

2024

SUSTAINABILITY
REPORT



unifisque

Contents

3

OUR VISION

MESSAGE FROM THE PRESIDENT
ABOUT THIS REPORT
ABOUT UNIFIQUE

12

SUSTAINABILITY IN FOCUS

HIGHLIGHTS IN 2024
MATERIALITY
STAKEHOLDER ENGAGEMENT
ESG STRATEGY

28

GOVERNANCE

GOVERNANCE STRUCTURE
GOVERNANCE AND RISK MANAGEMENT
AND IMPACTS
COMPLIANCE
DATA PROTECTION AND CUSTOMER
PRIVACY
ECONOMIC AND FINANCIAL PERFORMANCE

60

SOCIAL

PEOPLE MANAGEMENT
CARE THAT TRANSFORMS: INTEGRATED
HEALTH, SAFETY AND WELL-BEING
MANAGEMENT
CUSTOMER SATISFACTION AND
QUALITY OF SERVICES
DIGITAL INCLUSION AND ACCESS TO
CONNECTIVITY

106

ENVIRONMENTAL

ENVIRONMENTAL MANAGEMENT SYSTEM
ENERGY EFFICIENCY

113

ANNEXES

GRI SUMMARY
ADDITIONAL INFORMATION



Our **Vision**



unifisque

Message from the President

(GRI 2-22)

2024: A Year to Start Over

Our story began in November 1997, facing challenges and overcoming setbacks. When the internet was still a distant concept for many Brazilians, we were already pioneering a segment that would become one of the major levers of social transformation and digital inclusion in the country. Today, the internet is an essential asset, an indispensable part of the daily lives of Brazilian families.

A company exists to offer services or products, but also to assume its social responsibility: create jobs

and generate value. Since 1997, our teams have grown in number and qualifications. This means beginnings and new beginnings, which are, above all, synonymous with growth. Moreover, growing coherently and effectively is part of our DNA, one of Unifique's core values.

The internet is our core service, but it is also the driving force behind countless changes. We create jobs, foster transformation and impact communities. In 2024, we were challenged to start again. Faced

with an increasingly competitive market, with over 20,000 internet providers in Brazil we are looking for an answer: what makes us better? The answer lies in our people and our culture.

That is how, in August 2024, after seven months of planning and immersion with employees at all levels, we launched our Unifique Culture, structured around four pillars:

- Customer-Centric Approach;
- Collaboration;

“

In 2024, we were challenged to start again. Faced with an increasingly competitive market, with over 20,000 internet providers in Brazil.

”



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

- Sense of Ownership and Innovative Attitude;
- High Performance.

We have reformulated our target and result programs for 2025 based on these pillars. We have implemented several initiatives to strengthen them, always with a clear objective: facilitate people's life. Our commitment is to continue delivering value to customers, the Company, shareholders and the communities where we operate. Since 1997, we have continued to innovate in technology and telecommunications.

All this in a year marked by challenges. In 2024, together with the rest of Brazil, we faced the greatest climate tragedy in the history of Rio

Grande do Sul. And here is a note of appreciation: thank you to everyone who makes Unifiquê what it is. We came out of this crisis bigger and stronger, growing in collaboration and results, since together we are more resilient.

Our mobile telephony also gained momentum this year. A fully Unifiquê service, from the Anatel auction to offering the lowest data package to our most humble customer. Once more, we start over.

On the following pages, you will find much more than results. You will find the efforts of over 2,600 employees who believe that connectivity transforms lives. Every day marks a new beginning for us.



Fabiano Busnardo
Chief Executive Officer (CEO) of Unifiquê
Telecomunicações

-  Home
-  Our Vision
-  Sustainability In Focus
-  Governance
-  Social
-  Environmental
-  Annexes

ABOUT THIS REPORT

(GRI 2-1, 2-2, 2-3, 2-14)

In 2024, the telecommunications sector faced significant challenges, such as increased demand for high-quality connectivity, the need to adapt to climate change and an increasingly complex economic and regulatory environment. In this scenario, Unifone has dedicated itself to adopting innovative solutions, ensuring the continuity of its services, while promoting sustainable development for the benefit of its customers, employees and the communities in which it operates.

Throughout the year, the Company stepped up its efforts in areas such as energy efficiency, innovation in

data protection and investments in emerging technologies, such as the expansion of fifth generation networks (5G), aiming to provide an increasingly efficient, secure and affordable telecommunications service.

The content presented herein covers the same period as the 2024 financial report and includes information on all subsidiaries, as per the financial statements. In specific situations where the data of subsidiaries is not presented, this condition will be specified. It is worth highlighting that only the material topic “Economic and Financial

Performance” includes information on the affiliated companies Unifone Assessoria de Investimentos (“Unifone Invest”) and Unifone Serviços Financeiros.

This sustainability report reflects Unifone’s ongoing efforts to meet the challenges for the year 2024, as well as the innovations implemented to ensure that, besides providing quality connectivity, the Company contributes to the sustainable development of the communities where it operates, promoting a more inclusive and environmentally responsible future.

The document was drawn up based on the Global Reporting Initiative (GRI) standards, the Sustainability Accounting Standards Board (SASB) guidelines and the UN’s Sustainable Development Goals (SDGs), and was prepared by the Sustainability Commission and approved by Unifone’s Senior Management, in accordance with the Company’s governance processes.

Questions and suggestions can be submitted to the Sustainability Committee by email: sustentabilidade@redeunifone.com.br.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

ABOUT UNIFIQUE

(GRI 2-1, 2-6, 2-28)



In 2024, Unifone Telecomunicações, headquartered in the city of Timbó, state of Santa Catarina, consolidated its operations in the states of Santa Catarina, Paraná and Rio Grande do Sul, reaching almost **800,000** residential, business and government customers, accounting for a growth of 10.09% over the previous year. In addition to this increase in the number of customers, the Company expanded its presence with **135** active branches, serving a total of **476** municipalities in southern Brazil, representing an increase of 7.45% compared to 2023.

The Company continued to expand its infrastructure, reaching 46,000 km of installed network by 2024. There was also growth in the number of physical stores, totaling 98 units, including 31 stores from the subsidiaries Sygo and Vex.


With 27 years of history, Unifone's trajectory is marked by achieve-

ments, innovations and awards that consolidate its success and reflect its constant commitment to innovation and quality. Looking to the future, the Company continues to build its history with a focus on offering the best experience for its customers.

As a protagonist in fostering innovation, sustainability and development in the telecommunications sector, Unifone actively participates in organizations such as the Association of Pay TV Operators (NEOTV), the Brazilian Association of Internet Providers (ABRAMULTI), the Santa Catarina Association of Internet Providers (APRONET) and the Rio Grande do Sul Association of Internet Providers (InternetSul). Acting in these entities is fundamental for representing the Company's interests before Anatel and for integration with other organizations, facilitating the exchange of technical and managerial information, as well as holding orientation and inclusion meetings.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes


1 MISSION AND BUSINESS

To make people's lives easier.



2 VISION

To be present wherever communication is needed.



3 VALUES

Commitment to people;
Transparent and honest relationships;
Applied and shared knowledge;
Coherent and effective growth.




The Company continues to stand out in Anatel's Satisfaction and Perceived Quality Survey as the best fixed broadband provider in southern Brazil. It also maintains its leadership in the fixed telephony and pay-TV categories at a national level.

Unifique stands out for offering high quality telecommunications and technology services, carrying out installation and maintenance services and reaching more than 250,000 service orders a year. The Company's portfolio includes:

- Broadband Internet;
- Dedicated Internet;
- LAN to LAN interconnection;
- Dedicated Link;
- Fixed Telephony (STFC);
- Mobile Telephony (SMP);
- Pay TV (SeaC) and video on demand;
- Datacenter;
- Data processing, hosting and Internet application services.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

PRODUCTS

In line with its strategic planning, in 2024 Unifiqu continued to focus on improving and expanding its services, including the launch of a new product at :

Unifiqu Invest:

Full service financial facilities, offering bank accounts, investments and credit offers.

Moreover, the Company continued to strengthen existing products and services, such as:

- Unifiqu Telemedicine,
- Unifiqu Home Insurance,
- Unifiqu Cameras,
- Unifiqu Smart Home,
- Unifiqu Play, and
- Wi-Fi business.


For further information on these services, [click here](#).

Unifiqu continues to invest in Research and Development, in building strategic partnerships and in improving its Corporate Venture Capital Program, aiming to create a portfolio that generates real value for its customers and shareholders.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

BUSINESS RELATIONSHIPS

(GRI 2-6)

Suppliers

Unifone has an extensive network of approximately 2,670 suppliers, with 66% providing services, 26% offering products and 8% both. These suppliers offer a wide range of materials and services, including telecommunications equipment, optical cables, furniture, office supplies, cleaning products, food services, and materials for marketing and endomarketing.

The services provided include technical, accounting, legal and administrative advisory, as well as specialized services in the construction of telecommunications networks (electrical and civil infrastructure), optical networks, maintenance of equipment such as generators,

UPS's and air-conditioning units, building construction and conservation, construction and management of photovoltaic plants, installations and maintenance in customers' homes, vehicle rental and maintenance, communication and marketing, administrative advice and technical due diligence (M&A).

For strategic suppliers, short and medium-term contracts are signed, especially for service providers essential to the construction and maintenance of networks, with the purpose of preserving existing business relationships.

The Company's main product suppliers are linked to the technology sector, covering several segments such as electrical, logical and passive network components (cables and

accessories), in line with Unifone's business model. Most service providers are small companies working in areas such as technology, construction, consultancy, repairs to machinery, equipment and structures, communications, among others.


Geographically, most product suppliers are located in the states of São Paulo, Paraná, and Santa Catarina, with a portion of the inputs being imported, mainly from China and the United States. Service providers are mainly concentrated in the regions where the Company operates, in the three southern states of Brazil, although providers from other states and countries are also hired for audits and specialized demands.

In October 2024, Unifone hired a supplier due diligence tool to optimize third-party risk management and ensure greater transparency and reliability in the supplier selection process.



 Home

 Our Vision

 Sustainability In Focus

 Governance

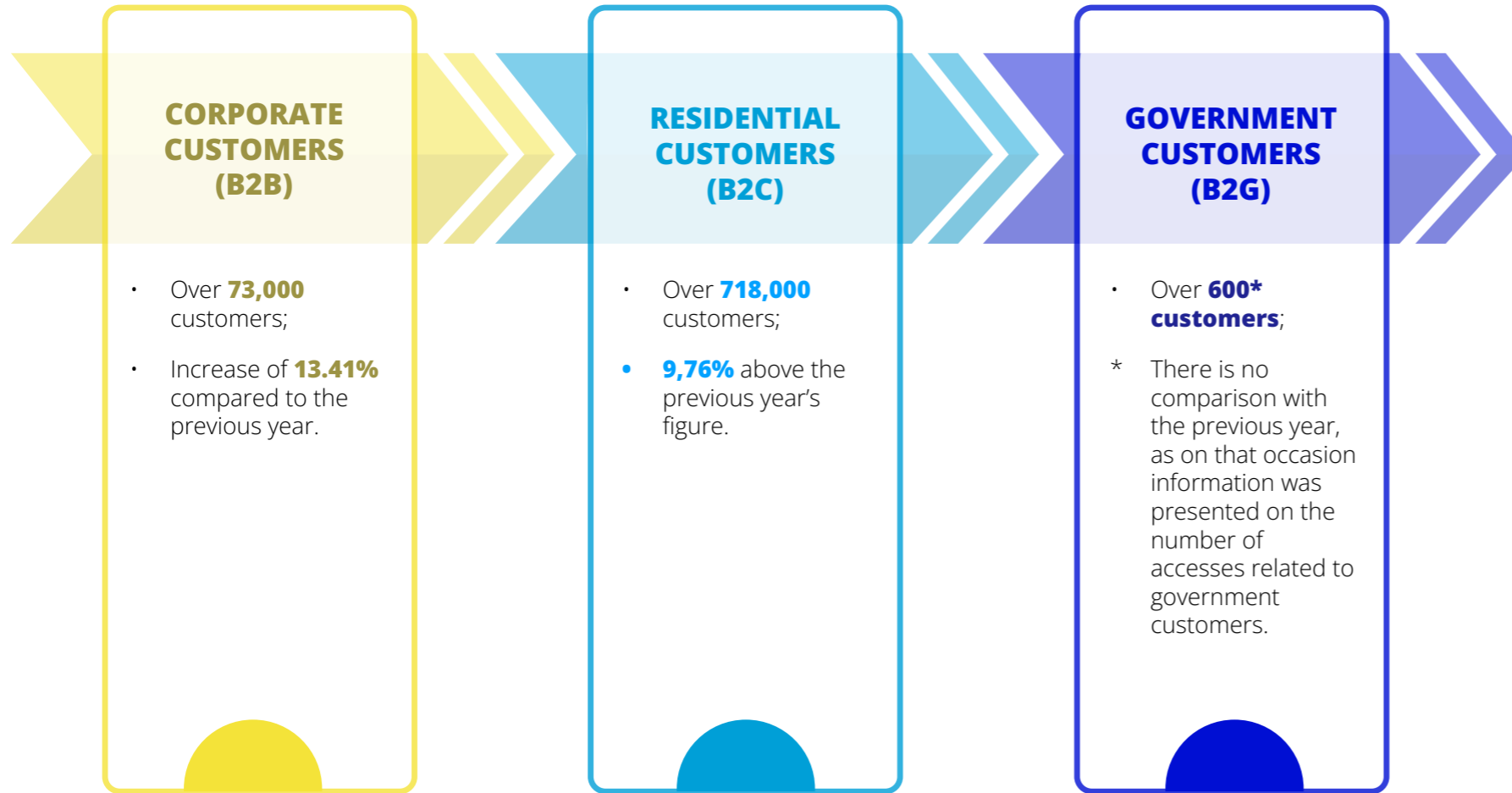
 Social

 Environmental

 Annexes

Customers

In the downstream chain, Unifique served three main types of end users in 2024: corporate customers, residential customers and government customers.



Other

The Company has direct relations with investors from several segments, including investment funds, banks and other companies. It is also worth highlighting the collaboration with the press office, commercial partners, new businesses and entities supported through projects or incentives under the Rouanet Law, as well as constant interaction with regulatory bodies in the telecommunications sector.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes



Sustainability in **Focus**



unifisque

Highlights in 2024

GOVERNANCE

- Annual average of **92.67** on **Anatel's Information Quality Index (IQI)**.
- **First place in Brazil** in the **Fixed Telephony** segment with a **score of 8.89**.
- **First place in Brazil** in the **Pay TV** segment with a **score of 8.08**.
- **Third place in Brazil** in the **Internet** segment with a **score of 8.13**.
- **Leader in the fixed broadband internet ranking in southern Brazil**, according to the Satisfaction and Perceived Quality Survey by Anatel.
- 45% decrease in **active vulnerabilities** in data protection systems.
- **792,000** customers **up 10.09%** compared to the previous year.
- **476** municipalities served **up 7.45%** compared to the previous year.
- **98** physical stores **up 81.48%** compared to 2023.
- Investments (CAPEX): **R\$ 19.2 million** (on a cash basis in the 5G mobile network operation).
- **45.1%** increase in number of **shareholders**.
- **16.10%** increase in **Net Revenue**.
- 20.33% increase in **Net Income**.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes




SOCIAL

- **34%** increase in direct and outsourced employees.
- **36.7%** increase of total service coverage in Santa Catarina.
- **15%** increase of total service coverage in southern Brazil.
- **95,348 active 4G and 5G mobile lines, up 3491.26%** compared to the previous year.
- **247,442 fixed telephony customers, 22.5% up** on the previous year.
- **5G expansion** to 11 cities in the states of **Santa Catarina and Rio Grande do Sul.**

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes


ENVIRONMENTAL

- **Zero Waste Certification:** 96.58% of waste is sent for recycling.
- **1,574 kWp in self-generated clean energy.**
- **Innovation:** pioneering implementation of solar energy conversion modules, through the homologation of a DC-DC energy converter.
- **Houseasy:** home automation tool developed in collaboration with Unifique's innovation area, designed to optimize energy consumption, achieving greater energy efficiency, according to consumer demand.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes



MATERIALITY

(GRI 2-14, 3-1, 3-2)

The materiality approach is essential to ensure that the most relevant topics for Unifique and its stakeholders are addressed in a strategic, clear and objective manner. By defining its material topics, the Company directs its efforts and resources to areas that

really impact its environmental, social, economic and governance performance.

This process helps to strengthen transparency, align the company's actions with the expectations of its stakeholders and guide decisions that promote more sustaina-

ble development. Materiality also supports compliance with international standards and increases the credibility of the sustainability report.

In 2024, Unifique maintained the **materiality matrix developed in 2022**, approved by **Senior Manage-**

ment and validated by the **Sustainability Committee**. The decision was based on the continuity of the company's ESG strategy and on the consistency of the topics previously identified with the sector's current challenges and priorities.

 Home

 Our Vision

 Sustainability In Focus

 Governance

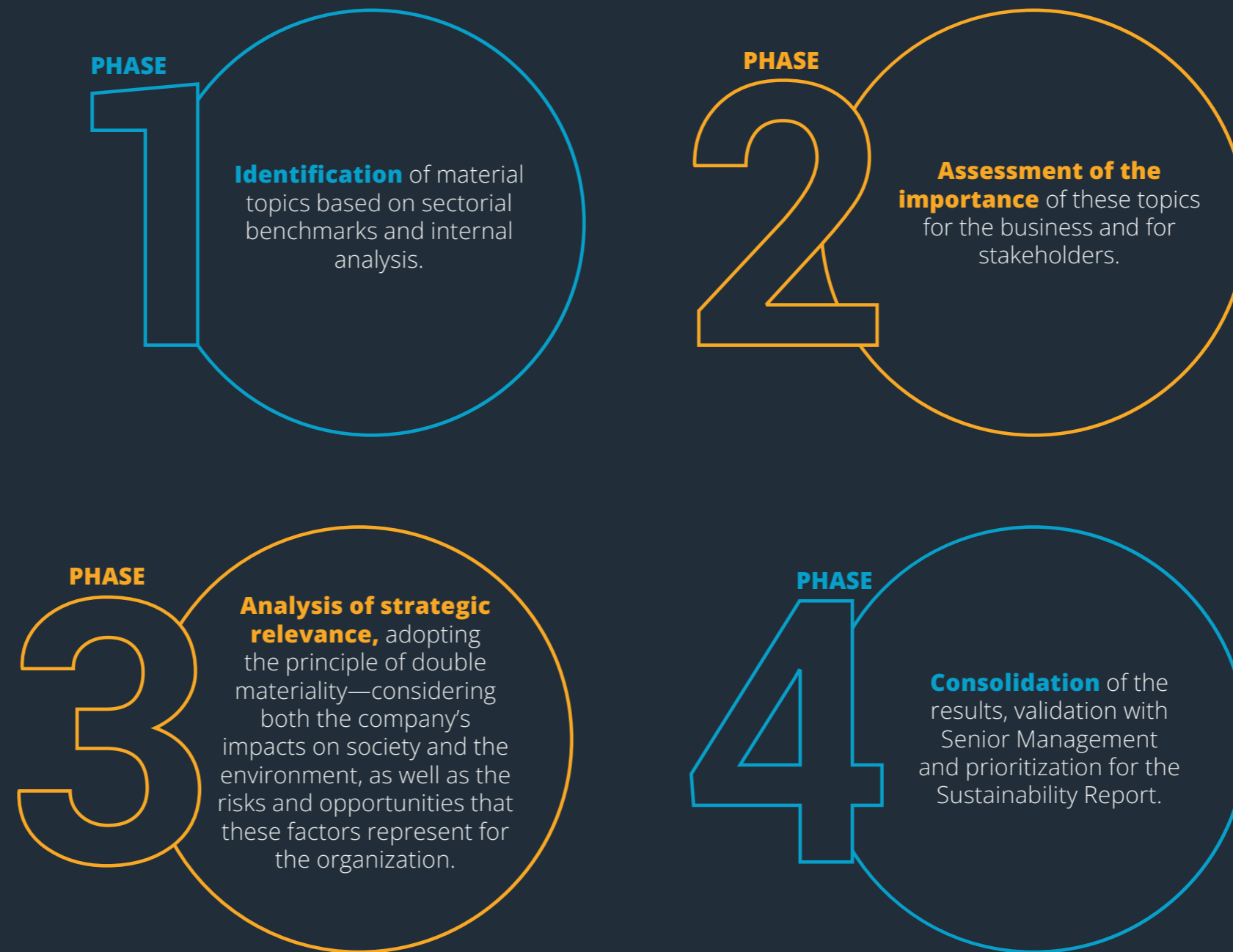
 Social

 Environmental

 Annexes

To prepare this matrix, the Company carried out an internal analysis with the leadership and, externally, with strategic stakeholders through an online consultation. The audiences considered have been selected based on their degree of influence, interest and exposure to the impacts of the operation—both internal and external.

