



Diversity and Inclusion Policy

Telefônica Brasil S.A.

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Approved by the Board of Directors of Telefônica Brasil S.A., at the meeting held on June 26, 2023

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1. Introduction

At Telefônica Brasil S.A. herein referred to as “Telefônica” or the “Company”, we have incorporated diversity management as a key element of our strategy and we do so because we are convinced that fostering the diversity of our teams and promoting an inclusive leadership style, in addition to responding to the principles of social justice, offers important advances for the business: it allows us to attract and retain the best talent, foster innovation and bring us closer to a diverse and constantly evolving society.

Diversity and inclusion are, therefore, transversal elements of our talent management processes in all the markets in which we operate, and we want to reiterate this commitment through a policy applicable to Telefônica.

Through this policy, which emanates from our Responsible Business Principles, we express our firm commitment to equal opportunities and non-discriminatory treatment of people in all areas of the Company, and we position ourselves categorically against any conduct or practice associated with prejudice due to, among others, nationality, skin color, ethnic origin, race, marital status, family responsibility, religion, age, disability, social condition, political opinion, serological and health status, gender, sex, affective/sexual orientation, identity and gender expression.

1.1 Key Concepts

- **Diversity:** refers to the several characteristics, way of thinking, skills, capabilities and experience of each employee that are the basis for carrying out their work and career growth in the Company. Diversity takes into account that human beings are unique, that the sum of uniqueness grants distinctive features and innovation to teams.
- **Inclusion:** refers to the effective integration and active participation of all employees in an equitable manner, considering the unique characteristics, way of thinking, skills, abilities and experiences of each one of them. This gives us the opportunity to make the best decisions and create value for the business.

1.2 Scope of Application

This policy is **mandatory** for Telefônica Brasil SA, and is responsible for laying the foundations, defining the instruments and designing the required mechanisms for an appropriate and efficient coordination of diversity and inclusion actions.

2. Responsibility

This policy applies to all Telefônica employees throughout their entire career, from admission to termination of employment. The policy covers all aspects of employment, including hiring, compensation, working conditions, quality of life actions, training, evaluation, promotion, disciplinary procedures and termination of employment.

Leaders have a particular responsibility to ensure the inclusion of all employees, taking appropriate action in any conduct, of which they are aware, that violates this policy.

3. Social Dialogue

Telefônica is committed to the fundamental rules of the ILO (International Labor Organization) regarding work, referring mainly to freedom of association and the right to collective bargaining. We guarantee that the representation of employees receives fair treatment, free from discrimination and that it has all the features required for the performance of its duties.

The Company has a collective bargaining model. The changes it makes in its labor relations are inspired by law and dialog with workers' representatives (unions) according to local needs.

4. Commitments

In line with our Responsible Business Principles, this policy confirms Telefônica's commitment to comply with applicable laws within the national territory, as well as international standards on Human Rights.

The Company seeks, through this policy, to ensure management free of prejudices due to differences. Telefônica is categorically against any discriminatory conduct or practice and is committed to continue advancing in an effective labor integration of all employees, regardless of their nationality, skin color, ethnic origin, race, marital status, family responsibilities, religion, age, disability, social condition, political opinion, serological and health condition, gender, sex, affective/sexual orientation, gender identity and expression. Telefônica recognizes the importance of promoting inclusion and respect for indigenous peoples, traditional communities and quilombolas, fostering dialogue and sustainable partnerships

To demonstrate our commitment and promote this integration, we annually define the objective of diversity in the variable compensation plan for Telefônica's executives.

For all this, we promote the following actions throughout our organization:

4.1 Access to Employment and Career Development

We implement policies and develop practices for selection, hiring, promotion, training, professional qualification and other working conditions, which only meet criteria of merit and competence, which correspond to: knowledge, skill and attitude, in relation to the requirements of the position.

In addition, we promote a work environment based on respect, which values differences and offers equal opportunities. For managerial positions, in particular gender, we encourage the participation of women, ensuring, whenever possible, the presence of both genders in the pre-selection of finalist candidates for internal selection processes. In other diversity groups, we guarantee exclusive vacancies for the defined public.

This point is complemented by several actions and programs that contribute to attract, train and develop different talents, increasing visibility and promoting the careers of professionals who face specific problems. These programs are complemented with attention to issues of race, people with disabilities, LGBTI+, and gender, with the implementation of affirmative actions, as well as, in a transversal way, we address generational and regional issues, and other relevant agendas.

4.2 Compensation Policy

Our compensation policies meet criteria of merit and competence in relation to the requirements of the position. The annual global compensation of Telefônica's management members and fiscal council members is recommended by Meetings of the Nominations, Compensation and Corporate Governance Committee to the Board of Directors, which in turn, recommends and submits it for approval at the Company's Annual General Meeting.

