

SUSTAINABILITY **REPORT**



2023

unifique

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MESSAGE FROM THE CEO

(GRI 2-22)

When we prepared our first Sustainability Report, for 2022, we were making our debut in this category of documents prepared here at Unifone. But there is a very important caveat to this story: It wasn't the first time we talked — and a great deal — about sustainability here at the Company. We always make it clear that even though we are a telecommunications operator and technology company (this is how we see ourselves, with a 360-degree view to make people's lives easier), our focus is not on processes, much less the near-sighted view of simply following what happens again on the market: our focus is on people — customers and employees.

And if there is something that has been changing over the past 27 years of operations, it's precisely the relationship among people. We have multiple generations of individuals living together at home and at work like never before. There





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are demands being created by advances in human relationships and technology on a daily basis. There is more information available every second on the internet when compared to past centuries. And, throughout our 27 years, sustainability has been what has driven us. Sustainability in its deepest meaning: creating ways to prepare for the future.

There has been an intense shift to transform companies and impact people by adopting more sustainable attitudes, in the social sphere, for the environment, and in corporate governance. We're doing our part. 2023 was a year of major consolidations at Unifique.

Our focus on transforming people picked up speed and we launched educational preparation platform for all employees. DNA Unifique is a major pillar of cultural use and transformation.

Care for the comprehensive health of our teams has also been spotlighted, through programs such as the Saudavelmente mental health program, which welcomes, supports, and treats the cases of employees and family members with psychological

needs. In terms of the environment, programs such as Zero Waste, energy self-sufficiency, and the beginning of the purchase of electric vehicles send a message that all of us, together, need to take care of the planet.

And it is under several initiatives like these that lie our efforts to make Unifique ever and increasingly sustainable. For us, the generation of employment, the creation and adoption of new technologies, the commitment to transparency for all members of the public, and the generation and distribution of income and wealth are the pillars for our operations. We're doing our part.

2023 was and will always be a year to be marked in the history of Unifique. It was on November 11, 2023, that we activated our first 5G network, in the municipality of Garuva, in northern part of the state of Santa Catarina. Since then, the efforts have been expanded day after day to honor and even anticipate commitments made in the period following the auction held by Anatel (Brazil's telecommunications regulatory agency). Regarding broadband — our

flagship in revenue generation — there were major advances in the growth of our customer base, and the expansion of areas of activity will increasingly drive us to follow our mission: to make people's lives easier.

We have a lot planned for 2024, and we will only be effective if we have everyone's commitment. Because our Company always grows based on pillars of high performance, excellent service, and business sustainability to continue generating jobs, profits and income. And, all of them with one factor in common: people.

May the year 2024 be a promising one for us all!



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GOVERNANCE



97%

rating in **Anatel's**
Information Quality Index
(IQI)



IT Fórum

Award:

among the 25 most
innovative companies in
Brazil



Expansion

Acquisition of four new
companies in 2023

Opening of

4 new stores

in the state of Santa Catarina



↑ 26%

of municipalities served and

↑ 18,7%

of customers in Southern
Brazil compared to 2022



ANATEL Awards:

1st place in Brazil | in
fixed-line telephone service
and pay TV | 3rd place in
Fixed Broadband Internet, in
the nationwide ranking and
the best in the Southern
Region of Brazil



100%

of employees informed
about Unifique's Code of
Ethics and Conduct

30,17%

gain in **net operating**
revenue compared to 2022,
with an increase of 204.7
million



Net income of
145.1 million,
with **11,44%** growth
compared to 2022



SOCIAL

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Restructuring of the
**“Diversify:
Unifuge is a place
for everyone”
Program**

6.375.283
inquiries resolved by
Monique, **↑ up 126%**
compared to the previous
year



Creation of
276
new jobs in 2023 | **17%**
growth



Implementation of
DNA Unifuge
Platform | Corporate
education



“Unifuge Day”
A monthly engagement
action with employees





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ENVIRONMENT

Acquisition of our first
electric vehicle



↑ 823 kWh/day
average energy generation at
photovoltaic plants



3
new photovoltaic plants,
with a total power of
1.243 kW



Zero Waste Brazil Institute
Certification
99.7% of waste recycled
(Highlighting the Timbó
Distribution Center)



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ABOUT THIS REPORT

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

The year 2023 stood out as a period full of major challenges for Unifique. Faced with changes and adversities, especially those arising from climate crises, the Company adapted in order to meet emerging demands, adopting a more assertive strategic and operational vision to ensure the continuity of its operations.

In response to market challenges, the Company sought improvements in its products and services, stimulating innovation in its portfolio. These efforts resulted in advances and achievements, which the Company is proud to disclose.

Committed to its social and environmental responsibility, Unifique continued to expand and strengthen its ESG practices. The sustainability agenda became part of the Company's routine, being established as a cornerstone for the construction of a new organizational culture, guiding our planning and our actions in an economically viable and



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responsible way. These initiatives are aimed at promoting social well-being, environmental preservation, and business continuity.

Maintaining its commitment to transparency and honesty, Unifique is pleased to present its second Sustainability Report, reaffirming its commitment to stakeholders.

This annual report highlights the operating results for 2023, addressing performance, initiatives, achievements, and challenges in economic, environmental, social, and governance aspects. The report was prepared based on the standards of

the Global Reporting Initiative (GRI), the guidelines of the Sustainability Accounting Standards Board (SASB), and the UN Sustainable Development Goals (SDGs).

The data presented in this report follows the same period as the publication of our financial report. It does not include all subsidiaries mentioned in the financial statements; however, where relevant, it provides specific information about them.

This document was approved by Unifique's Senior Management, in line with its rigorous corporate governance processes.



Inquiries and suggestions on this report can be submitted to:
sustentabilidade@redeunifique.com.br.

sustentabilidade@redeunifique.com.br.



UNIFIQUE



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UNIFIQUE

(GRI 2-1, 2-6)

On a successful trajectory since 1997, Unifone models its 26-year history based on achievements and innovations, offering quality services in telecommunications and technology.

During its years in business, the Company has significantly evolved in the offer of products and services and has maintained the high quality of customer service. As a result, it has garnered a wide range of awards, being chosen for several consecutive years by Anatel's Satisfaction and Perceived Quality Survey¹, such as: the Best Fixed Broadband in Santa Catarina and in Brazil overall, the Best Fixed-line Telephone Service in Brazil,

the best Pay TV in Brazil. In addition to these, it received the *Reclame Aqui* Award in the Internet Providers category.

Unifone's trajectory of achievements and innovations have consolidated and toasts its success. By the end of 2023 with more than 719,000 customers and more than 443 municipalities served in the South of Brazil, the Company has more than 54 physical stores and has expanded to more than 37,000 km of Fiber Optics installed in the Southern region.

Aligned with strategic planning, the Company continued with its actions focused

on acquisitions and expansion. Of particular note is the inauguration of the fully-5G mobile customer service and the launch of four new services. Furthermore, the Company entered into a strategic partnership with a major operator having nationwide coverage. This collaboration allows Unifone Mobile customers to have the ability to connect not only in the states where Unifone is authorized to operate, but throughout Brazil, by means of roaming (as visiting users) on the partner carrier's network.

¹ Anatel - Ranking. Available at: <https://informacoes.anatel.gov.br/paineis/acessos/ranking>





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MAKING PEOPLE'S LIVES EASIER

(GRI 2-6, 2-28)

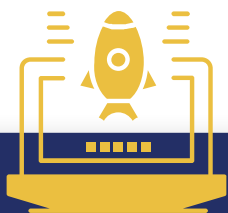
In line with its exponential growth, Unifone seeks to preserve its culture by incorporating operations quickly, safely, and effectively. Strengthening its expansion and its differentiation on the market, Unifone is driven by the desire to remain close to its customers, valuing them and guaranteeing high-quality services.

Associated with the value of coherent and effective growth, the lean and scalable business model enables highly profitable development for the Company.

Unifone represents integrated data, voice, and image solutions delivered to all types of customers, ranging from homes and businesses to the public sector.

Playing a leading role in society and contributing toward the promotion of innovation, sustainability, and development of the telecommunications sector, Unifone actively participates

in 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). Participation in external organizations plays a decisive role in the Internet and Telecommunications sector, and seeks to ensure the representation of interests vis-à-vis Anatel and integration with other companies, thereby generating the exchange of technical and managerial information in addition to promoting meetings on guidance and inclusion.



MISSION AND BUSINESS:

To make people's lives easier;



VISION:

To be present wherever communication is needed;



VALUES:

Commitment to people; transparent and honest relationships; applied and shared knowledge; coherent and effective growth;



PURPOSE:

To give you more time.



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UNIFIQUE IS DEDICATED TO CONNECTING YOU TO EVERYTHING YOU LOVE MOST

With the goal of connecting thousands of people, Unifone believes that combining state-of-the-art technology with a good relationship makes all the difference in the world. Offering installation and maintenance services with more than 250,000 service orders per year, and products aimed at the MCS technology and telecommunications market, the Company serves the public sector and private sector, in the residential, business and events segments.

Unifone offers broadband services with fiber optics, radio and coaxial, through its own infrastructure and shared infrastructure. Mobile network, business Wi-Fi, pay TV (via satellite, cable and microwave), combo services, Data Center services, mobile and public switched telephony (PSTN), telemedicine services, camera monitoring, home insurance, and home automation. In addition to internet services, such as: Legal IPTV (Internet Protocol Television), providers of access to communication networks, content and information services, web portals, radio activity, data processing, application service providers, and hosting services.

FIBER OPTIC INTERNET SERVICE – Unifone has the best Broadband Internet in the South of Brazil, for the 5th consecutive year. The first operator in Brazil to deliver XGSPON technology with 2-GIGA plans for individuals and 4-GIGA plans for businesses. Has technical support available 24/7.

FIXED TELEPHONY – Delivers innovative technology with the Virtual Telephone Exchange (in the cloud, with much better voice quality, control, and security), offers special plans with reduced prices and many more advantages.

PAY HD TV – Offers a variety of pay TV packages and combos, including: series, movies, sports, documentaries, news, and much more. TV Unifone's navigation allows you to return to programming within 24 hours and watch whenever you want, on several devices simultaneously. In addition to easy navigation, TV Unifone is multi-screen, making it possible to watch on your computer, mobile phone, or tablet.



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MOBILE TELEPHONY – Unifique began mobile operations in 2023 (even before the deadline established by ANATEL), offering the service in 5G, with plans of up to 100 GB in the cities of Garuva, Tijucas, and Timbó. Plus, all customers have a connection throughout Brazil through a partner provider's network. In 2024, there will be greater expansion of our own coverage, taking 5G further and further into areas of Santa Catarina and Rio Grande do Sul. In 2023, we began providing 5G internet, with plans of up to 100 GB.



UNIQUE TELEMEDICINE – Online medical care, 24/7. With individual and family plans, no limit on consultations, no waiting period, and no co-payments. The cost of the plan does not vary according to user's age, and provides discounts on drugs at accredited pharmacies.



UNIQUE INSURANCE - Unifique Home Insurance is offered in partnership with the "180 Seguros" insurance company, and offers protection for the services most commonly used on a daily basis. It offers fixed-rate plans, comprehensive coverage, and 24-hour assistance services in case of emergencies. It's easy to purchase and 100% digital. In insurance claim situations, 180 Seguros takes care of all assistance, in addition to scheduling visits by specialized professionals, such as locksmiths, electricians, and plumbers, ensuring peace of mind at unexpected moments.



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SMART HOME - With Unifunique residential automation, you can transform your home into a Smart Home, making routine tasks easier and more efficient. Through the Smart Module, it's possible to control lights, temperature, and household appliances using your mobile phone. Installation is simplified and favors compatibility with various devices. Control of activities is smart, through the Unifunique Casa Inteligente [Smart Home] app.



UNIFIQUE CAMERAS – Real-time smart monitoring, 24/07. The system provides for storage of images in the cloud, where recording is done on Unifunique Cloud servers. All installation and support are carried out by a qualified technician. With high image resolution, the service brings security and peace of mind to offer the best protection for your family and home.



DATA CENTER – Tier-III certified, 685 square meter plant parameter, 1.5 MW substation, and 72 hours of autonomy. In a secure physical infrastructure supported by biometrics technology, the data center features parallel and redundant architecture in critical systems, such as: substation, own power generation, UPS, precision climate control and connectivity. Unifunique offers a wide-ranging set of cloud-based products and services, such as: cloud computing, storage, backup, disaster recovery, dedicated physical servers and hosting, ensuring high availability and security of its customers' information.



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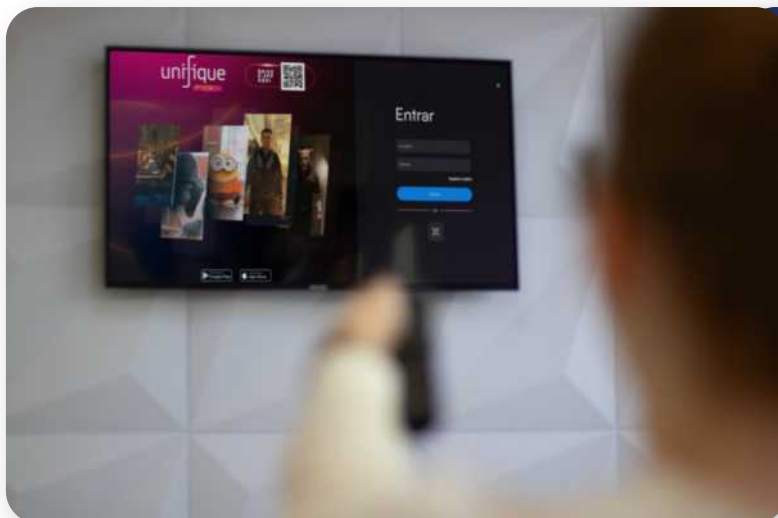
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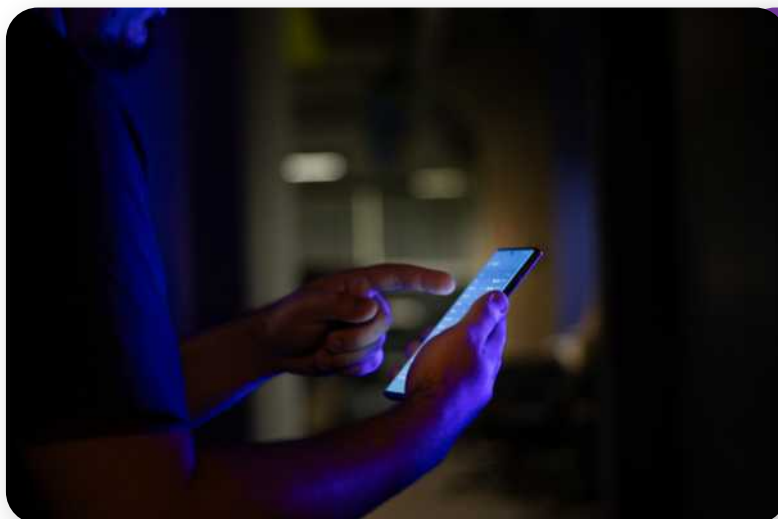
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UNIFIQUE PLAY – This is Unifone’s online and multiscreen content app. The platform provides channels in your Unifone TV package (according to programmers’ approval). The app also allows you to rent newly released movies. Unifone Play also offers Unifone Play Maxi, whereby the app is even more complete; in addition to enjoying TV channels and movies for rent, Play Maxi makes all the content in the catalog available: movies, series, documentaries, talk shows, and children’s cartoons.



BUSINESS WI-FI - Wireless network service designed to meet the specific needs of businesses of all sizes. Provides reliable, scalable, and secure connectivity. Aimed at improving productivity, operational efficiency, and centralized management, with enhanced security and customer satisfaction in business environments. Unifone ensures that customers and employees access the network quickly and without interruptions.



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VALUE CHAIN

(GRI 2-6)

SUPPLIERS

The Company's supply chain encompasses a wide array of segments and mainly includes manufacturers of telecommunications equipment (e.g. switches, OLTs, routers, and servers), manufacturers of electrical equipment (e.g., rectifier systems, batteries, frequency inverters, copper conductors, and electrical protection devices) as well as manufacturers of fiber optic cables and miscellaneous materials for the implementation of telecommunications networks. This chain is rounded out by furniture manufacturers and suppliers of materials and support services.

