

ESG Report 2023



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Message from **the CEO**

GRI 2-22

The year 2023 was marked by great achievements for TIM. Quality, customer experience, and our ability to innovate have contributed to driving record results for the Company.

Our strategy to create the future TIM is centered on delivering the best service, the best network, and the best offer as our value proposition. In this regard, we have made progress in several initiatives across our business pillars - mobile, B2B, broadband, and efficiency - aiming to integrate and respect social, environmental, and governance aspects. Our goal is to ensure that our actions generate positive impacts, promote digital transformation, and establish solid foundations for growth.

Throughout the year, we consolidated our leadership in network coverage and quality in Brazil. We worked to enhance our customers' experience by digitizing interactions, focusing on accelerating and improving the resolution of inquiries. We have the widest 4G and 5G coverage, being the only operator to cover all cities in the country with fourth-generation

technology. Our network was the most awarded among Brazilian operators by Opensignal, winning the Consistent Quality Award. It is also our commitment to democratize access to our services by offering inclusive and accessible solutions for people with disabilities.

We have achieved significant business results, which is an important accomplishment for any company, but with the added distinction of pursuing this journey with People, Society, and Environment as the platform of the business and a catalyst for internal and external engagement. We revisited and updated our ESG Plan for 2024-2026, challenging ourselves with goals and commitments that contribute to building a more just, inclusive, and diverse society while reducing environmental impacts, striving for a circular and low-carbon economy.

In the environmental pillar, for example, we closed the year with more than half of our energy consumption coming from the Distributed Generation Project, which reached 101 plants, including solar, hydro, and biogas. With the purchase of energy in the free market and



Alberto Mario Griselli
CEO of TIM Brasil

the acquisition of renewable energy certificates, we maintained the goal of 100% renewable electricity in our operation. Data traffic eco-efficiency (bit/Joule) increased by 160%, a result of our pursuit of energy efficiency despite the increase in data consumption.

Regarding climate change, we have become part of the select group of companies considered global leaders in managing this issue. We achieved an A rating in the CDP Climate Change questionnaire, recognition of our efforts to reduce greenhouse gas (GHG) emissions. We have undertaken international commitments with the TIM Group, such as those linked to the Science Based Targets initiative (SBTi), and strengthened projects aimed at efficient resource use and renewable energy.

We have developed a series of actions aimed at fostering a culture of recognition and talent development, promoting well-being, health, and safety, and valuing and respecting diversity. One recognition of this work was achieving 12th place among the 150 Best Companies to Work for in the country by Great Place to Work (GPTW). We were also recognized as the most diverse and inclusive operator in the world by the Refinitiv Diversity & Inclusion Index for the third consecutive year. Additionally, we are the only telecommunications operator to be part of IDIVERSA, the new diversity index by B3.

Continuing to focus on promoting positive impacts on society, as signatories of the UN Global Compact since 2008, we reaffirm our commitment to contribute to the achievement of the Sustainable Development Goals (SDGs), aligned with the topics that are material to our business. In 2023, we celebrated the ten-year anniversary of Instituto TIM (TIM Institute), through which we manage our social investment. Throughout this journey, over 700,000 people have benefited from projects carried out by the Institute in approximately 500 cities, across all Brazilian states. To celebrate this milestone, we launched the Strengthening Networks Call for Proposals in partnership with Gerando Falcões, a significant step to strengthen Civil Society Organizations (CSOs) that are part of the Gerando Falcões Network and work in the areas of culture, sports, leisure, and education.

Our governance is guided by the best practices and national and international standards of ethics, transparency, data privacy, and cybersecurity. Since 2021, we have been certified with ISO 37001, which attests to the security and effectiveness of the Anti-Bribery Management System, and in 2022, we obtained ISO 27001 certification for information security management. These are two achievements that we maintained in 2023.

This journey in the ESG agenda has been recognized by various indices. In 2023, TIM reached the milestone

of 16 consecutive years on the Corporate Sustainability Index of B3. We are the telecommunications company with the longest consecutive presence in the portfolio, consisting of companies committed to environmental, social, and governance premises. Furthermore, for the third consecutive year, we have been included in the S&P Global Sustainability Yearbook, which selects companies with the best sustainability practices globally. We also received recognition from Morningstar's Sustainalytics early in 2024 for our ESG performance, being considered a standout in the global sector.

Throughout this ESG Report, we have presented and delved into these and other results as part of our commitment to transparency, responsibility, and strengthening trusted relationships with our stakeholders. I can proudly say that for 25 years, TIM has been at the forefront of innovation, seizing growth opportunities, challenging norms, and adapting to changes quickly and with quality. We will continue to evolve together with courage and respect, transforming technology into freedom.

Alberto Mario Griselli
CEO of TIM Brasil

Introduction

About this report

GRI 2-2, 2-3, 2-6

TIM's ESG Report 2023 provides information on the actions, projects, and initiatives of the Company in the environmental, social, and corporate governance pillars, considering the 2023-25 ESG Plan and the commitments made for the 2024-26 triennium.

TIM's reports in Brazil, published since 2004, are important tools for disseminating information to the Company's stakeholders and for transparently being accountable to society. Considered a reference publication for the company, the document also guides the monitoring and continuous improvement of ESG (Environmental, Social, and Governance) management and practices.

This report was prepared in accordance with the Global Reporting Initiative (GRI) Standards and the [Sustainable Development Goals \(SDGs\)](#) of the United Nations Global Compact, of which TIM has been a

signatory since 2008. It also includes indicators from the Telecommunications sector of the Sustainability Accounting Standards Board (SASB) and has limited assurance from EY (Ernst & Young). The results refer to the period from January 1st to December 31st, 2023.

The publication is available in a navigable PDF format on TIM's [website](#), in both Portuguese and English languages. Starting from this edition, there is also a [version available for blind or visually impaired individuals](#), designed to meet screen reader tool criteria, ensuring broad access to our results in an inclusive and democratic manner.

The data consolidated in this document follows the same scope as TIM's financial report, including, when applicable, information regarding assets acquired from Oi. In this process, the Company announced in

February the incorporation of Cozani RJ Infraestrutura de Telecomunicações S.A., a special purpose entity acquired from Oi S.A.

This report was structured based on TIM's material topics content and indicators considered priorities for reporting, management, and monitoring which were updated in a multistakeholder listening process in 2022. Additionally, it provides an overview of the Company's operating strategy and its business context in 2023. The contents are divided into five main chapters: ESG Vision; How We Do Business; Governance; Environmental; and Social.

Questions and comments about the report can be emailed to respsocialcorp@timbrasil.com.br



Click here
to check
previous TIM
ESG Reports

Materiality

GRI 2-14, 2-29, 3-1, 3-2

The materiality determination process, which occurs on average every two years, is one of the mechanisms that enables the frequent review of TIM's ESG strategies, aiming for continuous improvement of our practices and commitments and alignment with the expectations of our internal and external stakeholders.

The last materiality assessment was conducted in 2022, based on extensive consultation with identified priority stakeholders and considering impacts on both financial and socio-environmental perspectives, the so-called double materiality. The process was also conducted in line with the GRI Standards 2021.

At the beginning of the 2023 reporting cycle, we evaluated TIM's materiality and found that the topics remain current and relevant. So, there were no modifications to the topics or their relevance weighting.

Therefore, the current materiality matrix guides the reporting of information in this report and serves as the basis for our ESG strategy.

The materiality definition process carried out in 2022 encompassed **five stages**

1 Definition

Definition of purpose, scope, and tools to be used.

2 Identification

Stakeholder mapping and refinement of the list of topics.

After defining the scope and identifying stakeholders, 20 initial topics were identified: six in the environmental axis, six in the social axis, and eight in governance.

3 Prioritization

Assessment of the social, environmental, and financial impact perspectives of executives, stakeholders, experts, and capital providers. This stage was conducted on three fronts:

Assessment of social and environmental impacts: conducting five interviews and five online consultations with external experts and a focus group with 12 TIM employees.

Assessment of financial impacts: individual interviews with six TIM vice-presidents and one external expert, as well as online consultations with seven Company executives, eight market experts, and two representatives from TIM Group in Italy.

Perception of relevance: conducting 1,006 online consultations through an electronic form, where participants indicated their perception of the five most relevant topics for TIM. The stakeholders involved were: employees, customers, suppliers, service providers, startups, innovation hubs or agents, and participants in Instituto TIM projects.

4 Analysis

Verification of results, development of the materiality matrix, and recommendations.

5 Validation

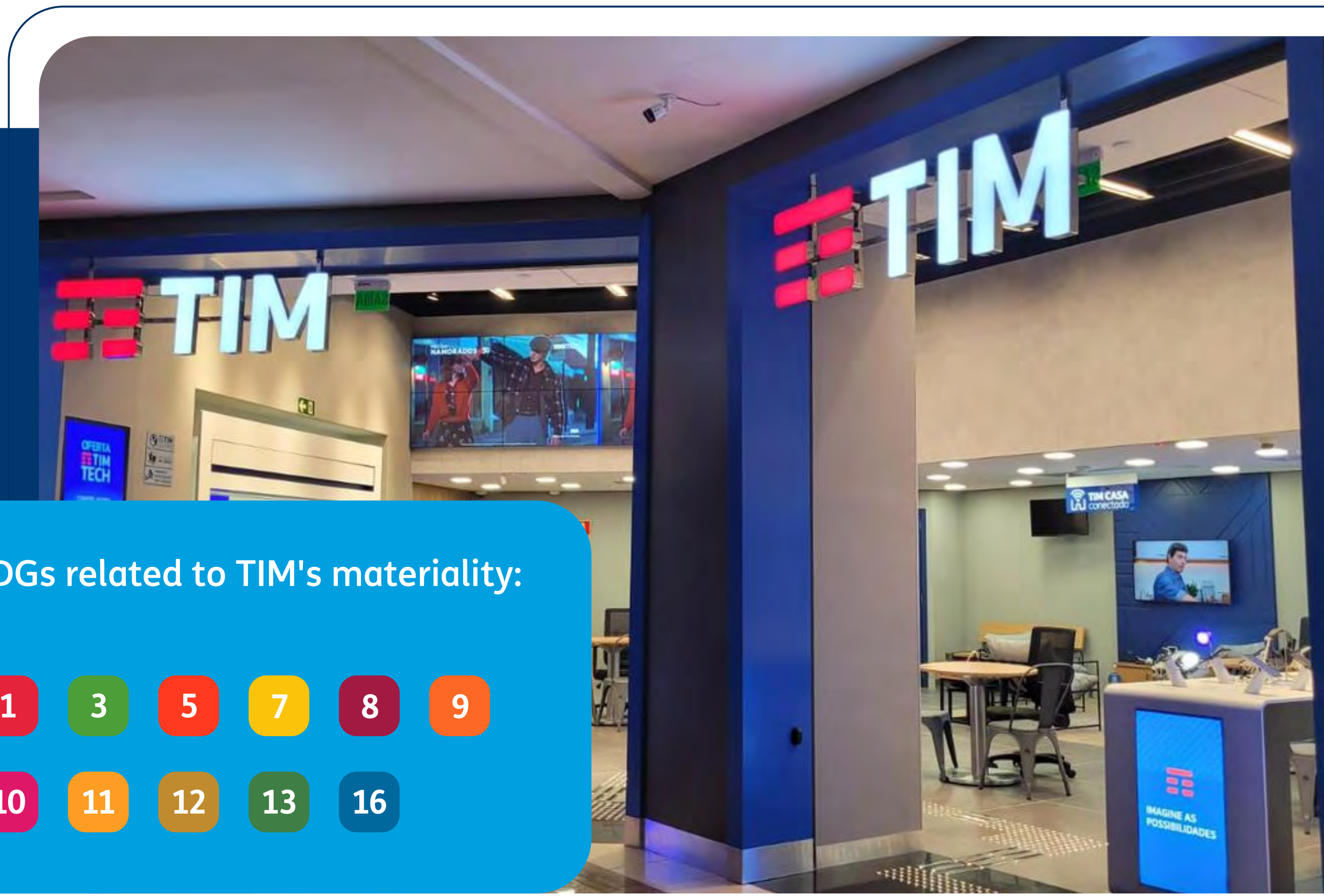
All results obtained and information gathered were validated with the Company's senior leadership. At the end of the process, eight material topics for TIM were identified and presented to the Board of Directors.

In comparison with the last materiality assessment conducted in 2021, the topics that did not appear as material were: **Promotion of diversity and equal opportunities; Waste management in operation and - post-consumption; and Strategic and responsible supplier management.** Although all of these are important issues for TIM and continue to be considered in the Company's practices, policies, and ESG Plan, they were not identified as priorities from the perspective of the various stakeholders consulted in 2022.

It is worth noting that **Investment in infrastructure and reliability** was merged into **Service Quality**. The only new topic was **Transparency and relationship with priority stakeholders.**

SDGs related to TIM's materiality:

- 1
- 3
- 5
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 16



Material Topics

GRI 3-2

Material topic	Financial Approach*	Socio-environmental approach*	Indicators	Stakeholders who most addressed the topic	Related SDGs
Innovation and technology 	innovation; increased competitiveness; better reputation; availability of new services	Support for transitioning from voice usage pattern to data, paving the way for digital transformation in various sectors such as education, agriculture, healthcare, finance, public services etc.; coupled with environmental impact reduction, inclusion, and access; business sustainability	Own indicators	Executive board, market experts, TIM S.p.A., employees, customers, suppliers, service providers, startups, innovation hubs or agents, participants in Istituto TIM projects	8 9 11
Digital inclusion and connectivity 	Investments in infrastructure and network expansion; better reputation	Digital inclusion supported by digital literacy initiatives and encouragement of correct technology usage; ensuring access to various public services that are being digitized	GRI 203 2016 indirect economic impacts GRI 413 Local Communities 2016 Own indicators	Executive Board, market specialists, TIM S.p.A., employees, Participants in Istituto TIM projects	1 5 9 10 11
Privacy and data security 	Reduction of exposure to legal risks and loss of confidential information; better reputation; customer retention	Brand differentiation; better reputation	GRI 418 Client Privacy 2016 Own indicators	Executive Board, market specialists, TIM S.p.A., outsourced specialistas, employees	16
Energy efficiency 	Dependence on public pricing policies and inability to prepare long-term budgets	Increase in renewable energy consumption; encouragement of the free energy market and distributed generation; job creation in the plants; reduction of GHG emissions; 5G technology as a precursor of more efficient processes	GRI 302 Energy 2016 GRI 305 Emissions 2016 Own indicators	Executive Board, TIM S.p.A., employees, customers, startups, hubs or innovation agents	7 12 13

*Most relevant aspects identified by stakeholders during the consultation process for the development of TIM's materiality, conducted in 2022.

Material topic	Financial Approach*	Socio-environmental approach*	Indicators	Stakeholders who most addressed the topic	Related SDGs
Service quality 	Improved reputation and customer loyalty	Positive customer experience; support for behavioral change with more data usage than voice, and support for access to digital public services, education, and others; supplier dependency to ensure service quality; brand differentiation; enhanced reputation	Own indicators	Market experts, customers, startups, hubs or innovation agents	9
Health, wellbeing and safety 	Reduction of absences and turnover for health issues; increased innovation; reduced attraction and retention costs	Pride of belonging; brand differentiation; better reputation; quality of life; knowledge transfer	GRI 401 Employment 2016 GRI 403 Occupational Health and Safety 2018 GRI 404 Training and Education 2016 GRI 405 Diversity and equal opportunities 2016 Own indicators	External experts, employees, customers, suppliers, and service providers, startups, innovation hubs or agents, participants in projects of Instituto TIM	3, 5, 8
Ethics, integrity and compliance 	Business continuity; reduction of exposure to legal risks; greater competitiveness; impact on market value; access to capital	Incorporation of concepts into organizational culture; pride of belonging; reputational gains	GRI 205 Anti-corruption 2016 GRI 206 Anti-competitive behavior 2016 General disclosures (GRI 2)	Market experts, external experts, employees	16
Transparency and relations with priority publics 	Business continuity; greater competitiveness; increase in market value	Customer retention (clear communication, respect, and care in customer service; leveraging the brand's potential to engage in causes it believes in); pride in belonging (transparency about career plans and development opportunities); reputational gains (sustainability data must be robust to ensure accurate assessment)	GRI 417: Marketing and Labeling 2016 General disclosures (GRI 2)	External experts, employees, suppliers and service providers	12, 16

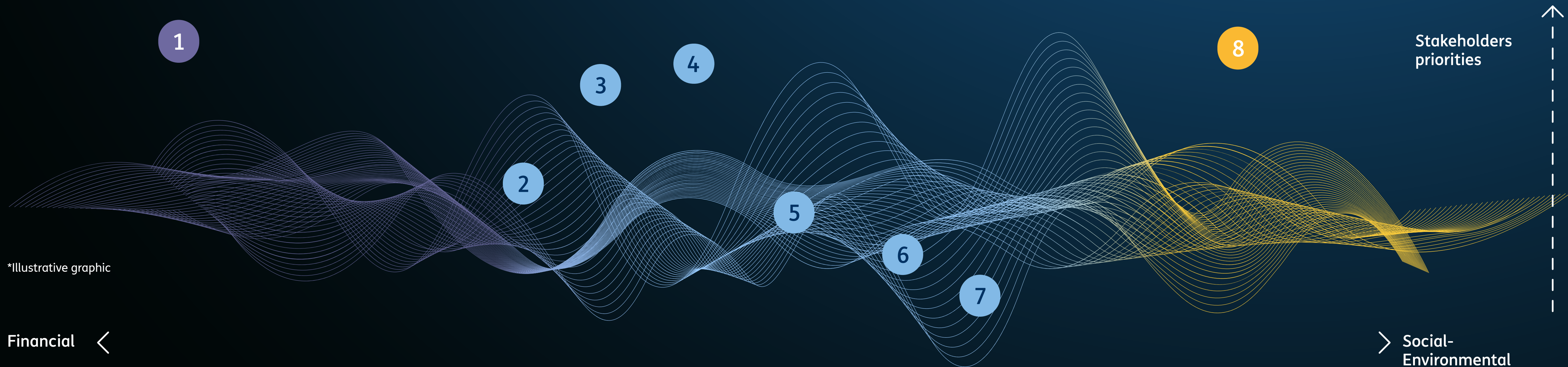
TIM Materiality

- In this representation of TIM's materiality*, the topics located further to the left are those with the greatest financial impact, while those on the right represent greater socio-environmental impact. The center shows topics with both financial and socio-environmental impact.
- The topics that occupy the highest part of the chart are those prioritized by stakeholders.

Financial Materiality

Socio-Environmental Materiality

Financial and Socio-Environmental Materiality



*Illustrative graphic

Financial <

> Social-Environmental

- 1** Innovation and technology
- 2** Digital inclusion and connectivity
- 3** Energy efficiency
- 4** Service Quality
- 5** Privacy and data security
- 6** Transparency and relations with priority publics
- 7** Ethics, integrity and compliance
- 8** Health, wellbeing and safety



1

ESG Vision

2024-26 ESG Plan
2023 ESG Highlights
Stakeholder engagement
Commitments and
acknowledgments

Solid ESG path

GRI 2-17, 2-22, 2-23, 2-25

Generating positive and lasting value for society and shareholders has always been part of our business strategy. If today, environmental, social, and governance aspects, so widely disseminated in the ESG acronym, are considered essential in conducting any activity, for TIM, the sustainable development agenda is part of an evolutionary and intentional journey.

Continuously, we challenge ourselves with goals and commitments that contribute to building a fairer, more inclusive, and diverse society, and reduce environmental impacts, in pursuit of a circular and low-carbon economy. At TIM, the ESG theme is at the core of the business, becoming an increasingly cross-cutting principle in all planned and executed actions. Through collective and customized initiatives, such as meetings and forums, we develop and train our employees, including leadership, on the subject.

The national and international recognitions are a consequence of the journey that has been built for over two decades. We are the telecommunications company with the longest presence in the Corporate

Sustainability Index portfolio of B3 (ISE-B3). Since 2011, the Company has voluntarily been part of the Novo Mercado, the highest level of corporate governance of the Brazilian stock exchange, and is also the first national operator classified as a Pro-Ethics company by the Comptroller General of the Union (CGU) ([see more on page 22](#)).

TIM conducts quarterly **collection and analysis of over 100 ESG indicators**, aiming to continuously monitor and improve management across various fronts related to environmental, social, and governance issues, as well as to anticipate potential business impacts.



We are convinced that the development of the ESG journey is directly connected to promoting a corporate culture driven by our purpose and values. Collective mobilization depends on the individual will of people. Therefore, in 2023, we advanced in our cultural evolution journey and strengthened the dissemination of the 101 identity, which puts the customer first, breaks down barriers to deliver the best experience, and has every employee as a protagonist. Additionally, we launched new cultural values that guide expected behaviors and the way people behave and act, to take our performance to an even higher level, with more innovation, inclusion, and sustainability to achieve strategic objectives.

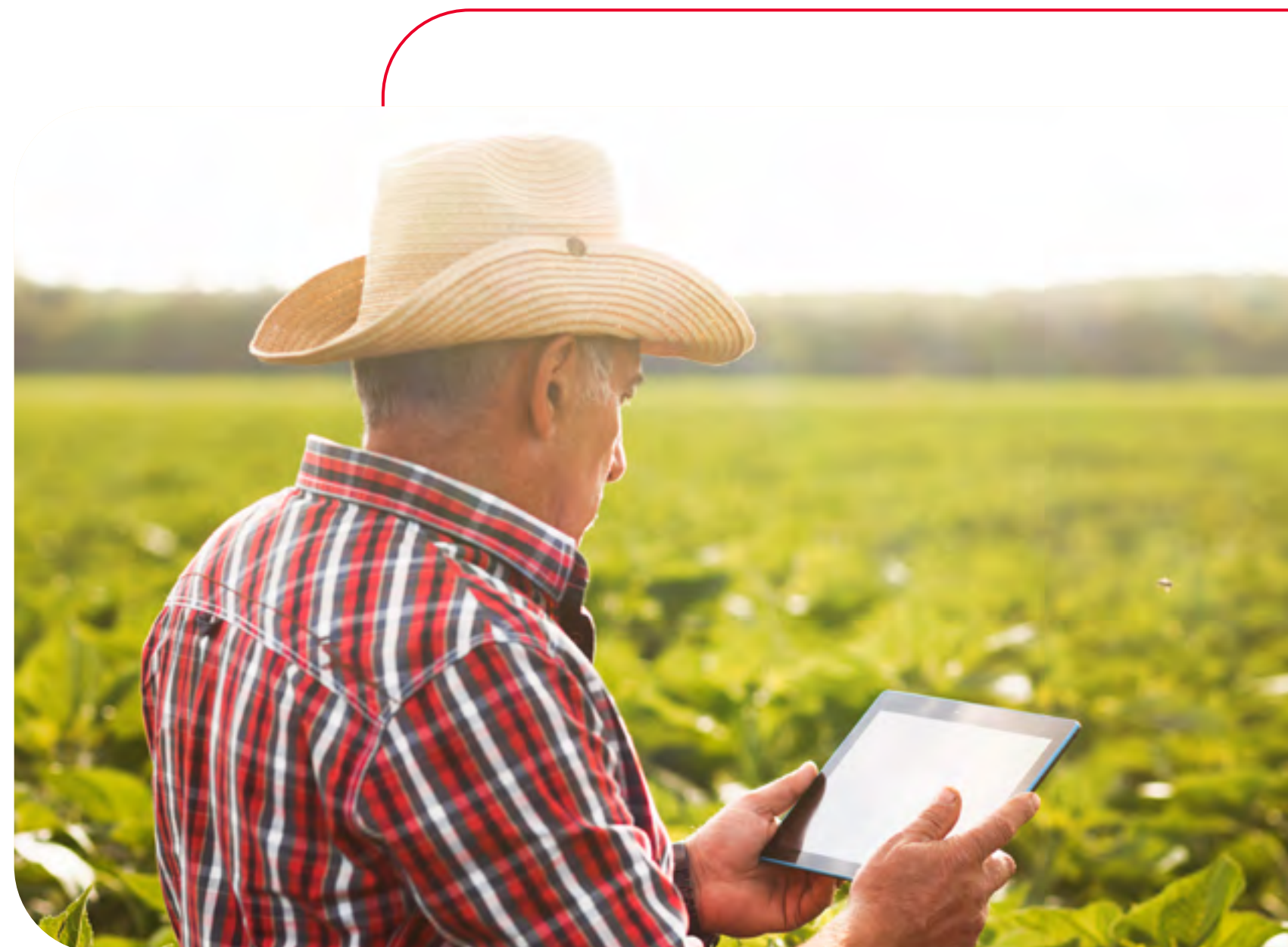
Within the Social pillar, as signatories of the UN Global Compact since 2008, and of UN Women since 2021,

We believe our business **enables positive impacts for people, society, and the environment.** We work so that everyone can evolve together, with respect and courage, transforming technology into freedom.

we develop projects connected to the Sustainable Development Goals (SDGs) and recognize the rights to data privacy, to a safe internet, to access to information, and to freedom of expression as essential and non-negotiable.

In 2023, Instituto TIM celebrated its tenth year of operation. Its projects and alliances have contributed to promoting human development in Brazil, using innovation as a lever for social transformation. And in line with our belief that connectivity can change people's lives, throughout the year, we established an

important partnership with the NGO Gerando Falcões. Among the various outcomes of this partnership, we highlight the launch of the Fortalecendo Redes (Strengthening Networks) call for proposals, which donated a total of R\$ 1 million to ten organizations in its network of leaders. [See more on page 153.](#)



In 2024, TIM was once again recognized as **one of the most sustainable companies in the world by S&P Global ESG**, the organization behind the Dow Jones Sustainability Index (DJSI), marking the third consecutive year of this achievement. The company was once again included in the Sustainability Yearbook 2024 for the evolution of its performance in the submission process to the DJSI.

Advancements and recognitions in Diversity and Inclusion

In promoting diversity and inclusion, our actions, goals, and commitment have received national and international recognition. For the third consecutive year, we have been recognized as the world's most diverse and inclusive operator by the Refinitiv Diversity & Inclusion Index. The index, which measures the performance of over 15,000 publicly traded companies on diversity, inclusion, and career development issues, is part of the LSEG (London Stock Exchange Group), and is also one of the leading ESG data analysis companies for the financial market. In addition to achieving global leadership in the telecommunications sector, we ranked fourth in the world.

We are also the first Brazilian operator to win the international GSMA's Diversity in Tech award, which globally recognizes organizations with practices promoting equality, diversity, and human rights in the technology sector. In 2023, we achieved first place among companies in Latin America in Bloomberg's Gender Equality Index; we won the silver medal at the 2023 Corporate ESG Awards, and we were the only telecommunications operator to be part of the B3 IDIVERSA, the first index of the Brazilian stock exchange to consider gender and race criteria for selecting companies to compose its portfolio. Check out on [page 22 other achievements and awards](#).



We are the only telecommunications operator to be part of the **B3 IDIVERSA index**

Transparency journey and ESG commitments

2000 - 2005

Obtains **ISO 9001** certification (quality).

Start of the sustainability performance accountability process through the publication of **annual reports**.



2011 - 2015

We joined the **Novo Mercado** of B3.

We consolidated private social investment in **Instituto TIM**.



2006 - 2010

We became part of the **Corporate Sustainability Index (ISE) of B3** (the only company in the sector to have been in the index for so long).

We became signatories of the **Global Compact**, committing to advancing aligned with the **SDGs**.

We adopted the guidelines of the **Global Reporting Initiative (GRI)** in the ESG Report and disclosed our performance and management of greenhouse gas emissions (GHG) in the **Brazilian GHG Protocol Program** and in the **CDP**.

We obtained **ISO 14001** certification (environmental).



2016 - 2020

We became part of the List of **Pro-Ethics company** by the **Comptroller General of the Union** (the first telecommunications operator in this initiative).

We launched the **ESG Plan**, which is annually reviewed, defining goals and commitments on social, environmental, and governance issues.



2021 - 2024

We obtained **ISO 37001** certification (anti-bribery management).

We won the international **GSMA's Diversity in Tech** award.

Three consecutive years (2021 to 2023) as the **world's most inclusive operator**, according to the Refinitiv Diversity & Inclusion Index, achieving **global leadership in telecom and fourth place worldwide** in 2023.

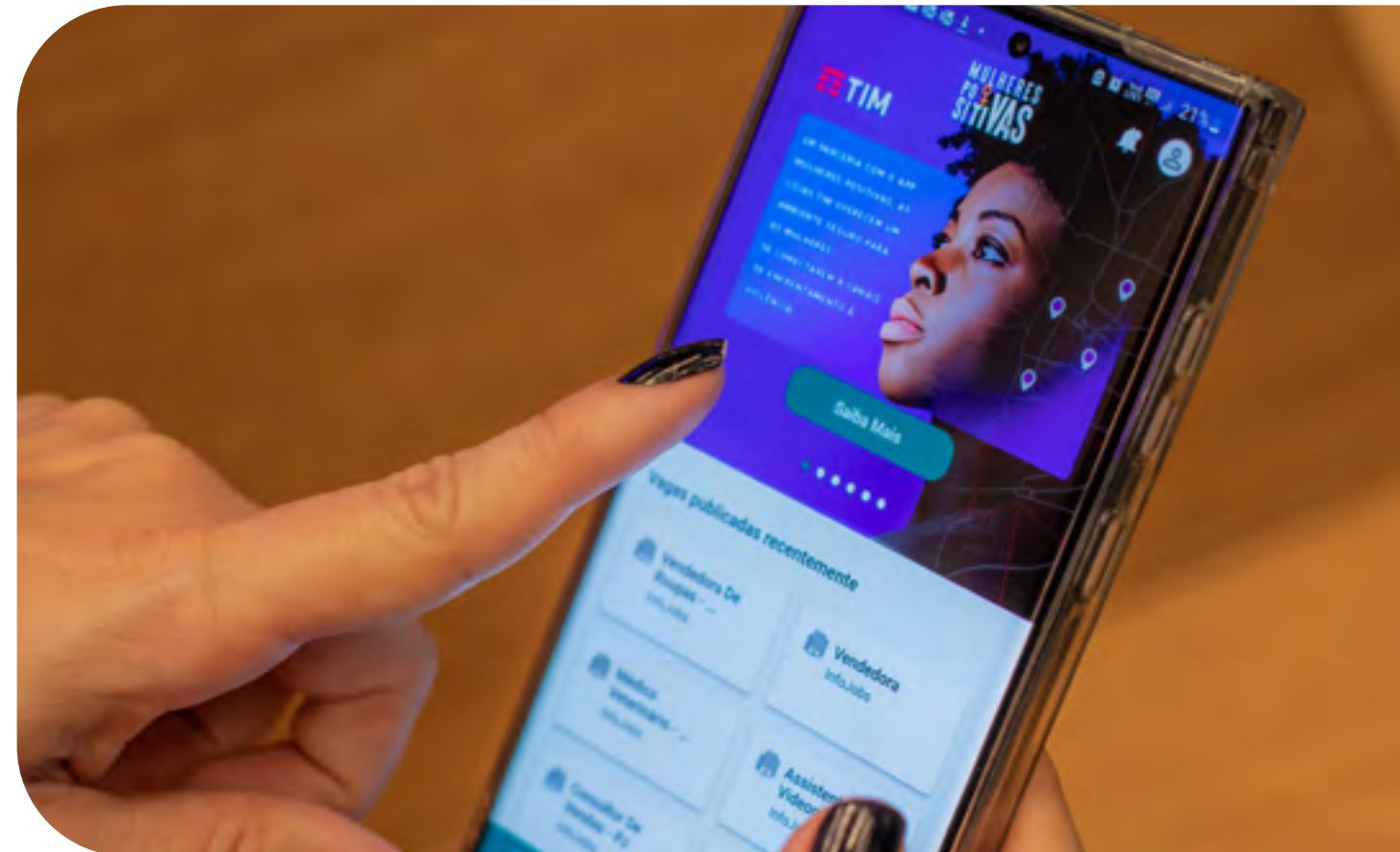
We obtained **ISO 27001** certification (information security management).

Validation of the **TIM Group's** greenhouse gas emissions reduction targets by the Science Based Targets initiative (**SBTi**).

2016 - 2020

We have incorporated **SASB** (Value Reporting Foundation) indicators into the ESG Report.

We committed, along with the TIM Group, to the **Science Based Targets initiative (SBTi)** to establish greenhouse gas emissions reduction targets aligned with the ambition of the **Paris Agreement** and defined by scientific methods.



Support for the recommendations of the **Task Force on Climate Related Financial Disclosures (TCFD)**.

Instituto TIM celebrates its 10th anniversary.

We joined the **GPTW B3 Index**.

We received the **Women on Board** seal, which recognizes companies with at least two women on the Board of Directors.

We were recognized as the **best company** in Latin America and **7th globally** in gender equity by **Bloomberg**.

For the second consecutive time, we were selected for **Bloomberg's Gender Equality Index**, being the most equal company in the sector and in Latin America.

We became part of the **IDIVERSA B3**, the first index of the Brazilian stock exchange to consider gender and race criteria in selecting companies to compose its portfolio.

For the third consecutive year, we are one of the most sustainable companies in the world, becoming a **Sustainability Yearbook Member** by S&P Global ESG.

We achieved an **A rating** in the **CDP Climate Change questionnaire**, joining the select group of companies considered global leaders in climate change management.

2024-26 ESG Plan

GRI 2-24, 2-25



TIM Group's commitment



SLB Sustainability-linked bond



New target

Pillar	Commitments	2023-25 Plan	Term	2023 Result	2024-26 ESG Plan	Term
<p>Environmental</p>	Net Zero ¹ (scopes 1, 2 and 3) tCO ₂ e	≤0	2040	226,172 ^{2,3}	Net Zero	2040
	Reduction of scope 3 emissions ¹ (categories 1, 2, and 11)	-47%	2030	226,172 ²	-42%	2030
	Carbon neutral ¹ (scopes 1 and 2) tCO ₂ e	≤0	2030	0 ³	Carbon neutral	2030
	Renewable electricity	100%	2025	100% ⁴	100%	2025
	Eco-efficiency in data traffic ⁵ (bit/Joule)	+110%	2025	+160%	+110%	2025
	Reuse or recycling of solid waste ⁶	≥95%	2025	96%	≥95%	2026
<p>Social</p>	Engagement ⁷ (per year)	≥82%	2025	86%	≥82%	2025
	Black employees ⁸	> 40%	2025	41.4%	-	-
	Black employees in leadership positions ⁸			NA	≥25%	2025
	Women in leadership positions	>35%	2025	36.2%	>36%	2025
	Employees trained in ESG skills (per year)	≥99%	2023	99%	-	-
	Employees trained in digital capabilities	≥7,500	2025	6,040	≥7,500	2025
	4G presence	100%	2023	100%	-	-
<p>Governance</p>	Connected hectares (in millions)			NA	32	2026
	National Mobile Consumer NPS (Net Promoter Score)	≥50	2025	50	-	-
	Transparency and Anti-Corruption practices and standards (e.g. ISO 37001, Pro-Ethics Seal)	Maintain	2025	Maintained	Maintain	2026
	Cybersecurity and Data protection Practices and standards (e.g. ISO 27001)	Maintain	2025	Maintained	Maintain	2026
Positioning in ESG indexes and ratings (e.g. ISE)	Maintain	2025	Maintained	Maintain	2026	

¹ The Group's targets with the base year 2019 in the 2023-25 Plan were changed to the base year 2023 in the 2024-26 ESG Plan, in line with the TIM Group.

² Results in absolute emissions. The percentage progress compared to the base year 2019 was not reported, as in 2023 a new, different, and more accurate Group scope 3 calculation methodology was adopted, which is not comparable to the one used in 2019.

Scope 2 emissions (which are part of the "net zero" target) were calculated using the Market-Based methodology. The scope 3 reduction target was reformulated to -42% due to the change in the baseline to 2023 and in accordance with the SBTi's indications regarding the expected annual reduction until 2030.

³ The results consider the purchase of carbon credits (scope 1) and IRECs (scope 2, using a market-based approach).

⁴ The result considers the purchase of I-RECs (scope 2) and does not include the natural gas and biogas plants of GD, as they are accounted for as fuels in scope 1.

⁵ Base year 2019.

⁶ Does not consider organic and construction waste from classes C and D.

⁷ Measured through the favorability index of the Mercer Climate and Engagement Survey.

⁸ Self-declared mixed race and black employees are considered.

2023 ESG Highlights

- Businesses
- Financial results
- B2B Clients
- Environmental
- Social
- Governance



With 25 years of operation in Brazil, we have reached the milestone of **61.2 million mobile phone customers**.

100% 4G coverage in Brazilian municipalities

Pioneers in activating 5G in the country, and we ended the year with a presence in **209 cities**



We closed the year with a **net revenue of R\$ 23.8 billion** (+10.7% y/y) and a normalized EBITDA **growth of 14.2%**



16 million hectares covered with 4G and + 34 million hectares with NB-IoT

Over 1.3 million people impacted in rural areas

Over 4,700 km of highways with TIM connectivity

Over 150,000 smart lighting fixtures contracted in the year




100% of electricity consumed from renewable sources (with the acquisition of I-RECs)

160% increase in energy efficiency in data traffic

101 operating plants in the Distributed Generation Project

We reduced Scope 1 and 2 **emissions by 80%**, compared to 2019

CDP A rating (climate leader)



We avoided the use of **3,800 tons** of paper, saving **R\$426 million**, and avoided emitting the equivalent of 5,038 tCO₂e in Scope 3

We managed to recycle **96% of generated waste** |
 We collected **1,636 kg of electronic waste**, with 98% being recycled |
 We collected **7,600 cell phones**, approximately **91%** of which are in reusable condition



The only telecommunications operator to be part of **IDIVERSA B3** |
 Best company in Latin America and 7th globally in gender equity according to Bloomberg

Ranked 12th among the 150 Best Companies to Work for in Brazil by Great Place to Work (GPTW)




1st place globally among telecommunications companies in the **Refinitiv Diversity & Inclusion index** for the **3rd** consecutive year

10 years of Instituto TIM, benefiting more than **700,000** people |
 Partnership with Gerando Falcões: R\$1 million allocated to 10 organizations selected through the **Fortalecendo redes** (Strengthening Networks) call for proposals – **R\$100,000** for each




Selected for the **3rd year** in a row by S&P Global as a **member of the Sustainability Yearbook** |
 One of the **standout companies in ESG** by Morningstar's Sustainalytics

16 years on the ISE, making us the longest-standing telecommunications company on B3's sustainability index |
 For the **3rd** consecutive time, we have been included in the **Pro-Ethics Companies** list by the Comptroller General of the Union (CGU)

Stakeholder engagement

GRI 2-24, 2-25, 2-29, 3-3

Material topic: Transparency and relations with priority publics

SDG 12 16

We believe that engaging our stakeholders creates value for both TIM and society. Therefore, we work on developing relationships of trust that foster mutual learning, innovation, and the improvement of risk management and reputation.

It is TIM's commitment to be transparent in its relationships and communication with its stakeholders, especially priority ones such as customers, employees, and investors.

Our [Engagement Policy](#) guides our actions and relationships. It establishes a set of principles aimed at valuing transparent dialogue and communication to build quality connections, solid, and ethical relationships.

The instrument also aims to address stakeholders feedback internally, ensuring efficient responses, and providing better risk management and identification of opportunities.

In building its ESG agenda and materiality matrix, TIM follows these same guidelines to engage with its stakeholders.

Main stakeholders of the Company:

- Shareholders
- Own employees
- Local communities
- Competitors
- Clients/consumers
- Suppliers
- Government
- Financial Institution
- Consumer protection and defense bodies
- NGOs
- Regulatory agencies
- Service providers
- Trade Unions
- Society as a whole
- Startups

2023-25 ESG Plan



Target



Result

Maintain the annual employee engagement level equal to or above 82%

2023	86%
2022	86%
2021	83%

Engagement actions

Employees

- Management Meeting, reaching all leadership to assertively direct the deployment of strategic objectives, monitor results, and strengthen the culture of face-to-face communication;
- Monthly meetings with managers to address people management and cross-cutting topics within the Company;
- Reinforcement of the culture of inclusion, innovation, collaboration, and sustainability;
- Communication initiatives, internal marketing, training sessions, workshops, and roundtable discussions that promote reflections on key business topics;
- Performance evaluation, career plans, and succession planning;
- Active intranet and corporate social network with content of interest to employees, strengthening the employer brand and integrated with the use of digital systems and tools in daily operations;
- Endbranding and endomarketing actions for aligning employees with the brand's positioning and new offerings and services;
- Organizational climate surveys and recurring "pulse" surveys;
- Launch of Acknowledgment programs (Valeu, TIME! and TIMaço) to strengthen the new cultural values and increase visibility of deliverables aligned with the challenges of the strategic plan.

Clients

- Multichannel service: Meu TIM App; Virtual Assistant; Social media; WhatsApp; online chat; Call Center: 144* and 1056* calls; [Meu TIM Website](#);
- Ombudsman: a second-level channel providing assistance to customers who have already used TIM's customer service channels;
- Specialized care for hearing impaired;
- User Council with participation from customers and representatives of consumer protection entities;
- Surveys on experience and satisfaction, such as consumer profile and habits, attractiveness of services and products, and image, among others;
- Branding initiatives aimed at bringing the Company closer to the customer, such as actions created within major events, like Rock in Rio, for example.

Government

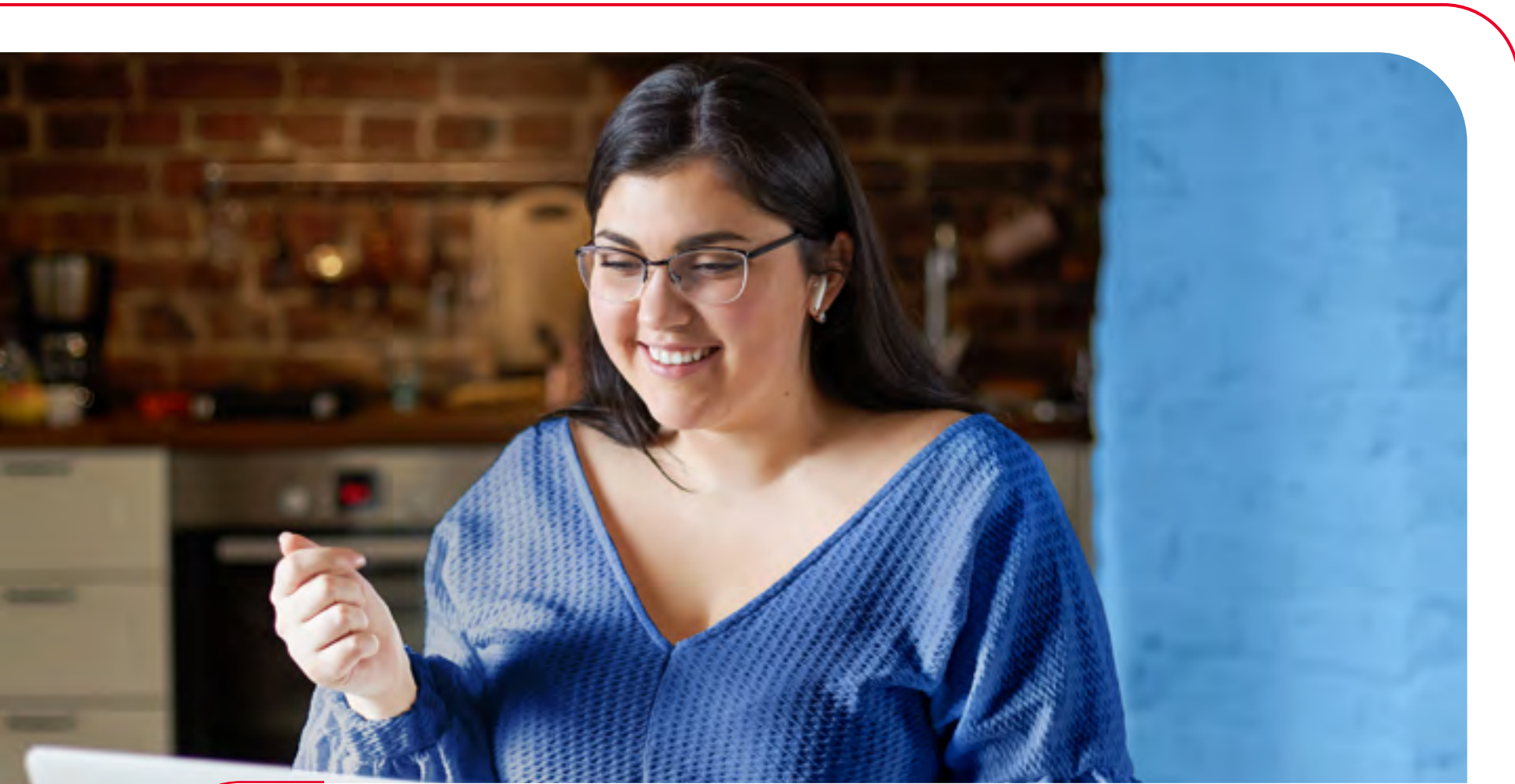
- Monitoring of the agenda of strategic public policies and regulations for the telecommunications sector, changes in legislation, and enactment of new laws;
- Participation in discussions on strategic topics, such as the implementation of 5G, enabling telecommunications infrastructure, increasing access to connectivity, regulating the use of new technologies (IoT), and energy efficiency. These are debates that require the active participation of governmental and regulatory entities, sector operators, and, in some cases, stakeholders from other value chains, such as financial institutions and players in the electric sector;
- Participation in associations with the aim of monitoring and promoting the development and implementation of telecommunications public policies at national and regional levels.