Our entire compensation process is based on market parameters and we use salary research to compose our references and compensation strategy.

As part of our Responsible Business Principles, we are committed to reduce the wage gap. For this reason, we monitor the evolution of the wage gap between men and women separated into gross and adjusted wage gaps.

4.3 Awareness and training

To promote an equal and inclusive work environment, in which all employees feel free to express themselves as they are, we have developed training for all employees and executives available on the training platforms.

Specifically, and considering that training and awareness are required tools for us to be more diverse and inclusive company every day, we develop training in different formats, focusing on breaking unconscious paradigms and biases of the entire workforce and, mainly, of leaders who manage the teams, who carry out recruitment and other fronts with an impact on the career of employees. Likewise, the creation of groups aligned with each front of diversity is encouraged, allowing the creation of spaces for conversation and empowerment, breaking stereotypes and working based on education.

4.4 Language and Communication that is inclusive, non-sexist or discriminatory

We promote the use of inclusive language, free of discriminatory references to people due to, among others, their nationality, ethnic origin, skin color, marital status, family responsibility, religion, age, disability, social condition, political opinion, condition serology and health, gender, race, sex, affective/sexual orientation, gender identity and expression.

We do not use images, documents, advertising and commercial materials, internal and external, any sexist, prejudiced or discriminatory reference to any group, in our communications.

4.5 Environment free from harassment and discrimination

Telefônica takes a categorical position against any discriminatory conduct or practice. In this way, priority is given to fulfilling the objective of promoting working conditions that prevent work and sexual harassment for, among others, reasons of gender, sex, affective/sexual orientation, gender identity and expression, as well as any discriminatory conduct due to nationality, ethnic origin, skin color, race, marital status, family responsibility, religion, age, disability, social condition, political opinion, serological and health situation, both in a face-to-face and digital work environment, and specific procedures are arbitrated for its prevention. In addition, we are committed to ensure that our employees, as well as any interest group with which we relate, are in an environment free of comments, gestures or other discriminatory, derogatory or hostile behavior.

4.6 Removing outliers

As part of our responsibility to put technology at the service of society, without leaving anyone behind, we want to ensure that people with disabilities can access the benefits of digital transformation, building a more accessible world. For this reason, we incorporated accessibility criteria into our products and services, making our processes and facilities more inclusive, which include among others, our stores, experience centers, customer service and information channels.

At the same time, we are committed to continue advancing in the effective labor integration of people with disabilities, introducing support and technical aids that make it possible to reduce and eliminate barriers to ensure that these people can participate in the work environment on equal terms.

4.7 Other interest groups

We extend our principles of promoting diversity and equity to our entire value chain through the Supply Chain Sustainability Policy, which establishes the obligation of suppliers and service providers not to discriminate against any group in its recruitment, training and promotion policies.

In addition, as a large company that operates in all states of the national territory and aware of our responsibility in the markets in which we operate, we actively participate in different spaces and discussion forums with other organizations and support a series of actions that favor the integration, equality and well-being of people in the employment market.

5. Supporting bodies and figures

This policy is supported by the Executive Committee, made up of managers whose objective is to promote, monitor and approve Telefônica's strategy on the subject, thus guaranteeing multiculturalism and diversity in all the configurations mentioned in this document.

The theme of diversity is managed by an Executive Board in the People Vice-Presidency, by the Diversity Committee, Diversity Subcommittees led by managers and their

respective co-sponsors and leaders of affinity groups. All with the same objective of achieving the ambition of being the most diverse Company in the country and a reference in racial equity. To ensure progress in the priority pillars, our diversity program is monitored monthly by the CEO, the Executive Committee and in specific forums with the Company's leadership.

6. Diversity on the Board of Directors

The process of nominating and electing the members of Telefônica's Board of Directors must consider, whenever possible, in addition to the competences required to exercise the duties of a board member, the diversity of knowledge, education and professional experience, age, race, gender, geographic origin and cultural background.

7. Consultations and communications

All employees are expected to comply with the provisions of this policy in the performance of their responsibilities. Failure to comply with this policy is a infringement and, as it occur, appropriate measures may be applied, in accordance with the provisions of the Policy on the Comprehensive Discipline Program and applicable legislation.

In this sense, Telefônica has a Reporting Channel, through which employees, executives, directors and other interested parties can communicate any information they may be aware of, by any means, formal or otherwise, about the existence of a possible irregularity, or an act contrary to the law or internal rules. In addition, there is a Responsible Business Channel through which employees or any interested party have the opportunity to consult any type of doubt associated with the Responsible Business Principles.

8. Effectiveness

This policy comes into effect upon its approval by the Board of Directors of Telefônica Brasil S.A.



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