Within the scope of specialized labor services, we highlight our system development and consulting services providers, with contracts that range from short term to long term. These suppliers come from various regions of Brazil and from abroad, including retail and wholesale trade.

The Company also relies on outsourced intermediaries for a wide range of functions. These include the implementation of networks, construction of structures, maintenance of facilities and equipment, rental and maintenance of vehicles, in addition to activities related to building maintenance and conservation, internal marketing, external marketing, and transportation services.

Currently, it is estimated that around 2,100 suppliers meet the Company's demands, of which roughly 45% are product suppliers and 55% are service providers.

CUSTOMERS

At Unifique, the focus is always on customer care and service provision.

Within the downstream chain, Unifique has three types of end users in 2023: business customers, residential customers, and government customers.

BUSINESS CUSTOMERS (B2B)

- More than **63,000** business customers in Santa Catarina, Paraná, and Rio Grande do Sul;
- **28%** more compared to the previous year.

RESIDENTIAL CUSTOMERS (B2C)

- More than **650,000** residential customers in Santa Catarina, Paraná, and Rio Grande do Sul;
- **18%** higher than in the previous year.

GOVERNMENT CUSTOMERS (B2G)

- More than **6,000** government customers in Santa Catarina, Paraná, and Rio Grande do Sul;
- **27,8%** above the previous year's figure.



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In 2023, Unifone had a total of 719,288 customers, which represents an increase of 19% compared to 2022.

OTHER BUSINESS RELATIONSHIPS

In addition to relationships with suppliers and customers, the Company maintains direct relationships with investors from various segments, such as funds, banks, and other companies. We can also mention the relationship with our press office, business partner companies and new businesses, entities supported by the Company through projects, as well as regulatory entities in the telecommunications sector.



ESG STRATEGY



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MATERIALITY

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

Materiality assessments make it possible to evaluate which issues have a direct or indirect impact on the Organization's ability to create, preserve or generate economic, environmental, and social value for itself and its stakeholders. Furthermore, materiality establishes which relevant topics are considered priorities based on their impact on the Company and on society.

Within the context of the Company's expansion and with the aim of enhancing its indicators, the Company maintained the materiality matrix approved by Senior Management and presented in the 2022 report, affirming the relevance of the strategic commitment to sustainable development.

THE SIX MATERIAL THEMES ARE:

 Economic and financial performance	the Company's ability to create financial value, ensuring the continuity of the business, 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	the manner in which the Company ensures the health, safety and wellbeing of employees, promoting an inclusive, healthy and safe work environment.	 
 Customer satisfaction and quality of services	customer satisfaction regarding the quality of services provided by Unifine as fundamental services to society.	
 Digital inclusion and access to connectivity	expansion of infrastructure and rates that ensure the democratization of access to technologies, favoring socioeconomic inclusion of geographically isolated areas..	
 Customer protection of data and privacy	information security measures and data confidentiality secured by the Company, including individual customer data and other stakeholders.	
 Energy efficiency	commitment to responsible management of climate change, with the purpose of reducing consumption, favoring the use of clean energy, and thus minimizing the environmental impact of Company activities.	



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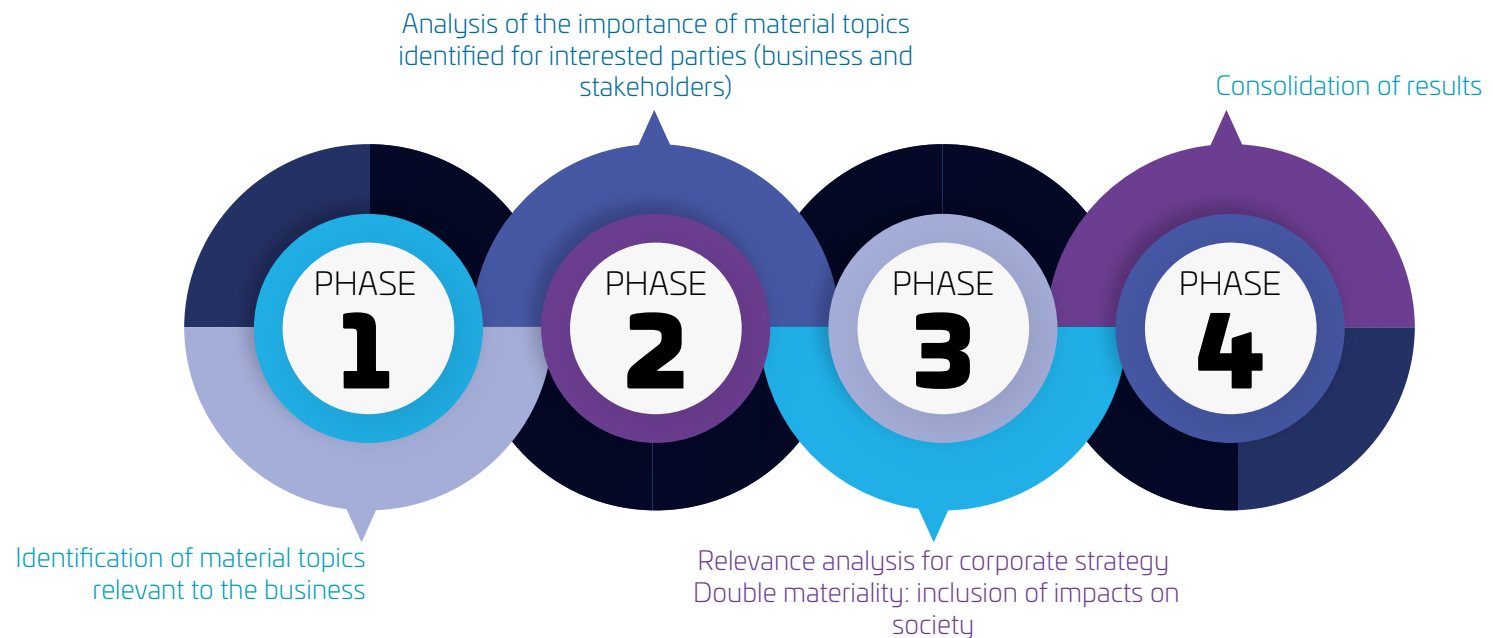
The preparation of the Materiality Matrix also demonstrated public concern regarding ethics and integrity. Due to its relevance, this subject continues to be presented in this report.

The materiality matrix was prepared through internal analysis with Senior Management

and the Sustainability Committee, and also through online consultation, considering strategic stakeholders for business performance, including: customers, suppliers, service providers, government agencies, media, labor unions, investors, shareholders, and employees.

The choice of these groups was also based on the internal and external impacts of their activities and services.

The definition of material themes was carried out in four phases:



The topics referenced by the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB), and the United Nations Sustainable Development Goals (SDGs).



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STAKEHOLDER ENGAGEMENT

(GRI 2-29)

In line with its Sustainability Policy, the Company believes that effective and ethical communication with all stakeholders is crucial to its success and a positive social impact. Through various communication channels, Unifunique is committed to transparency and seeks to meet the expectations and needs of each group, always aiming for collective well-being and sustainable development.

Investors and Shareholders are reached mainly through the Company's website, in the Investor Relations (IR) section, where transparency and governance are featured, as well as the disclosure of financial information, corporate policies, and quarterly results through conference calls and webcasts open to the public.

Employees receive dynamic internal communication, participation at events such as Unifunique Day, integration initiatives for new members, and the use of the e-NPS methodology to assess satisfaction, aimed at ongoing evolution of the work environment.

Customers and Consumers have access to multiple digital channels for services, support, and information, reaffirming the Company's commitment to service quality and satisfaction through NPS surveys.

In 2023, Unifunique maintained its digital communication strategy, ensuring efficient and transparent channels for interaction with customers. Means of communication for engaging with customers included telephone contact, email, SMS, WhatsApp, Minha Unifunique app, the Consumer Service Hotline (SAC), and the Whistleblowing Channel. Additionally, interaction via social media and the Customer Area on the official website rounded out Unifunique's communication channels. Online service, through our virtual assistant Monique, continued to optimize responses to customer demands. Through Minha Unifunique app, customers had access to information about services, payments, plan change requests, and support via chat with the sales area. Technical support remains available 24/7, providing guidance, clarifying doubts, scheduling technical visits, and collecting feedback.

Unifunique continued to measure customer satisfaction through telephone surveys, using the Net Promoter Score (NPS) methodology to measure and improve the customer experience. Information about new services, products, geographic expansion and promotions was regularly communicated, reinforcing the Company's transparency and commitment to continuous customer satisfaction.



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Suppliers, Service Providers and Business Partners

comprise a crucial part of the value chain, with whom Unifique maintains relationships based on quality, ethics, and joint development, emphasizing adherence to our Code of Conduct.

Relations with **Government Entities** and **Regulatory Agencies** are characterized by open and collaborative dialogue, ensuring compliance with laws and regulations in addition to active participation in bidding processes and public consultations.

Labor Unions are involved in transparent and equitable negotiations, demonstrating the Company's commitment to the rights and well-being of all employees.

Moreover, the Company maintains active communication with the **media** and **local communities**, promoting its initiatives, achievements and contributions to social development.

This integrated approach to engagement with stakeholders reflects Unifique's commitment to promoting sustainable and responsible practices, recognizing the vital role of each interest group on its path to growth, and contribution to a more equitable and sustainable society.





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SUSTAINABLE DEVELOPMENT STRATEGY

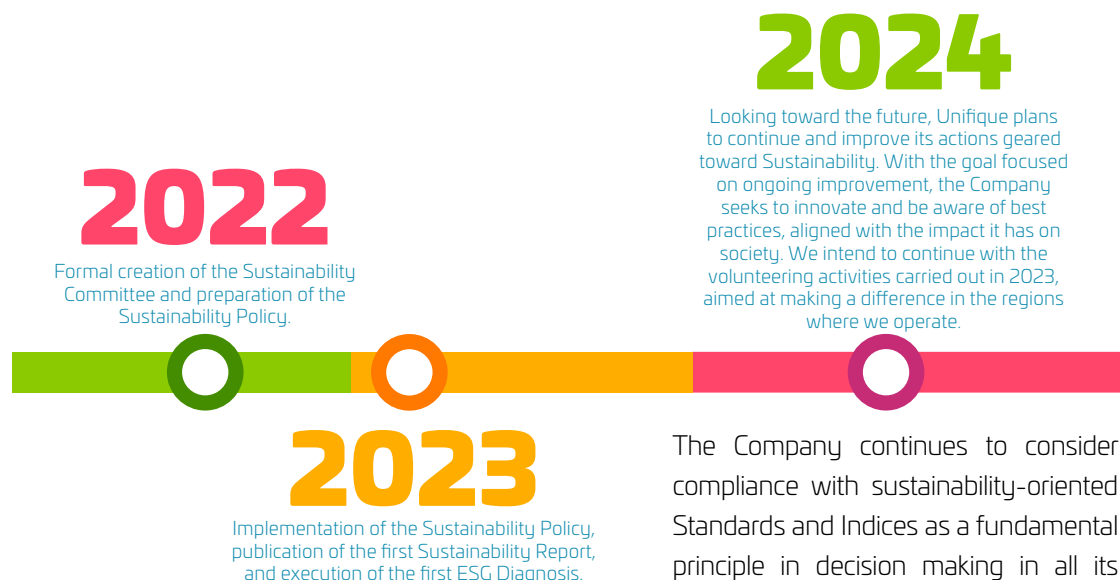
THE SUSTAINABILITY POLICY REFLECTS OUR FOCUS ON PROMOTING SUSTAINABLE DEVELOPMENT IN ALL AREAS OF THE COMPANY.

During 2023, Unifunique implemented actions based on this policy, aimed at integrating our commitments into the strategic management of the business. We intensified the dissemination of information regarding this topic, in order to involve all areas of the Company. We promoted actions related to energy efficiency, conscious use of water, waste management, and circular economy, and we also evaluated ways to act in the face of climate change. We steered actions such as greater stakeholder engagement, allowing the corporate sustainability strategy to be in line with the Company's goals, based on material themes and the nature of Unifunique's business.

The Company intensified training related to Data Protection, validated the report referring to the Risk Management Program (RMP) aimed at pinpointing the risks existing in the Company, as well as the Ergonomic Work Analysis (EWA), both with the aim to make the working environment safer and healthier.

It also carried out activities, programs and projects based on the Company's ESG Diagnosis, defining responsibilities to improve environmental, social, and corporate governance practices.

Aware of the process of daily incorporation of the sustainability culture, Unifunique follows its transformation process throughout its ESG journey, and presents its evolution in recent years:



The Company continues to consider compliance with sustainability-oriented Standards and Indices as a fundamental principle in decision making in all its processes, which include contributing toward the UN Sustainable Development Goals (SDGs).

GOVERNANCE



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GOVERNANCE STRUCTURE

(GRI 2-1, 2-9, 2-10, 2-17, 2-19)

Unifine is committed to the best practices in Corporate Governance, prioritizing transparency, equity, and honesty in interactions with its stakeholders. As a publicly traded company with shares listed on the B3 stock exchange, its governance is designed to reflect these essential values, promoting clarity in communications and decisions. Its shareholding structure is led by Unitá

Participação S.A., which holds 65% of the total shares, illustrating a commitment to a clear and equitable distribution of shares among controllers and market investors.

The Governance structure is made up of the General Meeting, Board of Directors, Corporate Governance Board — responsible for the areas of corporate risks, compliance and internal controls — Internal and External

Audit, the Board of Directors, and several advisory committees. These include the Audit Committee, People Management Committee, Ethics Committee, and Remuneration Committee, each playing a vital role in upholding governance standards and promoting a corporate culture aligned with the principles of ethics and sustainability. The committees act in assisting the Board of Directors' activities and actions.





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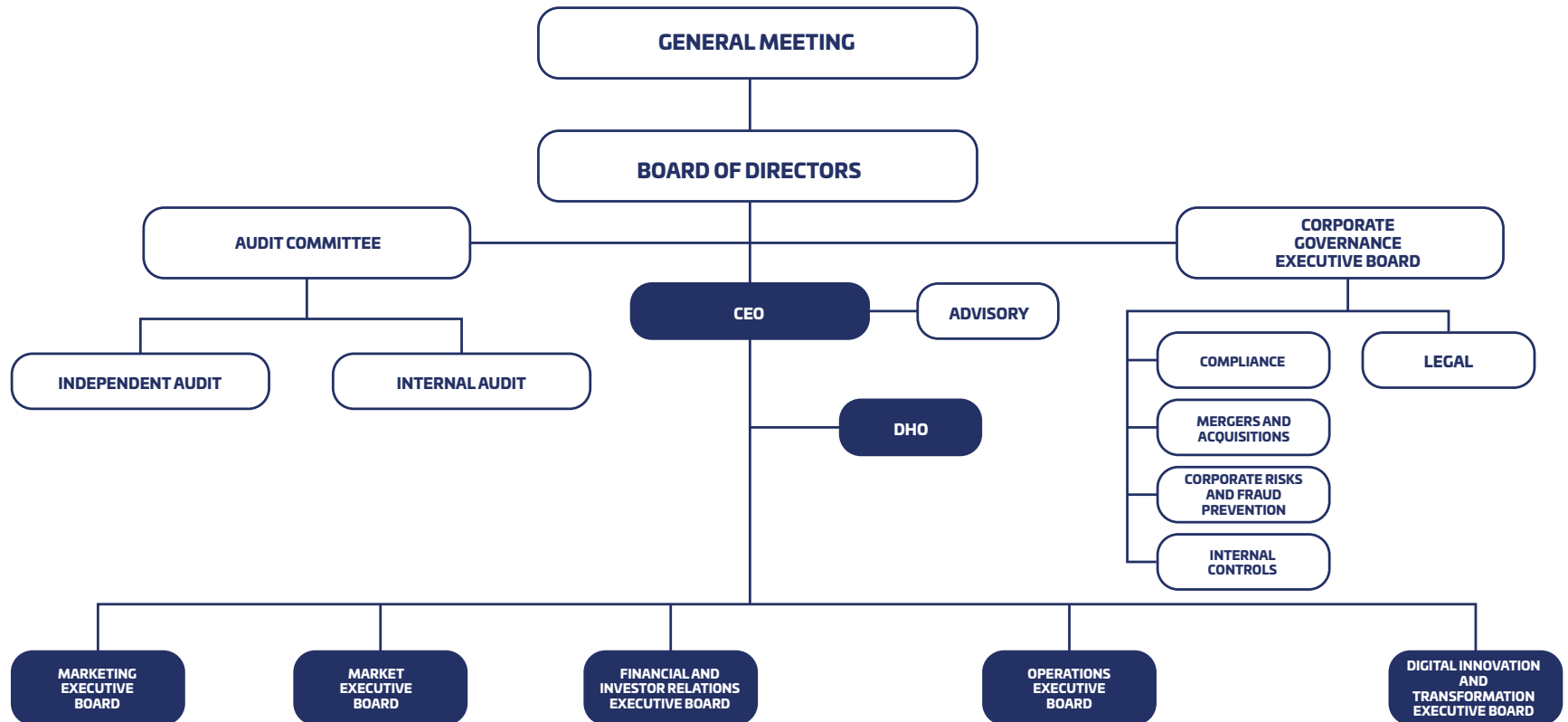
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Unifine's Board of Directors, its highest governance body, incorporates ESG issues into its agendas, reflecting the Company's commitment to sustainability and social responsibility. The Board of Directors' Advisory Committees and the Corporate Governance Executive Board play a crucial role in identifying and managing economic,

environmental and social impacts, always considering the interests of stakeholders to recommend critical topics to the Board of Directors. The selection and appointment of members to the Board of Directors follows the Appointment Policy, while remuneration is determined by Unifine's Directors' Remuneration Policy. With the

aim of strengthening knowledge about sustainability practices, in 2023 Unifine held specialized training for its Senior Management, including officers and directors, in initiatives led by the Brazilian Institute of Corporate Governance (IBGC), highlighting the importance of ongoing training in ESG for the Company's leaders.



