



## **DIVERSITY AND INCLUSION POLICY**

### **PREMISE**

The TIM Brazil group companies acknowledge and value diversity in all their relationships, not performing nor tolerating any discriminatory and embarrassing expression, attitude or behavior in the relationships and work environment, including the positioning of employees and third parties on TIM's official social network.

We believe in inclusive culture as a fundamental pillar to foster people's positive experience, innovation, and a healthy organizational atmosphere, which confirms TIM's ethical stance and renders it even more attractive and competitive. Therefore, we encourage a posture of respect and appreciation of differences, not lenient to situations of discrimination against groups underrepresented by their gender, sexual orientation, ethnic/racial origin, nationality, cultural background, gender identity and expression, disability, age, religion, socioeconomic status, way of thinking, beliefs, among others.

When advising on the conditions existing in TIM's Collective Labor Agreements, the guidelines contained in this policy will comply with the current regulatory instrument; and under no circumstances will they promote different conditions, even if more favorable and the ones below the minimum levels established in TIM's Collective Labor Agreements

### **TARGET AUDIENCE**

This policy applies to all TIM employees, interns, and young apprentices.

The policy also applies to employees' and suppliers' family members in interactions and when they are on the premises of the TIM Brasil group companies, as well as in teleworking and/or working from home.

### **PURPOSE AND FIELD OF APPLICATION**

The purpose is to define the diversity and inclusion guidelines and criteria for the processes related to personnel management in the TIM Brazil group companies, at all hierarchical levels, including diversity's premises by presence of minority social groups (gender, race/ethnicity, generations) on the company's board, through the definition, implementation and management of diversity and inclusion policies, programs and initiatives, aligned with the strategy, organizational culture, and valuation of individual contribution, to encourage an increasingly inclusive environment in the workplace.

TIM encourages its partner companies and suppliers to promote inclusive work environment and relationships, focusing on the appreciation of diversity and encouraging the implementation of policies and programs aimed at inclusion.

Our clients are a sample of society; thus, it is essential to remember that people are diverse. The relationship between TIM employees and customers should be established based on mutual respect, with no stereotypes nor prejudices, so that no type of discrimination be tolerated.



## **GENERAL DESCRIPTION OF THE PROCESS AND RESPONSIBILITIES**

We believe that valuing diversity and guaranteeing the respect for individual human rights are key factors to attract, involve and retain talents, besides being a way of keeping a diverse work environment inclusive, and an organization competitive in the market. For this reason, this policy pledges to ensure an inclusive culture, with actions focused on the positive experience in external journeys, internal network among people, partner companies, suppliers, and service providers, who contribute to add value to the company and to TIM trademark.

## **GENERAL PRINCIPLES**

TIM, as a signatory to the United Nations Global Compact since 2008 (<https://www.unglobalcompact.org/>), reiterates its commitment to implement the ten principles of the Pact, which reinforces the appreciation and respect for human rights, rejects all forms of discrimination, and is committed to promoting and enhancing diversity, inclusion and equal treatment at all company's levels and processes, assuring a healthy environment with balance between people's professional and personal lives.

### **Respect and non-discrimination**

Everyone is treated respectfully and equally, based on their professional skills and competencies in all work-related decisions.

All forms of political, religious, national, ethnic, racial, linguistic, gender- or age-related discriminations are, therefore, expressly prohibited, as well as any form of discrimination against personal and and/or cultural characteristics, such as beliefs, sexual orientation, professional activity, trade union membership, or any other form of social discrimination. Harassment and bullying are not to be tolerated either.

### **Diversity and equity of opportunities**

Diversity appreciation is one of TIM's values, and equity of treatment and opportunities is guaranteed for all people, throughout their workday at TIM, its partner companies, suppliers, and service providers.