The process of defining the material topics followed four phases, based on the principles of the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB) topics for the telecommunications sector and the Sustainable Development Goals (SDGs):



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

The six material topics are as follows:

- 
Data Protection and Customer Privacy

the measures for information security and data confidentiality ensured by the Company, mainly the individual data of clients and other stakeholders.
- 
Economic and Financial Performance

the Company's ability to generate financial value, ensuring business continuity, as well as the distribution and circulation of capital (dividends to shareholders, payment of salaries to employees, payments to suppliers, taxes, social impact investments, among others).
- 
Occupational health, safety, and well-being

how the Company ensures the health, safety, and well being of workers, promoting an inclusive, healthy and safe workplace.
- 
Customer Satisfaction and Quality of Services

customer satisfaction regarding the quality of services provided by Unifique, as essential services to society.
- 
Digital inclusion and access to connectivity

is the expansion of infrastructure and tariffs that ensure the democratization of access to technologies, favoring the socio-economic inclusion of geographically isolated regions.
- 
Energy Efficiency

commitment to responsibility in managing climate change, aiming to reduce consumption, favoring the use of clean energies and thus minimizing the impact of its activities on the environment.



In addition to the six material topics identified, the Company incorporated "Ethics and Integrity" as an additional topic, recognizing its importance for external stakeholders and its impact on the reputation and sustainability of the business.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

STAKEHOLDER ENGAGEMENT

GRI 2-29

The Company values continuous and transparent dialog with all stakeholders, strengthening mutual trust and aligning its practices with identified expectations and needs. This proactive relationship, based on ethics, transparency and social and environmental responsibility, allows Unifique to contribute significantly to the well-being of the communities where it operates and to foster a more sustainable business environment.

Investors and Shareholders


- The main point of contact is the Company's Investor Relations (IR) website¹, where institutional and financial information and regulatory documents are available;
- Direct contact with the IR department by email ri@redeunifique.com.br;
- Individual or collective meetings with the IR team, which can take place in person or online;

- Quarterly earnings calls are held, in which management presents the Company's performance and clarifies investors' doubts;
- Fostering constant interaction with its shareholders through specific events for investors, participation in financial market conferences and the provision of explanatory materials on the Company's strategy and performance.




 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes


¹ Available at: ri.unifique.com.br


Employees

- Exclusive information channels for employees, with updated information on Unifique's performance, programs and projects developed, indicators and targets, such as: internal Communication email and Unifique Network ERP;
- **UnifiqueDay:** A monthly event attended by all employees, presenting specific topics, financial results and the Company's strategic outlook. This meeting allows employees to ask questions during the meeting via chat;
- Whistleblower channel;
- **Feedz:** Platform for recording 1:1 conversations, feedback, conducting semiannual performance evaluations, creating and tracking individual development plans (IDPs), and monitoring mood.



 Home


 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes



Customers and Consumers



- Satisfaction surveys using the **CSAT** and **NPS** methods;
- Service in a physical store, allowing face-to-face contact for support and clarification of doubts;
- “Unifine Móvel” and “Minha Unifine” apps—Offer support, consumption monitoring and facilities for customers;
- Website with Customer Area;
- Customer Service (SAC);
- Phone, WhatsApp, email of the service channels;
- Technical visits;
- Social Networks;
- Promotion of periodic events to engage and broaden the customer’s knowledge of Unifine’s services, especially when there are changes and/or new services.



Suppliers, Service Providers and Business Partners

- Negotiations to establish partnerships;
- Face-to-face visits between suppliers and Unifine;
- Audits to assess social and environmental criteria, such as the principles established in the Code of Conduct for Suppliers and Third Parties, as well as the Sustainability Policy;
- Communication channels for its suppliers and prospects, such as the Whistleblowing Channel and the Company’s website, which provides a link (<https://unifine.com.br/seja-nos-so-parceiro>) for registering new partners, who will be assessed by the Company.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes



Government and Regulatory Bodies

- Participation in associations aimed at encouraging the development and implementation of public telecommunications policies;
- Contacts through official channels, platforms and institutional emails, aiming to ensure the formal flow of information;
- Institutional meetings to discuss regulations, regulatory adjustments and improving governance in the sector;
- Participation in public consultations and hearings promoted by ANATEL, contributing to the formulation of sector regulations;
- Periodic meetings, mainly in remote format, to monitor and understand possible regulatory and legislative changes for the telecommunications sector, with an emphasis on issues such as tax reform;
- Periodic monthly, quarterly, half-yearly and annual reports and reports required by current regulations.

[Home](#)[Our Vision](#)[Sustainability In Focus](#)[Governance](#)[Social](#)[Environmental](#)[Annexes](#)

Unions

- Negotiation meetings;
- Provision of information;
- Communication through the company's email channels.

Community

- Contact channels such as: Phone call and WhatsApp(Chatbot);
- Investor Relations (IR) website where financial information, press releases and relevant documents are made available for public consultation;
- Service in a physical store, allowing face-to-face contact for support and clarification of doubts;
- Company's website with an area for the community to send their contact details and ask questions;
- Community events.




Media

- Contact channels, including: email (imprensa@redeunifique.com.br), and a page on the Company's website², an exclusive area for relations with press professionals. On this page there are contacts for submitting stories, interview requests and other journalistic information about Unifique;
- Information sharing by Unifique's Communications and Marketing team and support from the Press Office and a specialized third-party company;
- Ongoing dialogue with the press.

Said initiatives reinforce the Company's commitment to transparency and proximity to its stakeholders, guaranteeing a continuous and efficient flow of information.


² Available at: <https://unifique.com.br/imprensa>

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes



ESG STRATEGY

Since the implementation of the model in 2022, the Company has sought to promote responsible practices that generate value for its stakeholders, reduce negative impacts and contribute positively to sustainable development.

In 2024, the Company transformed the former Sustainability Committee into a Sustainability Commission, aiming to make the group more active and proactive in implementing initiatives. The composition of the commission was also expanded from six to nine members, all of whom have direct experience of Unifine's material topics.

Members of the Sustainability Commission

André José Vicente

Debora Pereira Furtado

Djonathan Bazzanella

Gabriel Bosi Polli

Irineu Lenzi Junior

José Wilson de Souza Junior


Lucas Will da Silva

Naiara Cattoni

Rúbia Camila Richter

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

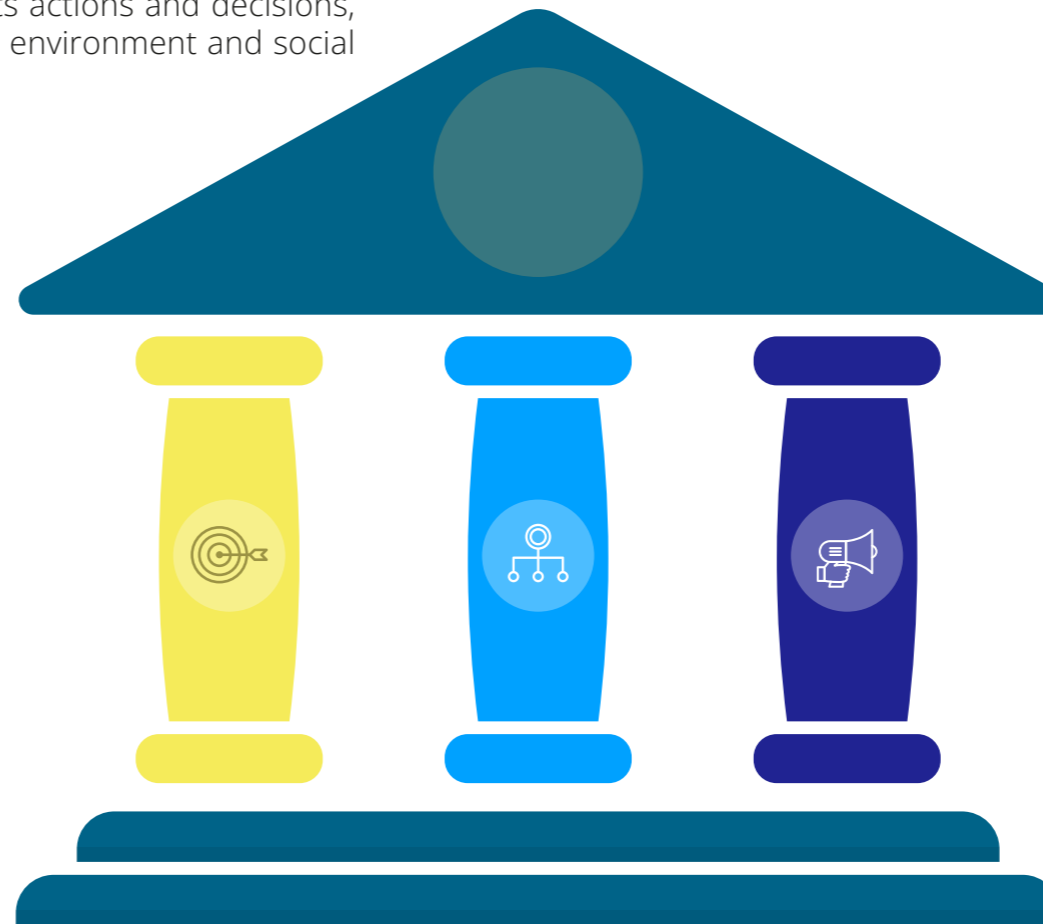
 Environmental

 Annexes

Sustainability Policy

Unifone's Sustainability Policy is the foundation that guides its actions and decisions, seeking a balance between economic performance, respect for the environment and social justice. The policy is structured around three fundamental pillars:

- Reduction of environmental impacts 
- Advancement of social well-being 
- Strengthening of corporate governance 



Main ESG initiatives in 2024

Governance Pillar

- Reinforcement of internal control audits and review of corporate policies;
- Audits of third parties based on the Code of Conduct for Suppliers and Third Parties;
- Progress in the data protection program, with compliance with ISO/IEC 27001:2022 (in progress for certification).



Social Pillar

- Promotion of diversity and inclusion with internal policies aimed at equity and respect in the workplace;
- Ongoing training programs for employees and partners, with a focus on sustainable practices;
- Launch of the Sustainability Track on the DNA Unifique Platform, with content aligned with the three ESG dimensions.




Environmental Pillar

- Expansion of fiber optic infrastructure, promoting more efficient networks with less environmental impact;
- Modernization of systems with a focus on reducing electric power consumption, considering efficiency criteria in procurement;
- Expanding the use of self-generated renewable energy;
- Recycling and reusing telecommunications equipment;
- Partnership with the Zero Waste Program to reinforce reuse practices and proper waste management.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

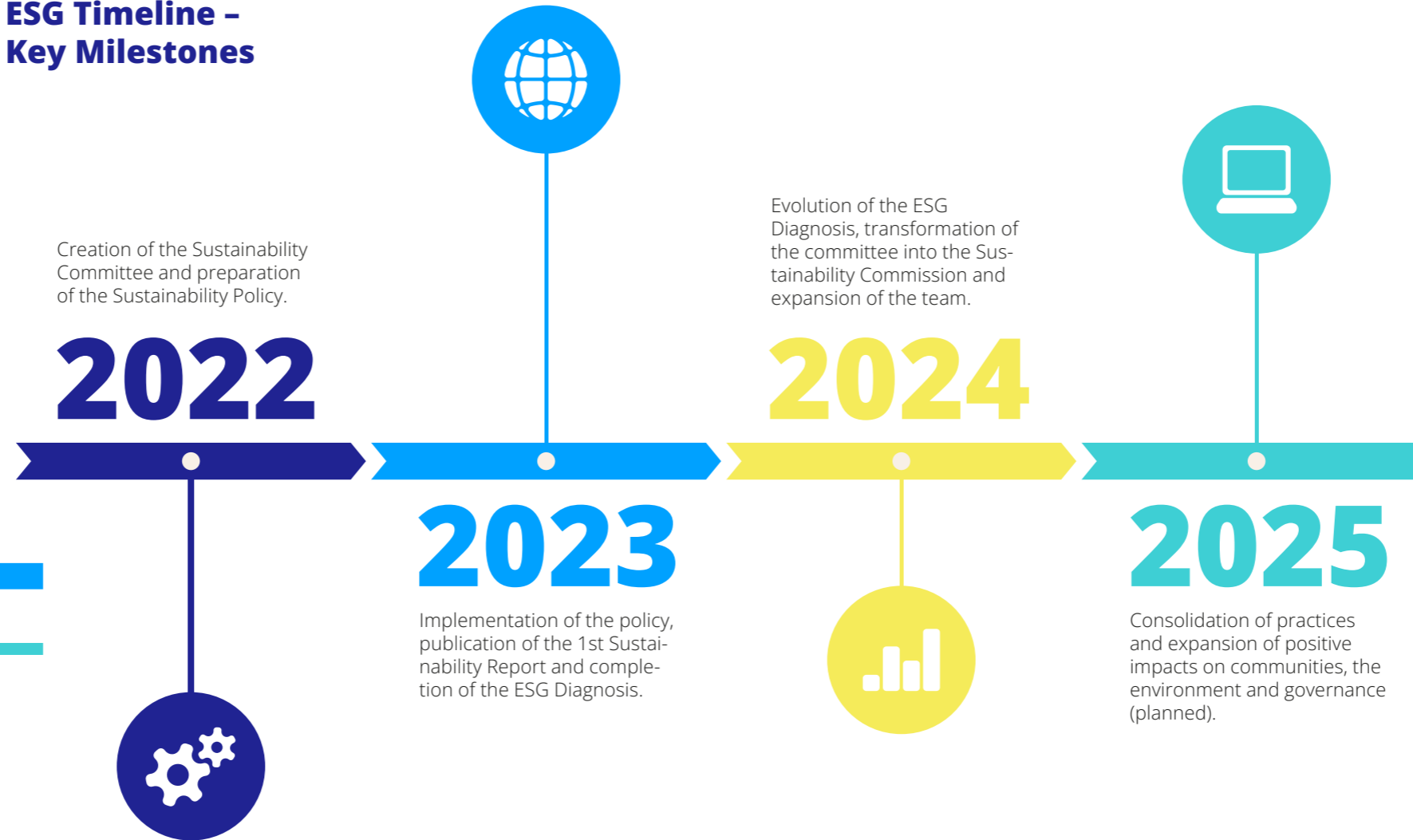
 Environmental

 Annexes

Continuous Commitment to Sustainability


Unifone understands that sustainability goes beyond compliance with regulatory obligations—it is a long-term strategy for creating value, innovation, competitiveness and positive social impact. By integrating the ESG pillars into its operations, the Company is helping to build a more responsible and resilient telecommunications sector.

ESG Timeline - Key Milestones



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes



Governance



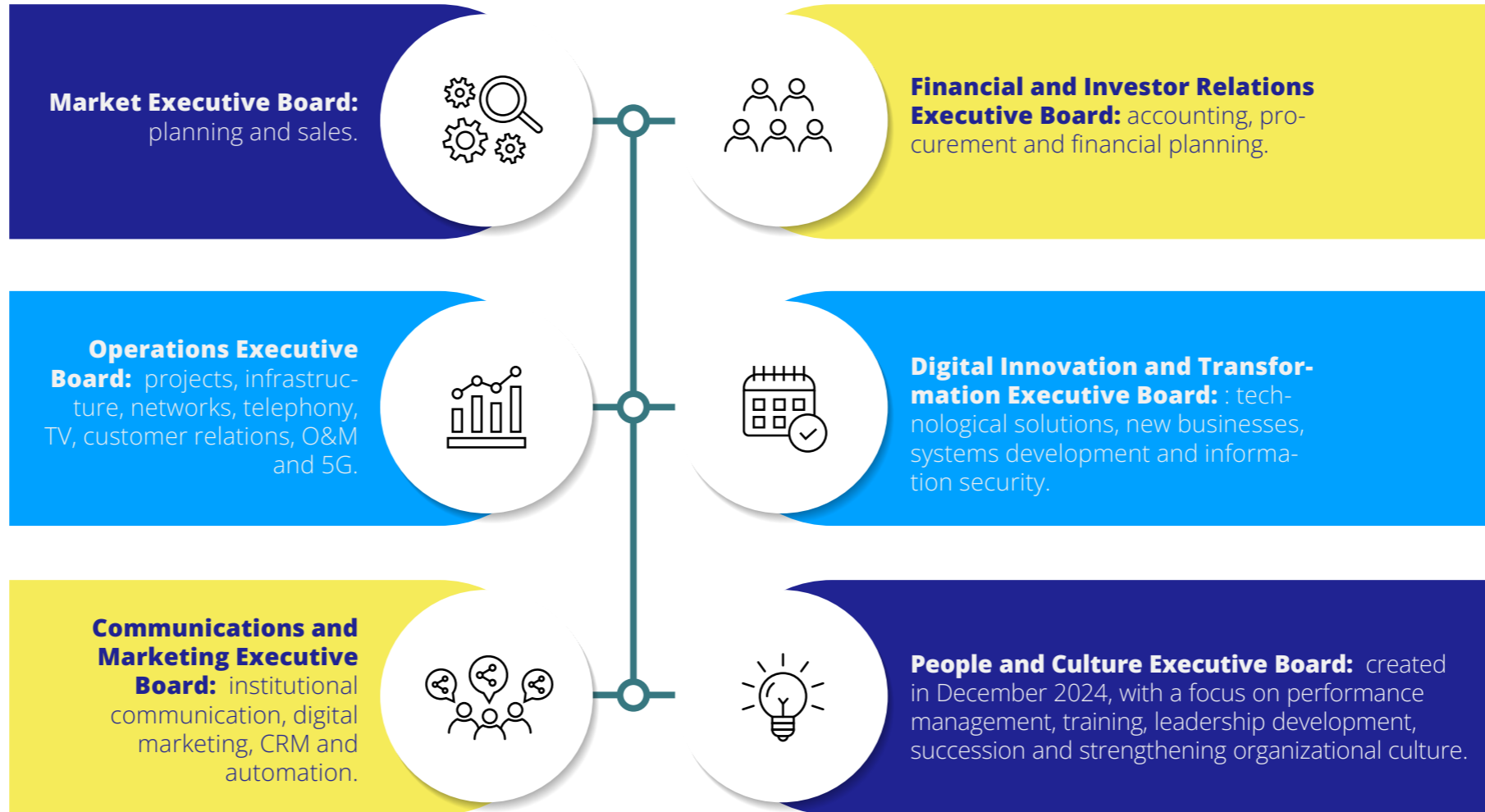
unifisque

GOVERNANCE STRUCTURE

(GRI 2-1, 2-9, 2-10, 2-17)

Unifique's governance structure is made up of the General Shareholders' Meeting, the Board of Directors and the Corporate Governance Executive Board, which is responsible for compliance, mergers, acquisitions, corporate risks, internal controls and internal audit. The Board of Directors oversees the Executive Presidency and three statutory committees: Audit, People Management and Innovation. All responsibilities are defined in the Company's Bylaws³ and Internal Regulations.