Shareholders and investors

- Quarterly results disclosure and market announcements, as well as hosting events;
- Provision of the "Contact IR" channel for requesting information and sharing suggestions addressed to the Board of Directors;
- Publication of information to investors and analysts through disclosure on the [Investor Relations website](#), distribution of the [Investor Relations mailing list](#) upon registration on the website, and request for information and clarification of doubts via email at ri@timbrasil.com.br.

Suppliers

- Engagement in best practices related to ethics and social and environmental aspects, through purchasing processes, integrity and socio-environmental due diligence questionnaires, and promotion of workshops and awareness campaigns.



Commitments and acknowledgments

GRI 2-23, 2-24, 3-3

We are a committed and engaged company in important issues such as human rights, diversity, inclusion, climate change, and sustainable development. We are dedicated to applying ESG best practices in our management, and the recognition of this work is TIM's presence in relevant indices, as well as the national and international awards received, which measure and prove our performance on this journey.

Business Initiatives FGVces: For over a decade, TIM has been part of the Business Initiatives network coordinated by the Center for Sustainability Studies of the Getulio Vargas Foundation (FGVces), a hub for knowledge production aimed at exchanging experiences and promoting the advancement of the sustainability agenda within companies. In 2023, the company participated in a learning and research cycle on integrating business strategies in climate and biodiversity.

We also participate in forums and organizations that promote debates on these and other topics, making TIM a protagonist in fostering positive transformations both within and outside the company. These are:

Global Compact and SDGs: For 15 years, as a signatory of the UN Global Compact, TIM adopts the SDGs as a guideline for integrated strategy formulation. The company commits to supporting the ten principles established in areas such as human rights, environmental protection, labor conditions, and anti-corruption, embedding them in its strategic plans, culture, and daily operations.

We are dedicated to **implementing ESG best practices** in our management, and the recognition of this effort is evidenced by TIM's presence in relevant indices, as well as national and international awards.

Financial assistance received from the government (R\$ thousand) GRI 201-4

	2021	2022	2023
Deduction of taxes and fees	176,741	166,110	235,753
Subsidies for investments, research and development, and other relevant types of grants.	13,548	10,324	860
Total	190,289	176,434	236,613

B3 indices, the Brazilian stock exchange:

- Business Sustainability (ISE-B3): TIM has been present for 16 consecutive years in the index, which gathers Brazilian companies with the best corporate sustainability practices reflecting their maturity and seeking continuous improvement;
- Carbon Efficient (ICO2-B3): The Company is part of the index that brings together companies committed to transparently reporting their greenhouse gas emissions;
- Brazil ESG (S&P/B3): Since 2020, TIM has been a member of the B3 index, which measures the performance of securities that meet sustainability criteria, weighted by S&P DJSI's ESG scores;
- IDIVERSA Diversity and Inclusion Index by B3;
- Best Companies to Work (IGPTWB3): In 2023, TIM remained on the GPTW B3 Index, an indicator of the average performance of asset quotations of companies listed on B3 that have been certified by Great Place to Work (GPTW) as the best workplaces in Brazil.

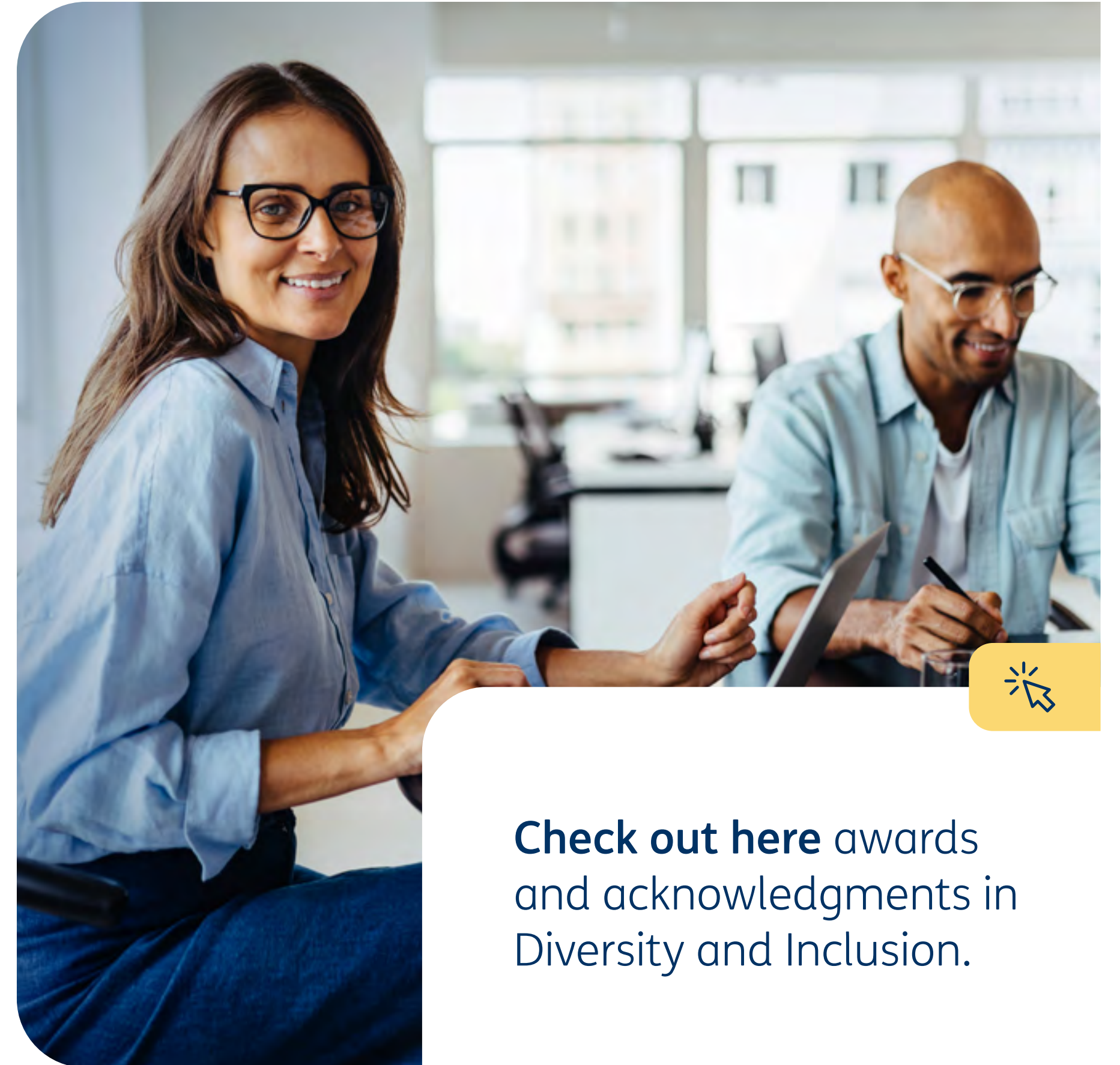
Women in Leadership (Teva) Index: TIM is recognized among B3 companies with the highest proportion of women in leadership positions. [See more on page 136;](#)

CDP: The company voluntarily responds to CDP Climate Change since 2010. This year, it became part of the select group of "A List" companies in 2023;

Great Place to Work (GPTW): TIM ranked 12th among the 150 Best Companies to Work for in Brazil; it also debuted in the GPTW technology ranking, ranking 7th, and climbed four positions in the RJ ranking, ranking 4th among large companies;

TOP Employers: For the third consecutive year, TIM Brasil has achieved the international TOP Employers certification, which recognizes companies that develop the best practices in people management;

GHG Protocol: Since 2010, TIM has disclosed its greenhouse gas emissions inventory in the Brazilian GHG Protocol Program;



Check out here awards and acknowledgments in Diversity and Inclusion.



FTSE4GOOD: TIM is part of the FTSE4Good Index Series (Emerging Markets Index, Latin America Index);

Morgan Stanley Capital International (MSCI) Indices:

- MSCI ACWI ESG Leaders: The company is part of index portfolios linked to the MSCI ESG Leaders Index, which conducts governance assessments and analyzes social and environmental indices of over six thousand publicly traded companies worldwide;
- MSCI Emerging Markets ESG Leaders;

Pro-Ethics: TIM is part of the list of Pro-Ethics Companies by the Controller General of the Union (CGU), an initiative that promotes a more honest, ethical and transparent corporate environment. The operator was the first telecom company in the country to achieve this recognition.

Exame's Best and Largest: In 2023, the company won the Technology and Telecommunications category of the award, which highlights the leading companies in Brazil in their sectors of activity. The award is the result of our consolidated leadership in 4G, our leading role in implementing 5G in Brazil, the combination of the best offers and services with the best network,

and positive financial results. We were also recognized for our internal practices, striving for a more agile and sustainable company that makes a difference for customers.

Conarec Award: For the second consecutive year, TIM ranked 1st in the "Telecommunications" category in the award that recognizes relational intelligence practices and engagement among players in the customer relationship market. Our CEO, Alberto Griselli, won "CEO of the Year" for the consistent work he has been doing in the Company.

Valor 1000: The Company won for the second consecutive year in the IT & Telecom category. The ranking by "Valor Econômico" newspaper presents the 1,000 largest companies in Brazil by net revenue. TIM's leadership in this sector is a recognition of our financial performance and also our actions focused on ESG practices.

In 2023, the Company won the **Technology and Telecommunications** category of the "Best and Biggest of Exame" award, which highlights the leading companies in Brazil in their sectors of activity.

Participation in key external organizations GRI 2-28



TIM is part of entities, organizations, and associations, both actively involved in governance - those with significant involvement in the institutional and regulatory environment for the telecommunications sector - as highlighted in the table alongside, as well as contributing technically to the development of best practices and participating in qualified forums in the market.

Participations with operations in governance

Entity	Purpose	TIM's participation
National Union of Telephony Companies and Mobile and Personal Service (Conexis Brasil Digital)	The non-profit organization represents institutionally the fixed and mobile service providers authorized by the National Telecommunications Agency (Anatel) to operate in Brazil	Member of the Executive Board
Brazilian Telecommunications Association (Telebrasil)	A non-profit, private civil entity that represents and works for the development of operators and suppliers of products in the communications and information sector	Member of the Executive Board
GSM Association (GSMA)	Organization that globally and institutionally represents mobile telecommunications providers and contributes to the development of technology in the mobile communication industry worldwide	Associated
Brazilian Association of Telecommunications Resources (ABR Telecom)	The organization has the mission to promote, operate, and manage integrated technical solutions among its members for the provision of telecommunications services and compliance with regulatory obligations	Member of the Board of Directors
ConectarAGRO	The association aims to promote connectivity in rural areas of the country, making it accessible to farmers throughout Brazil, to boost agribusiness.	Member of the Board of Directors



2

How we do business

- Business context and future prospects
- Corporate strategy
- Operation
- Innovation
- Customer

Business context and **future prospects**

GRI 2-6

The telecommunications sector is evolving rapidly. In a complex context, amplified by the emergence of new technologies, a horizon of opportunities and challenges opens up, where companies need to balance investments in innovation with service quality and meeting the increasingly demanding requirements of customers.

The sector directly contributes to the development of the economy and provides essential services to thousands of consumers and businesses, promoting access to information, services, education, health, and income-generating opportunities. The widespread access to mobile telephony and the internet represents opportunity and transformation in the lives of many people. Mobile networks are contributing to increasing process efficiency and reducing costs and distances. According to GSMA data, since 2015, nearly 2 billion people have gained access to the internet through a mobile device, with around 4.5 billion people - or 57% of the world's population - connected by the end of 2022¹.

In Brazil, these services have high penetration with a rooted impact in daily life: 97% of internet users access via mobile devices, and 79% of banking transactions are carried out through mobiles². However, despite the service being available to the majority of Brazilians, there is still room for growth in data usage, which could materialize in increased revenue for the telecommunications sector in a future scenario.

Mobile networks are contributing to **increasing process efficiency and reducing costs and distances.**



¹ <https://www.gsma.com/newsroom/press-release/improvements-in-mobile-connectivity-correlate-to-greater-impact-towards-sustainable-development-goals-according-to-gsma-report/>

² Banking Economics Report 2022 (page 131), available at: <https://www.bcb.gov.br/content/publicacoes/relatorioeconomiabancaria/reb2022p.pdf>



In the business realm, we have been witnessing in the country a new market dynamic in the mobile segment, where competition based on value is becoming increasingly relevant compared to volume based competition. Today, competition is more focused on characteristics such as service quality, customer experience, and innovation. According to internal studies, we have identified that quality has become the main attribute used by consumers to choose a mobile operator. These trends indicate the direction of efforts towards achieving excellence in customer service and experience, ensuring the quality and efficiency of networks, and increasing diversification in service offerings.

5G

In the regulatory field, throughout the year, we have been following the release of 5G spectrum in various municipalities across the country by the National Telecommunications Agency (Anatel). By the end of 2023, the signal had been activated in 209 municipalities, allowing the technology to be available to 97 million Brazilians, or approximately 46% of the national population. The forecast is that 5G will reach all cities in the country by 2029, when operators should have installed antennas in cities with up to 30 thousand inhabitants.

In the coming years, 5G technology will be the enabler of a digital revolution that will allow the emergence of solutions with superior speed and precision, impacting various sectors of the economy (learn more about the prospects for 5G on [page 38](#)).

Data security

The [Global Risks Report 2023](#) from the World Economic Forum identifies the increase in cybercrime and insecurity in the digital environment as one of the major risks for the coming years. With the increasing demand for connectivity and the possibilities brought by 5G, especially in the development of smarter processes and services, the risks related to data protection and privacy, cyber attacks, and vulnerabilities in devices (with the advancement of the Internet of Things (IoT) concept) are also growing.

Corporate strategy

Being the preferred operator in Brazil is an ambitious goal that requires a consistent commitment to quality, offering the best solutions and experiences, and innovation. At TIM, we are driven by the desire to make a difference in people's lives and we act with resilience and agility to adapt to the business context in which we operate, always staying ahead of important market movements.

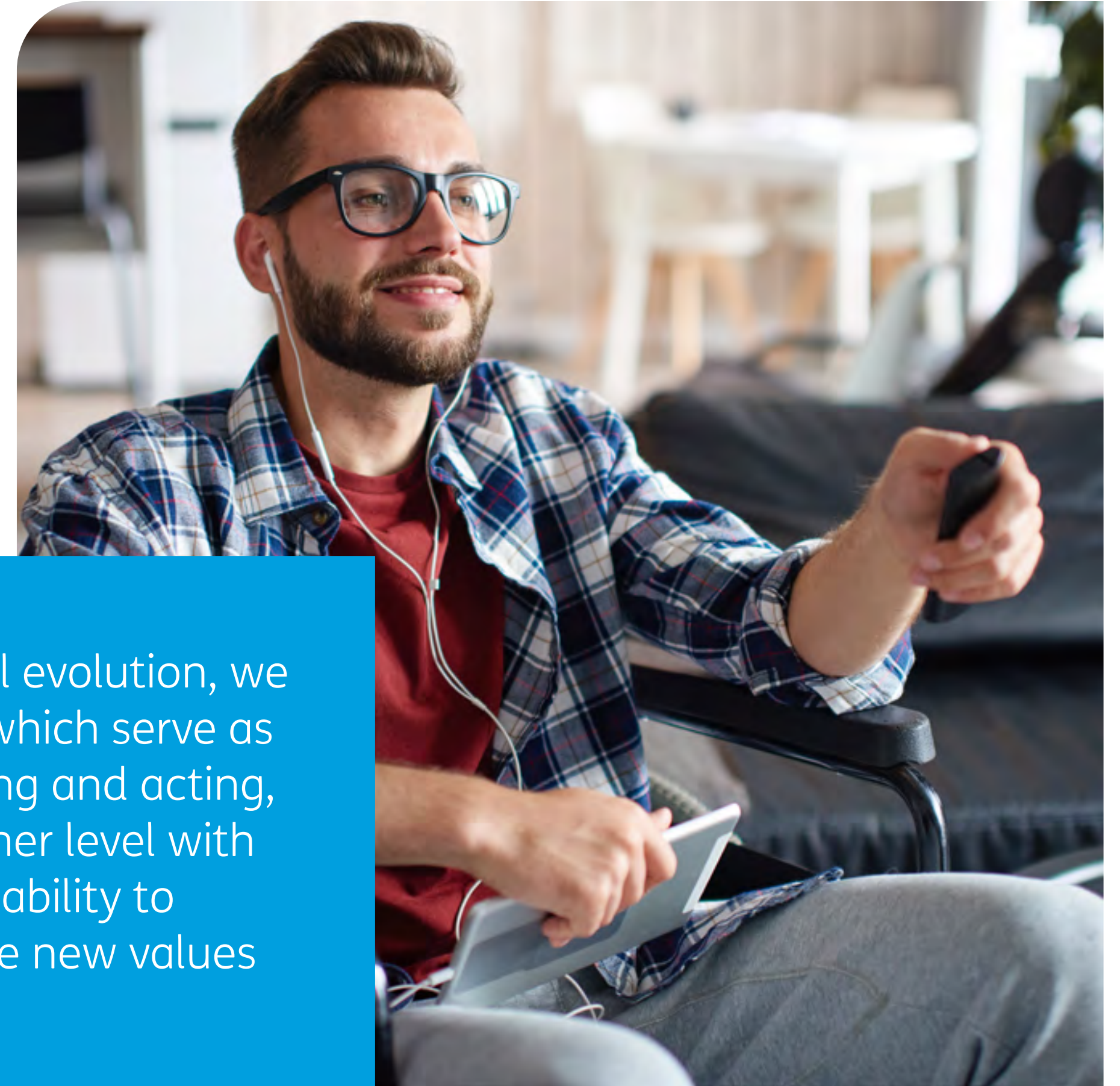
Periodically, we revisit our Corporate Strategy to ensure alignment with our objectives and the creation of value for our entire chain. This is a process that involves the company's leadership to project our future scenario and the potential positive and negative impacts of our business.

In this sense, we work to build the TIM of the future based on clear objectives, qualification in the new digital competencies that the market demands, and an evolution of our way of being and doing things. Until 2026, our focus is on strengthening our service, delivering solutions that go beyond connectivity, thereby increasing the profitability of the business.

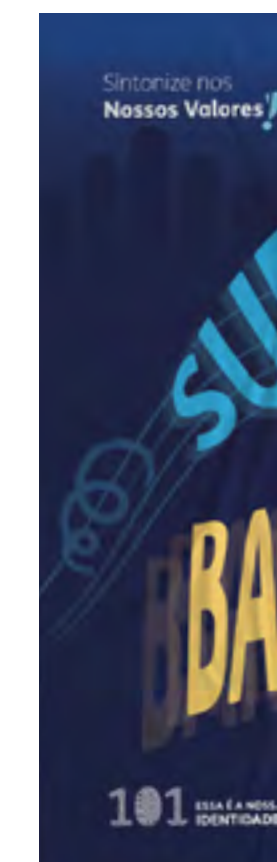
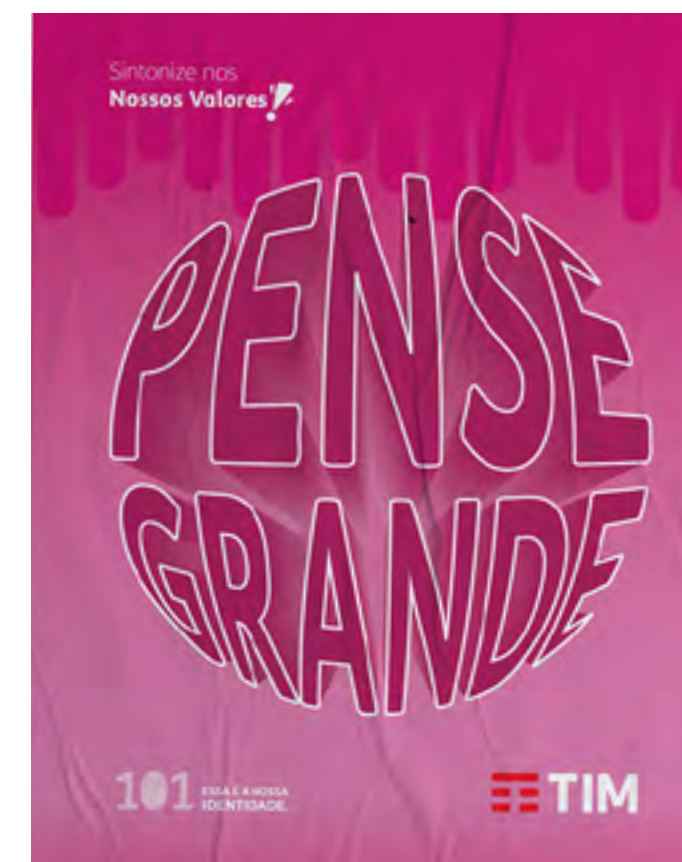
To do this, our daily actions are guided by our values and cultural identity 101, divided into three pillars:

- always put the customer first;
- remove barriers to deliver the best experience; and
- be protagonists of this journey.

In another essential step of this cultural evolution, we launched new cultural values in 2023, which serve as the foundation to guide our way of being and acting, taking our performance to an even higher level with more innovation, inclusion, and sustainability to achieve our strategic objectives. See the new values on the following page.



Our Cultural Values



Surprise the customer

Delighting the customer is our greatest motivation.

We deliver freedom of choice, offering the best solutions and experiences for both customers and society.

Because we want to make a difference in people's lives.

Build trust

Transparency and respect are the foundation for trust in all our relationships.

We practice active listening, empathy, and collaboration to strengthen connections.

Ethics and integrity are non-negotiable.

Be the protagonist

We make things happen with enthusiasm.

We take on challenges with energy, positive attitude, and determination.

We act with responsibility and commitment in everything we do.

Think big

We anticipate and build the future.

The pursuit of innovation drives us to deliver solutions that always keep us ahead.

We have the courage to dare, go beyond, and transform society.

Promote inclusion

Here, everyone has a voice and takes pride in who they are.

We value diversity of ideas, skills, and stories.

We use technology in favor of responsible socio-environmental development.

Overcome barriers

Agility and collaboration drive us to achieve.

We challenge norms and adapt to changes quickly and with quality.

We simplify the way things are done to deliver exceptional results.

Values

Purpose

Strategy

Objective

To be Brazil's **preferred** operator

Customer comes **first**
No barrier
Leadership

To evolve together, **with respect and courage**, transforming technology into freedom.

Surprise the customer

Build **trust**

Be the **protagonist**

Think **big**

Promote **inclusion**

Overcome barriers

From the objective to the values, our entire cultural evolution journey anchors and permeates TIM's business strategy, including the ESG Plan. To develop our employees with this culture, covering all levels of the Company, we rely on actions to engage senior leadership, from the CEO to the vice-presidents and other executives. This happens through workshops to deepen the culture and plan engagement actions; a large-scale campaign to launch and promote engagement with the new cultural values, which also permeate new training and development topics; as well as an action plan to disseminate and sustain the new cultural values.

We also have a permanent agenda at Management Meetings, every quarter; we created the recognition programs TIMaço (based on project deliveries of the strategic plan) and Valeu, TIME! (based on the nomination of people who inspire the new values), among other internal and external activities promoted by the departments. Furthermore, we have developed a continuous communication plan for cultural evolution actions throughout TIM and have a team of Culture Ambassadors. Comprised of over 40 employees from different departments, our team of Ambassadors contributes to the dissemination of culture in daily activities and monitors functional action plans focused on the cultural evolution of their areas.

Climate and engagement

GRI 3-3

We are committed to creating a healthy and trustworthy work environment that encourages dialogue and strengthens our connections. To achieve this, we use an important tool, the Climate and Engagement Survey, which enables us to assess the team's level of engagement with regard to different dimensions such as: Integrity Culture, Organizational Agility, Responsible Leadership, Healthy Work Environment, Organized Processes, Fair Reward, Attractive Careers, Thriving Individuals, and Engagement. Furthermore, it helps us understand how our employees feel about the company, organizational culture, processes, and policies, providing data for an in-depth diagnosis within the Company and also within each area.

Based on the results, we identify improvement opportunities and define action plans and monitoring to prioritize addressing the issues identified with low favorability. The action plans are segmented between corporate - spanning across the entire Company - and functional - with specific actions per area; and are monitored throughout the year by the people management teams and area leaders.



Highlights from the 2023 Climate Survey



Job satisfaction: 86% of our employees are satisfied with the work environment, and 91% are engaged.



Purpose and alignment with culture: 92% feel they are part of TIM's results and achievements.



Well-being and quality of life: 85% affirm having flexibility to balance professional activities with other aspects of life.



Diversity and inclusion: 96% of employees believe that TIM promotes a diverse and inclusive environment, and 94% affirm that they work in an environment that does not tolerate any form of harassment and discrimination.



Pride: 95% of our team is proud to work at TIM.



Learning and development opportunities: 95% of employees affirm having opportunities for continuous learning and development.

Operation

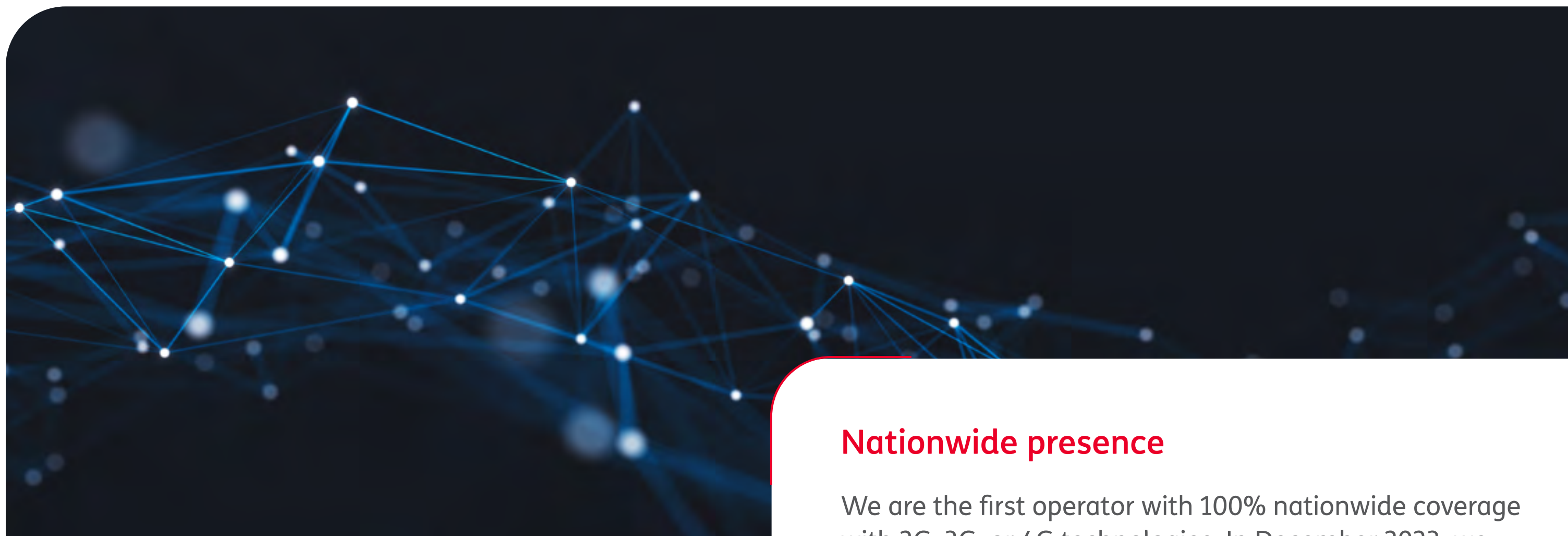
GRI 2-6, 3-3, 203-2

Material topic: Service quality

SDG **9**

We are committed to the high quality and reliability of the telecommunications services and coverage provided to our customers. We believe that connectivity and access to telephony and the internet are fundamental conditions for social well-being and the development of various business areas. Therefore, we work to ensure adequate infrastructure, stability, and expansion of the network to support the growing use of mobile data and provide access to various digital services.

Year after year, we reinforce investments in expanding and improving network infrastructure based on the guidelines of our business plan and an internal committee.



Nationwide presence

We are the first operator with 100% nationwide coverage with 2G, 3G, or 4G technologies. In December 2023, we achieved 100% 4G coverage in Brazilian municipalities, totaling 5,570 cities.

The goal is part of the Company's ESG Plan and meets the projects outlined in the operation conducted in 2021, issuing R\$ 1.6 billion in Sustainability-Linked Bonds (SLBs), debentures linked to social and sustainability goals.

Furthermore, we were pioneers in activating 5G networks in the country, a segment in which we also maintained leadership in 2023.

2023-25 ESG Plan

Target

Result

To bring 100% 4G connectivity to all municipalities in Brazil by 2023

2023	100%
2022	96%
2021	85%



Incorporation of Oi's infrastructure

In April 2022, the acquisition transaction of Oi Móvel's assets by TIM, together with the operators Vivo and Claro, was concluded. With this acquisition, TIM became the leader in national coverage, ending the year with 100% presence in all municipalities of Brazil, in addition to acquiring 16.4 million users from 29 different National Codes (CN).

In 2023, we advanced in the synergy processes of integrating Oi's infrastructure into TIM's network. We decommissioned over four thousand sites, which was 20% more than planned for the period, exceeding the target of 3,700 sites and achieving savings of R\$224 million.

In April 2022, the **acquisition transaction of Oi Móvel's assets** by TIM, together with the operators Vivo and Claro, was concluded.

Coverage in Antarctica

In agreement with the Brazilian Navy, TIM extended its 4G network to the Comandante Ferraz Antarctic Station (EACF), located on King George Island, Antarctica. The infrastructure provides increased connectivity to Brazilian researchers conducting studies on renewable energy sources, climate change, marine fauna conservation, and other areas of scientific interest, aligned with the Antarctic Treaty, of which Brazil has been a consultative member since 1983.

The company took over the Antarctic network after acquiring Oi's mobile assets and immediately implemented significant improvements in service quality, which includes unique solutions to operate in such a hostile environment, with redundancy and anti-freezing systems.

Investments in infrastructure and support of services GRI 203-1

Investments in the telecommunications sector depend on the Brazilian regulatory agency and legal provisions. See below the main regulations for the development of the national infrastructure and their respective advancements in 2023:

National Pole Sharing Policy

Interministerial Ordinance MCOM/MME No. 10.563/2023 established the National Pole Sharing Policy between electricity distribution companies and telecommunications service providers. The objectives include to optimize the use of this resource, reduce operating costs and foster compliance in the occupation.

Connected Schools

By Decree No. 11.713/2023, the National Strategy for Connected Schools (Enec) was established, aimed at coordinating actions to universalize quality connectivity for pedagogical and administrative use in public basic education institutions. The program will

include: high-speed connection, wireless network in the school environment, tools for constant monitoring, and availability of equipment and devices for internet access. The goal is to connect 138 thousand public schools by 2026.

Zero taxes on telecommunications equipment

Gecex Resolution No. 476/2023 changed the import tax rates on information technology and telecommunication goods, such as Wi-Fi 6 routers, XGS-PON fiber optic line terminals, and modems, to zero percent.

Sustainable development

Decree No. 11,704/2023 established the National Commission for Sustainable Development Goals with the aim of contributing to the internalization of the 2030 Agenda in the country, as well as monitoring the actions carried out to achieve the Sustainable Development Goals.



Decree No. 11,704/2023 established the National Commission for **Sustainable Development Goals** with the aim of contributing to the internalization of the **2030 Agenda** in the country.

Security on digital platforms

MJSP Ordinance No. 351/2023 established administrative measures to be adopted within the Ministry of Justice and Public Security to prevent the dissemination of blatantly illicit, harmful, or damaging content by social media platforms.

Investments in FUNTTEL

The Management Council of the Fund for the Technological Development of Telecommunications (FUNTTEL) approved the BNDES Resource Application Plan for the period 2023-2025, through Resolution CGF No. 163/2023.

Internet Civil Rights Framework

SASB TC-TL-520a.3

In Brazil, the Internet Civil Rights Framework (Law No. 12.965/2014) and subsequently its regulation through Decree No. 8.771/2016 established principles, guarantees, rights, and duties for the use of the internet. Among the regulated provisions, the principle of network neutrality stands out, which, in summary, determines that the entity responsible for transmission, switching, or routing has the duty to treat any data packets in an isonomic manner, without distinction by content, origin and destination, service, terminal, or application.

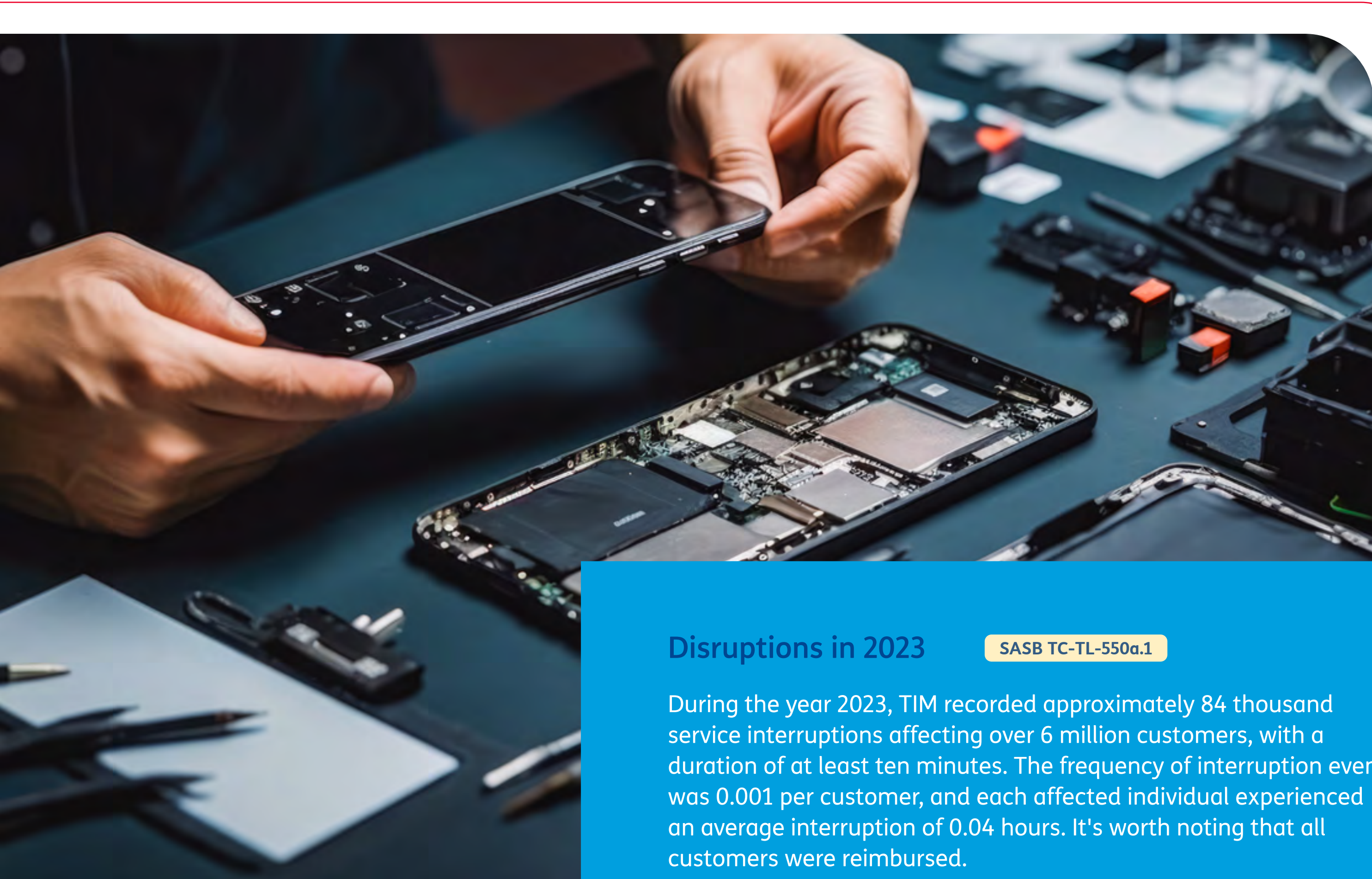
Committed to ensuring compliance with these principles, TIM adopts measures that ensure transparency and equality in its offerings regarding zero-rating application rules, being available to negotiate with application providers interested in maintaining competitiveness, as well as maintaining access to legal content (those permitted and not subject to any blocking).

The company believes that, through zero-rating applications, it can offer offerings that are more aligned with users' interests.



In 2023, at least 101 new laws in 26 states of the country and the Federal District set parameters to stimulate the development and expansion of telecommunications infrastructure coverage:

Region	No. of new laws
North	6
Northeast	5
Midwest	9
Southeast	66
South	15



Disruptions in 2023

SASB TC-TL-550a.1

During the year 2023, TIM recorded approximately 84 thousand service interruptions affecting over 6 million customers, with a duration of at least ten minutes. The frequency of interruption events was 0.001 per customer, and each affected individual experienced an average interruption of 0.04 hours. It's worth noting that all customers were reimbursed.

Equipment and infrastructure

GRI 416-1, 416-2, 417-1, 417-2

All telecommunications equipment infrastructure sold in Brazil is previously approved by the National Telecommunications Agency (Anatel). The agency is responsible for verifying, in its laboratories, compliance with the electrical and electromagnetic safety parameters established by Brazilian legislation.

Following the agency's regulations, we require our suppliers to guarantee that the devices have a certification or homologation certificate from the authority. This way, we ensure that the packaging and manuals contain adequate instructions for the assembly and correct and safe use of the products and connection outlets.

In 2023, there were no Administrative Procedures for Breach of Obligation (Pado) opened against TIM within the scope of Anatel, nor administrative processes from the National Consumer Secretariat (Senacon) or the Administrative Council for Economic Defense (Cade).

Evolution in 5G coverage

Since 2022, we have been investing in network infrastructure to expand the commercial activation of Standalone 5G (5G SA) – which does not rely on 4G, also known as "pure 5G" – essential for providing fifth-generation services within the requirements of the Brazilian government. Currently, we are leaders in 5G coverage, which enables better connectivity and customer experience, with presence in 209 cities across Brazil. In 2023, we were recognized by Open Signal with the first Consistent 5G¹ Quality award.

Anatel's approval for the release of the 3.5 GHz spectrum, the main frequency for 5G, and the start of operations in the Federal District occurred in July 2022. In the following months, we followed the Agency's schedule for deployment in all other 26 capitals. TIM is the leader in 5G coverage in the cities of São Paulo (SP), Curitiba (PR), Rio de Janeiro (RJ), Brasília (DF), Salvador (BA), Fortaleza (CE), and Recife (PE), with the technology present in 100% of the neighborhoods in these capitals.

In the 5G auction held in 2021, we acquired 11 lots, three national and eight regional. Part of them is in the 3.5 GHz frequency band, but we also acquired higher frequencies, known as millimeter waves, where the potential for speed and connection quality is even greater.

The applications of 5G are multiple. Industrial automation, remote health services, smart vehicles, and connected homes are some examples. It is worth noting that in addition to the new services that can be offered by 5G, this technology improves the customer experience through its characteristics of very high speed and low latency.

To maintain our leadership in this network, we continue to invest in expanding infrastructure for 5G connectivity, as well as working on engaging clients and potential partners to continue making this hyperconnected future a reality.



The applications of 5G are multiple. Industrial automation, remote health services, smart vehicles, and connected homes are some examples.

5G Features

- Higher data transfer speeds (can reach download peaks of up to 20 gigabits per second in millimeter waves);
- Data rates ten to a hundred times higher compared to 4G;
- Lower latency (connection response time, which can reach up to 1 millisecond);
- Generation of an ecosystem for the Internet of Things (IoT) and new use cases in both B2B and B2C markets;
- Higher number of simultaneous IoT connections (up to 1 million per km²);
- Increased stability and reliability of the connection (perceived availability of 99.9%);
- Higher efficiency in energy consumption per data transmitted.

¹ Mobile Network Experience Report, Open Signal - July/2023, available [here](#).

5G applications

- Industry 4.0 (technologies for automation of industrial production chains);
- Fixed Wireless Access (FWA), a great opportunity for offering residential broadband through the mobile network;
- Precision agriculture;
- Telemedicine and remote surgery;
- Digital transformation in the financial sector;
- Automotive sector;
- Augmented and virtual reality (AR/VR);
- Public security.

5G Perspectives

- New system architectures, with improved communication between machines;
- Cloud computing model with gains in terms of scale, flexibility, and security;



- Next-generation networks, enabling the convergence of disruptive technologies such as edge computing, artificial intelligence, machine learning, and blockchain, among others;
- Network slicing, allowing for an end-to-end isolated 5G network architecture tailored to meet various requirements requested by a specific application;
- Open systems for creating solutions and applications;
- To be an enabler of digital transformation across various industry segments, increasing the efficiency, productivity, and competitiveness of the country;
- Positive environmental and social impacts;
- Open lab initiatives.

Infrastructure for 5G

To operate in each frequency band of 5G technology in Brazil (3.5 GHz, 2.3 GHz, and 26 GHz), we have a set of obligations that must be fulfilled with financial contributions or the construction of mobile and fixed network infrastructure. Thus, we ensure the necessary spectrum capacity to continue our growth journey in the mobile telephony market across the country, being prepared for customer demands, to explore new applications, and to develop innovative solutions that require high-speed connectivity and capacity.

We see innovation as an opportunity to serve our chain more efficiently and with higher quality, create connectivity

Main commitments associated with each band

2.3 GHz	4G coverage in 114 municipalities and 1,084 locations specified by Anatel in the tender (South and Southeast regions excluding the state of São Paulo).
	5G coverage in all municipalities with a population of 30,000 inhabitants or more.
	Fiber backhaul obligations in 138 municipalities.
3.5 GHz	Contributions to the Entity Administrator of the 3.5 GHz Band (EAF) to carry out the following projects: Migration of TVRO - Free-to-Air TV - from Band C to Band KU; Vacating the 3.5 GHz frequency band by the fixed satellite service (FSS); Construction of the six infovias network of PAIS - Integrated and Sustainable Amazon Program and Implementation of the Private Communication Network of the Federal Public Administration.
26 GHz	Contributions to the School Connectivity Administrator Entity (EACE) for public school connectivity. The EACE was established by TIM and the other winning operators of this spectrum in the 5G tender, so that it can operationalize the procedures related to projects aimed at connecting public basic education units. In 2023, the pilot project was completed, connecting over 170 schools in ten Brazilian municipalities.

Innovation

GRI 3-3

Material topic: Innovation and technology

SDG **8** **9** **11**

solutions, develop new processes and services, and mitigate impacts, adding value to the business.

We are committed to investing in the development of technologies and infrastructure capable of supporting the growth and expansion of new data usage and internet connection, collaborating to provide access to services such as education, health, finance, entertainment, agriculture, and the public sector. We disseminate and promote the use of disruptive technologies that promote socially relevant applications of products and services.

This effort is premised on engagement and co-creation with stakeholders such as clients, universities, suppliers, consumers, startups, and government. To coordinate these initiatives, we rely on specialized areas in Architecture and Technological Innovation, bringing together professionals from telecommunications, electrical and electronic engineering, computer

scientists, and other technologists with diverse backgrounds and experiences.

The TIM Lab Innovation Center is a space dedicated to the development of open innovation for the Brazilian

We are committed to **investing in the development of technologies and infrastructure** capable of supporting the growth and expansion of new data usage and internet connection.





