



ESG Report

4th Quarter 2023

ESG Journey

TIM has a long history of integrating aspects known today as ESG (environmental, social and governance) into its corporate culture and business. TIM's pioneering spirit and leadership in these issues has been publicly acknowledged for more than a decade. For 16 years, the company has been part of the B3 Corporate Sustainability Index (ISE), being the longest-listed company in the sector.

Since 2011, TIM has been listed on the B3 Novo Mercado, the highest level of corporate governance in the Brazil Stock Exchange, besides being the first Telco to be awarded by the Pró-Ética Seal from the Brazilian Office of the Comptroller General ("CGU").

As a signatory to the Global Compact since 2008 and UN Women since 2021, TIM promotes projects related to the Sustainable Development Goals ("SDG") and recognizes the rights to data privacy, safe internet, access to information and freedom of expression as essential and unnegotiable.

TIM has become a reference in promoting diversity and inclusion both nationally and internationally, with goals, commitments, and implementation of various initiatives on the themes of gender, race, LGBTI+ people, generations, people with disabilities, among others. In 2021, the Company became the 1st Brazilian operator to be part of the Refinitiv Diversity & Inclusion Index, occupying the 1st position in Telecom at a global level, a distinction it maintained in 2022 and 2023, also appearing as one of the ten four best companies in the world.

TIM was also the 1st Brazilian operator to win the GSMA's Diversity in Tech international award, which recognizes worldwide organizations with practices in favor of equality, diversity and human rights in the technology sector. In 2023, TIM will again be part of Bloomberg's Gender Equality Index, which brings together companies from 45 countries, only 16 of which are Brazilian. TIM is ranked the best company in Latin America in gender equity and 7th globally. TIM was also the only operator to be included in IDIVERSA B3, the first index to consider gender and race criteria when selecting the companies that will make up its portfolio.

In the constant quest to build healthier, more inclusive and collaborative work environments, where people can be proud of themselves and achieve even better results, TIM won the Top Employers Brasil seal in 2024 for the third year running. The company was also ranked 12th among the Best Companies to Work for in the country by Great Place to Work (GPTW) and has been a member of B3's GPTW Index.

Through the ESG Committee, created in 2020 within the scope of the Board of Directors, the Company's senior management defines and monitors TIM's ESG Plan, which covers short-, medium- and long-term goals for key corporate sustainability issues, updated annually.

**Environmental**

TIM joins the select group of "A List" companies from **CDP**, the largest global reference in climate information disclosure

**Social**


Since 2013, TIM Institute has benefited more than **700,000 people in about 500 cities**, in all Brazilian states


**Governance**


For the 3rd consecutive year, TIM is selected as one of the most sustainable companies in the world by S&P's **Sustainability Yearbook**

ESG Plan 2023-25 goals

With the commitment to give transparency to the evolution of the goals set for the triennium 2023-25, TIM presents the results obtained at the end of the 4th quarter:

 Environmental		2023 Results	
	Being Net Zero ¹ (scopes 1, 2 and 3)	- ²	2040
	Reduce scope 3 emissions ¹ by 47% (categories 1, 2 and 11)	- ²	2030
	Being a Carbon Neutral company (scopes 1 and 2)	0	
	Maintain 100% of energy consumption from renewable sources	100%	2025
	Increase data traffic eco-efficiency by 110% ¹ (bit/Joule)	+160%	
	Recycle at least 95% of solid waste	85%	

 Social		2023 Results	
	Maintain the level of employee engagement ³ at least 82% (per year)	86%	2025
	Reach 40% of black people in the workforce	41.4%	
	Have 35% women in leadership positions	36.2%	
	Train 7,500 employees in digital skills	6,640	
	Train 99% of employees in ESG skills (per year)	99%	2023
	Bringing 4G connectivity to all municipalities in Brazil	100%	

 Governance		2023 Results	
	Achieve a 50 score on the National Consumer Mobile NPS (Net Promoter Score)	50	2025
	Maintain TIM on the Novo Mercado, Pró-Ética and ISE-B3	Maintained	
	Maintain certifications ISO 14001, ISO 900 (network), ISO 9001 (billing), ISO 27001 e ISO 37001	Maintained	

¹ Base year 2019.