In addition to the Corporate Governance Board, Unifique's other boards have the following configuration:



Home

Our Vision

Sustainability In Focus

Governance

Social

Environmental

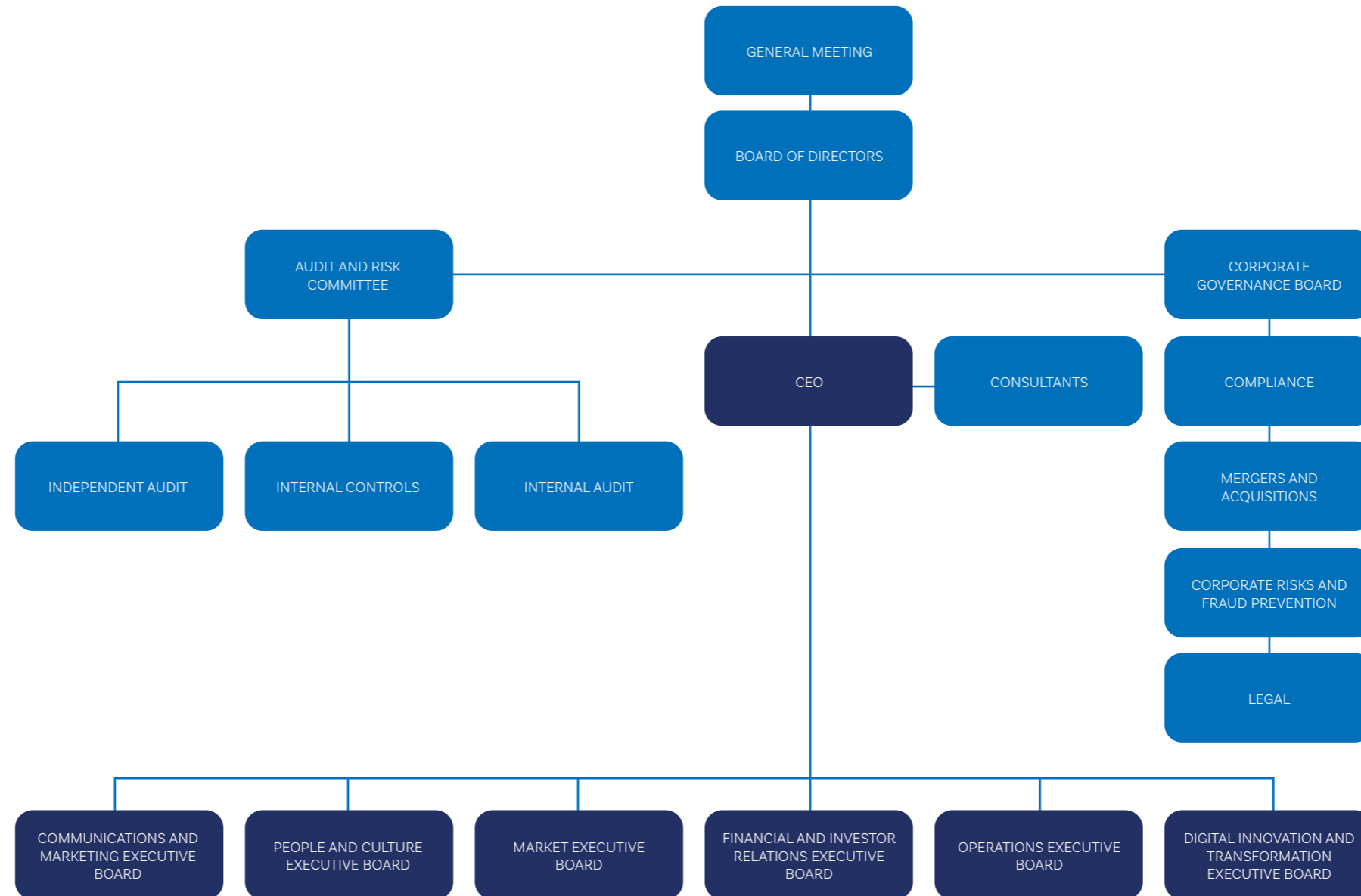
Annexes

³ Available at: <https://ri.unifunique.com.br/governanca-corporativa/estatuto-codigos-e-politicas/>

Unifique's shareholding structure is mainly controlled by Unitá Participações S.A., which holds 65.04% of the shares.

Appointments to governance positions follow criteria defined in the Policy for Appointing Members of the Board of Directors, which establishes guidelines based on technical qualifications, experience and the promotion of diversity among members.

As a complement to this policy and aiming to continuously strengthening the strategic skills of its leaders, in 2024 Unifique promoted specialized training for its Senior Management, covering topics such as sustainability, corporate governance and institutional communication. This training stresses the Company's commitment to management that is prepared for contemporary challenges and aligned with the best market practices.



Home

Our Vision

Sustainability In Focus

Governance

Social

Environmental

Annexes

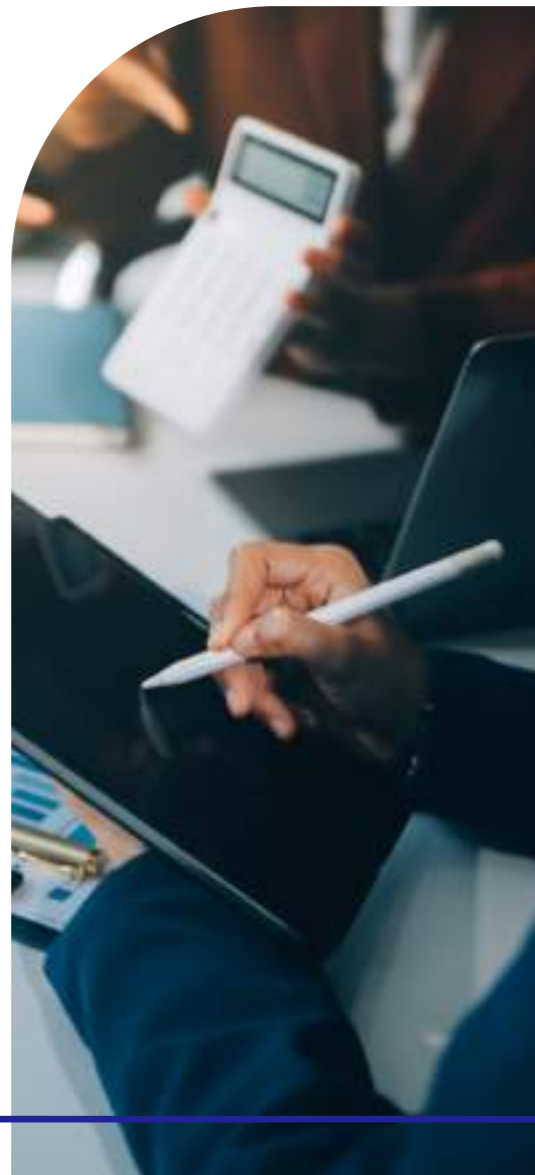
BOARD OF DIRECTORS

(GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-16, 2-18)

The Board of Directors is responsible for collective decision-making and the Company's senior management, defining the strategic direction of the business and overseeing the implementation of corporate policies, including those related to sustainability. It is made up of five members, three of whom are independent, including the chairwoman, and four men. Since 2021, the collegiate body has been chaired by a woman.

Members are elected at the Annual Meeting for unified one-year terms, with the possibility of re-election. The CEO does not hold the position of Chairman of the Board, although he serves as a member of the board.

The Board meets ordinarily once a month and extraordinarily whenever necessary. It holds regular meetings



with the executive board and the coordinators of the advisory committees, ensuring the effectiveness of their duties.


During the meetings, financial, governance, people and strategic issues are submitted to the Board through the advisory committees, which work together with the boards to identify and mitigate economic, environmental and social impacts, based on stakeholder interests.

The Board's performance evaluation is carried out annually by an external advisory firm covering strategic, financial, business, innovation, people, culture and ESG dimensions. Based on the results, the Company develops and implements action plans focused on improving corporate governance.

Members of the Board of Directors
Carlos Frederico Galvão de Arruda
Clever Mannes
Fabiano Busnardo
Luciana Tarsila Badelucci Carvalho
Luiz Carlos Passeti

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

AUDIT COMMITTEE

(GRI 2-9, 2-12)

The Audit Committee is an advisory body to the Board of Directors whose purpose is to supervise the quality and integrity of financial reports; ensure compliance with legal, statutory and regulatory standards; evaluate the effectiveness of risk management, internal controls and compliance; and monitoring the activities of internal and independent auditors.

Composed of three members, including a coordinator, the Committee has a one-year mandate, with the possibility of re-election. Its duties are detailed in the Company's Bylaws and Internal Regulations. It acts strategically in the evaluation of organizational processes, drawing up periodic reports in accordance with internal regulations.

Members of the Audit Committee

Carlos Frederico Galvão de Arruda


Luciana Tarsila Badelucci Carvalho

Luiz Carlos Passetti



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

PEOPLE MANAGEMENT COMMITTEE

(GRI 2-9, 2-12)



The People Management Committee is made up of three members, two of whom are independent. Its mission is to advise the Board of Directors on topics related to human and organizational development, people management processes and corporate culture, as provided for in its Internal Regulations and Board resolutions.

Ordinary meetings are held monthly. The term of office of members is one year and re-election is permitted.

Members of People Management Committee


Cátia Carla Calliari

Lisiane Lise Schäfer

Luciana Tarsila Badelucci Carvalho

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

INNOVATION COMMITTEE

(GRI 2-9, 2-12)

Created in 2024, the Innovation Committee is made up of three members and aims to increase Unifique's competitiveness, productivity and margins through innovation. It supports the Board in building and managing the innovation agenda, as well as guiding the Company's technological and innovative guidelines with a focus on the future of the business.

The term of office is one year, with the possibility of re-election.

Members of the Innovation Committee

Aldo Pasqualini

Carlos Frederico Galvão de Arruda

Gabriel Assis Amâncio




Gender and age profile of members of the Board of Directors and effective members of the Audit, People and Innovation Management

Gender	No. of Members	%
Men	6	67
Women	3	33

Age	No. of Members	%
30-50 Years	5	55.5
>50 years	4	44.5

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

MANAGEMENT REMUNERATION

(GRI 2-19, 2-20, 2-21)

Unifique's Remuneration Policy establishes guidelines for defining remuneration and benefits for the Company's managers.

This policy aims to recognize individual performance, differentiating performance based on clear and objective criteria, respecting the responsibilities of each position. It covers fixed and variable remuneration, as well as benefits for statutory and non-statutory members of the Board and Committees.

The Remuneration Commission, made up of three members, advises the People Committee, which supports the Board of Directors in making decisions in accordance

with the guidelines of the Remuneration Policy.


In 2024, the total annual remuneration of the Company's highest paid employee was more than 48 times higher than the average total annual remuneration of other employees (excluding the highest paid professional). The calculation considered senior management employees with contracts governed by the Brazilian Labor Code (CLT), full-time employees, apprentices and trainees, including turnover in the period.

Regarding salary increases, the highest pay rose by 16% compared to 2023, while the average increase in total pay was 7.5% over the same period.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

GOVERNANCE AND RISK MANAGEMENT AND IMPACTS


(GRI 2-12, 2-13, 2-25)

Unifique is committed to mitigating and repairing negative impacts arising from its operations. Within this context, the Advisory Committees to the Board of Directors, as well as the Corporate Governance Department, play a fundamental role in identifying and managing economic, environmental and social risks and impacts, and flagging up critical issues to the Board. During this process, the interests of the parties involved are always taken into account.

The Company's stakeholders can communicate directly through the Whistleblowing Channel, which is available for reporting misconduct, suggestions for improvement and the identification of sensitive and critical issues.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

The Company's approach to risk management follows the **three-line** model, strengthening its commitment to governance and organizational integrity:

01 **Operations and Support:** The business and support areas are responsible for applying preventive and corrective measures to mitigate risks in their respective operations.

02 **Compliance, Internal Controls and Corporate Risks:** These areas develop, monitor and improve procedures and control mechanisms, ensuring adherence to internal rules and policies.

03 **Internal Audit:** It acts independently in assessing the effectiveness of controls and risk management at all levels of the organization.

In addition to these three lines, the Board of Directors and the Audit Committee play strategic roles in defining, evaluating and monitoring the risk and impact management system, ensuring compliance with best corporate governance practices.

STRATEGIC PROGRAM

Unifique's Strategic Program represents a structured management model that organizes its actions on three interconnected levels: strategic, tactical and operational. This structure aims to align all areas of the Company with common objectives, focusing on sustainable growth and operational excellence.

The Program is made up of three hierarchical working groups:

- **CEC - Corporate Strategy Commission:** Made up of the Company's executive board, it is responsible for implementing the corporate strategy approved by the Board of Directors, such as investment allocations, monitoring strategic indicators, appro-

ving and monitoring macro-projects and identifying relevant risks and opportunities.

- **CGEN - Strategic Business Management Commission:** Made up of managers and leaders who report to the executive board, it is responsible for the tactical development of strategy, defining and monitoring targets and indicators, as well as proposing and implementing action plans.
- **GER - Regional Strategy Group (SC and RS):** Made up mainly of regional coordinators, it works to adapt corporate targets to regional specificities, drawing up local strategies and monitoring indicators and targets by region.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes



In 2024, the Company has set the following strategic priorities:

- Reduction in average monthly access churn;
- Organic growth in monthly gross revenue;
- Maintenance of the EBITDA margin;
- Increased customer satisfaction.

For 2025, the Company's strategic pillars are structured in four essential areas:


- **Culture and People:** Performance management, training, job security and alignment with Unifique's organizational culture program;
- **Customers:** Continuous monitoring of indicators such as churn, NPS and CSAT;
- **Operating Efficiency:** Management of indicators such as Customer Acquisition Cost per channel, EBITDA, Gross Operating Revenue (per service: mobile internet and fiber), Gross Revenue per User, as well as upsell⁴ and cross-sell⁵ strategies;
- **Mobile and Fiber:** ROB, accesses, EBITDA by segment, market penetration rate, upsell/cross-sell rate and ARPU.


⁴ EA sales strategy aimed at convincing customers to buy a more improved version of a product or service they have already purchased..

⁵ The practice of selling products or services that complement what the customer already has.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

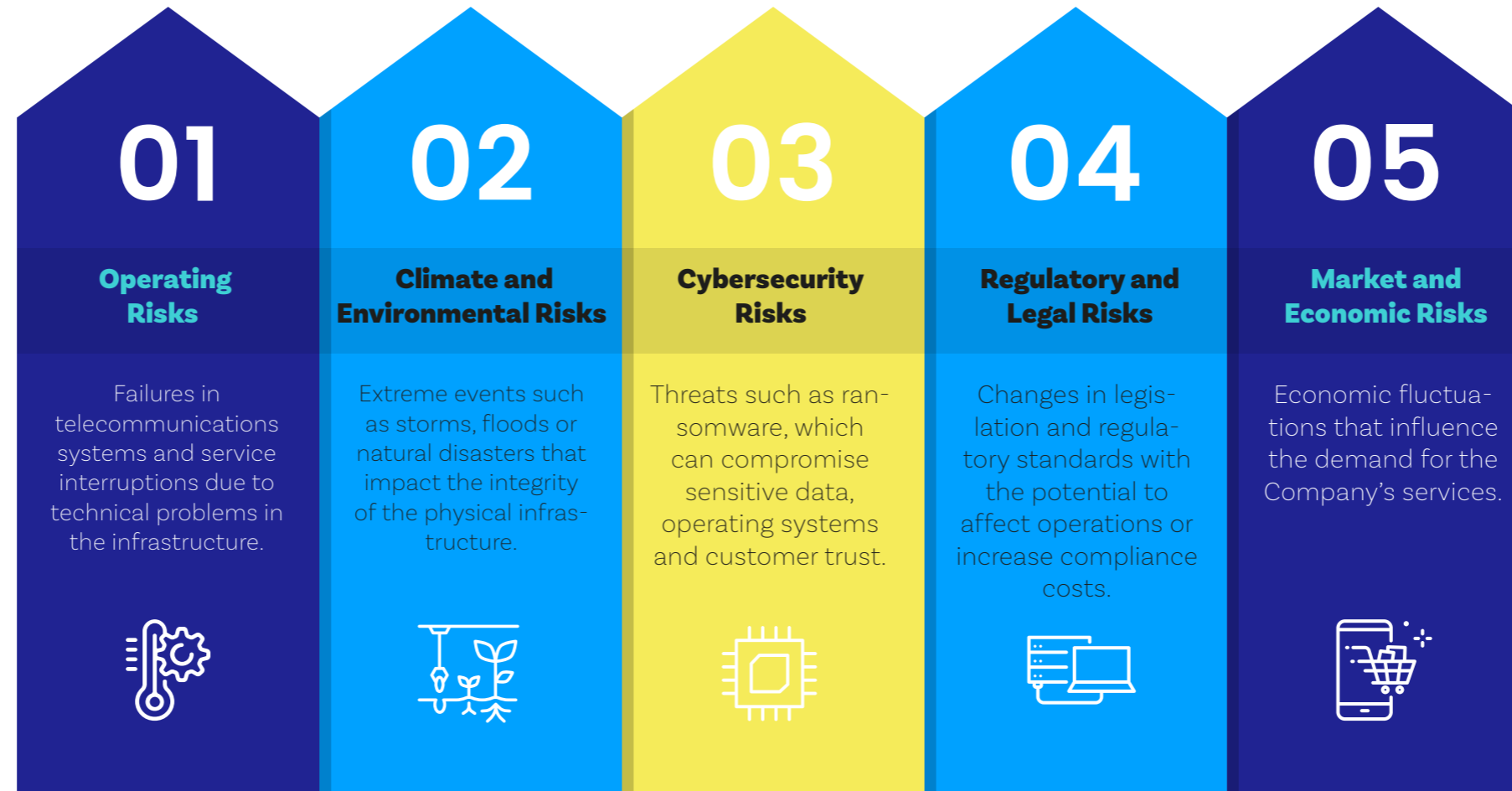
 Annexes

BUSINESS CONTINUITY RISKS


(GRI 201-2, SASB TC-TL-550A.2, ODS 9)


Unifone is committed to business continuity and adopts robust risk mitigation policies to ensure the resilience, security and reliability of its operations in the face of weather events, cyber threats and other possible disruptions. Its technological infrastructure is designed to ensure data protection, service quality and operational continuity in adverse scenarios.

MAIN RISKS IDENTIFIED



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

Mitigation and Resilience Measures

To meet these challenges, Unifine continually invests in resilient infrastructure, adopting high-availability networks and redundancy technologies, besides maintaining up-to-date equipment, reliable backup systems and secure servers. The Company has its own data center, which is essential for ensuring the scalability, security and high performance of the digital services it provides, including cloud solutions, cybersecurity, IoT⁶ and business applications.

The Company's risk management is based on a structured matrix, with well-defined contingency and disaster recovery plans to address unexpected events—such as communication failures and power supply interruptions. Advanced cyber security protocols are also implemen-

ted, with constant updates, regular audits and technical training for the teams involved.

The Compliance area acts comprehensively to guarantee compliance with current legislation and ensure timely responses to regulatory changes.



Adaptation to Climate Change

Recognizing the increased frequency of extreme weather events, Unifine has adopted preventive measures such as:

- Strategic location of facilities in areas with a lower risk of flooding, landslides and flash floods;
- Increased energy autonomy, reducing dependence on utilities;
- Use of fixed and mobile generators at critical points;
- Redundancy of cables and routes to ensure greater network reliability.

These initiatives reduce the risk of service disruptions and strengthen the Company's operational security.

Strategic Vision of the Future

Although these actions represent an increase in operating costs, Unifine understands that the search for sustainable solutions and the continuous improvement of services are core elements of its resilience. Climate, technological and regulatory challenges are seen as opportunities:

- Strengthen its competitive position;
- Drive innovation;
- Strengthen stakeholder relationships;
- Continuously improve its processes and structures.

⁶ Internet of Things, such as sensors and connected devices that manage and monitor operations in real time, and automation of processes and systems within the operation, through smart devices.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

COMPLIANCE

BUSINESS ETHICS AND TRANSPARENCY

(GRI 2-15, 2-23, 2-24, 3-3, ODS 16)

Unifiqu maintains a non-negotiable commitment to ethics and transparency, fostering an organizational culture based on integrity and compliance in its processes. All the Company's operations and commercial relations follow a strict set of rules and policies that ensure ethical conduct and repudiate corruption and unfair competition.

The Company implements strict measures to prevent and fight unfair competition practices, ensuring a balanced market environment. The topic is widely covered in the Company's Code of Conduct and in the Code of Conduct for Suppliers and

Third Parties, both of which have specific chapters on the issue. All employees, upon being hired, sign a statement acknowledging and accepting the Code of Conduct and receive training on the topic. This practice is also extended to third parties through digital acceptance during registration. Unifiqu also includes compliance clauses in its contracts to reinforce adherence to ethical principles. The Company also carries out ongoing training, including specific modules on the **DNA Unifiqu** distance learning platform, addressing, for example, the importance of maintaining an ethical attitude towards the market,

avoiding negative comments about competing companies.

Moreover, there is a Conflict of Interest Policy available on the Company's Investor Relations website, which is aimed at employees, suppliers, third parties, executives and members of corporate governance bodies, and provides mechanisms for detecting and mitigating conflicts. Specifically for governance bodies, there are internal regulations with specific provisions for resolving possible conflicts of interest. These documents state that, in the event of a conflict of interest, the person involved or any

other party can report the problem. In such cases, the conflicted person withdraws from the discussion and deliberation on the matter in question.

The Company repudiates any conduct that limits free competition, such as agreements between competitors to fix prices, territorial division or control production and distribution. It is worth highlighting that the quality of services must be the main competitive differentiator, guaranteeing benefits for customers and society. Accordingly, its suppliers are also expected to adopt an upright stance, avoiding



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

any practice involving market division, price fixing or price matching. In exceptional cases where suppliers cannot adhere to the Code of Conduct, Unifine carries out a thorough analysis to verify the existence of an Integrity Program in the third party and, if necessary, formalizes contractual clauses to ensure compliance with ethical guidelines.