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BOARD OF DIRECTORS

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

Consisting of five members, four of whom are men; the Board of Directors is currently chaired by a woman. With four independent members, the Board of Directors is responsible for analyzing and approving strategic and political issues related to the Company's sustainability and other roles and responsibilities described in its Bylaws.

The members of the Board of Directors are elected by the General Assembly and have a unified one-year term of office, with re-election of members being permitted. The Company's CEO does not serve as chair of the Board of Directors, but is a member; the chair of the Board is an independent member.

The contents discussed monthly at meetings of the Advisory Committee that involve significant concerns or require deliberations are forwarded by

the corresponding Committee, with the appropriate recommendations for analysis by the Board of Directors. After approval of the contents submitted by the Committees, the Board of Directors authorizes the Company's Executive Board to take the necessary measures for implementation.

The duties of the Board of Directors include those laid down in Law 6404/76, in addition to those described in the Internal Regulation of the Board of Directors and in the Company's Bylaws.

Annually, the members of the Board of Directors are evaluated by an outside advisory company, taking into account the previous financial year. The evaluation considers the analysis of strategic, financial, business, innovation, people, culture, and ESG issues.

Based on the results obtained, the Company develops and implements action plans to improve the way the Board of Directors operates.



Luciana Tarsila B. Carvalho - Chairwoman of the
Board of Directors.



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MEMBERS OF THE BOARD OF DIRECTORS AND COMMITTEES

BOARD OF DIRECTORS

Luciana Tarsila Badelucci Carvalho

Carlos Frederico Galvão de Arruda

Fabiano Busnardo

Luiz Carlos Passetti

Roberto Rittes de Oliveira Silva

PERSONNEL MANAGEMENT COMMITTEE

Cátia Carla Calliari

Carlos Frederico Galvão de Arruda

Gabriel Amâncio

Luiz Euclides Cordeiro

AUDIT COMMITTEE

Luiz Carlos Passetti

Carlos Frederico Galvão de Arruda

Luciana Tarsila Badelucci Carvalho

ETHICS COMMITTEE

Gabriela Busnardo Campregher

Cátia Carla Calliari

Luiz Bogo Junior

Tainara Graciela Godri

REMUNERATION COMMITTEE

Cátia Carla Calliari

Fabiano Busnardo

Gabriela Busnardo Campregher

AUDIT COMMITTEE

(GRI 2-9, 2-12)

The Audit Committee is composed of three independent members with a one-year term of office. Its duties are defined in the Company's Bylaws. Along with the External Audit and the functions of Internal Audit, Compliance, Corporate Risks and Internal Controls, this committee plays a fundamental role in analyzing the effectiveness of the Organization's processes, acting in monitoring and periodic reporting, according to the requirements set forth in its Internal Regulation.

PERSONNEL MANAGEMENT COMMITTEE

(GRI 2-9, 2-12)

Consisting of four members, one of whom is independent, the People Management Committee has its duties and responsibilities related to evaluation of the Board of Directors as well as evaluation of the CEO



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and other Company officers, conducting the succession program, and monitoring Diversity and Inclusion initiatives and employee development. In addition to these activities, the committee proposes the Company's organizational structure model, carries out talent retention strategies, recruitment activities, and employee exit procedures, among others, as established in its Internal Regulation and as may be designated by the Board of Directors. Ordinary meetings are held monthly and the members of this Committee serve a one-year term of office.

ETHICS COMMITTEE

(GRI 2-9, 2-12)

Composed of four members, the Ethics Committee is responsible for monitoring the process of receiving and investigating reports/complaints received through the Whistleblowing Channel, in addition to deliberating on the application of disciplinary measures and monitoring the resolution of weaknesses identified during processes of investigating complaints. Its

responsibilities are established in its Internal Regulation and all of its duties are discussed at ordinary monthly meetings. The term of office for members of this committee is also one year.

REMUNERATION COMMITTEE

(GRI 2-9, 2-12, 2-20)

The Remuneration Committee is made up of three members; its duties and responsibilities are described in its own specific Internal Regulation. Among its primary responsibilities are recommending general remuneration criteria and benefit policies for the directors of the Company and its direct or indirect subsidiaries; assisting the Board of Directors in managing the Company's Long-Term Incentive Plans, including the Stock Option Plan; and in the exercise of their duties. These duties are discussed at ordinary meetings held quarterly, always based on the Remuneration Policy.

Remuneration Policy

(GRI 2-19, 2-21)

Regarding the remuneration of Directors, the actions are based on Unifique's Directors' Remuneration Policy. One of the main purposes of said document is to provide for remuneration based on criteria that differentiate performance and also allow for the recognition and appreciation of individual performance, thereby ensuring that standards compatible with the responsibilities of each position are maintained. The policy also presents guidelines on fixed and variable remuneration, as well as benefits for statutory and non-statutory groups, board members, and committees.

In 2023, the total annual remuneration of Unifique's highest paid employee exceeded the average total annual remuneration of other employees (excluding the highest paid) by more than 44 times. The indicator considers, for the calculation of the average total annual remuneration of all employees, senior management employees who are covered by Brazil's Consolidated Labor Laws (CLT), permanent employees, as



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well as apprentices and interns, including turnover in the period. Regarding pay raises, the highest remuneration paid increased by 19% compared to 2022, while the increase in average total remuneration was 16% for the same period.

SUSTAINABILITY COMMITTEE

(GRI 2-17)

The Committee works in the process of advising on corporate sustainability issues and strategies in their different aspects, including environmental, social, and corporate governance matters. It is not a statutory committee, but it plays a fundamental and decisive role in managing ESG issues at the Company. It carries out actions aimed at disseminating the culture of sustainability and ESG throughout the Company; it also documents and records the ESG trajectory, aiming to protect and create value.

The Sustainability Committee consists of seven members from different areas, including members of Senior Management, with a one-year term of office.



MEMBERS

André José Vicente

José Wilson de Souza Junior

Camila Bottega

Naiara Cattoni

Gabriel Bosi Polli

Rúbia Camila Richter

Haifann Hable



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GENDER AND AGE PROFILE OF MEMBERS OF THE BOARD OF DIRECTORS AND EFFECTIVE MEMBERS OF THE AUDIT, ETHICS, PEOPLE MANAGEMENT, REMUNERATION, AND SUSTAINABILITY COMMITTEES.

Gender	Number of members	% of members
Men	11	61
Women	7	39
Age	Number of members	% of members
<30 years	3	17
30-50 years	12	66
>50 years	3	17





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GOVERNANCE AND IMPACT MANAGEMENT

(GRI 2-12, 2-25, 3-3, 201-2)

Unifique is committed to mitigating the negative impacts of its operations on society, the economy, and the environment, following its Corporate Risk Management Policy. Our three-pronged approach strengthens this commitment:

- 1. Operations and Support:** The business and support areas apply preventive and corrective measures in order to mitigate risks.
- 2. Compliance, Controls and Corporate Risks:** The compliance,

corporate risk, and internal controls departments develop and improve procedures and controls.

- 3. Internal Audit:** It independently assesses the effectiveness of controls and risk management.

In addition to the three lines mentioned, the Board of Directors and the Audit Committee are crucial in defining, assessing, and monitoring risk and impact management, ensuring compliance with the best

governance practices.

Unifique invests in the ongoing training of its leaders on matters relating to ESG, thus demonstrating the importance of knowledge and awareness about sustainability.

The Company is also committed to remediating any negative impacts caused, offering a Whistleblowing Channel accessible to all stakeholders to report any misconduct and suggest improvements.



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STRATEGIC PLAN

With an eye toward the future, Unifone reaffirms its commitment to leadership in telecommunications services, steering efforts to innovate and diversify its offering. This includes exploring new technologies and expanding into complementary services such as telemedicine, home insurance, advanced security and monitoring solutions, smart homes, and Business Wi-Fi, enriching the customer experience and opening avenues for new market opportunities.

In 2023, Unifone made significant progress in deploying its 5G network, in addition to acquiring the necessary components for the physical constitution of mobile network Core, becoming firmly established as a mobile telephony operator. There were significant investments in expanding the team responsible for technical, operational, and regulatory issues for the implementation of 5G. All of these actions were guided not only to use the best technological solutions available, but also to ensure that all processes occur in accordance with regulatory standards and best market practices.

Regarding 2023, we highlight the investment of more than R\$ 5.5 million allocated to startup acceleration projects through the Inova Project. This action is in line with the Company's new business strategies, to promote innovation and digital transformation, aligned with sustainable growth and financial return.

BUSINESS CONTINUITY RISK RELATED TO OPERATIONS

(SASB TC-TL-550a.2)

The Company is mindful of business continuity risks, and implements policies and mitigation measures to ensure the resilience and security of its operations in the face of challenges such as weather events, cyberattacks, and other threats.

The infrastructure has n+1² redundancy systems for power supply and virtualized processing, aimed at preventing service

² N+1 redundancy indicates that – in addition to essential resources – there is an additional resource to ensure continued operation in the event of a failure.

outages. Additionally, measures against fire, unauthorized access, and data backup strategies are rigorously applied to ensure data integrity and security. Unifone's comprehensive strategy includes everything from designing a resilient network to implementing robust practices at Data Centers, thereby ensuring the quality and security of services provided and the rapid recovery of critical systems.

In a scenario of cyberattacks, Unifone adopts advanced security strategies, including data loss prevention measures, effective cooling systems, and strict access control policies, aiming to protect its systems and critical data (covered in the Data Protection, customer privacy and cybersecurity section).

With the idea of anticipating the impacts of the aforementioned risks on customers and other stakeholders, Unifone has a network monitoring team, supported by specific systems that activate on-site maintenance teams when there is a need for repairs to restore services. The Company respects and undertakes to deliver this maintenance within the SLA period regulated by Anatel.



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FINANCIAL RISKS RELATED TO CLIMATE CHANGE

(GRI 201-2, ODS 9)

Unifunique's business areas are facing challenges due to climate change and natural phenomena such as storms and cyclones, which have been occurring with greater frequency and intensity. However, the Company recognizes these challenges as opportunities to strengthen resilience and find innovative solutions.

While adverse weather conditions, such as strong winds and floods, can impact operations, Unifunique is committed to proactively addressing these challenges. Through prevention and adaptation measures, it works to minimize the effects of these events, ensuring the continuity of services provided to customers.

Plus, the Company is aware of the effects of rising temperatures, which can lead to droughts and water shortages. However, it also sees this as an opportunity to invest in more efficient and sustainable technologies,

which not only reduce environmental impact, but also improve the efficiency of equipment and operations.

Despite the challenges, Unifunique is committed to maintaining the quality and reliability of its services. It believes that, in times of outages or damage to equipment, it is crucial to act quickly in order to minimize the impact on customers. The Company invests in preventive maintenance and responds

quickly to repair needs, thus ensuring customer satisfaction and loyalty.

In short, it sees challenges as opportunities to strengthen the Company, promote innovation, and reinforce relationships with customers, suppliers, and stakeholders. It is committed to tackling these challenges with determination and optimism, in pursuit of a more resilient and sustainable future for everyone.





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COMPLIANCE

ETHICS AND TRANSPARENCY

(GRI 2-23, 2-24, 2-27, 3-3, 205-2,
ODS 16)

In a competitive market, Unifine prioritizes a professional environment governed by ethics and integrity, strictly complying with laws and internal policies to exceed legal expectations. With solid corporate governance, the Company infuses its values all along the value chain, through internal standards and the Code of Conduct, promoting responsible growth and transparent relationships.

The Code of Conduct permeates the Organization's responsibility regarding legislation and regulations inherent to the sector, and consolidates its commitment to each of its employees, whereby they are instructed and trained in applicable standards. The dissemination and training on the Code of Conduct reached all employees, with 72% having received specific training. Suppliers and partners

are also committed to the Supplier Code of Conduct, ensuring ethical and responsible negotiation practices.

All policies related to ethics and transparency are approved by the Board of Directors and apply to all stakeholders. Such policies are accessible on the Investor Relations (IR)³ website, along with Bylaws, Regulation and pertinent updates.

Initiatives such as the "Knowledge Pills" and the "DNA Unifine" Corporate Education program reflect the commitment to the dissemination of ethical culture and continuous training. The absence of significant cases of non-compliance in 2023 underscores the effectiveness of these actions.

Moreover, the responsibility for ethics and integrity is shared by everyone at Unifine, reiterating the commitment to fair competition and social well-being.

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

OUR COMPLIANCE CULTURE:

- Unified Code of Conduct
- Code of Conduct for Suppliers and Other Third Parties
- Compliance Policy
- Anti-Corruption Policy
- Conflict of Interest Policy
- Diversity, Inclusion and Human Rights Policy
- Corporate Risk Management Policy



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CONFLICT OF INTERESTS POLICY

(GRI 2-15)

Approved by the Board of Directors, this policy covers all levels of the Organization, establishing clear criteria to identify and manage conflicts, thus ensuring transparency and protection of the Company's interests. Instruments such as the Reference Form (FRe) and internal assessments ensure the effective application of these guidelines.

One of the main reasons for implementing this policy is to ensure that the Company's decisions are made and actions are taken based on the best interests of the Organization and its shareholders, rather than benefiting specific individuals. This is particularly relevant at publicly traded companies, where the management of finances and operations must be conducted in a transparent and responsible manner so as to protect the value of shareholders' investments.

The Conflicts of Interest policy helps protect the Company's reputation, mitigating the

risk of scandals, misconduct, or allegations of corruption. The certainty that the Company operates with integrity and ethics can attract investors, customers, and qualified talent, contributing toward sustainable growth and market competitiveness.

The transparency provided by the Conflicts of Interest policy also strengthens corporate governance, allowing for more effective supervision by boards of directors and regulatory agencies. Furthermore, a robust policy can protect the interests of employees, ensuring that they act in accordance with the highest ethical standards and avoid situations that could compromise their professional integrity, thereby creating a healthier and more ethical work environment, in which all employees are treated in a fair and equitable way.

DIVERSITY, INCLUSION, AND HUMAN RIGHTS POLICY

With a steadfast commitment to a work environment that is inclusive and free

from discrimination, Unifique adopts policies that promote equity and respect the universal principles of human rights. Specific actions and training are conducted by the Diversifique [Diversify] Commission to reinforce this culture.

Unifique's Diversity, Inclusion, and Human Rights Policy is a document that provides guidelines related to this matter, and is correlated with other corporate policies and guidelines. Its purpose is to provide transparency to the positions and directions of the Company, its subsidiaries, affiliates, and other business concerns in which the Company and/or its subsidiaries have ownership interest, aiming for an environment free of discrimination that encourages and values respect and equality of opportunities.

