

Highlights

ESG 2025

Our year in numbers

Digitalize to Bring Closer

Vivo has continued to strengthen its purpose, Digitalize to Bring Closer, enhancing its ESG strategy based on more than 100 indicators and targets aligned with the Sustainable Development Goals. This strategic direction led the Company to be included in the Dow Jones Best-in-Class World Index portfolio as the only Brazilian operator and a leader in the Americas, in addition to achieving the 5th best global performance in the sector in the Corporate Sustainability Assessment (CSA).

The Company also maintained its leadership position in Brazil's Corporate Sustainability Index (ISE B3) and was once again included in CDP's A List, ranking among the top 4% of global companies for climate change transparency.

¹As of December 8, 2025.

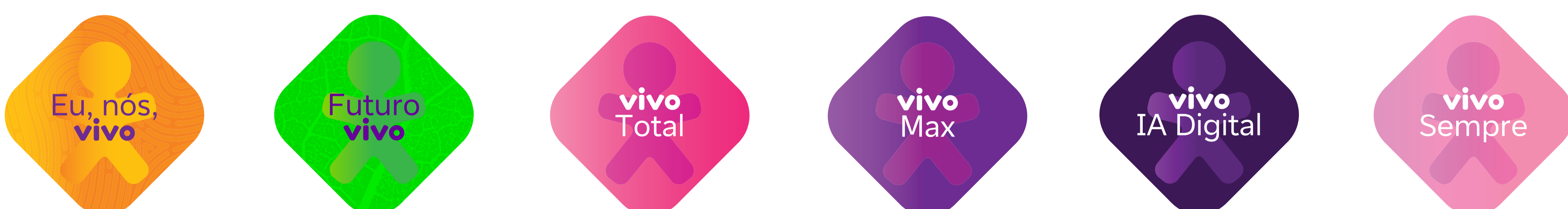
Our values

Integrity • Commitment • Transparency

Principles of responsible business

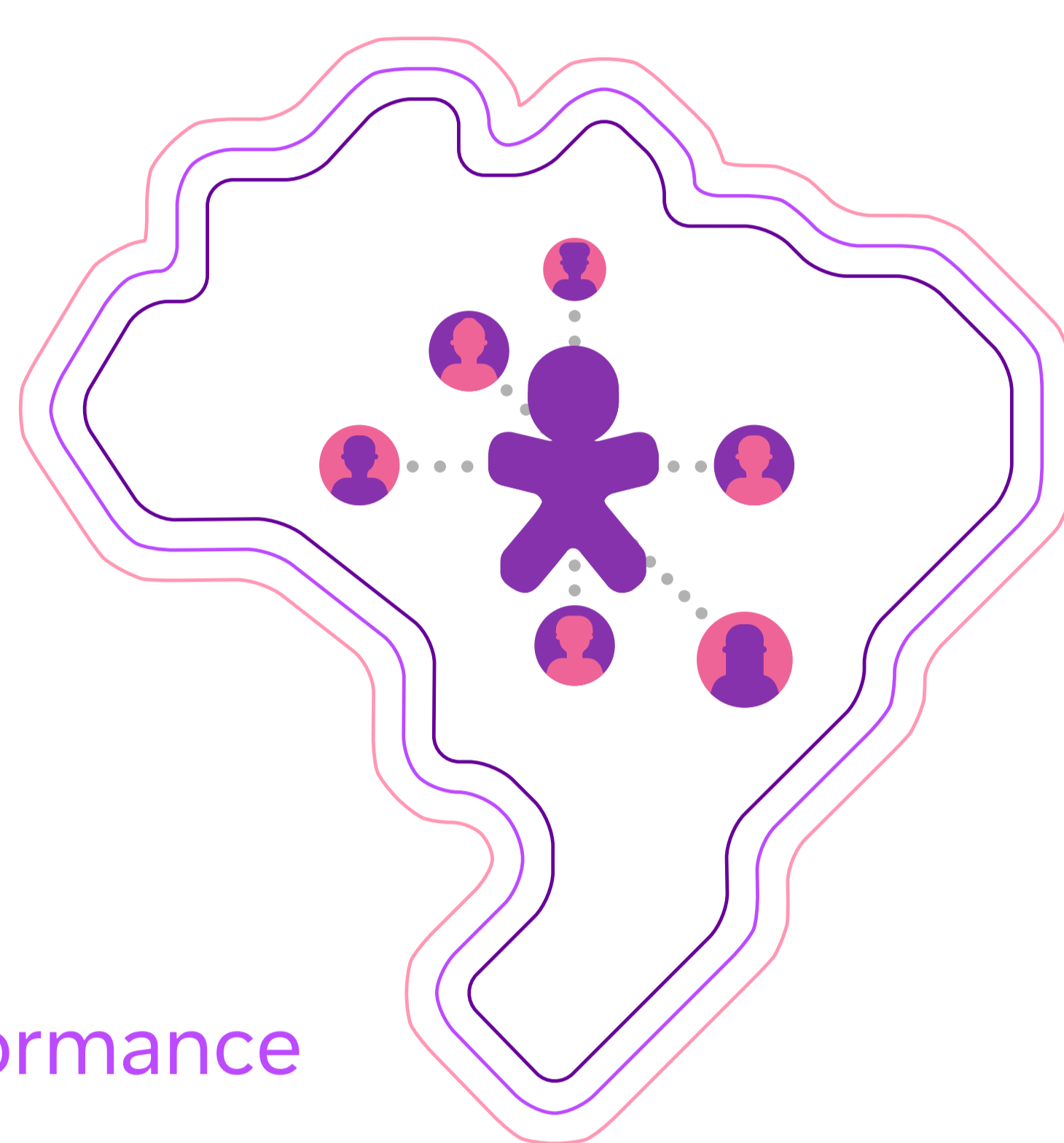
- Ethical and responsible management
- Corporate governance and internal controls
- Respect for and promotion of Human Rights and Digital Rights
- Commitment to the environment
- Innovation, development, and responsible use of technology
- Responsible communication
- Commitment to the customer
- Commitment to employees
- Commitment to the societies where we operate
- Responsible supply chain management