To strengthen this commitment, Unifine continually invests in improving its internal controls, training its employees and expanding its monitoring and inspection mechanisms. The aim is not only to comply with regulatory requirements, but also to apply the best market practices, preserving a fair and transparent business environment for all stakeholders.




All policies related to ethics and transparency are approved by the Board of Directors and cover all stakeholders. These policies are available on the Investor Relations (IR) website⁷, together with the Articles of Association, Bylaws and relevant updates, as appropriate:

Our Compliance Culture

- Unique Code of Conduct
- Code of Conduct for Suppliers and Other Third Parties
- Compliance Policy
- Anti-Corruption Policy:
- Conflict of Interests Policy
- Diversity, Inclusion, and Human Rights Policy
- Corporate Risk Management Policy
- Policy for Hiring Independent Auditors
- Related Party Transactions Policy



The applicability of the policies is assessed in conjunction with the areas responsible for compliance, in order to check that they are being followed correctly. When inconsistencies are identified, the risk area takes the necessary measures to correct the non-compliance with the internal instruments and follows up on the corresponding action plans. Progress in relation to the Company's policies is presented to the Audit Committee, which in turn reports directly to the Board of Directors.

-  Home
-  Our Vision
-  Sustainability In Focus
-  Governance
-  Social
-  Environmental
-  Annexes

⁷ <https://ri.unifine.com.br/governanca-corporativa/estatutocodigos-e-politicas/>

RISK MANAGEMENT AND CORRUPTION PREVENTION

(GRI 2-23, 2-27, 205-1, 205-3, 206-1, SASB TC-TL-520A.1, ODS 16)

Unifine has a structured risk management matrix based on the COSO framework, enabling an effective process for identifying, evaluating, mitigating and continuously monitoring compliance-related threats. This matrix covers factors such as misconduct, improper supplier practices, contractual fraud, regulatory risks and reputational impacts, as well as providing for preventive and corrective action plans to mitigate any vulnerabilities.

Risk management is an ongoing process at the Company and is carried out in accordance with the procedures defined in its Risk Management Policy. This policy contains clear guidelines on addressing compliance risks, including corruption and unfair competition. Further-

more, internal and external audits were carried out with a focus on preventing unethical practices, covering financial processes, contracts and interaction with public agents. These audits resulted in the adoption of improvements to the risk treatment guidelines and the reinforcement of the Company's internal policies.

The Company also has an Anti-Corruption Policy that defines principles and guidelines to prevent illicit practices, as well as a set of internal rules that regulate the ethical conduct of the full operation.

By 2024, 100% of operations had been assessed for risks related to corruption, resulting in the implementation of additional internal

control measures, including the review of contracts with suppliers, the improvement of compliance clauses and the strengthening of due diligence processes.

During the year, Unifine does did not record non-compliances related to laws and regulations, no confirmed cases of corruption or unfair competition, and no lawsuits related to anti-competitive behavior, highlighting the effectiveness of the policies and the consolidation of the ethical culture in the organization.

If irregularities are identified, the Company has specialized bodies, such as the Audit Committee, the Crisis Commission and the Ethics Commission, responsible for analyzing and resolving incidents. The

latter, formerly known as the Ethics Committee, was renamed to increase its proactivity and strengthen its preventive action. Composed of four members, the commission has no fixed term of office, which guarantees greater flexibility and agility in its duties.

Training and Awareness

(GRI 2-24, 205-2)

Spreading an ethical culture is a strategic priority for Unifine. The Compliance area coordinates employee awareness initiatives, sets review deadlines and clarifies doubts about policies, as well as assessing the applicability of each policy.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

By 2024, 100% of employees had been informed about the Anti-Corruption Policy and Code of Conduct through internal campaigns, case studies and educational events. These communication efforts aim to align all employees with the Company's values and standards, strengthening the commitment to ethics and integrity.

Regarding Training data:

- **Anti-Corruption Policy:** 66% of employees have received training in ethics, compliance and anti-corruption.
- **Code of Conduct:** 46% of employees have taken part in specific training on the topic.

The Compliance area continues to evaluate the effectiveness of the actions, adjusting the programs as necessary to reinforce Unifunique's ethical culture and promote a more transparent and honest work environment.

Moreover, the Company set up the **Itinerant Governance Project**, aiming to disseminate the Corporate Governance culture, which is a comprehensive internal training program that includes issues related to ethics and compliance, highlighting the prevention of operational risks and the strengthening of the organizational culture. Started in March and ending in October, the project offered face-to-face and interactive training on Compliance in several locations, highlighting practical examples and allowing participants to exchange experiences. This program impacted 528 employees in 16 units in Santa Catarina and 10 units in Rio Grande do Sul, reinforcing the importance of each employee in consolidating a sustainable and transparent business environment.

Unifunique publishes "Compliance Alerts", announcements from the Corporate Governance area on



topics related to internal policies and behavior and conduct, such as "Relations with Government Agents", "Facilitation Payments" and "Small Corruptions" monthly, aiming to make employees aware of Compliance practices.


The existing digital learning platform has gained new e-learning modules on the Code of Conduct, Anti-Corruption Policy and Conflict of Interest Management. This training is accessible to all employees and ensure the continuous and com-

prehensive dissemination of best practices.

Furthermore, the Company maintains a corporate education platform (DNA Unifunique), which offers a variety of content, including training on the company's main policies and standards. Some of these training sessions are mandatory, such as the Unifunique Code of Conduct. The platform also offers training on unfair competition, with access allowed for external participants.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

WHISTLEBLOWING CHANNEL AND CONTROL MECHANISMS

(GRI 2-25, 2-26, ODS 16)

Commitment to Transparency and Integrity

Unifine’s Whistleblowing Channel allows any irregularity to be reported in a confidential and secure manner. To guarantee impartiality, the channel is operated by a specialized third-party company and is available 24 hours a day via telephone, website or app.

The following types of communication can be reported through these channels:

- Non-compliance with legal provisions and internal regulations governing the Company’s activities;

- Actions or omissions that compromise business continuity;
- Fraud (including electronic fraud), theft, misappropriation of goods or financial resources;
- Conflicts of interest;
- Leakage of confidential information;
- Corruption, bribery and irregular accounting practices;
- Misuse of Company resources or assets;
- Harassment (moral and sexual);
- Discrimination, among other complaints.

Moreover, since it is committed to standards of social responsibility, Unifine discloses its commitment and respect for fundamental rights


through its Diversity, Inclusion and Human Rights Policy, aiming to ensure fair and safe conditions for all those involved in its activities, fostering a diverse, inclusive work environment in line with the best market practices.

Access to the Whistleblowing Channel

The Whistleblowing Channel is available to all stakeholders, including employees, customers, suppliers and society in general, and is disclosed internally and externally. Communications can be made by the following means:



0800 800 8787



www.contatoseguro.com.br/unifine



Application

Download the “Contato Seguro” app, where the user must select “Unifine” in the registration field.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

Process for Managing the Whistleblowing Channel and Handling Reports

Unifique adopts a structured flow for handling reports, ensuring a transparent, fair and effective approach. The process includes the following steps:

- **Registration and Screening:** All reports received are classified according to the nature of the occurrence. This stage allows to identify cases that require immediate investigation and those that can be resolved through internal guidance.
- **Preliminary Analysis:** The Ethics Commission, with the support of the Compliance department, examines the content of the report in order to

define the appropriate approach and ascertain whether there is a need to investigate further.

- **Investigation:** When necessary, interviews, data collection and evidence analysis are conducted. This stage can involve specialized advisory firms or internal investigators, ensuring impartiality and rigor in the investigation.
- **Deliberation and Corrective Measures:** After finalizing the investigation, the Ethics Commission determines the necessary corrective actions and forwards recommendations to the managers responsible. The measures can range from reviewing internal processes, training and applying disciplinary measures to other initiatives, depending on the severity of the case.
- **Closure and Communication:** Cases are concluded within the established deadlines and, whe-

never possible, whistleblowers receive feedback on the resolution. Unifique reinforces its commitment to non-retaliation, ensuring that all reports are addressed seriously, confidentially and with integrity.

Other Communication and Support Channels

In addition to the Whistleblowing Channel, Unifique provides other means for stakeholders to register their concerns, complaints and suggestions:

- Customer service channels (telephone, email, social networks, Monique and face-to-face service);
- Investor Relations website and email;


- Email from the Sustainability Commission;
- Internal initiatives aimed at employee well-being, such as psychological support, specialized support for leaders and focus groups on mental health.

Through these initiatives, Unifique maintains its commitment to transparency, ethics and the continuous improvement of its organizational environment, ensuring that all reports are handled responsibly and seriously.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

TRANSPARENCY IN NETWORK TRAFFIC MANAGEMENT

(SASB TC-TL-520A.3)

Unifone adopts an ethical and transparent stance when managing its network and disclosing its traffic policies, guaranteeing fair treatment of all data, regardless of the type, source or destination of the traffic. The Company publishes clear information and provides communication channels to answer subscribers' questions.

The Company does not block legal content, except in cases of judicial or regulatory order, thus preserving freedom of access to information. Moreover, it does not favor traffic from affiliated entities, ensuring equal treatment for all data traveling over the network.

At Unifone, fixed broadband plans have unlimited traffic, with no charges for the volume of data

transferred. Fixed telephony and Pay-TV services are delivered with no impact on the connection speed contracted by customers.

The main risks associated with net neutrality include regulatory changes, increased competition and possible reputational impacts if restrictive practices are imposed. On the other hand, Unifone sees opportunities such as expanding the delivery of its own content, growth in advertising revenues and the expansion of its broadband infrastructure.

- **Peering:** Unifone favors non-settlement agreements when feasible, considering paid peering only if there is a cost-benefit justification.

- **Zero-Rating:** In fixed broadband services, Unifone offers unlimited traffic, ensuring that all content, applications, and services are equally accessible, without discrimination of origin or data type. In mobile telephony services, data quota exemption applies exclusively to the WhatsApp (messages, photos, and videos) and Waze apps, in line with established market practices. This policy aims to facilitate communication and navigation for customers, maintaining transparency and respect for network neutrality as outlined in the Brazilian Internet Civil Framework.

Unifone's network traffic management reflects its commitment to ethics, transparency and respect for

users' rights. By ensuring net neutrality, with equitable treatment of all data and the absence of undue blocking, the Company reinforces its responsible stance towards the regulatory and competitive challenges of the telecommunications sector. The offer of plans with unlimited traffic and no differentiation in the quality of the service, together with the clarity of the information provided and the maintenance of open channels with subscribers, contributes to a fair and transparent experience. In this scenario, Unifone takes a proactive stance in identifying risks and opportunities, maintaining consistency between its corporate values and the provision of services that promote equal access to information and connectivity.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

DATA PROTECTION AND CUSTOMER PRIVACY

(GRI 3-3, SASB TC-TL-220A.1, SASB TC-TL-230A.2)

In the telecommunications sector, guaranteeing information security and customer privacy is fundamental to strengthen user confidence. With the growing volume of data handled daily, Unifone adopts robust measures to prevent unauthorized access, leaks and misuse of personal information. The ongoing commitment to regulatory compliance, transparency in the use of data and the implementation of advanced technologies ensures not only compliance with legal requirements, but also a reliable and secure digital experience.

Unifone manages data protection in a comprehensive manner, with a view to securing the information of customers, partners and suppliers. This approach is based on current legislation, such as the General Data Protection Law (LGPD) and the General Data Protection Regulation (GDPR), as well as international standards, such as ABNT NBR ISO/IEC 27001:2022 and the NIST CSF 2.0 framework. To maximize risk prevention and mitigation, practices include frequent internal audits, monitoring of incidents and continuous updating of policies.

The Company prioritizes legal compliance, establishing strict policies that are integrated into internal processes and corporate guidelines. The policies—Privacy Policy, Data Protection Policy, Information Security Policy and Cyber Security Policy—are corporate documents for internal use. The Cookie Statement and Privacy Notice are available to stakeholders via the Privacy Portal⁸. The latter can also be accessed on the Unifone site, where customers can find clear and transparent information on the collection, use, sharing and protection of personal data, ensuring that data subjects fully understand their rights.

Data protection management takes place through a structured program involving supplier evaluation, ongoing employee awareness, effective incident management, regular audits and ongoing review of internal controls.

Unifone also maintains strategic partnerships to strengthen its incident response capacity, ensuring adherence to global best practices. Moreover, it conducts regular internal training, simulating phishing and addressing the General Data Protection Law (LGPD) and information security, as part of the Internal Awareness Program.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

⁸ Available at: <https://unifone.com.br/portal-da-privacidade>

In 2024, Unifine reinforced the **Unique Guardiões Program**, expanding initiatives to foster a solid culture of security and privacy. Information Security and Privacy Week (November 25-29) brought together experts to discuss trends, challenges and good practices in digital security.

Thematic Lectures: Information Security in Disruptive Technologies, Cloud Security, Online Scam Protection, Innovation and Privacy by Design.

Practical Engagement: Knowledge challenges, Cyber Attitude and awards for the most engaged employees.

Unique Guardiões Initiatives

- **Cyber Insights:** monthly delivery of strategic content, keeping employees updated on security and privacy.
- **Phishing Game (June 2024):** interactive simulation that tested employees' knowledge of phishing and spam. Over 400 people took part in the event, achieving a high percentage of participants.
- **Phishing Campaigns: six campaigns** carried out throughout the year, strengthening the ability to identify real threats in the corporate environment.
- **Targeted Training:** specific training for strategic teams, in line with best practices and information security regulations.

During the year, Unifine also improved its information security management system and privacy program, applying the Privacy by Design and by Default concept, in compliance with the GDPR and LGPD. It is based on two complementary approaches: Privacy by Design, which integrates privacy into the development of products, services and processes from the planning stage, adopting practices such as data minimization, anonymization, encryption and built-in security measures; and Privacy by Default, which ensures that the systems' default settings offer the highest level of data protection, collecting and processing only what

is essential, automatically protecting user information and activating security standards without the need for manual adjustments.

In the same cycle, a Data Protection Impact Assessment (DPIA)⁹ was drawn up for the Investment Advisory operation–Unifine Invest, in order to guarantee an adequate legal basis and protect the rights of data subjects. In addition, the Company automated the generation of DPIAs on its privacy management platform, adopting a model in line with ANPD requirements, which streamlines processes and reinforces regulatory compliance.

⁹ Process that aims to identify, assess and mitigate risks related to the handling of personal data in a given operation or project. It is especially required when there are high risks to the rights and freedoms of data subjects, such as in the use of innovative technologies, systematic monitoring or the processing of sensitive data.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

Cybersecurity Investments

To strengthen digital resilience, Unifone invested R\$ 2 million in cybersecurity in 2024. Of this total, 20% was used to implement new solutions, and the remaining 80% was employed to maintain existing technologies, including artificial intelligence solutions for advanced threat analysis, specialized consultancy and training.



Information Security Governance Structure

(GRI 3-3, SASB TC-TL-230A.2)

Information security governance is made up of specialized teams, working in an integrated manner to guarantee legal compliance and data protection. The Information Security and Privacy Committee, made up of members of senior management and representatives from all the executive boards, defines security, privacy and regulatory compliance strategies.

Following these guidelines, vulnerability monitoring is continuous, supported by specialized tools that identify and classify risks based on public indi-

cators of exploitation¹⁰. The tools used include:


- **Vulnerability Scanners:** They carry out periodic scans of the environment, identifying flaws and prioritizing corrective actions;
- **Attack Surface Analysis:** Tools that map and assess the exposure of systems and accesses, identifying potential attack vectors;
- **Threat Intelligence:** Used to monitor trends and adapt defense strategies based on up-to-date information on cyber threats.

In January 2024, the Company detected 29,186 active vulnerabilities, covering different criticality

¹⁰ This refers to information that is publicly available and indicates that a specific vulnerability is being actively exploited by attackers. These indicators can include data such as attack logs, malicious code, security alerts, or any other information shared by security agencies, researchers or cyber security companies.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

levels related to improper configurations, undue exposure of services and unauthorized access. After corrections and improvements, this number was reduced to 16,147 in December 2024, reaching a 45% decrease, reflecting new audit and monitoring processes.

Specialized Security Division

(SASB TC-TL-230A.2)

- **Information Security and Privacy Governance:** creates policies, standards and procedures, manages risks and promotes internal awareness.
- **Offensive Cybersecurity (Red Team):** performs intrusion tests and attack simulations to anticipate threats and correct vulnerabilities.

- **Defensive Cybersecurity (Blue Team):** monitors and responds to cyber threats in real time, reinforcing resilience against possible incidents.
- **Security Operations Center (SOC):** operates 24/7, using advanced incident detection tools.

During the year 2024, 184 real security events were identified and addressed, of which 27% were violations of internal policies and 73% were attempted attacks or technical incidents. It is worth highlighting that none of the incidents involved the compromise of critical infrastructures or any leakage of personal data. The vast majority of incidents were of low and medium criticality.

Aiming to improve its ability to detect and respond to incidents, the Company implemented the Security Service Edge solution¹¹, strengthening protection

against data leaks, improper access to cloud applications and risks associated with remote working.


Moreover, new guidelines were established for internal attack simulations and advanced training, complementing awareness-raising actions.

Other forms of awareness-raising are under development, and by 2025, the Company plans to create specific indicators to monitor and further improve these initiatives.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

¹¹ A set of cloud-based security solutions designed to protect users, devices and data, regardless of their location, in a modern, distributed IT environment.

Data Privacy and Security Program

(GRI 3-3, GRI 418-1, SASB-TC-TL-220A.3, SASB-TC-TL-230A.1)

Unifique also runs specific programs for customers, suppliers and business partners. Said initiatives reinforce data protection throughout the ecosystem, guaranteeing transparency and security in the relationship with each audience.

For Customers:

- Reviewing and adapting contracts to incorporate strict data protection clauses;
- Direct communication channel through the Privacy Portal¹², where customers can request consultation, modification or deletion of

their personal data, with a maximum response time of 5 working days.

In 2024, there were no informal, formal or substantiated complaints about breaches of customer privacy data or data losses. There were 30 requests for data subjects through the Privacy Portal, all of which were answered within the established timeframe. In the legal area, there were no lawsuits related to customer privacy, nor were there any monetary losses associated with legal proceedings.

For Suppliers and Business Partners

In 2024, Unifique's supplier security assessment program underwent a significant update, bringing it

into line with the best privacy and security practices and integrating it into the Company's risk management process. As part of this evolution, 52 supplier assessments were carried out and 84 business partner contracts reviewed, aiming to incorporate new security and privacy rules.

Use of Customer Information and Consent Control

(SASB TC-TL-220A.1, SASB-TC-TL-220A.2)

In line with the Data Protection Policy, the Company adopts an information lifecycle in internal processes, documented in the ROPA (Data Protection Impact Reports) which is updated annually. Data

will only be kept to comply with legal or regulatory obligations, the regular exercise of rights, transfer to third parties (provided that the handling requirements and exclusive use of Unifique are respected) or for anonymized data. According to the guidelines established by the policy, the deletion or anonymization of data after a certain period is carried out manually, with a record of each operation. At the same time, storage environments are tested against intrusions and monitored by advanced cybersecurity and privacy tools.

To reinforce control and transparency over the use of data, a privacy control panel was implemented on the Company's website, allowing customers to manage data sharing preferences and revoke them at any time.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

¹² Available at: <https://unifique.com.br/portal-da-privacidade>

In the case of the use of data for secondary purposes, 527,421 customers had their information used for marketing and advertising campaigns, in accordance with the principle of legitimate interest.

In 2024, actions prioritized collecting consent and offering new products and services. A total of 1,092,023 marketing emails were sent, with only 118 opt-outs, accounting for just 0.0172%. Furthermore, the Company has shared this data with companies in the same group, for joint marketing actions, in accordance with the LGPD, and the legal bases for this sharing have been respected. It is worth highlighting that no data was used for operation and maintenance protocols resolved by third parties, as the focus remained solely on using data for advertising campaigns.

Requests for Information Related to Legal Aspects


(SASB TC-TL-220A.4)

In 2024, Unifique responded to 644 judicial requests for breach of confidentiality, made exclusively by government agencies or law enforcement bodies. All requests that have resulted in disclosure to the requesting party in full compliance with national and international regulations and legislation.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

ECONOMIC AND FINANCIAL PERFORMANCE

(GRI 3-3, ODS 8)

In 2024, Unifone consolidated its economic and financial performance through continuous and sustainable growth, reflected in significant results in net operating revenue and net income for the year. Said advances demonstrate the effectiveness of the strategies adopted by the Company, reinforcing its financial solidity and its ability to generate long-term value.