RISK ASSESSMENT AND ANTI-CORRUPTION

(GRI 205-1, 205-2, ODS 16)

With the support of external specialists, Unifique maps out and assesses compliance risks, and implements action



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plans to mitigate identified risks. Initiatives such as “Compliance Alert” and specialized training such as “Integrity in Action” highlight Unifique’s ongoing commitment to preventing corruption.

In 2023, all employees of Unifique and its subsidiaries were notified⁴ about the Anti-Corruption Policy, including members of Senior Management and collaborators. Of these, 20% received specific training on this policy.

REPORTING CHANNEL

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

Committed to the values of ethics, transparency, and protection of confidentiality, Unifique has a Whistleblowing Channel accessible to employees, partners, suppliers, and the public at large. This channel serves to report any behavior that violates internal policies, Human Rights, the Consumer Protection Code, or that is in disagreement with current legislation and the Code of Conduct.

⁴ Communication refers to sending the Policy by email and disseminating it through the RI website.

Recognizing its tremendous importance, Unifique promotes the Whistleblowing Channel through training, internal communications, and the official website. This channel is managed by the Ethics Committee and the Compliance department, ensuring meticulous analysis and prompt action on any complaints, periodically reporting to the Audit Committee.

To ensure the protection and anonymity of the whistleblower, the channel is managed by an independent third party, allowing the complaint to be monitored through a protocol number and maintaining the whistleblower’s absolute confidentiality. This service is available 24/7, ensuring constant access and security for everyone who wishes to lodge a complaint.

OCCURRENCES IN THE WHISTLEBLOWING CHANNEL IN 2023

179

Communications



54%

related to conduct
and behavior

14%

related to non-compliance
with standards

13%

related to conflicts
of interest

12%

related
to fraud

7%

related to doubts
and/or suggestions



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Compared to the previous year, the channel had a 39% increase in the number of incidents reported. Records relating to conflicts of interest and fraud showed a significant increase, while records of non-

compliance with standards showed a 30% decrease.


Last year, the Company identified 24 cases of irregular conduct among employees, resulting in termination of employment.


These included eleven cases related to inappropriate behavior, five linked to conflicts of interest, five cases of fraud, and three cases of non-compliance with internal rules.



UNIFIQUE WHISTLEBLOWING CHANNEL

 **Telephone:** 0800 800 8787;

 **Website:** www.contatoseguro.com.br/unifone

 **App:** Download the Contato Seguro app, choose the option "Register," enter the Unifone name and follow the onscreen instructions.



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ECONOMIC AND FINANCIAL PERFORMANCE

(GRI 3-3, ODS 8)



In 2023, Unifone continued its strategic growth trajectory, marked by the acquisition of four companies in Santa Catarina. The Company also advanced in its national expansion and began offering mobile services throughout Brazil, with an emphasis on the gradual implementation in Santa Catarina and Rio Grande do Sul through its own network and the roaming partnership for all other Brazilian states. These initiatives not only solidified Unifone's economic and financial growth, but also contributed to the creation of jobs, generation of taxes, and social incentives in the regions served.



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FINANCIAL HIGHLIGHTS

(GRI 2-4, 201-1)

The important acquisitions made in 2023, which involved the companies Brick Serviços Digitais Ltda., Concórdia Clientco Telecomunicações Ltda., Naxi Serviços de Tecnologia e Consultoria Ltda., and Vex Telecomunicações Ltda., maintained significant market expansion. In this context of acquisitions of companies and fiber optic network assets, the Company

acquired 244,336 network ports, which were incorporated into the network mapping systems that the Company uses. In this context, the Company has been directing its engineering activities toward the reorganization of acquired networks, with the optimization of Points of Presence (POPs) and the opening of Fiber-to-the-Apartment (FTTA) ports, as well as prioritizing the opening of Fiber-to-the-Home (FTTH) ports in the cities where it already operates but does not yet have a

network throughout the entire municipality.

In addition to the network ports acquired, the Company built 205,992 organic ports in 2023.

As a result of acquisitions, expansions, and the supply of new products, in 2023 Unifone recorded a significant increase in net operating revenue compared to 2022. Likewise, the net profit earned in 2023 was higher when compared to the previous year.

FINANCIAL INDICATORS – consolidated view Unifone and Subsidiaries (R\$'000)

	2021	2022	2023
Net operating revenue	458	678,5	883,2
Cost of services rendered	(233,1)	(362,8)	(485,7)
Operating expenses	(95,2)	(134)	(175,5)
EBIT	129,7	181,7	222,0
Depreciation and amortization	95,9	163	218,6
EBITDA	225,6	344,8	440,5
Accounting and non-recurring adjustments	10	(9,2)	(12,5)
Adjusted EBITDA	235,6	335,7	428,1
Adjustment EBITDA AL (After Lease)	0	0	(11,1)
EBITDA AL (After Lease)	235,6	335,7	416,9
Financial income (loss)	(15,3)	(10,1)	(30,3)
IR & CSLL	(33,9)	(41,5)	(46,5)
Net income for the year	80,5	130,2	145,1



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Unifique showed a 30.17% growth in Net Revenue in 2023, compared to 2022, and an 11.44% growth related to net profit compared to the same period.

Along with financial growth, the Company also showed growth related to operating expenses as well as depreciation and amortization; these increases occurred due to the acquisition of assets and companies, investments in expansion and network improvement, as well as investments in customer activation (installation and equipment cost).

For 2024, the Company is focusing its efforts on revenue growth through increased sales, considering, above all, the expansion of the mobile network. Furthermore, we have sought to improve organizational efficiency with a focus on customer centricity, by integrating people, processes, and technology.

INVESTMENTS

Unifique constantly makes acquisitions to expand its customer base and geographic area, in addition to investments aimed at evolving the quality of services provided and ensuring the best user experience for its customers.

Investments made in 2023 consist of:

- I. Acquisition of Equity Interests;
- II. Fixed Assets CAPEX: related to the rental equipment acquisition and installation cost, activation of customers where installation costs are

incurred, network expansion (HP/gateways), improvement of network infrastructure, and exchange of CPE/ONU equipment for customers;

- III. CAPEX of intangible assets: mainly related to the acquisition of software for the Company's operational and administrative activities and internal development of operational and business support systems to be used by the 5G mobile telephony segment under implementation; and
- IV. Investments in the 5G Project.





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STATEMENT OF ADDED VALUE

For the Statement of Added Value, the Company also showed significant growth compared to the previous year, showing an increase of R\$ 14.7 million.

The increases in costs of salary and wages seen over the years are related to the growth in the number of employees, as well as the 5% wage hike established in a collective bargaining agreement with the labor union, signed in June 2023.

SAV - Consolidated Unifine and Subsidiaries (R\$'000)

	2021	2022	2023
Salaries and benefits	85	134,1	194,1
Payments to the Government	171,5	205,6	239,6
Third party capital	44,2	100,7	106,5
Remuneration of own capital	80,5	130,2	145,1
Total	381,2	570,6	685,3

Click here

and access the 2023 Earnings Release and the Company's Financial Statements for further information.





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INDEBTEDNESS

The Company had an increase in its net debt in the amount of 93.93%, equivalent to R\$ 171.7 million; the main reason for this change was the growth in Network lease liabilities within the period and the decrease in the amount of Cash and cash equivalents, used in other operations.

DEBT - Consolidated Unifine and Subsidiaries (R\$'000)

	2022	2023
Borrowings and financing	370,2	323,7
Equity interest payable	350,2	282,8
Lease liabilities - Real estate	21,0	24,4
Lease liabilities - Network	0	116,5
Total debt	741,4	747,4
Cash and cash equivalents	368,1	272,3
Interest earning bank deposits	189,5	113,1
Restricted cash	1,0	0
Derivative financial instruments	0	7,5
Managerial Net Debt	182,8	354,5



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MARKET SHARE

The Company remains the leader in Market Share of accesses in the state of Santa Catarina, with 719,288 accesses in Brazil's Southern region – 1.8% higher compared to the previous year.

Results by region (%)

Region	2023	2022
Paraná	0,3	0,3
Santa Catarina	20,1	18,6
Rio Grande do Sul	5,2	4,6
Total Southern Region	7,7	5,9

Regarding the market share of municipalities served, the Company showed growth in the percentage of coverage for the states of Santa Catarina and Rio Grande do Sul.

Changes in Market Share 2022–2023

Region	Number of municipalities served	Coverage percentage (%)
Paraná	3	0,0%
Santa Catarina	122	8,1%
Rio Grande do Sul	103	13,9%
Total Southern Region	228	31,2%



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SUSTAINABLE ECONOMIC GROWTH

(GRI 3-3, ODS 8)

Unifique's Sustainability policy highlights the importance of aligning economic growth with environmental and social sustainability. The integration of these values is aimed not only at robust financial performance, but also at generating value for society and preserving natural resources. The constant pursuit of innovation, adaptation of the business model, and continuous improvement of processes highlight Unifique's commitment to responsible and sustainable action.

In accordance with the Corporate Governance Policy, the Company has an open and transparent communication channel regarding economic-financial performance, as well as social and environmental impacts, ensuring that all stakeholders are informed and engaged.



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PERSONNEL MANAGEMENT

(ODS 4, ODS 8)

Unifunique doesn't just work for people, it works with them. This report speaks about much more than just numbers; it speaks from people to people.

In the constant search to bring people closer, empower them, and make them feel good, Unifunique invested in special programs during 2023, geared toward its employees and society. These are programs that

provide knowledge and support, and continue to transform Unifunique into a great place to be part of.

CONNECTING PEOPLE

Investing in actions and programs geared toward the training and well-being of its employees and the community, Unifunique

highlights the importance of exchanging experiences and knowledge, through initiatives such as Knowledge Exchange, DNA Unifunique, and Unifunique Day. These actions promote an environment of continuous learning and sharing of experiences and ideas.

In addition to initiatives geared toward employee knowledge and development, Unifunique carries out engagement actions with employees. Included among these actions are:

- **Lunch with the CEO:** an action that provides an opportunity for an experience between senior management and employees, where it's possible to share stories about Unifunique since its inception, addressing issues about the Company's culture and founder. Nine editions were held in 2023, with the participation of 27 employees.
- **Internal events such as:** Women's Day, Worker's Day, Easter, Mother's Day, Father's Day, and June Festivities



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are designed to strengthen the connection between the Company and its employees. At these events, settings with different decorations are created, and gifts are offered. These actions are a way to integrate, motivate, and engage teams. All this helps strengthen daily coexistence, where employees feel special and welcome.

- **External event:** Halloween with Solidarity: the Company has a tradition of this celebration in the month of October, where areas are decorated and employees take part in a traditional costume contest with prizes. In parallel to the celebration, a campaign is held to collect new and used toys in good condition, which were donated to charitable organizations. For every donation received, Unifique donated another. Fourteen charitable institutions were included in the states of Santa Catarina, Paraná, and Rio Grande do Sul, with a total of 1,444 toys being handed out.





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KNOWLEDGE EXCHANGE

Knowledge Exchange is an internal Unifiquê program that aims to provide employees with the opportunity to experience, in practice, the work routines of other departments. The action contributes to the improvement of skills, exchange of experiences, and integration between teams from different areas.

Two editions were held during 2023, in January and September, totaling 116 participants.

DNA UNIFIQUE

The DNA Unifiquê Platform, launched in March, is a comprehensive educational platform, whereby employees can follow personalized learning paths, taking courses at their own pace and obtaining certifications upon completion of the training.



The goal of the Platform is to provide training and development of universal, sectoral, and specific skills for all Unifiquê employees, ensuring alignment with the Company's culture, continuous learning,

and improvement in the Organization's performance, since well-trained employees perform their duties better, contributing to overall efficiency.



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The Platform provides several benefits, including:

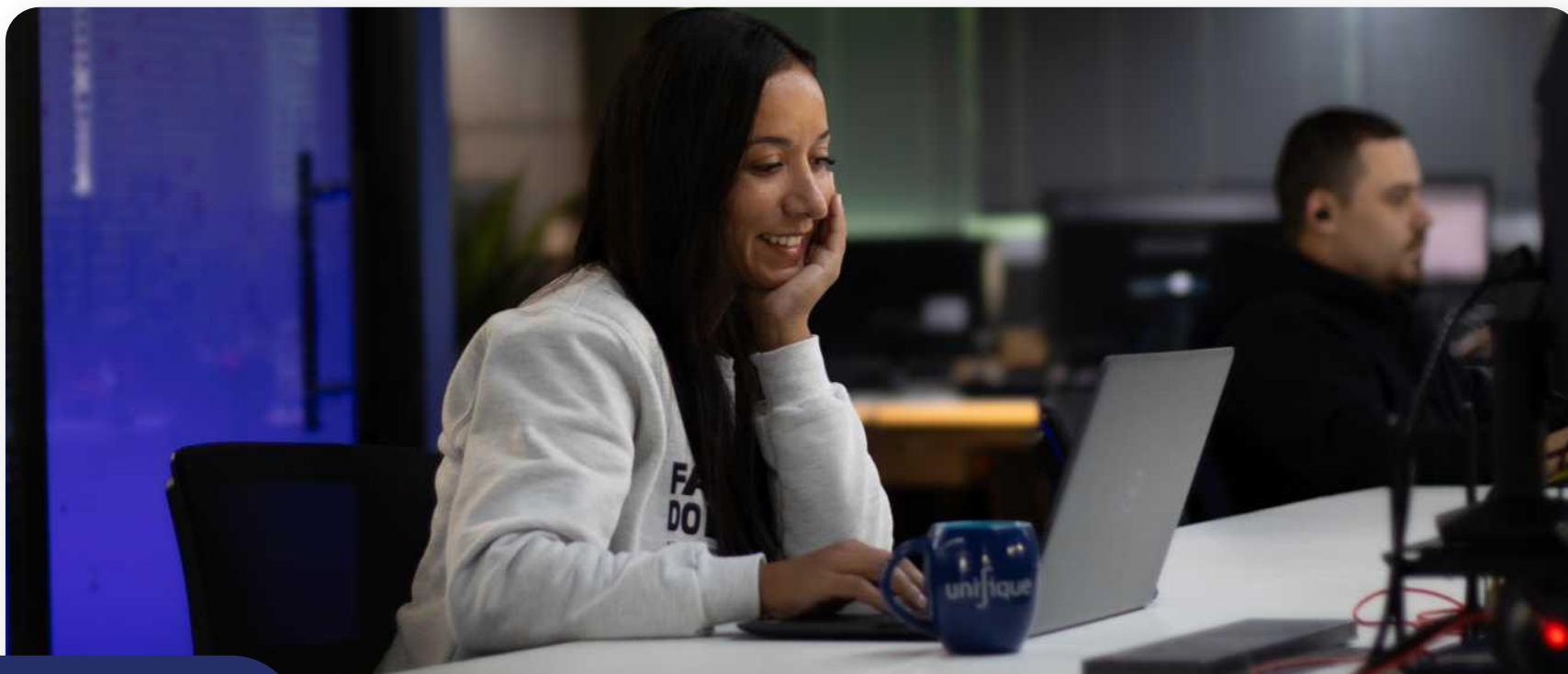
- 1. Information standardization:** Through the platform, it's possible to provide content relating to new processes, systems, and products, among others, ensuring that all employees have access to the same information;
- 2. Efficiency in Onboarding training for new employees:**

in-person training becomes more practical and assertive, as the employee learns the entire theoretical part on the platform;

- 3. Flexibility:** Unlike synchronous training, the platform's training can be watched at any time, allowing employees to adjust their schedule as necessary;
- 4. Learning with content in different formats:** It's possible to cover all preferences and

facilitate learning, as training is available via: videos, supporting text materials, documents, and quizzes;

- 5. Greater ease of access to data and reports:** with the platform, it's possible to access training in a more practical way and obtain metrics on the users' progress;
- 6. Centralization of registration of all training,** doing away with manual processes.





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UNIFIQUEDAY

Through a monthly online event, Unifiqueday fosters a culture of innovation and the exchange of experiences, dealing with current topics and news, and providing valuable insights for all employees.

All editions of Unifiqueday are videotaped and are available on the DNA Unifiqueday Platform, where employees can access them at any time. Traditionally, in the

year's first edition, the Company's strategic objectives are presented, and every three months after Unifiqueday's operating results are released to the market, Unifiqueday is aimed at presenting these results to employees. The quarterly Unifiqueday, in addition to publishing the results, serves to align and provide guidance for the coming quarter.