### **Inclusion**

The TIM Brazil companies are committed to establishing policies, processes, programs, and initiatives that do not limit their access by any of the interested parties involved, be them leaders, professionals at other levels, clients, suppliers, service providers or other stakeholders. All TIM's people should have the opportunity to know the company's personnel management processes; there should not be any form of restriction, explicit or implicit, on country, gender, religion, culture, belief, sexual orientation, presence of disability, professional activity, race, ethnicity, age, or any other aspect of diversity, if health and security are guaranteed to everyone in their work environment.

## COMMITMENTS

Based on the principles afore mentioned, TIM is committed to implementing specific actions to inhibit all forms of discrimination, foster the enhancement of diversity and the inclusive culture by means of:

- Disclosure and formalization of our commitment to the whole company: leadership, professionals at other levels and stakeholder network.
- Awareness raising and training of leadership and professionals at other levels, aiming to eliminate stereotypes, unconscious biases, and discrimination.
- Diversification of recruitment and selection sources, aiming to attract talents who represent larger cultural and social diversity.
- Promotion and public presentation of our commitment in the constant interaction with customers, suppliers, state bodies, unions, and other stakeholders in our value chain.
- Hiring of suppliers who have a diversity of people in their companies.

Thus, diversity management and inclusive culture permeate all the company's human resources processes:

### **Work environment:**

Implementation of campaigns, educational and awareness-raising actions to combat discrimination and eliminate unacceptable behaviors, including teleworking and/or working from home regime.

**Recruiting and selection:** Revision of the policies and processes to reduce the incidence of unconscious biases and prevent the reproduction of discriminatory stereotypes and attitudes, ensuring the presence of diverse profiles from minority groups throughout all the selection process, stimulating the leadership to evaluate their team composition, and seeking more diversity at each new selection process.

### **Leadership and personnel management:**

Leadership is key in the construction of an inclusive organizational culture and a psychological safety workplace for everybody. Therefore, it is fundamental that the leadership should know this policy, apply it and work as multipliers, focusing on:

- Realizing their own biases and working to minimize them in their daily decisions.
- Developing active listening, and valuing diverse opinions, irrespective of hierarchical relations.
- Creating an environment of trust and psychological safety for their teams.
- Communicating in an assertive and inclusive way.
- Hiring and developing diverse teams.
- Monitoring and contributing to the improvement of the indicators related to diversity and inclusion.
- Contacting the Reporting Channel in situations involving breach of the premises of this Policy.

**Communication:** Continuous use of language and visual elements free of gender markers, sexism, racism, LGBT phobia, ableism, ageism expressions, as well as the use of images containing diversity of people in all campaigns, educational actions, trainings, awareness-raising messages, aiming to reinforce diversity appreciation, and the elimination of unacceptable behaviors and any type of discrimination: sexual orientation, ethnic/racial origin, nationality, cultural background, gender identity and expression, presence of disability, age, etc.

**Qualification and training:** Offer of training with accessibility resources and content specific to each hierarchical level, besides assuring equity of opportunities in the appointment of people for the qualification, training, and knowledge management actions.

**Development and succession:** Strengthening of the specific actions for the improvement of the minority groups in management positions; commitment with the appointment of women, black people, and disabled people to increase the representativity of these groups in leadership positions.

**Remuneration:** Continuous monitoring of the policies and processes to ensure equity of conditions for all, with no tolerance to any type of differentiation based on factors such as gender, sexual orientation, ethnic/racial origin, nationality, cultural background, gender identity and expression, presence of disability, age, religion, economic status, way of thinking, belief, among others.

TIM is committed to continuously reinforcing its decision to include all diversities, promoting cross and specific actions to the following groups, with focus on the policies and processes that guarantee rights, respect, appreciation, and equity of opportunities:

**Cross actions:** Actions which are common to the diversities of Gender, Race, LGBTI+, Disabled People and Generations, with focus on respect, appreciation, inclusion and equity of opportunities.

**Gender:** To act in gender equity stimulating women empowerment, focusing on recruiting policies and succession development and management initiatives, fostering more female representativeness in leadership positions, technological and/or mostly male-dominated jobs.

