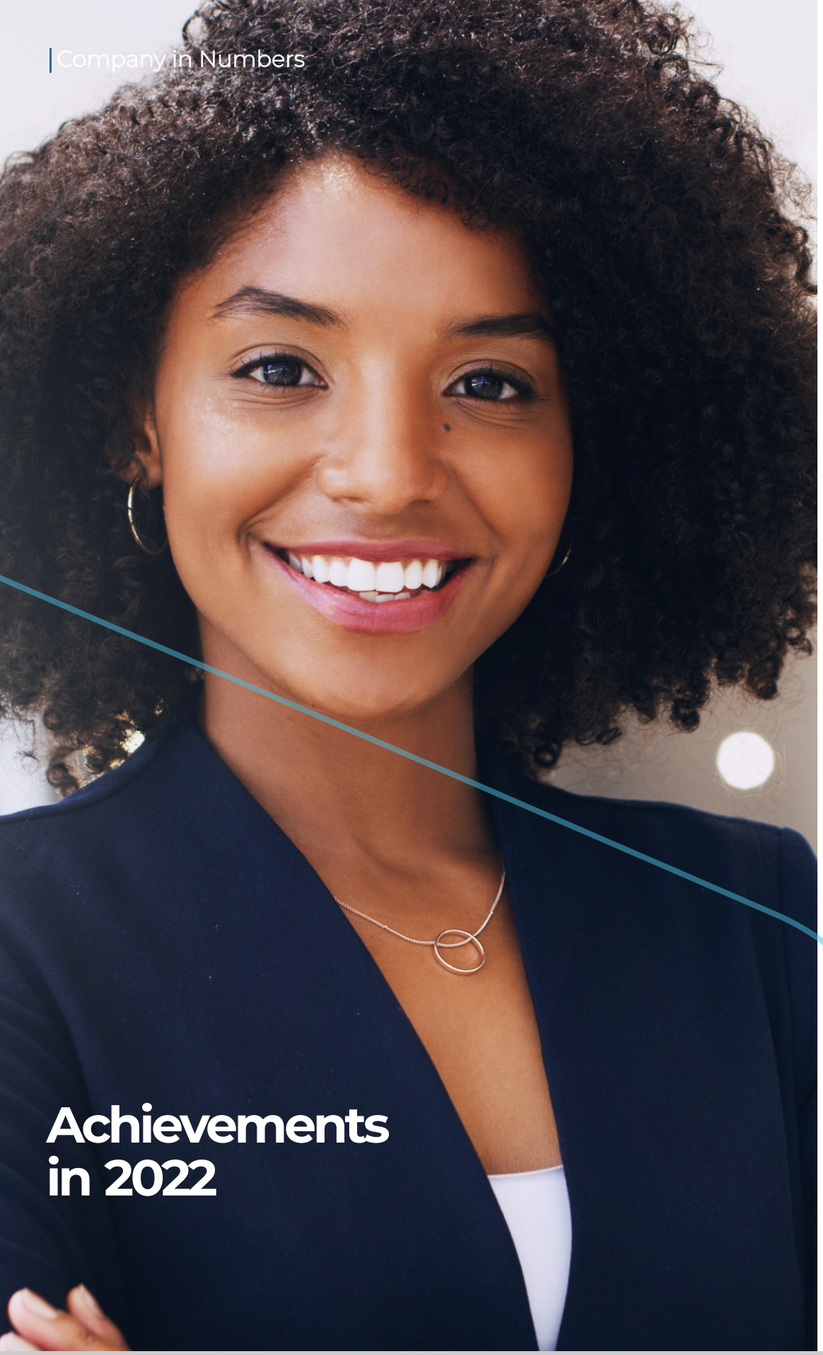
Fiber optic network size in Km



Notas:
(1) 23,102 km of metropolitan network - FTTH and 22,008 km of long-distance network

The Company has **45,110 km**[1] of fiber optic network infrastructure through Brazil between its own, leased and future capacity.





Achievements in 2022

- Expansion of the video-monitoring project in the municipality of Dois Irmãos/RS, with a project by **Bereit** to insert 24 new cameras, add Analytics and Artificial Intelligence for forensic analysis.

- Implementation of the Commuting Policy that provided savings of **more than 22%** in relation to total requests, optimizing travel and commuting.

- Implementation of the Transfer Policy that aims to enable the internal movement of employees between regions, **generating even more career and growth opportunities for our TecFriends.**

- Execution of **1.500 connection projects** to serve Ávato's B2B customers.

- Implementation of a financial manager focused on bank control and negotiations. The tool is used to negotiate and compare the credit proposals of financial institutions, making it possible to **reduce funding costs, as well as to have management and control information** in a single repository.

- Automation through bank VAN for payment files of suppliers and taxes for all financial institutions, generating **greater security and confidentiality of data, as well as operational gains.**

- Stabilization of the billing process for B2B and B2C customers where more than **12,000,000 invoices were invoiced.**



RELEVANT FACTS

- Leadership culture
- Strategic communication
- Valuing
- Customer retention and success committee
- Restructuring of the customer service area
- Unification of systems in Santana do Livramento
- Taking care of Tecfriends
- Leadership journey
- Corporate learning
- Great Place to Work - GPTW
- SGI Expansion
- Training in management methodologies for leaders
- Brasil TecPar Day
- Ávato Roadshow
- Amigo Perto (Close Friend)
- 2023 strategic planning
- KINDNS Certification
- Festeja Brasil (Celebrate Brasil)
- Social responsibility and performance.