TIM Lab

telecommunications market. The proposal is to strengthen the validation capacity of new software, functionalities, solutions, technologies, services, and devices.

With a strategic role for TIM, it is a multidisciplinary environment suitable for validating Credibility Testing Services and Proof of Concept. The Lab allows for the expansion of relationships with our key suppliers and technology partners through collaborative initiatives that position us as a reference in research and development for the Brazilian telecommunications market. Additionally, we collaborate with TIMLab in Italy, which has over 50 years of experience.

In early 2023, aiming to expand the laboratory's scope of operation and its partnerships, the new TIM

Lab space in São Cristóvão (RJ) began operating. It occupies an area of approximately 850 m², featuring a revamped testing environment with various technical characteristics.

In the past two years, TIM Lab has developed projects in the following areas and purposes:

- next-generation network
- positive impact on the environment and society
- future internet applications
- Open Lab initiatives

For over five years, we have been participating in the Telecom Infra Project (TIP), an initiative that



We transformed TIM Lab into the **first TIP Community Lab in Latin America**, focusing on creating universal standards related to solutions for transport networks.

Open Lab initiatives

brings together hundreds of companies, such as Meta, Vodafone, Deutsche Telekom, Nokia, and Intel, among others, with the aim of creating innovative projects for the construction and implementation of telecommunications systems and network infrastructure.

In this context, we transformed TIM Lab into the first TIP Community Lab in Latin America, focusing on creating universal standards related to solutions for transport networks. Additionally, through working groups within TIP and partnerships with external stakeholders, we have been building significant initiatives:

- Definition of the DCSG (Disaggregated Cell Site Gateway): a common set of requirements for operators and coordination with device manufacturers, which have broader and more flexible capabilities and are cheaper, whose main functions were demonstrated with the assistance of Meta, leading Edge providers, and TIP members in 2023;
- Validation of the TSS (Total Site Solution): completion, in 2020, of the unrestricted and cost-effective 4G site solution, powered by solar energy and satellite-connected to TIM's core network, to be used in remote areas with low population density, which has been implemented by TIM since then;
- Open Field Program: a partnership with TIP and the

National Telecommunications Institute (Inatel), concluded in 2023, aimed to establish a testing environment for Open RAN (Open Radio Access Network) technology on the Inatel campus in Santa Rita do Sapucaí (MG). Two Original Equipment Manufacturers (OEMs) were validated in 4G and 5G Open RAN technologies.

Under innovation incentive laws such as the "Lei do Bem" and innovation funding agencies, we are identifying scenarios and proposing companies to support and evaluate the use of these resources, thereby enabling projects in cooperation with research centers and startups. A first step in this direction was the partnership established in 2023 with Facens University Center for the development of a connected mobility project, conceived in conjunction with other entities such as Stellantis, USP - São Carlos, UFSCAR, and the German Technische Hochschule Ingolstadt (THI). "Conecta 2030: Connected and Cooperative Ecosystem for Pedestrian Crossings Detection" aims to create a collaborative and connected environment using 5G technology, focusing on initiatives for pedestrian and cyclist safety. The project was approved for the Rota 2030 program following a public call conducted by Fundep.

Innovation Hubs

Through TIM Open Innovation program, we have established a network of exchange and partnership with innovation hubs, startups, and other institutions for the development of new products and business models for TIM. The initiative continuously monitors the evolution of exponential technologies that create solutions for social, environmental, and business challenges.

Two solid partnerships stand out in this regard, one with Cubo, the largest hub for fostering technological entrepreneurship in Latin America, and another with AgTech Garage, the leading innovation hub focused on agribusiness worldwide. In 2022, we launched the TIM Hub 5G within Cubo Itaú and announced the first call for startups to present solutions for agribusiness that could be enhanced with 5G technology.

Pioneers in initiatives to develop the 5G ecosystem since 2019, in 2023, we announced another strategic investment to map technology-based solutions. In partnership with the investment manager Upload

Ventures, specialized in companies operating in the B2B and B2B2C segments, we invested in the 5G Fund aimed at promoting businesses in various sectors of the economy. The goal is to help develop companies and startups through financial support, especially those that already have consistent business models, and to support defined growth plans, leveraging our industrial and technological assets as well. The 5G Fund plans to make between eight and ten investments with an average investment ranging from US\$20 million to US\$25 million each, over a period of two to three years, especially in Brazilian companies aiming to increase sales or expand businesses to new markets and products.

TIM will be the main investor in the 5G Fund, but the goal is for this to be an open initiative aimed at connecting companies and projects in the main verticals of interest for the operator in the B2B market: Agribusiness, Health, Transportation, Logistics, and Mining.



TIM Guaratiba Valley

Established five years ago, it is an innovation campus for infrastructure solutions inspired by Silicon Valley. The space covers approximately 10,000 m² and enables the development of network projects focused on efficiency, agility, and low cost. Among the innovations produced, urban furniture stands out, such as the Flowerpot and the Park Bench, biosites, off-grid sites, and Extreme Low-Cost (ELC) solutions used in the Sky Coverage Project, as well as remote monitoring initiatives, security solutions, and testing and homologation of batteries and direct current power sources (FCCs) used in Base Transceiver Stations (BTSs).

In 2023, we initiated the Secure Site project in partnership with the Security area to demonstrate/test security solutions in general, with the aim of mitigating equipment thefts that occur at our sites. In the B2B project front, we have developed a Zero Footprint site that will be used, for example, to provide 4G coverage on highways.

Next-generation network projects

As part of the network evolution strategy, we are working to expand the redeployment of the 1,800 MHz, 850 MHz, and 2,100 MHz bands from 2G/3G to 4G. This initiative grants us three important competitive advantages:

- reduction in costs for implementing LTE (Long Term Evolution), which is the communication standard for the fourth generation (4G);

expansion of LTE coverage area and enabling carrier aggregation strategy, improving customer experience through broader reach; and

- enhancement of network performance through technology with better spectral efficiency (4G) in the 850/1,800/2,100 MHz bands, increasing capacity in cities already covered by LTE in the 2.6 GHz band, with limited additional cost.

The mobile device landscape is diverse, and devices are compatible with different bands, making the implementation of multi-layer LTE a strategy considered positive.

In the case of implementing the LTE 700 MHz layer, we remain focused on improving coverage expansion, promoting LTE presence nationwide, and consolidating TIM's leadership in this communication standard.

Spectrum clearance in the 700 MHz band was completed in June 2019 in all Brazilian cities. By the end of December 2023, over 5,000 cities had LTE coverage in the low spectrum (700 MHz or 850 MHz), covering 100% of the urban population.

Internet of things (IoT)

Since 2018, we have been investing in the expansion of the NB-IoT (Narrowband Internet of Things) commercial network, a pioneering project in Latin America. We believe that the widespread introduction of IoT can significantly change the mobile telephony market, as it leverages the creation of services, serving as a potential tool for agricultural uses, car connectivity, traceability solutions, and social and healthcare assistance.

Solutions like these generate positive impacts on the environment and the company, goals that are part of our strategic plan.



We believe that the widespread introduction of IoT can **significantly change** the mobile telephony market, as it leverages the creation of services.

RAN Sharing

An important investment from TIM, in partnership with other mobile phone operators in Brazil, is the "RAN Sharing," focused on expanding access network sharing to optimize network resources and costs. The RAN Sharing agreement also allows us to promote the evolution of 4G deployment in the country.

Since 2019, TIM and Vivo have signed new sharing contracts focusing on network cost efficiency through the following initiatives:

- Single Grid:** Sharing of 3G and 4G network in cities with fewer than 30,000 inhabitants, where both operators effectively provide services. The main concept is to have only one telecommunications infrastructure in these locations, allowing fully redundant sites to be turned off, providing energy, rental, and maintenance savings. It also enables better efficiency in future investments due to full spectrum sharing in MOCN mode; and
- 2G Switch Off:** National sharing of the 2G network using GWCN technology, allowing both operators to switch off approximately 50% of this network, resulting in energy and maintenance savings.



Customer

GRI 2-6, 3-3; SASB TC-TL-000.A, TC-TL-000.B, TC-TL-000.C

Material topic: Service Quality

SDG **9**

As part of our goal to be Brazil's preferred operator, we continuously work to exceed our customers' expectations. Through various initiatives, we aim to generate more engagement and convenience, based on market best practices and continuous improvement, which contribute to the high quality and reliability of our services.

In 2023, we worked to consolidate our value proposition based on three fronts: offering the best customer service, ensuring the best network quality, and providing the best service offering.

This strategy was recognized by the market: we were winners of the Consistent Quality Award from Opensignal and identified as one of the best operators in Brazil.

We continually invest in telecommunications coverage and work to ensure adequate infrastructure, stability,

and network expansion to support the growing use of mobile data and access to various digital services.

With over 62 million customers – 33.6 million in the prepaid segment, 27.7 million in the postpaid segment, 808 thousand in TIM UltraFibra¹, and 696 thousand in fixed-line telephony we expanded our service infrastructure and 5G operation in Brazil in 2023. We also expanded 4.5G, 4G, and FTTH (Fiber to the Home) fiber optic coverage, reinforcing our leadership in the industry in signal availability in Brazilian municipalities.

Additionally, we work to empower the customer through digital transformation. We provide multiple channels of communication, aiming to provide the best experience, and we are committed to democratizing access to our services by offering inclusive customer service solutions.



2023-25 ESG Plan

Target

Score 50 or higher on the National Mobile Consumer NPS (Net Promoter Score) evaluation

Result

2023 **50**

¹ In addition to TIM customers, it includes Intelig's 6,455 customers.

We're at the forefront of innovation, exploring disruptive partnerships

Amazon Prime Video

Exclusive and unique partnership with Amazon Prime

Inflight

We offer complimentary onboard internet connectivity on GOL and LATAM aircraft

Apple One Subscription

We are the first and only carrier in Brazil to incorporate Apple One into our plans

Test Drive

30-day free mobile internet trial

Zé Delivery

Recharge turns into cashback on Zé Delivery

Descomplica

Online learning platform with free or discounted courses for our customers and employees

C6Bank

Invoice payment or recharges with internet bonuses, access to exclusive investments and more

Cartão de TODOS

Access to the discount ecosystem for health services from the partner and its affiliated network



Discounts at Zé Delivery

In partnership with Ambev, TIM started offering discounts to prepaid plan customers when purchasing beverages through the Zé Delivery app. The discount works as a cashback for top-ups of R\$ 15 or more, which transforms into a R\$ 15 coupon that can be used for purchases starting from R\$ 70. Each user can redeem one coupon per month.

The initiative, besides expanding our network of partnerships, aims to offer our customers an additional benefit, reinforcing their engagement and loyalty. To use the discount, simply register on the delivery app using the same data already registered with TIM, and the coupon will be generated automatically. For those already using Zé Delivery, they need to access the partnership's website.

TIM and Zé Delivery

Recharge and earn coupons on Zé Delivery. Just click on the “redeem discount” button, enter your details, copy the discount code, and apply it on the Zé Delivery app or website.

Customer relations

To strengthen our relationship with customers and be increasingly attentive to their needs, we offer a 24-hour multichannel service model, as well as agile and practical self-service solutions on digital platforms. Through computer, smartphone, or phone, customers can request services, submit complaints, ask questions, and provide suggestions.

In 2023, to provide greater coverage of service and convenience to users, we launched Google Message and Apple Message. Through Artificial Intelligence, the customer's questions are automatically answered, optimizing the interaction with the company. When necessary, customers also have the option of human assistance through channels for queries that fall outside the scope of automatic responses. These queries are forwarded to the Customer Relationship area via available service centers to be addressed.

Additionally, we participate in the Desenrola Brasil program, a government initiative that offers differentiated and more attractive discounts for delinquent customers.

We also had greater engagement in the digitization of payment methods during the year with the implementation of PIX usage in billing documents and its enhancement among customers – we already have over 40% of invoices being paid through this electronic means – as well as the use of digital boleto, which is present in 95% of mobile, postpaid,- and control customers.

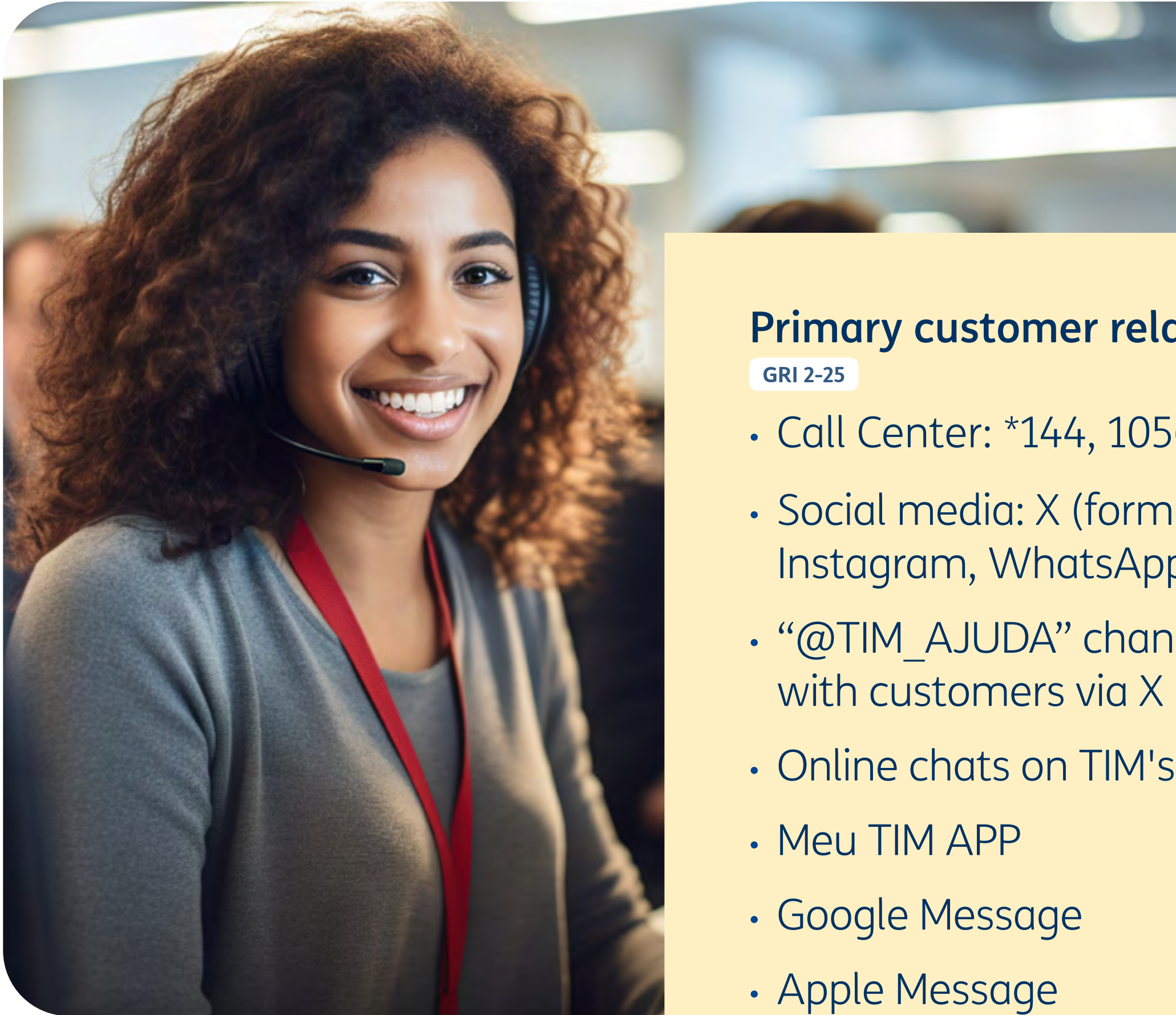
Other initiatives continue to ensure the best customer experience, such as the TIM website, which delivers personalized content to users, enabling better segmentation of offers and rates. Through the My TIM app, an application that allows access to our solutions, our focus is on improving performance and enriching our portfolio of services.

The expectation for 2024 is to invest in personalizing customer interaction and increasingly integrating voice and text channels.



Taís, TIM's virtual assistant

We offer our clients the virtual assistant service, Taís, through an Interactive Voice Response (IVR) system, via artificial intelligence. In recent years, we have reinforced our process of transforming people's experiences through the use of Artificial Intelligence, aiming to provide journeys that combine voice with natural language. Through Taís's performance, we offer solutions and corrective measures tailored to the client's context, sentiment analysis, curation, and proactive approaches. Taís's assistance is also available on Alexa-compatible devices and in TIM's future stores.



Primary customer relationship channels:

GRI 2-25

- Call Center: *144, 1056 and 10341
- Social media: X (formerly Twitter), Facebook, Instagram, WhatsApp
- “@TIM_AJUDA” channel: allows communication with customers via X (former Twitter)
- Online chats on TIM's website
- Meu TIM APP
- Google Message
- Apple Message
- TIM Negocia

Check here for
all the ways to
contact TIM.

Accessibility and inclusion

We maintain a space on our website where individuals with visual, hearing, and speech impairments can use specific resources to request services and information. The available tools follow the recommendations of the Web Content Accessibility Guidelines (WCAG) and the World Wide Web Consortium (W3C), a set of guidelines for web accessibility.


Among the resources available, we highlight the Libras Central, a free service that connects customers who use Brazilian Sign Language with a specialized intermediary through a video call. This intermediary forwards requests to a TIM attendant, whether from the call center, in-person service department, or other areas. The Libras Central operates 24/7.

Since 2022, we have offered a keyboard navigation experience developed in accordance with WCAG accessibility standards.

We have also launched the new layout of the [TIM Negocia](#) portal, with enhanced accessibility and 18 features for people with visual and hearing impairments. The website provides text verbalization, voice navigation, and translation into Libras, among other features, serving millions of Brazilians.

In 2023, we also created the Project 70+, which provides more inclusion for the audience over 70 years old in our customer service channels. This audience currently represents 5% of the TIM user base. The main points of service within the program are: use of simple and friendly language without technical terms; paused speech, allowing the customer to understand; and intonation, facilitating the user's listening. Throughout the year, we tested a pilot project on one of the TIM plans, with the expectation of extending it to the others in 2024.



 **Check out**
TIM's
accessibility
features.

Market awards and recognition for the effectiveness of actions that place our customers' experience and satisfaction at the center of the strategy:

- Open Signal: We were the first winner in Brazil in the Consistent Quality (CQ) Index.
- “A Era do Diálogo” Award
- Stevie Awards for Sales & Customer Service 2023
- Procon SP Efficiency Seal
- LATAM 2023 Award – URA
- Smart: Gold – A concierge to call your own | TIM Confidence Note 1000
- Conarec: TIM – best company in the Telecommunications category | CEO of the year
- ReclameAQUI Seal (RA 1000) – For the second consecutive time, winner in the Telecommunications Services category and for the first time, in the providers category with TIM UltraFibra
- BandNews Award Most Admired Brands in Brazil

Customer experience and satisfaction

To evaluate and monitor our actions and understand the needs of users, we maintain open communication with this audience through surveys and feedback recorded in consumer protection agencies, such as Procons, Consumidor.gov.br website, Civil Special Courts, and Anatel.

Valuing transparency, we provide information on sectoral regulation that directly influences tariffs, plans, promotions, and services offered to customers on our institutional website to facilitate access to this type of content.

Regarding surveys to evaluate customer experience, satisfaction, and recommendation nationwide, we conduct:

- Experience and Net Promoter Score (NPS): relative to our own customers and those of the competition. Continuously conducted through interviews since June 2017;
- Transactional survey at the Customer Service Center: conducted through immediate capture of customer evaluation after contact with the attendant at the Company's service centers.

Customers can also annually evaluate TIM's services through the Anatel Telecommunications Services Satisfaction and Perceived Quality Survey.

In 2023, there was a reduction in complaints received by Procon. Among the main factors contributing to this decline are the accelerated movement of migration/adoption from Sindec to the ProConsumidor platform and the continuous improvement efforts carried out by multidisciplinary groups such as 'Good Morning Ombudsman' and 'Litigation Working Group'.

On the Consumidor.gov.br conflict mediation platform, TIM had an average customer satisfaction index of four out of five in 2023.

It's also worth highlighting that we have a dedicated team monitoring the transactional NPS across various customer journeys, both in the mobile segment and UltraFibra, with specific action plans to improve the experience and satisfaction with our services, alongside various business areas. An example was the launch of a differentiated billing model, aimed at clarity, ease, and transparency.



Proven customer satisfaction in surveys

	2021	2022	2023
Mobile National Satisfaction Survey - individual customer	7.46	8.02	8.31
Satisfaction Survey Fixed Broadband - individual customer	7.04	8.52	8.78
Transactional survey of the Service Center - Customer satisfaction of individuals with the Service Center representative	8.11	8.01	8.77

Blend Research

Users' Council

The TIM Users' Council is an initiative aimed at bringing the Company closer to customers and members of consumer protection entities. It works to promote greater social participation in the provision of services by operators, contributing to the construction of a more engaged and participatory society in telecommunications issues. Additionally, it's a significant channel of input, providing feedback that feeds into continuous improvement efforts for the better experience of our customers.

With national coverage and composed of 18 members, the Users' Council has an advisory nature, aimed at evaluating the services, products, and customer experience of the Company, with the competence to indicate topics and present suggestions for improving TIM's telecommunications services. It does not have legal personality, administrative, financial, or patrimonial autonomy.

In 2022, an election was held to select members who are serving a term from January 1, 2023, to December 31, 2025.

The Council held four regular meetings in 2023. Among the topics discussed were the evolution of

the company's network coverage and quality (4G and 5G), IoT in agribusiness, and digitization of customer service, with a focus on Cognitive IVR and social projects supported by TIM.



[Learn more about TIM Users' Council](#)

Ombudsman

GRI 2-25, 2-26

With direct reporting to the Company's CEO, the TIM Ombudsman Directorate works for the continuous improvement of the quality of services provided. To achieve this, it governs multidisciplinary groups that work to mitigate the causes of conflicts, reduce customer complaints, and ensure high resolution rates and customer satisfaction.

TIM's Ombudsman is available to customers who have already contacted other Company service channels and have not had their issues resolved within the deadline or are not satisfied with the solution presented. It is a second-level channel of the company, aimed at resolving demands effectively, with high resolution rates, as well as internalizing the customer's voice in the appeals channels and allowing TIM to improve customer experience.

In 2023, TIM's Ombudsman received over 744,000 calls, a 33% increase compared to the previous year. This growth is mainly due to the effectiveness of dissemination strategies, improved access, and resolution of the channel. After the implementation of the Ombudsman, the volume of complaints to Anatel has been consistently decreasing. During the same period, the average monthly satisfaction score from the survey conducted with customers whose demands were promptly addressed was 9.3 on a scale of one to ten.



TIM Ombudsman

0800 882 0041

Monday to Friday, from 8am to 6pm,
except on national holidays.

[Online access](#)

Customer Service	2021	2022	2023
Total calls answered by Customer Service	57,836,544	43,468,175	36,024,953
Total services of the Ombudsman's Office	338,961	558,854	744,608

Complaints received	2021	2022	2023
In the Company	7,798,822	6,022,164	6,132,772
By Anatel ¹	362,224	310,744	251,359
In Court	43,731	40,479	35,346

Complaints resolved	2021	2022	2023
In the Company	99.32%	99.77%	99.92%
By Anatel	93.64%	94.20%	93.98%
In Court ^{1,2}	163.08%	111.39%	116.65%

¹ Data adjusted to consider complaints about all services (mobile, landline, and broadband) registered by users with Anatel. **GRI 2-4**

² Percentages above one hundred consider cases opened in previous periods and closed throughout the year.

B2B Clients

GRI 2-6

We are advancing in our strategy of offering integrated services and solutions to B2B customers, focusing on high growth opportunities and leveraging our strengths in mobile network. Our B2B strategy focuses on IoT while maintaining traditional services.

In this regard, we are connecting with four main sectors: agribusiness, logistics, public services, and industry.

Agribusiness

Serving the rural population, providing connectivity, and driving productivity gains, as well as becoming leaders in mobile coverage in the agricultural sector, are important achievements for TIM. In 2023, we made further progress in this segment through a partnership with BP Bunge, one of the largest sugarcane and energy companies in Brazil. The expectation is to cover all productive areas of BP Bunge in Brazil, which includes 11 mills and nearly a hundred towers to provide 4G coverage. A total of 3 million hectares will be connected, benefiting over 170 thousand people from the municipalities, 29 public schools, and ten basic health units around the plants.

Furthermore, we established the first 5G Innovation Hub at the São Martinho Mill (Pradópolis, SP), incorporating private network and edge computing, with coverage restricted to the mill and the field. The initiative includes 4G coverage in the public network for the industrial

unit, as well as a significant portion of the 110 thousand hectares of sugarcane production area, benefiting around 5 thousand employees.

In Mato Grosso, through a connected farm, we have demonstrated the importance of connectivity and digitalization for increasing productivity with more sustainable practices in the field. Already, over 26,000 people, ten health centers, 30 schools, and four universities have benefited from coverage in the region. The study measured a 10% reduction in the carbon footprint in grain production with connectivity.

We currently have over 16 million hectares covered with 4G and over 34 million hectares with NB-IoT, impacting over 1.3 million people in rural areas.

Among the benefits are smart machinery and management, reduced diesel consumption, and efficient input application, among others.

Furthermore, our solution is open, and in certain locations, the coverage extends to the surrounding communities of these large properties, providing connectivity and access. This way, we can turn technology into opportunities for the social and economic development of these regions.



TIM was the first telecommunications operator to be part of the founding of the ConectarAgro Association with other leading companies, references in their field of operation. The entity's mission is to bring connectivity to the entire Brazilian countryside, supporting Brazil's development.

Opportunities and ESG actions in agriculture generate value beyond business



Environmental: the rational use of resources, such as fuels, water, soil, and energy, among others.



Social: The connectivity provided by TIM promotes digital inclusion by expanding access to digital services, contributing to an improvement in the quality of life of the local population.



Governance: Connectivity provides improved management not only of cultivation but of agribusiness as a whole, resulting in greater control, efficiency, transparency, and agility for the company and its processes.



Logistics

In 2023, TIM consolidated its presence in the logistics sector, bringing connectivity to highways. This front has been worked on by the company for four years, alongside concessionaires and the National Land Transportation Agency (ANTT).

During the year, we closed a contract with EcoRodovias, the largest highway operator in Brazil, to operate on 950 km, from Anápolis (GO) to the end of Tocantins (TO). We can also highlight other deals with highways in Mato Grosso do Sul, Rio de Janeiro, São Paulo, and Minas Gerais.

Bringing connectivity to highways means positively impacting various regions of Brazil, providing internet access to surrounding communities, as well as security, as it also contributes to real-time decision-making processes for various issues occurring miles away from where people are located.

We ended 2023 with over 4,700 kilometers of highways connected by TIM.

The activities carried out in the country's ports have also brought significant returns for the company and society. In partnership with BTP - Brasil Terminal Portuário, we set up the first private industrial 5G network in ports in Latin America to monitor container movements in real time at the Port of Santos. The project brought greater effectiveness in communication among over 1,300 Porto employees, utilizing proprietary tools and applications.

We ended 2023 with **over 4,700 kilometers** of highways connected by TIM.

Public services

We are becoming the main partner for Public-Private Partnerships (PPPs) through leveraging solutions for energy efficiency in public lighting. Systems with built-in connectivity allow for remote management of luminaires, improving energy efficiency and service quality. In Curitiba (PR), this solution will contribute to a 33% reduction in energy consumption compared to the performance of the previous model. We closed the year 2023 with over 150,000 intelligent lighting fixtures contracted and 102,000 delivered. The cities of Porto Alegre (RS) and Petrolina (PE) have also adopted this intelligent public lighting management system.

Private Networks

We have a product and service network model that provides private networks with 4G and 5G technologies for the corporate customer segment, primarily for industrial sectors such as mining, transportation and logistics, healthcare, public safety, and Industry 4.0.

Since the beginning of the project in 2020, we have been working on offering a dedicated and controlled network, meeting companies' needs in terms of bandwidth access and network resources, including low latency. In 2022, a client in the port segment became the first in Latin America to have a private 5G network.





3

Governance

Profile

Governance structure

Compensation policy

Financial results

Risk management

Ethics, compliance
and anti-corruption

Privacy and data
protection

Suppliers

Profile

GRI 2-1, 2,6

We are a telecommunications company operating throughout Brazil. We offer mobile and fixed-line telephony services, data transmission, and ultra-broadband, with a focus on the pillars of innovation, customer experience, and quality in service delivery.

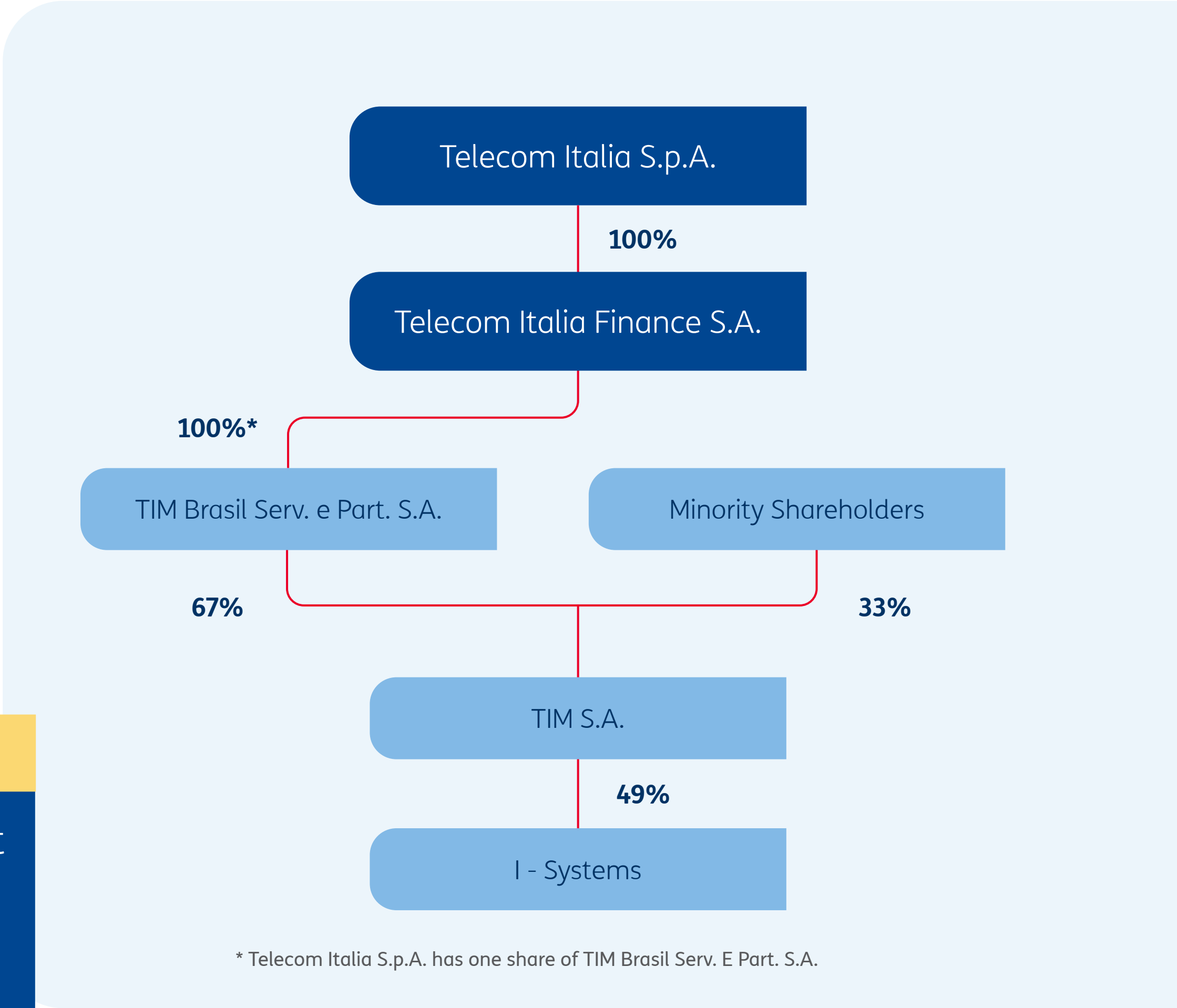
Our headquarters are in Rio de Janeiro (RJ), and we are controlled by TIM Brasil Serviços e Participações S.A., a company of the Telecom Italia Group. As a publicly traded company, we are part of the Novo Mercado of B3 and have American Depositary Receipts (ADRs) listed on the New York Stock Exchange (NYSE). Therefore, we are subject to the regulations of the Brazilian Securities and Exchange Commission (CVM) and the United States Securities and Exchange Commission (SEC), and we comply with the requirements of the Sarbanes-Oxley Act (SOx).

Since 2015, we have been leaders in 4G coverage in Brazil, connecting even rural areas to enable innovation in agribusiness. We were pioneers in activating 5G networks in the country, a segment in which we also maintained leadership in 2023.

In conducting our business, we act guided by ethics, loyalty, and good-faith, seeking:

- to act with transparency in our business dealings
- promote loyalty in the competition;
- excellence of competitiveness in the market;
- meet the well-being and growth of the community in which we operate;
- value human resources; and
- promote sustainable development.

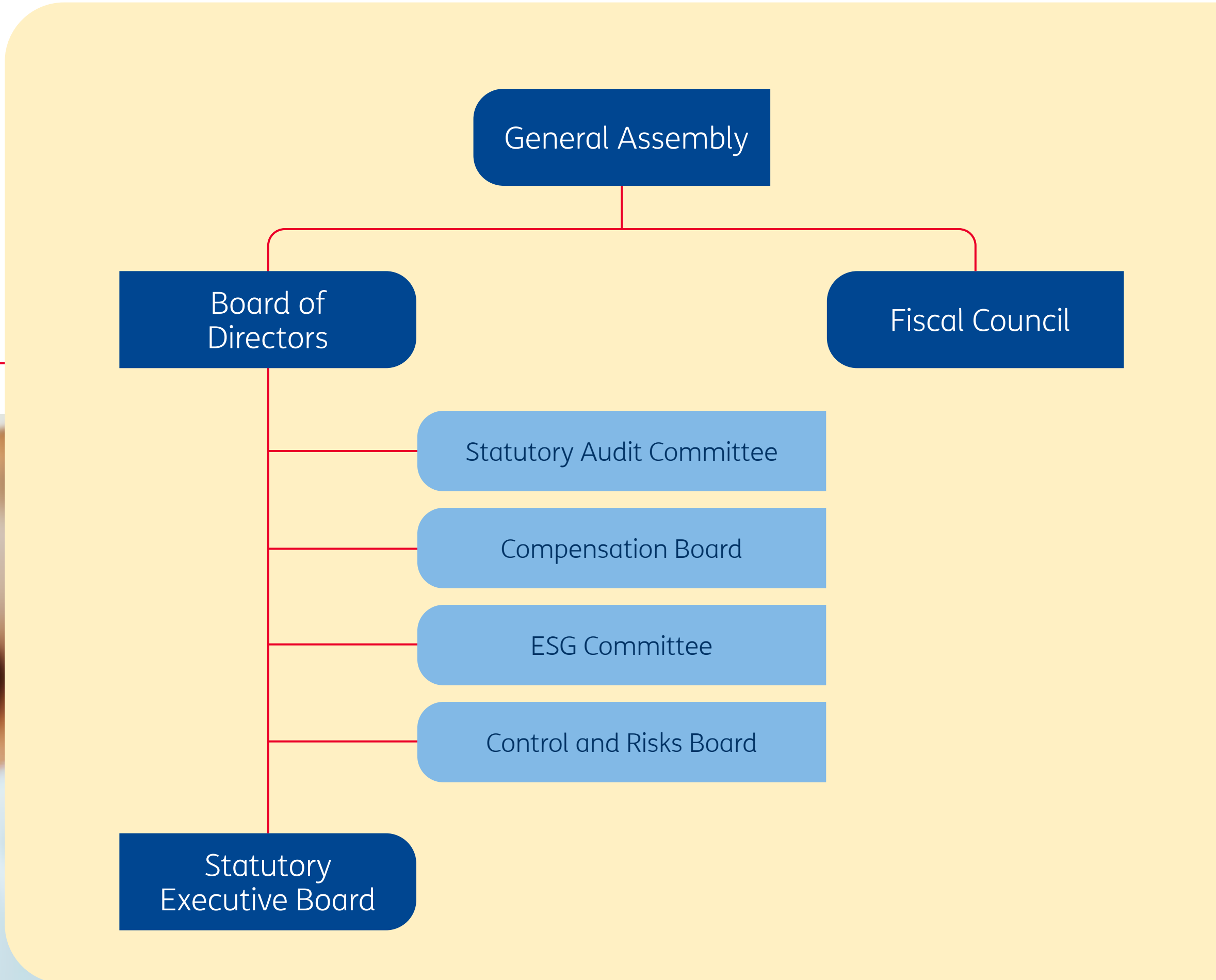
Learn more about shareholding composition



Governance structure

GRI 2-9

Our governance structure consists of the Board of Directors and a Statutory Executive Board, overseen by an Audit Committee. All instances have their duties and responsibilities determined by Brazilian legislation, the Company's Bylaws, the Listing Regulations of B3's Novo Mercado, and our Internal Regulations.



Board of Directors

GRI 2-9, 2-10, 2-11, 2-13

The current Board of Directors (BoD) of TIM is composed of ten members, four of whom are independent, and three, or 30% of the total, are women. The body is responsible for strategic resolution to ensure business continuity and to conduct management with good governance and transparency practices. Its members are elected by the General Shareholders' Meeting, with a term of two years and the possibility of reelection for an equal period.

TIM's BoD has the duty to ensure the Company's continuity within a long-term and sustainable perspective, incorporating economic, social, environmental, and corporate governance considerations into business and operations decisions. Currently, it is chaired by Nicandro Durante, an

independent member who is not part of the Statutory Executive Board. The BoD and TIM's advisory committees meet at least once a quarter. **GRI 2-16**

Appointment and composition of the Board of Directors **GRI 2-10**

The Board of Directors can be composed of a minimum of five and a maximum of 19 effective members, elected by TIM's General Meeting. Of the total, a minimum of two or 20%, whichever is greater, must be independent, as defined by the regulations of B3's Novo Mercado, the Brazilian stock exchange.

The nomination for the composition of the Board of Directors can be made by the Company's administration or by any shareholder of the company, in accordance with Law 6.404/76 and the regulations of the Brazilian Securities and Exchange Commission (CVM).

This process must follow the recommendations of the Brazilian Institute of Corporate Governance (IBGC) regarding the qualification of candidates. As a general guideline, the aim is for TIM's management bodies to be composed of members with diverse profiles, an

adequate number of independent directors, and a size that allows for the creation of committees, enabling effective debate of ideas and the making of technically sound, unbiased, and well-founded decisions. The nomination process must also comply with the provisions of the Company's Bylaws, its Internal Regulations, and current legislation, in order to reflect and consolidate existing structures for the protection of shareholders' interests and the market.

As a general guideline, **the aim is for TIM's management bodies to be composed of members with diverse profiles**, an adequate number of independent directors, and a size that allows for the creation of committees, enabling effective debate of ideas and the making of technically sound decisions.

In addition, those appointed to compose the BoD must meet criteria such as:

- have a solid reputation;
- availability of time to adequately dedicate to the exercise of the function and assumed responsibility, which goes beyond attendance at meetings and prior reading of documentation;
- professional experience in diverse topics and complementary competencies; and
- whenever possible, they should represent gender, racial/ethnic, and generational diversity, with experience in various segments, encompassing, among others, different cultural aspects, to allow the Company to benefit from a plurality of views, experiences, arguments, and a decision-making process with greater quality and safety.

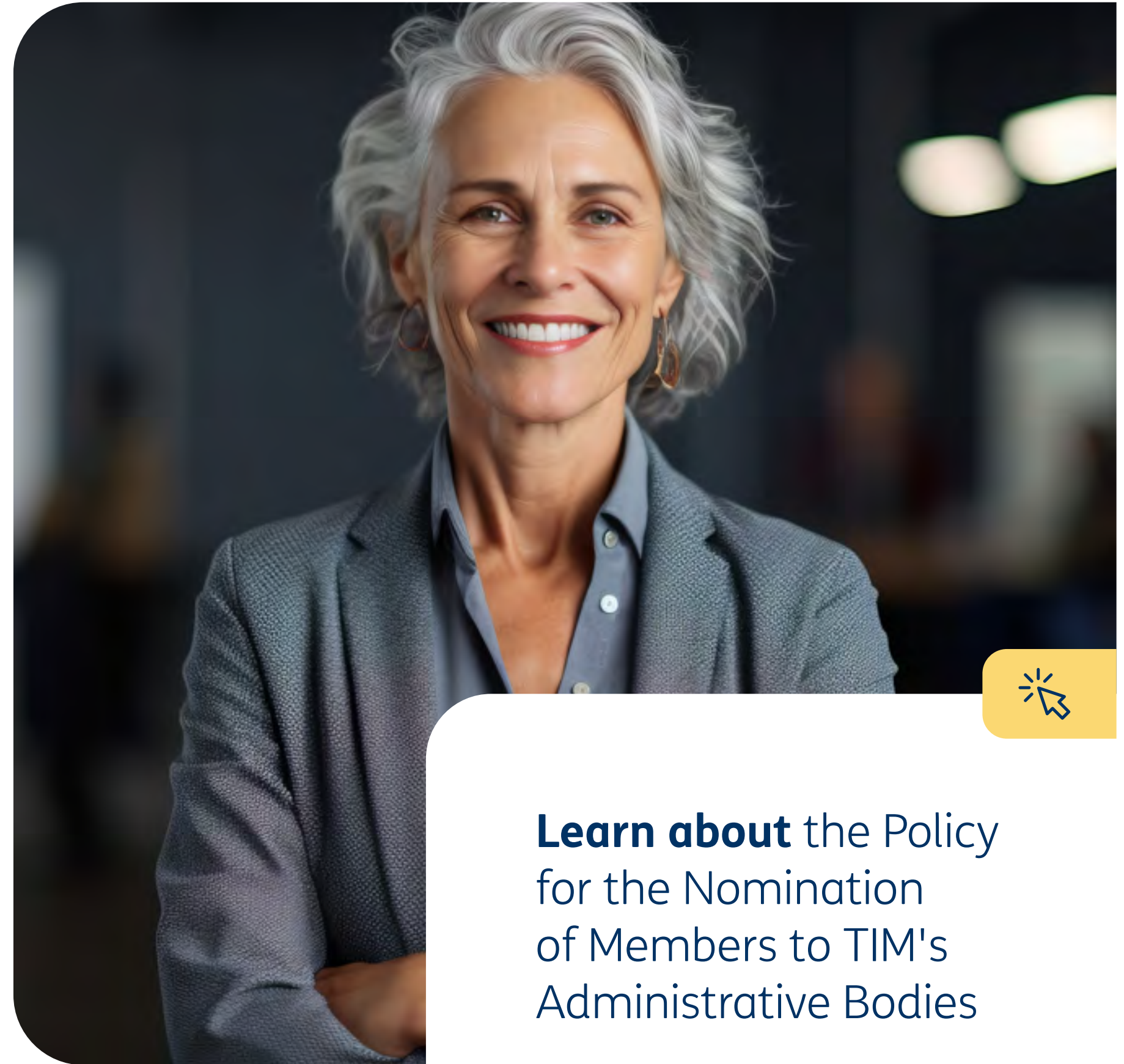
The selection process should adhere to the organization's principles and values, strategy, and stage of maturity, and may be conducted internally by TIM or with the support of independent consultants.

Whenever circumstances permit, it is recommended that the BoD, its Committees, and the Statutory Executive Board have at least 30% of professionals from underrepresented

social groups (women, Black individuals, and different generations) in their composition.

Any proposals for reelection should take into account the performance during the term, experience, and attendance at meetings throughout the mandate, following the results obtained in the periodic evaluation process of the Board, as well as conclusions regarding the adequacy or need for adjustments in the composition of the body.

It is recommended that the BoD, its Committees, and the Statutory Executive Board have at least **30% of professionals from underrepresented social groups** (women, black individuals, and different generations) in their composition.