² The calculation of scope 3 GHG emissions is expected to be completed and audited by the publication of TIM's 2023 ESG Report.

³ Measured by Mercer Climate and Engagement Survey favorability index.

Commitment to Transparency

TIM has reported to the Carbon Disclosure Project (CDP) - the largest database in the world on Greenhouse Gases related to Climate Change - since 2010 and publishes its GHG emissions in the Public Emissions Register of the Brazilian GHG Protocol Program. In 2024, TIM joined the select group of companies on CDP's "A List". Through the TIM Group, the Company also joined the Science Based Target Initiative (SBTi) in 2022, having its targets approved by the initiative, and aligned its approach to climate risks to the recommendations of the Task Force on Climate related Financial Disclosures (TCFD).

Since 2004, TIM has been presenting its sustainability performance through sustainability indicators and for 16 years has published reports according to the guidelines of the Global Reporting Initiative (GRI). As of 2021, the Company will refer to this publication as the [ESG Report](#) and reinforces its commitment to transparency and accountability to its stakeholders, organizing the report in the three pillars:

Environmental, Social and Governance. Since 2009, TIM's reports have been assured by an independent third-party. In addition, every quarter, together with the financial information, the [ESG Quarterly Report](#) is released, with the main highlights of the performance of its environmental, social, and governance indicators. Since 2022, TIM has also been publishing [Issue Briefs](#), to give more visibility to its actions in the areas of biodiversity, risks related to climate change, data center efficiency, emerging risks, among others.

[Our main policies](#) - such as the Corporate Social Responsibility, Human Rights, Diversity, Environmental, Climate Change, Supplier Relations, Risk Management, Anti-corruption, Safety & Occupational Health and Privacy Policies - are publicly available to the consultation of our *stakeholders*.

Founded in 2013, [Instituto TIM](#) has a mission to democratize access to science, technology and innovation, in order to promote human development in Brazil. More than 700,000 people from all Brazilian states and the Federal District have been benefited by the education and inclusion projects of Instituto TIM, some of which were internationally awarded (i.e. Governarte Awards – BID 2015).

Due to its solid performance in ESG, TIM is part of national and international indexes and ratings such as the B3 Corporate Sustainability Index, [Carbon Efficient Index](#) (ICO2-B3), Brazil ESG Index (S&P/B3), Great Place to Work Index (IGPTW-B3), the BCP Brazil Climate Resilience Index (ICDPR-70), Refinitiv Diversity & Inclusion, Gender Equality Index (GEI) of Bloomberg, *FTSE4GOOD Emerging Markets*, *FTSE4GOOD Latin America*, *MSCI ACWI ESG Leaders*, *MSCI Emerging Markets ESG Leaders*, TEVA ESG Women on the Board Index, seal Women on Board, among others, in addition to being certified by ISO 14001 standard (since 2010), ISO 9001 (since 2000), ISO 37001 standard (since 2021) and ISO 27001 (since 2022).

International recognition

In 2024, for the third consecutive year TIM was considered one of the most sustainable companies in the world by S&P Global ESG, the organization responsible for the Dow Jones Sustainability Index (DJSI). Once again the company was included in the 2023 Sustainability Yearbook for the evolution of its performance in the DJSI submission process.

TIM also came in 1st place among the companies in Latin America in the Bloomberg 2023 Gender Equality Index (GEI) and was placed 7th among the 484 companies selected from diverse sectors globally. With a score of 88.38, an eight point increase over the previous result, TIM was distinguished by the increased representativeness of women in the IT and Engineering work force, for its target for women leaders and for the reduction in the salary gap between men and women. Factors contributing to this performance included the project in support of mental health issues among female employees, training on unconscious biases for employees and leaders, the practice of recruiting women after periods out of work and support for organizations that promote gender equality.

TIM believes that its business enables positive impacts for people, society and the environment. The company works so that everyone can evolve together, with respect and courage, transforming technology into freedom.

