

ENGAGEMENT

PREMISE

TIM believes that it is through communication with its public that the process of engagement is established and strengthened. In any enterprise or operational unit with potentially significant impacts, even with a high standards of excellence management, there may be manifestations of the community impacted and / or influenced by the operations. These demands - which can be characterized by requests, complaints, denunciations, compliments or suggestions - can be expressed in formal or informal settings, and it will cover from issues of relative importance to greater scope or more serious problems. Therefore, it is necessary to identify and evaluate the risks and impacts generated in the local community, besides an ethical and transparent conduct, so that the addressing of these manifestations and demands be efficient and correct, providing a better risk management and identification of opportunities for the TIM Group.

ADDRESSEE

The document applies to all companies of the TIM Group in Brazil, including the Instituto TIM (TIM's Institute).

OBJECTIVE AND SCOPE

The purpose of this policy is to establish criteria and guidelines with the purpose of guiding and stimulating employees in the participative conduction of relationships, to encourage dialogue and greater involvement of the main publics of interested of the companies of the TIM Group in Brazil, including communities located in the influence area of its operations, promoting engagement initiatives and stimulating the multiplication of these practices in its influence spheres.

GENERAL DESCRIPTION OF THE POLICY AND RESPONSIBILITIES

This policy aims to establish guidelines to be applied in all activities of the companies of the TIM Group in Brazil related to engagement with stakeholders, seeking to create, maintain and strengthen trust bonds, inclusive, ethical and mutually beneficial, also guiding the employees, so that engagement practices are adopted in the relationships with the different publics of interested, serving as a guide for the participative conduction of relationships.

The company's main stakeholders are: employees (including interns and apprentices), service providers, customers/clients, suppliers, shareholders, financial institutions, trade-unions,



consumer protection and defense organizations, local communities, government, regulatory agencies, competitors, startups, non-governmental organizations and whole society.

From this dialogue new demands are born that TIM seeks to meet, either with specific actions or with broader changes. This inclusive dialogue fosters the building of quality bonds, which contribute to the management and development of strategies for the company. Therefore, this policy aims to disseminate in the management processes the following guidelines:

- Promote the engagement culture at companies of the TIM Group in Brazil, encouraging the construction of relationships based on trust, respect and quality, aligned with the purpose, vision and values of TIM.
- Build quality bonds based on an ethical and transparent relationship that can contribute to the management and development of TIM strategies following the values and principles of the Human Rights (Global Compact) and the UN Guiding Principles on Business and Human Rights.
- Appropriately offer TIM employees the resources and incentive needed to stimulate engagement with other publics of interested of the organization.
- Share TIM practices, through participatory mechanisms, to stimulate improvements in the management of and the exchange of information among them.
- Mobilize the publics of interested to the commitment to sustainability and climate change, seeking cooperation points for social and environmental issues.
- Identify the expectations, needs and demands of publics of interested, besides potential conflicts, and manage them adequately, always with the perspective of building a long-term relationship and seek to meet recurring demands, including maintain an open channel of communication / complaints.
- Better understand the risks and opportunities of the activities, evaluating the potential impacts on the publics of interested, including in the planning of new initiatives and new products and services.
- Use of engagement management tools that allows monitoring and periodic evaluation of results, counting on the participation of all those involved in the processes.
- Disclose public information about the economic, environmental and social performances of TIM, as well as information about its principles and regulations.

- Promote the construction of collective and innovative solutions, favoring notes that fostering transparency and the construction of joint ideas, adding value to the business.
- Encourage and practice the dialogue with the internal and external public, recording, responding and clarifying all the criticisms and suggestions to maintain the alignment with the expectations of its public of relationship, guaranteeing the business continuity through the improvement of the management, having the prevention, minimization, mitigation and compensation as an action flow.

For the guidelines mentioned above, it is necessary to consider the following points in the communications processes with stakeholders:

- Definition of clear communication channels, accessible and appropriate to the reality of communities and TIM.
- Transparency in the management process to address the demands of communities or internal areas.
- Records effectiveness with maintenance of a complete and regularly updated database.
- Commitment to the treatment of demands and search for joint solutions, effective and on time.

GLOSSARY

- **Influence area:** These are areas impacted by activities carried out or controlled by TIM.
- **Companies of the TIM Group in Brazil:** TIM Participações S.A. ("TPART" or "Company") and company controlled by TPART, TIM S.A.
- **Engagement with interested parties or publics of interested:** Describes the broader, inclusive, and ongoing relationship process between a company and those potentially impacted and comprises a series of activities and approaches to a process. It includes an organization's efforts to understand and engage stakeholders and their concerns about their activities and decision-making processes.
- **Guiding Principles on Business and Human Rights:** Approved by the UN Council on Human Rights in June 2011, it refers to 31 principles, elaborated from pre-existing human rights standards to implement the pillars "to protect - the obligation of States to protect human rights, to respect - the responsibility of companies to respect human



rights and to remedy - the need for adequate and effective resources in case of non-compliance with these rights by companies".

- **Stakeholders:** Interested parties or public of interested, involved in a given process. It refers to any person or entity that affects or is affected by company activities. E.g.: shareholders, employees, customers, suppliers, trade-unions, government, community, etc.

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