Throughout 2024, it also made strategic investments in infrastructure and technology to improve the quality of services:

- Investments (CAPEX): R\$ 19.2 million (on a cash basis in the 5G mobile network operation).
- The Company's total CAPEX, including broadband, 5G and

other activities, totaled R\$ 367.6 million on a cash basis.

- It has maintained strategies of accessibility to services, keeping a varied portfolio for different consumer profiles.

At the end of 2024, Unifone registered a growth in the number of shareholders, reaching 28,268 investors, which accounts for an increase of 45.1% compared to the 19,491 shareholders in 2023, driven mainly by the greater share of individual investors.

The growth in Unifone's economic performance not only reinforces its position in the telecommunications sector, but also ensures continued investment in innovation, infrastructure and sustainable practices.

The Company remains committed to generating value for its shareholders, customers and other stakeholders, while maintaining responsible financial management aimed at sustainable growth.

Acquisitions and Expansion

In line with its strategic planning, the Company continued to expand its telecommunications infrastructure in 2024:

- Construction of 81,458 new organic fiber optic ports.
- Expansion of backbone¹³ coverage to 258 cities, accounting for an increase of 0.78%.

- Expansion of the structure and inauguration of own 5G and 4G coverage in 11 cities in Santa Catarina and Rio Grande do Sul, reaching approximately 305,000 people.
- Expansion of the fiber optic network by 14.58%, increasing the reach and quality of service.
- Expansion of its customer base by 72,566 net accesses, accounting for an increase of 10.09%.
- Obtaining authorization to operate on the secondary 700 MHz frequency, strengthening coverage.
- Maintenance of national mobile coverage starting in 2023 via strategic partnerships.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

¹³ The main infrastructure of a telecommunications or computer network. In the context of telecommunications networks, the backbone is the high-capacity network that connects the different points of the network, allowing large volumes of data to be transmitted efficiently and at high speed.

- Expansion of own fleet to 783 vehicles, accounting for an increase of 17% compared to the previous year.
- It ended the year with 95,348 mobile telephony customers, 56.07% of which were portability customers and 82.35% with combo plans.

Improvements in connectivity in new regions have been key to driving Unifone's digital and economic development. This expansion strengthens Unifone's presence in the market and boosts the development of the regional economy, fostering innovation, expanding access to new markets and generating jobs. With this move, the Company is consolidating itself as an agent of digital transformation, promoting connectivity and progress.

Market Share – Broadband

The Company remains the leader in Market Share of broadband accesses in the state of Santa Catarina, with 786,802 accesses in the southern region, 9.4% up over the previous year and 0.2% up by region when compared to the same period, specifically considering fixed broadband accesses.

Region	Results by Region (%)	
	2023	2024
Paraná	0.3	0.3
Santa Catarina	20.1	20.7
Rio Grande do Sul	5.2	4.9
Total Southern Region	7.7	7.9

Region	Market Share Change- Broadband - 2023 - 2024 (%)	
	Number of municipalities served	Coverage percentage (%)
Paraná	0	0%
Santa Catarina	66	22.4%
Rio Grande do Sul	0	0%
Total Southern Region	66	5.5%



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

Financial Indicators

(GRI 201-1)

The Company discloses its financial information on an individual and consolidated basis (it holds 100% control of all its subsidiaries), thus eliminating the need to adjust for minority equity interests in the process of consolidating the information.

FINANCIAL INDICATORS - Consolidated (R\$ thousand)			
	2022	2023	2024
Net Operating Revenue	678.5	883.2	1,025.4
Cost of Services Rendered	(362.8)	(485.7)	(504.9)
Operating Expenses	(134)	(175.5)	(260.7)
EBIT	181.7	222	259.8
Depreciation and Amortization	163	218.6	240.1
EBITDA	344.8	440.5	499.9
Accounting and Non-recurring Adjustments	(9.2)	(12.5)	(3.0)
Adjusted EBITDA	335.7	428.1	496.9
AL (After Leasing) EBITDA adjustment	0	(11.1)	(35.5)
AL (After Leasing) EBITDA	335.7	416.9	461.4
Financial Result	(10.1)	(30.3)	(44.2)
Income Tax and Social Contribution	(41.5)	(46.5)	(41.0)
Net Income for the Year	130.2	145.1	174.6



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

In 2024, the Company maintained its growth rate, with net revenue 16.10% higher than in 2023. Net income rose by 20.33% in the same comparison. Consolidated EBITDA grew 13.48%, while consolidated gross income rose by 30.94%.

SAV - Consolidated Unifiqu e and Subsidiaries (R\$ thousand)

Main Indicators	2022	2023	2024
Salaries and Benefits	134.1	194.1	250.9
Payments to the Government	205.6	239.6	252.4
Third party Capital	100.7	106.5	106.2
Remuneration of Own Capital	130.2	145.1	174.6
Total	570.6	685.3	784.1

In the indicators of the Statement of Added Value, the Company also showed an increase of 14.42% compared to the previous year, corresponding to an additional amount of R\$ 98.8 million.

The increase in costs relating to salaries and benefits is linked to the growth in the workforce, as well as salary adjustments and benefit readjustments, in line with people appreciation and retention practices.

Regarding the remuneration of equity capital, the significant increase compared to 2023 is directly related to the growth in net income.

[Click here](#) to access the full financial statements and earnings release.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

DEBT PROFILE

INDEBTEDNESS - Consolidated (R\$ thousand)

	2022	2023	2024
Borrowings and Financing	370.2	323.7	549.3
Equity Interest Payable	350.2	282.8	188.7
Lease Liabilities - Real Estate	21	24.4	25.8
Lease Liabilities - Network	-	116.5	76.3
Total Debt	741.4	747.4	840.1
Cash and Cash Equivalents	368.1	272.3	447.8
Financial Investments	189.5	113.1	37.1
Restricted Cash	1	-	-
Derivative Financial Instruments	-	7.5	-
Managerial Net Debt	182.8	354.5	355.2

In 2024, Unifone recorded significant growth in consolidated debt, especially in the fourth quarter, when the total balance of loans and debentures rose 69.7% compared to the previous period. This movement was mainly due to the R\$ 300 million raised in the third issue of debentures in May, reinforcing the strategy of raising funds to sustain growth and fulfill relevant financial commitments.

Even with this increase, the Company has maintained a responsible approach to debt management. During the year, it made principal payments on loans of R\$ 103.1 million and R\$ 22.7 million in interest. This assertive policy highlights the balance between financial protection and meeting expansion needs.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

Management Net Debt remained practically stable, reflecting the improvement in cash and other financial assets. Adjusted Net Debt reached R\$ 323.7 million, ending the year at 0.70x EBITDA and showing controlled leverage. It's worth highlighting that 79.9% of liabilities are indexed to the IPCA, thus guaranteeing predictability and protection against inflation, which stands

at 4.83% in 2024, a moderate level according to market indicators.

Unifone's cash recorded significant growth in 2024, as a result of a liquidity and resource optimization policy. In 4Q24, the balance of Cash and Cash Equivalents, as well as financial investments, grew 25,8% compared to 4Q23, driven by the third issue of debentures and by

financial investments. This strategy ensures financial strength and allows investments in infrastructure, keeping the Company ahead in the telecommunications sector.


Strengthening this position, the allocation of resources prioritizes solidity and efficiency, enabling strategic investments focused on high-quality service and support

for innovative projects. With responsible debt strategies and differentiated services, Unifone seeks to inspire confidence in the market, preserving its competitiveness and commitment to making people's lives easier through cutting-edge technological solutions.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes



Social



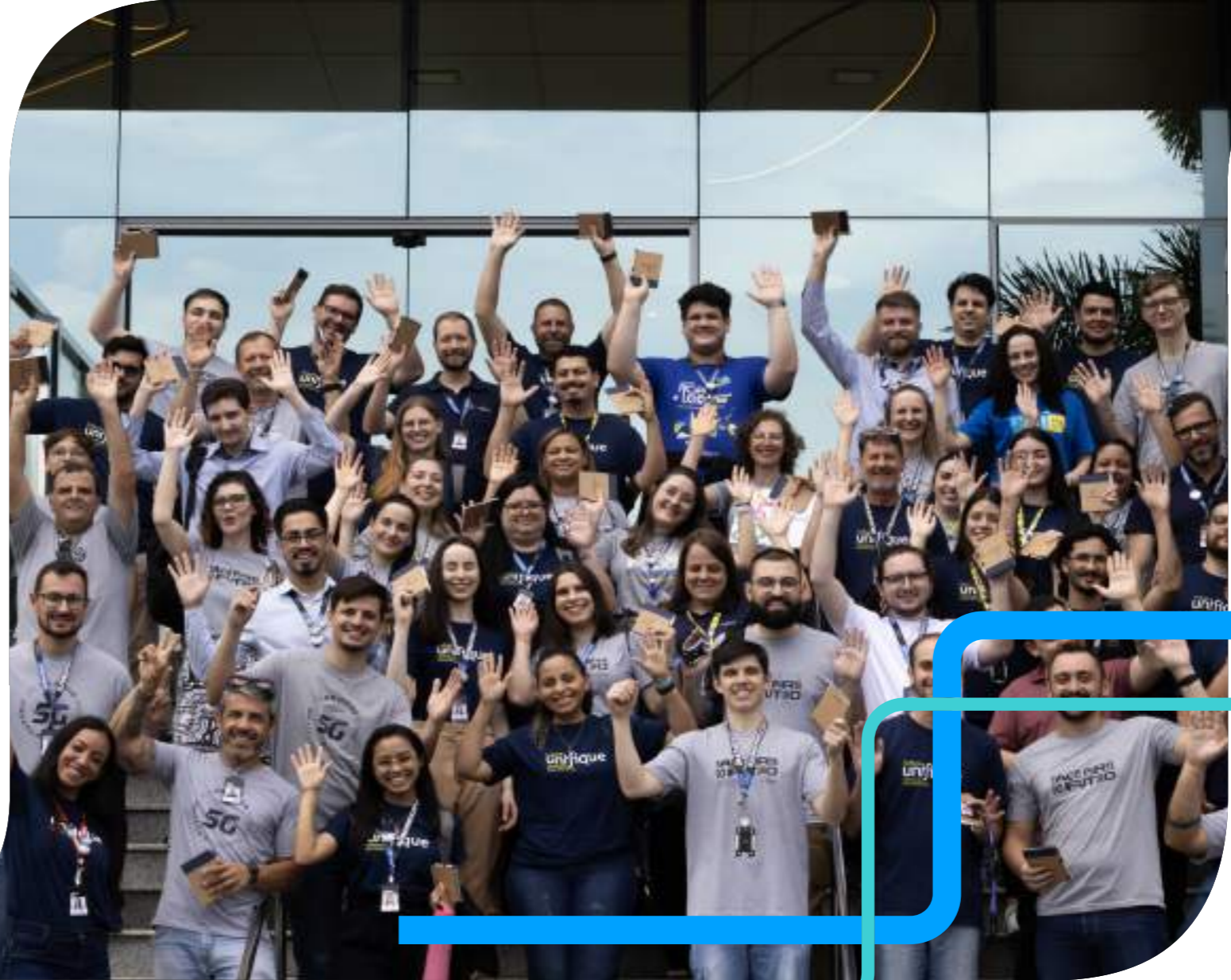
unifisque

PEOPLE MANAGEMENT

(GRI 3-3, ODS 4, ODS 5, ODS 8, ODS 10)


Unique recognizes that its sustainable growth is directly linked to valuing people. For this reason, people management is structured around the principles of inclusion, diversity, integrity and human development. The Company believes that an ethical, collaborative and fair environment is essential for strengthening the organizational culture and boosting employee engagement on all fronts.

Focusing on well-being, talent development and equal opportunities, the Company implements practices aimed at attracting, retaining and training professionals, promoting leadership that values diversity of ideas and innovation as instruments of transformation.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

HUMAN DEVELOPMENT POLICIES

The **Diversity, Inclusion and Human Rights Policy** establishes guidelines to foster an environment where individual differences—such as gender, race, age, sexual orientation, among others—are respected and integrated into the organizational dynamic. For Unifique, diversity is not just an ethical principle, but a lever for innovation, creativity and competitiveness.

Moreover, the **People Management Policy** guides actions aimed at meritocracy, adequate working conditions, continuous development and strengthening the culture of high performance. The leadership model adopted encourages employee protagonism, collaboration between teams and professional growth in an environment of respect and active listening.

Commitment to Integrity

Workforce management is carried out through structured processes, integrated systems and regular audits, ensuring compliance with labor legislation and fostering transparency in the relationship between company and employee.

One of the main control instruments is the Management Dashboard, an internal tool that allows you to monitor working hours, vacations, salaries, contract histories and registration updates. In 2024, access to the dashboard was extended to leaders, promoting managerial autonomy and greater control of the team in real time.

The management of vacations and overtime is based on management

reports and monthly audits, ensuring that the breaks between shifts are respected, reinforcing care for the health and well-being of employees. In addition, the work model includes face-to-face, remote and hybrid formats, according to the type of job, promoting flexibility and alignment with operational needs.

Salary Management


Unifique's salary policy is guided by an internal table of job positions and remuneration brackets. Whenever necessary, market research is carried out to ensure alignment with external practices and competitiveness in remuneration packages.



All employees are guaranteed adjustments according to the union base date. In 2024, the Company granted an average salary increase of 4.5% and an 8% in food vouchers, contributing to the purchasing power and appreciation of the benefits offered.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes



Diversity and Profile of Employees

(GRI 2-7, 2-8, 405-1, ODS 8)

In 2024, the Company increased the number of direct employees by 35.44%, demonstrating its commitment to creating quality jobs. Growth was also followed by a 24.8% increase in the number of outsourced workers, reflecting the expansion of operations and the strengthening of the value chain.


Types of Contract	2023	2024
Permanent	1,916	2,595
Outsourced	641	800*
Apprentices	29	70
Trainees	7	11
Self-Employed Workers	NA	NA
Total	2,593	3,476

*Approximate number

Permanent Employees by State		
	2023	2024
Santa Catarina	1,535	1,848
Rio Grande do Sul	347	789
Paraná	34	39

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

Unifone's workforce is marked by a diversity of age groups, genders and ethnicities, reflecting its commitment to a plural and representative work environment.

- **Women:** 38.6% of permanent staff.
- **Predominant age group:** 26 to 35 years (40.4%).

Self-declaration of color	
	%
White	74.6
Mixed Race	18.55
Black	5.35
Yellow	1.3
Indigenous	0.2




Age Group	
	%
Under 18 years	2.3
18-25 years	30.86
26-35 years	40.4
36-45 years	19.24
46-55 years	6.16
56-65 years	0.97
66-75 years	0.07

The information above does not include data from the subsidiary Vex, whose systems have not yet been integrated into the Unifone database. Vex.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

ORGANIZATIONAL CULTURE AND ENGAGEMENT

(GRI 404-2, ODS 4, ODS 8)

Unifique believes that organizational culture is built on a daily basis by strengthening internal bonds, encouraging learning and promoting environments that value dialogue.

In 2024, the Company consolidated initiatives aimed at strengthening its institutional identity and employee engagement. In this context, it created the **“Unifique Culture – Connecting Our Way of Being,”** with the aim of defining and promoting the pillars that underpin the organization’s way of acting and relating.

With the support of external consultants, the process of building and implementing the new organizational culture followed struc-


tured stages throughout the year. The starting point was the diagnosis of the current culture, conducted using the Barrett methodology, applied in a survey open to all employees. This stage also included individual and group conversations with employees, leaders, subsidiaries and the executive body.

Based on this diagnosis, the ideal culture was defined—the result of the combination of the current identity and the organization’s desired values. Based on this, the **Pillars of Unified Culture** were established: **customer centricity, high performance, collaboration and sense of ownership, and innovative attitude.**



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes




To disseminate these pillars and engage the teams, the Company promoted the first edition of the Culture Caravan. Directors and strategic representatives of the People and Culture Department visited the regional offices to present the fundamentals of the new culture to employees in person, reinforcing the institutional commitment to building this new moment collectively.

The **DNA Unifique Platform** has remained a strategic tool for training people. The **Onboarding Trail**, designed to integrate new employees, included **11 courses and 166 activities**, totaling 2,725 participants. Of these, **2,313 were fully completed**, 319 partially com-

pleted and 93 were still in progress at the end of the year.

The **Knowledge Exchange Program**, which promotes the exchange of experiences between areas, had three editions in 2024, with the participation of approximately 120 employees. The purpose of the program is to foster organizational empathy and broaden the understanding of the routines of different departments.

Every month, **Unifique Day** brings together employees for strategic alignment activities and the dissemination of values, reinforcing the company's commitment to innovation, leadership and collaboration.

 Home Our Vision Sustainability In Focus Governance Social Environmental Annexes

APPRECIATION AND BELONGING

Strengthening the internal culture also involves recognizing achievements, celebrating milestones and promoting a sense of belonging. In 2024, Unifique carried out actions in several locations, focusing on team integration and appreciation.

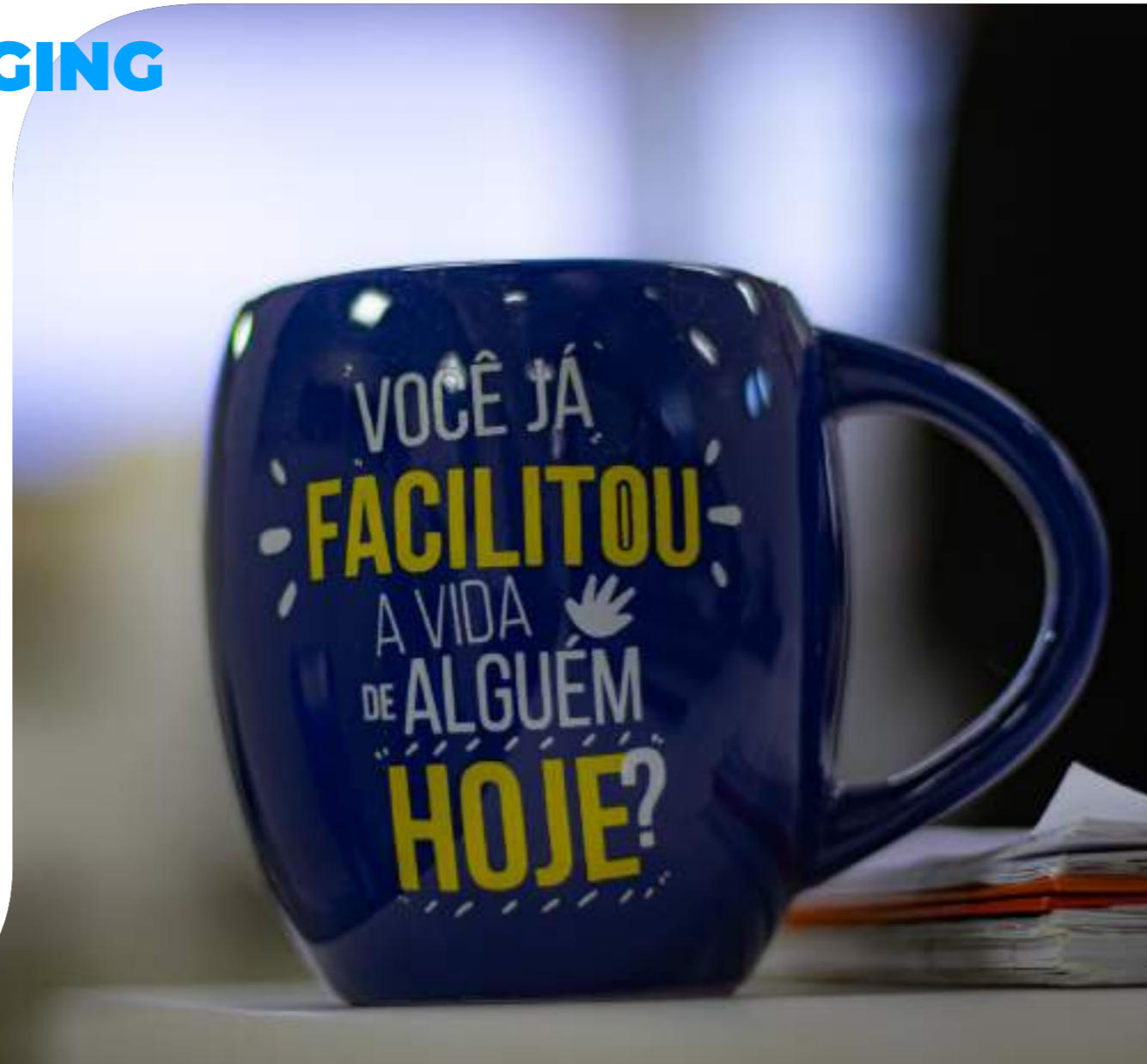
The highlights are as follows:

- **Celebrations of commemorative dates** such as Easter, Festa Junina, Mother's Day, Father's Day, Labor Day and New Year's Eve;
- **Goal Achievement Coffee**, an event held for all employees as a

form of recognition for reaching sales and activation targets;


- **Distribution of chocolates** as a token of appreciation to employees, celebrating the score achieved in the Anatel survey;
- **Launch of Unifique Culture**, with awareness-raising activities throughout the year, reinforcing institutional values.