4th Quarter 2023 highlights

- TIM has achieved 16 consecutive years on the B3 Corporate Sustainability Index. The operator is the telecommunications company with the most consecutive years in the portfolio, made up of companies committed to environmental, social and governance premises. In addition, the company was confirmed for the 3rd consecutive year in S&P Global's Sustainability Yearbook, which selects the companies with the best sustainability practices in the world.
- For the first time, TIM has reached CDP's "A List", the world's leading benchmark for climate information transparency. With this recognition, TIM is now part of the select group of leading companies in climate change management.
- Our business has directly contributed to a positive social impact on society. In 2023, our 4G technology covered more than 4,700 km of highways, benefiting people and the surrounding communities. The 4G coverage in the countryside reached more than 16 million hectares, positively impacting more than 1.3 million people. Our partnership with Tutti Saúde provided affordable healthcare, with more than 120,000 downloads of its app by TIM customers.
- TIM is reinforcing its commitment to combating gender violence. After turning stores into connection points for women at risk, the operator took part in the "21 days of activism" initiative, organized by the Business Coalition to End Violence Against Women and Girls, the Avon Institute and joined the "Brazil without Misogyny" movement, led by the Ministry of Women.
- TIM was named one of the best technology companies to work for according to the ranking Great Place to Work (GPTW) Brazil - Information Technology, in which the operator took 7th place. This is another recognition from TIM, which is ranked 12th among the Best Companies to Work for in the country by GPTW.
- Pioneer and leader in 4G coverage in agribusiness in Brazil, TIM ended 2023 by reaching its coverage target in the countryside, with 16 million hectares, an increase of 2 million compared to last year. The expectation for 2024 is to grow by another 4 million hectares (double the target set for 2022), reaching the mark of 20 million connected hectares.
- Constantly evolving on its distributed energy generation project, TIM has launched the "Energy Club", a program that offers employees discounts on their electricity bills in exchange for consuming energy from renewable sources. It is expected to initially benefit around 5,000 people in Rio de Janeiro, Paraná, Minas Gerais and part of São Paulo. Expansion to the entire company will take place in 2024.
- At the end of the 4th quarter, almost half of TIM's energy consumption came from self-generating renewable energy through the Distributed Generation Project, which has 101 plants, including solar, hydro and biogas, as well as 24% purchased on the free market and 28% on the captive market. With the purchase of renewable energy certificates, TIM reached the mark of 100% renewable electricity.

Since 2019, the share of Distributed Generation (self-generation) in TIM's energy matrix has risen from 6% to 48%.

- Eco-efficiency in data traffic (bit/Joule) increased by 160%, as a result of the search for efficiency in energy use, even in the face of increased data consumption.
- TIM ended the 4th quarter with 1,858 active biosites on its network. These structures, similar to a common pole, are a solution for densifying the mobile access network (antennas/towers) with a very low visual and urban impact, lower cost and quick installation.
- TIM won the Telecommunications category of Estadão Empresas Mais 2023 - the newspaper's annual recognition award in partnership with FIA Business School and Austin Rating, which evaluates items such as revenue and historical consistency. The company was also among the Top 5 Governance, one of the four new categories created in this edition of the awards.

Instituto TIM - 10 years promoting human development in Brazil

In 2023, Instituto TIM celebrated its tenth anniversary. To mark the date, the organization launched a Call for Proposals “Fortalecendo Redes” (Strengthening Networks), in partnership with Gerando Falcões, worth a total of 1 million reais. The main objective of the initiative was to institutionally strengthen the civil society organizations (NGOs) that make up the Gerando Falcões Network, which operates in more than 5,000 communities across the country.

The focus of investment was on projects linked to culture, sport, leisure and education for children, young people and adult residents of each territory. There were more than 200 applications, with proposals assessed on technical capacity, impact potential, mobilization capacity and digital inclusion, innovation and technology. Among the 10 organizations selected are NGOs from Rio de Janeiro, Minas Gerais, Espírito Santo, Ceará, Rio Grande do Norte and Maranhão. Each organization will receive 100,000 reais to carry out the project in 2024.