Strategic pillars



Our business

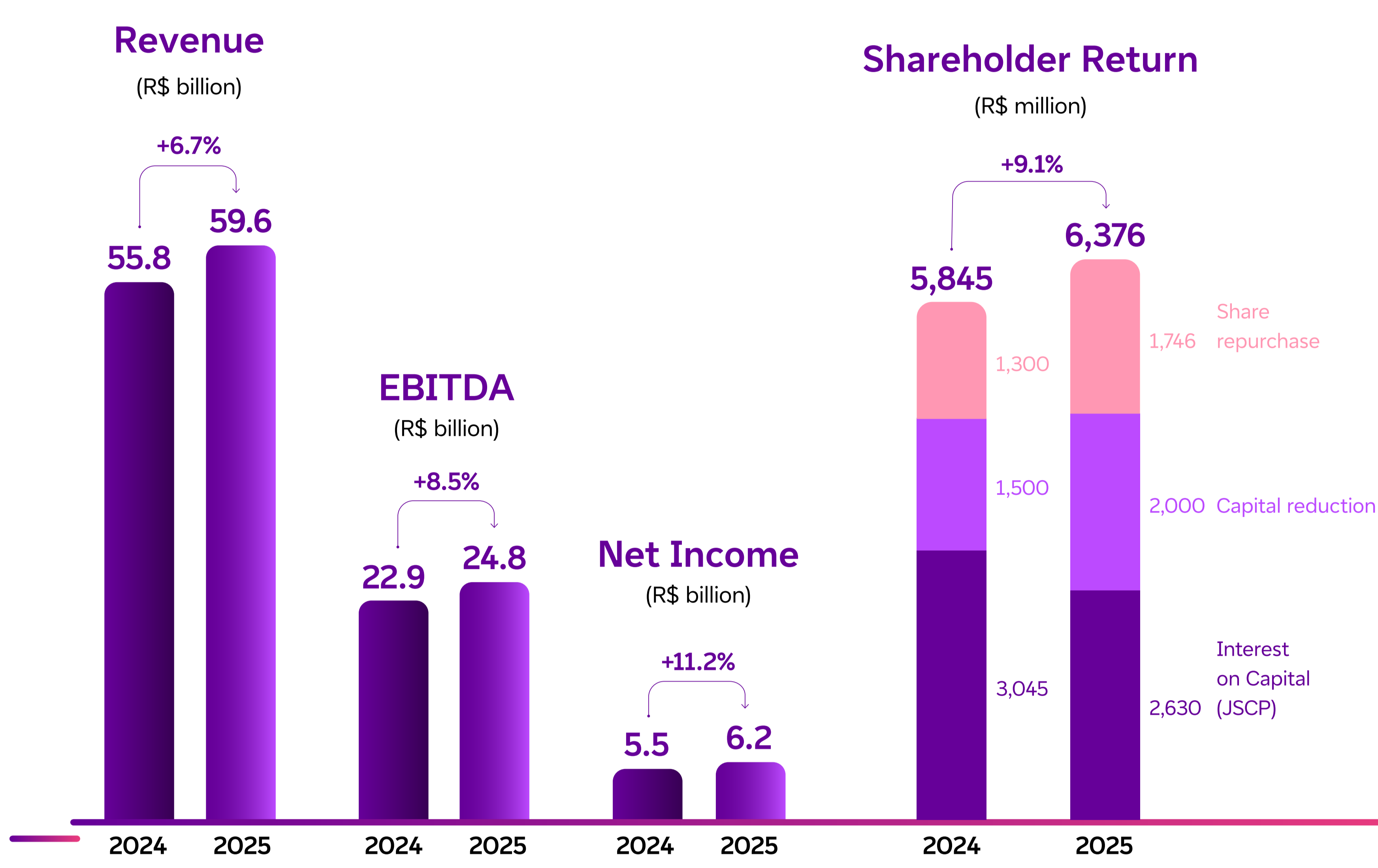
- Mobile**
 - Postpaid
 - Control
 - Prepaid
- Fixed**
 - FTTH
 - Others
 - Fixed voice
 - IPTV
- New B2C Business**
 - Health and well-being
 - Electronics
 - Financial Services
 - OTTs
- B2B Digital**
 - Cybersecurity
 - Digital Solutions
 - IoT + Messaging
 - Cloud



Vivo in numbers

- +116.7 million** customers (accesses) (+0.6% YoY)
- 103.0 million** mobile accesses (+0.7% YoY)
- 7.8 million** homes connected via FTTH (+12.0% YoY)
- R\$ 9.3 billion** in investments (+1.1% YoY)
- 716** cities with 5G (+42.1% YoY)
- 453** cities with FTTH (+2.0% YoY)
- 1,727** stores (owned and partner stores)