Learn about the Policy for the Nomination of Members to TIM's Administrative Bodies

Committees

GRI 2-9, 2-12, 2-13, 2-14

Discussions within the Board of Directors are assisted by four committees, formed by directors. They are:

Compensation Committee (CR)

Evaluates criteria and other topics related to the compensation of directors and senior executives. Has a permanent nature and reports to the BoD before the board meeting, which takes place after the annual Ordinary General Meeting. The programs and levels of compensation for the Executive Board are suggested to the Compensation Committee by the People, Culture & Organization area, based on the current compensation strategy, which may be supported by external consultants.

TIM's compensation practices are approved annually by the BoD, which is also responsible for submitting the proposal for the maximum overall remuneration of the administrators for approval by the shareholders at the General Meeting.

Control and Risks Committee (CCR)

Monitors compliance with corporate governance rules, supervises risk management, internal controls and SOx, the Integrity Program, and corporate social responsibility actions and initiatives.

ESG Committee (CESG)

Assists in the development and implementation of ESG strategy and principles. Its responsibilities include defining and reviewing goals annually, as well as monitoring the ESG Plan. CESG also has the role of recommending to the BoD the approval of corporate standards and procedures related to ESG issues, as well as the disclosure and monitoring of their compliance, in addition to evaluating ESG reports, institutional communications, and public initiatives related to environmental, social, and governance issues, suggesting changes and eventual improvements when necessary.

The Committee also assesses TIM's participation and continuity in voluntary initiatives and commitments (both national and international) and oversees the management of risks and opportunities associated with ESG issues, including those related to climate change. The body shall inform the BoD and other committees of situations with potential impact on the company's image, reputation, and assets.

The CESG is supported by a Steering Committee, which is tasked with incorporating its guidelines and

directives into organizational processes and structures. It is composed of statutory directors representing the following areas: Regulatory, Institutional and Press Relations, Legal & Corporate Affairs, and People, Culture & Organization.

The ESG Committee also assesses **TIM's participation and continuity in voluntary initiatives and commitments** (both national and international) and oversees the management of risks and opportunities associated with ESG issues, including those related to climate change.

Statutory Audit Committee (CAE)

It operates in compliance with the regulations of capital market regulatory bodies, such as the Brazilian Securities and Exchange Commission (CVM) and the United States Securities and Exchange Commission (SEC), which are reflected in TIM's Bylaws.

It supervises the quality and integrity of financial reports, compliance with legislation, and regulatory and statutory standards. It also monitors the adequacy of risk management processes, internal controls, and SOx, as well as the activities of internal and independent auditors. Additionally, it supervises and evaluates the execution of contracts of any nature between TIM or its subsidiaries and the controlling shareholder, or its controlled companies, affiliates, subject to common control, or controlling entities of the latter, or that otherwise constitute related parties to the company.

The Committees operate indefinitely and act independently, with their composition and activities outlined in the Internal Regulations of the Committees, in the case of the CR and CCR, and in the Internal Regulations of the ESG Committee.

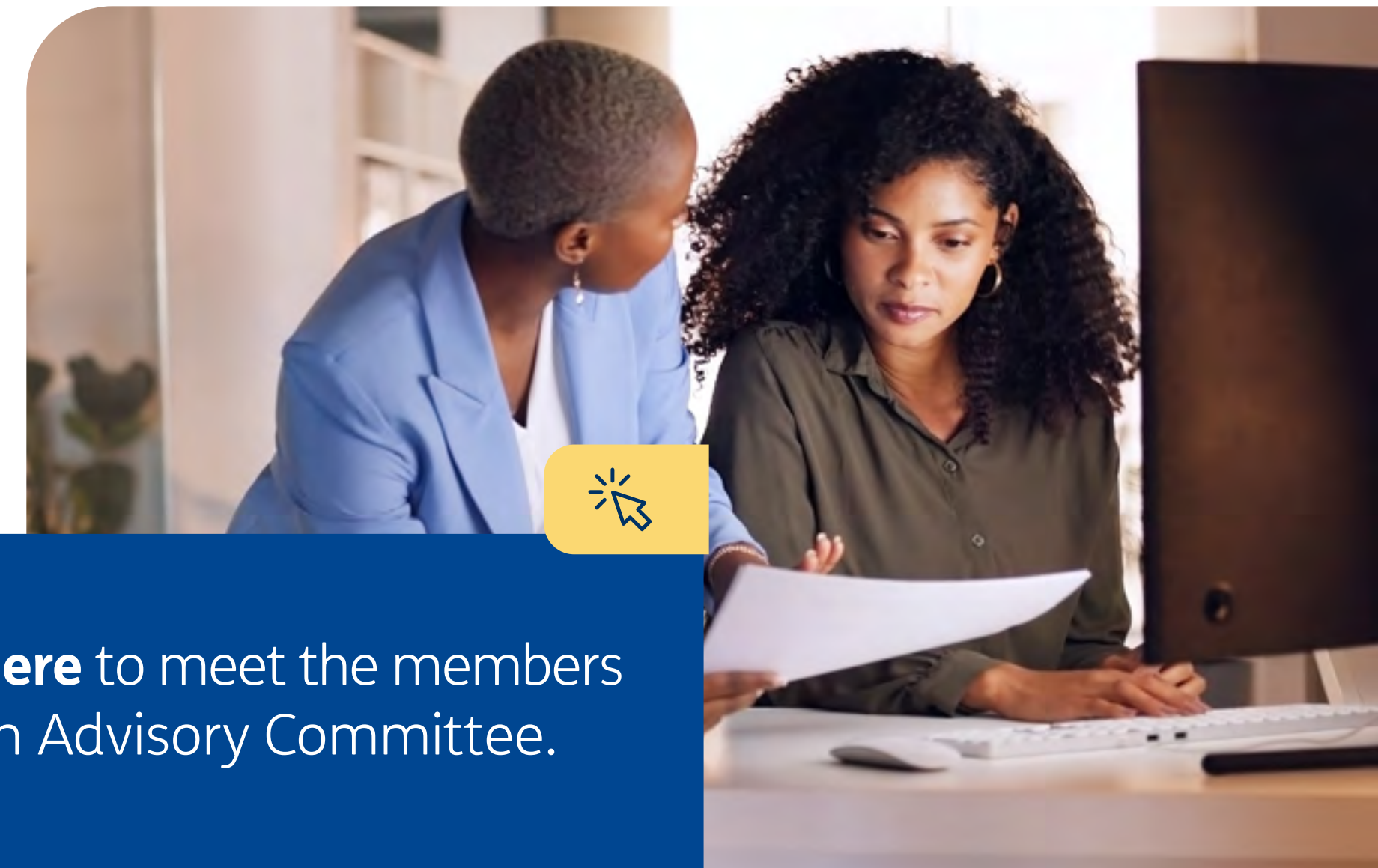
Performance evaluation GRI 2-18

The evaluation of the members of the BoD and Committees is conducted annually through a self-assessment questionnaire, answered individually, and the results are submitted to the governance body itself. The analyzed responses are compared with the data from the previous year's assessment to identify opportunities for improvement.

In 2023, in compliance with the corporate governance standards of B3, the BoD, Committees, and statutory management of TIM also adopted the process of independent evaluation, to be applied at least once during the administrators' mandate. This process consists of diagnosing the functioning of the board and committees, as well as the self-assessment of the directors and statutory management regarding their contributions to the board and development opportunities.

The assessments take place through an online evaluation questionnaire, individual meetings conducted by consultants, internal analysis, and consolidation of quantitative and qualitative data by

the consulting firm. The results are presented to the Chairman of the BoD, followed by the presentation and discussion of recommendations to the Board of Directors as a whole, aiming for opportunities for improvement and development in a collaborative manner.



[Click here](#) to meet the members of each Advisory Committee.

Fiscal Committee

GRI 2-9

The Fiscal Committee is composed of three effective independent members and an equal number of alternates, elected by the General Meeting of Shareholders. It acts in overseeing TIM's administration and in being accountable to the shareholders.

Statutory Executive Board

GRI 2-9

It is the governing and executive body of the administration, comprised of a CEO and seven statutory directors, elected by the Board of Directors for a two-year term with the possibility of reelection for an equal period. Removal is possible at any time.

The deliberative collegiate body has the mission to protect and enhance TIM's assets and maximize long-term investment returns, in line with the BoD' mission.

Risk & Compliance Board

GRI 2-9, 2-13

Linked to the Board of Directors, it periodically reports progress to the Statutory Audit Committee and the Control and Risks Committee. It is responsible for managing and monitoring internal control processes, Integrity Program, Anti-bribery/Anti-corruption Management, Compliance, Technology and Information Security, and SOx Certification.

Internal Audit Board (Audit)

GRI 2-9, 2-16

It is also linked to the BoD, periodically reporting progress to the Statutory Audit Committee. It is responsible for complementing the evaluation of the effectiveness of internal controls and compliance with policies, standards, and procedures to prevent or detect the possibility of errors, fraud, and/or losses in the business.

Its responsibility includes receiving, classifying, and analyzing any reports, whether anonymous or not, that are received, and subsequently submitting them for evaluation by the members of the Statutory Audit Committee (CAE). When necessary, they should be forwarded to the BoD for appropriate action to be taken.



50% of the members of the Statutory Board are women.

Learn about the composition and responsibilities of the Audit Committee and the Statutory Board by clicking here.

Compensation Policy

GRI 2-19, 2-20

The remunerations of the Board of Directors, Advisory Committees, and the Audit Committee are reviewed annually through comparative analysis with market practices. Based on the results obtained, a proposal for a remuneration adjustment is either made or not, which is then presented for evaluation by the Compensation Committee, responsible for sending recommendations on the subject to the BoD.

TIM has an Administration Compensation Policy, transparently disclosed to the market, which establishes rules and principles for defining and evolving the remuneration of the members of the BoD, Advisory Committees, Audit Committee, and Statutory Executive Board.

The standard establishes the following payment methods:

Fixed compensation

Its objective is to recognize and reflect the breadth of scope and value of the position internally and externally, as well as the individual performance, experience, education, and knowledge of the executive, supported by market practices. It consists of the payment of 12 installments per year, plus a 13th salary and vacation pay for Statutory Officers who are governed by the CLT (Brazilian Labor Code).

Variable remuneration

It aims to reward the achievement and surpassing of company goals, aligned with the budget, strategic planning, and market practices. The definition of individual compensation and its periodic adjustment take into consideration the previous compensation, the criticality of the position, performance, and achievement of established goals, the need for protection, internal equity, and comparative analysis with the market, through salary surveys conducted by specialized consultants, and the competitive context.

The variable component is subdivided into three groups: Short-Term Incentive, called Management By Objectives (MBO), which is based on participation in results and linked to strategic indicators for the business; Bonus, which can be used to recognize the executive's differentiated performance, as well as reward the results of specific and relevant initiatives and projects; and Long-Term Incentive, which aims to align the interests of senior management with those of the shareholders, implement an integrated incentive system, enhance the competitiveness

of the recognition package, and serve as a retention tool for key personnel in the company.

Participants in the Variable Compensation Programs will be subject to the Compensation Recoupment Policy (clawback) approved by the BoD in 2023. This Policy provides for the recovery of compensation in the event of a restatement of financial statements resulting from material non-compliance with financial reporting requirements under US federal securities laws, in accordance with the terms and conditions established therein. It is intended to comply with the recently implemented requirements by the SEC (Section 10D of the Exchange Act and Section 303A.14 of the NYSE Listed Company Manual - "Listing Rule").

In addition to the conditions provided in the approved Compensation Recoupment Policy, the Company may also recover any awards from these programs that have been, in whole or in part, obtained due to any type of error, fraudulent behavior, or misconduct attributable to the participant, without which the same performance-related award would not have been achieved or would have been achieved at a lower level.

This policy may be triggered within three years following the calculation or disbursement of the award subject to this action or fiscal year, whichever is earlier. The Compensation Recoupment Policy (clawback) may be triggered even if the respective participant has, as of the activation decision date, terminated the employment relationship with the Company for any reason, including retirement.



The compensation of TIM's senior leadership is tied to the performance of established ESG goals. Thus, ESG indicators are taken into account in determining the Short and Long-Term Incentive Plan and are monitored annually, with the main ones being: Net Promoter Score (Customer Loyalty Index), employee engagement, gender pay equity management, percentage of women in leadership positions, percentage of black employees in leadership positions, eco-efficiency, and solid waste recycling.

Benefits

TIM offers products and services that enhance the well-being of individuals and their families in economic and social terms, reflecting on the value received by executives, aiming to attract and retain them in the Company. The benefits evolve according to market practices and the collective agreement, as well as the evolution of people's expectations and needs. Executives are also offered the opportunity to customize their benefits package to best meet their needs (learn more about benefits on [page 121](#)).

Hiring/Retention Bonus

When analyzing market conditions, context, and business challenges, and with the aim of ensuring the continuity and fulfillment of the strategic plan, TIM may offer one time bonuses to ensure the hiring and/or retention of key executives. In the specific case of hiring bonuses, there is the possibility of offering more attractive packages to external candidates to minimize any potential losses that may exist during the transition between companies.

Severance pay

They are calculated and paid by the Company in accordance with current legislation and applicable for each type of termination of employment. Any additional severance pay and conditions are defined based on market practices, considering the different types of termination. The position involved, the executive's tenure at TIM, and the context and conditions under which the termination is being carried out are also factors that affect this definition.

TIM offers products and services that enhance the **well-being of individuals and their families** in economic and social terms.

Compensation strategy

GRI 2-20

The definition of the structure and values of compensation is supported by the analysis of market practices, mainly from the high-technology and telecommunications sectors, as well as from companies with similar governance size and characteristics. These guidelines are updated annually in line with market movements and TIM's strategic planning.

The composition of compensation also considers the importance of the executive's role in the Company's organizational structure, based on market parameters and research provided by specialized compensation companies. The elements Fixed Compensation, Variable Compensation, and Benefits are weighted by assessing the grade and matching of positions.

Board of Directors: the compensation of BoD members includes the payment of fixed monthly fees, with no direct or indirect benefits or short and long-term incentives applied. BoD members do not have distinct fees for holding their positions, except for the Chairman of the Board.

Advisory Committees: a fixed monthly compensation is provided for effective members participating in Committees, which is also reviewed annually. The fees are defined according to market practices, which may vary between Committees and according to the role of the councilor (chair or member of the Committee).

Audit Committee: includes the payment of fixed monthly fees, with no direct or indirect benefits or short and long-term incentives applied. Board of Director members do not have distinct fees for holding their positions, except for the Chairman of the Board.

Statutory and Non-Statutory Executive Board: includes the payment of fixed monthly salaries and direct and indirect benefits, as well as short and long-term variable compensation.



Financial results

Economic Impact: Direct economic value generated and distributed (R\$ thousand)

GRI 201-1

	2021	2022	2023
(A) Net revenue ¹	24,902,358	25,375,925	26,851,482
(B) Goods and services purchased from third parties	7,702,345	7,292,936	7,564,902
Costs of services provided and goods sold	2,676,158	3,482,166	3,968,083
Materials, energy, third-party services and others	5,026,187	3,810,770	3,596,819
(C) Gross added value (A - B)	17,200,013	18,082,989	19,286,580
(D) Withholdings (depreciation and amortization)	5,691,696	6,827,175	7,117,029
(E) Net added value (C - D)	11,508,317	11,255,814	12,169,551
(F) Transfers	1,601,104	1,398,429	1,344,484
(G) Value added to be distributed (E + F)	13,109,421	12,654,243	13,514,035

¹ Net of losses from doubtful settlement credits and discounts granted, returns, and others.

	2021	2022	2023
Distribution of added value			
Wages & Salaries	477,746	540,678	572,627
Social security charges	104,735	107,172	112,863
Private pension	22,105	16,557	18,030
Benefits	167,051	183,157	214,296
Profit sharing	151,749	212,237	227,917
Taxes, fees, and contributions, excluding subsidies (exemptions)	6,014,887	5,872,837	5,346,259
Interest and rentals	3,204,827	4,045,062	4,176,465
Interest on shareholders' equity and dividends	1,047,500	1,400,000	1,600,000
Profit/loss for the period	1,909,674	270,755	1,237,422
Private Social Investment	9,147	5,787	8,156



For more information about our Strategic Plan 2024-2026 and economic goals, please visit the **Investor Relations website**.

Taxes

GRI 207-1, 207-2, 207-3

Our tax strategy is based on the principles of honesty, accuracy, and compliance with legislation, characterized by cooperative and transparent action.

[TIM's Tax Policy](#), approved by the Board of Directors, defines the general objectives and guidelines adopted by the Company and its subsidiaries, and is linked to the sustainable development strategy.

Governance of the topic falls under the Tax Services area, within the CFO, responsible for studying and planning tax matters, working to minimize risks and impacts, and reduce corporate tax burdens, following the risk tolerance criteria defined in the Tax Policy.

The department also seeks to direct the mapped risks and impacts - for the purpose of informing and decision-making regarding TIM's tax strategy and communicate the results, risks, and impacts to management for monitoring and tracking the Policy.

We aim to establish relationships with tax authorities based on transparency and collaboration, promoting a corporate culture committed to honesty. Documents

are made available and/or reviewed within the deadlines and conditions established by tax authorities.

For advocacy actions, the executive management of Tax Strategy, one of the areas of Tax Services, collaborates with associations in the telecommunications, connectivity, and digital technologies sectors. The actions are carried out directly and exclusively with the working groups, in accordance with rigorous ethical and compliance standards and in line with current legislation.

Consultations and addressing of doubts regarding the interpretation of tax legislation, as well as practical application in the business area, are carried out with a specialized company. Additionally, we send internal alerts when topics are considered sensitive and have a high impact on the company's activities, as well as weekly briefings with updates on legislation for the period and relevant news.

To reinforce these commitments in all our operations, we regularly report our tax activities and expenses in the Annual Reports and on the Investor Relations website.

We aim to establish relationships with tax authorities based on transparency and collaboration, promoting a **corporate culture committed to honesty.**

Risk management

GRI 2-23, SASB TC-TL-550a.2

At TIM, the Enterprise Risk Management area is within the Risk & Compliance Directorate, which is linked to the Board of Directors and periodically reports progress to the Statutory Audit Committee and the Control and Risks Committee (learn more in the Governance chapter, starting on [page 58](#)). Our [Risk Management Policy](#) was structured based on the best market practices and international standards, such as those of the Committee of Sponsoring Organizations of the Treadway Commission (COSO), a US-based non-profit entity dedicated to fraud prevention and improvement of financial reporting through ethics, effectiveness of internal controls, and corporate governance.

The processes established in this Policy identify, prioritize, and define action plans to mitigate corporate and operational risks, financial risks, ethics and compliance risks, environmental risks, health and safety risks, and reputation risks.

TIM has insurance contracts in place to cover operational and cyber risks, among others. The company believes that the policies represent sufficient amounts to cover potential losses related to the mentioned risks, totaling over R\$ 700 million.

In 2023, we began a phase of reviewing and evaluating our risk mapping and quantification methodology, with the goal of evolving the risk management process in line with what has been done by the TIM Group in Italy, as well as new market trends.



Business Continuity

GRI 2-23, SASB TC-TL-550a.2

TIM's Business Continuity Management (BCM) Policy establishes guidelines to ensure the effectiveness of strategies and action plans aimed at maintaining the operation of our services in situations of instability or interruptions.

To identify and establish the level of criticality of our activities, we assess legal, regulatory, reputational, operational, and financial aspects, as well as the relevance of the product or service to the business.

We develop continuity plans for activities considered critical, aiming to ensure a shorter response and recovery time in the event of incidents, crises, and disasters. Additionally, we conduct Risk Mapping and Resilience Plan routines, which is an annual survey that consolidates risks, failure probabilities, and service criticality. We also rely on the monitoring of the TIM network by the Digital Service Operation Center (DSOC), with remote or on-site action to address any detected issues.

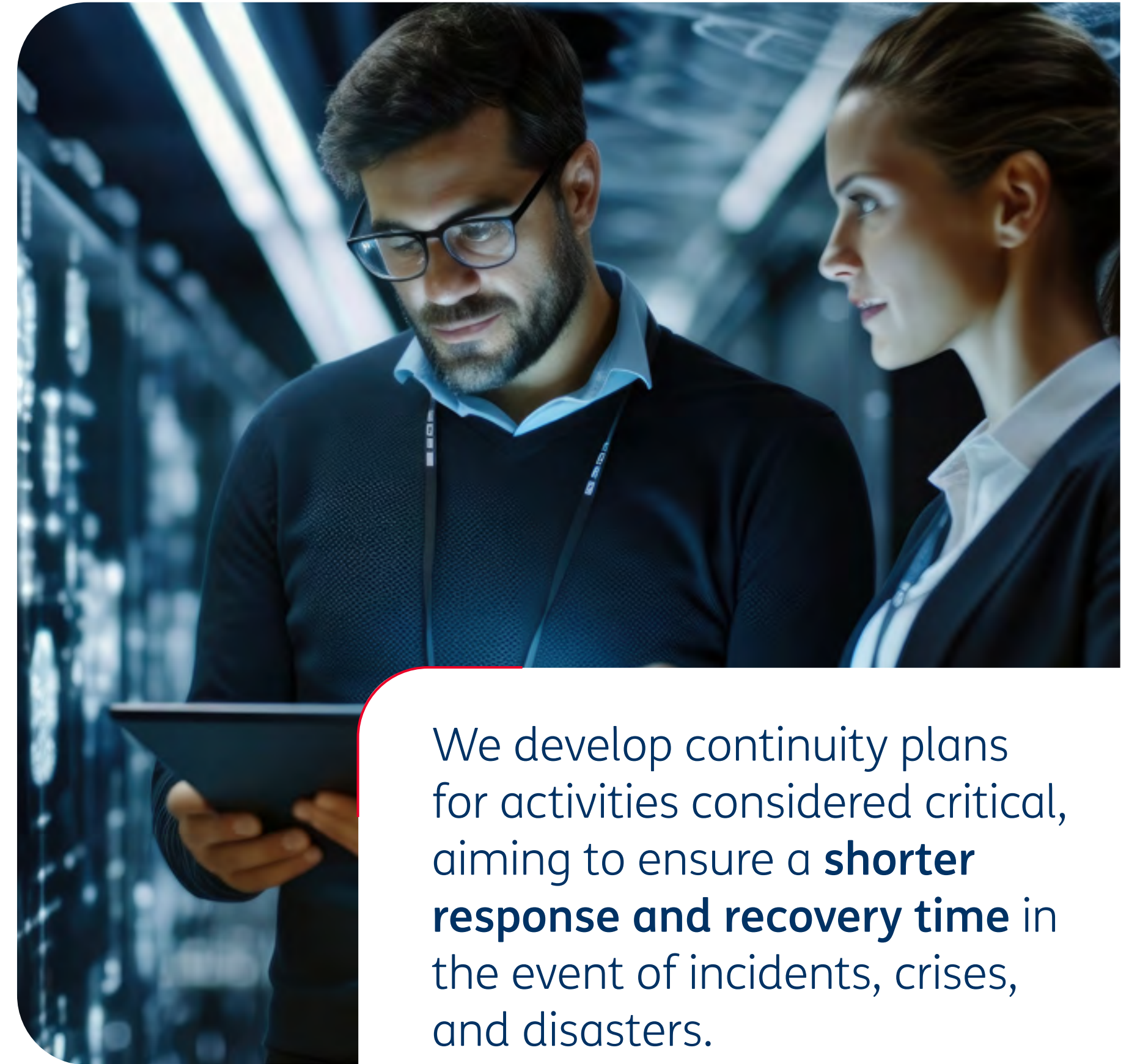
For situations outside the scenarios established in the plans, TIM adopts the Business Continuity

Management System (BCMS), based on ISO 22301, to deal with any incidents.

Quarterly, TIM's Operational Crisis team meets to analyze incidents that have occurred and their respective responses, reporting their activities to the executive board.

In our Operational Continuity Plans, scenarios such as:

- Unavailability of IT/Network systems and infrastructure due to total or partial destruction of the hosting site, typically caused by natural phenomena, natural wear and tear, operational errors, third-party actions, attacks (including cyber), and vandalism;
- Total or partial unavailability of administrative or industrial buildings;
- Total or partial unavailability of personnel; and
- Unavailability of critical supplier.



We develop continuity plans for activities considered critical, aiming to ensure a **shorter response and recovery time** in the event of incidents, crises, and disasters.

Risks and opportunities related to climate change

GRI 2-25, 201-2

Based on TCFD premises and guidelines from TIM's Corporate Risk Map, we identified that the risk associated with climate change may have physical, economic, and regulatory implications, with financial repercussions, as well as impacts on TIM's image and reputation. Therefore, this category is included in our risk matrix to be monitored, prevented, and mitigated.

Since 2022, the risk related to climate change has been part of our Corporate Risk Management process, aiming at strategically monitoring failures or inadequate execution in service provision due to extreme weather events. In addition to physical impacts, we consider transition risks and scenarios of low and high carbon emissions to plan our mitigation and adaptation actions.

In the assessment process, we use a set of models and scenarios as a basis to define the potential impacts to which TIM's assets are subject. The geographic location of most network equipment and technical buildings in Brazil was considered, including the types of infrastructure such as biosites

and traditional ERBs (greenfield and rooftop). The vulnerabilities of network equipment vary according to their location and the function they perform.

Among the extreme events caused by climate change that can damage facilities and infrastructure with a direct impact on our business, water scarcity (energy), storms, and cyclones were identified. Regarding water scarcity, it is worth noting that energy from hydro sources has significant representation in the Brazilian electrical matrix.

With the aim of mitigating this risk, we promote initiatives focused on self-generation of energy and reducing consumption in our services and facilities, through process restructuring and seeking technologies to achieve maximum efficiency. We invest in contracting energy from renewable sources through the Distributed Generation project with solar, hydroelectric, and biogas plants, among others, reducing our dependence on the Brazilian energy grid. In 2023, as part of TIM's environmental strategy, we began diagnosing the environmental performance of

energy plants through sampling. The goal is to work more closely with partners, contributing to socio-environmental development.

We also operate by purchasing clean energy in the free market and renewable energy certificates (I-RECs). Learn more about our energy management on [page 104](#).

In this context, TIM believes it can contribute to decarbonization, as the telecommunications sector enables remote communication and reduces the need for travel that leads to fossil fuel burning. It also enables more efficient production models, fostering an economy less intensive in greenhouse gas emissions.

Criteria for constructing scenario analysis

To define the geographical scope of the scenario analysis, TIM assessed the representativeness and impact of its activities in three groups: energy, operations and logistics, and infrastructure. These sectors are especially important because they are more susceptible to climate effects and relevant to TIM's business strategy.

The climate scenarios were constructed based on projections from the Intergovernmental Panel on Climate Change (IPCC) and using the Coupled Model Intercomparison Project Phase 5 (CMIP5) dataset, considering three variables: temperature, precipitation, and consecutive dry days. Learn more in our Thematic Report "Climate Change-Related Risks".

Additionally, in the risk mapping process, we align our time horizons with science-based targets and our renewable energy objectives for the short, medium, and long terms, starting from the base year (2019). We also consider the timelines used in the analysis of physical climate risk vulnerability and the climate change strategy 2019-2040.

We take into account the types of climate risks related to current and emerging regulations, technology, market, reputation, acute and chronic physical parameters. We describe specific risks such as carbon pricing mechanisms, water scarcity, extreme weather events, and increased energy demand, among others, and provide details on probability, magnitude, financial impact, and response cost. We consider that significant financial or strategic impacts are those that have the potential for economic damage exceeding 5% of our risk appetite, which is reviewed annually.

Performance aligned with TCFD

Since 2022, our approach to climate risks has been aligned with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), a working group created to encourage companies to inform their investors about climate-related risks and how they manage them. With this, we aim to increase transparency in managing the topic and disclosing this information to the financial sector.



We have also been participating in CDP since 2010, whose disclosure platform is aligned with the recommendations of the TCFD. This dual alignment enables the preparation of reports in a comparable, consistent, relevant, and accessible manner to the global economy.

The [TIM Climate Change Risks Thematic Report](#), available on the Investor Relations page, provides details about our initiatives.



In 2022, we received the **International Certificate of Excellence in Internal Control Systems** from the **Internal Control Institute (ICI)**.

Internal Control System

The Risk & Compliance Directorate is responsible for proactively mitigating risks through the TIM Internal Control System, with independent reporting to the Statutory Audit Committee and the Control and Risk Committee. This system follows best market practices and international frameworks such as COSO, with over 800 mapped, evaluated, and monitored controls, and employees trained to address this issue.

Our Internal Control System:

- protects assets;
- ensures the accuracy of data used for external and internal financial and non-financial reporting;
- promotes operational efficiency;
- encourages adherence to policies, rules, regulations, and laws;
- minimizes losses from penalties;
- provides security to the CEO and CFO for decision-making; and
- enhances confidence and credibility in the market and with all stakeholders.

In 2022, we received the International Certificate of Excellence in Internal Control Systems from the Internal Control Institute (ICI). The ICI is a global organization dedicated exclusively to internal control and corporate governance.

Sarbanes-Oxley Act (SOx)

Our Internal Control System also contributes to obtaining various certifications and compliance with national and international capital market regulations, notably the Sarbanes-Oxley Act (SOx). TIM has been certified compliant with SOx since 2006, when this requirement was established for companies listed on the New York Stock Exchange.

To ensure it, the system is audited annually by an independent company. According to SOx, the Company is required to assess the effectiveness of its internal controls over financial reporting at the end of each fiscal year. This procedure aims to provide greater reliability and transparency to the disclosed information.

Ethics, compliance and **anti-corruption**

GRI 2-15, 2-23, 2-24, 3-3

Material topic: Ethics, integrity and compliance

SDG **16**

Ethics, integrity, and compliance are strategic themes for TIM and are integrated into our materiality matrix. Our actions are guided by transparency, in strict compliance with laws, aiming to ensure the longevity of the business, minimize exposure to risks, and enhance competitiveness.

We have a [Code of Ethics and Conduct](#) to guide our organizational processes, which is disseminated to our employees, executives, suppliers, and business partners. In 2023, the Code underwent an update. The text brought significant changes, such as the new chapter on Environmental and Climate Protection, mention of "fair, dignified, and equitable compensation," "impacts of non-compliance with the Code on incentive programs and performance evaluations," and the incorporation of compliance duties by Suppliers and Partners.

We invest in maintaining a robust corporate governance structure and promote our principles and values throughout the value chain, going beyond legal requirements in disseminating anti-corruption practices, accounting transparency, and combating anti-competitive practices and bribery.



2023-25 ESG Plan

Target

Maintain ISO 37001 certification until 2025

Result

2023: **Maintained**
2022: **Obtained**

We have internal regulations that guide our professionals in complying with legislation and judicial decisions, and provide guidelines for ethical conduct aligned with the principles of transparency, honesty, and loyalty. We conduct annual training for employees and third parties and provide guidelines and documents in full through intranet, social networks, institutional websites, email, and contracts, among other channels.

The TIM Integrity Program, applicable to all employees, also known as the Anti-Bribery and Anti-Corruption Management System, establishes a set of rules and actions to ensure compliance with Brazilian anti-corruption legislation. Supervised by the Risk & Compliance Board, it aims to prevent, identify, and mitigate risks and practices involving bribery and corruption, establishing internal controls and monitoring sensitive activities through testing. Since 2021, we have been certified with ISO 37001, which attests to the security and effectiveness of the Anti-Bribery Management System.

We also conduct integrity due diligence processes and include contractual clauses aimed at combating corruption in the value chain, in addition to having a whistleblowing channel available to all stakeholders.

We have a Conflict of Interest Policy, approved by the Extraordinary General Meeting (EGM), which contains the methodology for identifying, preventing, and mitigating potential situations of this nature. The standard applies to all employees, executives, board members, and governance bodies, as well as those who have commercial and business relationships or act on behalf of TIM Brasil Group companies.

Contribution to political parties

GRI 415-1

TIM Code of Ethics and Conduct prohibits direct or indirect contributions to political parties, movements, agents, or political candidates, as well as to labor unions and related organizations. Therefore, we do not make contributions of this nature.

Policies and institutional documents of the TIM Integrity Program

- Code of Ethics and Conduct;
 - Anti-corruption policy;
 - Organizational Model;
 - Conflict of Interest Policy;
 - Related Party Contracting Policy; and
 - Anti-Bribery and Anti-Corruption Management System Manual.
- All these documents are approved by the Board of Directors, the highest decision-making body of the Company.

We conduct integrity *due diligence* processes and include contractual clauses aimed at combating corruption throughout the value chain.

Anti-Corruption Program

GRI 2-15, 2-24, 205-1

We believe that combating corruption requires special attention and continuous monitoring of activities considered sensitive to this type of practice. The Governance & Integrity Compliance area, under the Risk & Compliance Board of TIM, conducts an annual risk assessment of Sensitive Activities, based on the most relevant processes, also considering the areas and functions responsible for them, the stakeholders involved, risk scenarios and respective mapped controls, the result of control assessments, and risk evaluation.

As part of the Integrity Program, TIM's Anti-Corruption Program ensures continuous monitoring of 20 activities considered most sensitive from the perspective of corruption risk exposure. This initiative involves evaluating internal controls, monitoring the annual risk matrix of sensitive activities, action plans, identifying improvement opportunities, and establishing defense mechanisms.

The activities considered sensitive involve the following aspects:

- agreements;
- judicial, administrative, and arbitration processes;
- permits and licenses;
- relations with public agents, institutions, and authorities;
- gifts;
- representation expenses;
- events;
- commercial and institutional sponsorship;
- donations or contributions to non-profit organizations;
- subsidized financing and loans;
- acquisition of goods and services;
- sale of goods and services;
- hiring of employees;
- management of the variable compensation of employees;

- health, safety and environment;
- investments;
- business partners;
- payments;
- acquisition and disposal of interests and/or incorporation of companies; and
- operations carried out directly by TIM's CEO.

The [Anti-Corruption Policy](#) provides guidelines for the preservation of ethical relations in the areas of:

Integrity *Due Diligence*: Supports the decision-making processes for hiring and/or associating third parties, based on analyzes of the extent of bribery and corruption risks;

Conflicts of Interest: For third parties or service providers, an analysis of possible conflicts of interest is carried out, according to a specific procedure, through Integrity Due Diligence. For reasons of confidentiality and secrecy, conflicts of interest are reported to senior management and the Board and are not widely disclosed;



Sensitive Relationships: Establishes behaviors and actions to be taken in relations with public administration bodies, with customers and suppliers, in addition to guiding service providers and guiding relations with other private legal entities;

Sensitive Third Parties: Some types of third parties with which the company has a relationship are considered sensitive due to the greater risk of bribery and corruption due to specific business characteristics or activities. This group includes, among others, business partners and beneficiaries of sponsorships and donations;

Sensitive Positions: Identifies positions with high, medium and low level of exposure to the risk of bribery and corruption. To monitor the level of risk, job criteria-are used, which include employees with management positions and those responsible for decision-making, in addition to functions considered sensitive, such as those responsible for the qualification of third parties.

The Anti-Corruption Program also guides that TIM's Internal Regulations be composed of Policies, Operational Procedures, and Operational Instructions describing the processes and controls of all areas and functions of the Company. These instruments establish responsibilities, guidelines, rules, processes, controls, and specific activities for each function and structure.

The Anti-Corruption Program also guides that TIM's Internal Regulations be composed of **Policies, Operational Procedures, and Operational Instructions** describing the processes and controls of all areas and functions of the Company.

Whistleblower Channel

GRI 2-25, 2-26, 205-3

We provide the internal and external public with the Whistleblowing Channel, in bilingual format (Portuguese and English), with accessibility tools and access via internet and telephone. For employees, the access link is also available on the intranet, and they receive a course with guidelines on the topic, available on the company's training platform.

The service is open for reporting actions or behaviors related to corruption, fraud, conflict of interest, discrimination, moral harassment, sexual harassment, human rights violations, or violations of the Consumer Defense Code, or any other behavior inconsistent with legislation and TIM's Code of Ethics and Conduct.

The hotline is available 24/7. Whistleblowers can maintain confidentiality about their personal information, if they wish, and monitor the progress of the report through a protocol, with the guarantee of anonymity.

In 2023, we established a new flow of service and management of complaints about (moral and sexual) harassment, bullying or persecution, to adapt the treatment of each case. The site has also been redesigned, gaining a more modern and intuitive

navigation, with accessibility tools and functionality and with a neutral and inclusive language.

In the period, the Whistleblowing Channel received 1,447 reports, 669 of which were anonymous. Of the total reports received, 63% were related to situations within the scope of the whistleblowing channel, 32% were customer complaints and 15% were outside its scope of responsibility.

In 2023, no cases of corruption were confirmed. The company identified 15 cases related to non-commercial fraud, bribery, and supplier favoritism; however, 14 were closed as they were considered unfounded, and one is still under evaluation. Of the three cases under investigation in 2022, all have been closed, with two considered unfounded and one partially substantiated, with feedback and an action plan applied.

The Whistleblowing Channel is managed by an external and independent company. The Internal Audit Board (Audit) of the Company shall analyze, monitor, and report complaints to the Board of Directors, with the aim of identifying any weaknesses in the internal control system and risk management.

Market recognition

Our Whistleblower Channel was recognized in the evaluation by Grant Thornton Brazil, a global auditing and consulting firm, for implementing various actions that strengthen best market practices and for being constantly evolving in this process.



TIM Whistleblowing Channel Website

Contato Seguro App (available on Google Play and Apple Store)

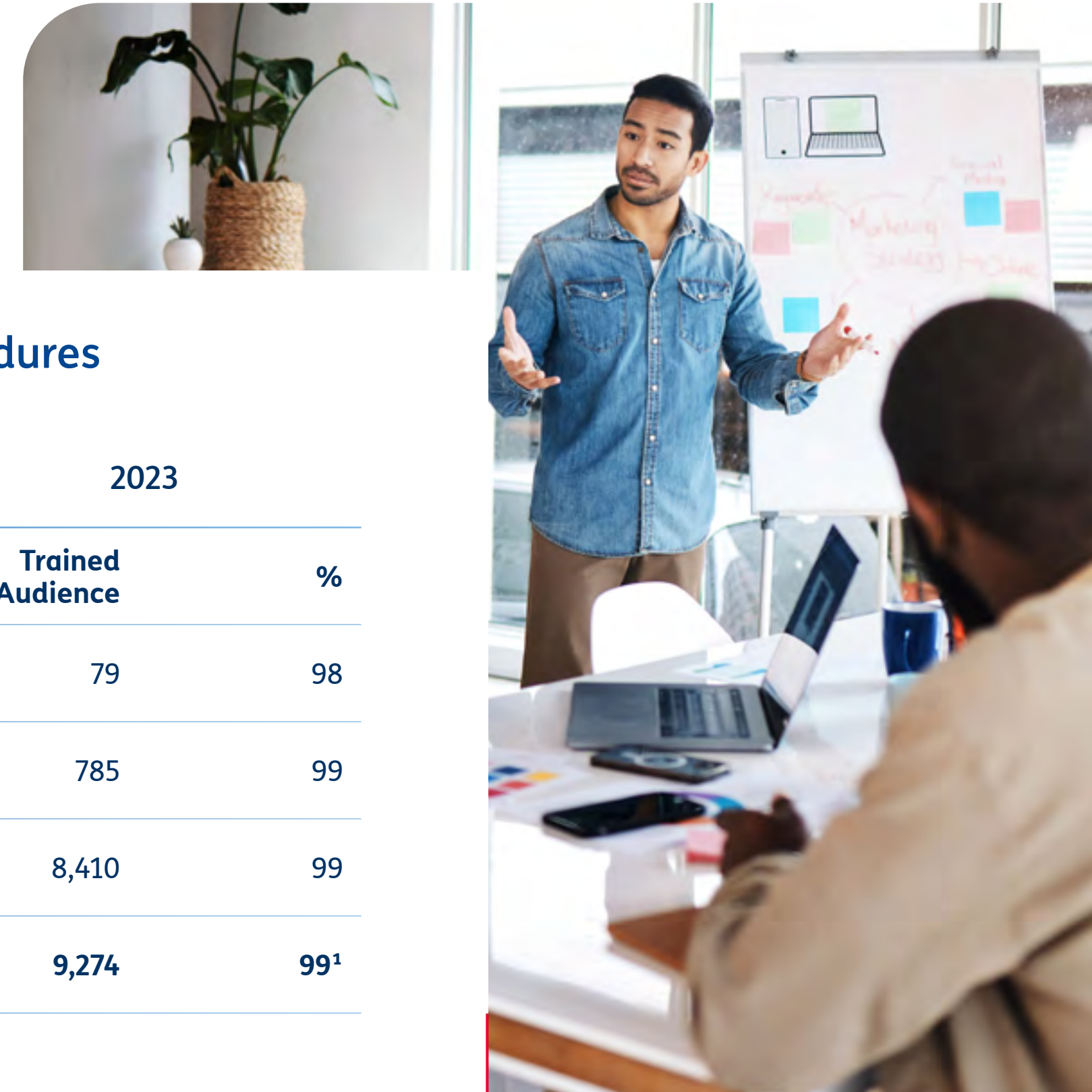
Telephone - 0800 900 8007

Promoting a culture of ethics and transparency

GRI 2-24, 205-2

We conduct internal training sessions on the Integrity Program, and our employees are required to demonstrate their commitment to complying with the guidelines. Members of the Board of Directors make the same commitment at the time of signing their Statement of Office and declare their awareness of and respect for the Code of Ethics and Conduct.

To engage directors and employees in anti-corruption actions, we conduct mandatory training for new employees and promote reinforcement actions throughout the year for others. In 2023, 99% of employees were trained in the Code of Ethics and Conduct, 99% in the Integrity Program, and 99% received training on the topic of Anti-Corruption. In the governance bodies, 100% of the professionals were trained.



Communication and training on anti-corruption policies and procedures

GRI 205-2

	2021		2022		2023	
	Trained Audience	%	Trained Audience	%	Trained Audience	%
Directors	68	97	83	98	79	98
Managers	717	99	734	99	785	99
Other Employees	8,543	99	8,576	98	8,410	99
Total	9,328	99	9,393	98	9,274	99¹

¹ Based on active employees as of December 2023.



Competitive practices

GRI 2-23, 206-1, 417-2, 417-3; SASB TC-TL-520a.1

We have a Competition Defense Policy that defines roles and guides our employees regarding the Competition Defense Law in the country, to prevent behaviors that harm the national economic order, and to respect the general determinations of the Brazilian Competition Defense System.

In 2023, there were no new cases of unfair competition reported. From previous years, ten cases are still under review, and two have been closed: one with an agreement and payment of R\$ 2 million (related to other issues discussed in the demand), and another one archived, so in neither case was any anticompetitive practice by TIM recognized. Thus, there were no fines or administrative convictions paid.

In the marketing and labeling standards area, we aim to convey honest, transparent, ethical messages, respecting Brazilian legislation and the principle of fair competition. All our campaigns are created in line with these concepts, and when necessary, we implement measures to adjust or correct advertising.

In Brazil, the National Council for Advertising Self-Regulation (Conar) is responsible for issuing notifications regarding advertising and marketing communications, based on the Brazilian Code of Advertising Self-Regulation (CBAP). The non-governmental organization can recommend changes, corrections, or the suspension of advertising without imposing financial penalties.

Since December 2021, TIM is no longer a member of Conar. With this, the company cannot request the opening of processes with the entity, but can still be prosecuted as an advertiser. In 2023, there were no cases of non-compliance with regulations regarding information disseminated and labeling of the company's services.

We have a **Competition Defense Policy** that defines roles and guides our employees on the Competition Defense Law in the country.

Cases of non-compliance with laws and regulations

GRI 2-27

In 2023, TIM monitored a total of 410 significant¹ cases of non-compliance with laws and regulations and paid an amount of R\$ 18.8 million.

- In the environmental sphere, there were 378 ongoing administrative processes related to environmental licensing issues with municipal and state agencies, resulting in two non-monetary sanctions. This year, no fines were paid.
- Within Anatel, we had ten significant cases of processes related to non-compliance with some obligations, such as service quality and user rights and guarantees, comprising nine Procedures for Investigation of Non-Compliance with Obligations (PADO) and one Procedure for Investigation of Non-Compliance with Schedule Item (PADIC) with Anatel. Of these, we had four cases litigated during the year and six ongoing, resulting in one non-monetary sanction. During the year, R\$ 3.7 million in fines were paid for six cases from previous years.

- There were also 22 significant cases of consumer rights-related processes, including eight non-monetary sanctions and 14 resulting in fines, which are being contested by TIM in higher courts. During the year, two fines were paid in the amount of R\$15.1 million for lawsuits in 2012 and 2018, related to customer service items and blocking of telemarketing calls.