These actions help to maintain a positive organizational climate and bring employees closer to the Company's vision and purpose.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

DIVERSITY AND INCLUSION

(ODS 5, ODS 10)


Diversity is an ongoing commitment for Unifiqu, which seeks to promote a safe, plural and welcoming work environment. In 2024, the Diversify program continued to focus on internal communication and awareness-raising, reinforcing messages of respect, equity and inclusion.

Although the number of practical actions was lower in this cycle, due to the process of restructuring the Diversity and Inclusion Commission and the priority actions, the institutional commitment to diversity remains a permanent value, present in campaigns, training and HR guidelines. The Company recognizes the importance of continuing to make progress in promoting representation in its workforce and combating any form of discrimination.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

COMMUNITY RELATIONS

(GRI 203-1, ODS 11, ODS 17)

Unifique believes that internal development must be linked to progress in the regions where it operates. That's why it also promotes actions that generate value for society, fostering digital inclusion, innovation and access to culture.

One example was the **reinforcement of 4G and 5G coverage at the Vila Germânica Park** in Blumenau (SC), a strategic location for regional events with large circulation. The action sought to guarantee high-quality connectivity during public activities, reinforcing the role of technology as an instrument of citizenship and local development.

Another important milestone in 2024 was the participation as the **sponsor of World Creativity Day (WCD)**, held in **Timbó (SC)**—a

global event recognized by the **UN as the largest collaborative festival of creativity and innovation in the world**. With the theme **"Plural Intelligences"**, the program included workshops, lectures and experiences focused on creative education, diversity and social protagonism.

WCD 2024 Results – Timbó (SC):


- 81 activities performed;
- 1,170 participants;
- 25 volunteers;
- 76 inspiring protagonists;
- 14 hosts;
- Recognition as one of the **10 most engaged cities in Brazil**.


Unifique's role as a sponsor of the event reinforces its commitment to open innovation, digital inclusion and the Sustainable Development Goals (SDGs). Through initiatives like this, the Company reaffirms its role as an active agent of social transformation and the construction of a more connected, participative and creative future.



 Home


 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

CARE THAT TRANSFORMS: INTEGRATED HEALTH, SAFETY AND WELL-BEING MANAGEMENT

(GRI 3-3, ODS 3, ODS 8)

Caring for people's health is one of the core pillars of sustainability at Unifiqu. Effective management of this topic reflects not only the Company's commitment to the integrity of its employees, but also to building a productive, motivating and safe working environment.


Considering its strategic importance, occupational health and safety are directly related to Unifiqu's organizational culture, which seeks to promote quality of life at work and guarantee safe conditions for the efficient performance

of duties. The Company works to comply with legal and regulatory requirements, while at the same time fostering an environment that values the physical and mental integrity of its employees, promoting a virtuous cycle of productivity, innovation and well-being, with positive impacts on relations with its stakeholders.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

(GRI 403-1, 403-3, 403-4, 403-8)

Unifique has adopted an Occupational Health and Safety Management System that covers 433 activities and includes all its own employees, including those of the controlled unit. This system is based on the following pillars:

- Legal compliance;
- Training and awareness;
- Risk Management;
- Accident management and prevention;
- Improvements of processes;
- Preventive healthcare programs.

The OSH area is made up of certified professionals (in-house and third parties) and is supported by

three partner companies: one responsible for training and regulatory certifications, another for preparing reports (PCMSO, PGR and LP) and a third one in charge of occupational examinations. The activities are described in the Occupational Health and Safety Procedure.

All employees have easy access to the area's services and receive constant guidance. They are encouraged to actively participate in actions such as:


- Weekly Safety Dialogues (WSD);
- Guidance on the dangers and risks of the activities;
- Distribution and Monitoring of PPEs;
- Health promotion actions;
- Occupation consultations and examinations carried out during working hours, with travel provided by the Company.

In addition, there are exclusive communication channels with the area, such as a dedicated WhatsApp number and the email sst@redeunifique.com.br.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes





Actions carried out in 2024

- Digitization of training management and NR certificates;
- Issuing digital CELESC cards with ASO and training data;
- Inspections in 30 units for PPE and ladder lashing (266 assessments);
- Implementation of the STOP tool, with 131 approaches recorded;
- Ban on working on roofs without secure anchorage from October 2024;
- Replace the use of ropes with ratchet straps for securing ladders, increasing safety and ergonomics;
- Digital implementation of the APR for routine activities in all the units;
- Manual implementation of PT for higher risk non-routine activities;
- The 24/7 emergency line is manned by the monitoring department, which forwards any requests to the security department;
- Periodic examinations at headquarters (Timbó/SC) to reduce absenteeism;
- Event between leaders and OSH to assess risks in 5G and radio towers, with the acquisition of new rescue equipment.




 Home


 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes





2025 Targets:

- Strategic culture and people pillar: The target of zero serious accidents and/or accidents with severe consequences remains in place;
- WSD: minimum achievement of 85% for the annual average;
- STOP: 95% behavioral approach for the annual average;
- Digitize inspection routines;
- Expand the use of the STOP tool to 100% of O&M and infrastructure leaders, with a target of two STOPs per leader per month;
- Training tower teams for rescues with the new equipment acquired.

 Home


 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

HEALTH AND SAFETY RISK MANAGEMENT

(GRI 403-2, 403-4, 403-7)

Unifique understands that effective occupational risk management is essential for the physical and mental integrity of its employees and for the sustainability of its operations. Accordingly, it carries out an annual hazardousness assessment, conducted by qualified professionals such as engineers and occupational safety technicians. This process covers all of the Company's activities and results in the preparation of Technical Hazard Reports (LP), as required by the Regulatory Standards. Whenever new functions are created or changes are made to internal procedures, the reports are reviewed immediately, ensuring that the information is continually updated.

Complementing this approach, the Company has a Risk Management

Program (PGR) in place, a structured document that identifies, assesses and classifies occupational risks at all Unifique units. Each mapped risk has specific preventive measures and controls aimed at mitigating its impact and ensuring safer working environments. This management structure is an integral part of Unifique's commitment to prevention and collective well-being.

To reinforce this, the Company relies on the active work of the Internal Commission for the Prevention of Accidents and Harassment (CIPAA), set up in all units with more than 50 employees. In 2024, the commission was made up of 98 participants, who were responsible for carrying out 986 safety inspections, which demonstrates the engagement and protagonism of the employees themselves in


promoting a safer working environment.


This culture of prevention is supported by various tools and processes, such as the Preliminary Risk Analysis (PRA), the Work Permit (WP), the use and monitoring of Personal Protective Equipment (PPE) and Collective Protective Equipment (CPE), the Weekly Safety Dialogues (WSD) and regular technical training. All employees are widely instructed and encouraged to stop any activity they consider unsafe, and can report risk situations or inappropriate conduct anonymously through the institutional ethics and whistleblowing channels.



 Home


 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

WORKER SAFETY INCIDENTS

(GRI 403-2, 403-9, 403-10)

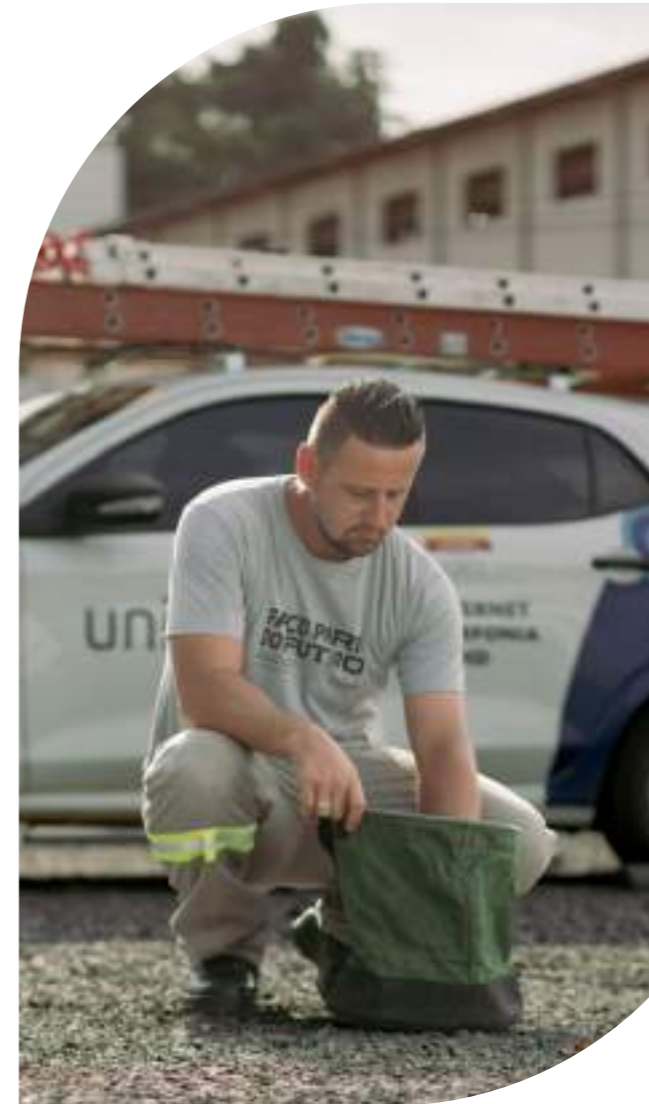
All accidents involving our own employees are duly recorded, monitored and given appropriate support from the outset. In 2024, 78 occupational accidents were recorded, which represents an increase of 105.26% over the previous year. This growth is mainly due to more rigorous reporting of incidents and an increase in the number of employees in the field, especially in risk areas such as the O&M sector. In total, 212 days were lost, out of a total of 123,139 hours worked. The majority of incidents—around 25%—are commuting accidents. It is important highlighting that there were no cases with serious consequences or deaths during the period. With the preventive actions that have been implemented, Unifque hopes to reduce occurrences by 2025.

Occupational Accidents - Own Employees		
	2023	2024
Occupational Accidents	38	78
Attendance Rate*	NM	7.65
Severity Rate**	NM	35.49

NM: Not measured
 * Calculated with the total number of lost-time accidents X 1,000,000 / Hours Worked.
 ** Calculated with the total number of days off X 1,000,000 / Hours Worked.

Regarding outsourced workers who work under the direct supervision of Unifque, the management of incidents is carried out by the contracting companies, as provided for in the contract. However, in the event of accidents, the Company's Infrastructure Contract Management department ensures that the initial reception, the necessary support and the proper recording of the event are provided. In 2024, nine accidents involving third parties were reported, with a total of 462 days lost and no deaths recorded.

Also in 2024, as part of the process of continuous improvement in OSH management, the Company formally started the systematic recording of incidents and near misses—events that do not generate time off from work, but which represent potential operational risks. During the year, the



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

Company recorded seven incidents, and this number is expected to increase in the coming cycles, reflecting a more mature and safety-conscious culture in the workplace. The initiative aims to increase the visibility of risks and reinforce preventive actions, anticipating possible failures and protecting the integrity of employees.

Occupational Diseases

Through the Risk Management Plan (RMP), all risks with the potential to cause health problems are systematically identified, classified and monitored, with control measures applied preventively and continuously. This approach allows for proactive action, with a focus on protecting the physical and mental health of professionals in different environments and roles.


The management of risks includes a set of integrated actions, such as Weekly Safety Dialogues (WSD), regular technical inspections, the use and monitoring of Personal Protective Equipment (PPE) and mental health awareness campaigns. Unifique also offers psychological and psychiatric support through the Saudavelmente Program, which contributes to the prevention and treatment of emotional and behavioral demands.

As a result of this ongoing effort, no cases of occupational diseases or deaths were recorded in 2024. Maintaining this positive indicator is a reflection of the Company's commitment to a healthy, balanced and safe working environment for all its employees.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

HEALTH AND SAFETY TRAINING

(GRI 403-5, 403-7)

Unifique recognizes that strengthening the safety culture depends directly on the continuous training of its employees. For this reason, it systematically invests in training and refresher programs, aligned with the legal requirements of the Regulatory Standards (NRs), but also adapted to the Company's operational realities. The aim is to ensure that each employee has the necessary skills to identify, prevent and mitigate occupational risks, fostering a safer, healthier and more efficient place.

Training is managed through an internal system, which allows strict control of the validity of certifi-


cates and the issuing of alerts to leaders two months in advance. In 2024, 633 employees, both own and from controlled units, were trained in the following standards: NR 10, NR 10 SEP, NR 11 (forklift, pallet truck and Munck operation), NR 12, NR 33 and NR 35. Participation is compulsory, free of charge and takes place during working hours. If the employee is not up to date with the mandatory training, their activities are suspended until they are regularized.

It is worth highlighting the specific procedure adopted for NR 10 SEP, which requires, in addition to theoretical training, practical assess-



 Home


 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes



ment and final approval by one of the Operation and Maintenance Coordinators (O&M), ensuring the necessary technical level for more critical activities.


Complementing this structure, Unifique provides specific training for the CIPA and Fire Brigade teams, with 105 CIPA members and 61 fire brigade members trained in 2024. The Company also invests in ongoing awareness-raising activities, such as the Weekly Safety Dialogues (WSD), held in person and recorded on the DNA Unifique Corporate Education platform. Each WSD has a short quiz with four questions to reinforce learning. During the year, 51 meetings were held, totaling 19,480 participants, which accounts for a 60% increase compared to 2023.

Another highlight of the year was the expansion of STOP Training, a behavioral observation tool applied

by leaders to identify deviations and reinforce good safety practices. In 2024, 69 leaders were trained, which corresponds to 69.70% of operational leaders.

SIPAT (Internal Week for the Prevention of Occupational Accidents) has also established itself as an important engagement tool. Held in August, the 2024 edition covered topics such as: combating harassment and discrimination in the workplace, physical and psychological first aid and inclusion and equal opportunities for people with disabilities. All the lectures were recorded and are available for consultation on the DNA Unifique platform, expanding access to information and strengthening continuous learning.

Unifique also manages training for its service providers. These professionals receive specific training when they are hired, according to their activities. Furthermore, the


 Home Our Vision Sustainability In Focus Governance Social Environmental Annexes


Company requires monthly proof of compliance with legal requirements, especially with regard to the Regulatory Standards (NRs) and the management of Personal Protective Equipment (PPE). Field inspections are carried out periodically to ensure compliance and the effectiveness of the safety measures adopted.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

DECENT WORK AND WELL-BEING

(GRI 2-30, 403-6, ODS 3)

The Company understands that a healthy and balanced work environment contributes directly to team engagement, talent retention and the strengthening of the organizational culture. Therefore, it adopts an approach that goes beyond legal compliance, offering fair conditions, comprehensive benefits, and programs focused on physical, emotional, and social well-being.

Among the main benefits offered to employees is the **healthcare plan**, which is available free of charge from the moment you join. The service is used through a 50% co-payment, guaranteeing access to a wide network of medical services, including obstetric support, prenatal care and childbirth assistance. The inclusion policy also extends to family

members, allowing dependents to join through a fixed monthly contribution.

With a focus on digital and accessible solutions, Unifique also offers a **telemedicine** service, developed in partnership with TOPMED. The platform connects employees to health professionals in a practical and secure manner, enabling virtual consultations, requesting tests, issuing prescriptions and discounts at partner pharmacies. The tool respects the highest standards of information security and complies with current data protection legislation.

In addition to physical health care, since 2022 the Company has run the **Saudavelmente Program**, initially




focused on emotional health and currently on promoting the comprehensive health of employees.


The Program is accessible and adapted to different profiles, with the support of an external advisory firm specializing in the inclusion of people with disabilities (PCDs). This

firm promotes training with leaders and, when necessary, conducts conversations and alignments related to the adaptation of disabled employees, strengthening a more inclusive and prepared organizational culture.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

 **In 2024, the program included the following actions:**


- **102 internal psychological support sessions**, conducted by qualified professionals;
- **989 sessions of specialized therapeutic support** for leaders, through external providers;
- **08 Weekly Safety Dialogues (WSD)** focused on the subject of mental health;
- **17 PwD awareness-raising sessions** for leaders;
- **14 editions of Falaí meetings**, aimed at developing emotional intelligence;
- **Psychoeducation campaigns**, with **04 lectures**, information materials and **16 accessible internal communications**;
- **01 external walk** for employees;
- Attendance **at 04 diversity and organizational inclusion events**;
- **20 cases handled** involving **PwD**;
- **Paid time allowance** for private psychology and psychiatry sessions, as well as **exemption and/or reimbursement** of co-payments for services covered by the healthcare plan or provided via telemedicine;
- Carrying out a **health mapping of employees**, with questions related to physical activity, chronic diseases, diet, sleep and mental health;



- **New Benefits:** Access to Telemedicine was made available free of charge to two specific audiences: **Young Apprentices**, who can use the service for psychological, psychiatric and neurological monitoring, especially in cases of investigation of possible neuro-disorders. **Technicians with an unfit psychosocial Occupational Health Certificate** are granted access to telemedicine for psychological treatment until their next evaluation, scheduled to take place within six months.


 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

This attention to well-being is reflected in a comprehensive package of benefits offered to employees, which includes:



Health care plan



Dental Insurance



Pharmacy Aid



Life insurance



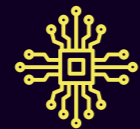
Transportation voucher



Meal voucher



Education aid



Complimentary internet



Birthday present



School Supplies Aid



Stork Program



Five-Year Award



Profit sharing



Daycare nursery grant



Aid for disabled children



Saudavelmente Program



Partnerships with local organizations and businesses



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes


In addition, Unifine maintains an active policy of dialogue with the unions and values collective bargaining as an instrument of balance and justice in labor relations. The Company is linked to the following unions: SINTTEL-SC, SINTTEL-RS and SINTTEL-PR, ensuring that 100% of employees under the Brazilian labor law (CLT) are covered by current collective agreements.

In 2024, the unionization rate at Unifine was 15.66%, accounting for an increase of 61.44% over the previous year—an indication of greater engagement and representativeness in collective agendas.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

CUSTOMER SATISFACTION AND QUALITY OF SERVICES

(GRI 3-3, ODS 9, ODS 12)

In 2024, the Company stepped up its efforts to improve the consumer experience at all points of contact, strengthening its operational structure, modernizing processes and reinforcing its customer-centric approach.

With a diversified portfolio—which includes broadband services via optical fiber, fixed and mobile telephony, pay TV, data center, camera monitoring, telemedicine, insurance and home automation—Unifique works continuously to optimize delivery, increase service


reliability and ensure that every interaction adds value to the customer journey.

Digital transformation has been a key element in this process. Through technological innovation and data intelligence, the Company has ensured greater operational efficiency, responsiveness and customization in service, reflecting constant alignment with market expectations.



 Home


 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

CUSTOMER SERVICE: EFFICIENCY AND INNOVATION

Throughout 2024, Unifique promoted the modernization of its service channels, integrating platforms, redesigning internal flows and expanding the use of digital solutions. The restructuring of the technical support teams, coupled with the automation of tasks such as screening and call categorizing, has allowed to reduce the average waiting time and increase first-contact resolution.

The improvements implemented include:

- Contracting of new attendants;
- Expansion of ongoing training;
- Development of features such as trusted device unlocking, Brazi-

lian Payment System (PIX) integration, and automated address updates, which increased user autonomy and reduced reliance on human support.

With the support of artificial intelligence (AI), around 30% of calls made via WhatsApp and telephone are now resolved automatically. The highlight of this transformation was the work of the virtual assistant Monique, who gained relevance as an efficient support channel on multiple platforms (website, WhatsApp, Telegram and the “Minha Unifique” app).



In 2024, the number of interactions resolved by Monique grew 9.21% compared to the previous year, demonstrating the positive impact of digitalization on the customer experience.