LEADERSHIP CULTURE

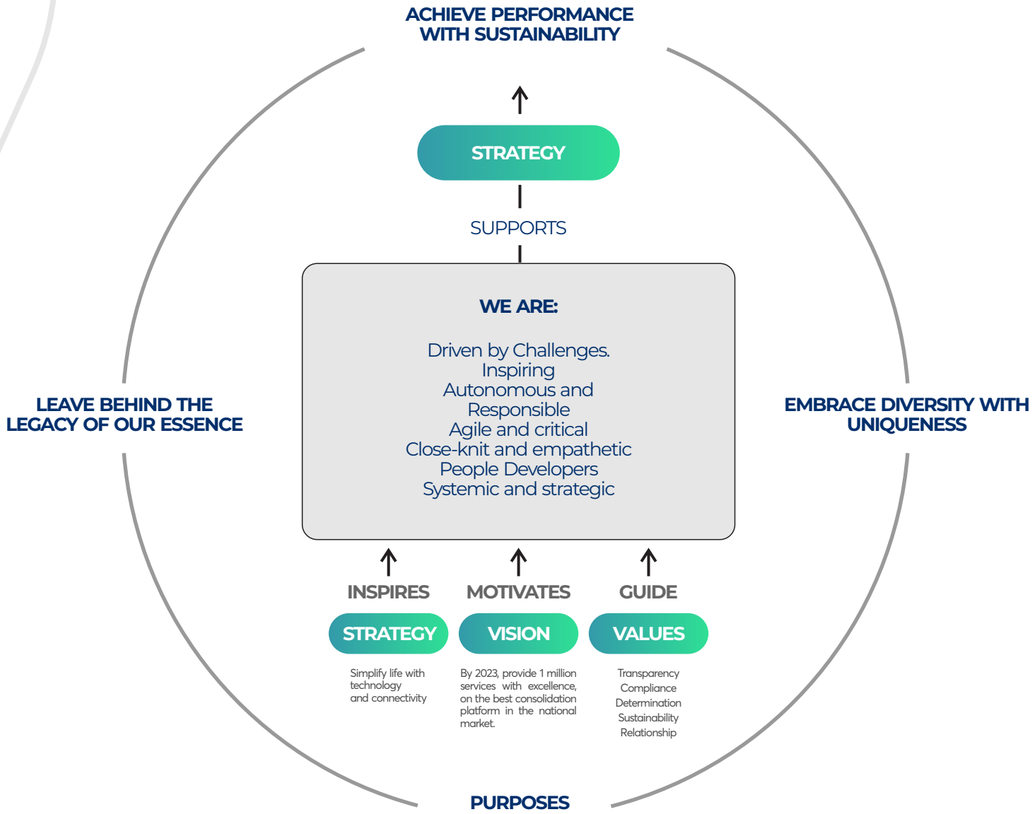
In January 2022 we held the 11th SEMEAR, a traditional strategic alignment event with all levels of leadership at Brasil TecPar. At the event, the Leadership Culture Guide was launched. This material was created based on a culture diagnosis, connecting the company's strategic benchmarks, purposes and leadership culture manifestos.

Manifestos are behaviors expected of all those who make the strategy happen every day. It is a way of leading people, processes and results, valued and promoted by everyone in the day-to-day business. It is a mixture of what we are and want to keep, with what we seek and need to learn to do.

Manifestos are grounded in the company´s purpose, where Mission inspires us, Vision motivates us, and values guide us. Together with this institutional basis, we also consider our Purposes to be welcoming diversity with uniqueness, leaving behind the legacy of our essence and achieving performance with sustainability. Thus, the constant practice of our Manifestos supports the company's strategy in its growth and decision-making.



Leadership Culture Guide





LEADERSHIP CULTURE

LEAVE BEHIND THE LEGACY OF OUR ESSENCE.

We have a history of entrepreneurship, overcoming obstacles and developing opportunities, people and businesses. Our history is one of closeness and relationships, welcoming those who come to us and aspire to go further. A history of honesty, transparency and a genuine intention to do more and better for people. A noble history full of values. For more than two decades, we have been providing connectivity to thousands of people, in the most diverse regions and markets, so that they can achieve their goals

Having a strong Leadership Culture helps us continue to build on that legacy and make history. It inspires us.

ACHIEVE PERFORMANCE WITH SUSTAINABILITY.

We do not seek victories at any cost. We seek to build a legacy the right way. Therefore, the result of the present only makes sense if it is sustainable over time. Everything that happens in the present is inspired by life in the future and, therefore, we need environmental, economic and social sustainability. Everything is connected and there is no business growth that survives in today's world if we are not always aware of the impacts on our tomorrow.

Having a strong Leadership Culture helps us to keep growing in the right way. It motivates us.

EMBRACE DIVERSITY WITH UNIQUENESS.

Shared purposes, values, and behaviors make us become one, no matter where we are. Our courage and thirst for challenges allow us to carry the country's name our brand. With this, we understand that, like Brazil, we are many different realities rolled into one. Recognizing the differences and understanding that there are different starting points makes us inclusive. Embracing differences within the same reality makes us more and more unique. By being national while also respecting this locality, each one of us becomes the size of Brazil.

Having a strong Leadership Culture helps us orchestrate Brazil's diversity while respecting localities. It moves us.

CULTURE MANIFESTOS



WE ARE

Driven by Challenges.

Movement and overcoming challenges are in our DNA and we make adversity a path of our growth. We strive to be our best self each day. Creating and exploiting opportunities mobilizes us and makes us relentless in the sustainable pursuit of better results.



WE ARE

Inspiring

We are proud of our history and take it with us as a source of inspiration everywhere we go. We are transparent, we share our proposals constantly, we trust and inspire trust, generating engagement. We celebrate achievements while encouraging continuous improvement.



WE ARE

People Developers

We develop people while learning from this process. We provide support, delegate, teach and direct, according to the individual needs of each person. We discuss performance, recognize good work, and give constant feedback. We are committed to succession and talent retention.

CULTURE MANIFESTOS



WE ARE

Close-knit and empathetic

We build an environment of proximity to people. We listen empathically to understand needs, are approachable, and communicate assertively. We welcome diversity to encourage authenticity and expression of ideas.



WE ARE

Agile and critical

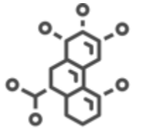
We seek different solutions to solve challenges and seek constant feedback to learn from this process. We prioritize demands appropriately based on what most creates value for the business. We critically reflect on the impact and sustainability of each action before acting, with a focus on operational efficiency and results.



WE ARE

Autonomous and Responsible

We balance protagonism and compliance in our scope of action, reporting on our results. We make decisions based on facts and data. We plan structurally, fulfill commitments and act with emotional intelligence when facing challenges. We influence people regarding the changes that need to happen to achieve results.



WE ARE

Systemic and strategic

Our feet remain in our area, but our eyes see the bigger picture. We collaborate and share information with others. We consider the customer's perspective in our decisions. We know and make clear our contribution to business results, being an example and spokesperson for our leadership culture.

STRATEGIC COMMUNICATION

Jan 22



We were on the cover of ISP+ magazine

Jan 22



Brasil Tecpar is featured in Rio Grande do Sul Top 100 Guide Instituto Amanhã

Mar 22



Brasil Tecpar starts operating solar power plant in São Borja

Mar 22



Avato and Panvel (Dimed Group) make a commitment to better serve the end customer

Mar 22



Tecpar is featured in the September issue of Revista RTI

Abr 22



Brasil Tecpar had an increase of 131% in market value in 2021

Mai 22



Brasil TecPar acquires the largest Provider in Mato Grosso and takes the lead in the Midwest

Jun 22



Brasil Tecpar is a leader in connectivity in the Midwest

Jun 22



Rio Grande do Sul internet provider will seek R$ 200 million to buy more companies (highlighted in the "Settlement of Accounts" column by Giane Guerra - RBS)