The Social Responsibility, Human Rights, Diversity, Environment, Climate Change Management, Corporate Risk Management, Anti-Corruption, Supplier Relations, Occupational Safety and Health and Privacy Policies, among others, are publicly available for consultation with TIM's stakeholders, and are part of the company's commitment to responsible business conduct. [Read them here.](#)

GRI -2-23



¹ TIM considers significant cases based on the impact on the business and amounts of fines above R\$500,000.

Privacy and **data protection**

GRI 3-3, SASB TC-TL-230a.1, TC-TL-230a.2

Material topic: Privacy and Data Security

SDG **16**

Ensuring the privacy and security of our customers' data and other stakeholders is one of TIM's business priorities. Aware of our growing responsibility in a scenario of intensified use of digital services and development of new technologies, we have invested and carried out several initiatives in line with global cybersecurity best practices and in compliance with the General Law for the Protection of Personal Data (LGPD).

2023-25 ESG Plan

 Target

Maintain ISO 27001 certification until 2025

 Result

2023: **Maintained**

2022: **Obtained**



Data privacy and LGPD

GRI 2-23, 418-1, SASB TC-TL-220a.1, TC-TL-220a.2, TC-TL-230a.1

The General Personal Data Protection Law (LGPD), 13.709/2018, which came into force in September 2020, brought challenges related to compliance with the legislation to companies, further increasing the responsibilities of the telecommunications segment. TIM, even before the entry into force, had already started its plan to adapt to the provisions of the law related to the care and protection of customer data. The person responsible for managing privacy and data protection in the Company, as determined by the LGPD, is the Data Protection Officer (DPO), appointed in 2018. The professional reports directly to the Board of Directors and coordinates practical actions for the maturation and improvement of governance over personal data.

The DPO has the following functions:

- Maintain an integrated view of TIM's strategic plan in data protection, throughout the Company's value chain;
- Report to the Data Protection Committee on the progress of the company's different key activities involving personal data;

- Implement the standardization of policies, methodologies and tools, developing indicators for monitoring data protection processes in different areas;
- Promote training and guide data protection awareness projects and accept complaints and communications from data subjects, providing clarifications and adopting the appropriate legal measures;
- Receive communications from the National Data Protection Authority and take action;
- Establish and adjust, together with the different areas of TIM, data protection policies and other data governance processes;
- Support the implementation of improvements in privacy and data protection processes and controls;
- Keep TIM's data protection policies up to date; and
- Review TIM's privacy and data protection processes and activities, ensuring compliance with applicable laws.

Our employees receive guidance to follow the guidelines of the LGPD in the collection, use and protection of personal data of customers, employees, suppliers and other audiences.

To carry out digital media campaigns for third-party companies and brands, we survey the customer base with the allowed data, in encrypted form, to identify the appropriate audience for the action. In the channels in which we collect data in a consensual way, we collect information from 32,615,037 active people in TIM's base.

In 2023, we received more than a thousand requests for data subject rights, all of which were met. The most frequent requests were: right of access, request for deletion of data and request for interruption of advertising messages.

TIM has not received any substantiated complaints of privacy violation and/or loss of data from our customers. The Company also did not identify any violations in this regard.

Management of LGPD at TIM

Since the law was published, we have prepared on several fronts to ensure full compliance with legal requirements. Among the main measures were the training of employees to be aware of the impacts and changes and to follow the guidelines for the collection, use, treatment and protection of data of customers, employees, suppliers and other stakeholders .

Other actions we carried out were:

- Creation of the Data Protection Committee, coordinated by the Chief Executive Officer and composed of the Company's officers;
- Appointment of the position of Data Protection Officer (DPO);
- Updating and making the Privacy and Cookie Policies available;
- Compliance with the data subjects rights (the law provides the holders of the personal data with several rights, such as correction, anonymization and review of automated decisions);

- Hiring a digital tool to meet and manage the data subject rights, providing a better experience for customers to exercise their rights;
- Obtaining ISO 27001 certification, standard for the information security management system, in 2022;
- Adequacy of new contracts in relation to the processing of personal data;
- Reviewing and adjusting existing contracts that were classified as impacting personal data;
- Reviewing and updating internal normative documents to regulate and guide the processing of personal data by employees;
- Creation of the Privacy Center on the TIM website;
- Creation of an internal security flow for incidents or cases of leaks involving personal data; and

- Continuing awareness efforts for our employees, including internal email communications and other organizational platforms, as well as specific institutional training for various audiences: (i) e-learning training available to all employees; (ii) specific training for executives and strategic employees of TIM; (iii) training for suppliers and sales partners, raising awareness about the law and the measures we are taking to comply with it.



An important part of the outcome of efforts related to ensuring data privacy is reflected in the annual evaluations of InternetLab, the research and technology center that publishes the “Who Defends Your Data” report every year. In 2020, 2021 and 2022, we had a great result among Brazilian operators, reflecting our ongoing progress. To check the evaluation, go to the [Who Defends Your Data website](#).

Information security

SASB TC-TL-230a.2

We invest in information security and are at the forefront of introducing new technologies, such as mobile cloud and big data. The objectives are to offer connectivity and speed to customers, combined with the mitigation of risks related to information security, which can result in impacts such as business losses, network and system compromise, equipment failures and loss or breaches of consumer and employee data.

Cyberattacks are among our risks mapped in the corporate risk matrix, as, in addition to the impacts already mentioned, they can also cause damage to systems, unavailability of services and allow the infiltration of malware – software designed to cause damage to a computer, server, client, or network – into our management systems. Learn more about our risk management on [page 71](#).

Since 2022, we have been certified in ISO 27001, an international standard that describes best practices for information security management. In the structure supporting the management and reduction of cybersecurity risk, we utilize the NIST Cybersecurity Framework.

Managing this issue involves activities focused on managing Information and Communication Technology

(ICT) risks, preventing information leaks and cyber attacks, monitoring and responding to security incidents, and implementing new cybersecurity solutions and projects, among other actions that support the governance of the cyber risk prevention process. For this, we have a board dedicated to meeting security controls in internal and external audits of our operations. The main duties of this team are:

- to ensure the analysis from the perspective of security of the company's ICT projects and the management of profiles and logical access to the systems;
- to ensure the management of vulnerabilities, the prevention of information leakage, the performance of cyber attack simulations, digital investigation and monitoring of the evolution and the detection of new threats and cyber risks;
- to ensure the monitoring and treatment of cyber risks and security events and the mitigation of attacks, as well as the management and response to the respective incidents;

- to define the architecture standards of security solutions for the company, analyze and test new security options and strengthen the strategy of selling services and value-added products in this scope for the customer segments, in line with the competent functions; and
- to ensure the governance activities of the risk prevention process that may affect the continuity of the business, as well as the support to the functions in the implementation of security initiatives.

It should be noted that TIM's Control and Risk Committee is responsible for supervising the topic in the Company.

The objectives are to offer **connectivity and speed to customers, combined with the mitigation of risks related to information security**, which can result in impacts such as business losses.

Law suits

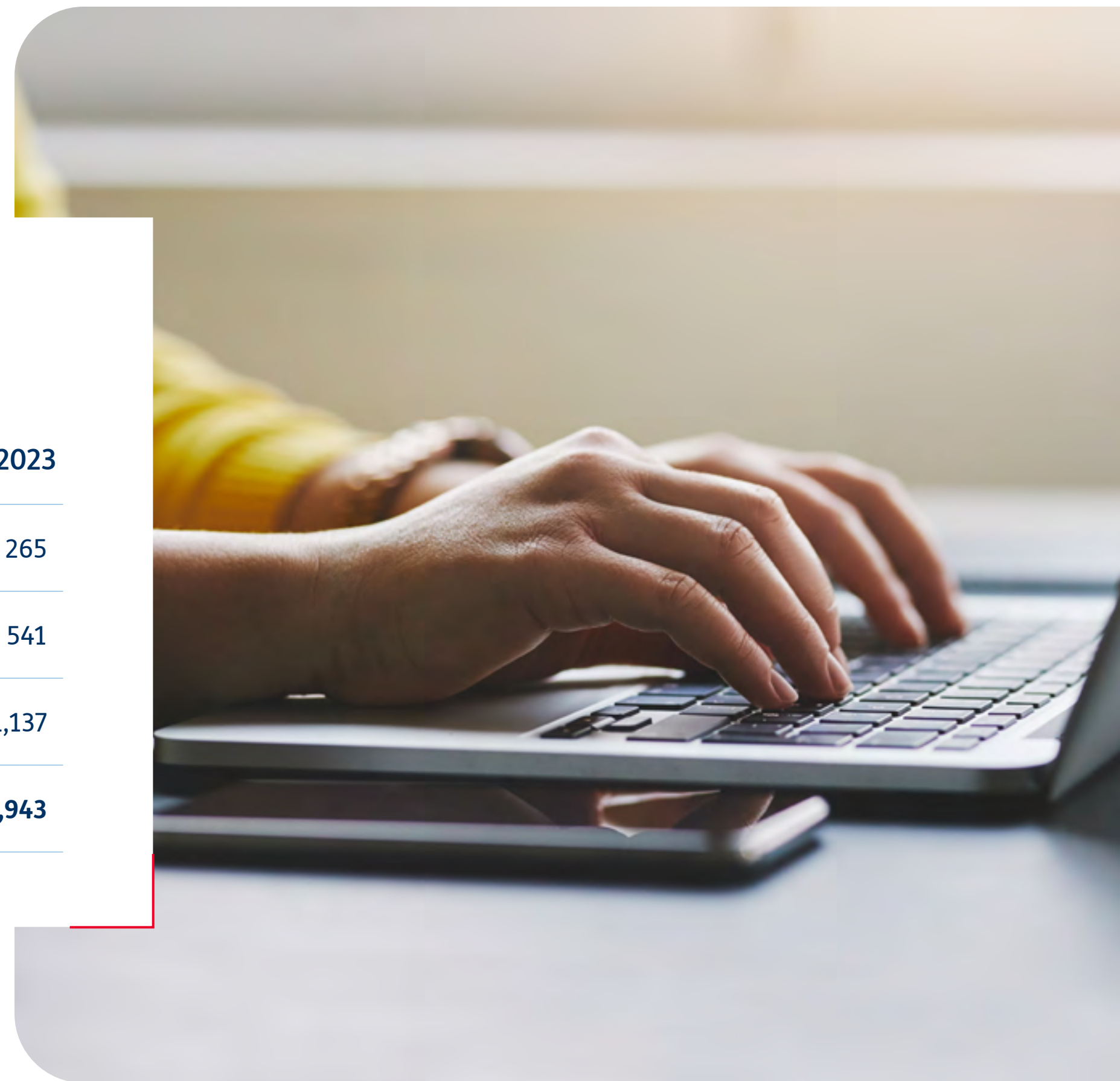
SASB TC-TL-220a.3, TC-TL-220a.4

In 2023, more than one thousand lawsuits related to chip exchange fraud were initiated; 950 were closed (including cases opened in previous years), 52% of them with favorable decisions for the Company. In cases with unfavorable decisions, payments were made totaling approximately R\$3.1 million.

More than 1.9 million requests were made by the Justice system to TIM for breach of privacy in the last year. All have been granted. It should be noted that, currently, it is not possible to accurately assess the number of customers affected by requests for information, since different authorities may request the same data on different opportunities.

Court requests for access to private information by type (thousands)

	2021	2022	2023
Telephone interceptions	325	267	265
Registration data	397	403	541
Phone statements	839	886	1,137
Total	1,561	1,556	1,943





Suppliers

GRI 2-6, 2-23, 2-24, 308-1, 308-2, 408-1, 409-1, 414-1, 414-2

Supplier management at TIM is based on the Supplier Relationship Policy, which establishes commitments to be followed by these stakeholders, including subcontractors for the provision of services and partners. Competitiveness, quality, safety, respect for human rights and socio-environmental responsibility are essential requirements of the document.

In the process of formalizing the contracts, suppliers undertake to conduct their operations in accordance with the legal obligations and good compliance practices required by TIM. The agreements also require companies to adhere to the Company's Integrity Program ([see more on page 76](#)) and the principles of the UN Global Compact, in addition to reinforcing the rejection of child labor or slavery-like practices.

TIM uses current labor laws to evaluate actual or potential suppliers, by consulting the databases of the Business Pact for Integrity and Against Corruption and the Brazilian National Pact for the Eradication of Slave Labor. In the event of a record of violation, the company is disqualified from providing services or products to

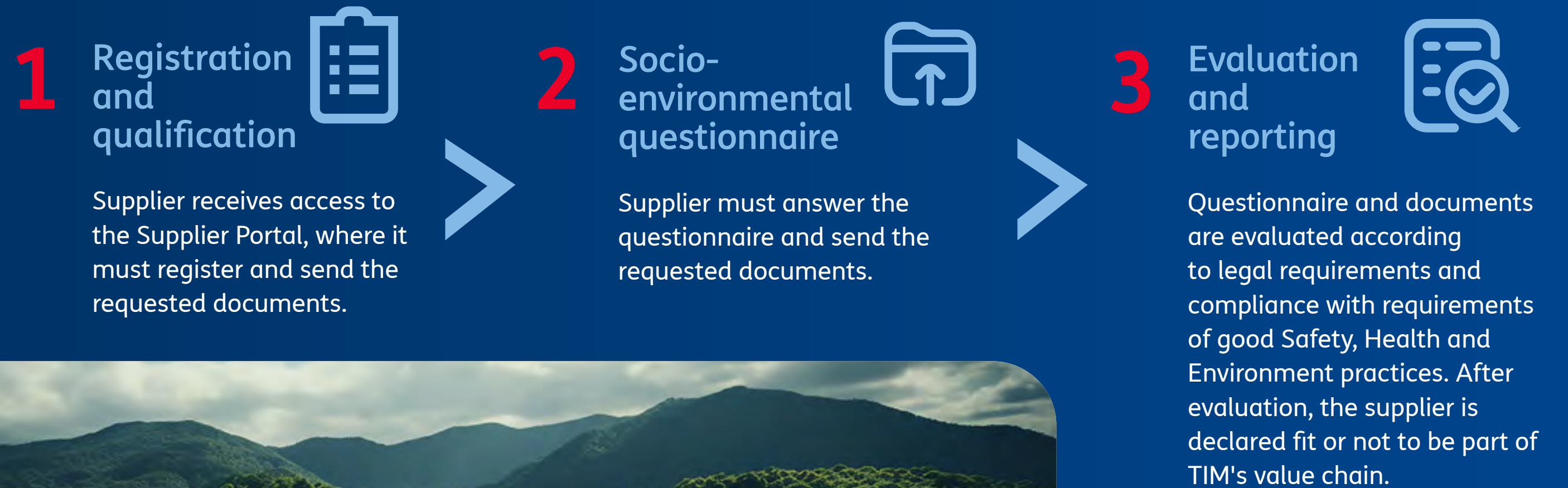
the Company. In 2023, 328 suppliers (participants in the bidding processes for the provision of services) were evaluated, of which: 126 (potential) suppliers are in the evaluation process; 182 were approved for the provision of services, being classified as low or medium socio-environmental risk, and 20 suppliers were disapproved in the qualification stage, being prevented from continuing in the contracting process, not requiring the implementation of improvement plans with suppliers.

In addition, TIM does not hire suppliers with a risk of child labor, forced labor, or slavery-like practices. For the management of these cases, the company has procedures and normative instruments that guide the qualification and monitoring processes, in addition to the Supplier Relationship Policy. Critical activities are also considered to be those that have the potential for socio-environmental risk, such as risks to the environment, occupational health and safety.

In the initial stages of the selection process, suppliers are evaluated for the requirements for safety, health and the environment, as well as the principles of ethics, transparency, cooperation, free competition, respect for human rights and quality. The results of the analyzes are consolidated in a technical report, including opinions and documentary evidence. Only suppliers that meet the minimum requirements are approved, being able from a socio-environmental point of view to continue in the qualification process (learn more in our Thematic Report "[Supply Chain Management](#)").

Suppliers who carry out activities considered critical, may pose a risk to the health and safety of people and the environment, must undergo TIM's socio-environmental assessment process. In this analysis, the requirements of the technical scope required for contracting and performing each work, as well as for maintaining contracts already established, are considered for each supplier and their respective activities. See details on the assessment below.

Summary of the suppliers' socio-environmental assessment process



All active service providers classified as potentially critical are directed to socio-environmental and health and safety assessment. In 2023, 14% of these suppliers active in the Company were identified as responsible for critical activities and 98% of these were approved in the socio-environmental assessment in the last two years, thus ensuring their compliance with the required requirements.

Regarding the goal of including 85% of its suppliers in the integrity due diligence process in 2023, the Company reached 92% of suppliers eligible for the process.



Value Chain Engagement

Continuing the initiative to assess the ESG maturity of our suppliers, which began in 2022, we worked throughout 2023 to engage them to answer the CDP questionnaire in order to map issues related to greenhouse gas (GHG) emissions in the supply chain. As a result, TIM reached the percentage of 87% of response. The expectation for 2024 is to intensify engagement with suppliers, working to improve sustainable procurement management at TIM and value chain emissions.

Supply chain

TIM's purchases are essentially made in Italy and Brazil, where the Group's activities are carried out, prioritizing, whenever possible, national suppliers. The company's supply chain is mainly formed by the following categories of products and services:

- Telecommunications networks
- Telecommunications products
- Information technology
- Technical and professional services
- Customer service (call center)
- Commercial and advertising services
- Commercial products (smartphones, devices, modems, among others)
- Corporate services

All suppliers classified as critical must undergo socio-environmental and health and safety assessment

Proportion of spending on local suppliers ¹ (R\$ million)

GRI 204-1

	2021	2022	2023
Amount spent on local suppliers			
Network infrastructure	2,715	3,013	3,826
Commercial products	1,026	1,171	1,479
Information technology	913	999	1,149
Professional technical services	1,150	1,239	1,701
Real Estate	119	135	478
Others	130	159	151
Subtotal	6,053	6,716	8,784
Amount spent with foreign suppliers			
Network infrastructure	7	4	16
Information technology	21	10	5
Professional technical services	65	69	54
Subtotal	93	83	75
Total	6,146	6,799	8,859
Percentage of budget spent with local suppliers	98%	99%	99%

¹ Local suppliers are those that are in the same country in which TIM is headquartered (Brazil).



4+

Environmental

Environmental management system

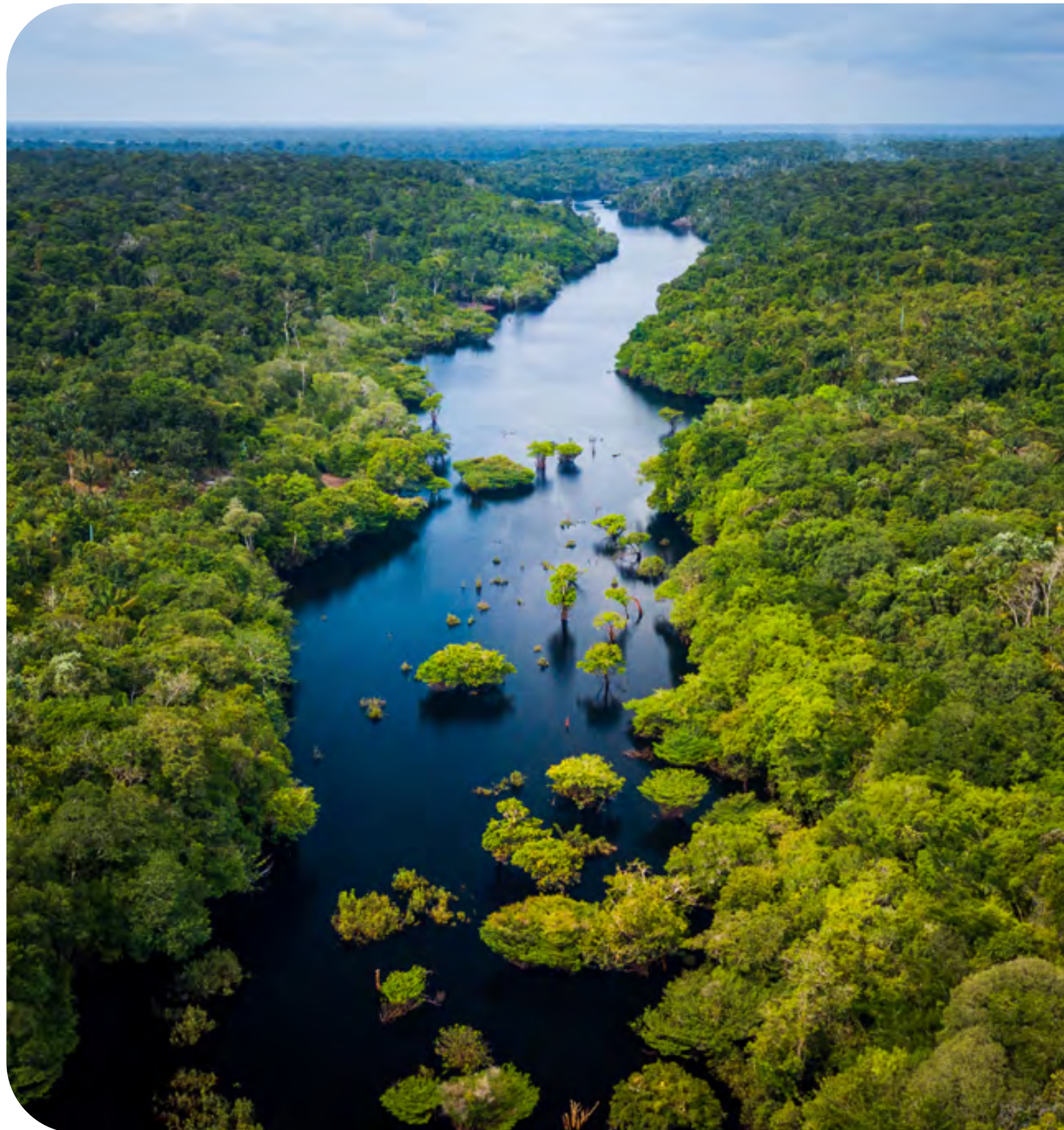
Water

Climate change

Energy

Circular economy

Waste



Environmental management system

GRI 2-23, 304-2

As part of our commitment to sustainable management, we have developed a series of initiatives aimed at the responsible use of natural resources and the mitigation of the environmental impacts of our operations. We invest in innovation and technology to make our processes, services and products more efficient. TIM identifies and seeks to reduce risks that have the potential to cause damage to water, soil, air, fauna, flora, communities and biodiversity, in addition to supporting forest conservation initiatives in the Amazon, as detailed in the [Biodiversity and Non-Deforestation Thematic Report](#). In addition, we are advancing in the implementation of strategies and actions to raise awareness among employees, leaders and other stakeholders about the importance of adopting sustainable practices, contributing to the advancement of the theme in the telecommunications sector and in society.

We have an Environmental Management System (EMS) of national scope, based on the requirements of the ISO 14001 standard. Since 2010, we have had this certification within the scope of Network Management and Operation in the states of Espírito Santo, Rio de Janeiro and São Paulo.

Our [Environmental Policy](#) covers all of the Company's operations and is based on three pillars: protection of the environment, compliance with legal and corporate regulatory requirements and promotion of continuous improvement of the EMS. The document also strengthens TIM's commitment to other environmental principles, such as proper waste management, efficient consumption of natural resources and pollution prevention.

Due to a technical/operational failure, a diesel oil spill incident occurred at the TIM site located in the city of Santo André-SP (PISA), which was restricted to the technical area (away from the path of people), not impacting areas outside this boundary or even assets of interest to protect, such as rivers, lakes and other bodies of water, thus posing no risk to human or animal health. The occurrence took place in soil that had already been contaminated even before TIM's operation at the site and which is still being remediated by the environmental agency, so it does not constitute new environmental damage. TIM initiated all its EMS protocols and is already working on an intervention plan that will completely reverse any damage. The operational protocols have been revised, thus mitigating the risk of new occurrences.

Sustainability in **infrastructures**

GRI 304-2, 413-2

The installation and operation of Radio Base Stations (RBSs), as well as technical buildings and data centers, need to comply with a series of municipal, state and federal regulations. Therefore, we have teams to license and monitor the compliance of our sites. The implementation and operation of our ERBs comply with the regulatory guidelines and safety standards established by the National Telecommunications Agency (Agência Nacional de Telecomunicações-Anatel), in addition to complying with Law No. 6.938/1981 and Resolution No. 237/97 of the National Environment Council (Conselho Nacional do Meio Ambiente - Conama).

Regarding RBSs and technical buildings, we manage impacts at the time of construction, through the local movement of workers and works. We seek to mitigate these impacts through practices aimed at reducing the consumption of natural resources, energy efficiency and minimizing waste generation. In the operation phase, the main impact is associated with the emissions of non-ionizing radiation. This phenomenon is accompanied by theoretical and practical reports in order to ensure the safety of

operations for society, in compliance with the limits established by Anatel, in accordance with the principles of the World Health Organization (WHO).

In 2023, we measured the level of electromagnetic emissions at 6,635 sites, as requested by Anatel. In addition, we measure the noise level of the network structures, on demand. In 2023, 30 requests of this nature were answered.

The energy consumption of RBSs is another important impact of the operation. Aware of the challenge of preserving the environment, TIM has been making significant investments in renewable energy projects. [See more on page 104.](#) Associated with these actions, we are also modernizing the technology of emergency batteries used in RBSs and technical buildings, by replacing lead acid batteries with lithium ion ones. This change, in addition to providing greater autonomy and battery life, also reduces the environmental impacts with its disposal. The new batteries have greater durability, with a life cycle expectation of ten years, compared to a maximum of five years for lead batteries.

The continuous maintenance of the proper environmental conditions of our buildings is a constant commitment at TIM. In 2023, detailed surveys of the environmental conditions of 15 of the Company's buildings that have operating processes were carried out proactively. New surveys are planned for 2024 as part of this proactive follow-up.



TIM's asset portfolio includes over 28,000 Radio Base Stations (RBSs).

Environmentally Protected Areas

GRI 304-1

To promote digital inclusion, in some cases, it is necessary to install RBSs in areas of interest to biodiversity, such as Environmental Protection Areas (APAs) or Permanent Protection Areas (APPs). In these situations, the facilities are duly authorized by the government, following the established legal and technical rules. This process aims to avoid, mitigate or compensate for any environmental impacts, ensuring that the expansion of telecommunication infrastructures contributes to technological advancement, respecting as much as possible the environmental balance of these sensitive areas.

TIM's asset portfolio includes more than 28,000 RBSs, licensed by Anatel and in line with local regulations, such as urban and environmental licenses, when applicable. We also have 151 RBSs located in biodiversity-sensitive areas such as APAs and APPs, which represents less than 1% of total RBSs. We monitor these locations to avoid negative impacts and ensure compliance with legal and technical rules.



Advances in the installation of biosites

We invest in technology to minimize the impacts of antennas on our network, such as active biosites. These structures, similar to a common pole, accommodate all telecommunications equipment inside, in addition to housing other urban elements, such as street lighting and security cameras. As a result, they have a low visual impact on the landscape, in addition to requiring smaller physical spaces for their installation.

We were pioneers in launching the first biosite powered by wind energy in Brazil, in 2022, at Pipa beach (RN). We ended 2023 with 1,858 active biosites.

In recognition of the benefits of the project, the biosite was awarded by the TeleSÍntese de Inovação Yearbook in the Telecom Service Operators category, competing with 150 other companies.

Water

GRI 303-1, 303-2

Although the company's activities do not depend on intensive water use, we monitor and report indicators related to water management as part of our commitment to the efficient consumption of natural resources. TIM's water consumption was 54,000 m³ in 2023, and most of the water used in our operations is supplied by local sanitation concessionaires, with watertrucks being hired when necessary. Water quality is monitored by semi-annual potability analyses.

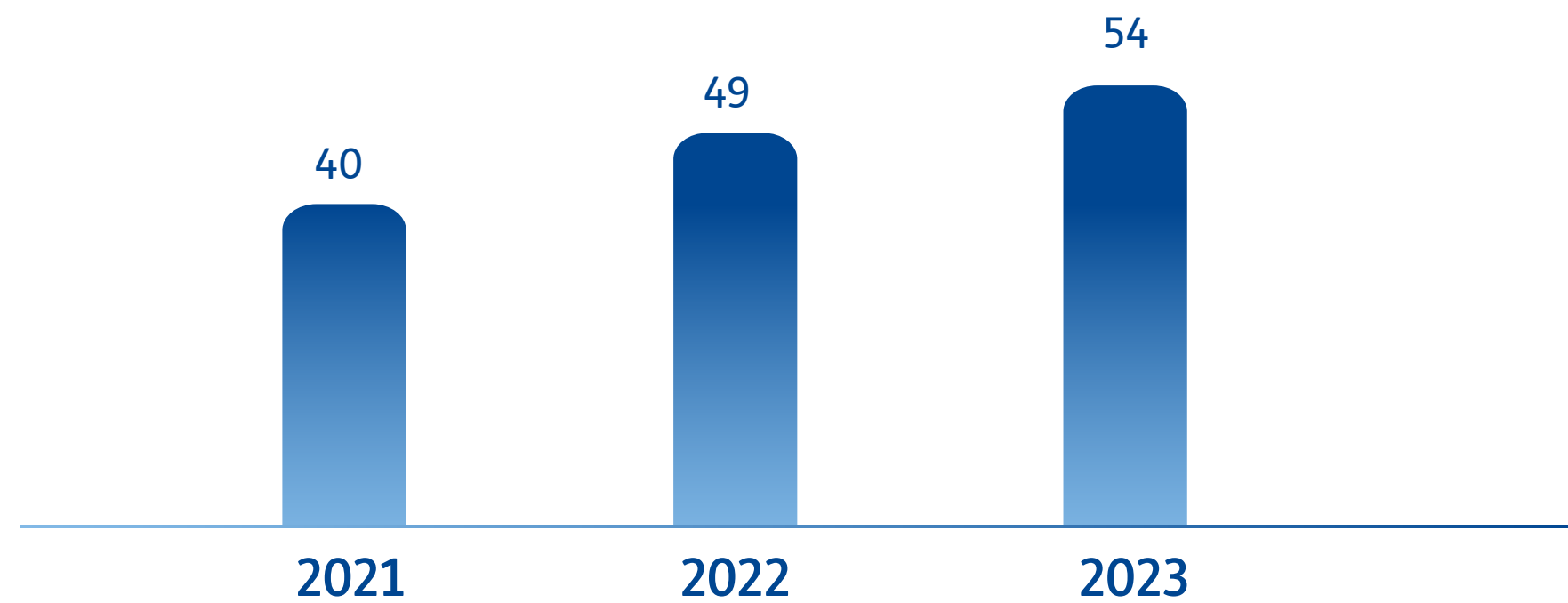
In the buildings we manage, effluents are discharged into public sewage networks, following environmental and urban planning rules in each location. The disposal and treatment responsibilities are in accordance with legislation and fall under the jurisdiction of the responsible concessionaire, without negative environmental impact on water bodies.

In order to reduce consumption, we adopted some water reuse initiatives, such as the rainwater treatment plant in our building in São Paulo. For 2024, we set a goal of a 1% reduction in water consumption compared to 2023, considering the current hybrid work model.



Water consumption (thousand m³)

GRI 303-5



Note: There is no information on the condition of water stress, since the topic is not material for TIM. A 9% increase in water consumption compared to 2022 was due to higher consumption in buildings and the expansion of Data Center Locations (CDLs) due to the demobilization of part of Oi's mobile assets.

Climate changes

GRI 2-23, 3-3, 203-2

Our value creation involves proactive action in mitigating greenhouse gas (GHG) emissions from our activities and adapting operations to the effects of climate change. For the management of the theme, we follow the guidelines of the Climate Change Management Policy, prepared in line with national and international legislation, determinations of regulators and guidelines of the TIM Group.



Learn about TIM's Climate Change Management Policy

2023-25 ESG Plan

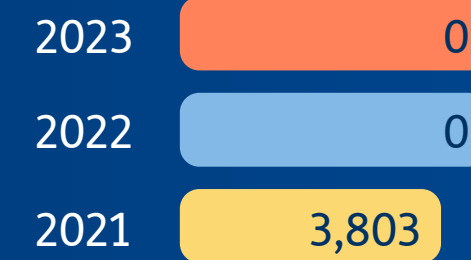


Target



Result
in (tCO₂e)

Achieve carbon neutrality (scopes 1 and 2) by 2030



Target



Result
in (tCO₂e)

Reduce scope 3 emissions by 47% by 2030



Target



Result
in (tCO₂e)

Zero emissions from scopes 1, 2 and 3 by 2040



* Results in absolute emissions. The percentage progress compared to the base year 2019 was not reported, as in 2023 a new, different, and more accurate Group scope 3 calculation methodology was adopted, which is not comparable to the one used in 2019.

Climate strategy

Our 2024-2026 ESG Plan maintains the goals related to the topic: to be a "zero carbon" company (scopes 1, 2 and 3) by 2040, to be "carbon neutral" (scopes 1 and 2) and to reduce scope 3 emissions by 42% by 2030, with 2023 as the base year.

Part of these commitments are in line with the GHG reduction goals of the TIM Group, validated in 2022 by the SBTi¹ (Science Based Target Initiative).

As a telecommunications company, we understand our role in contributing to the decarbonization of other companies. Our services are the foundation of a more digitized society, with remote, more efficient and less carbon-intensive operations.

In this context, we see an opportunity in reducing greenhouse gas emissions facilitated by telecommunications, as they enable remote communication and reduce the need for displacements that cause the burning of fossil fuels, among other aspects related to decarbonization. We increasingly invest in offering solutions based on new technologies that provide environmental and climate benefits, stimulating productive models and more efficient logistics processes in different sectors.

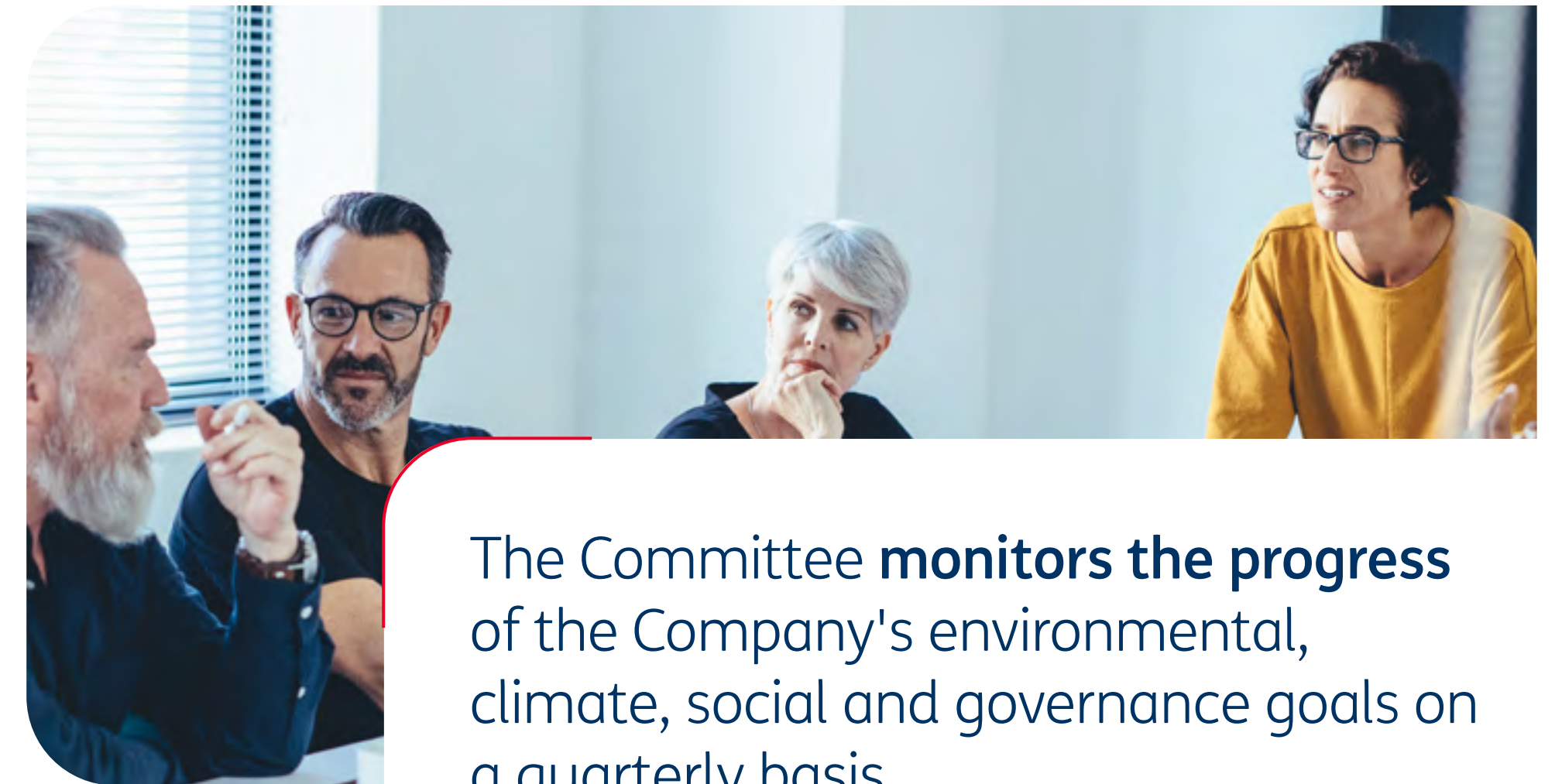
Climate Governance and Sustainable Commitments GRI 2-13

In 2020, TIM established its ESG Committee, linked to the Board of Directors, to guide the development and implementation of environmental, social and governance (ESG) issues. The Committee has a crucial role in the definition and annual review of the ESG Plan. Its responsibilities include monitoring the reduction of climate emissions and the pursuit of carbon neutrality, in addition to monitoring the progress of the Company's environmental, climate, social and governance goals on a quarterly basis.

The ESG Committee is supported by the ESG Steering Committee, composed of statutory officers representing key areas. Its role is executive and aims to incorporate the ESG Committee's guidelines into the company's activities and organizational structures, aligning operations with the principles and objectives of the corporate ESG strategy.

In addition, the company has a board of directors focused on coordinating ESG, sustainability, private social investment, management system certifications

and climate change actions. The area also analyzes and reports climate risks and opportunities and promotes solutions to mitigate emissions and improve the efficiency of products and services, ensuring transparency through initiatives such as CDP, the ESG Report (GRI) and the GHG Emissions Inventory (GHG Protocol).



The Committee **monitors the progress** of the Company's environmental, climate, social and governance goals on a quarterly basis.

¹ Initiative created from the coalition between the Carbon Disclosure Project (CDP), the Global Compact, the World Resources Institute (WRI) and the World Wildlife Fund for Nature (WWF).

Inventory of GHG emissions

GRI 305-1, 305-2, 305-3, 305-4, 305-5

Our inventory of greenhouse gas (GHG) emissions is prepared annually in accordance with the assumptions of the Brazilian GHG Protocol Program (including Scope 3 reporting) and is audited by a third party. In 2023, TIM achieved an 80% reduction in scope 1 and 2 emissions compared to 2019 (considers the purchase of I-REC, without offsetting via carbon credit).

Our emissions data and governance practices are also disclosed voluntarily under CDP, a global initiative for emissions transparency. In 2024, TIM achieved entry into the select group of companies included in the CDP 2023 "A List."

Companies that answered the full version of the CDP Climate Change Questionnaire also had their engagement performance with suppliers evaluated. The result is demonstrated in the Supplier Engagement Rating (SER), which considers the responses of companies in the issues of governance, goals, Scope 3 for emissions and value chain engagement. TIM's classification in SER, in 2023, was A-.

To map the impacts of emissions throughout the life cycle of its products, TIM conducted a Carbon Footprint study, which revealed that for every 1 Mb of data transmitted in 4G technology, 1.47 grams of CO₂e is emitted. The main factors for this emission are the burning of diesel in the generators and the electricity consumption of the operations. Considering scopes 1 and 2 (purchase choice approach), TIM achieved an emissions reduction of 47,000 tCO₂ in 2023 compared to 2019. [GRI 305-5](#)



TIM's GHG Emission Inventories are completely available in the public registry of emissions of the Brazilian GHG Protocol Program. [Click here to access.](#)

Scope 1 [GRI 305-1](#)

Our direct GHG emissions are related to specific operating activities, under our direct control. By analyzing each source, we can identify how direct emissions are associated with our operating activities, which are:

Stationary Emissions: Resulting from fixed equipment, such as generators, powered mainly by diesel oil being direct sources of GHG. It also includes distributed generation plants, which play a crucial role in our operations. Whether using natural gas or biogas derived from landfill biomass, emissions associated with these plants enter Scope 1.

Fugitive Emissions: These are those from refrigeration systems and fire extinguishers of fire fighting systems. These are situations where gases are released during maintenance processes.

Mobile Emissions: Coming from our vehicle fleet. The fuels used, such as diesel and gasoline, contribute directly to Scope 1 emissions.

TIM Brasil and TIM Group use the same database that records GHG emissions based on the GHG Protocol. However, the results presented may differ between the two companies due to the use of different regional parameters. It should be noted that, in relation to stationary emissions, starting from 2021, those arising from the combustion of natural gas and biogas for electricity generation began to be accounted for in scope 1.

TIM also separately monitors its Non-Kyoto fugitive emissions, which correspond to some types of gases used in air conditioning equipment and fire fighting systems, which are not considered in the final accounting of the GHG inventory, according to guidelines of the Brazilian GHG Protocol Program. In 2022, we voluntarily incorporated Non-Kyoto fugitive emissions to calculate the carbon neutrality target (scopes 1 and 2) and, in 2023, for the net zero target (scopes 1, 2 and 3), making the monitoring of emissions even more rigorous.

TIM also monitors its Non-Kyoto **fugitive emissions**, which correspond to chemical substances that are not considered in the final accounting of the GHG inventory.

GHG Emissions of scope 1 (tCO₂e)

GRI 305-1

	2021	2022	2023
Fleet emissions of TIM operational control vehicles	335	320	239
Stationary emissions (generators, machinery and other equipment)	1,474	2,194	2,571 ¹
Fugitive emissions (refrigerant gases and fire extinguishers)	2,584	4,506	6,697 ²
Effluents	2	2	2
Total Kyoto GHG	4,395	7,022	9,509
Fugitive emissions (refrigerant gases) Non-Kyoto	2,122	2,529	2,455
Total GHG of scope 1	6,517	9,551	11,964

¹ Increased consumption from natural gas plant.

² Increase mainly due to the corrective maintenance of firefighting systems, related to the FM-200 extinguishing gas, and the expansion and improvement of the control of fugitive emissions throughout the Company. More details can be found in TIM's GHG Protocol Inventory.

Scope 1 biogenic emissions (tCO₂e)

GRI 305-1

	2021	2022	2023
Biogenic emissions ¹	46,834	54,132	34,406

¹ As of 2021, biogenic emissions from biogas plants of the Distributed Generation Project were also counted, in addition to emissions from biofuels such as ethanol and *biodiesel*, added to fossil fuels. In 2023, the Brazilian GHG Protocol Program reformulated the calculation methodology for biogas, which influenced the total reduction of biogenic emissions, compared to 2022.

Scope 2

Scope 2 considers indirect emissions from the acquisition of electricity. For the location-based approach, emissions are calculated using the average emission factor of the National Interconnected System (SIN). For the market-based approach, renewable energy with proven traceability (via renewable energy certificate, I-REC) is considered.

Since 2021, emissions related to the distributed generation (DG) of energy project have not been accounted for in scope 2, since TIM considers energy consumption via DG as its own. Emissions related to the operating activities of these generating projects are accounted for in scope 1 (emissions from the operating activities of the plants).

GHG Emissions of scope 2 (tCO₂e)

GRI 305-2

	2021	2022	2023
Location-based approach	51,355	15,346	13,0961
Market-based approach	0	0	0

¹ Significant reduction due to the decrease in the emission factor made available by the Brazilian government.

The renewable energy generated by both the Distributed Generation (DG) Project and the off-grid sites (Sky Coverage) helped to avoid the emission of about 10,044 tCO₂e into the atmosphere in 2023, following estimates based on the location-based approach of the GHG Protocol guidelines.

Scope 3 GRI 2-4

Indirect Scope 3 emissions are related to the operations of our value chain arising from: purchases of products and services, waste treatment, transportation of goods and business trips, such as air travel and the displacement of sales teams that demand the use of fuels from private vehicles.