Observed results:

- Reduction of approximately 20% in the average waiting time;
- Increase of approximately 15% in First Call Resolution;
- Reduction in the average service or resolution time;
- The use of the virtual assistant has directly contributed to reducing the burden on call centers;
- Digitalization has resulted in operational gains and its direct impact on costs and NPS is being analyzed.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

SATISFACTION MONITORING: ACTIVE AND CORRECTIVE LISTENING

(GRI 2-4, 3-3)

Unifone has structured its **Customer Satisfaction Cell** with the aim of monitoring and improving customer perception after service. The surveys are carried out five days after the interaction with technical support, thus allowing to assess whether the request has been effectively resolved. Otherwise, a technical visit is automatically scheduled, increasing resolution capacity and reducing repeat calls.

In addition, the **Complaint Management Cell** specializes in registrations made on platforms such as Anatel Consumidor, Consumidor.gov, Reclame Aqui and Ombudsman. The aim is to guarantee agile, traceable and solution-focused responses, promoting an active approach to reputation management.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

In 2024, the Company adopted the Customer Satisfaction Score (CSAT) as the main metric for assessing customer satisfaction after specific interactions, such as technical service or contact with support. This methodology began to be used as a complement to the Net Promoter Score (NPS), which remains present in surveys aimed at evaluating brand loyalty and overall perception. CSAT was chosen because of its ability to generate more immediate, objective feedback that is directly applicable to the operation, strengthening active listening and agile decision-making.

The CSAT indicator showed a positive trend throughout the year, rising from 83% in February to 86% in December. This evolution is a direct result of operational improvements, including speeding up service, digitizing pro-


cesses and expanding the role of the virtual assistant. This increase was calculated based on significant service volumes: in February, 72,000 visits and 25,000 service reviews were recorded; in December, the number rose to 78,000 services and 49,000 reviews. The survey response rate also grew significantly, from 35% in February to 63% in December, demonstrating greater customer engagement in evaluating the service.

Although CSAT does not have a direct sectoral reference average, it is important to highlight that Unifique's NPS is above the sector average. This reinforces the Company's ongoing commitment to humanized and quality service in all areas of contact with customers, factors that directly influence the positive perception reflected in the CSAT.



 Home


 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

Complaint Occurrence Indicators – By State of Operation

Between 2023 and 2024, Unifone improved its processes for consolidating and monitoring complaints received through formal service channels, providing a more accurate and structured view of the customer journey. This progress was driven by factors such as the growth of the customer base under the Unifone brand, which rose from 608,516 to 791,854 accesses in the period, and by the systemic migrations that took place throughout the year, particularly the incorporation of Sygo's base, which totaled around 80,000 accesses.

With these integrations, data that was previously handled in a decentralized manner is currently recorded directly in the Company's systems, increasing visibility of the different types of user

demands and strengthening its analytical and response capacity.

Moreover, specific operational challenges, such as difficulties in accessing retention channels for cancellations, identified especially between January and September 2024, also contributed to the increased use of external channels by customers.

The states of Santa Catarina and Rio Grande do Sul account for most of the

complaints, in line with the distribution of the customer base and demonstrating the Company's commitment to closely and effectively monitoring and meeting the demands of its main markets.


Despite the general increase, the state of Paraná recorded an atypical drop of up to 98% in occurrences. The Company identified signs of inconsistency in the consolidation of data for the region, possibly related

to flaws in the extraction systems or integration between internal and external channels. An internal audit is underway, with a complete review of historical data and restructuring of collection processes planned, aiming to ensure the integrity, traceability and representativeness of regional indicators from 2025 onwards.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

Place	SC			R\$			PR		
	2023	2024	Chg %	2023	2024	Chg %	2023	2024	Chg %
Reclame Aqui	728	1,274	75%	218	480	120%	39	1	-97%
Ombudsman	1,453	2,527	74%	531	808	52%	21	-	-100%
Consumidor.gov	74	228	208%	17	60	253%	2	-	-100%
Anatel	846	1,165	38%	325	483	49%	3	1	-67%
Spontaneous Complaint	3,108	4,207	35%	620	1,372	121%	20	-	-100%
Total	6,209	9,401	51%	1,711	3,203	87%	85	2	-98%

Number of Complaints (Overall)			
Indicator	2023	2024	Chg %
Complain here	985	1,755	78%
Ombudsman	2,005	3,335	66%
Consumidor.gov	93	288	210%
Anatel	1,174	1,649	40%
Spontaneous Complaint	3,748	5,579	49%
Total	8,005	12,606	57%

Unifone continues to invest continuously in the qualification of its processes, teams and service channels to promote the continuous improvement of the customer experience and ensuring high quality standards in the services provided.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

Main reasons for complaints

The most recurrent topic was “customers without connection.” Recurring complaints about slowness were also identified, especially on platforms such as Anatel and Reclame Aqui. In most cases, it is not a failure in the service provided, but rather a lack of user understanding regarding the limitations of Wi-Fi networks in home environments. Unifique has acted to mitigate this type of occurrence with guidance actions, educational communication and improvements in self-service functionalities.


Supplementary observations:

- The platform with the highest volume of registrations was the Ombudsman’s Office, followed by Reclame Aqui and Anatel.
- The growth in complaints was proportional to the increase in the customer base, with a trend to stabilize through investments in automation, improved internal processes and the work of virtual assistant Monique.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

TECHNICAL QUALITY AND INFRASTRUCTURE MODERNIZATION

(ODS 9, ODS 12)

In order to improve the quality of its service, Unifone has invested heavily in migrating customers to modern fiber optic networks. In 2024, 113,000 customers were migrated from legacy systems and 79,300 ONUs¹⁴ were replaced, which generated significant gains in stability, speed and data traffic capacity.

Moreover, these actions have helped to reduce technical failures, optimize energy consumption and dispose of electronic equipment responsibly, in line with the Company's commitments to responsible consumption and production.



¹⁴ Optical Network Unit is the equipment located in the customer's home that converts the optical fiber signal, allowing connection to the internet, telephony and other services offered via the fiber network.

Home

Our Vision

Sustainability In Focus

Governance

Social

Environmental

Annexes

REGULATORY ASSESSMENT: NATIONAL HIGHLIGHT

Information Quality Index – IQI Anatel

The Informational Quality Index (IQI) is a tool that measures the quality of the information provided by telecommunications companies to their customers and to the regulatory agency itself, and aims to assess the clarity, accuracy and transparency of the information made available by telecommunications service providers.

In 2024, Unifique was evaluated in March, July and November, achieving the following scores:

- March: **93.97.**
- July: **93.55.**
- November: **90.49.**
- Annual average: **92.67.**


This average puts Unifique above the national average. In November 2024, the average for Small Providers (PPP), the group to which Unifique belongs, was 77.57%, while the average for operators with Significant Market Power (PMS) was 70.57%.

Since it consistently exceeded the target set by Anatel, Unifique was included in the agency's incentive plan and was exempted from evaluations in the remaining months of the year—in recognition of the excellence and consistency in the quality of the information provided.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

Satisfaction and Perceived Quality Survey (Anatel)

Unifone also achieved excellent performance in the national satisfaction surveys carried out by Anatel, particularly:

- **1st place Brazil** - Fixed Telephony (score: 8.89).
- **1st place Brazil** - Pay TV (score: 8.08).
- **3rd place Brazil** - Fixed Internet (score: 8.13).

In addition to the national rankings, the Company continues to be the **regional leader in satisfaction with fixed broadband internet services in southern Brazil**.



Churn rate

Unifone evaluates its Churn Rate as a strategic tool for monitoring service quality and customer loyalty. The data presented refers exclusively to the Multimedia Communication Service (SCM).

In 2024, the Voluntary Churn rate (when the customer chooses to leave the base) showed a positive evolution, from 0.13% in 2023 to 0.11% in 2024. This performance

reflects the impact of initiatives aimed at improving the customer experience, network efficiency and service resolution.

The churn rate (voluntary and involuntary) also showed favorable results. Although the Company does not consolidate this indicator annually, its monthly average is monitored continuously. In 2024, the monthly average of total churn was 1.63%, lower than the 1.81% recorded in 2023. This reduction is associated

with the intensification of collection and negotiation actions with defaulters, the use of credit analysis tools for new contracts and the automation of service processes.

The churn calculation methodology is aligned with market standards, ensuring consistency and comparability with the practices adopted by other players in the sector.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

CRISIS MANAGEMENT: RESILIENCE AND AGILITY IN EXTREME TIMES

In the face of the floods that severely impacted Rio Grande do Sul in 2024, Unifique demonstrated its ability to respond quickly and act in solidarity. The main measures adopted include:

- Free supply of equipment for affected customers;
- Sending water, clothes and food to employees and residents of the affected areas;
- Organization of a fundraising campaign to support employees who have lost their property;
- Implementation of satellite communications in isolated areas;

- Cooperation with other operators for emergency network recovery;
- Re-establishment of services in a short time.

These actions ensured the continuity of connectivity at a critical time, reinforcing the company's role as a provider of essential services and a partner for society.

Customer Communication Channels:

-  Telephone: + 55 47 3380-0800
-  <https://unifique.com.br/>
-  Whatsapp SC/PR: + 55 47 3380-0800
-  Whatsapp RS: 0800-338-0800
-  Telegram: @UnifiqueOficialBot
-  E-mail suporte@redeunifique.com.br



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental




Annexes


DIGITAL INCLUSION AND ACCESS TO CONNECTIVITY




 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

DIGITAL INCLUSION AND ACCESS TO CONNECTIVITY

(GRI 3-3, ODS 9)

In an increasingly digital world, ensuring equitable access to connectivity has become a strategic responsibility for telecommunications companies. Unifone recognizes that connectivity is more than infrastructure—it is an essential right for social inclusion, boosting economic development and improving quality of life. For this reason, the Company is committed to bringing quality, accessible and resilient internet to all the regions where it operates, with special attention to communities in situations of social vulnerability or exposed to extreme weather events.

The Company has continuously invested in expanding its infrastructure, focusing on expanding the fiber optic network, advancing 5G technology and making afforda-

ble plans available, with the aim of promoting digital inclusion in urban and rural areas. The mission is to connect more people, foster education, strengthen small businesses and boost innovation in cities of all sizes. In 2024, Unifone was present in over 346 municipalities with less than 30,000 inhabitants. The expansion policy envisages maintaining differentiated commercial conditions in these locations throughout 2025.

This commitment materializes not only in expansion projects, but also in respect for the sector's standards and good practices. Unifone's actions are in line with the General Telecommunications Law (Law 9472/97), Anatel's regulations, the General Data Protection Law (Law 13709/2018) and the Bra-

zilian Internet Bill of Rights (Law 12965/2014), in addition to following global sustainability and corporate governance guidelines.

Based on this legal and technical foundation, the Company directs its investments towards solutions that have a direct impact on communities, with tangible benefits for society:

- **Social inclusion:** expanding access to services such as distance learning, telemedicine and communication platforms;
- **Local economic development:** connectivity for small businesses, access to e-commerce, digital payments and cloud systems;
- **Agricultural modernization:** adoption of precision techno-

logies in the field, with greater productivity and efficient use of resources;

- **Improved public infrastructure:** support for the implementation of smart city solutions, such as video monitoring, lighting control and traffic management.

To increase this impact, Unifone has developed connectivity packages with an affordable price structure that can be adapted to the socio-economic profile of customers. Although it is not yet linked to government grant programs such as Internet Brasil or Wi-fi Brasil, as of 2024 Unifone is part of public initiatives aimed at expanding access to connectivity in educational institutions.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

The actions include:

FUST (Telecommunications Services Universalization Fund)

Contract signed in 2024, covering 204 public schools, 201 of which had already had the services installed by the end of the year. The services include an internet connection and a complete Wi-Fi network, with a 40% deduction of the amount due to FUST between October and December 2024, and a 50% deduction between January 2025 and September 2026.




EACE (National Strategy for Connected Schools)

In 2024, the Company submitted the proposal and the necessary documentation to sign the contract. By 2025, the initiative will cover 85 public schools with dedicated internet links, paid for monthly over a 24-month period.

The Company also leads its own digital inclusion initiatives alongside these efforts. Thus, in 2024, it launched specific commercial offers for smaller cities, regions with a low Human Development Index (HDI) and locations with limited digital infrastructure. These plans prioritize low prices, guaranteed minimum speeds and regionalized technical support, ensuring basic but stable connectivity suitable for educational, professional and informational purposes.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

CONNECTIVITY CHALLENGES: RESPONDING TO CLIMATE CRISES

One of the major challenges the Company faced in 2024 was the massive flood that hit the state of Rio Grande do Sul in May, affecting thousands of people and causing severe damage to regional infrastructure. Unifique, which is present in over 240 municipalities in the state of Rio Grande do Sul, played an essential role in the reconstruction and continuity of connectivity services, which are fundamental to the work of rescue teams, the operation of hospitals and maintaining communication with the population.


During the crisis, the Company mobilized several emergency actions focused on network resilience and social support:

- Direct support for employees and their families in the affected areas;
- Restoring networks in record time, prioritizing essential services;
- Provision of infrastructure for shelters, hospitals and emergency centers;
- Reconstruction and expansion of fixed and mobile internet networks in affected regions.

This experience reinforced Unifique's role as an agent of stability and reconstruction in climate emergency contexts, demonstrating not only technical competence, but also social sensitivity and operational agility.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

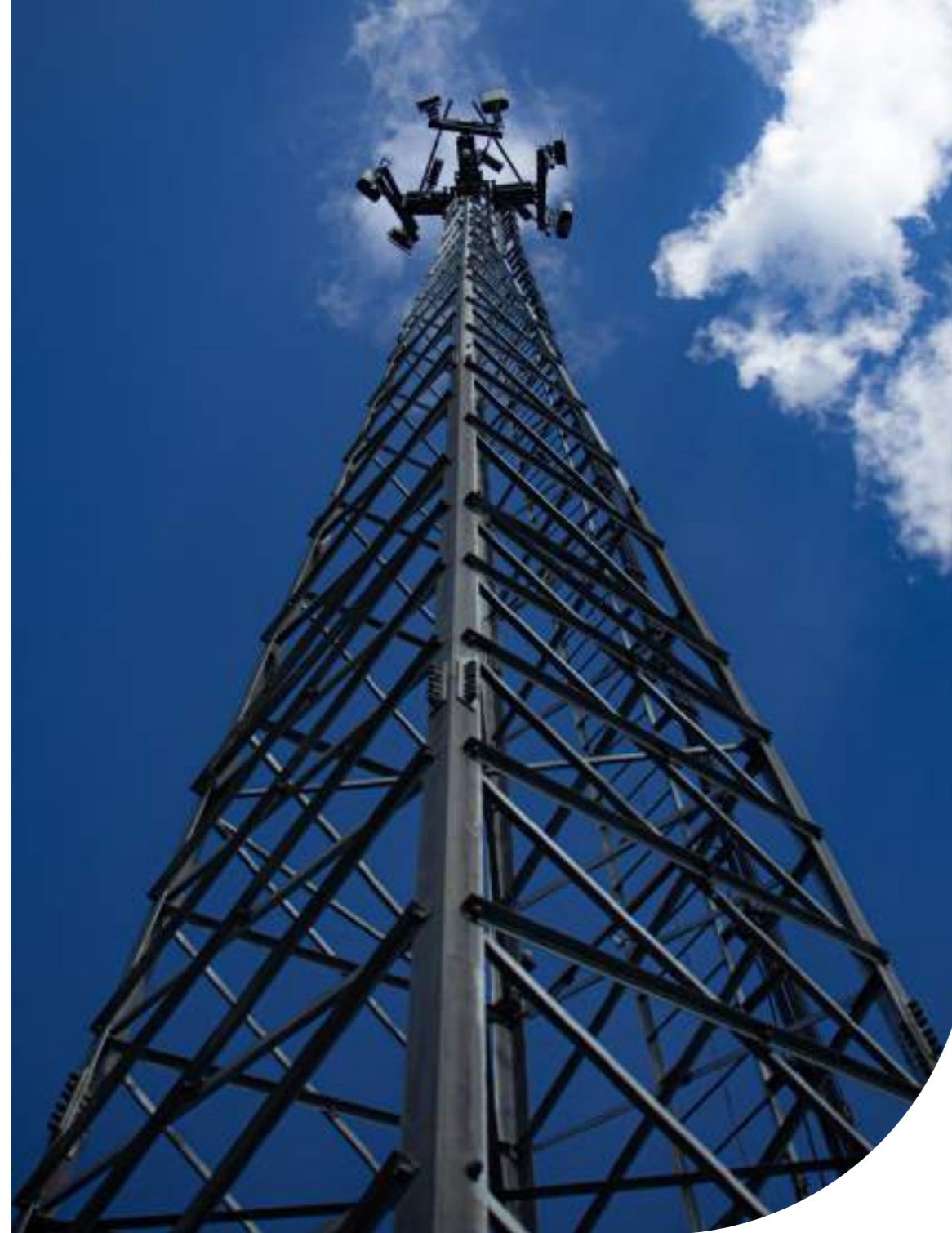
COVERAGE AND EXPANSION

(SASB TC-TL-000.A, TC-TL-000.B, TC-TL-000.C, ODS 9)

Throughout 2024, Unifique has made significant progress in expanding its territorial presence and giving the population access to its services. The Company recorded significant growth in fiber optic coverage, broadband internet penetration and mobile services, expanding its capacity to bring quality connectivity to more regions, especially smaller municipalities and hard-to-reach areas.


In the state of Santa Catarina, the expansion of total service coverage was 36.7%, while in the southern region as a whole, growth was even more pronounced, reaching 42.74%—a performance that exceeded that recorded in 2023 by 15%. These advances reflect the Company's efforts to meet its commitments in the 5G auction promoted by Anatel and to maintain its strategy of internalizing connectivity.


Number of municipalities served by region		
Region	2024	2023
Paraná	22	22
Santa Catarina	246	180
Rio Grande do Sul	241	241
Total	509	443



 Home


 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

Unifone is currently present in 346 municipalities with less than 30,000 inhabitants, reinforcing its role in promoting digital inclusion in historically underserved cities. For 2025, the goal is to continue with the exponential infrastructure expansion, prioritizing remote regions and those with logistical barriers, always focusing on the efficiency of connectivity and the resilience of networks.

The Company has also expanded its national operations. On August 23, 2024, Unifone received authorization from Anatel to operate as a Mobile Virtual Network Operator (MVNO) throughout the country, with the exception of Santa Catarina and Rio Grande do Sul—states where it already has a license as a traditional Personal Mobile Service (PMS) operator, with frequencies acquired in the 2021 5G auction. The national authorization, valid for an indefinite period, marks a new level of reach for the company.

The 2024 results demonstrate the success of Unifone's multichannel growth strategy:

- **Broadband Internet:** 783.384 active customers via ADSL, Fiber or cable accounting for an increase of **10.93%** compared to 2023 and **33.35%** compared to 2022. Total accesses reached 791.845, accounting for an increase of **10.09%** over the year.
- **Fixed telephony:** 247,442 customers— growth of **22.5%** compared to 2023 and **207%** compared to 2022.
- **Mobile Telephony (4G and 5G):** 95,348 new active lines in partnership with an operator with national coverage, between pre-paid and post-paid plans—an impressive growth of **3,491.26%** compared to the previous year. It is important highlighting that all this increase is the result of organic growth, driven exclusively by


the sale of own lines, without the acquisition of existing customer bases, the entry into operation of MVNOs or any other external factor. This result reflects the consolidation of Unifone's commercial strategy in the mobile segment and the strengthening of its regional operations.

These indicators not only demonstrate Unifone's technical expansion, but also reaffirm its role as an essential access provider for digital transformation in southern Brazil and, increasingly, on a national scale.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

5G EXPANSION: BRINGING CUTTING-EDGE TECHNOLOGY TO MORE REGIONS

(ODS 9)

The deployment of 5G technology is one of Unifone's strategic pillars for guaranteeing state-of-the-art connectivity to the communities it serves. In 2024, the Company made significant progress in activating cities with 5G coverage in the states of Santa Catarina and Rio Grande do Sul, surpassing regulatory targets and anticipating the deadlines set by Anatel. Over the course of the year, **11 new cities** received the technology, strengthening the digital infrastructure in regions where innovation is the driving force behind economic and social development.

This progress was also reflected in the expansion of the fiber optic network, with the installation of

approximately 16,082 km over the course of the year, essential infrastructure to enable the high performance of mobile networks. As a result, the population coverage of the Company's 5G network reached 747,079 inhabitants and 4G coverage reached 585,365 by December 31, 2024.

The network expansion was marked by the activation of 78 5G sites, 74 in Santa Catarina and 4 in Rio Grande do Sul, reinforcing Unifone's presence as one of the country's leading regional telecommunications operators.