ACTIONS AIMED AT SPORTS CULTURE

In addition to programs focused on the area of communication and knowledge, and actions with the community, Unifiqueday also participates in other social actions, such as action focused on sports, in partnership with the T-Rex American Football Association, in the city of Timbó/SC, where the team has athletes from the city and throughout the country on its roster. The Company participates in the Santa Catarina and Brazilian championships, where it became champion in 2015 and 2016. Unifiqueday has been a T-Rex partner since 2014.

Unifiqueday is also a partner in several actions promoting culture in the states of Santa Catarina, Paraná, and Rio Grande do Sul, with emphasis on Oktoberfest, the largest German festival in the Americas and second largest in the world, which takes place annually in Blumenau/SC.





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EMBRACE PEOPLE

UNIFIQUE IS A PLACE FOR EVERYONE!



The basis of relationships with people is respect and ethics. Accordingly, Unifique seeks to create a healthy environment, valuing work and providing development opportunities for all Company employees.

The Company is actively committed to promoting diversity and inclusion. Through its internal committee, the Diversifique [Diversify] Program carries out actions to create an environment free from discrimination, addressing topics such as inclusion and development of people with disabilities, age diversity, gender equality, ethnic-racial diversity, and respect for LGBTQIAP+ rights. Additionally, the Company adopts the Diversity, Inclusion

and Human Rights Policy, aimed at ensuring the rights, respect, and appreciation of all people, whether current or future employees. The primary goal is to ensure

equal opportunities, promoting accessibility and development in an inclusive work environment.





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In 2023, several actions geared toward diversity and inclusion were promoted, such as:

- Raising awareness among Leaders about the inclusion of people with disabilities;
- Visits by employees to the APAE [Association of Parents and Friends of Exceptional Children] in Apiúna;
- Internal communication about ableism;
- International Women's Day celebrations;

- Awareness campaigns about combating workplace harassment;
- Activities related to the National Day for Elimination of Violence against Women;
- Internal communications about LGBTQIAP+ and ethnic-racial inclusion;
- Initiatives focused on Cultural Plurality and age diversity, exemplified by the "Angels of Technical Support" project, which aims to diversify the ages of instructors responsible for training new employees.

In relation to diversity and inclusion, one of the Company's priorities is to develop an inclusive culture that provides a safe and plural environment. As an innovative company, the challenge is to form a diverse team. Therefore, Unifique works in an integrated way to facilitate and encourage diversity, inclusion, equity, and a sense of belonging among all employees.

Currently, Unifique has more than 1,900 employees scattered across more than 350 cities in Southern Brazil.





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UNIFIQUE STATION

A PLACE TO EXPERIENCE NEW HISTORIES!



Located in one of the areas with the greatest business potential in Blumenau, Santa Catarina, next to City Hall, Unifique Station brings a new concept in recreation and leisure to the city. The space covers a total of 2,600 square meters. With 600 square meters of floor space plus a 2,000-square-meter plaza, it involves traditional and contemporary architecture. It features a souvenir shop, a café, and a restaurant, as well as attractions such as

a playground, the Flower Clock, the “Macuca” (a locomotive that is a historic symbol of Blumenau), a pet area, the Victor Konder Monument, and the Poetry Monument.

This space houses the Unifique Technological Cube, where customers and visitors can participate in innovative experiences and other disruptive technologies. Lectures, livestreams, and movie/video screenings take place at the Technological Cube, always presenting the most innovative developments. Unifique also carried out the entire automation of the Station, from stage lighting, ambient sound, and video-monitoring cameras with facial recognition, and provides free internet to those who frequent the locale.

The goal of this project is to bring people together, providing moments of fun and leisure. The Insight engineering and consulting firm and the Blumenau City Hall have partnered with Unifique in this action. The concession is for 30 years, during which time the companies are responsible for keeping the site clean and properly maintained.

To learn more, visit: <https://estacaounifique.com.br>



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EMPLOYEE PROFILE

(GRI 2-4, 2-7, 2-8)

In 2023, Unifique saw a 17% increase in its number of direct employees, with women representing 39% of the workforce.

Data relating to the age range of the parent company's employees shows that 54% of employees are aged up to 29 years old, and 16% are over 40.

The Company also relies on a broad-based network of third-party suppliers, who perform essential functions in several areas of operations.

The functions are divided into the processes of implementing networks, building structures, maintaining facilities, maintaining machinery and equipment, lease and maintaining vehicles, activities aimed at building maintenance and conservation, internal and external marketing activities, transportation/shipping companies, among others.

Types of contracts

	2022	2023
Permanent	1.640	1.916
Outsourced	912	641
Apprentices	24	29
Trainees	30*	7
Self-employed workers	14	NA
Total	2.620	2.593

* Correction of data presented in the 2022 report: The number previously presented was 14 for employment contracts relating to interns.

Permanent employees by state

	2022	2023
Santa Catarina	1.329	1.535
Rio Grande do Sul	270	347
Paraná	41	34

For subsidiaries that did not have their employees incorporated, the Company has 388 employees in the state of Rio Grande do Sul, belonging to the Sygo Group, Alfa and ViaWeb. In the state of Santa Catarina, it has 50 employees belonging to Naxi.



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OCCUPATIONAL HEALTH, SAFETY, AND WELL-BEING

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



One of Unifunique's values is to ensure and promote a healthy, safe and inclusive work environment for all its employees. Therefore, it prioritizes developing its professionals and training them to carry out their activities, as well as guide them regarding their personal and professional well-being.

In attention to these issues, and aware of the physical and emotional risks that telecommunications activities may cause, it has Policies on People Management, Diversity, Inclusion, and Human Rights to foster a safe, emotionally balanced work environment, free from all forms of discrimination, promoting equality and respect among all collaborators.

Actions and practices of caring for people develop a positive organizational climate, reflecting employee satisfaction, generating more productivity for customers and others involved in the Company.



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HEALTH AND SAFETY MANAGEMENT

(GRI 3-3, 403-1, 403-2, 403-3, 403-4,
403-5, 403-6, 403-7, 403-8)

Unifique maintains an Occupational Health and Safety Management System (SGSST), covering 100% of employees hired under the rules of Brazil's Consolidated Labor Laws (CLT) and extending to our subsidiaries. The purpose of the SGSST is to promote a safe work environment through preventive practices and risk reduction measures, with 395 activities mapped out to prevent accidents.

The Occupational Health and Safety team, made up of internal safety technicians and

with the support of certified companies, carries out a number of actions:

- **Weekly Safety Dialogue (DDS):** These are in-person meetings, which recently began to be registered on the Corporate Education platform (DNA Unifique) reaching 12,112 participations in 49 meetings held in 2023.
- **Provision and Monitoring of PPE:** Ensures the safety of employees in their daily activities.
- **Management of Medical Consultations and Occupational Exams:** Facilitated by specialized partnerships, with appointment scheduling during working hours and transportation provided by the Company.

Occupational safety technicians carry out accident investigations, and the Company has 60 employees that serve on the Internal Commission for the Prevention of Occupational Accidents and Harassment (CIPAA), who — along with the OSH area — help in controlling and preventing accidents and incidents. Hazard assessment processes are carried out annually by the Occupational Safety Engineer and Occupational Safety Technician, resulting in the issuance of technical hazard reports, based on current regulatory standards. Currently, there are no employees with disabilities who require specialized training on safety or hazard standards.

Employees are encouraged to refuse any potentially harmful activities, and can report their concerns anonymously. Unifique also has the active participation of the Internal Commission for the Prevention of Occupational Accidents and Harassment (CIPAA) and began the digitalization of the Preliminary Risk Analysis (APR) in late 2023, allowing for a more detailed and preventive assessment of working conditions. Thus, Unifique reaffirms its commitment to promoting the health, safety, and well-being of all its collaborators.



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EMPLOYEES' TRAINING

(GRI 403-5, 403-7)

Training employees at Unifique is essential for preventing and mitigating significant impacts on occupational health and safety. Through specific training on Regulatory Standards (NRs), the Company ensures that all employees are well-informed about the essential safety practices to perform their activities safely. Additionally, The Company formalized the process whereby safety technicians carry out visits to workplaces to reinforce guidance and provide additional explanations.

Due to the operational activities carried out, employees receive training based on the following regulatory standards: NR 10 (Safety in Electrical Installations and Services), NR 10 SEP (Safety in High-Voltage Electrical Installations and Services), NR 33 (Safety and Health for Working in Confined Spaces), and NR 35 (Working at Heights). This training is mandatory and is offered free of charge during working hours, ensuring that no employee carries out activities without

appropriate training. Moreover, periodic refresher training after certification is essential for the safe continuation of activities by employees.

To improve health and safety management, in 2023 an Occupational Health and Safety module was implemented in the internal system. This module allows for the generation of reports in order to control the validity of training in Regulatory Standards, thus facilitating the effective administration of training information.

Highlighting Unifique's continuous commitment to the safety and well-being of its team, 329 employees participated in training courses on regulatory standards and 248 participated in refresher training throughout 2023. Among the specific training courses, we mention the following: NR 10 – NR 10 SEP / NR 33 / NR 35 / CIPAA / Fire Brigade and Lifting Platform.

The training is provided by a certified third-party company and managed through the People Management system.



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INTERNAL OCCUPATIONAL ACCIDENT PREVENTION WEEK

Unifique holds its Internal Occupational Accident Prevention Week (SIPAT) on an annual basis. In 2023, it was held in August and addressed several relevant topics, including mental Triggers when working at heights; Quality of life and ergonomics; Workplace exercise; SIPAT show, and Traffic Safety lecture. At the end of the Occupational Accident Prevention Week, the CIPAA presented all participants with a “healthy kit,” encouraging commitment to life and care for people.



WORKER SAFETY OCCURRENCES

(GRI 403-9)

In 2023, the Company reported 38 workplace accidents related to direct employees; the highest incidence involved accidents while commuting and falls. All were monitored by the Occupational Health and Safety department. For accidents involving outsourced technicians, care is provided by the Deployment area. For each accident, the Deployment area receives a Workplace Accident Report (“CAT”), ensuring proper notification and treatment of events. However, in 2023 the Company underwent some changes in systems, with the aim of having greater control and monitoring of indicators. Due to this change, the monitoring of hours worked occurred partially in 2023, which limited the capacity to accurately calculate

the rate of reportable workplace accidents and those with serious consequences.

For workers who are not direct employees, but whose work is under Unifique’s control, the responsibility for incident management lies with the respective employers. Despite Unifique’s ongoing efforts to apply strict safety measures and promote awareness on the topic, 2023 was marked by a sad event: the death of an employee due to an accident while commuting in his own vehicle.

The Company’s goal and commitment continues to achieve the target of zero accidents in all operations and activities.



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HEALTHY LIVING AND DECENT WORK

(GRI 403-6, ODS 3)

Through the constant pursuit of ensuring a healthy life for all its collaborators, Unifique invests in actions aimed at quality of life and well-being.

SAUDELMENTE PROGRAM

With the purpose is to promote the mental health and well-being of all its collaborators, this action is of major importance for Unifique and its workforce. The program has continued over the years; it has already helped and continues to help several people.

The program offers the following initiatives:

- Internal psychological support;
- Psychological support for leaders;
- Exemption from co-participation and paid time off for psychological or psychiatric care via the company health plan;
- “Falai” (“Speak up”) meetings to manage emotions and exchange experiences;
- Psycho-education actions, with lectures

and internal communications;

- Mood Thermometer: available on the Feedz engagement platform, where all employees can record how they are feeling on a daily basis, on a scale ranging from “very sad” to “very happy,” and add comments as well.

HEALTH CARE PLAN

Unifique facilitates access to quality health services, offering all professionals a national health plan with no monthly fee and no waiting period from admission. To enjoy this benefit, there is a 50% co-payment when using the plan, and it covers a wide range of services, including obstetric medical support, prenatal care, and childbirth assistance. Dependents can also be included in the plan, through a fixed monthly financial contribution, allowing employees to extend health benefits to their families.

Although the Company does not yet have an in-house outpatient clinic, it offers employees easy access to admission medical consultations and periodic exams at partner companies, in addition to

Unifique Telemedicine, which provides remote medical consultations below market price, reinforcing the Company’s commitment to the health and well-being of its collaborators.

WORKERS’ RIGHTS AND BENEFITS

(GRI 2-30, GRI 403-6, ODS 3, ODS 8)

Concerned with promoting the quality of life of its collaborators, Unifique believes that promoting well-being is an increasingly relevant premise. Making them feel cared for and attended to is one of Unifique’s missions. Therefore, the Company offers several benefits to encourage employees to remain at the Company, in addition to focusing on quality of life beyond the work environment.

Aside from the in-person work model, employees with compatible job duties have the option of remote work and hybrid work. Employees who opt for remote work are provided with equipment to perform their job, in addition to a pay raise, in order to provide adequate working conditions.



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Unifunique offers employees a benefits program that complements those guaranteed by legislation, such as:



Birthdays



Health care plan



Pharmacy Aid



Transportation voucher



School Supplies Aid



Dental Insurance



Daycare nursery grant



Meal voucher



Stork Program



"Saudavelmente" Mental Health Program



Five-year bonus



Uniforms and Equipment



PROFIT SHARING (PPR)



Special Child Support



Internet and TV



Partnership with institutions



Life insurance



Education allowance



Education Aid.



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COLLECTIVE BARGAINING AGREEMENTS

In respect for the right to unionize, Unifone was a pioneer in negotiating a collective bargaining agreement with the Union of Telecommunications Workers Union of the State of Santa Catarina (SINTELL-SC). This initiative reflects the Company's commitment to strictly adhering to the rules and regulations established by the competent bodies, ensuring the protection and preservation of the rights of its employees.

The Company also has negotiations with the Telecommunications Workers Union of the State of Rio Grande do Sul (SINTTEL – RS) and with the Telecommunications Workers Union of the State of Paraná (SINTTEL – PR).

It is worth noting that around 9.7% of employees are unionized, which represents a 3% increase compared to the year 2022.

With the aim of promoting equity in labor relations, Unifone ensures that all its employees, including employees of subsidiaries, are covered by collective bargaining agreements. This is an important action carried out in 2023 since, previously, equalization of benefits was only possible after the transition from one CNPJ [EIN] to the other.





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CUSTOMER SATISFACTION AND QUALITY OF SERVICES

(GRI 3-3, ODS 12)



Working for people is the biggest incentive for Unifunique. Its main mission is directly linked to “making people’s lives easier.” In order to meet this goal, the Company seeks to evolve constantly in the diversification of its service portfolio and in serving its customers.

We know that the world of telecommunications has evolved greatly in recent years, and today this area goes far beyond just connecting people. Unifunique believes that in addition to breaking down geographic barriers, telecommunications technologies are fundamental to people’s lives, whether in their professional or personal relationships.



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In 2023, Unifique expanded its portfolio with the introduction of four new services, reflecting its commitment to meeting the varying needs of its customers and caring for their most precious assets: their families. New services include telemedicine, insurance, smart home, and camera monitoring, all designed to provide convenience and security.

The Company spares no effort to ensure excellence in its services, adopting state-of-the-art technologies such as XGS-PON. This fiber optic technology provides high-speed symmetric connections, of up to 10 Gbps, ensuring a superior user experience for both download and upload.

To meet and exceed customers' expectations, Unifique is dedicated to understanding their needs through active engagement and feedback. The Company strives to offer service channels that provide a welcoming and efficient experience, resulting in a deeper understanding of customers' demands and the development of new services to satisfy them.



The quality of services is a crucial aspect that directly influences customer satisfaction and promotes ongoing improvements at the Company. By recognizing the importance of this material topic, Unifique is committed to maintaining high quality standards and constantly seeks innovations that meet and exceed its customers' expectations.

The information presented reflects Unifique's efforts and results as the parent company, and any specific data on subsidiaries is clearly indicated, ensuring transparency and responsibility in all its operations.

A SPECIALIST IN UNDERSTANDING AND SERVING ITS CUSTOMERS WELL

Unifique has sectors specializing in customer service and seeks to meet all their needs. Such processes are aimed at maintaining customer loyalty and seeking new users.