In 2023, the TIM Group carried out a study of its scope 3 emissions, adapting the calculation methodology to more current and consolidated parameters in the international market, including sector-specific guidelines. As a result, the focus of the TIM Group's scope 3 calculation was established in categories 1 (goods and services purchased), 2 (capital goods purchased) and 11 (use of products sold) for 2023. In order to ensure consistency in the results of the last three years, the calculation methodology was also applied for the years 2021 and 2022.

For the calculation of categories 1 and 2, the emission factors related to economic activities classified by NACE of Eurostat¹ were considered, instead of those offered by the "Quantis Evaluator" (previously used to calculate the emissions of the TIM Group in 2021 and 2022, in line with the guidelines of the GHG Protocol). The emission factors were applied to the expenses of each category of product purchased. For category 11, according to product sales data, the relevant emission factors and energy consumption parameters were identified based on the following sources: life cycle analysis, environmental statements, technical data and documents published by manufacturers and Ecoinvent database.

With the new calculation criteria, the TIM Group's scope 3 GHG emissions in 2021 were 1,796,793 tCO₂e, in 2022, 1,792,261 tCO₂e, in 2023, 1,928,756 tCO₂e. For TIM Brasil, the specific numbers are 219,156 tCO₂e in 2021, 303,149 tCO₂e in 2022 and 226,172 tCO₂e in 2023, as can be seen in the table on the next page. In 2021 and 2022, category 11 was calculated for Italy only.

Due to this methodological review aimed at a more rigorous process of identification, control and decarbonization, TIM Brasil obtained numbers significantly higher than those reported in previous reports, but more solid and in line with its performance in climate management.

¹ Eurostat is the Statistical Office of the European Communities. Its mission is to provide quality statistical information to the European Union. NACE is the statistical classification of economic activities in the European Union.

In order to continue to understand and increasingly improve the management of its value chain and emissions, in line with the best climate management practices, TIM Brasil decided to continue monitoring and reporting the other categories in which it traditionally operates, in addition to the categories established by the Group: 3 (fuel and energy), 4 (upstream transport and distribution), 5 (waste in operations) and 6 (business trips). To offset emissions related to this last category (business travel), in 2023, we partnered with GOL Linhas Aéreas, in which 432 tons of CO₂ were offset through REDD+ carbon credits (Reduction of Emissions from Deforestation and Forest Degradation).

It is worth noting that, in order to calculate the 2023 results of the "net zero" and "emission reduction scope 3" targets of the ESG Plan, TIM Brasil considers the value of 226,172 tCO₂e, following the strategic guidelines of the Group and SBTi.

Regarding biogenic emissions of scope 3, TIM considers for calculation categories 4 (upstream transport and distribution), 5 (waste generated in operations) and 6 (business travel), reaching a total of 728 tCO₂e in 2023, from biofuels used, for example, in business travel, transport and other types of travel.

GHG emissions of scope 3 (tCO₂e) GRI 2-4, 305-3

	2021	2022	2023
Scope 3 GHG Emissions (Categories 1, 2 and 11)	8,199 ¹	4,354 ²	226,172 ³

¹ If it were calculated according to the new methodology established by the TIM Group, the total scope 3 emissions for 2021 would be 219,156 tCO₂e and if the emissions of categories 3, 4, 5 and 6 were also considered, the total would be 227,355 tCO₂e.

² If it were calculated according to the new methodology established by the TIM Group, the total scope 3 emissions for 2022 would be 303,149 tCO₂e and if the emissions of categories 3, 4, 5 and 6 were also considered, the total would be 307,503 tCO₂e.

³ Considering 4,858 tCO₂e of category 3, 4, 5 and 6 emissions, the total would be 231,030 tCO₂e.

Biogenic emissions of scope 3¹ (tCO₂e) GRI 305-4

	2021	2022	2023
Biogenic emissions	2,021 ¹	553 ^{1,2}	728 ^{1,2,3}

¹ Biogenic emissions of categories 4 (Upstream transport and distribution), 5 (Waste generated in operations) and 6 (Business trips) of Scope 3 were considered. Categories 1, 2 and 11, accounted for according to the TIM Group's new methodology, were not included because they are not part of the calculation methodology used.

² The reduction occurred due to the improvement in fuel consumption control of third party carriers.

³ Increase compared to 2022 due to more intensive use of biofuels (business travel, transport and other types of travel, for example).

Emission intensity GRI 305-4

	2021	2022	2023
Emission intensity of scopes 1 and 2 by data traffic (kg CO ₂ e/Terabits)	1.23	0.41 ¹	0.37

¹ Variation due to the reduction of emissions from scopes 1 and 2 (location-based approach) and increased data traffic.

Adoption of digital billing and avoided emissions GRI 301-1

At the end of 2023, TIM had 62 million accesses between postpaid, prepaid, fixed telephony and internet. Billing and invoicing accounted for 70% of the total of 220 tons of paper (FSC) consumed by the Company during the period, a decrease of 6% compared to the previous year.

As part of the actions focused on climate change, we encourage the adoption of digital billing. With this initiative, we avoided the use of 3,800 tons of paper throughout 2023 and the eventual generation of waste, saving R\$ 426 million, and no longer emitting the equivalent of 5,038 tCO₂e in scope 3, considering the life cycle analysis method of the raw material used recognized by the GHG Protocol.

Preservation of biodiversity

In 2023, TIM invested in offsetting part of the GHG emissions released into the atmosphere by its operations, through the acquisition of carbon credits from projects of Reduction of Emissions from Deforestation and Degradation (REDD+) and Renewable Energy (RE).

The two REDD+ projects aim to preserve the Amazon biome, namely: Resex Rio Preto-Jacundá, in Rondônia and Envira Amazônia, in Acre. In the first one, the resources from the sale of carbon credits are reinvested in the community, aiming to improve the local quality of life. The second, converted areas intended for livestock into conservation areas of 200 thousand hectares of tropical forest. Both are certified



with the Verified Carbon Standard (VCS) and Climate, Community & Biodiversity Standard (CCB) seals.

The Kitambar Biomass (ER) Project, in Pernambuco, uses renewable biomass fuel – such as cashew pruning, coconut bark and wood waste – to feed its furnaces in the production of bricks and tiles. It is recognized with the VCS + Social Carbon seal for offering, in addition to carbon credits, socio-environmental benefits to the local community. The project also encourages the "I protect the Tatu-bola" program, aimed at the protection and conservation of this species.

Energy

GRI 3-3; SASB TC-TL-130a.1

Material topic: Energy efficiency

SDG 7 12 13

The telecommunications sector is highly dependent on the continuous supply of electricity to ensure the functioning of its operations. In this context, we work to prioritize the use of renewable energy, reduce consumption in general and optimize management during operation, reducing greenhouse gas emissions.

One of our main strategies to guarantee its origin from renewable sources, reducing the environmental impact of our activities, is the Distributed Generation (DG) Project. At the end of 2023, TIM had 101 small power plants powering operations in different states, with a predominance of solar plants. Our DG matrix was responsible for almost half of the company's total consumption. With the purchase of energy in the Free Market and the acquisition of certificates of origin of renewable energy (I-RECs), we maintained the mark of 100% renewable electricity in our operation.

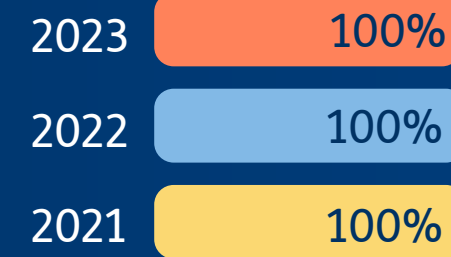
2023-25 ESG Plan

Target



Result

Maintain 100% of energy consumption from renewable sources by 2025

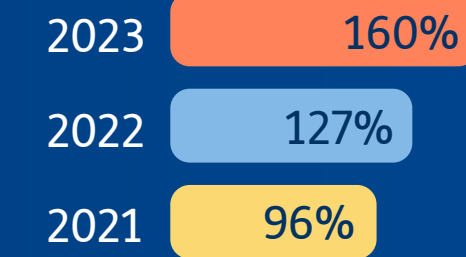


Target



Result

Maintain the 110% increase in energy efficiency in data traffic by 2025, compared to 2019



Another project that uses renewable energy and contributes to the expansion of TIM's 4G coverage in areas that are difficult to access is Sky Coverage. Started in 2021, in partnership with Highline and later with IHS and Winity, connectivity is generated through antennas, powered by self-generated solar energy with photovoltaic panels, connected via satellite. TIM ended the year with 52 active off-grid sites.



Energy Club

In 2023, we launched the "Energy Club", a benefit program that offers employees discounts on the electricity bill in exchange for the consumption of energy from renewable sources. The expectation is to initially benefit about 5,000 people in Rio de Janeiro, Paraná, Minas Gerais and part of São Paulo.

To benefit from the discounts, which can reach up to 20% off the electricity bill, TIM employees need to join the program and be within the coverage area of the participating utility companies. There is no need for investment and there is no monthly cost or loyalty. The energy generated in solar plants, partner companies of the operator in the initiative, is passed on to the concessionaires, which apply the discount to the employee's account.



Total energy consumed GRI 302-1

Energy consumption within the Company by source (GJ)	2021	2022	2023
Fuels	20,106	22,293	335,016¹
Gasoline	5,945	6,168	4,994
Ethanol (renewable source)	582	740	1,407 ²
Diesel – Vehicles	353	193	49
Diesel – Generators	13,226	15,192	15,089
Biogas – Distributed Generation project (renewable source)	-	-	286,184
Natural gas – Distributed Generation project	-	-	27,293
Electricity	2,339,113	2,402,260	2,293,056³
Total	2,359,219	2,424,553	2,628,072⁴

¹ As of 2023, the biogas and natural gas plants of the distributed generation project were reclassified to fuels, for alignment with the Group GRI2-4

² The Company has prioritized the use of ethanol and reduced its fleet of *diesel-powered* vehicles.

³ It considers captive market, free market, distributed generation project and the Sky Coverage project.

⁴ The conversion to GJ is made based on the factors of the National Energy Balance.

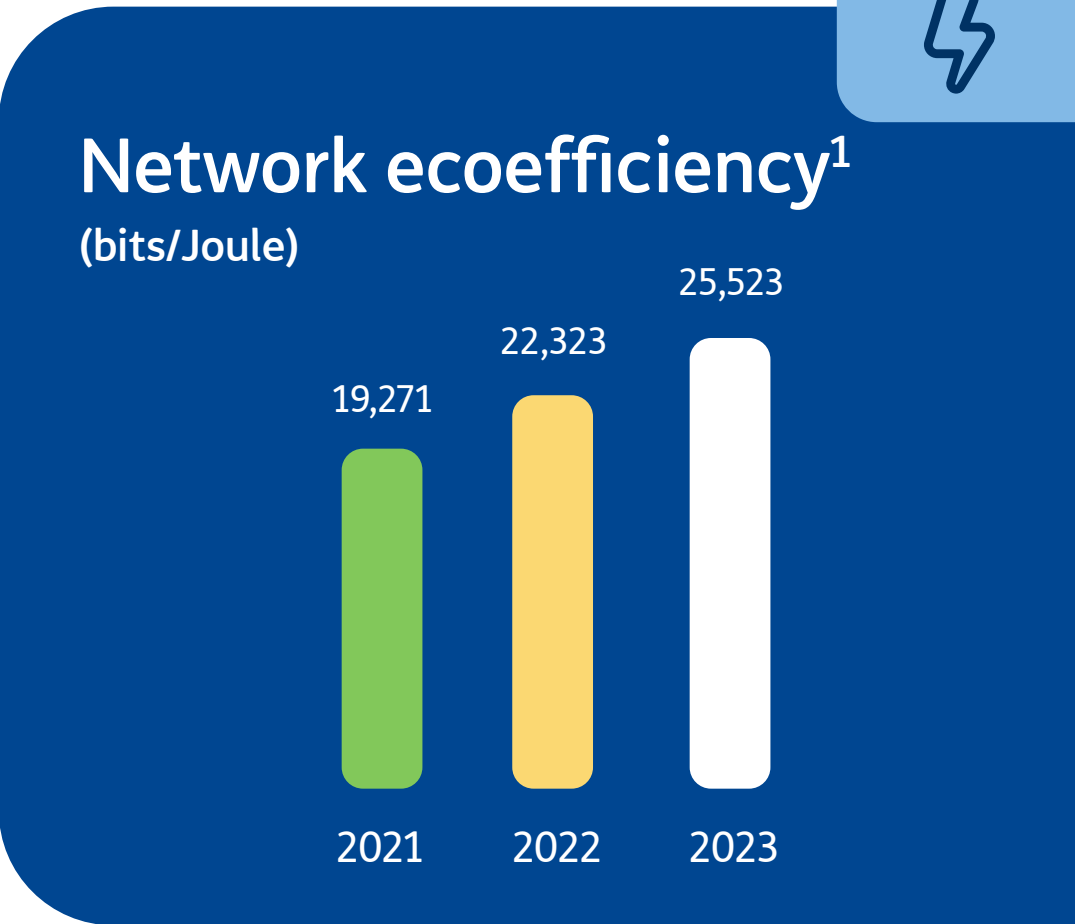
Energy efficiency

GRI 302-3, 302-4

Our goal is to reduce energy consumption while maintaining the quality of products and services. The 2024-26 Strategic Plan reinforces this premise by maintaining the goal of increasing data traffic eco-efficiency by 110% by 2025. This was also a commitment we made in the issuance of R\$1.6 billion in Sustainability-linked Bonds (SLBs), debentures tied to social and sustainability goals, carried out in 2021.

Monitoring is done through the eco-efficiency indicator, calculated from the relationship between the data service offered to the customer (bits) and the company's impact on the environment (Joules of energy consumed).

Compared to 2019, we improved our energy efficiency (bits/Joule) in data traffic by 160%. Although data traffic grew 24% compared to 2022, the corresponding energy consumption increased by only 8%, as a result of actions to increase eco-efficiency.

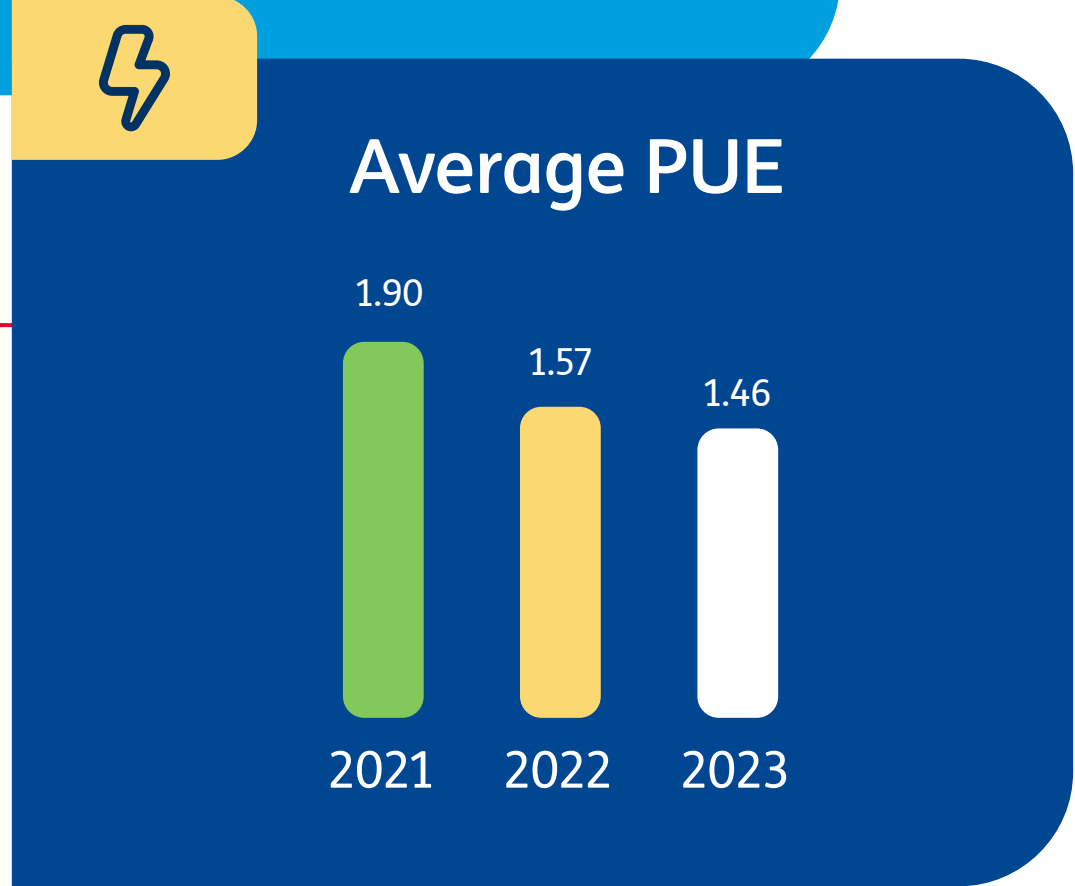


Our goal is to reduce energy consumption while maintaining the quality of products and services. The 2024-26 Strategic Plan reinforces this premise by maintaining the goal of **increasing data traffic eco-efficiency by 110% by 2025.**

¹ Indicator measured in bits trafficked per Joule consumed, reflecting the Company's efficiency in increasing voice and data traffic of fixed and mobile networks compared to energy consumption (the higher, the better). TIM's network traffic in 2023 was 7,447 PB.

SASB TC-TL-000.D

The energy used by our data centers follows the same guidelines and goals established in TIM's ESG Plan, and is therefore 100% renewable (with the purchase of I-RECs). To measure the efficiency of our equipment, we use the Power Usage Effectiveness (PUE) indicator, which considers the relationship between the total energy of the facilities and the energy of the equipment. For more information on the methodology proposed by The Green Grid, access our Thematic Report on Risks Related to Climate Change. The variation in PUE is small between years and reflects the improvement in efficiency that is due to network virtualization. In 2023, we set a goal of reaching the PUE of 1.60 and reached 1.46 (surpassing the target).



For more information, check out the [Thematic Report](#) published on the subject.

Circular economy

GRI 306-1, 306-2

The concept of circular economy deals with a model of production and consumption that involves the sharing, reuse, repair, renewal and recycling of materials and products, whenever possible. In this way, the life cycle of items is extended, avoiding waste and waste generation, and reducing the demand for raw materials.

In compliance with the National Policy on Solid Waste (Law No. 12.305/2010) and Decree 10.240/2020, TIM shares with business partners the responsibility for the proper receipt and disposal of electronic equipment for post-consumer home use (such as smartphones, modems, batteries and accessories). We provide consumers with the possibility of exchanging used cell phones or smartwatches for discounts for the purchase of new products, thus extending the lifecycle of these devices. Additionally, we provide disposal points for cell phones and accessories for material recycling and return to the production chain.



Customer and societal engagement

GRI 301-3, 306-1, SASB TC-TL-440a.1



In 2023, we partnered with Abree (Brazilian Association of Recycling of Electronics and Household Appliances), in order to expand our reverse logistics program post-consumer electronic waste. The association has several sorting points throughout Brazil and the partnership will enable improvements in the population's awareness strategy through environmental education.

Today, we have collection urns in more than 170 points, such as our own stores – easily accessible to anyone – and administrative buildings, focusing on employees and service providers. At these collection points, disused cell phones and their accessories (headphones, data cables, chargers, etc.), SIM cards, plastic and cardboard phone packaging, used batteries and other portable equipment can be discarded.

We also carried out several engagement activities with our employees, guiding and encouraging store teams to disseminate the program to consumers. We launched, for example, a campaign with challenges that generate points in the incentive program, to recognize stores that reach a certain collection volume.

On World Environment Day, we gathered 683 employees to discuss how to adopt new sustainable practices on a daily basis. In the Internal Week for Accident Prevention (SIPAT by its acronym in Portuguese) we held a lecture on electronic waste and the circular economy, with a campaign of voluntary delivery of electronic waste at the Company's headquarters. During the month of the event, we collected 250 kg of waste. At TIM+Família, an event that receives family members of employees, we invite children to separate their electronic waste and take it to a TIM collection point as a ticket to participate in face-to-face and online workshops to create toys using recyclable materials.

Today, we have **collection urns in more than 170 points**, such as our own stores – easily accessible to anyone – and administrative buildings.

With this, we quadrupled the amount of waste collected compared to the previous year. In 2023, 1,636 kg of consumer electronic waste were collected at TIM's voluntary delivery points, and we were able to recycle 98% of these materials. In all our actions, we reinforce the role of employees as consumers in the reverse logistics chain, encouraging the proper disposal of waste.

We also promote, with our customers, the TIM Troca Smart initiative, a program carried out in partnership with Trocafone – a Brazilian company specialized in semi-new smartphones – and which allows used cell phones or smartwatches to be exchanged for a discount for the purchase of new ones, at the Company's own stores.

In 2023, 7,600 cell phones were collected through this action, with approximately 91% of them in conditions to be reused.

We also evaluated the conditions for reuse of equipment called CPE (Customer Premises Equipment)⁴ from customers who requested cancellation or

stopped paying for the company's services. We also collected damaged modems, which undergo technical inspection to evaluate the possibility of reusing peripherals and necessary adjustments to reuse them. Thus, we avoid the acquisition of new equipment, minimizing financial costs, reducing disposal and increasing its useful life. In 2023, 91% of modems (FTTH) that returned from customers were recovered and reused.

We also promote, with our customers, the TIM Troca Smart initiative, which allows **used cell phones or smartwatches to be exchanged for a discount.**



⁴Equipment used by customers, whether individuals (cell phones, batteries, modems and other electronic accessories collected in stores) or companies (modems, power sources, cables and other accessories).



Waste

GRI 301-3, 306-2, 306-3, 306-4, 306-5, SASB TC-TL-440a.1

TIM's Environmental Policy guides the efficient and responsible management of solid waste, one of the objectives we have assumed in our ESG Plan, with the goal of recycling at least 95% of solid waste by 2025. In 2023, we achieved 96% waste recycling (disregarded organic and civil construction waste of classes C and D).

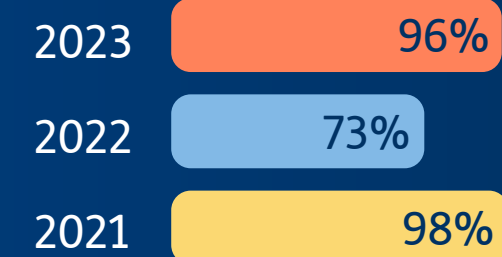
The increase in the volume of recycled or reused waste occurred mainly due to the beginning of the disposal of the assets acquired from Oi Móvel. In addition, we increased the recycling of construction waste from 4% in 2022 to 58% in 2023. We also intensified the reverse logistics campaigns for post-consumer electronics with the new partner Abree, considerably increasing the amount of waste collected by 467% compared to the previous year, with 98% of this electronic waste recycled.

2023-25 ESG Plan

Target

Result

Recycle at least 95% of solid waste by 2025



TIM's Environmental Policy guides the efficient and responsible management of solid waste, one of the objectives we have assumed in our ESG Plan, with the goal of recycling at least **95% of solid waste by 2025.**

Waste disposed of by method (tons)

GRI 306-3, 306-4, 306-5

	2021	2022	2023
Total waste diverted from disposal ('recycling or reuse')	1,568	1,682	2,199¹
Hazardous	560	576	388
Recycling	560	576	388
Network batteries	553	568	331
Post-consumer electronics (cell phones, batteries and accessories)	0.3	0.3	1.6
CPEs (customer's modems, repeaters and accessories)	6	7	32
Customer's Mobile phones of (TIM Troca smart)	-	0.2	0.1
Light bulbs and batteries	-	-	5
Contaminated with oil	-	-	18
Non-hazardous	1,008	1,106	1,811
Recycling	921	1,014	1,716
Electronic scrap, cables and metals from the network	921	995	1.288
Civil construction waste (A+B)	-	19	409
Paper, cardboard and plastics	-	-	19
Preparation for reuse	87	92	95
CPEs (customer's modems, repeaters and accessories)	87	90	93
Customer's Mobile phones of (TIM Troca smart)	-	2	2

	2021	2022	2023
Total waste directed to disposal ('landfill') in tonnes	27	631	396
Hazardous	-	-	0,6²
Landfill confinement (Class 1)	-	-	0,6
Batteries	-	-	0.03
Contaminated with oil	-	-	0,6
Non-hazardous	27	631	395
Landfill confinement	27	631	395
Civil Construction Waste	-	440	303
Organics	27	191	92
Parts of electronics (cell phones, batteries, and accessories)	0	0.02	0.03
Electronic scrap parts	-	-	0.15
Customer's Mobile phones of (TIM Troca smart)	-	-	0.01
Total waste	1,595	2,313	2,595

¹ The percentage of recycled or reused waste considering all types of waste presented in the table was 85%.

² This total refers to the sum of small amounts of waste discarded in different locations and periods throughout 2023. Although it complies with the legislation, TIM reinforces its commitment to seek zero disposal in class 1 landfill and has intensified its internal actions.



5

AWC

TRANSFORM
D SELF
EM

Social

Digital inclusion
Employees
Human rights
Instituto TIM

Digital inclusion

GRI 3-3, 203-2

Material topic: Digital inclusion and connectivity

SDG **1** **5** **9** **10** **11**

Generating positive impacts beyond the business is among TIM's main purposes. Telecommunications activities, which provide access to mobile phone services and broadband internet, enable the creation of opportunities for individuals and companies, and act as a powerful tool for digital inclusion.

In the 2030 Agenda, the UN reinforces how the dissemination of information and communication technologies and global interconnectivity has the potential to accelerate human progress, close the digital divide and develop knowledge societies.

We act to offer quality services and solutions and ensure access to connectivity throughout Brazil, including communities far from urban centers in the country. The expansion of 5G and 4G networks and initiatives for coverage in rural areas are TIM's main fronts of action with greater potential for impact to

promote broad digital inclusion in Brazil. In 2023, the Company reached over 200 cities nationwide with 5G coverage (present in 27 capitals). The main investment in the year was to increase the number of sites per square kilometer, ensuring access to 5G for a greater volume of customers, with increasing quality and efficiency in connectivity.

In the same period, we also developed the digital inclusion project in remote regions of the country through the installation of FTTH optical fiber, providing connectivity to several customers. [See more details on page 46.](#)



2023-25 ESG Plan



Target



Result

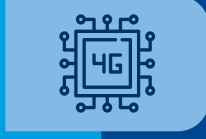
Bringing 100% 4G connectivity to all municipalities in Brazil by 2023

2023	100%
2022	96%
2021	85%

Conduct Adjustment Agreement with Anatel

We are the pioneer operator in the execution of the Conduct Adjustment Agreement (TAC) with Anatel, which aims to make investments, by 2024, to improve the quality and customer experience. The focus is on improving digital service channels and reducing complaint rates, as well as increasing network infrastructure in more than 2,000 cities. In contrast, TAC filed lawsuits against TIM totaling approximately R\$ 639 million.

Commitments made by TIM ^{1,2}



Implementation and/or expansion of the 4G network in 1,837 municipalities;



Expansion of mobile broadband technology to about 350 municipalities with less than 30,000 inhabitants (especially in the Northeast, North, Midwest and North regions of the state of Minas Gerais, where the population does not have access to 4G and has a Human Development Index (HDI) below the national average). This initiative is part of the Additional Commitments that were met within 30 months of the agreement, bringing coverage to 100% of the planned municipalities.

¹ It is estimated that 3 million people will benefit by the end of the agreement.

² The projects prioritized in this regulatory instrument are aligned with public telecommunications policies, regulated by Decree 9.612/2018, which provides for increased coverage of mobile broadband access networks, prioritizing the service of cities, towns, isolated urban areas and agglomerations that do not have a connectivity structure.



We act to offer quality services and solutions and **ensure access to connectivity throughout Brazil**, including communities far from urban centers in the country.

Connectivity in Rural Schools Program

GRI 203-1

The Connectivity in Rural Schools Program, a requirement of Anatel for operators that acquired the frequencies detailed in Bidding Notice No. 004/2012, aims to ensure the coverage of rural areas in Brazil, including public schools.

TIM's role, in the division carried out between telecommunications operators in Brazil, is to cover the states of Rio de Janeiro, Espírito Santo, Paraná and Santa Catarina.



For more information on the evolution of TIM's coverage in public schools, visit the **Anatel website**.



5G favela

In partnership with the NGO Gerando Falcões, we took on the challenge of transforming the Marte Favela, located in the city of São José do Rio Preto, in the interior of São Paulo, into the first community in Brazil fully connected to 5G through technological hubs.

The initiative is also part of the Favela 3D project: Dignified, Digital, and Developed, which implements the concept of dignified housing, income generation, access to health, citizenship and a culture of peace, the right to education, early childhood, women's autonomy, and culture, sports, and leisure. The expectation is to impact 250 families, benefiting about 700 people. Among the revitalization actions that are being carried out in the community, scheduled to end in September 2024, there is also the construction of new housing.

In 2023, TIM reinforced the partnership and allocated part of the income obtained from TIM Black subscriptions to projects maintained by Gerando Falcões.

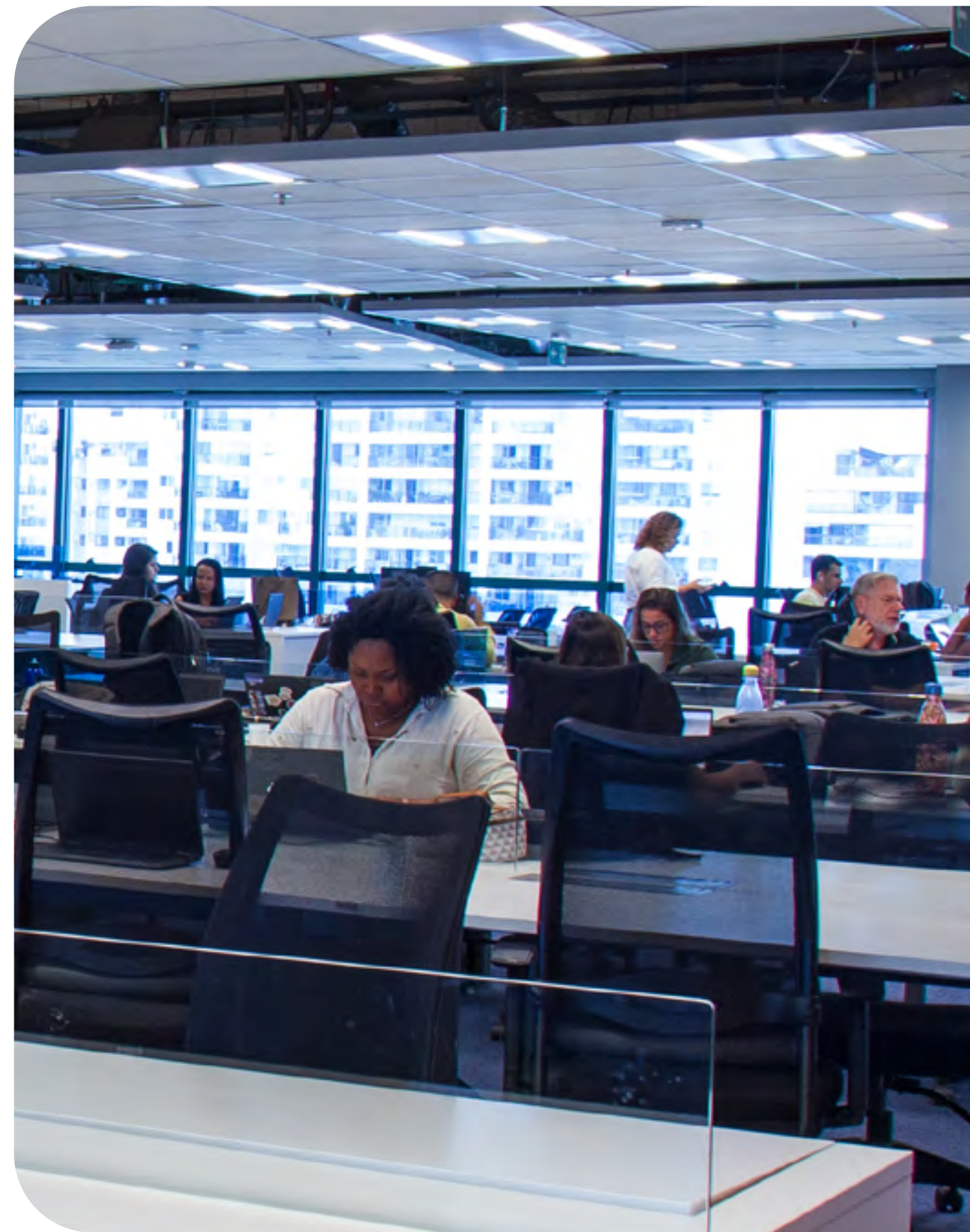
Employees

Material topic: Health, well-being and safety

SDG 3 5 8 GRI-4036

We are committed to making a difference in people's lives, both inside and outside the Company. We value welcoming environments, adequate and flexible working hours, promote diversity and inclusion with empathy and seek to carry out initiatives that contribute to everyone's mental health. We have a culture of recognition and development of talent and we constantly strengthen the training actions of professionals from TIM's various areas, adding learning and reinforcing the importance of innovation and high performance as pillars for evolution.

Our performance is focused on humanized management, based on the Company's purposes, values and strategic objectives, seeking to ensure well-being, health and safety of employees. One recognition of this work was achieving 12th place in 2023 among the 150 Best Companies to Work for in the country by Great Place to Work (GPTW).



*Percentage of active employees who have completed the four ESG-related courses: Environmental Management, Sustainability, Combating Moral, Sexual and Bullying Harassment and Phishing Prevention

2023-25 ESG Plan

Target

Result

Maintain employee engagement level at a minimum of 82% by 2025

2023	86%
2022	86%
2021	83%

Target

Result

Train 99% of employees in ESG skills by 2023

2023	99%*
2022	99%
2021	95%

Target

Result

Train 7,500 or more employees in digital capabilities by 2025

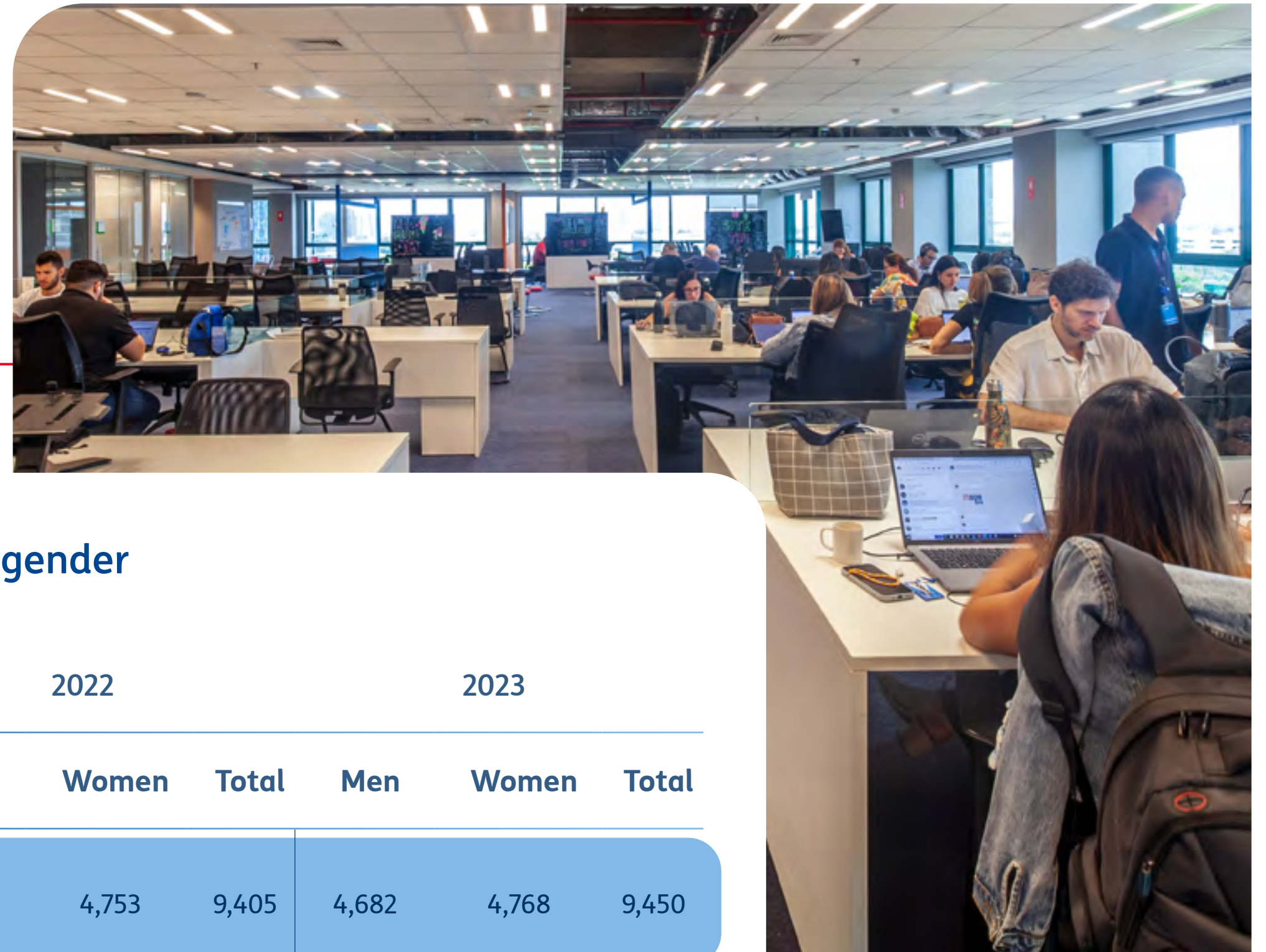
2023	6,040
2022	4,015
2021	1,861

Regarding the organizational structure, which has been continuously evolving, we are always connected to sociocultural and corporate trends in the innovation and technology market to encourage digital transformation within the company. Identifying and meeting the needs of the areas and professionals is among our commitments. To achieve this, we conduct market research and maintain an up-to-date job architecture system.

Since 2022, TIM's work model has been organized as follows^{1,2}:

- Teleworking (applied to customer service centers);
- In-person (valid for own stores, as well as for technical health areas);
- External (applied to other sales teams); and
- Hybrid (applied to other areas, mainly corporate and technical areas).

Employees also have the option of flexibility in the start and end times of their shifts (Flex Time). Everyone is entitled to rest on their birthday (Happy Day) and those with more than five years of experience in the Company have one paid day off per year.



Employees by type of work contract and gender

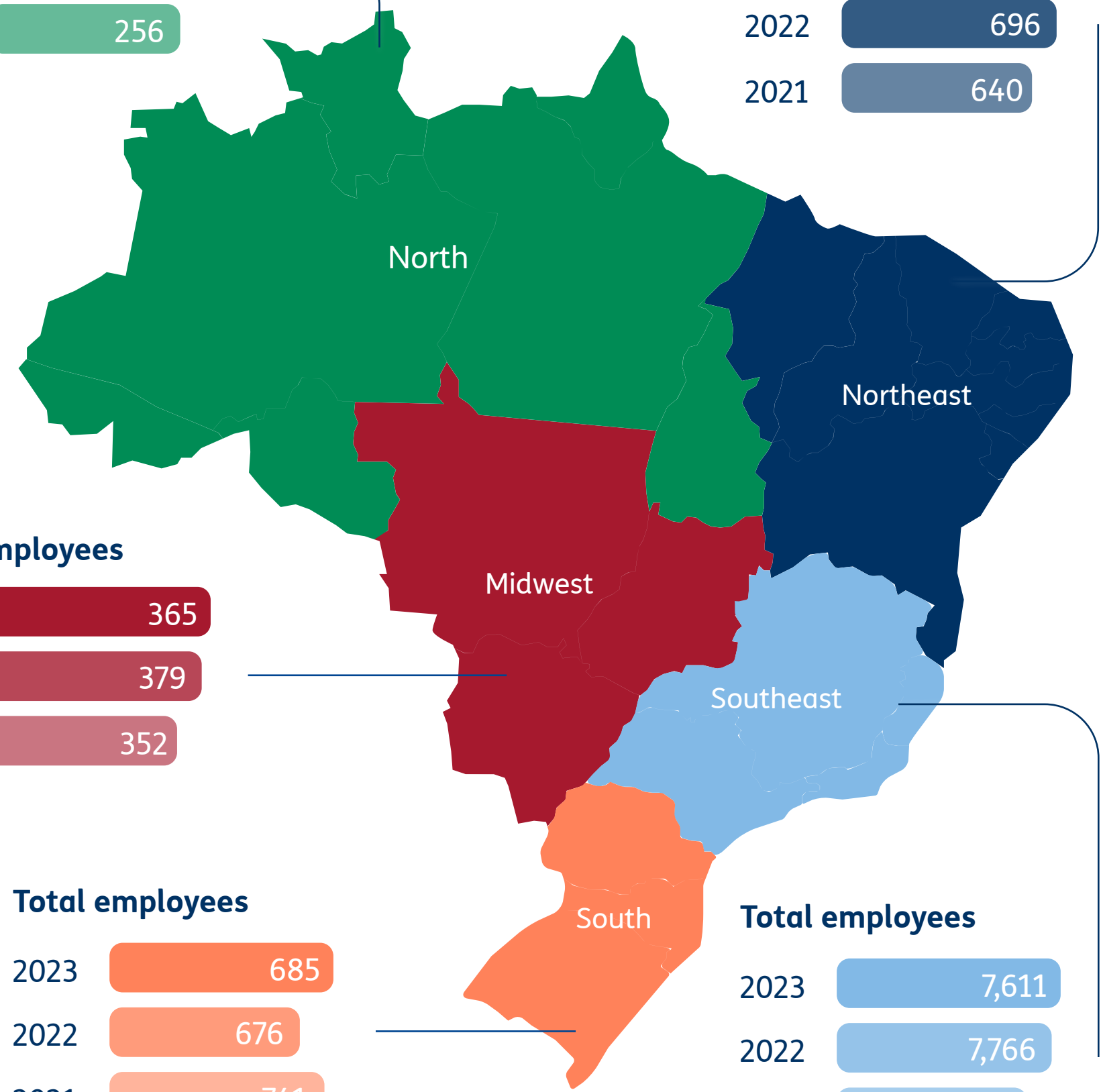
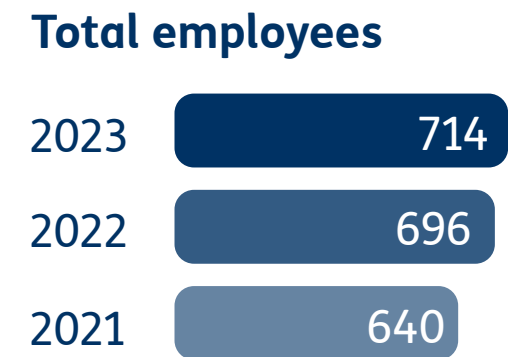
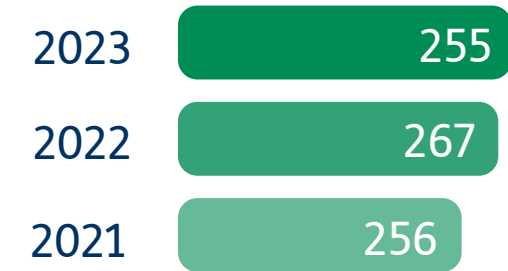
GRI 2-7

	2021			2022			2023		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Permanent	4,638	4,696	9,334	4,652	4,753	9,405	4,682	4,768	9,450
Temporary	132	215	347	158	221	379	65	115	180
Total	4,770	4,911	9,681	4,810	4,974	9,784	4,747	4,883	9,630

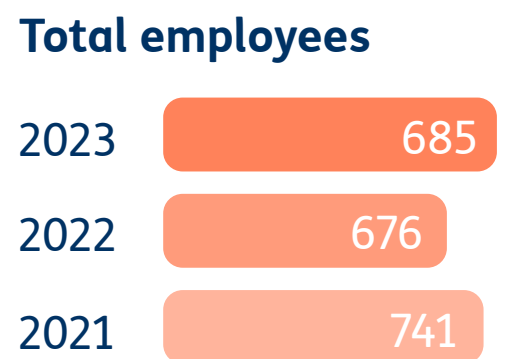
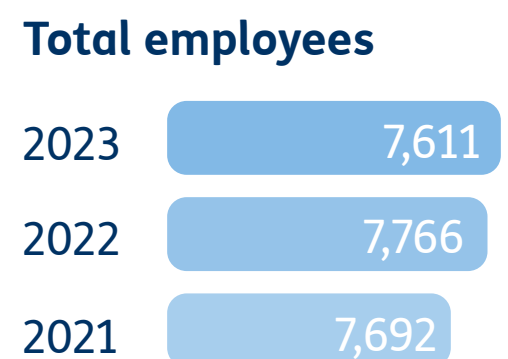
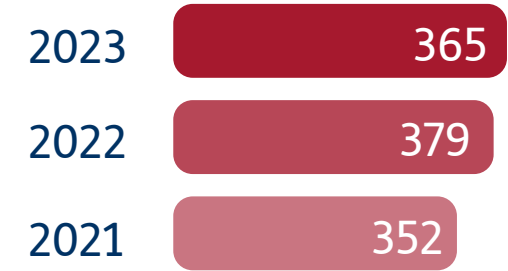
¹ In the hybrid model, the employee can choose none, one, two or three in person days per week, according to the eligibility criteria of each area, without loss of benefits due to the model implemented.