However, the process of expanding 5G presents major structural challenges, especially in remote regions


or those with rugged terrain, which require specific technical solutions and high investments. Even so, Unifone maintains its long-term commitment to democratizing access to high-speed connectivity. The strategic plan envisages full coverage of the enabled areas by 2029, with a focus on ensuring that technology also reaches the most remote locations, helping to reduce inequalities and foster new opportunities.


The expansion of the mobile network reinforces the Company's ability to meet the growing demand for quality digital services, consolidating its position as one of the country's leading regional telecommunications operators.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

THE FUTURE IS INNOVATION

(ODS 9)

Unifone's commitment to innovation goes beyond network expansion. The Company has invested in the adoption and homologation of cutting-edge technologies that enhance the customer experience and prepare the infrastructure for the demands of the future.

In 2024, Unifone was the first Brazilian company to approve Wi-Fi 7 technology, consolidating its leadership in innovation in the sector. This new generation of wireless connectivity, represented by the ONT ZTE F8748Q¹⁵ model with XGS-PON¹⁶ technology, it will enable the provision of ultra-broadband packages with unprecedented speeds and optimized performance for both residential and business customers

Benefits of Wi-Fi 7 for customers:

- **Ultra-fast speeds** for streaming, gaming and cloud applications;
- **Low latency**, ideal for videoconferencing and real-time operations;
- **Greater capacity for concurrently devices**, with superior stability and performance;
- **Wider coverage**, with more stable connections throughout the home;
- **Energy efficiency**, in line with the company's sustainability strategy;
- **Backward compatibility**, with improved performance on older devices.

This technological advance is the result of the long-standing strategic partnership with ZTE, which allows Unifone to anticipate global trends and quickly integrate innovations into its customer base, even in the early stages of homologation.




¹⁵ ONT: Optical Network Terminal, a device used in fiber optic networks, which connects the fiber line to the customer's end equipment. It converts fiber optic data signals into a format such as Ethernet or WiFi. ZTE F8748Q: specific model of ONT manufactured by ZTE, a telecommunications and technology company. It is designed to provide high connection capacity over fiber optic networks, offering superior performance for high-speed Internet customers.

¹⁶ Advanced Passive Optical Network technology allows the fiber optic network to offer high data transmission speeds, with capacities of up to 10 Gbps for both download and upload, meeting the growing demand for high-performance internet, especially for services such as high-definition video streaming, online gaming and corporate solutions.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

STRATEGY FOR THE FUTURE: CONNECTIVITY, DIGITALIZATION AND INNOVATION

GRI 3-3

Unifique maintains a clear strategy for strengthening its position in the telecommunications sector, combining robust infrastructure, advanced digital services and a collaborative innovation ecosystem. The pillars of this strategy are:

1. Infrastructure Modernization and Expansion

- Continuous expansion of the fiber optic network with a focus on inland municipalities;
- Development and activation of the 5G network to support advanced applications;
- Implementation of sustainable practices in the operation of the network, such as efficient use of energy and responsible disposal of equipment.



2. Investment in Digital Solutions

- 5G-based applications such as smart cities, remote monitoring and IoT;
- Cloud services and digital security for companies;
- Smart home solutions with automation integrated with connectivity;
- Use of own data center for hosting business services;
- Partnerships to add essential services to the customer's portfolio.

Home

Our Vision

Sustainability In Focus

Governance

Social

Environmental

Annexes

3. Strengthening the Innovation Ecosystem


- Conexão Unifique: platform for relationships with startups and innovative companies;
- Creation of innovation laboratories and test centers for new applications;
- Partnerships with universities and research centers to promote national solutions;
- Investments in strategic startups, reinforcing Unifique's role as an agent of digital transformation.



4. Excellence in Customer Experience

- Use of artificial intelligence and automation for service and support;
- Personalization of offers based on consumer data and profiles;
- Predictive analysis tools to anticipate demands and improve service.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

RECOGNITION AND AWARDS

The year 2024 consolidated Unifone as a benchmark for innovation in the Brazilian telecommunications sector. The recognition through national awards reinforces the positive impact of the Company's strategy, which combines connectivity with social transformation and sustainable development:



5th place in the TOP 100 Open Startups ranking: among the 10 most innovative companies in the telecommunications sector in 2024.



15th place in the TOP 100 Middle Market Ranking: a jump of 48 places compared to 2023 (from 63rd to 15th).



3rd Place in the Innovative Company Award – Technology and Communications Category (Viasoft): recognition for good innovation practices in the Brazilian business environment.



11th place in the ABRASCA Annual Report Award: Ranking of Publicly Held Companies – Category 2.

These awards reflect Unifone's commitment to innovation as a vector for social, economic and environmental impact. The Company continues to put the customer at the center of its decisions and develop technological solutions that transform lives and connect communities to the digital future.

Unifone believes that **connectivity is inclusion, transformation and citizenship**. Accordingly, the Company continues to push boundaries, integrating technologies and building solutions that drive Brazil's development in a sustainable, digital and accessible way for everyone.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes



Environmental



unifisque

ENVIRONMENTAL MANAGEMENT SYSTEM

(GRI 3-3, ODS 7, ODS 12)

Unifiquê integrates environmental management into its business strategy, seeking to improve efficiency in the use of natural resources, reduce impacts and drive innovative sustainability solutions. The main areas of activity include:

- **Generation of clean energy:** adoption of renewable sources to offset consumption in several facilities;
- **Efficient waste management:** strengthening reuse, recycling and proper disposal practices;
- **Reduction of input consumption:** optimizing processes and digitizing documents, reducing dependence on paper.

Based on the Sustainability Policy¹⁷, the Sustainability and Zero Waste Commissions worked in 2024 to improve energy efficiency and minimize the use of natural resources. One of the initiatives is the digitization of processes, adopted in contracts for facilities, services and employee time recording, which is now done through an app.

To engage employees in more sustainable habits, Unifiquê encourages the replacement of disposable cups with porcelain mugs among its employees and distributes bags made from recyclable material in the welcome kit.

At the operational level, the Company implements strategies to extend the useful life of equipment and cables, reusing materials from

telecommunications installations for new purposes or for less critical applications. One of the ongoing challenges we face is the disposal of fiber optic cables, the recycling of which requires specific processes due to their composition. In line with the circular economy, the Company seeks technological solutions for reuse and has maintained the Zero Waste Certification since 2022—in 2024, the **Timbó Distribution Center reached 96.5% of waste sent for recycling (223 tons reused)**.


As part of its commitment to environmental preservation and with the aim of helping to mitigate the risks related to climate change, the Company invests in the generation of photovoltaic solar energy to




offset consumption at its facilities, stores and other units. Furthermore, it replaces its equipment prioritizing cutting-edge energy solutions, aligning innovation and sustainability to promote a more balanced and efficient future.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

¹⁷ Available at: <https://ri.unifiquê.com.br/governanca-corporativa/estatuto-codigos-e-politicas/>

ENERGY EFFICIENCY

(GRI 3-3, SASB TC-TL-130A.1, ODS 7)

Energy efficiency is an essential aspect for telecommunications companies, given the non-stop nature of their operations. The continuous operation of telecommunications infrastructure requires constant energy consumption, resulting in a significant impact in both financial and environmental terms. Thus, the search for solutions that optimize the use of electricity not only reduces operating costs (OPEX), but also contributes to mitigating the environmental impacts associated with energy consumption.

In this scenario, the Company has adopted various strategies to increase energy efficiency in its operations:

- **High-efficiency equipment:** replacement of obsolete devices and development of energy loss reduction projects.
- **Clean energy generation:** through photovoltaic solar power plants, the Company has five active units (Timbó, Planalto Alegre, São Bento do Sul, Taquari and Jaraguá do Sul), totaling 1,574 kWp installed.

Even though the Brazilian energy matrix is predominantly made up of renewable sources—with 84.25% of electricity coming from hydroelectric, wind, solar and biomass, according to information from ANEEL—the Company, which consumes energy from the grid, recognizes that there are direct and indirect environmental impacts related to the lifecycle of this energy consumed, including



the use of non-renewable sources, fuel transportation and associated emissions. Aiming to mitigate these risks, in 2024 the Company will make progress in generating its own solar

energy and will continue to replace lead-acid batteries with lithium batteries, which are more efficient and less polluting.

Home

Our Vision

Sustainability In Focus

Governance

Social

Environmental

Annexes

INNOVATION IN ENERGY EFFICIENCY

(GRI 3-3)

In 2024, Unifone deployed solar energy conversion modules directly for telecommunications equipment, in partnership with ZTEIMulti. The pilot project, carried out in Blumenau, achieved 15% energy savings in the first month. The initiative reduces reliance on diesel generators and the bureaucracy involved with utilities, enabling greater energy autonomy.

With its customers in mind, the innovation team in partnership with a startup, developed Houseasy, a home automation solution designed to optimize energy consumption through intelligent controls of lighting, air conditioning and other equipment. With this innovation, it is possible to achieve greater energy efficiency, allowing equipment to be activated only at scheduled times or according to consumer demand.



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes

CONSUMPTION MANAGEMENT

(GRI 3-3)

The Company monitors electricity bills by installation, analyzing variations in consumption over time on an integrated dashboard. This data provides geographical visibility of the units and takes into account the impact of the energy compensation system for solar photovoltaic plants. Based on this monitoring, the Company identifies opportunities for new energy efficiency projects and improved operations.

In search of new solutions to optimize consumption, the Company is implementing precision air conditioning systems in large structures and testing more efficient energy conversion solutions for 5G, aiming for significant gains as new mobile network towers and antennas are installed.

Energy Consumption

(GRI 302-1, 302-2, SASB TC-TL-130A.1)

In 2024, Unifique recorded a total consumption of 12,739 MWh¹⁸, accounting for an increase of 27.44% over the previous year. This growth was mainly driven by higher consumption of renewable fuels such as ethanol and non-renewable fuels such as gasoline and diesel, which increased by 337.93% and 71.52%, respectively, compared to 2023. In addition to the increase in electricity consumption, which reached 8,037 MWh—a rise of 8.49% compared to 2023.

The increase in the consumption of renewable and non-renewable fuels was mainly driven by the expansion



of Unifique's own fleet in 2024 and the weather events in Rio Grande do Sul in May. The floods in the region required the mobilization of several units to rebuild damaged networks, while the shortage of gasoline led to the replacement of ethanol, contributing to the increase in consumption of this fuel.

As a result, external energy consumption—associated with business travel—grew 15.17% compared to the previous year. Even so, in 2024, Unifique maintained the use of an electric vehicle, with consumption of 0.20 kWh unchanged compared


to the previous year, reinforcing the Company's commitment to adopting more sustainable alternatives and reducing dependence on fossil fuels.

In addition to monitoring business trips, Unifique also includes the energy used by routers installed in customers' homes in its external consumption data. Consumption of this equipment was 7.95 MW, accounting for an increase of 11.50% over the previous period.

Despite this scenario, renewable sources accounted for 63.12% of the total energy consumed.

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

¹⁸ Energy consumption was calculated in MWh from the bills obtained in kWh. EPE (Empresa de Pesquisa Energética) conversion factors were used for the fuels: gasoline: 1 L = 8 kWh. Diesel: 1 L = 10.2 kWh; Alcohol: 1 L = 6 kWh.


Total Energy Consumed within Unifique

(GRI 302-1, SASB TC-TL-130a.1)



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

Energy Intensity and Energy Consumption

(GRI 2-4, 302-3, SASB TC-TL-000.D)

In order to assess the energy intensity of its operations, from 2024 Unifone will measure electricity consumption within the organization in relation to data traffic on the network. In previous years, the energy intensity metric was presented to reflect electricity consumption within the organization, disclosing only the consumption of purchased electricity.


In 2024, the energy intensity was 1.084 kWh/TB¹⁹, accounting for a 47% decrease compared to the previous year, reflecting a more efficient use of energy for the same level of production or storage.

The Company continues to invest in projects and improvements in search of new solutions to improve energy efficiency and the energy intensity ratio, consolidating its commitment to sustainability.



 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes

¹⁹ Kilowatt-hours per terabyte: Unit of measurement used to quantify the electricity consumption required to store, process or transfer one terabyte (TB) of data. Unifone's network traffic in 2023 was 1.88 TBps (daily average).



Annexes



unifique

GRI CONTENT INDEX

GENERAL CONTENTS

GRI standard	Contents	Page	Explanation/Omission
Usage statement: Unifique reported in accordance with GRI standards for the period from January 1 to December 31, 2024.			
GRI 1 FOUNDATION 2021			Regarding the entire content of this report
GRI 2 GENERAL DISCLOSURES 2021			
Reporting practices	2-1 Organizational details	6, 7, 29 e 30	<p>"Subsidiaries whose data is included in the Sustainability Report:</p> <p>Tknet Telecom Ltda ("Tknet Telecom") and RMA Holding S.A. ("ViaWebRS"), merged on February 29, 2024; Brick Serviços Digitais Ltda ("Brick Serviços") and ClientCO Telecomunicações Ltda ("Concórdia ClientCO"), merged on March 31, 2024; Rasche & Stefenon LTDA ("Rasche & Stefenon"), MB Telecomunicações LTDA ("MB Telecom"), SRNET Serviços de Telecomunicações LTDA ("SRNET") and Naxi Serviços Ltda ("Naxi Serviços"), merged on July 31, 2024; Proserver Telecomunicações S.A ("Sygo Group"), merged on December 31, 2024; Vex Telecomunicações Ltda, not merged in 2024.</p> <p>Affiliated company that did not have its data included in the Sustainability Report, with the exception of the material topic Economic and Financial Performance: Unifique Assessoria de Investimentos ("Unifique Invest") - The Company holds 31.13% of the share capital.</p>
	2-2 Entities included in the Organization's sustainability reporting	6	
	2-3 Reporting period, frequency and contact point	6	
	2-4 Restatements of information	87 e 112	
	2-5 External verification	This report has not been subjected to external verification.	
Activities and workers	2-6 Activities, value chain and other business relationships	7, 8, 9, 10 e 11	
	2-7 Employees	63 e 64	
	2-8 Workers who are not employees	63	



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental




Annexes



GENERAL CONTENTS			
GRI standard	Contents	Page	Explanation/Omission
Governance	2-9 Governance structure and composition	29, 30, 31, 32, 33, 34	
	2-10 Appointment and selection to the highest governance body	30 e 31	
	2- 11 Chairman of the highest governance body	31	
	2-12 Role of the highest governance body in overseeing the management of impacts	31, 32, 33, 34, 36 e 37	
	2-13 Delegation of responsibility for managing impacts	31, 36 e 37	
	2-14 Role of the highest governance body in sustainability reporting	6 e 16	
	2-15 Conflicts of interest	41 e 44	
	2-16 Communication of critical concerns	31	
	2-17 Collective knowledge of the highest governance body	30	
	2-18 Evaluation of the performance of the highest governance body	31	
	2-19 Remuneration policies	35	
	2-20 Process to determine remuneration	35	
	2-21 Annual total remuneration ratio	35	
Strategy, policies and practices	2-22 Statement on sustainable development strategy	4 e 5	
	2-23 Policy commitments	41, 42 e 43	
	2-24 Incorporation of policy commitments	41, 42, 43 e 44	
	2-25 Processes to remediate negative impacts	36, 45 e 46	
	2-26 Mechanisms for seeking advice and raising concerns	46	
	2-27 Compliance with laws and regulations	43	
	2-28 Membership associations	7	
Stakeholder engagement	2-29 Approach to stakeholder engagement	19, 20, 21, 22 e 23	
	2-30 Collective bargaining agreements	83	

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental


 Annexes



GRI 3 MATERIAL TOPICS			
GRI standard	Contents	Page	Explanation/Omission
GRI 3	3-1 Process to determine material topics	16 e 17	
	3-2 List of material topics	18	
GOVERNANCE			
Non-material topic: Ethics			
GRI standard	Contents	Page	Explanation/Omission
GRI 205 ANTICORRUPTION 2016	3-3 Management of material topics	41,42, 43 e 44	
	205-1 Operations assessed for risks related to corruption	43	
	205-2 Communication and training about anti-corruption policies and procedures	44	
	205-3 Confirmed incidents of corruption and actions taken	43	
GRI 206 ANTI-COMPETITIVE BEHAVIOR 2016	3-3 Management of material topics	41, 42 e 43	
	206-1 Lawsuits for unfair competition, anti-trust, and monopoly practices	43	
MATERIAL TOPIC: DATA PROTECTION AND CUSTOMER PRIVACY			
GRI standard	Contents	Page	Explanation/Omission
GRI 418 CUSTOMER PRIVACY 2016	3-3 Management of material topics	48, 49, 50, 51 e 52	
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	52	

 Home

 Our Vision

 Sustainability In Focus

 Governance

 Social

 Environmental

 Annexes



MATERIAL TOPIC: ECONOMIC-FINANCIAL PERFORMANCE

GRI standard	Contents	Page	Explanation/Omission
GRI 201 ECONOMIC PERFORMANCE 2016	3-3 Management of material topics	54, 55, 58 e 59	
	201-1 Direct economic value generated and distributed	56 e 57	
	201-2 Financial implications and other risks and opportunities due to climate change	39 e 40	
	201-3 Defined benefit plan obligations and other retirement plans		It does not have a benefit plan.
	201-4 Financial assistance received from government		" In 2024, the financial support received from the government totaled R\$ 10,004 thousand, accounting for an increase of 941% over the previous year. This significant growth between the 2023 and 2024 amounts is due to the ICMS BC incentive of R\$ 9,012,000, referring to a reduction in the ICMS calculation basis from 2019 to 2023, still in force under Article 30 of Law 12973/2014, but with the measurement, recognition and use of the benefit obtained in 2024. As of January 2024, with the revocation of Article 30 of Law 12973/2014 by Law 14789/2023, ICMS tax incentives are currently taxed by the Corporate Income Tax (IRPJ) and Social Contribution on Net Income (CSLL), and do not generate tax benefits recognized as tax incentives related to IRPJ and CSLL."

SOCIAL

Non-material indicators: People Management

GRI standard	Contents	Page	Explanation/Omission
GRI 203 INDIRECT ECONOMIC IMPACTS 2016	203-1 Investments in infrastructure and support services	69	
GRI 404 TRAINING AND EDUCATION 2016	404-2 Programs for improving employee skills and career transition assistance	66	
GRI 405 DIVERSITY AND EQUAL OPPORTUNITY 2016	405-1 Diversity of governance bodies and employees	64	

Home

Our Vision

Sustainability In Focus

Governance

Social

Environmental

Annexes



MATERIAL TOPIC: OCCUPATIONAL HEALTH, SAFETY, AND WELL-BEING

GRI standard	Contents	Page	Explanation/Omission
GRI 403 OCCUPATIONAL HEALTH AND SAFETY 2018	3-3 Management of material topics	61, 70, 72 e 73	
	403-1 Occupational health and safety management system	71	
	403-2 Hazard identification, risk assessment and incident investigation	74 e 75	
	403-3 Occupational health services	71	
	403-4 Workers participation, consultation, and communication on occupational health and safety	71 e 74	
	403-5 Worker training in occupational health and safety	77, 78 e 79	
	403-6 Promotion of worker health	80, 81 e 82	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	74, 77,78 e 79	
	403-8 Workers covered by an occupational health and safety management system	71	
	403-9 Occupational accidents	75	
403-10 Occupational health issues	76		

MATERIAL TOPIC: CUSTOMER SATISFACTION AND QUALITY OF SERVICES

GRI standard	Contents	Page	Explanation/Omission
	3-3 Management of material topics	84, 85, 86 e 87	
	Own indicator - Consumer incidents/complaints	88,89 e 90	



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes



MATERIAL TOPIC: DIGITAL INCLUSION AND ACCESS TO CONNECTIVITY

GRI standard	Contents	Page	Explanation/Omission
	3-3 Management of material topics	96, 97, 98, 103 e 104	
	Own indicator - Coverage of services offered by the Organization	99 e 100	
	Own Indicator - Connectivity offer	101 e 102	

ENVIRONMENTAL

MATERIAL TOPIC: ENERGY EFFICIENCY

GRI standard	Contents	Page	Explanation/Omission
	3-3 Management of material topics	107, 108, 109 e 110	
GRI 302 ENERGY 2016	302-1 Energy consumption within the Organization	110 e 111	
	302-2 Energy consumption outside of the Organization	110	
	302-3 Energy intensity	112	



Home



Our Vision



Sustainability In Focus



Governance



Social



Environmental



Annexes



ADDITIONAL INFORMATION

Coordination of the Sustainability Report

Unifique's Sustainability Commission

Content development, editorial coordination, materiality, GRI consulting and graphic design

Berkan Auditoria e Consultoria

unifique