GERANDO FALCÕES

Instituto  TIM



**IMAGINE THAT
IT IS POSSIBLE
TO TRANSFORM
FUTURES**

Shareholders information

The main activities carried out by the Company's Board of Directors and its Advisory Committees, and by Fiscal Council in the 4th Quarter 2023 are presented below:

Most relevant activities of TIM S.A.'s corporate bodies

BOD Attendance
TIM S/A



Board of Directors

10 members, 4 independents (40%)

30% female representation

Meetings: 2 | 95% attendance

FC Attendance
TIM S/A



Fiscal Council

3 effective members and 3 alternate members, all independent

Meetings: 3 | 100% attendance

SAC Attendance
TIM S/A



Statutory Audit Committee

3 members, all independent

33% female representation

Meetings: 3 | 100% attendance

CRC Attendance
TIM S/A



Control and Risks Committee

5 members, 2 independents (40%)

20% female representation

Meetings: 1 | 80% attendance

CC Attendance
TIM S/A



Compensation Committee

3 members, 1 independent (33%)

Meetings: 1 | 100% attendance

CESG Attendance
TIM S/A



Environmental, Social & Governance Committee

5 members, 2 independents (40%)

20% female representation

Meetings: 0

Most relevant activities of Board Directors:

- Acknowledged on the activities carried out by the Compensation Committee;
- Acknowledged on the activities carried out by the Statutory Audit Committee;
- Acknowledged on the Company's Quarterly Financial Report ("ITRs") for the 3rd quarter of 2023, dated as of September 30th, 2023;
- Approved the Company's Compensation Recoupment (Clawback) Policy.
- Acknowledged on the activities carried out by the Control and Risks Committee;
- Approved the payment proposal of the Company's interest on shareholders' equity ("JSCP");
- Acknowledged on the Industrial Plan and Approved on the Company's budget for the year of 2024;
- Approved the amendment proposal of the Company's Code of Ethics and Conduct;
- Approved the amendment proposal of the Internal Audit's Internal Ruling;
- Approved the Statutory Audit Committee's budget for the year of 2024;
- Acknowledged on the Corporate Calendar for the year of 2024;
- Approved the Company's Board of Directors' Work Plan for 2024; and
- Evaluated related parties agreements.

Most relevant activities of the Fiscal Council:

- Evaluated the proposal for amendment of the Fiscal Council Internal Rules;
- Acknowledged the Tax, Regulatory, Civil and Labour contingencies;
- Evaluated the Company's Quarterly Information Report ("ITRs") for the 3rd quarter of 2023, dated as of September 30th, 2023;
- Acknowledged on the information provided by Ernst & Young Auditores Independientes S/S ("EY") on the Company's Quarterly Information Report ("ITRs") for the 3rd quarter of 2023, dated as of September 30th, 2023;
- Evaluated the payment proposal of the Company's interest on shareholders' equity ("JSCP"); and
- Acknowledged on the methodology used for the Company's annual impairment assessment.

Most relevant activities of the Statutory Audit Committee:

- Acknowledged on the Tax, Regulatory, Civil and Labour contingencies;
- Evaluated the Company's Quarterly Information Report ("ITRs") for the 3rd quarter of 2023, dated as of September 30th, 2023;
- Acknowledged on the information provided by Ernst & Young Auditores Independientes S/S ("EY") on the Company's Quarterly Information Report ("ITRs") for the 3rd quarter of 2023, dated as of September 30th, 2023;
- Acknowledged on the ISO 37001 Certification Critical Analysis and status of the respective certification process;

- Supervised and evaluated the activities carried out by the Risk & Compliance area;
- Supervised and evaluated the activities carried out by the Internal Audit;
- Analyzed and evaluated of the reports received by the Whistleblowing Channel;
- Followed up and supervised the Independent Auditors' activities;
- Acknowledged on the Company's Monthly Financial Report for the month of October 2023;
- Evaluated the proposal of the CAE's budget for 2024, to be submitted to the approval of this Board;
- Evaluated the payment proposal of the Company's interest on shareholders' equity ("JSCP");
- Acknowledged on the methodology used for the Company's annual impairment assessment; and
- Evaluated related parties agreements.

Most relevant activities of the Risk and Control Committee:

- Evaluated the amendment proposal of the Company's Code of Ethics and Conduct;
- Acknowledged on the ISO 37001 Certification Critical Analysis and status of the respective certification process;
- Supervised and evaluated the activities carried out by the Risk & Compliance area;
- Supervised and evaluated the activities carried out by the Internal Audit; and
- Analysed and evaluated the reports received by the Whistleblowing Channel.

Most relevant activities of the Compensation Committee:

- Evaluated the proposal of the Compensation Recoupment (Clawback) Policy of the Company.