Set 22

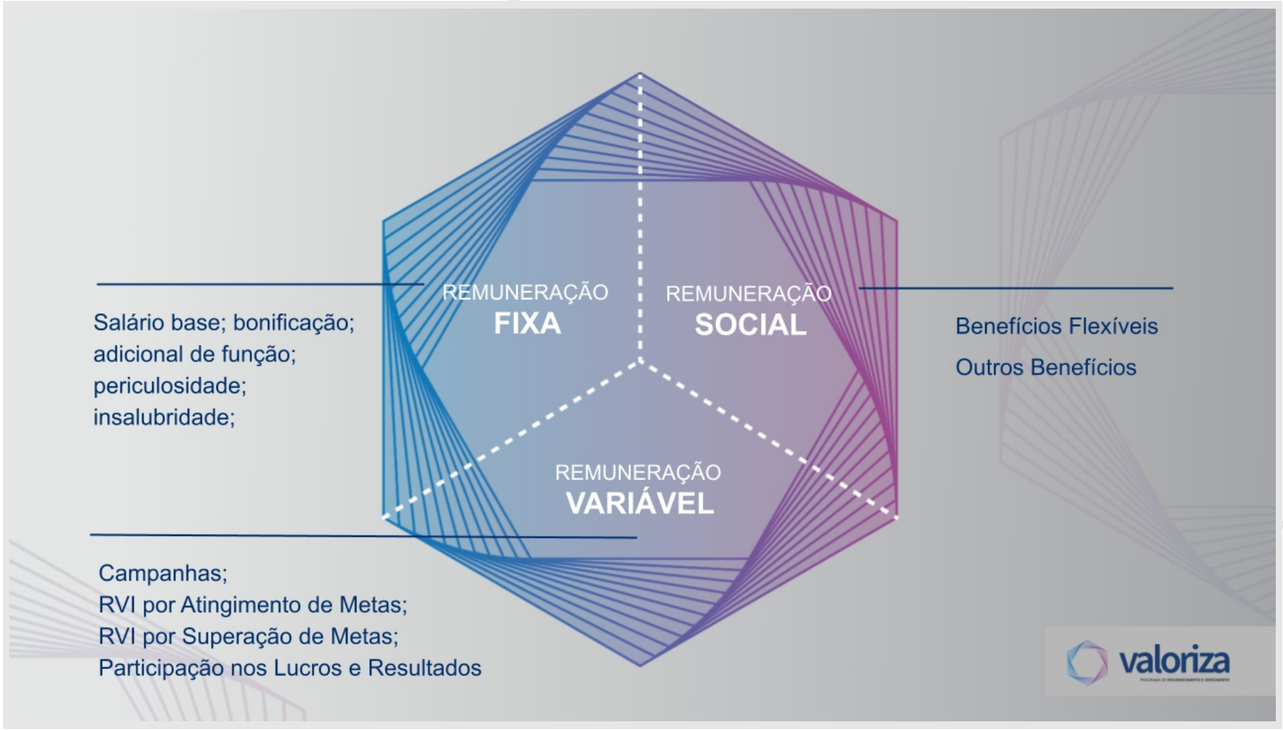


TecPar makes two more purchases and targets IPO or merger in the future

VALUING

Valuing, which is the **Employee Recognition and Growth Program** at Brasil TecPar, brings TecFriends another action to reward superior performance. In February/2022, we implemented the Incentivized Variable Remuneration (RVI) model, which measures results in the areas and rewards employees for their performance. The initiative promoted an environment of collaboration in the areas and engagement to achieve the company's objectives, generating recognition and appreciation of people.

Learn about the entire remuneration structure of the Valuing program, which includes Fixed Remuneration with career growth and meritocracy; Variable Remuneration with bonuses for the performance of indicators and targets, including Profit Sharing; Social Remuneration with a flexible benefits package, giving employees the autonomy to choose the form that best meets their needs. (Valuing figure) .



CUSTOMER RETENTION AND SUCCESS COMMITTEE

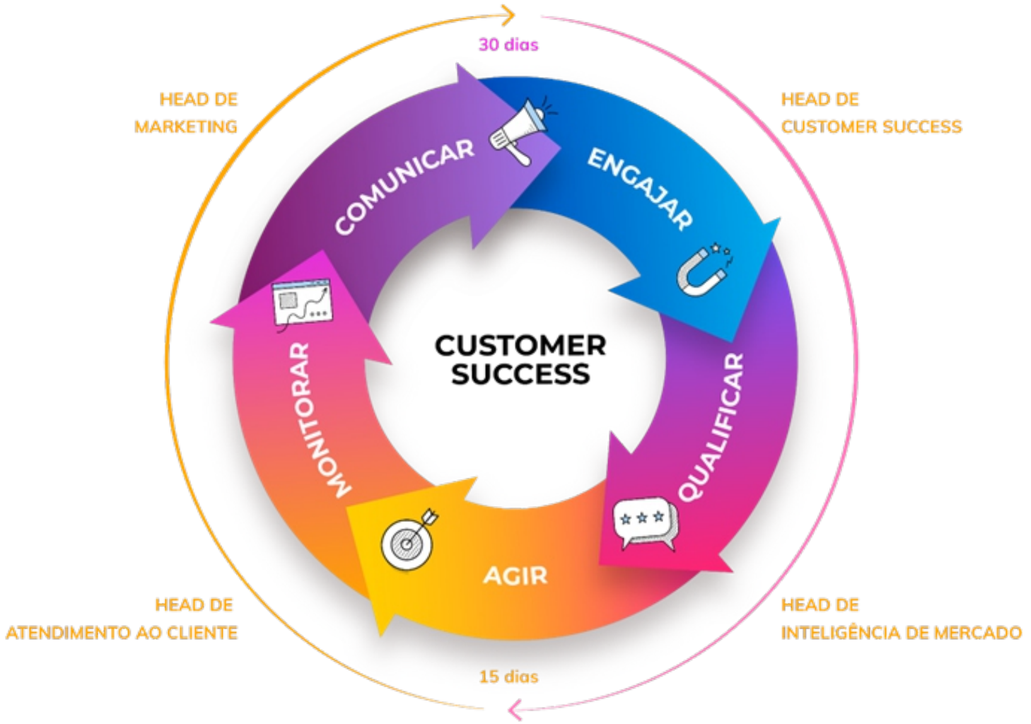
The **Customer Retention and Success Committee** arose in view of Brasil TecPar's strategic premise for 2022, to increase its systematic efforts to retain the customer base. The committee was established in March, with weekly meetings including the various areas of the company, in order to deliberate on the design and conduct of projects in order to retain, build loyalty and engage customers. The results were very effective, reflecting the improvement of important strategic indicators.

MISSION: "Inspire and guide our TecFriends to take actions that make customers recognize the excellence of our service, products and services."