**Sexual orientation and gender identity - LGBTI+:** To promote an inclusive work environment, fighting LGBT phobia and all discrimination forms, to assure equal treatment to everyone irrespective of sexual orientation, gender identity or expression.

**Ethnicity and race:** To raise awareness of the fight against racism, offering information to guarantee equity of opportunities for all, regardless of ethnicity and race, thus contributing to an increase of the black population in the labor market and representativeness at all TIM Brazil's hierarchical levels.

**Generations:** To enhance generational diversity in an environment that stimulates exchange and mutual learning between generations, adding to the appreciation and inclusion of young and senior people in the job market.



**Disabled people:** To promote actions meant to increase the hiring and presence of disabled people at all professional levels, raising awareness of ableism, offering information to act in the breach of cultural and accessibility barriers to ensure equal opportunities and a genuinely inclusive work environment.

To guarantee the evolution of the company's inclusive culture, the governance model contemplates the commitment of all professional levels, who may voluntarily participate in the Affinity Groups, the President, and direct reports, who are part of the Diversity and Inclusion committee.

## **AFFINITY GROUPS**

Working group formed by TIM's employees, who may be allied or people with representativeness in the pillars, aiming to promote a welcoming environment and dialogue among people, generate insights into diversity and inclusion for the company, map gaps, propose and implement initiatives oriented to the appreciation of all diversity and evolution of inclusive culture, together with the other stakeholders.

## **GLOSSARY:**

**Ally/allied person:** person who supports equity for all, even without having representativeness in a specific diversity category.

**Executive Board:** expression used to designate the executive level linked directly to the CEO.

**Bullying:** word used to designate physical or verbal aggression acts, and repetitive intimidation against an individual who is not accepted by a group.

**Ableism:** discrimination against people with disabilities.

**Discrimination:** unfair or negative treatment of a person who belongs to a certain minority group.

**Diversity:** a set of features that makes us unique; difference; plurality; multiplicity.

**D&I:** acronym used for Diversity and Inclusion.

**Equity:** treating everyone according to their needs, to assure equality of opportunity and rights.

**Gap:** expression used to refer to the difference between normal and desired state; improvement opportunity.

**Gender:** social aspect attributed to the perceived differences among the sexes (man, woman, or non-binary)

**Gender identity:** a person's perception of themselves as being male, female, or non-binary, regardless of their biological sex and gender assigned at birth.

**Underrepresented/minority groups:** social groups historically excluded from spaces of power (political, economic, and social)

**Inclusion:** process of creation and maintenance of a culture in a work environment that acknowledges, values and respects diversity, stimulating collaboration, engagement, sense of belonging and equity of opportunities.

**Insight:** word used to refer to the sudden understanding of a problem, solution, illumination, idea, or something that was unknown before.

**LGBTI+:** acronym that designates lesbian, gay, transvestite/transsexual/transgender, intersex people, and other variants.

**LGBT phobic/LGBT phobia:** discrimination against LGBTI+ people.

**Place of speech:** Brazilian term to determine that everyone has the right to speak ; however, it is important to give prominence to the social minority groups and learn their stories.

**Sexist/sexism:** discrimination against women.

**Onboarding:** word that refers to a set of procedures aimed to integrate, settle, and qualify newly hired professionals.

**United Nations Global Compact:** initiative launched by the UN – United Nations (2010) - to encourage companies to adopt corporate social responsibility and sustainability policies.

**Prejudice:** hostile opinion or feeling in relation to a certain person or group, prior to meeting them or having a proper experience.

**Racism/racist:** social discrimination based on the assumption that one race is superior to the others.

**Sustainability Report:** tool aimed at the management of environmental, social, and economic indicators within a company.

**Stakeholders:** word used to refer to the interested parties. These are the parties involved voluntarily or involuntarily with the company where there is a specific relationship goal for both parties.

**Unconscious biases:** behaviour standards acquired automatically throughout life, which influence our perceptions, choices, and interactions with people without our realizing it.

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