² Pregnant women and people with disabilities can work exclusively remotely if they wish. People who return from maternity leave, as long as they work on a hybrid model, can also choose to work exclusively remotely for up to 90 days.

Total employees



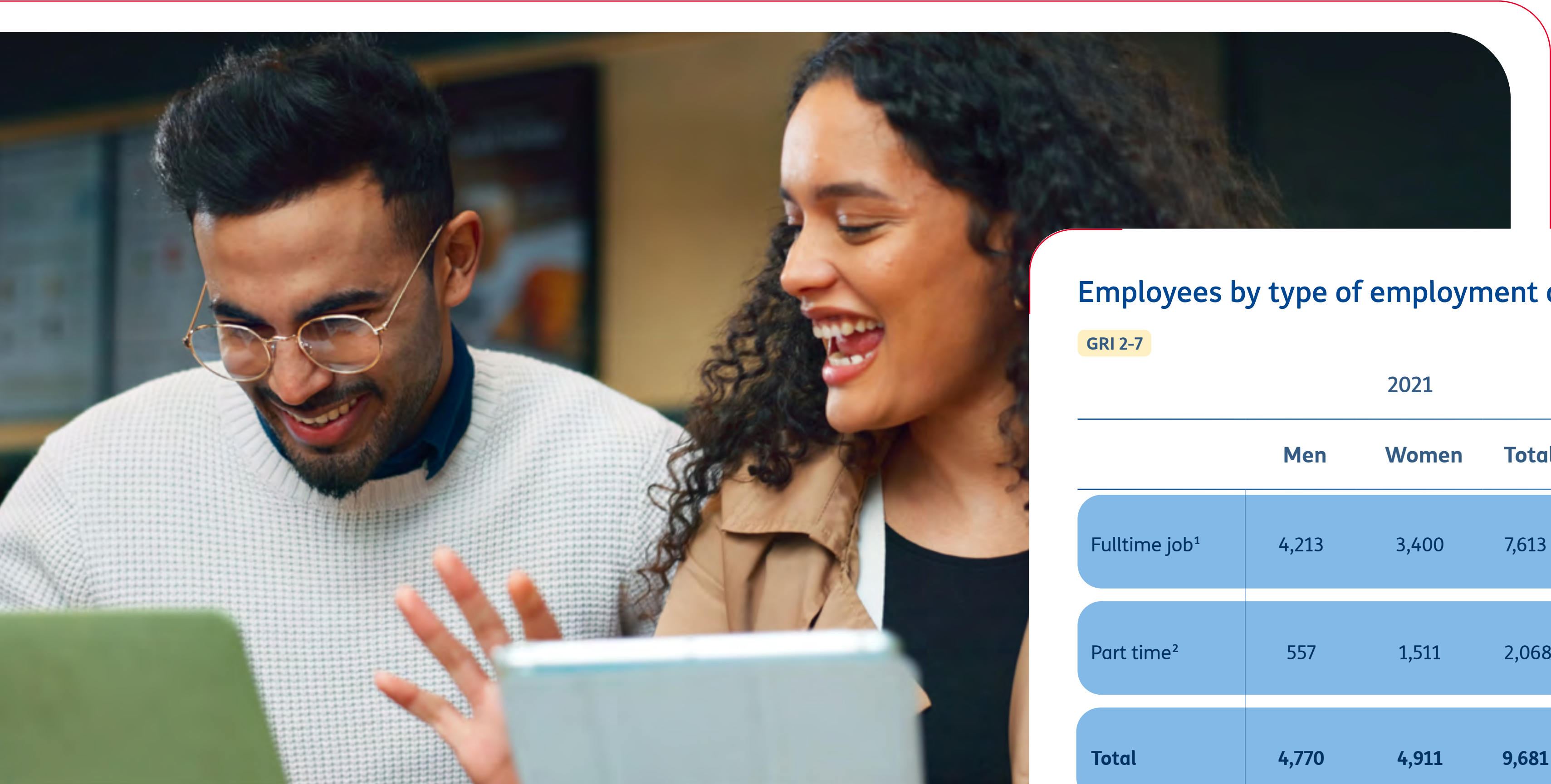
Total employees



Employees by type of employment contract and region

GRI 2-7

Region	2021			2022			2023		
	Temporary	Full Time	Total	Temporary	Full Time	Total	Temporary	Full Time	Total
North	10	246	256	10	257	267	10	245	255
Northeast	23	617	640	27	669	696	20	694	714
Midwest	10	342	352	17	362	379	10	355	365
Southeast	277	7,415	7,692	300	7,466	7,766	121	7,490	7,611
South	27	714	741	25	651	676	19	666	685
Total	347	9,334	9,681	379	9,405	9,784	180	9,450	9,630



Employees by type of employment and gender³

GRI 2-7

	2021			2022			2023		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Fulltime job ¹	4,213	3,400	7,613	4,263	3,391	7,654	4,247	3,423	7,670
Part time ²	557	1,511	2,068	547	1,583	2,130	500	1,460	1,960
Total	4,770	4,911	9,681	4,810	4,974	9,784	4,747	4,883	9,630

¹ Employees with a workload of 200 or 220 hours per month.

² Employees with a workload of less than 200 hours per month. Trainees, young apprentices and *call center* work part-time, in addition to other employee functions.

³ TIM currently does not adopt work models without a predefined workload.

Employees by type of employment and region

GRI 2-7

Region	2021			2022			2023		
	Fulltime job ¹	Part time ²	Total	Fulltime job ¹	Part time ²	Total	Fulltime job ¹	Part time ²	Total
North	246	10	256	257	10	267	244	11	255
Northeast	599	41	640	628	68	696	611	103	714
Midwest	343	9	352	362	17	379	353	12	365
Southeast	5,722	1,970	7,692	5,789	1,977	7,766	5,843	1,768	7,611
South	703	38	741	618	58	676	619	66	685
Total	7,613	2,068	9,681	7,654	2,130	9,784	7,670	1,960	9,630

¹ Employees with a workload of 200 or 220 hours per month.

² Employees with a workload of less than 200 hours per month. Trainees, young apprentices and call center work part-time, in addition to other employee functions.

³ TIM currently does not adopt work models without a predefined workload.



Benefits

GRI 2-19, 403-6

TIM offers a broad benefits package that contributes to the well-being of all, with eligibility criteria that can be general, specific or related to the level of the position held or even the workplace. The benefits evolve according to market practices, Collective Bargaining Agreement and people's expectations and needs. Here are some of them:

- Health insurance plan
- Dental plan
- Private Pension Plan
- Live Insurance and- Funeral Assistance
- Childcare/Babysitting Assistance
- My First Benefit (for the purchase of children's products in a chain of pharmacies and supermarkets, monthly, for employees with children until they turn two years old)
- Food/meal voucher
- Transport voucher
- Medication Assistance
- Physical Activity Incentive Program (Gympass)

- Emotional and social support programs (Apoio Pass, with social, legal, financial and psychological guidance with specialists, free of charge, private and confidential, 24 hours a day and seven days a week, by phone or email)
- TIM Fácil - Program of Discounts and Partnerships (including Energy Club and Cartão de TODOS)
- Assistance for children without minimum self-care conditions
- Extension of maternity leave
- Extension of paternity leave
- Extension of marriage leave
- Birthday off (Happy Day)
- Time off due to company time

The Company also offers executives the opportunity to customize their benefits package through a flexible benefits platform. TIM also grants the complementation of sick pay, for up to 12 months, to employees who are away from work diagnosed with AIDS/HIV, Parkinson's and severe heart disease, among other diseases, or who have suffered occupational accidents, paying full salary.

As a Citizen Company, TIM offers all employees hired under the Brazilian Labor Code (CLT) regime extended periods of- maternity and paternity leave – 180 days for women and 20 days for men – and financial aid for expenses with babysitting, daycare and- preschool. The Company also offers assistance to employees with children without minimum self-care conditions, that is, with commitments that require permanent supervision.

Collective agreements

GRI 2-30

The 2023/2024 collective bargaining agreement is an addendum to the current collective bargaining agreement (2022/2024). The economic conditions were updated with salary adjustments and adjustments also applied to benefits, along with the payment of an indemnity salary bonus. In addition, there was the implementation of the flexible benefits program (Beneflex) aimed at the professional administrative public. The commitment to increase the earnings of the variable compensation program in the call center (stars) and adjustment in the salary table of the positions of service consultants was also included.

The agreement was approved nationally in all states at the assemblies held by the unions as negotiated with the three union federations. All TIM employees are covered by the collective bargaining agreement (100%). During the period, there were no employee strike movements. There was also no plurima or collective dismissal of employees.

People development

GRI 404-3

Connected to the new Cultural Values and the needs of the organization, we have once again evolved the practices of developing people with transversal and customized actions by different audiences, to support the achievement of the objectives of the strategic plan. We are focused on offering training (upskilling and reskilling) to our employees for the evolution of the digital mindset and digital technical skills. For this, we use tools such as live sessions, e-learning, coaching and mentoring. We believe that this set of actions positively impacts collective and individual development plans.

In 2023, we continued the ECoaching Program, launched in 2020, focusing on the development of management skills. We had four new classes, totaling 17 since its creation. 78 leaders, mostly promoted to their first management role, experienced the digital path that was remodeled, with individual and collective coaching sessions with an ICF (International Coaching Federation) certified coach. Participants were able to access a digital platform with functionalities and content to accelerate their growth and contribute to

their management challenges. Since the launch of the program, 383 people have completed their journey.

In addition, we offer an External Mentoring process focused on cultural transformation for the 44 leaders who serve as Culture Ambassadors. We also conducted a pilot tour with HR leaders to support the construction of training content in Leader Coach, which will be deployed to other leadership levels, focusing on supporting cultural evolution and developing a new leadership profile.

At Mentoria Intercompany, in partnership with the Positive Women initiative, we completed the 3rd wave of the program with 193 women from 23 different companies participating in a six-month journey with mentoring sessions, lectures and peer-to-peer meetings. The program, which has already impacted 389 women, aims to promote reflection, awaken empowerment, and accelerate career development. In September, it was communicated to society, during TIM Talks, the continuity of the development of the mentored participants of all previous waves, in a community for exparticipants that will be launched in 2024.



We promote retention, recognition and education actions, initiatives that contribute to reducing the *turnover* of digital skills critical for the future of the business. In 2023, we connected this talent management model to the performance assessment tool and captured from leaders which people they positively recognized for their social reputation, through an exercise of providing genuine recommendations. With this, we were able to design talent mapping scenarios by area and prepare a committee pilot project, with the objective of refining the list and building customized development plans.

Performance management at TIM has been evolving with each cycle, based on the teams' feedbacks. The process aims to strengthen genuine care for people and focuses on the development of the team. The evaluations are conducted twice a year, based on Competencies and Delivery Capacity, and include self-assessment as well as assessments from peers, clients, and immediate leadership. In the 2023 cycle, the behaviors expected by each cluster were reviewed, so that they could reflect the Company's new cultural values. In 2023, 98% of eligible employees received performance and development reviews.

The continuous management of feedforward starts to be registered at any time of the cycle, in order to monitor development actions, in addition to career conversations to support employees in their evolutionary paths. In addition, we improved our performance evaluation process, including a qualitative discussion of senior leadership, focusing on continuous development and succession pipeline formation.

In the same period, we launched the Career Policy connected to the best market practices and transformations in the world of work, giving more visibility to the different career paths/modalities that people can follow. We also indicate which criteria are used to assess the participation of each TIM level.

For top management, we maintain an annual succession planning process. In partnership with external consultancy, we identify and prioritize critical positions, appoint potential successors and prepare a succession map with individual development plans to accelerate the preparation of senior executives.



We won for the **third consecutive time the Top Employers Brazil seal**, which is one of the main certifications of excellence in people management and employer branding in the world.

Training and education

GRI 404-2

The education and learning process continued with a focus on supporting the evolution of culture and the development of digital skills to support the Company's strategic challenges. As part of the cultural evolution movement, we carry out important initiatives to unfold the strategy, new cultural values and the behaviors and attitudes expected for an ever more inclusive, innovative and sustainable work environment to generate even more positive results for people and the business.

We maintained our efforts in educational actions related to institutional and governance issues, such as human rights, diversity and inclusion, information security and anti-corruption, among others. These trainings are part of the onboarding of new employees and updating actions, whenever necessary, thus reinforcing TIM's commitment to the best social, environmental and governance practices.

To support the Company's digital transformation process, we continue with upskilling training aimed - at teaching new skills to optimize employee performance - and - reskilling professional training aimed at developing new skills essential to the digital context, such as data (data analytics), artificial

Get to know other TIM training initiatives

Institutional training: aims to facilitate the integration of the employee into TIM's corporate policies and cultures, contributing to their better environment in the Company.

Specific technical training: carried out with a focus on qualification and technical updating so that employees can effectively perform their activities with a focus on new skills.

Conecta: *onboarding* program to integrate and engage new employees. With a dynamic and structured journey, it offers welcoming, collaborative, and learning activities, covering topics such as ethical conduct, anti-corruption efforts, health and safety promotion and prevention, the sectorial context of the company's operations, and competitive landscape, among others. **GRI 403-5**

Evolution Program: learning path for sales and service areas. It aims to promote technical skills with a focus on processes, systems, tools, leadership and the TIM business.

Cross-cutting training: these are courses that address subjects common to several areas and support the understanding and preparation of professionals to adapt to the cultural values and desired culture, overcome business challenges and contribute to the corporate result.

Internship and Apprenticeship: we carry out specific integration activities and specific development journey throughout the Program for the development of technical and behavioral skills in multiformat (training, workshops, lectures, online courses, technical visits, internal mentoring and others).

TIM Talks: TIM 's annual Training, Development and Communication program, available to employees and society. In 2023, it addressed how we enable technology and innovation in a sustainable way for ESG, with purpose and culture as levers to enhance our deliveries and generate value for employees, customers and society. The program had as its central theme "Purpose that Transforms Futures" and had a face-to-face opening event for 300 people and 27 other actions, in various formats (online and hybrid), which together totaled more than 3,500 live participations and more than 240,000 post-event views, on TIM's YouTube Channel. **GRI 2-17**



intelligence (AI), cybersecurity, Internet of Things (IoT) and agile methodologies, among others.

These and other actions make up TIM's development and education plan, which, in 2023, invested more than R\$ 9 million, including more than 328 thousand participations and 480 thousand hours of training to accelerate the professional qualification and development of employees. On average, per trained employee, R\$ 1,028 was invested. On the other hand, the average number of hours of training per employee was 42 hours, and the average number of women was 46 hours.

Average training hours per functional category ¹

GRI 404-1

	2021	2022	2023
Directors	17	11	38
Managers	24	28	39
Professionals	24	42	31
Sales force	36	44	22
Stores	64	60	42
Call centers	102	128	79
Interns	72	52	28
Young apprentices	24	36	22
Average per employee	49	61²	42

¹ Calculation considers the total training hours completed by the average of active employees.

² In 2023, the reduction in the average hours per employee, compared to the previous year, was due to a significant increase in shares in 2022.

Development Programs

Onda Digital Program

It is an integrated learning and acculturation program launched with the objective of boosting the development of the mindset and technical skills essential for the context of digital transformation (New Capabilities or “NewCap”), with three main initiatives carried out in 2023: TIM Data Academy, TIM Ready and Digital Mindset Assessment.

The Data Academy is composed of training, practical challenges, specialized tutorials and networked learning, customized by audience and level of *expertise*, such as:

- **Data Expert** - actions aimed at professionals with specialized knowledge in data
- **Data Translators** - trainings that enable professionals to interpret and translate data for the creation of practical solutions and business opportunities
- **Data Consumer** educational - actions aimed at data users and consumers as part of their daily processes in their areas of expertise

The Data Academy also includes a stage of practical applicability of knowledge to projects directly linked to the business. In the training for the translator profile, for example, as part of the training and final certification, participants develop and present projects and *cases* that can enhance the company's business opportunities.

Another initiative that integrates Onda Digital is TIM Ready, an annual education course, open to all employees, formed by face-to-face and online training, panels and *workshop* with internal and external experts and also gamified experiences.

Onda Digital also contemplates the development of essential behavioral skills to act in the digital context. In this sense, the Company developed a Digital Mindset Assessment, an unprecedented instrument created in a customized way to understand the level of digital maturity of TIM's professionals and leaders. Developed in partnership with Clave Consultoria, specialized in *assessments* and psychometric analysis, the *assessment* evaluates the level of maturity in skills such as: creative thinking, curiosity (learning agility), collaboration (relationship management), sense of responsibility, digital



problem solving and focus on customer experience, essential behavioral skills for acting in the digital context, according to global references such as World Economic Forum, Bain & Company Report and other scientific research.



Objectives and benefits to the business

The Onda Digital program seeks to consolidate actions to accelerate knowledge in technology and digital tools and expand self-knowledge and essential behaviors for a more digital performance. In addition, it contributes to increasing the attractiveness, engagement and development of people, also enhancing the use and applicability of knowledge and tools in artificial intelligence (AI), data analytics, digital marketing and agile methodologies, to generate more innovation and results for the business.

The specific objective of the Data Academy is to expand and improve the knowledge in data and analytics of professionals to support the evolution of the data driven culture in the Company. TIM Ready seeks to boost the development of digital technical skills and abilities, such as knowledge in artificial intelligence and data and analytics applied to operational tools to positively impact the daily lives of teams.

The Digital Mindset Assessment in turn aims to understand the maturity level of employees in behavioral skills essential for the digital context.

Impact

Onda Digital's initiatives provide various training, practical challenges, specialized tutorials and networked learning that expand the technical knowledge of employees and drive the evolution of the mindset, which are essential for the context of digital transformation. This whole process of technical and behavioral evolution in the performance of people generates opportunities to improve productivity, operational efficiency, expand the ability to make decisions based on data and also the development of innovative business opportunities for TIM.

Understanding the maturity level of employees in digital, technical and behavioral skills contributes to expanding people's self-knowledge, identifying the digital knowledge and skills to be leveraged and acting more assertively in the construction of educational paths.

Metrics

The Onda Digital program contributes to increasing and sustaining the percentage of people with "NewCap" (New Skills) profiles at TIM. From 2022 to 2023, we increased the number of professionals with these digital skills in the Company by 6.3 percentage points, reaching 46.3%, in line with the goal established in the strategic plan.

Employees trained in 2023 (%)

Since the launch of Onda Digital's actions, 711 people (7.3% of the total number of employees) have participated in educational journeys related to data and analytics, among others.

TIM Ready, whose 2023 edition focused on content related to the usability of tools and the application of artificial intelligence (AI) and data (data analytics), had more than 3,100 participants (32% of the total number of employees) and 6,500 people (67% of the total number of employees) participated in the Digital Mindset Assessment.

711 people (7.3% of the total number of employees) participated in the educational journeys related to data and analytics, among others.

TIM Pérolas Negras (Black Pearls) Program

Program to accelerate the career development of black people (self-declared Black or people with mixed racial or ethnic background). The program is divided into three phases:

- **Involve:** encompasses ongoing communication and awareness-raising actions on racial issues for all employees and members of society.
- **Accelerate:** focused on training, with a dedicated learning path for black individuals voluntarily enrolled in the program, consisting of customized online content, live meetings for participants, grouped by job roles, to exchange experiences and learnings based on their experiences and challenges.
- **Enhance:** consists of a career acceleration path for black professionals in positions immediately prior to leadership, preparing them to assume future management positions. This stage provides for a customized selection process for the definition of professionals who will participate in the career acceleration path.

Objectives and benefits to the business

This initiative, which is partnered with consulting firms specialized in racial equity, helps to increase the attractiveness, engagement, and retention of black



individuals at TIM, directly contributing to achieving our goals of sustaining above 40% representation of black individuals in the Company and having 25% of black people in leadership positions by 2025.

Impact

The TIM Pérolas Negras Program aims to increase the representation of black people at all levels of the Company. In addition, it seeks to expand the diversity of perspectives and the ability to develop creative and innovative solutions that are more aligned with the different realities experienced in Brazilian society.

Metrics

The program contributed to increasing the percentage of black people in the Company from 37.3% in 2022 to 41.4% in 2023 and the percentage of black people in leadership from 15.1% to 20%.

Employees trained in 2023 (%)

Since the launch of the program, 1,041 black people (28% of the target audience) participated in the training actions of the accelerate stage and 58 black professionals were selected to participate in the first class of the enhance stage. These employees underwent an individual behavioral diagnosis for self-development and will also undergo training, individual mentoring and participation in projects, over 24 months, in order to assume a leadership position.

TODAS Group Program

Program focused on the development of leadership skills for women leaders and in positions prior to leadership, through content, training, conversation and mentoring circles, in 16 timeless and essential skills for management, such as self-confidence, negotiation and influence, critical thinking, team development, strategic positioning and adaptability, among others.

Objectives and benefits to the business

The Program, which is supported by the UN Global Compact, has a digital platform (app) that offers learning paths and career and leadership development, collaborating with the goal of maintaining the percentage of women in leadership above 35% by 2025.

Impact

The TODAS Group Program seeks to develop the engagement of women at TIM, expanding their organizational skills and their ability to occupy more complex positions. The initiative also aims to reduce the turnover rates that impact this group on a larger scale.

Metrics

The implementation of the program contributes to increase the engagement and positive perception of people in the Company. We had an increase of 1 p.p. (from 94% in 2022 to 95% in 2023) in the favorability of women in the issue related to the existence of opportunities to achieve professional growth goals at TIM, in the climate and engagement survey.

The program also contributed to increasing the percentage of women in leadership from 34.4% in 2022 to 36.2% in 2023, and to sustaining our goal of having more than 35% of women in leadership positions by 2025.

Employees trained in 2023 (%)

Adherence to the program is voluntary and since its launch 578 TIM women (46% of the target audience) participated in the activities, 193 women already in leadership positions and 385 potential leaders in positions immediately prior to a leadership position.



Health and Safety

GRI 403-1, 403-8

At TIM, taking care of the health and safety of employees is a priority. To this end, we have an Occupational Health and Safety Management System that brings together fundamental processes and initiatives to ensure a healthy environment for all. See below the main pillars:

- Legal and other requirements
- Risk management
- Training, education and awareness;
- Safety, health and emergency programs;
- Prevention and mitigation of accidents and incidents;
- Continuous Improvement Process.

The Company's Safety and Health Policy directs these efforts, seeking the best market practices and full compliance with the Regulatory Standards prepared by the Ministry of Labor and Employment, in addition to the continuous improvement of the organization's

performance in this matter. The Policy covers own employees, service providers, interns, young apprentices and visitors to the TIM Group's facilities in Brazil.

One of the main challenges was still the adequacy, in the post-pandemic of covid-19, of the existing flows before and during the pandemic, based on the flexible work model, as well as in the management of health situations related to possible acquired sequelae, still widely discussed in the health environment. Processes such as periodic examinations, vaccination campaigns and the Emergency Brigade needed to be reassessed and restructured, focused on a floating work format between weekdays and even 100% remote, as in the case of the call center team. It was an important moment to envision new opportunities to carry out processes in a simpler and more assertive way. For 2024, we continue to dedicate ourselves to the management of TIM contractors and subcontractors, a work front that has challenged the Company on health and safety issues.

Training and education GRI 403-5, 403-6

In 2023, the Internal Accident Prevention Week (Sipat) featured activities aimed at employees, service providers, and the general public through live sessions with external experts and TIM professionals, broadcasted on YouTube. These sessions covered topics such as well-being, mental health, risk perception, and physical activities. In addition, internal communication channels are always used to disseminate information, contributing so that health and safety issues are always on the agenda.

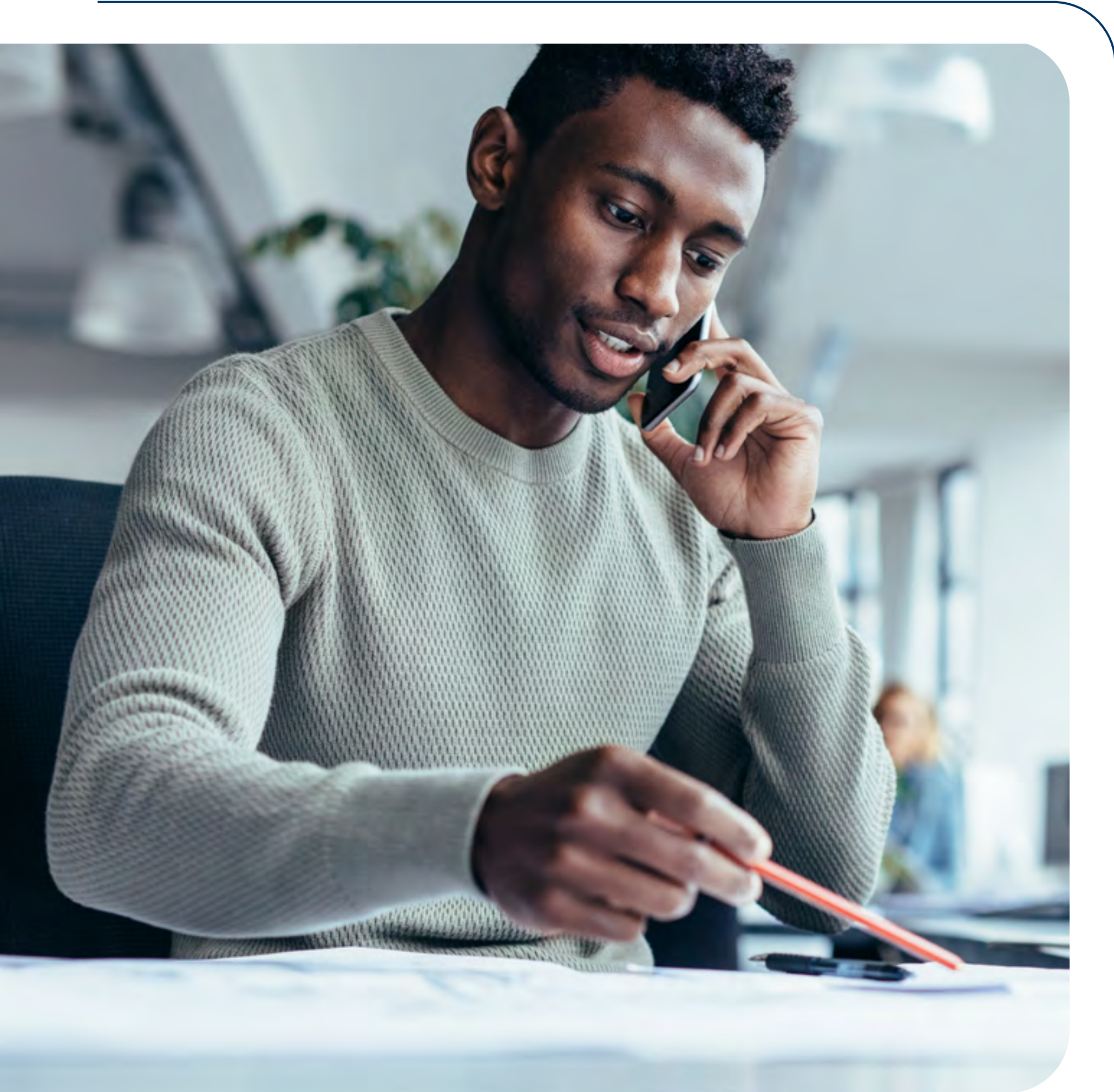
After launching several health programs aimed at the well-being of our employees (e.g. pregnant women, chronic patients, personal support, mental health, etc.), we started holding monthly rounds of conversations on topics that can directly impact mental health, such as hyperconnectivity and the aging process, among others. In 2023, we held the Health and Wellness Week, with the objective of stimulating reflections and consequent actions on self-care and individual and collective well-being, as well as training and lives related to the main issues of safety, health and the environment.

In TIM People, the knowledge portal for employees, various content on Occupational Health and Safety (OHS), such as Ergonomics, is also available. Professionals can choose courses and refresh their knowledge. It should be noted that in onboarding for new employees, training is also carried out with guidance on prevention and promotion of occupational health and safety.

TIM monitors the training of professional service providers through a specific management platform. When an activity is carried out by contracted professionals, TIM establishes, as a pre-requisite, the risk analysis of the activities before the beginning of the work and occupational risk programs, among others.

Periodic drills for emergency situations and the Emergency Response Plan (ERP) complement this management framework. In the ERP, the necessary measures are defined in critical scenarios based on: identification of hazards and risks, observation of operations, analysis of documentation and legislation, inspections, evaluation of procedures and process maps and internal and external audits.





Management and monitoring of Health, Safety and Environment risks

GRI 403-2, 403-4, 403-7, 308-2

We periodically analyze and monitor the risks related to the health and safety of employees, in accordance with the Company's internal procedure. The identification of risks, hazards and impacts of our activities is done through direct observation of activities and operations, document analysis – including applicable legislation, OHS inspections, reading of procedures, instructions, records and process flowcharts – and results of internal and external audits. Internal regulations also guide these actions, such as the Policies for Survey of Environmental Aspects and Impacts, Chemical Management; HSE Management (Health, Safety and Environment) for Service Providers; and Identification and Evaluation of Legal Requirements and Other Requirements Applicable to the Environmental Management System and the Occupational Health and Safety Management System.

All TIM contracts, with service providers who may be exposed to situations involving health and safety risks, contain a specific HSE annex with the guidelines that must be observed for the execution of the activities. These service providers are also identified in the contracting process, in the socio-environmental

qualification stage, which makes a series of requirements to be considered suitable for contracting, in order to mitigate risks related to activities considered critical to the environmental management system.

This way, we ensure TIM's legal compliance regarding the development of the Risk Management Program (RMP), the Occupational Health Medical Control Program (OHMCP), and the Ergonomic Work Analysis (EWA). From periodic audits and inspections, carried out by qualified professionals in the areas of occupational health and safety, all processes and work environments are evaluated in order to maintain the effectiveness of procedures to prevent health and safety risks.

We are always attentive to changes in rules in Brazil so that internal processes and regulations are adequate and in compliance with the legislation. In addition, we participate in thematic committees with other telecommunications companies, contributing to the review of laws that impact the sector, such as electricity, construction and sizing of technical health and safety teams.

One of the fundamental initiatives in this regard is the monthly debate of the Committees (Ex: Cipas), constituted in TIM's branches where there is legal applicability, on matters related to the prevention of accidents, unsafe conditions identified in the inspections and suggestions for process improvement. These teams also reinforce communication and awareness actions on the subject, such as the Internal Accident Prevention Week (Sipat).

Currently, 97.36% of our workforce is represented in formal OSH committees. In branches where the number of professionals does not reach the minimum required for the composition of Cipa, we appoint at least one employee to perform this role.

Recording incidents GRI 403-9, 403-10

We provide a channel to open an incident record on our intranet for all employees. Risk situations can be reported considering the Company's confidentiality policy. For outsourced professionals, the Reporting Channel is the official means for formalizing events. All occurrences are investigated by a team of OHS professionals, who identify the causes and prepare action plans in order to avoid new occurrences of the same nature.

In 2023, nine accidents were recorded, considering TIM employees. In total, 40 days lost were recorded for 16,494 worked hours. There were no cases of occupational diseases of mandatory communication or related deaths. The main types of occupational illnesses of TIM employees are emotional.



Work-related injuries (own employees)

GRI 403-9

	2021	2022	2023
Workplace accidents	6	6	9
Frequency rate ¹	0.40	0,38	0,55
Severity rate ²	2.79	3.15	2.42

¹ Calculated as the total number of accidents per 1 million man-hours worked.

² Calculated as the total number of days lost per 1 million man-hours worked.



Promoting health

GRI 403-3, 403-6, 403-10

Occupational medical examinations are part of occupational health management routines, with the issuance of Occupational Health Certificates (ASO) whenever a professional is admitted, changes their function, returns to work (after leave), is dismissed or even for periodic monitoring. All these procedures are described in the Company's Occupational Health Medical Control Program (OHMCP).

We carry out actions and campaigns aimed at quality of life, accident prevention, health and environment promotion. We use the intranet and informational channels to promote internal campaigns related to the topic. We also studied the epidemiological behavior of employees to build strategic programs.

Mental health is a priority theme at TIM, which values the balanced and healthy life of all employees. During the period, we promoted the Modo Você Campaign, which proposed to professionals a greater dedication to themselves, encouraging offline moments of leisure and situations that contribute to health and self-esteem. In addition, we have a flexible working model, with a process adapted by audience. The Bem+Estar Program (described below) offers care tools to employees and family members.

We recorded an evolution in the participation of people in actions created by the Social Service: more than 1,500 contacts were made, until December 2023, referring to 570 calls (390 employees). We established a partnership to deal with and direct cases related to highly complex topics, such as: domestic violence, sexual violence, serious health problems, suicide attempts or occurrences, issues related to diversity and inclusion, and provide support and assistance in situations of death.

Connection Well+Being

Created to strengthen TIM's genuine care for employees and family members, the program integrates a series of practices and benefits for everyone to always be well in their personal and professional lives.

The Well+Being Connection is divided into four pillars:

- **Body and mind in harmony:** actions and benefits related to the promotion of self-care with physical/mental health (physical and emotional well-being).
- **The power of your future:** actions and benefits aimed at financial security, development and career (intellectual, occupational and financial well-being).

- **You being you:** actions and benefits aimed at diversity and inclusion, respect and appreciation of differences, connection with our values and purpose (spiritual well-being).
- **Your most balanced daily life:** actions and benefits aimed at balancing personal/professional life and the appropriate work environment (social and environmental well-being).

In 2023, we can highlight the launch of some initiatives, such as:

- **Continuous Care Program:** health initiatives to provide attention and care to specific audiences, through pregnancy, chronic, personal support, mental health, nutrition and physical exercise programs. The monitoring of employees who participate in the program is carried out by a partner company, through biweekly teleorientation
- **New Private Pension Plan:** allowed participants of the benefit to make their contribution choices more flexible, simplifying the rules of participation, possibilities of choices and improving investment alternatives

- **Review of the Flexible Benefits Program:** aimed at executives, including increasing the scoring basket and implementing the renewal of the executive vehicle fleet for eligible participants
- **New benefits and partnerships,** such as Tutti Saúde and Clube de Energia, allowing employees to have special conditions in the contracting of health services and discounts on the electricity bill through the contracting of renewable energies, respectively



Parental leave

GRI 401-3

	2021	2022	2023	
Employees entitled to leave	Men	4,639	4,653	4,595
	Women	4,698	4,753	4,680
Employees who took their leave	Men	96	90	114
	Women	258	222	246
Employees who effectively returned to work after leave ¹	Men	93	90	114
	Women	203	186	246
Employees who remained with the Company for at least 12 months after returning ²	Men	94	76	78
	Women	167	144	132
Return after leave rate	Men	99%	100%	100%
	Women	99%	100%	100%
Retention rate after 12 months return from leave	Men	74%	81%	87%
	Women	75%	70%	71%

¹ Considers employees who completed their leave in the current year.

² It considers employees who completed their leave in the previous year, in 2022, and completed 12 months of work in 2023.

Diversity and inclusion

We believe in diversity as a fundamental pillar in promoting a positive experience in the workplace and in people's lives. Therefore, since 2020, we have developed our actions with the main objective of strengthening our inclusive culture for employees and society, reinforcing our ESG commitments and practices.

We work to promote respect, inclusion and equity of opportunities, guided by a culture that recognizes, values and respects the diversity and plurality of people, thus generating more engagement and belonging. In addition, we understand the importance of representing and amplifying the voices of socially minority groups.

We have the ambition to be the preferred operator in Brazil and the commitment to make a difference in people's lives. To this end, we maintain a consistent strategic planning, in which respect and inclusion of

people are a central part, and our commitment to the ESG agenda, accompanied by a governance model of the Diversity and Inclusion theme that has been consolidated each year at TIM, with customized actions in five pillars, listed on the following pages.

We have **51% of women in TIM and 36.2% of leadership positions** held by women.

2023-25 ESG Plan

Target

Result

Have 35% of women in leadership positions by 2023

2023	36.2%
2022	34.4%
2021	33.6%

Target

Result

Achieving 40% representation of Black individuals in the employee workforce by 2025

2023	41.4%
2022	37.3%
2021	35.7%

Gender pillar

We continue to work with a focus on gender equity with actions aimed at valuing, empowering, employing, promoting the well-being and career development of women, which contributed in an integrated way to exceeding the goal of having more than 35% of women in leadership, reaching the result of 36.2%.

This entire path of gender equity in the Company was supported by TIM's partnership and leadership in the Positive Women movement. In order to support the employability, empowerment and personal and professional development of women, the initiative continued to be active and ended the year with more than 200 participating companies, more than 300 courses and 230,000 job opportunities for Brazilian women, published since 2021, in the Positive Women app, available for free on the main digital platforms.

In October 2023, we launched the gender manifesto "Equity is possible and cannot wait", with the objective of strengthening our position and anchoring all our practices and initiatives

on the subject. As a concrete action integrated into the manifesto, we also launched 'Caminho Delas', transforming our own stores into points of reference and safe spaces to assist women in situations of danger and/or violence on the streets, thus reinforcing our commitment to combating violence against women. The first phase included 11 own stores in Rio de Janeiro and São Paulo. These units are indicated as "safe places" in Caminho Delas, a feature available in the Positive Women app that since 2022 shows routes designed for women to circulate more safely on the streets, based on data entered by the users themselves and statistics generated by artificial intelligence. Expansion to other stores throughout Brazil is scheduled for 2024.

We also continue to invest in career development programs for women, such as Intercompany Mentoring, to strengthen gender equity in the labor market and contribute to the development of women, stimulating empowerment and leadership in their careers. Since its launch in 2021, the program has impacted more than 400 women, mentors and mentees, from 23 companies.

LGBTI+ Pillar

We continue to work to ensure an inclusive work environment for all sexual and gender diversity, avoiding any kind of discrimination. In 2023, 12% of people responding to the Diversity, Inclusion and Welfare Census declared themselves part of the LGBTI+ community. We are the only telecommunications company to receive the Equidade BR seal, as one of the best companies for LGBTI+ people to work for. The recognition, granted by the Instituto Mais Diversidade in partnership with the Human Rights Campaign (HRC) Foundation and the Forum of LGBTI+ Companies and Rights, highlighted our projects for the internal public and society, as well as our commitment to the theme throughout the communication and training journey.

In 2023, **12% of people** responding to the Diversity, Inclusion and Welfare Census declared themselves part of the LGBTI+ community.



Race/Ethnicity Pillar

We continue to work on the racial and ethnic issue as a priority pillar in the diversity and inclusion program. In addition to the organic hiring of black people on a daily basis, we made it a premise to hire 50% of black people in our internship and young apprentice programs. In 2023, we carried out the diversity and inclusion census at TIM, in which employees were given the option to review their self-declaration of ethnicity/color. From these answers, people who after this process remained with the option of not informing ethnicity/color were disregarded from the denominator of the calculation of the ESG Plan goal.

We launched the TIM Pérolas Negras program in its entirety, which aims to empower and accelerate careers for black professionals with the potential to assume future leadership positions in the Company. [See more about the program on page 128.](#)

Generations Pillar

We include people of all ages in a context of exchange and mutual learning, valuing generational diversity in the company. To

expand this work, we maintain our talent pool for 45+ people, offering opportunities for people aged 45 and over. In 2023, 8% of the company's workforce was composed of 50+ people.

Anti-discrimination GRI 406-1

Complaints of discrimination are received and investigated by TIM's Complaints Channel, with the adoption of disciplinary measures in accordance with the Company's internal regulations. In 2023, we received 15 reports, eight in relation to LGBTI+, six racial and one of misogyny. Of these cases, six had an inconclusive investigation, three were well-founded, four were unfounded and two had no elements for analysis.

For the three complaints, the measures taken were: change of area, written warning, reception by the social and legal assistance guaranteed in the Collective Agreement to the victim, notification and warning to the business partner.

In addition to these cases, a complaint received in 2022 was closed in 2023, being considered unfounded.



People with Disabilities Pillar

We carry out several initiatives to hire, help develop and retain people with disabilities in the Company. Continuous communication and awareness raising actions on ableism – discrimination against people with disabilities – are also carried out to break paradigms and cultural and physical barriers, seeking to guarantee equal opportunities. In 2023, we expanded the representation of people with disabilities to 4.2% of our staff, which represents 84% of achievement of the quota for hiring people with disabilities (corresponding to 5% of the total number of employees) in line with the percentage of achievement stipulated for the period by the Term of Adjustment of Conduct (TAC), signed with the State Prosecutor's Office (Law No. 8.213/91).

We conducted the first Census of Diversity, Inclusion and Well-being

The census helped to map and update people's characteristics, in addition to understanding the perception and degree of maturity of diversity, inclusive culture and well-being in the company. We have the participation of 70% of employees, who have provided significant and positive feedback on the progress of the topic internally. In this first edition of the Census, the NPS of Diversity and Inclusion was 79%, in the zone of excellence.

7 objectives were evaluated in the Census

- Inclusive Communication
- Representativeness
- Accessible infrastructure and processes
- Inclusive Leadership
- Education and empowerment
- Inclusive business
- Inclusive culture

Census spotlight

93% of participants see the actions of internal communication to engage in Diversity and Inclusion.

90% recognize that TIM carries out training actions to train on D&I issues.

89% feel comfortable in the company being who they are.

88% believe that the Company offers an inclusive and well-being environment for all people.

85% perceive that the company promotes career development actions for historically minority groups.

Identified challenges

Strengthen career development: We are creating an internal mentoring program to support and guide professionals in this regard.

Invest and encourage the participation of our people in social and volunteer actions.

Reinforce the management of partners and suppliers by encouraging the promotion of diversity and inclusion policies and practices as criteria for selecting service providers for TIM.

We reinforce our commitment to building and executing an action plan to improve the mapped fronts as an opportunity to evolve the last Census.

Diversity awards and rankings

Refinitiv Diversity & Inclusion: For the third consecutive year, now ranked fourth in the world, TIM was recognized in another edition of the Refinitiv Diversity & Inclusion Index, which measures the performance of more than 15,000 publicly traded companies in diversity, inclusion and career development. Refinitiv is part of the LSEG (London Stock Exchange Group) and is one of the leading ESG data analysis companies for the financial market. Among the Company's highlights in the current evaluation are: the high employee satisfaction index – which reaches 86% – and gender equity policies.

Women on Board (WOB): TIM has the seal that recognizes and discloses organizations that have at least two women on the Board of Directors or Advisory Board.

Bloomberg's Gender Equality Index (GEI): In 2023, TIM won the 1st place among companies in Latin America in the Bloomberg Gender Equality Index (GEI) and the 7th place among the 484 companies, from various sectors, selected worldwide. With a score of 88.38, an increase of eight points compared to the previous result, the Company stood out for the increase in the representation of women in the IT and Engineering workforce, the goal of women in leadership and the reduction of the wage gap between men and women. In addition, the support project for mental health issues of employees, training on unconscious biases for professional and leadership audiences, practice of recruiting women after periods without work and support to organizations that support gender equity contributed to this performance.



Corporate ESG Awards 2023: the Company won a silver medal in the categories Best Company in Diversity, Equity and Inclusion and Best Company in Sustainability Report. The Corporate ESG Awards 2023 brings together the best performing publicly traded companies in ESG areas in the world.

IDIVERSA B3: TIM is the only operator in the telecommunications sector in the new Brazilian stock exchange index, which considers gender and race criteria to select the companies that will be part of the portfolio, which has 79 assets from 75 companies in ten economic sectors.