Full members:

Chief Executive Officer: Gustavo P. Stock
Chief Operating Officer: Magnum M. Foletto
Head of Customer Service: Carlos Eduardo de Oliveira Fraga
Head of Communication and Marketing: Daniel Thimmig Rostirolla
After Sales Manager: Vanessa dos Santos Stock
Corporate Governance Department: Karine de Oliveira

Using their own methodology, the projects were developed and conducted in 30-day cycles, as can be seen in the schematic figure below:



ACHIEVED RESULTS:

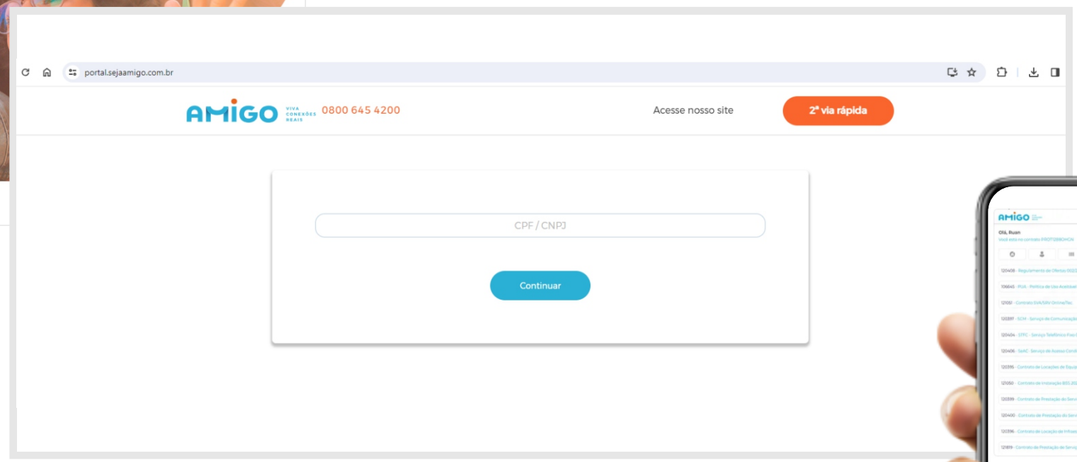
CUSTOMER RETENTION AND SUCCESS COMMITTEE

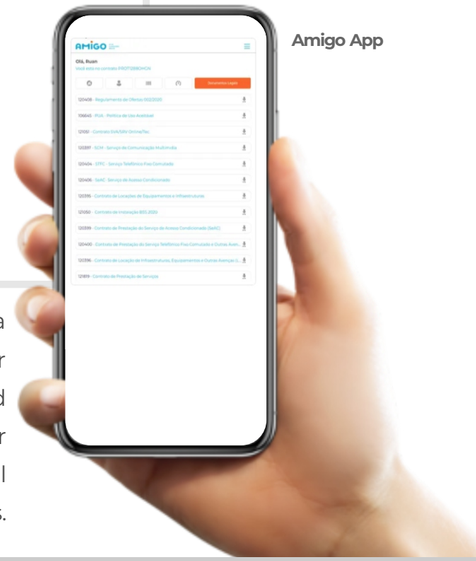
New Amigo website:



The website **www.sejaamigo.com.br** has been redesigned to make it easier for subscribers to access content and services, making it more functional and modern. With these improvements, it was possible to see an increase in website traffic by 20% +, and an increase in new visits by 38%. Material Facts.

Launch of the app and customer portal:





Amigo App

customer portal:

The new Application and Customer Portal allowed the creation of a new channel with the customer, providing an alternative for generating 2nd copy of bank payment slips, payment by PIX and Credit Card and will evolve with new features to create a closer relationship with customers, reducing the need for calls to the Call Center and trips to the units.

ACHIEVED RESULTS:

CUSTOMER RETENTION AND SUCCESS COMMITTEE









We are more than 1 million Amigos spread across six states in Brazil.

360 Service:

We implement new systems solutions to strengthen customer service, with a **360 vision to the call center** that streamlines service and a new field application to improve quality and service time. In addition, we **implemented the 0800 number nationwide**, to meet the demand of Amigo customers, with geographic redundancy, ensuring that the service is always in operation.

Customer retention:

In order to retain and build loyalty with customers, we launched the "We want you back, amigo!" Campaign and the Retention Cockpit, keeping more than 8,500 customers in the base. These actions allowed us to maintain an average of 29% of reversed cases in the year and, most importantly, to end 2022 with a churn rate of 1.65%.

In addition, in order to reduce delinquency, we launched the new subscriber invoice, making it more credible and easier to view. We implemented the automation of the collection rule for retail and corporate customers, as well as contracting the SERASA database for a greater return on default. With this, we optimize about 48 hours per month of our employee.

RESTRUCTURING OF THE CUSTOMER SERVICE AREA

2022 was challenging for the customer service area, which practically tripled in size during the year: we went from 100 to 260 employees, we started the year serving 100 thousand customers and ended with more than 300 thousand customers in our base, and we performed more than 90 thousand monthly services.

It was necessary to restructure the area to support growth with more robust processes and monitoring of indicators individually, generating very positive results for the company:

- **Automation of URA processes reducing monthly calls by 30 thousand;**
- **Creation of the Ávato Administrative Call Center;**
- **Implementation of 24-hour Service at the Amigo Call Center;**
- **First Call Resolution with an average above 90% in AMIGO service and an average above 85% in ÁVATO service;**
- **Reduction of customer waiting time to less than 1 minute, with the Service Level considered great compared to telecom companies;**
- **On Reclame Aqui [website similar to the Better Business Bureau] we went from a Good to Great rating during 2022, getting an average rating of 8 and very close to obtaining the Ra1000 rating.**



UNIFICATION OF SITES IN SANTANA DO LIVRAMENTO.

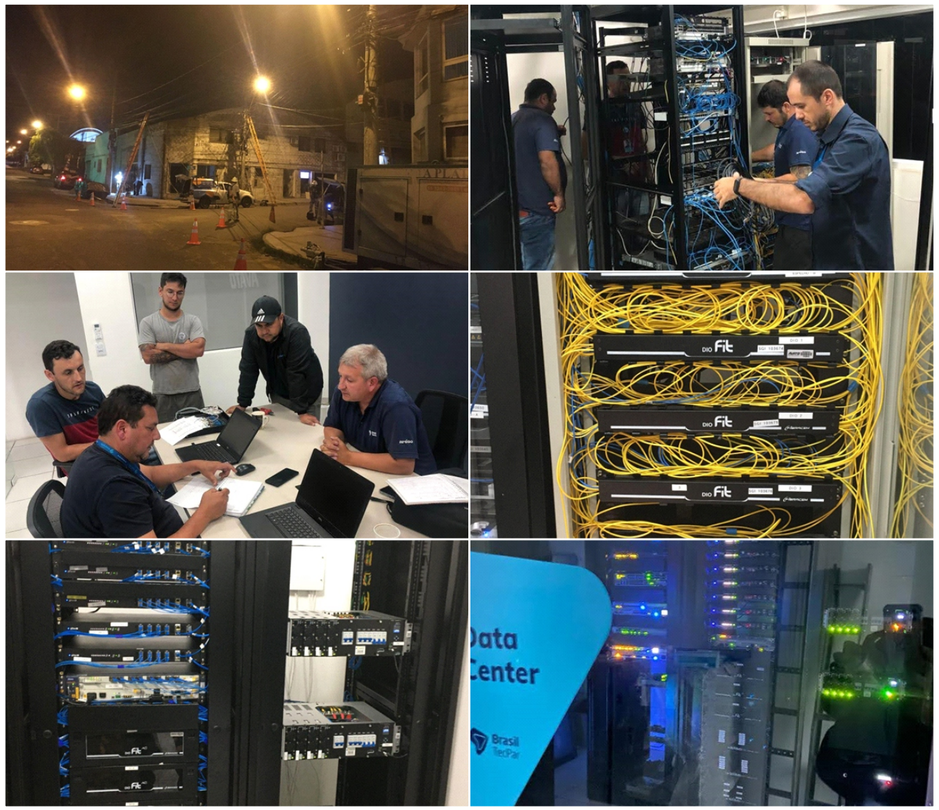
In the months of March and April, the data center of the three operations acquired in 2021 in the city of Santana do Livramento/RS (Nexus, A Plateia and Viex) were migrated, concentrating the infrastructures in the new unit of Brasil TecPar and facilitating the management of the service.