For all services carried out, protocol records are made and saved in the system. Each protocol receives a rating based on customer demand. There are wide-ranging means of



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customer service, with the aim of covering all groups of users. They occur via telephone calls, instant messaging (WhatsApp, Online Chat, and Telegram), email, social media, and in-person, when the customer goes to one of our service stores. Currently, the most widely used communication channel for various demands is WhatsApp.

The customer service sectors are:

TECHNICAL SUPPORT SECTOR

The area receives customer demands related to technical problems. It operates 24 hours a day, 7 days a week.

All attendants who work in this sector take a technical knowledge test on a quarterly basis. The aim is to identify the subjects that each attendant has the most difficulty with, and carry out training and reinforcement actions for these subjects.

In the Technical Support Sector, services are segmented by specialized cells, aiming to reduce the time required to resolve problems, in addition to increasing the level of assertiveness in the solutions applied.

The service cells are divided into:

- **Level 1 Support:** Provides general support for all services, ensuring a quick and effective first response.
- **Return Cell:** Focuses on proactively monitoring cases, ensuring problem resolution and customer satisfaction.
- **5G Mobile Support:** Specialists dedicated to our 5G mobile service, ensuring advanced technical support.
- **Level 2 Support for Data, Telephone Service/TV, Data Center/Hosting:** Resolves more complex issues that reach beyond initial support.
- **Dedicated Level 2 Support:** Personalized service for business customers, emphasizing solutions for dedicated connections and interconnections.
- **Level 2 Monitoring Support:** Active surveillance to prevent and correct problems, especially on government links.

Lastly, the **Customer Satisfaction** cell is a concrete manifestation of the Company's commitment to excellence in service. Dedicated to proactively resolving any dissatisfaction and carefully analyzing any negative feedback, the team works on a daily basis to improve the customer experience. By applying satisfaction surveys aimed at customers who have contacted the technical support sector, the Customer Satisfaction team has been able to handle calls from dissatisfied customers and reduce the dissatisfaction rate from 29% to 16% — a 45% reduction in the number of dissatisfied customers.

CUSTOMER RELATIONSHIP SECTOR

Is the area responsible for relationship negotiations.

Similar to the procedure adopted by the Technical Support Sector, the Customer Relationship Sector, on a daily basis, analyses services that result in negative ratings in satisfaction surveys. The focus of these analyses is to identify the underlying causes of customer dissatisfaction and



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implement corrective and preventive measures in collaboration with the agents involved. Monthly meetings with attendants are held in order to review service samples and monitor data. Depending on the need, the frequency of such meetings and the sampling of services can be adjusted to ensure greater efficiency. Furthermore, the sector is organized into specialized cells, aimed at directing services effectively and ensuring quick and accurate responses in the solutions offered to customers.

The Complaint Management Cell is responsible for managing complaints formalized on the ANATEL Consumer portal, the Ombudsman's Office, as well as consumer complaint websites such as Consumidor.gov and Reclame Aqui. Furthermore, this cell handles spontaneous complaints registered through protocols in the Unifique system. Such records usually stem from situations in which problems reported through various communication channels were not resolved. The purpose of this cell is the effective resolution of pending problems, with the direct involvement of the sector leaders or the employee in charge of customer service.

TOTAL NUMBER OF INCIDENTS RECORDED BY STATE

Local	SC			RS			PR		
Year	2023	2022	Var %	2023	2022	Var %	2023	2022	Var %
Number of Occurrences (Reclame Aqui)	728	766	-4,96%	218	125	74,40%	39	5	680,00%
Number of Occurrences (Ombudsman)	1453	1.262	15,13%	531	218	143,58%	21	21	0,00%
Number of Occurrences (Consumidor.gov)	74	135	-45,19%	17	24	-29,17%	2	0	NA
Number of Occurrences (ANATEL)	846	933	-9,32%	325	246	32,11%	3	5	-40,00%
Number of Occurrences (Spontaneous Complaint)	3.108	903	244,19%	620	127	388,19%	20	8	150,00%
Total	6.209	3.999	55,26%	1.711	740	131,22%	85	39	117,95%



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On a weekly basis, Unifique analyzes complaints processed by the Complaint Management Cell, aimed at identifying and internally addressing the main causes of dissatisfaction. This process allows the Company to monitor complaint indicators by sectors and regions, improving our understanding and management of customer demands.

The **Retention Cell** at Unifique is responsible for analyses and procedures relating to cancellations requested by customers. With the aim of improving the service, there was an increase in the number of attendants, aimed at reducing wait times for telephone calls and, consequently, reduce associated complaints.

The Credit and Collections Sector responsible for demands relating to customers' monthly fees, including sending invoices and payment information via Pix (instant electronic payment system), clarifications on invoices, negotiating amounts, applying service fees, and managing protocols associated with monthly fees. In addition to contacting delinquent customers, suspending service and terminating contracts, this cell makes

efforts to restore the good-standing of customers whose services have been suspended for more than a year, offering special conditions for negotiation.

Innovations have been implemented to improve customer service, including the development of APIs for automatic processing of bill payments and the introduction of a new recurring payment method via credit card. These improvements are aimed at speeding up debt settlement and facilitating the payment process for customers.

In 2023, Unifique established the Collections Awards Directive, recognizing the most productive employees based on customer satisfaction. This initiative aims not only to improve service, but also reduce waiting times during payment periods, resulting in a significant increase in team engagement and the efficiency of service indicators.

Established in 2023, the **Internal Sales Cell** is dedicated to inbound service for sales of all products offered by Unifique. This unit not only makes sales to new customers, but also manages requests for plan changes,

changes of address, and transfers of account holders, playing a crucial role in increasing quality and customer satisfaction rates.

MONIQUE



Unifique has a virtual assistant available in its services, Monique ("Nique"). This service method provides guidance and often resolves customer demands more quickly and assertively.



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Monique is available in various sectors and different service channels (on the Company Website, via “Menu – Service”, WhatsApp, and Telegram) for support and when purchasing plans. It is also available through the My Unifone App.

In 2023, there was a significant increase in the number of calls resolved by Monique, totaling 6,375,283, an average of 531,276 calls per month, i.e., 55% more compared to 2022.

EMPLOYEE WELL-BEING

With regard to the well-being of service employees, Unifone implemented the Offensive Service Procedure. In February 2023, all employees in these sectors were trained according to this procedure, which aims to empower attendants by communicating to customers that offensive behavior can result in the termination of service. Furthermore, the procedure outlines Unifone’s support measures, including the offer of psychological assistance to attendants who have suffered offenses.

CHALLENGES IN CUSTOMER SERVICE

The year 2023 presented many challenges related to the provision of telecommunications services to the Southern Region of Brazil. Several situations resulting from natural disasters devastated regions in the states of Rio Grande do Sul and Santa Catarina. Some cities where Unifone services are provided were beset by flooding, rockfalls and landslides, causing loss of material assets and blocking roads. These situations caused an interruption in the provision of telecommunications services; consequently, several families and companies were left incommunicado.

Faced with such situations, the Company spared no effort to stick by its customers, whether in meeting their wishes or dealing with their demands and doubts. In response to the crisis, the Company took the action of replacing damaged equipment with new equipment, at no additional cost, for customers in impacted regions, demonstrating its commitment to meeting customer needs even in adverse situations.

CUSTOMER SATISFACTION

To evaluate the quality of its services, Unifone monitors customer satisfaction indicators, especially through the Satisfaction and Perceived Quality Survey. This initiative, conducted annually by ANATEL, seeks to capture consumers’ perceptions of telecommunications services, with interviews conducted by a specialized firm. Voluntary participation of consumers is essential for improving telecommunications services in Brazil.

In 2021, Unifone was recognized as the best domestic provider of Fixed Broadband Internet, Fixed-line Telephone Service, and Pay TV. The following year, it maintained its leadership in Fixed-line Telephone Service and reached second place in Fixed Broadband Internet and Pay TV in the nationwide ranking. From July to November 2023, ANATEL conducted surveys with users of Fixed-line and Mobile Telephony, Fixed Broadband, and Pay TV, where Unifone remained in 1st place in Brazil in Fixed-line Telephone Service and Pay TV, and 3rd place in Fixed Broadband



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Internet in the nationwide ranking, and the best in Southern Brazil.

UNIFIQUE SERVICE QUALITY

Committed to service excellence, Unifone adopts the NPS method to evaluate customer satisfaction, complementing the satisfaction surveys carried out by ANATEL. In 2023, 783,943 responses were received, with WhatsApp being the foremost channel for engagement.

After each interaction — whether online or in-person — customers are invited to evaluate the service provided, resulting in an average satisfaction rate of 73.33% for 2023, varying slightly compared to previous years: down 0.97% compared to 2022 and up 0.14% compared to 2021.

In 2023, the Company began work on implementing the analysis of the satisfaction indicator for the quality of virtual service (telephone and messaging) at its subsidiaries, using the NPS method. For the subsidiaries Naxi, Alfa, Camaquã, and Sygo (with the exception of telephone data for the latter two), it was possible

to compute the data from September onwards. The subsidiaries ClientCo and Brick had their data computed from October and November respectively. The general result obtained among the subsidiaries in the four months evaluated was 71.06%. Integrating the subsidiaries' satisfaction data with Unifone's global indicator, we achieved a final satisfaction rate of 70.62%, reflecting a 2.71% reduction compared the results of the parent company alone.

By monitoring this indicator, it's possible to carry out improvement actions with subsidiaries, in order to verify and implement training with teams, promoting Unifone's culture and preparing them for the standards adopted after migrations.

In addition to the satisfaction indicator focused on the quality of Unifone's service, the Company monitors voluntary cancellation indicators and cancellation reversals for all services, disregarding in-person customer service at physical stores. The voluntary cancellation indicator is analyzed using the percentage of cancellations proportional to the MCS (Multimedia Communication Service) basis.

In 2023, this percentage showed a result of 0.88%.

In 2023, Unifone adopted the analysis of the churn rate due to dissatisfaction as a complement to the percentage of voluntary cancellations. This index reflects voluntary cancellations motivated by dissatisfaction with the service or assistance, considering the total number of accesses to the Multimedia Communication Service (MCS), recording an average of 0.12%, still remaining 0.01% above the maximum limit.

With the aim of improving this indicator, Unifone developed several actions, such as: (i) hiring an outsourced call center to provide Retention Service; and (ii) creating a back office for the Retention Analysts team. It also implemented actions aimed at more attractive products, including: (i) offering new services and exclusive plans to offer in the reversal, as a way of encouraging customer loyalty at the base; (ii) offering an extra Wi-Fi point for customers that have lodged complaints on the "Reclame Aqui", "Portal ANATEL" and "Consumidor.gov" websites regarding Wi-Fi network connection problems, with a technical visit



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to check efficiency. Preventive actions for signal correction and autonomy for retention analysts to consult feasibility of cancellation due to change of address were also established.

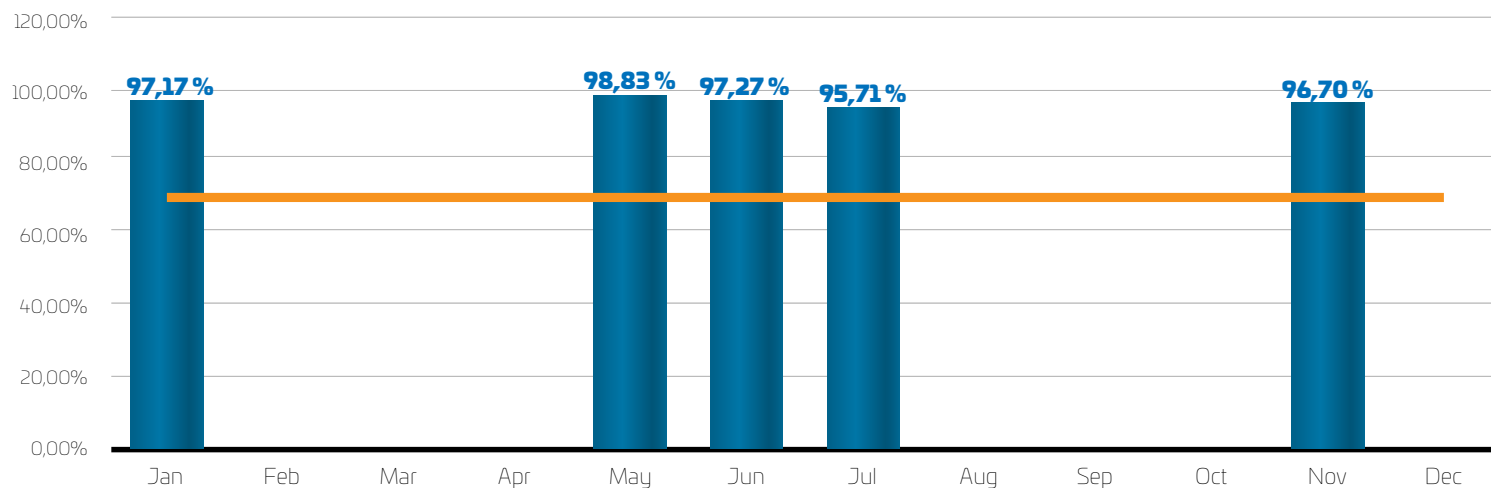
Unifique, in alignment with ANATEL parameters, adopts a proactive approach to managing customer complaints. This includes the commitment to respond promptly and effectively to demands registered on the “ANATEL Consumidor” platform. ANATEL — through the

Qualitative Response Assessment (AQR) — monitors the quality of these responses based on 33 informational indicators, which comprise the Informational Quality Index (IQI). This index not only reflects compliance with consumer rights, but also identifies possible inappropriate practices. Unifique significantly exceeded the 70% target established by ANATEL, reaching an average service rate of 97% in 2023. This result not only demonstrates the effectiveness of Unifique’s actions in

responding to consumer complaints, but also highlights its ongoing commitment to excellence in customer service.

ANATEL has an incentive plan, whereby providers that obtain an IQI rating above 80% for three consecutive months are exempt from AQR in the following three months. These data demonstrate Unifique’s commitment to providing customer service in a highly committed and appropriate manner, thus promoting transparency.

INFORMATION QUALITY INDEX – ANATEL⁵



⁵ As of the publication of this report, ANATEL had not published the IQI results for December.



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In addition to the service quality and customer satisfaction indicators mentioned previously, Unifone – through its Complaint Management Cell – also closely monitors the reputation indicator on the Reclame Aqui consumer complaints website. This index is calculated based on evaluations made by customers after the Company responds to complaints registered on the platform. In 2023, this indicator recorded

a score 0.6 points below the established target of 8.

Unifone is dedicated to resolving demands effectively through all available service channels, ensuring compliance with consumer rights and fulfillment of all applicable regulatory and statutory requirements.



ACTIONS CARRIED OUT IN 2023

In 2023, Unifone undertook a series of initiatives aimed at increasing the quality of its services and ensuring customer satisfaction, aimed at reducing complaints and mitigating the demands of complaints received. These actions also sought to reduce the negative impacts caused by the Company:

- Limited access to the equipment provided to customers, through username/password information. With this option, customers can access their equipment (on loan-for-use) and change more basic settings such as the Wi-Fi network and port routing;
- Analysis of the Mesh solution in order to improve the quality and coverage of the Wi-Fi signal;
- Inspection of installations and maintenance to manage delivery standards and reduce problems stemming from the provision of services in the field;
- Quality control in the delivery of the fiber optic signal during installation in the customer's environment, so that



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the level does not fall below the level required by the Company's quality standard;

- Preventive signal correction for level analysis, correcting those that are outside of our quality standards, prior to customer contact;
- Automation of the configuration of the Call Forwarding service through Minha Unifone app, which provides autonomy for the customer to manage this service;
- Information on incidents through Minha Unifone app, where the customer is informed about interruptions, service status, and estimated time to return to normal;
- Reduction in the printing of receipts at its physical stores, by changing the billing system - desktop, offering the same option already existing on the website, virtual attendant and app for payment via Pix (instant electronic payment system) using a QR code. This action reduces the use of paper at stores, thus contributing to the Company's Zero Waste project.

In addition to these measures with a direct effect on customer service, Unifone promoted in-house actions in the various sectors responsible for customer service, with the purpose of mitigating complaints and dissatisfaction reported by customers. The constant actions carried out in the area of customer relations consolidate Unifone's reputation and promote the brand's differentiation.