Individuals in the organization's governance bodies¹, by age group and gender

GRI 405-1

		Under 30		Between 30 and 50		Over 50		Total	
		Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
2021	Men	0	0	0	0	15	100%	15	75%
	Women	0	0	3	60%	2	40%	5	25%
2022	Men	0	0	1	8%	12	92%	13	65%
	Women	0	0	1	14%	6	86%	7	35%
2023	Men	0	0	0	0	11	100%	11	61%
	Women	0	0	0	0	7	100%	7	39%

¹ Formed by the Board of Directors, Committees, Fiscal Council and Statutory Board of Executive Officers.

Considering only the Board of Directors, in December 2023, there were ten members, seven men and three women (all aged over 50 years).



Employees by functional level and gender

GRI 405-1

	2021				2022				2023			
	Men		Women		Men		Women		Men		Women	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
Executive Board	58	82%	13	18%	65	76%	20	24%	61	75%	20	25%
Management	476	65%	257	35%	484	64%	268	36%	497	63%	297	37%
Professionals	2,465	60%	1,620	40%	2,493	60%	1,647	40%	2,488	59%	1,713	41%
Sales Force	289	58%	208	42%	296	57%	224	43%	301	59%	205	41%
Stores	849	44%	1,061	56%	902	44%	1,142	56%	880	44%	1,120	56%
Call centers	502	25%	1,539	75%	413	22%	1,452	78%	368	22%	1,325	78%
Interns	98	45%	118	55%	111	47%	126	53%	88	49%	91	51%
Young Apprentices	33	26%	95	74%	46	33%	95	67%	64	36%	112	64%
Total	4,770	49%	4,911	51%	4,810	49%	4,974	51%	4,747	49%	4,883	51%

Employees by functional level and age group

GRI 405-1

	2021						2022						2023					
	Under 30		Between 30 and 50		Over 50		Under 30		Between 30 and 50		Over 50		Under 30		Between 30 and 50		Over 50 years	
Executive Board	0	0%	48	68%	23	32%	0	0%	57	67%	28	33%	0	0%	52	64%	29	36%
Management	4	1%	622	85%	107	14%	4	1%	637	85%	111	14%	0	0%	680	86%	114	14%
Professionals	526	13%	3,182	78%	377	9%	511	12%	3,228	78%	401	10%	506	12%	3,245	77%	450	11%
Sales Force	27	5%	430	87%	40	8%	25	5%	445	85%	50	10%	27	5%	425	84%	54	11%
Stores	673	35%	1,230	64%	7	1%	661	32%	1,368	67%	15	1%	621	31%	1,366	68%	13	1%
Call centers	648	32%	1,288	63%	105	5%	463	25%	1,277	68%	125	7%	368	22%	1,188	70%	137	8%
Interns	180	83%	36	17%	0	0%	196	83%	41	17%	0	0%	160	89%	19	11%	0	0%
Young Apprentices	128	100%	0	0%	0	0%	141	100%	0	0%	0	0%	176	100%	0	0%	0	0%
Total	2,186	22%	6,836	71%	659	7%	2,001	20%	7,053	72%	730	8%	1,858	19%	6,975	72%	797	8%

Employees by functional level and race

GRI 405-1

	White						Black						Mixed race					
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Executive Board	67	94%	79	93%	78	96%	0	0%	0	0%	0	0%	4	6%	6	7%	3	4%
Management	610	83%	620	82%	611	77%	18	3%	21	3%	28	4%	96	13%	98	13%	144	18%
Professionals	2,818	69%	2,808	68%	2,641	63%	244	6%	283	7%	330	8%	933	23%	949	23%	1,148	27%
Sales Force	342	69%	353	68%	330	65%	25	5%	32	6%	34	7%	118	24%	127	24%	131	26%
Stores	852	45%	859	42%	803	40%	186	10%	236	12%	245	12%	774	41%	842	41%	867	43%
Call centers	1,130	55%	984	53%	838	49%	250	12%	260	14%	262	15%	594	29%	566	30%	570	34%
Interns	75	35%	94	40%	76	42%	48	22%	42	18%	29	16%	84	39%	95	40%	69	39%
Young Apprentices	43	34%	45	32%	85	48%	30	23%	26	18%	24	14%	54	42%	66	47%	64	36%
Total	5,937	61%	5,842	-60%	5,462	57%	801	8%	900	9%	952	10%	2,657	27%	2,749	28%	2,996	31%

Employees by functional level and ethnicity

GRI 405-1

	Oriental						Indigenous						Not informed					
	2021		2022		2023		2021		2022		2023		2021		2022		2023	
Executive Board	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Management	6	1%	9	1%	10	1%	0	0%	0	0%	0	0%	3	0.4%	4	0.5%	1	0.1%
Professionals	52	1%	55	1%	52	1%	7	0.2%	6	0.1%	4	0.1%	31	0.8%	39	0.9%	26	0.6%
Sales Force	4	1%	2	0.4%	5	0.1%	1	0.2%	1	0.2%	3	0.6%	7	1%	5	1%	3	0.6%
Stores	34	2%	38	2%	35	2%	8	0.4%	6	0.3%	9	0.5%	56	3%	63	3%	41	2%
Call centers	19	1%	12	1%	7	0.4%	1	0.1%	0	0%	1	0.1%	47	2%	43	2%	15	0.9%
Interns	2	1%	2	1%	4	2%	0	0%	0	0%	0	0%	7	3%	4	2%	1	0.6%
Young Apprentices	0	0%	3	2%	1	1%	0	0%	0	0%	0	0%	1	0.8%	1	0.7%	2	1%
Total	117	1%	121	1%	114	1%	17	0.2%	13	0.1%	17	0.2%	152	2%	159	2%	89	0.9%

Understand the ratio tables by functional level:

- For each level, the ratio of average-base salary or total compensation for women over average-base salary or total compensation for men was calculated.
- When this ratio is equal to 1, it means that the two averages are equal.

- When this ratio is less than 1, women earn, on average at the functional level, less than men.
- Decimal values show how much higher or lower this proportion is: for a result of 0.97, women earn 3% less on average than men in the functional category.



Ratio of women's basic salary and remuneration to men's ¹

GRI 405-2

	2021		2022		2023	
	Base salary	Remuneration	Base salary	Remuneration	Base salary	Remuneration
Director level	1.04	1.04	0.93 ²	0.92 ²	0.91 ²	0.90
Leaders	0.98	0.98	0.97	0.97	0.99	0.99
Stores	1.00	1.00	1.00	1.00	1.00	1.00
Call centers	1.00	1.00	1.00	1.00	1.00	1.00
Other professionals	0.98	0.98	0.98	0.98	0.97	0.97

58 times is the ratio between the highest compensation paid by TIM (CEO) and the average compensation of other employees (excluding the CEO) **GRI 2-21**

¹ Remuneration: considers salaries and main bonuses as sales remuneration (target by position) and profit sharing (PPR/MBO).
² Due to the low number of directors, even movements resulting from natural turnover, no matter how small, can generate more significant variations in the indicator than in the other categories.



Understand the hiring and turnover tables:

- The total number of employees hired/dismissed and the hiring/turnover rate are presented.
- These rates are calculated considering as denominator the average total number of employees in each category throughout the year (December 2022 to November 2023).
- Interns and young apprentices are not counted.
- Voluntary and involuntary shutdowns are considered.

In 2023, the turnover rate at TIM, considering the average between admissions and dismissals, was 21% and the rate of voluntary dismissals was 8%.

Employees hired, by age group GRI 405-1

	2021		2022		2023	
	Number	Rate	Number	Rate	Number	Rate
Under 30	969	42%	802	46%	688	43%
Between 30 and 50 years of age	1.135	18%	1,424	21%	1,123	16%
Over 50	40	5%	64	9%	51	7%
Total	2,144	23%	2,290	25%	1,862	20%

Employees hired, by gender

GRI 401-1

	2021		2022		2023	
	Number	Rate	Number	Rate	Number	Rate
Men	1,077	23%	1,133	25%	934	20%
Women	1,067	23%	1,157	25%	928	20%
Total	2,144	23%	2,290	25%	1,862	20%

Employees hired, by region

GRI 401-1

	2021		2022		2023	
	Number	Rate	Number	Rate	Number	Rate
North	92	40%	88	35%	71	29%
Northeast	133	22%	155	25%	164	24%
Midwest	110	32%	115	33%	127	36%
Southeast	1,514	20%	1,631	22%	1,230	17%
South	295	42%	301	47%	270	41%
Total	2,144	23%	2,290	25%	1,862	20%



Employees who left the company, by age group.

GRI 401-1

	2021		2022		2023	
	Number	Rate	Number	Rate	Number	Rate
Under 30	792	34%	686	40%	532	33%
Between 30 and 50 years of age	1,329	21%	1,426	21%	1,342	19%
Over 50	105	14%	109	16%	119	16%
Total	2,226	24%	2,221	24%	1,993	21%

Employees who left the company, by gender

GRI 401-1

	2021		2022		2023	
	Number	Rate	Number	Rate	Number	Rate
Men	1,185	25%	1,119	24%	991	21%
Women	1,041	23%	1,102	24%	1,002	21%
Total	2,226	24%	2,221	24%	1,993	21%

Employees who left the company, by region

GRI 401-1

	2021		2022		2023	
	Number	Rate	Number	Rate	Number	Rate
North	78	34%	75	30%	84	35%
Northeast	161	26%	103	16%	123	18%
Midwest	121	35%	101	29%	137	39%
Southeast	1,571	21%	1,580	22%	1,387	19%
South	295	42%	362	57%	262	39%
Total	2,226	24%	2,221	24%	1,993	21%

In 2023, there were no restructuring or extinction of significant areas that caused collective dismissals in the Company's staff. In these situations, we reinforce our commitment to always act together with the representation of employees (unions) in order to seek to minimize social impacts, also seeking to provide alternatives for relocation to other functions within the company or in the market.

Human rights

GRI 2-23, 2-24, 2-25, 410-1

Our premise is to treat all people with dignity and respect, both in operations and throughout our value chain, seeking to ensure the non-violation of internationally recognized rights, including those related to work and non-discrimination.

For eight years, we have participated in the Human Rights Working Group in the Global Compact Brazil Network. Since then, we have created internal regulations for the subject, such as the Policy on Prevention, Prohibition and Management of Practices of Moral, Sexual Harassment and Bullying; the Code of Ethics and Conduct; the TIM Group Human Rights Policy; the Supplier Relationship Policy and the Social Responsibility Policy.

These instruments guide the daily conduct of employees and also cover the prohibition of child labor, forced labor, or similar to slavery; the rejection of discriminatory attitudes and sexual or moral harassment; the guarantee of freedom of association and collective bargaining; and the promotion and valorization of diversity. All of them are published on TIM's institutional website.

Periodically, we implement processes to mitigate risks related to human rights, such as the self-assessment of our activities in relation to possible impacts on human rights, such as those related to diversity, discrimination, fairness of opportunities, freedom of union association, labor practices and privacy in the use of customer data.

In 2023, we continued the human rights due diligence process initiated in 2022. The work, carried out independently, was based on the UN Guiding Principles on Business and Human Rights and other national and international standards and parameters. Several departments of the Company were involved in the collection of documents, processes and strategic procedures on human rights issues, in addition to interviews with internal stakeholders to collect perceptions.



Our commitment to Human Rights is affirmed through the Code of Ethics and Conduct and all our policies, aimed at **employees, suppliers and customers.**

All analyzes were consolidated into recommendations and resulted in a plan to improve TIM's mechanisms for respecting and promoting rights. In 2024, TIM will continue to develop actions to improve the relationship with stakeholders, prevent and mitigate negative impacts on human rights and maximize the Company's positive social impact.

In addition, we support and encourage our partners to approve the Universal Declaration of Human Rights and the International Conventions on Civil and Political Rights, as well as Economic, Social and Cultural Rights, among other policies issued by the International Labor Organization (ILO), the United Nations Human Rights Council, the Organization for Economic Cooperation and Development (OECD) and ISO 26000.

We are committed to being a leading and proactive company in initiatives and networks related to Human Rights, locally and internationally, both at the sectoral and intersectoral levels. We are involved in initiatives in the Information and Communication Technology sector with the objective of raising the standards of Human Rights (social, environmental and ethical) within the supply chain. Through TIM's training platform, we provide a specific course on human rights for all employees. The content contributes to the qualification in the topic and to the promotion of a culture of respect for human rights. Security professionals also undergo formal training in the policies and procedures

related to the topic. In the period, 100% of these workers were trained.

Any deviations that disrespect human rights must be reported to TIM's Whistleblowing Channel. In 2023, 66 reports related to the topic were received:

- 15 on discrimination (three well-founded, more information on [page 138](#))
- Six on threats or coercion (one well-founded)
- One relating to privacy issues (unfounded)
- Three referring to physical aggression (none well-founded)
- 17 on violations of business partners' labor laws (a well-founded one)
- Nine on moral harassment (three valid)
- 14 on sexual harassment (three well-founded)
- One related to bullying (well-founded).

Disciplinary measures were applied, including dismissals, feedback and disqualification of the business partner. In 2023, three cases reported in 2022 were also concluded related to: threat and coercion (the victim received support), one related to racial discrimination (unfounded) and one on moral harassment (inconclusive).

Combating pedophilia

Combating pedophilia on the internet is an effort of all agents involved in the production, access and consumption of adult content. Aware of this relevance, TIM supports SaferNet (an entity focused on the safe consumption of online content), together with other companies in the sector and government agencies, to prevent this type of crime and encourage reporting.

Access to adult content services provided by TIM can only be made by customers with the use of a password and declaration that the user is of legal age. In addition, the Company limits its portfolio to classification 3.2 (international code). Adequate filtering and abuse prevention systems are also enabled in TIM services, including for nationally provided services such as image downloads, video streaming and podcasts. In 2023, the revenue associated with access to adult content totaled about R\$ 18 million.

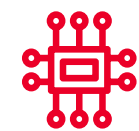
Instituto TIM

We value the promotion of human development and Instituto TIM ('TIM Institute') plays a fundamental role in this mission, strengthening and directing the Company's social investment. With ten years of experience, the organization focuses on the democratization of knowledge, science and technology, with innovation as a lever of social transformation. All the projects developed are aligned with TIM's ESG strategy and have already benefited more than 700 thousand people in about 500 cities in all Brazilian states.

In order to minimize TIM's indirect economic impacts on society, the Institute operates in four main areas:



Teaching: develops and democratizes pedagogical approaches and didactic resources that contribute to education in Brazil;



Technological applications: invests in technological solutions that favor human development;



Work: creates and democratizes teaching strategies that promote the productive technological inclusion of young people;



Social inclusion: helps promote citizenship and the dissemination of knowledge.



Main projects in 2023

Partnership with Gerando Falcões

In 2023, Instituto TIM e and Gerando Falcões launched the "Fortalecendo Redes" (Strengthening Networks) Call for Proposals, a significant step to strengthen Civil Society Organizations (CSOs) that are part of the Gerando Falcões Network and work in the areas of culture, sports, leisure, and education. The main objective of the public notice is to institutionally strengthen CSOs working with children, adolescents and young people in situations of social vulnerability, promoting their human development. The expectation is to benefit about nine thousand people. The selected proposals received financial support from Instituto TIM, which allocated R\$ 1 million to ten organizations, providing R\$ 100,000 to each.

In addition, Instituto TIM granted scholarships for training in Sales and Telecommunications of people from territories of the Gerando Falcões Network. At the end of the training cycle, a part of the participants was hired by TIM to work in the Company's stores.





Bateria do Instituto TIM (Drum Group)

An inclusive initiative that takes place in Rio de Janeiro and offers music education to children, young people and adults, with and without disabilities. It has professional support that includes drum master, music monitors, Libras interpreter, psychologist, as well as singing and body expression teachers. In 2023, the Bateria do Instituto TIM had important performances in the city's cultural scene, performing at the opening of the TIM Music Noites Cariocas and TIM Music Rio festivals, where

they opened shows by renowned artists such as Gilberto Gil and Daniela Mercury and the Monobloco carnival group. Since 2010, Instituto TIM's Drums Band has had the following results:

250 participants, of which **56% are people with disabilities** and **30% live in favelas** in Rio de Janeiro

Performed **56 shows**.

Academic Working Capital (AWC)

Entrepreneurial education program that supports university students determined to transform program completion papers (TCC) into technology-based businesses. Students receive training, mentoring and financial support to purchase materials for prototype development. Created in 2015, it has already achieved the following results:

508 university students benefited

82 universities from all over Brazil involved

210 projects supported

114 startups launched

20 projects were selected in 2023

56% of teams are led by women

Artificial intelligence that improves the creation of shrimp in tanks; the tokenization of green areas for environmental conservation; a platform that connects animal rescue NGOs with potential adopters; and the use of ultraviolet light powered by renewable energy to improve water quality in cattle drinking fountains were some of the projects selected for the eighth edition of Academic Working Capital in 2023.

Partnership with One By One

The Exponential Education initiative aims to prepare for the labor market, stimulating entrepreneurship in a playful and interactive way. The program is aimed at children, teenagers, young people and their families served by One By One – an entity that works to provide social inclusion for families with children with physical, motor or neurological disabilities and in social vulnerability.

In 2023, **88 students** completed the course, of which **39 are women**;

In order to provide the first professional experience to the graduates, three students who stood out in the first semester class became class monitors in the current semester and the other students were sent to other courses to continue their professional improvement.

Instituto TIM Scholarships – OBMEP

The program offers scholarships to medalists of the Brazilian Public Schools Mathematics Olympiad (OBMEP) who have entered public universities and come from low-income families.

44 students benefited from **25** public higher education institutions in 15 states in 2023

R\$1,200.00 in average monthly scholarship, offered for up to four years

Since 2014, more than 317 students have benefited

261 scholarship beneficiaries completed college, including **85 women and 176 men**



TIM TEC

Platform that offers free and open software courses aimed at professional education and related to ICTs information and communication technologies; there are also training on the topic for teachers of basic education.

32 free courses available

237,260 users registered on the platform

Support for emergency situations

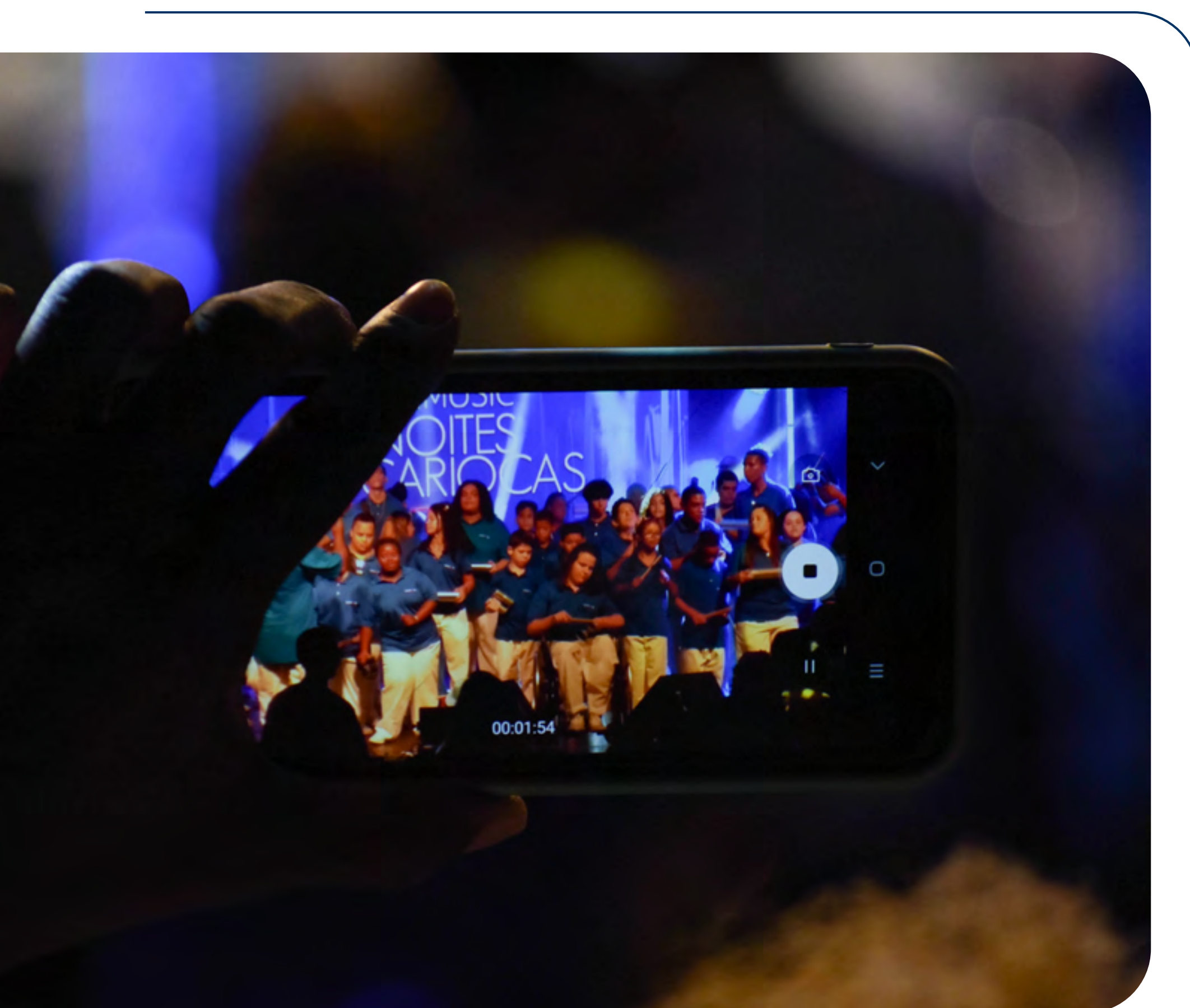
Through Instituto TIM, we contributed to the confrontation of some emergency situations caused by extreme weather events that devastated several regions of Brazil, impacting thousands of families. We deliver food baskets containing essential items for food security, destined for the states of Maranhão and Pará, in addition to school *kits* to be distributed to students in Rio Grande do Sul.

In recent years, we have maintained a continuous commitment to the Dara Institute's Family Action Plan Program – PAF, focused on families in situations of social vulnerability. Donations are directed to the acquisition of essential foods, such as basic food baskets and milk, complemented by the nutritional monitoring of families. This contribution has played a substantial role in the social development of these communities, reinforcing our commitment to promoting positive and lasting change.



Learn more
about Instituto
TIM's projects.





Private Social Investment

GRI 413-1

Social investments (R\$ thousand)

	2021	2022	2023 ¹
Donations	1,402	2,160	1,280
Instituto TIM Projects	3,233	3,496	3,173
Education	1,545	1,185	960
Investments	0	0	0
Work	116	708	763
Inclusion	632	814	786
Others	940	789	664
Community Initiatives²	6,043	19,029	6,620
Sports sponsorships	3,480	1,680	1,100
Cultural sponsorships	1,860	16,619	5,520
Others	703	730	0
Total	10,679	24,684	11,073²

TIM's Private Social Investment Policy determines the strategic guidelines for activities related to corporate citizenship. The Company's social investments are contributed in donations to Instituto TIM projects and in sponsorships with social benefit.

In 2023, R\$ 11 million were invested, of which 26% related to tax incentives.

¹ Expenses for the management of social investment totaled R\$ 414,000. The amount equivalent to the volunteer hours performed by employees in 2023 was R\$ 2,547.17.

² In 2023, the difference occurs mainly due to the reduction of sponsorship incentives.



Attachments

GRI Content
Summary

SASB Content
Index

Assurance Report

GRI content summary

Statement of use | TIM S.A. has reported in accordance with the GRI Standards for the period from January to December 2023.

GRI 1 used | GRI 1: Foundation 2021

GRI Standard	Content	Direct response/Location	Omission			SDG	Global Compact
			Omitted Requirement	Reason	Explanation		
GRI 2: General Disclosures 2021							
The organization and its reporting practices	2-1 Organization details	Page 58 .					
	2-2 Entities included in the organization's sustainability report	Page 5 .					
	2-3 Reporting period, frequency and contact point	TIM's financial report and ESG report refer to the period from January 1 st to December 31 st , 2023. On a quarterly basis, TIM discloses on its Investor Relations website the main financial and ESG information (https://ri.tim.com.br/en/services/corporate-events-calendar/)					
	2-4 Restatements of information	The indicators that underwent restatements in 2023 were: 1. Complaints received from Anatel (page 53); 2. GRI 305-3 (page 103); 3. GRI 302-1 (page 105).					
	2-5 External assurance	Pages 169 and 170 .					

GRI Standard	Content	Direct response/Location	Omission			SDG	Global Compact
			Omitted Requirement	Reason	Explanation		
GRI 2: General Disclosures 2021							
Activities and workers	2-6 Activities, value chain and other business relationships	Pages 5 , 27 , 33 , 46 , 54 and 89 .				3	
	2-7 Employees	Pages 117 to 120 .	2-7-b-iii	Not applicable	There are no employees without a workload guarantee.	8, 10	
	2-8 Workers who are not employees		Complete omission	Information unavailable/incomplete.	The company has evaluated the conditions and means to seek to centralize information on workers who are not employed, distributed today on numerous contracts and mainly allocated to customer service, sales and networking.	8, 10	
Governance	2-9 Governance structure and its composition	Page 59 , 60 , 62 e 64 .				16	
	2-10 Nomination and selection to the highest governance body	Page 60 .				16	
	2-11 Chair of the highest governance body	Page 60 .				16	
	2-12 Role of the highest governance body in overseeing the management of impacts	Page 62 .				16	
	2-13 Delegation of responsibility for managing impacts	Pages 60 , 62 , 64 .				5, 16	
	2-14 Role of the highest governance body in sustainability reporting	Pages 6 and 62 .				16	
	2-15 Conflicts of interest	Pages 76 and 78 .				5, 16	
	2-16 Communication of critical concerns	Pages 60 and 64 .				16	
	2-17 Collective knowledge of highest governance body	Pages 12 and 124 .				16	
	2-18 Evaluation of the performance of highest governance body	Page 63 .				16	
	2-19 Remuneration policies	Page 65 . Regarding the Private Pension Plan, it should be noted that it does not include the members of the Board of Directors and the members of the Fiscal Council.				16	
2-20 Process to determine remuneration	Pages 65 to 67 .				16		
2-21 Annual total compensation ratio	Page 146 .				16		

GRI Standard	Content	Direct response/Location	Omission			SDG	Global Compact
			Omitted Requirement	Reason	Explanation		
GRI 2: General Disclosures 2021							
Strategy, policies and practices	2-22 Statement on sustainable development strategy	Pages <u>3</u> and <u>12</u> .					
	2-23 Policy commitments	Pages <u>12</u> , <u>22</u> , <u>71</u> , <u>72</u> , <u>76</u> , <u>82</u> , <u>83</u> , <u>85</u> , <u>89</u> , <u>94</u> , <u>98</u> and <u>150</u> .					
	2-24 Embedding policy commitments	Pages <u>17</u> , <u>20</u> , <u>22</u> , <u>76</u> , <u>78</u> , <u>81</u> , <u>89</u> and <u>150</u> .					
	2-25 Processes to remediate negative impacts	Pages <u>12</u> , <u>17</u> , <u>20</u> , <u>49</u> , <u>52</u> , <u>73</u> , <u>80</u> and <u>150</u> .					
	2-26 Mecanismos para aconselhamento e apresentação de preocupações	Pages <u>52</u> and <u>80</u> .					
	2-27 Compliance with laws and regulations	Page <u>83</u> .					
	2-28 Membership in associations	Page <u>25</u> . In 2023, TIM's total associative contributions were around R\$ 15 million. The main contributions were: - ABR: R\$ 9,998,557; - Conexis: R\$ 3,050,780; - GSMA: R\$ 619,920; - ConectarAgro: R\$ 140,000; and - Telebrasil: R\$ 37,702.				16	
Stakeholder Engagement	2-29 Approach to stakeholder engagement	Pages <u>6</u> and <u>20</u> .					
	2-30 Collective bargaining agreements	Page <u>121</u> .				8	
GRI 3: Material Topics 2021							
Innovation and Technology	3-1 Process to determine material topics	Pages <u>6</u> to <u>10</u> .				17	
	3-2 List of material topics	Page <u>8</u> and <u>9</u> .					
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages <u>40</u> to <u>45</u> .				8, 9, 11	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Pages <u>35</u> and <u>115</u> .				8, 9, 11	

GRI Standard	Content	Direct response/Location	Omission		SDG	Global Compact
			Omitted Requirement	Reason		
Digital inclusion and connectivity						
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 113 to 115 .			1, 5, 9, 10, 11	
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	Pages 33 , 98 and 113 .			1, 5, 9, 10, 11	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Page 157 .			1, 5, 9, 10, 11	1
	413-2 Operations with significant actual and potential negative impacts on local communities	Page 95 .			1, 5, 9, 10, 11	1
Privacy and Data Security						
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 84 to 88 .			16	
GRI 418: 2016 Client Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 85 .			16	
Energy efficiency						
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 104 to 107 .			7, 12, 13	7, 8
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Page 105 .			7, 8, 12, 13	7, 8
	302-3 Energy intensity	Page 106 .			7, 8, 12, 13	8
	302-4 Reduction of energy consumption	Page 106 .			7, 8, 12, 13	8, 9
	305-1 Direct (Scope 1) GHG emissions	Page 100 .			3, 12, 13, 14, 15	7, 8
GRI 305: Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions	Page 100 and 101 .			3, 12, 13, 14, 15	7, 8
	305-3: Other indirect (Scope 3) (GHG) emissions	Page 100 and 103 .			3, 12, 13, 14, 15	7, 8
	305-4 GHG emissions intensity	Page 100 and 103 .			13, 14, 15	8
	305-5 Reduction of GHG emissions	Page 100 .			13, 14, 15	8, 9

GRI Standard	Content	Direct response/Location	Omission		SDG	Global Compact
			Omitted Requirement	Reason		
Service quality						
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 46 to 56 .			9	
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Page 37 .			3, 12	
	417-2 Incidents of non-compliance concerning product and service information and labeling	Page 37 .			16	
	417-3 Incidents of non-compliance concerning marketing communications.	Page 82 .			16	
Health, well-being and safety						
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 116 to 149 .			3, 5, 8	
GRI 401: Employment 2016	401-1 New hirings and employee turnover	Page 148 and 149 .			5, 8, 10	6
	401-3 Parental-leave	Page 135 .			5, 8	6
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Page 130 .			3, 8, 12	
	403-2 Hazard identification, risk assessment and incident investigation	Page 132 .			3, 8, 12	
	403-3 Occupational health services	Page 134 .			8	
	403-4 Participation of employees, and consultation and communication with employees about occupational health and safety	Page 132 .			8, 16	
	403-5 Worker training on occupational health and safety	Page 124 and 131 .			8	
	403-6 Promotion of worker health	Page 116 , 121 , 131 and 134 .			3, 8, 12	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Page 132 .			8	
	403-8 Workers covered by an occupational health and safety management system	Page 130 .	403-8-a	Information unavailable/incomplete.	TIM continues to dedicate itself to the evolution of its management model for contractors and especially subcontractors, and currently has partial visibility of the information (number and percentage of professionals who are covered by the occupational health and safety management system) requested by this disclosure. The company will demonstrate its improvements over the next cycles.	8

GRI Standard	Content	Direct response/Location	Omission			SDG	Global Compact
			Omitted Requirement	Reason	Explanation		
Health, well-being and safety							
GRI 403: Occupational Health and Safety 2018	403-9 Work-related injuries	Page 133 .	403-9-b	Information unavailable/incomplete.	TIM continues to dedicate itself to the evolution of its management model for contractors and especially subcontractors, and currently has partial visibility of the information (number and rate of fatalities and accidents at work, with serious consequences and mandatory reporting, number of hours worked and main types of accidents at work) requested by the indicator. The company will demonstrate its improvements over the next cycles.	3, 8, 12, 16	
	403-10 Work-related ill health	Pages 133 and 134 .	403-10-b	Information unavailable/incomplete.	TIM continues to dedicate itself to the evolution of its management model for contractors and especially subcontractors, and currently has partial visibility of the information (number of deaths resulting from occupational diseases, number of cases of occupational diseases subject to mandatory reporting and the main types of occupational diseases) requested by the indicator. The company will demonstrate its improvements over the next cycles.	3, 8, 16	
GRI 416: Consumer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Page 37 .				3, 12	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Page 37 .				16	
Ethics, Integrity and Compliance							
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 76 to 83 .				16	10
GRI 205: Combate à Corrupção 2016	205-1 Operations assessed for risks related to corruption	Page 78 .				16	10
	205-2 Communication and training about anti-corruption policies and procedures	Page 81 .				16	10
	205-3 Confirmed incidents of corruption and actions taken	Page 80 .				16	10
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Page 82 .				16	

GRI Standard	Content	Direct response/Location	Omission		SDG	Global Compact
			Omitted Requirement	Reason		
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Page 138 .			5, 8	6
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Page 89 .			5, 8, 16	5
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers with significant risk of forced or compulsory labor	Page 89 .			5, 8	4
GRI 410: Práticas de Segurança 2016	410-1 Security personnel trained in human rights policies or procedures	Page 150 .			16	1
Transparency and relations with the priority publics						
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 20 to 25 .			12, 16	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Page 68 .			8, 9	
	201-2 Financial implications and other risks and opportunities due to climate change	Page 73 .			13	7
	201-4 Financial assistance received from the government	Page 22 .			16, 17	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Page 92 .			8	
Transparency and relations with the priority publics						
GRI 207: Tax 2019	207-1 Approach to tax	Page 70 .			1, 10, 17	
	207-2 Tax governance, control, and risk management	Page 70 .			1, 10, 17	
	207-3 Stakeholder engagement and management of concerns related to tax	Page 70 .			1, 10, 17	
GRI 308: Environmental Evaluation of Suppliers 2016	308-1 New suppliers that were screened using environmental criteria	Page 89 .			12	7
	308-2 Negative environmental impacts in the supply chain and actions taken	Page 89 .			12	7
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of governance bodies and employees	Pages 141 to 145 ; 147 .			5, 8, 10	6
	405-2 Ratio of basic salary and remuneration of women to men	Page 146 .			5, 8, 10	6
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Page 89 .			5, 8, 12, 16	2, 4, 5, 6, 8
	414-2 Negative social impacts in the supply chain and measures taken	Page 89 .			5, 8, 12, 16	2, 4, 5, 6, 8
GRI 415: Public Policies 2016	415-1 Political contributions	Page 77 .			16	10



GRI Standard	Content	Direct response/Location	Omission		SDG	Global Compact
			Omitted Requirement	Reason Explanation		
Contents not associated with material topics						
GRI 301 - 2016 Materials	301-1 Materials used, broken down by weight or volume	Page 103 .			8, 12	7, 8
	301-3 Products and their packaging recovered	Page 108 and 110 .			8, 12	
GRI 303: Water and effluents 2018	303-1 Interactions with water as a shared resource	Page 97 .			6, 12	7, 8
	303-2 Managing impacts related to water discharge	Page 97 .			6	7, 8
	303-5 Water consumption	Page 97 .			6	7, 8
GRI 304: 2016 Biodiversity	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Page 96 .			6, 14, 15	8
	304-2 Significant impacts of activities, products and services on biodiversity	Page 94 .			6, 14, 15	8
Contents not associated with material topics						
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Page 107 .			3, 6, 11, 12	7, 8
	306-2 Management of significant waste-related impacts	Page 107 .			3, 6, 8, 11, 12	7, 8
	306-3 Waste generated	Pages 110 and 111 .			3, 6, 11, 12, 15	7, 8
	306-4 Waste diverted from disposal	Pages 110 and 111 .			3, 6, 11, 12, 15	
	306-5 Waste sent for final disposal	Pages 110 and 111 .			3, 6, 11, 12, 15	
GRI 404: Training and Education 2016	404-1 Average hours of training per year, per employee	Page 125 .			4, 8	6
	404-2 Programs for upgrading employee skills and transition assistance programs	Page 124 .			8	
	404-3 Percentage of employees receiving regular performance and career development reviews	Page 122 .			5, 8, 10	6

SASB content index

SASB Standard	Content	Page/Response
Innovation and Technology		
SASB TC-TL-520a.2	Actual average download speed: (1) own content and associated with business partner and (2) non-associated content (Mbps)	The methodology used in the calculation of the measurement, according to the standard adopted in Brazil by Anatel, differs from that suggested. Disclosure in absolute amounts is not possible for strategic confidentiality reasons.
SASB TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating and related practices	Page 36 .
Digital inclusion and connectivity		
SASB TC-TL-000.A	Number of wireless subscribers	Page 46 .
SASB TC-TL-000.B	Number of landline subscribers	Page 46 .
SASB TC-TL-000.C	Number of broadband subscribers	Page 46 .
SASB TC-TL-000.D	Network Traffic.	Page 106 .
Privacy and Data Security		
SASB TC-TL-220a.1	Description of policies and practices related to behaviors in advertising and customer privacy	Page 85 .
SASB TC-TL-220a.2	Number of clients whose information is used for secondary purposes	Page 85 .
SASB TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Page 88 .
SASB TC-TL-220a.4	(1) Number of lawful requests for customer information (2) Number of customers whose information was requested (3) Percentage that resulted in disclosure	Page 88 .



SASB Standard	Content	Page/Response
SASB TC-TL-230a.1	(1) Number of data breaches (2) Percentage involving personally identifiable information (3) Number of customers affected	Page 84 .
SASB TC-TL-230a.2	Description of approach to identifying and assessing risks associated with data security, including use of third-party cybersecurity standards	Page 84 .
Energy efficiency		
SASB TC-TL-130a.1	(1) Total energy consumed (2) Percentage of grid electricity (3) Renewable percentage	Page 104 .
Quality of services		
SASB TC-TL-550a.1	(1) Average system outage frequency (outages per customer) (2) Average system outage duration (hours per customer)	Page 37 .
SASB TC-TL-550a.2	Discussion of systems for continuous service provision during outages	Page 71 . Note: the main business continuity risks associated with technological interruptions at TIM are: i. events that compromise the ICT infrastructure, partially or totally, resulting in loss of service or, in more serious situations, loss of business; ii. TIM's structural connectivity routes, built on third-party infrastructure, subject to contracts that involve risks that compromise our ability to maintain them.
Ethics, Integrity and Compliance		
SASB TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior	Page 82 .
Indicators not associated with material topics		
SASB TC-TL-440a.1	(1) Materials recovered through return programs (t) (2) Percentage of materials recovered that were reused (3) Percentage of materials recovered that were recycled (4) Percentage of materials recovered that were destined for landfill	Page 108 .

Assurance Report

GRI 2-5



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A free translation from Portuguese into English of auditors' limited assurance report on non-financial statements, originally prepared in Portuguese.

Limited Assurance Report of Independent Auditors on Sustainability Indicators contained in the ESG Report and Greenhouse Gas Emissions Inventory of TIM S/A, base year 2023.

To the
Shareholders, Directors and Administrators of
TIM S/A
Rio de Janeiro - RJ

Introduction

We have been engaged by TIM S/A ("TIM") to present our limited assurance report on the sustainability indicators ("indicators") contained in the TIM's 2023 ESG Report ("Report 2023") and TIM's Greenhouse Gas Emissions Inventory 2023 ("GHG Inventory 2023"), related to the year ended December 31, 2023.

Our limited assurance does not extend to information from previous periods or to any other information disclosed together with the Report 2023 or GHG Inventory 2023, including any images, audio files or embedded videos.

Responsibilities of TIM's management

TIM's management is responsible for:

- Selecting and establishing the appropriate criteria for the preparation of information contained in the Report 2023 and GHG Inventory 2023;
- Preparing the information according to the criteria and guidelines of the Global Reporting Initiative ("GRI Standards"), the Sustainability Accounting Standards Board - Telecommunications ("SASB") and for the preparation of the GHG Inventory 2023 TIM has adopted the specifications of the Brazilian GHG Protocol Program;
- Designing, implementing and maintaining internal control over the information relevant to the preparation of indicators contained in the Report 2023 and GHG Inventory 2023, which are free from material misstatement, whether caused by fraud or error.

Responsibility of the independent auditors

Our responsibility is to express a conclusion on the indicators contained in the Report 2023 and GHG Inventory 2023, based on the limited assurance work conducted in accordance with Technical Communication (CTO) No. 07/2022, issued by the Federal Council of Accounting - CFC, and based on NBC TO 3000 - Assurance Engagements Other than Audit and Review, also issued by CFC, which is equivalent to the international standard ISAE 3000, Assurance engagements other than audits or reviews of historical financial information, issued by the International Auditing and Assurance Standards Board (IAASB) and ISAE 3410 Assurance Engagements on Greenhouse Gas Statements also issued by IAASB. These standards require the auditor to comply with ethical requirements, independence and other responsibilities referred to them, including the application of the Brazilian Quality Control Standard (NBC PA 01) and, therefore, maintaining a comprehensive quality control system, including documented policies and procedures on compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Additionally, these standards require that the work be planned and performed with the aim of obtaining limited assurance that the indicators contained in the Report 2023 and GHG Inventory 2023, taken as a whole, are free from material misstatement.

A limited assurance engagement conducted in accordance with NBC TO 3000 (ISAE 3000) and ISAE 3410 mainly consists of inquiries to TIM's management and other TIM professionals who are involved in the preparation of information, as well as the application of analytical procedures to obtain evidence that allows us to conclude, by limited assurance, about the information taken as a whole. A limited assurance engagement also requires the execution of additional procedures when the independent auditor becomes aware of matters that lead him to believe that the indicators disclosed in the Report 2023 and GHG Inventory 2023, taken as a whole, may present material misstatements.

The selected procedures were based on our understanding of the aspects related to the compilation, materiality and presentation of the indicators contained in the Report 2023 and GHG Inventory 2023, other circumstances of work and our consideration of areas and processes associated with the material information disclosed in the Report 2023 and GHG Inventory 2023, where material misstatements could exist. The procedures included, among others:

- a) planning the work, considering the relevance, the volume of quantitative and qualitative information and the operational and internal control systems that underpinned the preparation of the indicators contained in the Report 2023 and GHG Inventory 2023;
- b) understanding the methodology of calculations and procedures for the compilation of indicators and GHG Inventory through inquiries with managers responsible for the preparation of the information;
- c) the application of analytical procedures to the quantitative information and inquiries about the qualitative information and its correlation with the indicators contained in the Report 2023 and GHG Inventory 2023;
- d) in cases where the indicators and GHG Inventory correlate with financial nature indicators, the comparison of these indicators with the financial statements and/or accounting records.

The limited assurance work also included adherence to the guidelines and criteria of the GRI Standards, SASB and the specifications of the Brazilian GHG Protocol Program applicable to the preparation of indicators contained in the Report 2023 and GHG Inventory 2023.

We believe that the evidence obtained in our work is sufficient and appropriate to support our conclusion in a limited form.

Scope and limitations

The procedures performed in a limited assurance engagement vary in terms of nature and timing and are less extensive than in a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially less than would be obtained had a reasonable assurance engagement been performed. If we had performed a reasonable assurance engagement, we might have identified other matters and possible misstatements that may exist in the indicators contained in the Report 2023 and GHG Inventory 2023. Therefore, we do not express an opinion on this information.

Non-financial data are subject to more limitations than financial data, given the nature and diversity of methods used to determine, calculate or estimate these data. Qualitative interpretations of materiality, relevance and data accuracy are subject to individual assumptions and judgments. Additionally, we did not perform any work on data reported for previous periods, nor on future projections and targets.

The preparation and presentation of the indicators and GHG Inventory 2023 followed the criteria of the GRI Standards, SASB and the specifications of the Brazilian GHG Protocol Program and, therefore, are not intended to ensure compliance with social, economic, environmental or engineering laws and regulations. These standards do, however, provide for the presentation and disclosure of any non-compliance with such regulations in the event of significant fines or penalties. Our assurance report should be read and understood in this context, inherent to the selected criteria (GRI Standards, SASB and the specifications of the Brazilian GHG Protocol Program).

Conclusion

Based on the procedures performed, as described in this report and on the evidence obtained, nothing has come to our attention that causes us to believe that the indicators contained in the Report 2023 and GHG Inventory 2023 for the year ended December 31, 2023 of TIM, were not prepared, in all material respects, in accordance with the criteria and guidelines of the GRI Standards, SASB and the specifications of the Brazilian GHG Protocol Program.

Rio de Janeiro (RJ), May 3, 2024.

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TIM Brasil

TIM coordination

Regulatory, Institutional and Press Relations – Environmental,
Social & Governance – Corporate Social Responsibility

GRI consulting, content and design

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Review

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Translation

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