Three months of planning went into setting up the new website and several visits to map the network. In addition, rounds were done with the teams of the Network Management Center (CGR), Network Operations Center (COR) and IT for the necessary technical alignments.

The operation took place in two maintenance windows, involving 18 people, first with the migration of A Plateia (03/16/22) and then Nexus and Viex (04/13/22). Both occurred with virtually no impact on customers, who, due to the planning carried out, had a 20% lower availability than expected and experienced improvements in the quality of the service provided.

The migration mobilized the employees of the Network Engineering and Planning Board team, who spared no effort to achieve this success, committing all the necessary attention and tests. According to TecFriend George Rosso, on the night of the migration, three supervisory fronts were set up between employees of the Infrastructure and Network Transmission Center (CITR), Network Construction Center (CCR) and third parties to execute amendments.

TecFriend Luciano Arend, who participated in the planning, states that "with the unification of the structures, Brasil TecPar guaranteed a series of advantages such as savings with rent and electricity, standardization, reduction of the risk of shutdown of the operation and faster response time in case of site failure".



TAKING CARE OF TECFRIENDS

Learn about some important actions, carried out in 2022, for the health, safety and well-being of employees:

SIPAT
Semana Interna de Prevenção de Acidentes de Trabalho

Health and Safety Culture:
We disseminated the safety culture to 1,102 new Brasil TecPar employees (organic and M&E), with safety inspection tools and monitoring methodology (RISS) and (DQS).

Internal Work Accident Prevention Week (SIPAT):
From October 17 to 21, about 1,000 employees participated in SIPAT, an annual event promoted by CIPA (Internal Commission for Accident Prevention) with the objective of providing a whole week focused on guidance and reflections on the safety and quality of life of TecFriends.

Health and Safety Inspection Report (RISS):
It is the monitoring that the leader of the teams that work "in the field" performs, to verify that the procedures and safety equipment are being used properly, and during the year 4,894 RISS were carried out.

Biweekly Safety Dialogue (DQS):
We held 8,011 brief conversations between the team leader and subordinates, addressing a specific topic that is defined by the occupational health and safety area.

Occupational Medicine Management Platform:
We implemented the occupational medicine management platform with national reach and covering all the company's operations, being prepared for new entrants.

NR Training Platform - Online:
The implementation of the online NR training platform (Regulatory Standards) made it possible to optimize safety training, appropriate to the legislation and protecting all TecFriends in the field with up-to-date training.



LEADERSHIP JOURNEY

To develop leaders in the behaviors observed in the culture manifestos, a Leadership Journey was conducted between March and December, considering the need for development perceived at each stage of leadership.

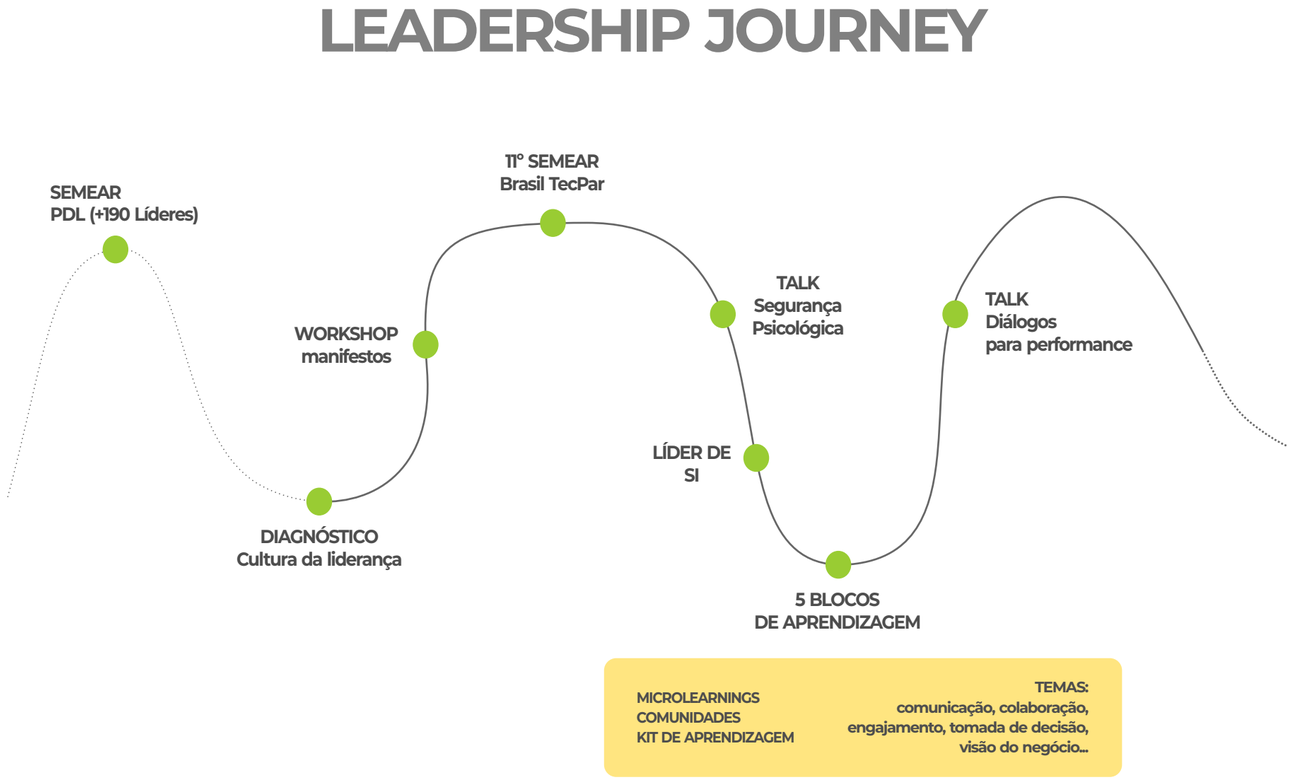
The Journey consisted of a sequence of actions that built the Leadership Culture desired by Brasil TecPar, including actions from previous years such as the PDL - Leadership Development Program and SEMEAR, held annually.