COMMUNICATION CHANNELS

Telephone: +55 47 3380-0800

WhatsApp SC/PR: +55 47 3380-0800

WhatsApp RS: 0800-338-0800

Telegram: @UnifoneOfficialBot

E-mail: <https://unifone.com.br/atendimento>



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DIGITAL INCLUSION AND ACCESS TO CONNECTIVITY

(GRI 3-3, ODS 9)

Telecommunications activities generate positive impacts that go beyond the business. Access to mobile telephony and internet services allows for the creation of opportunities, being an important tool for communication and digital inclusion.

Telecommunications services are essential to the lives of people, businesses, and government entities. In the social scenario, the availability of connection and internet access offers numerous benefits in terms of improving quality of life, especially for people in more outlying areas.

In the economic sphere, connectivity can increase the profitability and competitiveness of companies, allowing for more efficient and



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agile communication. Connectivity — as a foundation for innovation — also facilitates the opening of new businesses, as well as their expansion to other regions, promoting the nation's growing socio-economic development.

The provision of telecommunications networks also enables digital inclusion in regions that are underserved, i.e., where available service is non-existent or low-performing. One of the Company's strategies is to expand the range of services in regions with limited access, both on fixed access networks and on mobile networks.

It is Unifone's public commitment to bring mobile coverage in 5G technology (in a staggered way and at percentages defined by ANATEL, distributed progressively from 2026 to 2030), to cities with fewer than 30,000 inhabitants, some of which still do not have this technology available, both in fixed access networks (via fiber optics) and in mobile network access, considering the states of Santa Catarina and Rio Grande do Sul. By doing so, the Company will ensure access to quality internet, promoting information and communication in these regions.

Access to connectivity presents numerous challenges, and if the commitment undertaken in the 5G auction is not fully fulfilled, the potential risk of digital exclusion and isolation becomes real. To meet this challenge, Unifone maintains its strategic planning aligned with expectations related to expansion concerns.

COVERAGE

Connectivity has become essential for society and the economy. Consequently, the coverage and services offered are major factors that often determine the socio-economic development of regions.

In 2023, Unifone expanded its total service coverage in the states of Santa Catarina, Paraná, and Rio Grande do Sul, with the latter representing a significant expansion for the second consecutive year, representing 54% in coverage. In the Southern region, the total expansion of coverage by Unifone was 37% (20% higher compared to 2022).

NUMBER OF MUNICIPALITIES SERVED BY REGION

Region	2023	2022
Paraná	22	17
Santa Catarina	180	163
Rio Grande do Sul	241	176
Total	443	356

Unifone moved forward in its project to implement its own 5G service network. This includes the construction of a high-capacity Transmission Network in two cities in the state of Rio Grande do Sul and investment in the acquisition of the elements necessary to build its own mobile network core, thus becoming an MNO (Mobile Network Operator). The expansion of the sector within the Company has become fundamental not only for technical operation solutions, but also for technology and regulatory matters, presenting the best provisions for the service.



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National Coverage
Blue Color - 3G and 4G technology
Yellow Color - 5G technology

The Company also established a strategic partnership with an operator that has national coverage, enabling Unifiquê Mobile customers to enjoy telephone and mobile internet service nationwide, by means of roaming (visiting users) via the partner operator's network. By doing so, Unifiquê become even stronger in the development of a technical solution for this possibility of connection throughout Brazil, overcoming the challenges of the PCS market. In 2023, there were significant advances in overcoming technical and operational challenges that made the operation of these services feasible, with mobile phones approved by Anatel to operate in Brazil, working together with manufacturers (Samsung, Motorola, Apple, Xiaomi, among others), with the full use of Unifiquê SIM cards.



LAUNCH OF 5G IN GARUVA

On November 11, 2023, Unifiquê launched its 4G and 5G mobile telephone service in Garuva, a municipality located in northern Santa Catarina. This milestone represented the completion of a project entirely developed by the Company, and was celebrated with the presence of corporate leaders, politicians, and

members of the local community. The choice of Garuva as the launch location was guided by strategic considerations, including expansion of the customer base, compliance with current mobile telephony legislation, and its favorable geographical position.



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THE FUTURE OF CONNECTIVITY

Envisioning the future of connectivity in a scenario of growing dependence on internet access, Unifiquê further strengthens its leadership in the sector with customer-focused strategic planning, supported by high performance, excellent personalized service, and sustainability. The Company's comprehensive offering of telecommunications services aims to make people's daily lives easier, expanding beyond traditional internet and telephony solutions.

INNOVATION

(ODS 9)

Innovation is a mainstay at Unifiquê, under the direction of the Office of Innovation and New Business, part of the Innovation and Digital Transformation Executive Board. Strategies for expansion and new product/service launches are carefully developed, considering market analyses and risk management assessments. For 2023, we highlight the Inova Program, a Corporate Venture Capital initiative in partnership with the Brazilian Micro and Small Business Support Service (SEBRAE) and other entities, aimed at investing the overall amount of R\$ 11 million in innovative startups, promoting synergy between corporate and emerging entrepreneurship.

With this project, Unifiquê seeks a mutually beneficial relationship, developing the Company with the creation of new products and cultural synergy among companies.

NEW PRODUCTS AND SERVICES

In addition to the already firmly established action in fixed internet access via fiber



optics, mobile communication services through 5G technology, and combo services (with special offers for services and use of apps), in 2023 Unifiquê invested in offering new products and services exceeding customer expectations, such as: Unifiquê Telemedicine; Unifiquê Home Insurance; Unifiquê Cameras; Unifiquê Smart Home; and Business Wi-Fi.

Through all these actions, in 2023 Unifiquê was recognized as one of the 100 most innovative companies in the nation. This recognition highlights Unifiquê's capacity for ongoing innovation and improvement of its services, reaffirming its role in digital transformation and promotion of a more connected and technologically advanced society. This awarding was held by IT Fórum, Brazil's foremost content, relationship, and business platform for the IT community.



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CUSTOMER PROTECTION OF DATA AND PRIVACY

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



We live in the age of information technology, in which nearly all personal and business actions depend on data sharing. Access and distribution of this data must be ensured by technologies, accompanied by rules that allow and guarantee the security of these processes between users and systems. This concern has grown significantly vis-à-vis technological challenges, in a scenario where the possibility of cyberattacks has intensified in recent years. Malware, ransomware, and phishing attacks are becoming more sophisticated, requiring cybersecurity measures to constantly adapt.

As a telecommunications service provider, Unifone prioritizes this matter and ensures the protection of its digital systems. It guarantees that all processed and stored data has equal protection of the personal data of its stakeholders against accidental



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or unlawful destruction, accidental loss, alteration, dissemination, or unauthorized access, as well as any other form of inappropriate treatment. It also ensures the transparency of information related to the storage and use of the data in its possession, as well as the situations in which it makes such data available.

Aware of the importance of devoting attention to this matter, the Company has a robust management structure in its process. The Cybersecurity and Governance in Information Security and Privacy sectors have coordinators that report to the Innovation and Digital Transformation Executive Board; all pertinent matters are addressed and decided by this department, and Senior Management is responsible for handling crucial situations that may affect the Company's performance and reputation.

Unifique has a team of certified professionals in their respective areas of activity, promoting the adoption of technical and administrative measures safely.

INFORMATION SECURITY AND PRIVACY COMMITTEE

In support of the Cybersecurity and Privacy sector, the Information Security and Privacy Committee was established, managed by the executive officer responsible for the area, with the participation of managers from various sectors impacted by these issues.

This committee plays an important role in dealing with related matters, with the following responsibilities: (i) establish policies and guidelines related to information security and privacy; (ii) support the risk strategy related to information security and privacy. This includes carrying out risk assessments and implementing measures to reduce threats; (iii) ensure that the Organization complies with privacy and information security regulations; (iv) communicate the status of information security and privacy to senior management and all relevant stakeholders by submitting periodic reports; (v) promote an organizational culture that values information security and privacy.

To assist the committee, a working group was structured to deal with operational demands and actions.

INFORMATION SECURITY AND PRIVACY AWARENESS PROGRAM

In late 2023, the Company launched the Unique Guardians Program, which has several awareness actions whereby employees receive training on the topics ranging from cybersecurity to information security and data privacy. In addition to knowledge about policies, the program offers specific training such as: phishing, multi-factor authentication (MFA), and other social engineering techniques. Concomitantly with this initiative, employees undergo cyberattack drills on a recurring basis, with the aim of raising awareness on the topic and seeking to understand how these practices affect our environment.



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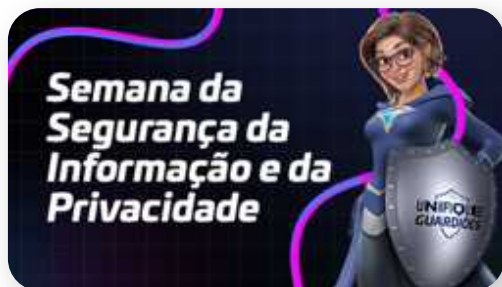
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In partnership with Unifine Guardians, the Company carried out the fourth annual edition of the Information Security and Privacy Week, from November 27th to December 1st. Throughout the week, activities focused on the topics of information security and privacy took place. Among the actions developed, we highlight lectures with renowned outside professionals certified in related areas.

In addition to the various awareness actions developed, all Unifine employees receive training on policies focused on data protection, information security, and the General Data Protection Act (LGPD). Training is conducted through the corporate education platform, DNA Unifine, with evaluation of the knowledge gained and issuance of a certificate of completion.

ONGOING IMPROVEMENT

Seeking continuous improvement, the Company annually carries out maturity analyses with an outside consulting firm, which present points for improvements that are assessed and incorporated into its technologies, processes, and people. In 2023, the cybersecurity department and information security and privacy governance department carried out an assessment focused on the best market practices geared toward cybersecurity. This analysis demonstrated a significant advance in Unifine's maturity, thanks to progress in the information security program and the strategic selection of suppliers globally recognized for their excellence.

Committed to promoting the ongoing evolution of employees in the areas of Cybersecurity and Governance in Information Security and Privacy, as well as constantly seeking to keep up to date with trends in related topics, Unifine participates in the main events in Brazil and around the world.





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BEHAVIORAL ADVERTISING, DATA PROTECTION, AND CUSTOMER PRIVACY

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

To protect customer privacy, Unifique's behavioral advertising is based on legislation and standards focused on information security and privacy. The Company seeks to meet the legal requirements set out by Brazil's Securities and Exchange Commission (CVM), National Telecommunications Agency (ANATEL), National Data Protection Authority (ANPD), and General Data Protection Act (LGPD), as well as the good practices established with the NIST CSF 1.1 and ABNT NBR ISO/IEC 27001:2022 Frameworks. This standard aims to meet the requirements of the Information Security Management System, adding benefits related to process robustness, with greater control of operations related to attacks, data leaks, and risk assessment, which provides customers with greater security.

The Company also has a Data Protection Policy, which constitutes the ultimate

directive for the processing and use of individuals customer information, supported by complementary documents, the objective of which is to define guidelines and strategies for data protection within the scope of Unifique's processes and activities. This policy also establishes the information life cycle along with the Organization's processes and activities, as well as the processing to be performed at each stage of this cycle. In this Policy, the data protection requirements defined in Law 13709 of August 14, 2018 (known as the General Data Protection Act, or LGPD) are followed. However, there are other policies that make reference to this topic and complement it, such as the Information Security Policy and the Cybersecurity Policy. These policies present guidelines for employee behavior in relation to Unifique's information assets, aimed at making them aware of the proper use of the Organization's information resources.

The Company's data privacy program updates the Data Protection Policy and other complementary documents on a regular basis, in order to keep up with the most current decisions on the issue. It also

aims to make as transparent as possible the purposes for which our products and services use personal data.

Information related to privacy is available on the Company's website, through the Privacy Portal, where customers and other stakeholders can obtain information about data protection, the LGPD, good protection practices, and details of how Unifique uses personal data. Additionally, a specific channel is available whereby customers can request the consultation, modification, or removal of any stored personal data. Plus, it provides information about the Company's Data Protection Officer (DPO), providing an email address for submitting any questions or suggestions.

Throughout 2023, Unifique received 10 requests regarding personal data, all of which were duly attended to and responded to within the established time limit. These requests included general queries, requests for clarification on data removal, and requests to opt-out of advertising material. It is important to highlight that there were no complaints about inappropriate data processing, violations of applicable



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legislation, or notifications/penalties applied by regulatory agencies.

Unifique has implemented an effective incident response process in information security and privacy. During the period covered by this report, no leaks, theft or loss of individuals data were detected.

The absence of any reported incidents, complaints or penalties underscores Unifique's ongoing commitment to protecting the privacy of its customers' data. Accordingly, the Company confirms that there are no administrative or legal proceedings in progress, nor any monetary losses related to data privacy, thus reaffirming its reputation as a responsible organization committed to information security and data privacy.

To efficiently meet privacy-related demands, Unifique offers customers dedicated channels. Through the "Data Subject Rights" section on the Company's website, data subjects can submit requests or queries regarding their personal data. These requests are promptly forwarded to the Information Security and Privacy Governance Sector,

responsible for analyzing and providing a response within 15 days. This procedure guarantees an effective response to customer requests, being in full compliance with Brazilian legislation.

USE OF CUSTOMER INFORMATION

(SASB TC-TL-220a.1)

Unifique has a team that is specially trained to respond to requests from data subjects. This includes requests for data processing, requests to determine the purpose of the data and deletion thereof, which are met within the legal time frames. Data retention is only permitted in such a way as to comply with legal or regulatory obligations, regular exercise of rights, transfer to third parties (provided that Unifique's exclusive processing and usage requirements are respected), and for anonymized data.

The Company, in its Record of Processing Activities (ROPA), keeps all processes in each area that use personal data fully documented, as well as the legal bases that support such activities and the existence

of any sharing of personal data with third parties. This documentation is updated at least once a year on a mandatory basis, and the privacy statements on the Company's platforms are reviewed based on these records.

Regarding information retention, as defined in the guidelines established in the Data Protection policy, the deletion or anonymization of data after a certain period is done manually, with a record of the operation. Information is stored in environments that are progressively tested against intrusions and monitored by market-leading cybersecurity and privacy tools, according to Gartner.

The Company's privacy structure can be consulted through the Privacy Portal on the Unifique website. On this Portal, data subjects can check the purposes for using personal data, the possibility of sharing with third parties, and the geographic location of this data, among other relevant information



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INFORMATION REQUESTS AND LEGAL COMPLIANCE

(SASB TC-TL-220a.2, SASB TC-TL-220a.4)

All requests regarding information on customer data received by Unifone are evaluated. Such information is released based on Brazil's Civil Rights Framework for the Internet. The process for responding to data subject's requests for information is standardized and is currently in the formal processing phase. The current methodology allows stakeholders to directly contact the Information Security and Privacy Governance sector. Approval for releasing such information is restricted to the Legal Department.

As with other activities related to data handling, Unifone maintains a Record of Processing Activities (ROPA) of personal data. This document, complementary to the Data Protection policy, must detail the sectors involved and the data processing needs, as well as their specific purposes.

SCOPE OF DISCLOSURES

In addition to internal data processing, Unifone declares that there are situations in which customer data is used for secondary purposes, including but not limited to legal proceedings associated with the enforcement of relevant industry regulations.

There are some purposes for sharing data at the Company; the situations that hold the largest volume⁶ are:

- **320.473** - Operation and maintenance protocols resolved by outsourced companies;
- **39.609** - Customer activations made by third parties (Commercial). This situation occurs when the customer hires the service offered by Unifone through a third party, at which the Company has a list of services offered, including the Unifone product.

⁶ volume of data sharing. The situations listed above do not cover the entirety of the data sharing purposes.

The Company also discloses that the total number of requests for customer information exclusively from government or law enforcement agencies in 2023 was 638. Of these:

- **530** - Official letters received requesting customer registration data;
- **108** - Judicial warrants requesting customer registration data.

All government and law enforcement requests that resulted in disclosure to the requesting party were met. However, it may happen that the requested information is no longer available at the Company, in which case the request is responded to by informing the unavailability such data.





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CYBERSECURITY

(SASB TC-TL-230a.2)

In the current scenario, where cyber-risks are considered one of the greatest global threats, Unifone intensifies its efforts in information security. The Company is committed to obtaining ABNT NBR ISO/IEC 27001:2022 certification for specific products offered by its Data Center, reflecting its commitment to excellence and security.