Economic and financial performance



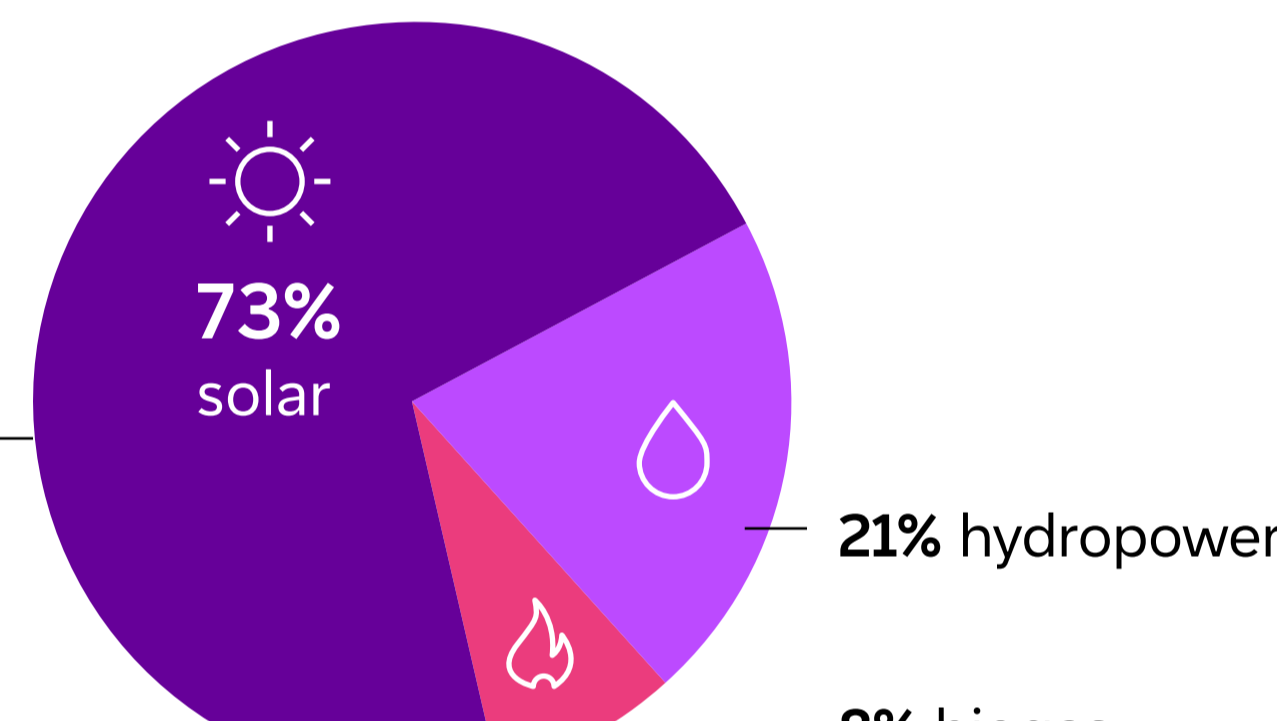
ESG Performance

▲ Increase □ Stable ▼ Decrease (compared to 2024)