For 2022, a diagnosis was made for the development of leaders based on the Manifestos, the presentation of the Manifestos themselves and the holding of a sequence of meetings called the Leadership Culture Journey, where 27 meetings were held and 143 leaders participated in knowledge communities and exchanges of experiences.

The Journey was held with three target groups: Heads, Managers and Coordinators. For each audience, five themes were addressed, covering the main development points indicated by the audience itself via the initial diagnosis.

For the Heads, topics such as Courage in Practice, Performance Management and Practice Engagement were addressed. For the Managers, themes such as Collaboration, Psychological Saboteurs and Performance Management were worked on, while for the Coordinators, the themes addressed were Strategic Business Vision and Essence of Courage.

For the 3 audiences, there were common issues that were Communication and Decision Making.



CORPORATE LEARNING

The Corporate Learning area took shape in June 2022 with the objective of empowering TecFriends in their professional journey through training programs that contribute to the development of technical and behavioral competencies.

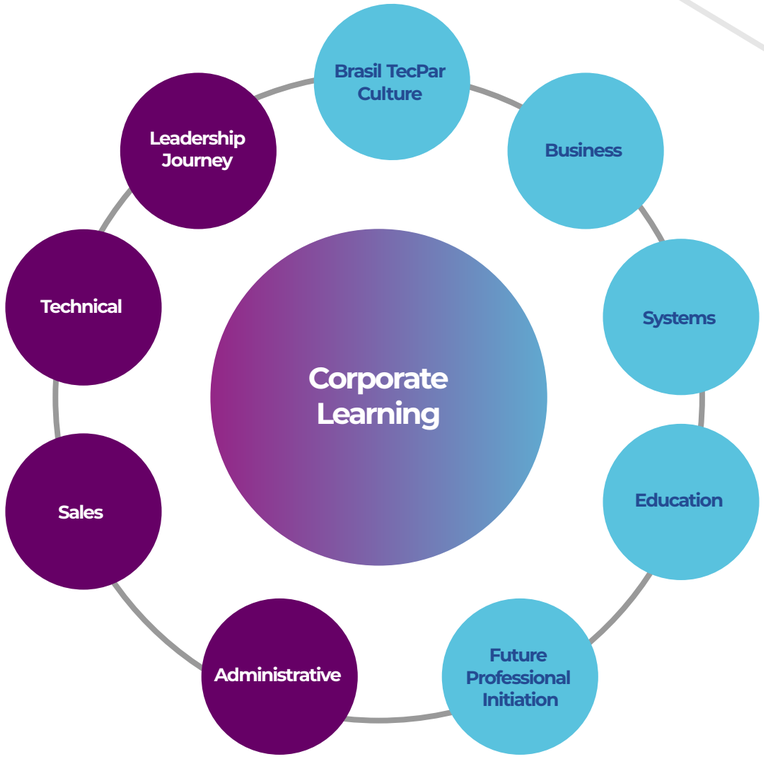
The process of Corporate Learning aims to guide employees to experience learning in practice to positively impact the company's processes and results as well as their own careers. Therefore, its motto is "Learn. Experience. Change."

To fulfill this purpose, a Google EAD platform was made available, and the first learning paths of Brasil TecPar were developed. These paths encompass all learning actions carried out by the company, whether through in-person or virtual processes, directing the audience towards corporate and specific actions. The paths available to all employees are:

- **Brasil TecPar Culture**
- **Business Path**
- **Systems Path**
- **Continuing Education Path**

Alongside these Corporate paths, employees also engage in specific paths according to their primary roles, being able to participate in more than one path:

Leadership Journey Path
Technical Path
Sales Path
Administrative Path



LEARNING PATHS:

In 2022, approximately 61,900 hours of training were conducted on various topics, including management tools, leadership development, team development, onboarding, workplace safety, systems and processes.

Great Place To Work.®
Certificate
Jul/2022 - Jul/2023
BRASIL

GPTW

For the second year in a row, we are a “Great Place to Work” company. The GPTW survey, carried out from July 1 to 14, 2022, had surprising results compared to the 2021 period. The reliability index stood at 79, growing 10 points in the company evaluation and 5 points in the area evaluation.

Another surprising result was the participation of TecFriends compared to the survey carried out in 2021. The number of open comments was noteworthy, which means more reliability in expressing personal positions that complement the issues addressed.

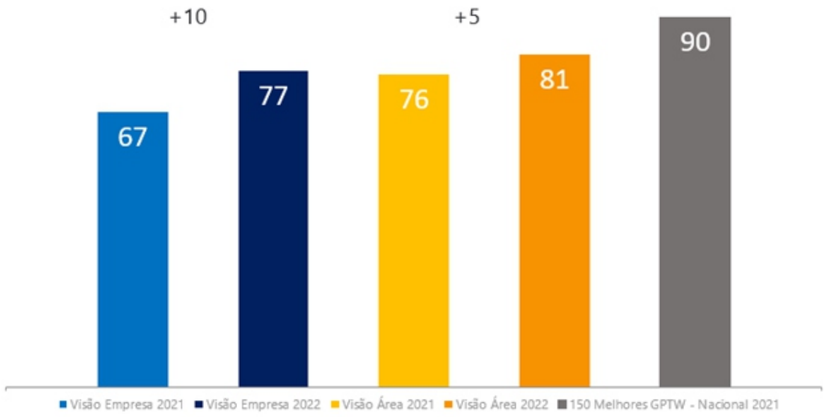


Overall Results:

Great Place To Work. Certificado BRASIL

Trust Index:

2022 = 79
2021 = 71



Employee Participation:
Survey Period: 07/01/2022 to 07/14/2022





SOME COMMENTS RECEIVED FROM SURVEY PARTICIPANTS:

“Salary, benefits and hybrid work. In addition to having the opportunity to learn on an EAD platform, have a defined career plan (under construction) and receive financial rewards for achieving goals (PLR and RVI).”

“Good remuneration with great benefits such as PLR, RVI and food vouchers, and the possibility of working from home. Also the understanding and flexibility regarding schedules and days off.”

"The well-being that my work environment provides me, the opportunity for growth that Brasil TecPar has to offer its employees, teamwork that allows the team to remain committed to the results.”

"The working conditions are great, they schedule meetings explaining and informing everyone about various subjects, but I believe that the difference is really the employees who are always willing to help.”

"The opportunities, telecommunications is an area that is growing significantly in Brazil and around the world. The environment with employees, our team goes to great lengths to provide help when needed.