This comprehensive plan is not only limited to Unifone's organizational structure at all levels, but also extends to its entire ecosystem, applying rigorous management standards to acquired companies, suppliers, and new products. With the aim of ISO/IEC 27001:2022 certification, a framework is being implemented, which is focused on managing information security and privacy risks, under the governance of a specific sector within the Company.

Through this management, Unifone seeks to increase its level of maturity, conducting internal and external audits based on processes and guidelines aligned not only

with the ISO/IEC 27001:2022 standard, but also with reference frameworks such as NIST CSF and MITER ATT&CK.

Risk management of supplier information security and privacy has shown continuous improvements. Unifone develops validation and control mechanisms to monitor and improve security, including the definition of contractual guidelines and incident prevention. The criticality and level of suppliers' access to the Company's information determine the rigidity of the controls required.

Unifone maintains an infrastructure dedicated to vulnerability management,

employing market-leading tools to perform regular scans. These analyses are rated and prioritized, and the results are sent to the responsible departments for remediation.

Moreover, the Company performs penetration tests (black box and white box) and uses external tools and databases to strengthen its defense against cyber-threats. The protection of the brand and critical assets on the internet and in specialized forums is guaranteed through Digital Risk Protection (DRP) tools, highlighting Unifone's comprehensive effort to protect its digital environments against intrusions.



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ENVIRONMENT MANAGEMENT

(ODS 12)



Unifique is committed to building a more human-oriented and conscious future, incorporating environmental goals relevant to its activities into its business strategy and long-term planning. This commitment to sustainability and efficiency in the use of natural resources is evidenced through risk mitigation practices and the ongoing pursuit of improvements, as detailed in the Company's Sustainability Policy.

Among the main focuses of Unifique's environmental management are the production of clean energy and responsible waste management. The Sustainability and Zero Waste Committees play crucial roles in the organizational culture, by promoting employee awareness of environmental issues and encouraging the adoption of sustainable practices. Furthermore, the adoption of digital technologies significantly contributes to reducing the consumption of supplies that are harmful to the environment.

The Company is proud of its exemplary conduct in relation to the environment, not having registered any fines, infraction noti-

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ENERGY EFFICIENCY

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



Recognizing the telecommunications sector as intensive in the use of electrical energy, Unifiqué addresses energy efficiency and the scarcity of resources as critical aspects of its operations. This view considers the high operational risk associated with energy shortages, which has direct implications for financial stability and the continuity of services provided to customers.

The Company identifies energy efficiency not only as an environmental responsibility, but also as a strategic opportunity to mitigate climate impact, conserve water resources, and ensure operational continuity. In this regard, the adoption of renewable energy sources and efficient consumption practices are seen as essential for combating climate change and reducing the Organization's ecological footprint. These actions not only reduce operating costs, but also strengthen the Company's reputation and its competitiveness on the market.



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Committed to reducing energy consumption without compromising the quality of its services, Unifique guides its policies and practices according to sustainability guidelines, stressing the importance of renewable sources and the generation of its own energy.

RENEWABLE SOURCES AND CLEAN ENERGY

In the fight against global warming, Unifique emphasizes the generation of energy from renewable sources as a core element for minimizing greenhouse gases. The Company prioritizes the acquisition of renewable energy and invests in clean energy generation projects, contributing toward the nation's energy transition.

In this context, we highlight four operational photovoltaic plants, located in Timbó, Planalto Alegre, São Bento do Sul, in Santa Catarina, and in Taquari, in Rio Grande do Sul. These plants not only supply 100% of the distribution center's consumption, but also generate energy credits, used at other business units, such as physical stores and telecommunications facilities.

PLANT CAPACITY (INSTALLED POWER):

Timbó

224 kWp;

Planalto Alegre

1124 kWp;

São Bento do Sul

82,5 kWp;

Taquari

36,5 kWp.



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In addition to producing energy from its own renewable sources, the Company continues executing its project to replace lead acid batteries with lithium batteries at its facilities. In 2023, more than 180 lithium batteries were replaced and installed.

Additionally, the introduction of an electric vehicle into the Company's fleet highlights

Unifunique's commitment to environmentally responsible practices. This vehicle, accessible to all employees to travel between units or for work-related activities, symbolizes a major step in reducing carbon emissions and promoting a more sustainable mobility model.



ENERGY CONSUMPTION

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

Unifunique's energy consumption in 2023 recorded a total of 10,188.74 MWh⁷, reflecting an 18.06% increase compared to the previous year. It is noteworthy that 86% of this consumption comes from renewable sources, thanks to the Company's self-generation strategy. However, the agreements signed with the Electric Energy Trading Chamber (CCEE) do not specify the proportion of energy coming from renewable sources.

⁷ Energy consumption in MWh obtained from electricity bills issued in kWh. Energy Research Company (EPE) conversion criteria were applied to fuel consumption: gasoline: 1 L = 8 kWh. Diesel: 1 L = 10.2 kWh; Alcohol: 1 L = 6 kWh.



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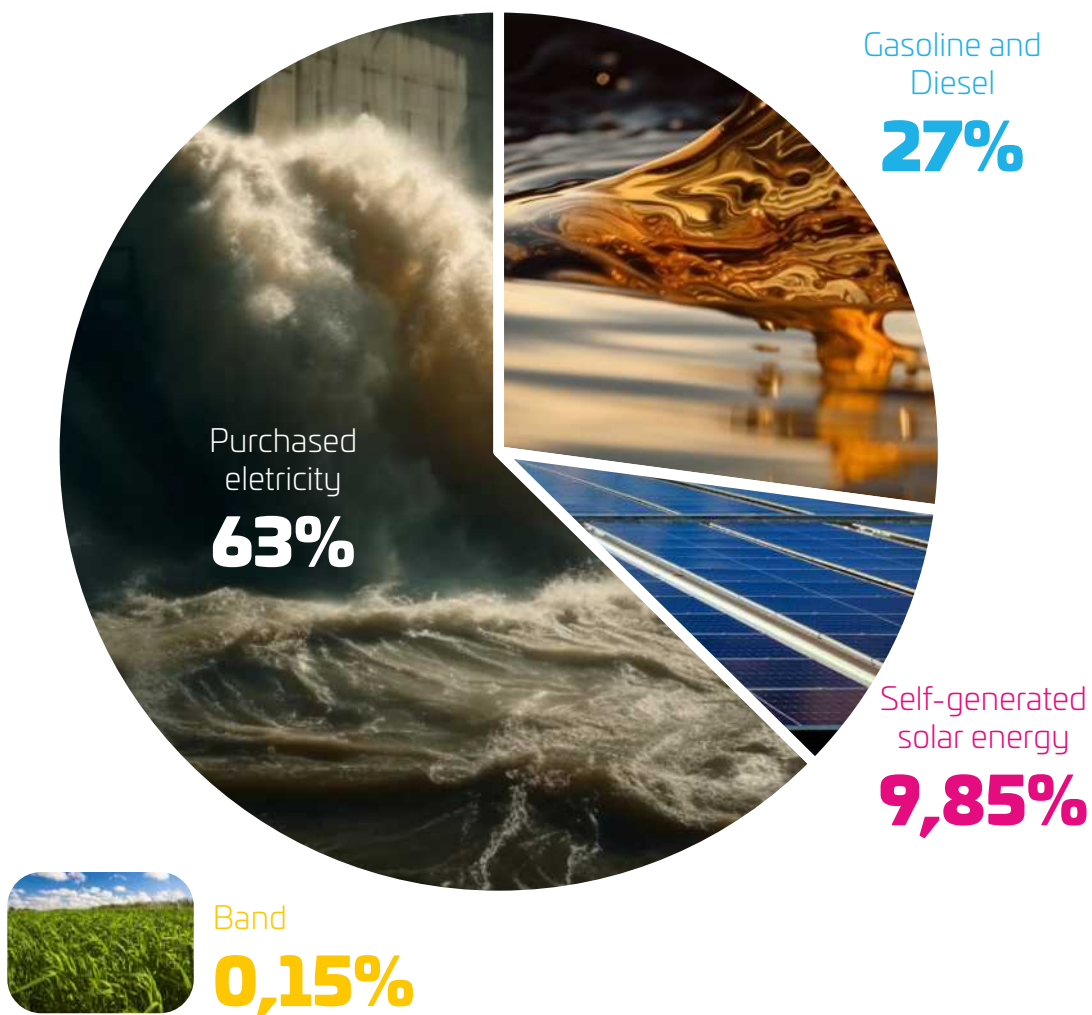
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TOTAL ENERGY CONSUMED WITHIN THE COMPANY



External energy consumption, mainly related to business travel, experienced a 46% increase compared to the previous year. This growth is linked to the Company's expansion, which included the acquisition of new companies and an increase in the vehicle fleet to meet new operational demands, with the estimated percentage of business trips remaining at 20%.

Additionally, there was a 44.12% increase in fuel consumption (gasoline and diesel) by our fleet of vehicles, indicating a greater demand for energy from non-renewable sources for internal vehicular activities. In contrast, energy consumption by the Company's electric vehicle was 0.22 MWh in 2023, underscoring Unifique's effort to integrate more sustainable mobility solutions into its operations.



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ENERGY INTENSITY

(GRI 302-3)

As for the energy intensity rate, there was a 2.6% decrease relative to the amount of energy purchased from utilities companies in 2023 compared to 2022. This drop is a reflection of the activations of the photovoltaic plants. Thus, the Company remains attentive to the development of improvement strategies for energy efficiency.

RATE OF ENERGY INTENSITY CONSUMED WITHIN THE ORGANIZATION FOR TELECOMMUNICATIONS ACTIVITIES (MWH).

Energy intensity rate for the Organization

Region	Consumer unit or installation	Type of activity	Unit	2023
PR	COPEL	Telecommunications	MWh	35
SC	CELESC	Telecommunications	MWh	5482
RS	CEEE	Telecommunications	MWh	260
RS	RGE	Telecommunications	MWh	668
Total				6445

In its operations, Unifiquê prioritizes the use of equipment with low energy consumption as well as high energy efficiency and performance, analyzing the necessary technical specifications and ensuring the maintenance of performance without compromising the quality of services, thereby contributing to the preservation of natural resources.

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GRI CONTENT INDEX

GENERAL CONTENTS

GRI standard	Contents	Page	Explanation/Omission
Usage statement: Unifique reported in accordance with GRI standards for the period January 01 to December 31, 2023.			
GRI 1 FOUNDATION 2021			Regarding the entire content of this report
GRI 2 GENERAL DISCLOSURES 2021			
	2-1 Organizational details	10, 13 e 28	"The sustainability report did not comprehensively address all material topics of the subsidiaries presented in the financial statements, due to the process of acquisition, data migration, and transfer of control carried out throughout 2023. Among the Company's subsidiaries, we cite individual data: Subsidiaries that had their data (customers, employees, costs, and expenses) migrated but have not been incorporated into the parent company's CNPJ [EIN]: Viawebers, Brick, Clientco. Subsidiaries that have not yet been migrated or incorporated into the parent company's CNPJ [EIN]: Alfa, Naxi, and Sygo Group. All entities are fully controlled by Unifique, with no minority investments."
Reporting practices	2-2 Entities included in the Organization's sustainability reporting	11	
	2-3 Reporting period, frequency and contact point	11	
	2-4 Restatements of information	43 e 58	
	2-5 External assurance		This report has not been subjected to external verification.



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Activities and workers	2-6 Activities, value chain and other business relationships	13, 14, 15, 16, 17, 18, 19 e 20	
	2-7 Employees	58	
	2-8 Workers who are not employees	58	
Governance	2-9 Governance structure and composition	28, 29, 30, 31, 32, 33 e 34	
	2-10 Nomination and selection to the highest governance body	30	
	2-11 President of the highest governance body	30 e 31	
	2-12 Role of the highest governance body in overseeing the management of impacts	30, 31, 32 e 35	
	2-13 Delegation of responsibility for managing impacts	30	
	2-14 Role of the highest governance body in sustainability reporting	11 e 23	
	2-15 Conflicts of interest	39	
	2-16 Communication of critical concerns	30	
	2-17 Collective knowledge of the highest governance body	29 e 33	
	2-18 Evaluation of the performance of the highest governance body	30	
	2-19 Remuneration policies	32	
	2-20 Process to determine remuneration	32	
	2-21 Annual total remuneration ratio	32 e 33	



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Strategy, policies and practices	2-22 Statement on sustainable development strategy	3, 4	
	2-23 Policy commitments	38	
	2-24 Policy commitments	38,39 e 40	
	2-25 Processes to remediate negative impacts	35, 40 e 41	
	2-26 Mechanisms for seeking advice and raising concerns	40 e 41	
	2-27 Compliance with laws and regulations	38, 39	
	2-28 Membership associations	14	
Stakeholder engagement	2-29 Approach to stakeholder engagement	24 e 25	
	2-30 Collective bargaining agreements	65	
GRI 3 MATERIAL TOPICS			
GRI 3	3-1 Process to determine material topics	22 e 23	
	3-2 List of material topics	22	



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GOVERNANCE			
Non-material topic: Ethics			
GRI 205 ANTICORRUPTION 2016	3-3 Management of material topics	38	
	205-1 Operations assessed for risks related to corruption	39	
	205-2 Communication and training about anti-corruption policies and procedures	40	
	205-3 Confirmed incidents of corruption and actions taken		The Company did not record any cases of corruption (whether judicialized or not) involving employees and/or business partners.
GRI 206 ANTI-COMPETITIVE BEHAVIOR 2016	3-3 Management of material topics	38	
	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		The Company did not record any cases of unfair competition (whether judicialized or not) involving employees and/or business partners
MATERIAL TOPIC: ECONOMIC/FINANCIAL PERFORMANCE			
GRI 201 ECONOMIC PERFORMANCE 2016	3-3 Management of material topics	42 e 48	
	201-1 Direct economic value generated and distributed	43, 44 e 45	
	201-2 Financial implications and other risks and opportunities due to climate change	37	
	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 2023, the financial support received from the government was 961 (in thousands of Brazilian Reais), showing a 96.05% decrease compared to the previous year. The significant difference in amounts between 2022 and 2023 is due to the fact that in the previous year there was the effect of TTD 498 [Differentiated Tax Treatment], and after changes in legislation, it was discontinued.



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SOCIAL			
MATERIAL TOPIC: OCCUPATIONAL HEALTH, SAFETY, AND WELL-BEING			
GRI 403 OCCUPATIONAL HEALTH AND SAFETY 2018	3-3 Management of material topics	59 e 60	
	403-1 Occupational health and safety management system	60	
	403-2 Hazard identification, risk assessment and incident investigation	60	
	403-3 Occupational health services	60	
	403-4 Workers participation, consultation, and communication on occupational health and safety	60	
	403-5 Worker training in occupational health and safety	61	
	403-6 Promotion of worker health	60, 63 e 64	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	60 e 61	
	403-8 Workers covered by an occupational health and safety management system	60	
	403-9 Occupational accidents	62	



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MATERIAL TOPIC: CUSTOMER SATISFACTION AND QUALITY OF SERVICES			
	3-3 Management of material topics	66,67 e 68	
	Own indicator - Consumer incidents/complaints	69	
	Own indicator - Reduction of consumer incidents/complaints	69, 72, 73, 74 e 75	
MATERIAL TOPIC: DIGITAL INCLUSION AND ACCESS TO CONNECTIVITY			
	3-3 Management of material topics	76 e 77	
	Own indicator - Coverage of services offered by the Organization	77 e 78	
	Own Indicator - Connectivity offer	79	
MATERIAL TOPIC: CUSTOMER PROTECTION OF DATA AND PRIVACY			
	3-3 Management of material topics	80,81 e 82	
GRI 418 CUSTOMER PRIVACY 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	84	
ENVIRONMENTAL			
MATERIAL TOPIC: ENERGY EFFICIENCY			
	3-3 Management of material topics	90, 91 e 92	
	302-1 Energy consumption within the Organization	92	
GRI 302 ENERGY 2016	302-2 Energy consumption outside of the Organization	93	
	302-3 Energy intensity	94	

Additional Information

Coordination of the Sustainability Report

Unifique's Sustainability Committee

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

Berkan Auditoria e Consultoria



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