Key recognitions

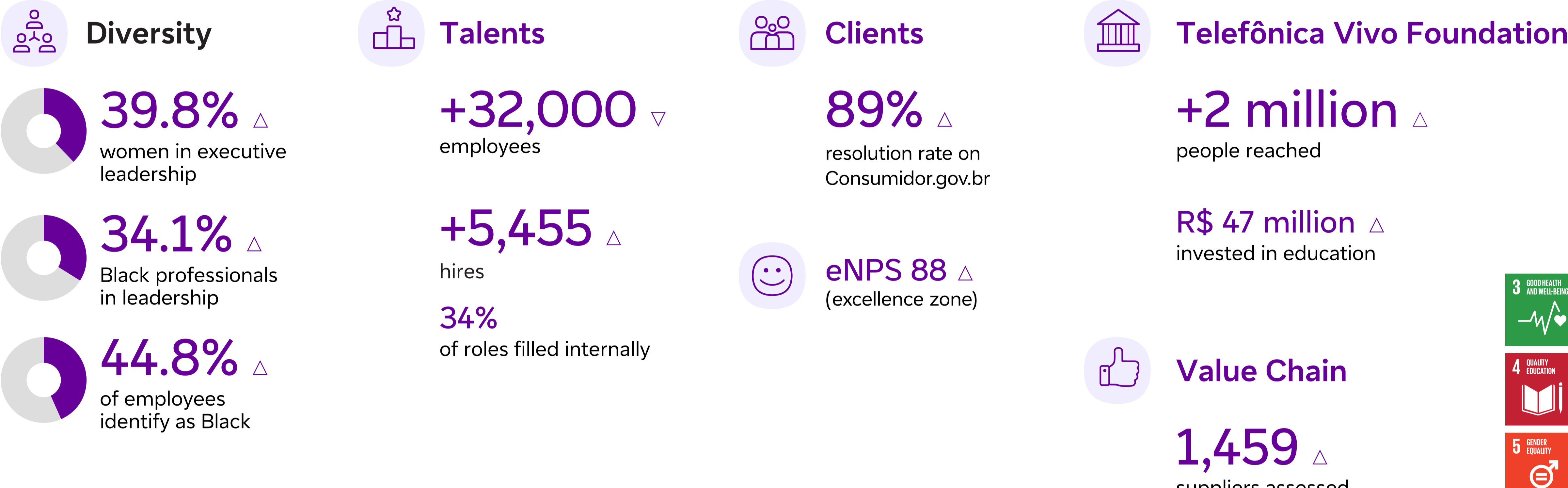
Environmental



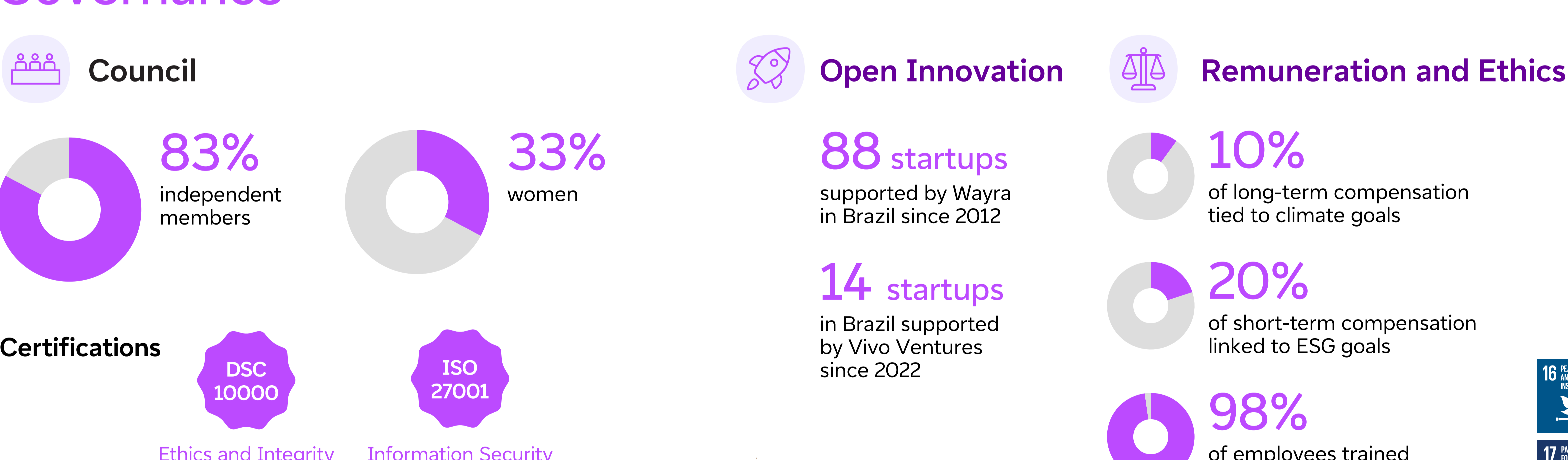
Certifications



Social



Governance



Timeline - ESG

Almost three decades of progress

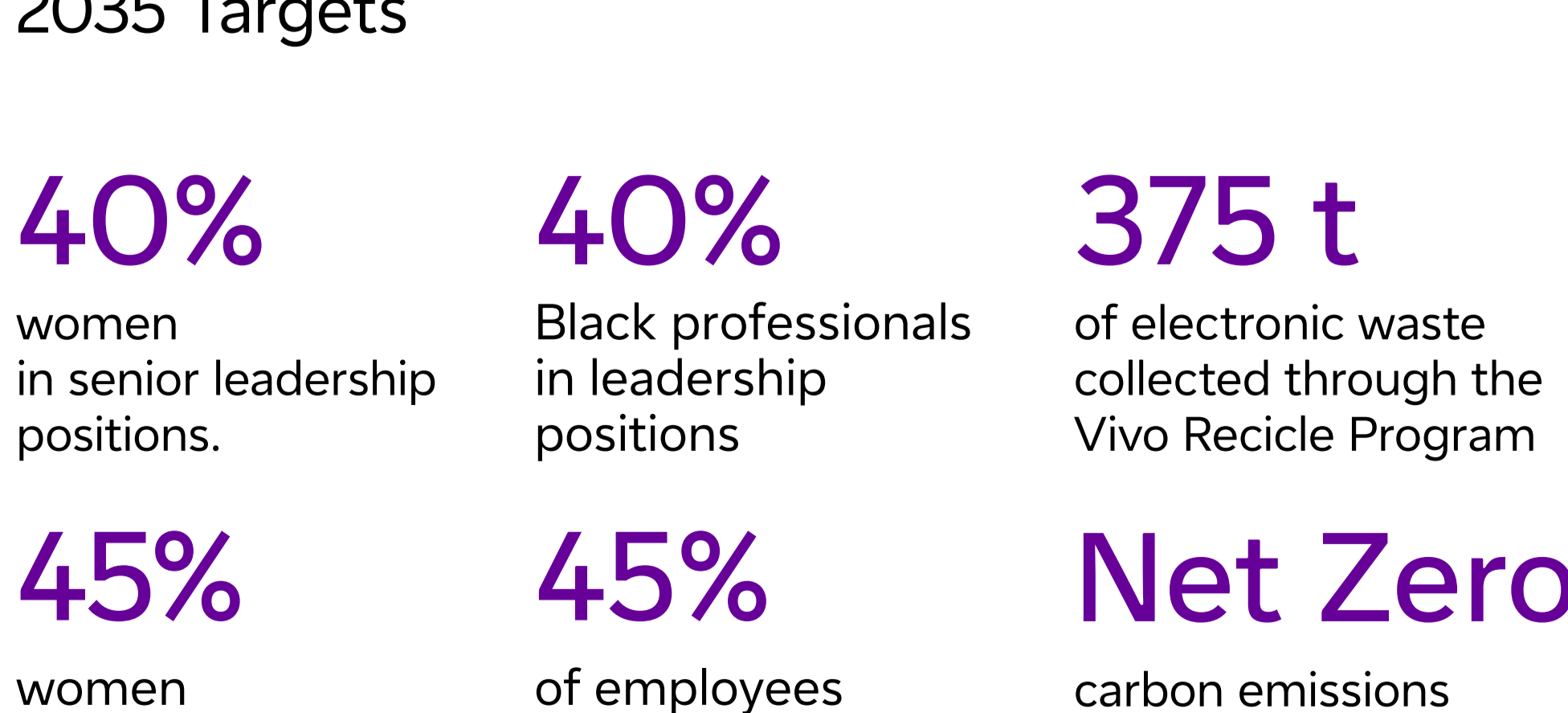


Commitments

AMBIÇÃO 2030 The Company is committed to six UN Global Compact Brazil initiatives.



2035 Targets



Floresta Futuro Vivo Program

Launched in 2025, the Floresta Futuro Vivo (Future Living Forest) Program marks a new company commitment to biodiversity. Developed in partnership with re.green, a leader in large-scale ecological restoration, the project integrates forest restoration, protection of strategic ecosystems, and climate action, with a focus on long-term positive impact.