SGI EXPANSION

If in 2021 our focus was to stabilize the systems environment, in 2022 the goal was to expand. The 300% increase in the customer base and 150% in the number of employees created challenges that made us seek better processes and evolve our systemic solutions to achieve this capacity.

The SGI (Integrated Management Systems) Ecosystem has evolved with numerous projects that were part of the Systems Roadmap. We have new systems and integrations that have allowed us to expand the reach of our business solutions.





TRAINING IN MANAGEMENT METHODOLOGIES FOR LEADERS

The Results Management area prepared and conducted the Training in Management Methodologies for Leaders from August/22 to January/23. The content was customized to meet the development needs of the leaders who are responsible for translating Brasil TecPar's strategic objectives for their teams.

Using known methodologies, the material was developed with real scenarios of the company, emphasizing concepts, methodologies, dynamics and exchange of experiences. The contents that would be addressed in each module were prepared, being divided into 3 modules each with 2 meetings:

- **Module 1:** Strategic Direction, Objectives and Strategies, 5W2H and Organizational Pyramid;
- **Module 2:** Outcome Measurement Concepts and SMART Methodology;
- **Module 3:** Method of cause analysis and troubleshooting and PDCA Methodology.

BRASIL TECPAR DAY

Brasil Tec Par Day is a corporate event created with the aim of bringing Brasil TecPar closer to its strategic partners.

The first edition took place on September 14, 2022, in person, in São Paulo/SP, where our Executive President, with the support of the officers, shared our history, presented our current position in the connectivity and telecom market and the future scenario of the company.



São Paulo

https://youtu.be/frtjuPQ3y5I





Porto Alegre

https://youtu.be/2BwoRqdLf3E






ÁVATO ROADSHOW

In order to strengthen the relationship with its customers, Ávato started a Road Show project in 2022. The event traveled through several Brazilian capital cities to present the complete solutions offered by the company and deepen the relationship with its main customers.

The first cities to take part in the Road Show were São Paulo/SP, in September, and Porto Alegre/RS, in November. During the event, customers had the opportunity to learn more about the complete solutions offered by the company and understand how they can contribute to the growth of their business. In addition, the Road Show was an opportunity for Ávato to get even closer to its customers and strengthen its relationship with them.

The events were a success and provided customers with a unique and enriching experience. Ávato intends to continue investing in this marketing strategy to strengthen the relationship with its customers and expand its presence in the market.

AMIGO PERTO (CLOSE FRIEND)

Based on the business model of the W3mega operation, acquired in August 2022, we developed the Amigo Perto Program, which allows an authorized agent to become an Amigo distributer in their coverage area. In practice, they are service units responsible for materializing Amigo's closest commercial and service relationship with customers in a given coverage area.

In December, we served about 22,500 customers through 15 authorized agents operating in the municipalities of Alta Floresta, Lucas do Rio Verde, Nova Guarita, Nova Canaã do Norte, Carlinda and Paranaíta, state of Mato Grosso.

The program seeks to accredit providers who wish to be authorized agents in the states where Brasil TecPar has a presence, especially in cities where there are units or in nearby municipalities. The partnership includes:

- AMIGO PERTO Infrastructure shared by Brasil TecPar's distributors;
- Access to Amigo's portfolio of services;
- Technical operation 100% Brasil TecPar.



2023 STRATEGIC PLANNING

The executive board, together with some leaders, met on November 18 and 19 for the annual strategic planning review. The tools presented in Module 1 of the "Training in Management Methodologies for Leaders" guided these two days of cooperative work, resulting in the evolution of our vision and values. The strategic guidelines for 2023 were as follows:

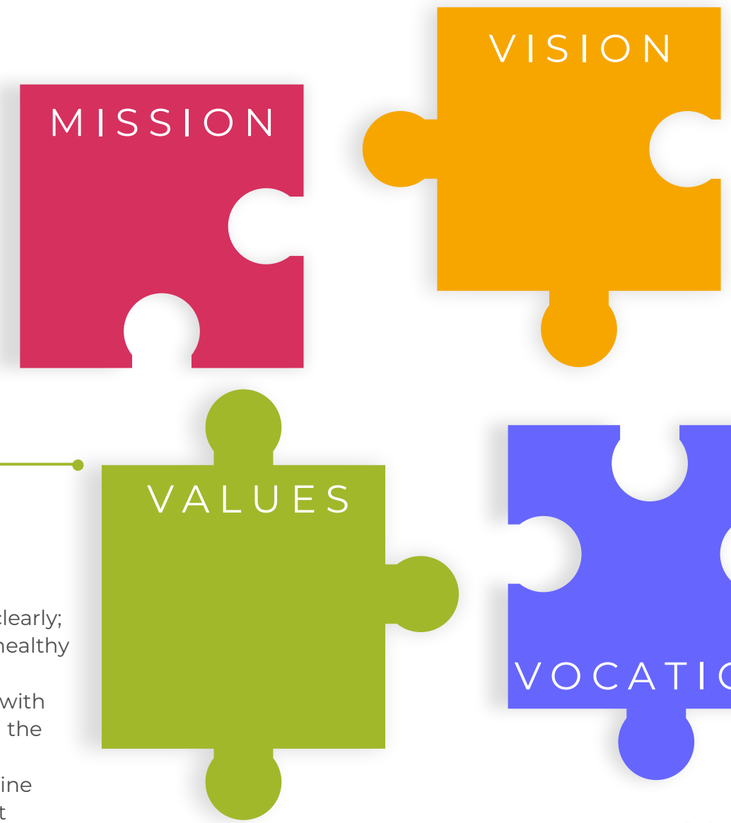


MISSION:

Simplify life with technology and connectivity

VISION:

By 2027, it will be among the 10 largest Brazilian connectivity and technology companies.



VALUES:

Transparency: we communicate and act clearly;
Relationship: we seek healthy relationships;
Determination: we act with objectivity and focus on the result;
Compliance: we act in line with standards and best practices;
Sustainability: we practice sustainability under environmental, social, economic and governance aspects;
Empathy: we care for and value our TecFriends footer Brasil TecPar.

VOCATION:

Productive chain of connectivity, IT, cloud and Internet services.

KINDNS CERTIFICATION

In November 2022, the company achieved KINDNS certification. It was the third Brazilian organization to have its DNS - Domain Name System infrastructure approved in all seven practices.

DNS is one of the most important services for the functioning of the world internet, responsible for translating the addresses into IP that are programmed into the codes of websites and applications.

As we know, the internet works only with IP codes, but when doing a search in the browser, we do not type these combinations but a simpler domain name.

Always thinking about promoting the best customer connection experience, Brasil TecPar has implemented its own DNS networks, with intelligent features regarding compliance such as security, resilience, availability, performance and monitoring in the various locations in which it operates, thus ensuring privacy and high availability of internet access.

FESTEJA BRASIL

(CELEBRATE BRASIL)

Festeja Brasil is the annual results celebration event that aims to recognize and integrate all TecFriends. In December 2022, the event was hybrid, bringing together employees from each location in their service unit and connecting more than 60 units in a live celebration.

The Festeja program included the participation of the board in the presentation of 2022 results, a block called TecFriends Talents that presented artistic gifts of our employees; another TecFriends Most Remembered block that presents the most voted employees by our internal audience for representing the company's values, and an Award Festival with the presence of Santa Claus at Brasil TecPar.

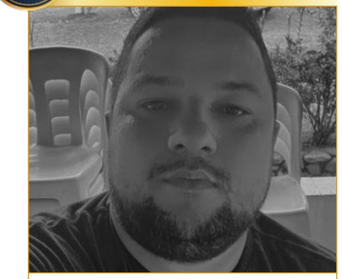
Integration, unity and proximity were the key words for this special moment that connected employees from the 6 states in Brazil.



OS TECFRIENDS
MAIS
LEMBRADOS

Meet the TecFriends who, during 2022, reinforced Brasil TecPar's values in their regions of operation:

MSR - RONDONÓPOLIS - MT



RELATIONSHIP
GILVAN MARCOS

CPV - SINOP - MT



TRANSPARENCY
ERIKA CAROLINI SOUZA

CIOR - CAMPO VERDE - MT



DETERMINATION
IHAGO COELHO COSTA

CCD - SINOP - MT



COMPLIANCE
CLEVERSON APARECIDO

DMV - CUIABÁ - MT



SUSTAINABILITY
ELEN NUNES COSTA

CISL - SAQUAREMA - RJ



RELATIONSHIP
VALDINEI DA SILVA SANTOS

CAR - ARARUAMA - RJ



TRANSPARENCY
GABRIEL BERCERUELO

CAR MÍDIAS - ARARUAMA - RJ



DETERMINATION
GILVAN MARCOS

CITR - SAQUAREMA - RJ



COMPLIANCE
WILLIAN GUEDES DA SILVA

CISL - SAQUAREMA - RJ



SUSTAINABILITY
LEANDRO ALVES SIMAS

CISL - SAPIRANGA - RS



RELATIONSHIP
KELLY FRANCIELI LUGINSKI

CAR - SANTA MARIA - RS



TRANSPARENCY
CATIELE RAMIRES OLIVEIRA

CITR - FELIZ - RS



DETERMINATION
PAULO EDUARDO BOHN

CITR - FELIZ - RS



COMPLIANCE
FILIPI BRAGA DA ROSA

CD - SANTA CRUZ - RS



SUSTAINABILITY
BRUNA ARENHARDT FERNANDES

SOCIAL RESPONSIBILITY AND PERFORMANCE

2022 was the year in which we dedicated ourselves to organizing the theme of responsibility and social action at Brasil TecPar, mapping the actions that were being carried out and what we could go beyond. Thus, in February, the ESG Committee - Environmental, Social and Governance - was constituted, responsible for deliberating on the strategic themes and main guidelines on the environment, social responsibility and governance.

Members:

Gaúcha TecPar Representative: Airton Favarin
Board of Directors: Alcyr Soares Cardoso
Chief Executive Officer: Gustavo Pozzebon Stock
Managing Director: Onir Figueredo
Head of the Legal/Administrative area: Marcos Abel Loureiro
Head of Communication and Marketing: Daniel Thimmig Rostirolla ESG
Specialist: Fabricio Hoeltz Steffens
Corporate Governance Department: Emilio Frederico Haenzel de Freitas
Support: Di Ciero Consulting

In order for the process of preparing the company's ESG Strategy to meet the established guidelines and the Corporate Sustainability vision, documentary analyses were made, interviews were conducted with the leadership, internal research was applied and, finally, the information was agreed in a workshop with representatives from various areas so that it was possible to define the Strategic Axes and their respective advisors.

After all the analyses, based on the methodology adopted and the discussions held during the weekly meetings of the ESG Committee, Brasil TecPar's scope of strategic action was defined in relation to the ESG criteria, having as a position the commitment to people's access to technology and sustainable development.

Thus, correlating to the Sustainable Development Goals (SDGs), for Brasil TecPar to make an effective contribution to the ESG agenda, we focus on where we have the greatest potential and conditions to generate and share value:

1. Accessibility and education to include:



Objective: Promote access to technology and foster education in communities, in favor of local development, through the voluntary engagement of employees.

2. Internet productive chain:



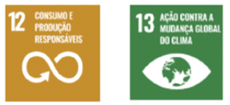
Objective: Structure and create market opportunities for the various activities and services linked to the internet productive chain, standardizing, legalizing, including and generating sustainable growth.

3. Contribute to a better future:



Objective: Promote inclusion and diversity in our operations and in the communities where we operate, offering equal opportunities to all professionals.

4. Recycling and reducing impacts for the good of the planet:



Objective: Improve the reverse chain, with proper disposal and reuse of materials, contributing to the reduction of impacts and carbon emissions.

The result of this work was the first Sustainability Report (base year 2022), approved by the Board of Directors and Executive Board, prepared in accordance with the GRI (Global Reporting Initiative) Standards, and in accordance with the International Integrated Reporting Framework (IR), as published by the International Integrated Reporting Council (IIRC). To read the full report, click on the link below:

https://www.brasiltecpar.com.br/relatoriosanuais

PROSPECTS FOR THE FUTURE

When we look at the 2023 goals, we realize the magnitude of our challenge. We're on the last mile of the marathon, we're dreaming of the summit, we want it and we're going to reach it. For this, we will need to use all our knowledge and energy, all the resilience we have developed over the 26 years of our trajectory, all the infrastructure, processes and systems we have implemented and, above all, the commitment, constancy and discipline of the people who were and still are part of our team. It will certainly be the most complex stretch, it's the moment when we'll need our utmost concentration to seek and find that extra energy, control our breathing, look ahead and keep going, we're close and I can clearly see that we have the best opportunities we've built.

Observing and reflecting on the beginning of our strategic plan way back in 2013, the long-term objectives we launched, with the information we had at that time, in the geography where we operated, I clearly realize that the Vision launched was nothing more than a "Remote Vision". Even so, we decided to move forward and focus on the vision.

In 2019 we achieved what was Remote, at the same time realizing that we could do more, we celebrated the achievements and with greater clarity of the scenario, together with our leaders, we realigned the plan and launched a new challenge, at that moment a Possible Vision. "In 2023, we will be among the 10 largest competitive companies in Brazil". We have opened up new geographies, learned about and incorporated new cultures and conquered new territories; this is the summit we dreamed of in 2019 and will reach in 2023. Today I realize that the Remote Vision that became possible, is now Probable.

I wish you all an excellent year of work and achievements and may 2023 be the best year of our lives and of Brasil TecPar.

Gustavo Stock
Chairman

Brasil TecPar

Avenida Juscelino Kubitschek, 2041 Complexo JK – Torre B – 5° Andar | São Paulo - SP

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