

2022

SUSTAINABILITY
REPORT

unifique



SUMÁRIO

3	President's Message	Governance Governance Structure Governance and impact management Compliance Economic and financial performance	29
6	2022 Highlights	Social Digital inclusion and access to connectivity Customer satisfaction and service quality Data protection and customer privacy Workplace health, safety and wellbeing Employee Profile	50
9	About This Report		
11	About Unifique Value Chain	Environment Environmental Management Energy efficiency	81
20	ESG Strategy Materiality Stakeholder Engagement Sustainable Development Strategy	Appendices GRI content summary Additional information	90





PRESIDENT'S MESSAGE

(GRI 2-22)

Time is one of the most valuable things in our lives. With the intent of giving more time to our customers, Unifunique directs every single one of its actions to its mission and business, which is to make people's lives easier. In order for that to happen, it spares no effort in investing in people and cutting-edge technology.

Since taking the first steps to go public in search of investment resources, we have brought in the most suitable partners to provide all necessary governance and business transparency. Together, we vow to maintain the 'business owner' culture, aiming at perpetuity and integrating social, environmental and governance factors from strategic planning to the most

trivial day-to-day actions.

Unifunique is positioned as a company focused in its relationship with the customer, which is based on the following pillars:

- High performance;
- Excellent and personalized service;
- Business sustainability.

As sustainability is all about transformation, which is aligned with the Company's actions, we constantly introduce innovations to keep up with the market and trends, always seeking the best solutions for customers and striving to be at the forefront of business within the industry we operate.



In 2022, we added a new department to the organizational chart, treating innovation with the importance it actually holds in Unifique's culture. With the Innovation and Digital Transformation department, the Company gained traction and speed in developing systemic processes, making it possible to deliver more technology, transparency and comfort in communicating with the customer. This department also added new services to our portfolio, such as telemedicine, cloud monitoring with Automatic License Plate Recognition, in addition to all the new features included in the 5th generation of mobile networks - authorization earned in the 5G Auction held by Anatel in November 2021 to operate in the states of Santa Catarina and Rio Grande do Sul.

5G is a revolutionary technology for society. It will benefit the rural producer, who is far from the big cities, to the 4.0 industry customer, offering higher and lower latency network speed, thus creating conditions for a world of possibilities.

The first tests started in December 2022 and the Company has been studying implemen-

tation strategies in order to serve consumers throughout its service area. Unifique offers a fiber network of more than 30 thousand kilometers in both states with extensive capillarity. The obligation undertaken in the auction is to provide coverage for cities with up to 30,000 inhabitants with 5G signal by 2030, which will benefit 421 cities in Rio Grande do Sul and 247 cities in Santa Catarina, providing digitalization and connection speed to promote growth and development in southern Brazil.

Unifique's strategy of serving more and more customers with a wider range of services is focused on people. We work with them and for them. Our delivery depends on the commitment of employees and that is why the Company invests in knowledge, so that it can provide increasingly surprising experiences in this exchange between people. We are obsessed with excellent service.

In order to disseminate our culture more effectively, in 2022 the Company sought advice to implement Corporate Education - DNA Unifique. The launch of this program is scheduled for the beginning of the first quar-

ter of 2023 and will bring a lot of technology, which will certainly speed up the process of disseminating knowledge and culture.

The employment journey of workers at Unifique is based on human warmth and hospitality. At Unifique, people are treated with great respect, from the moment they enter the onboarding process. They are welcomed by the Angels of each department, who introduce them to the entire company, settle any doubts and take care of the new team member until they are ready to work independently within the company. Regarding employee wellbeing, internal projects have been implemented with great success, like Fala Ai (Speak Up), which promotes sharing feelings and experiences focused on mental health; Psychological Outreach is a project offered to all employees; an IAPC is in place, and it strictly enforces compliance with the safety standards of each employee position; Committees address issues related to wellbeing, such as the People Management Committee, and programs such as Diversify (diversity and inclusion) and Zero Waste (environment) have also been implemented.

“While searching for solutions to reduce our ecological footprint, the Company takes the following actions to preserve the environment.”

Unifque also extends contributions to people in the community, supporting cultural, sports and social projects. We see a lot of value in projects such as Entra21 – by Blu-soft, and Pescar – by the Fritz Muller Foundation, which are focused on professional education for young people. Through these projects, young people prepare to start their professional lives, and may have the opportunity of being hired by supporting companies during or upon program completion.

Just as we care about people, we also contribute to preserving the environment.

While searching for solutions to reduce our ecological footprint, the Company takes the following actions to preserve the environment: we have photovoltaic power stations to generate clean and renewable energy; we have implemented Zero Waste Project, which is focused on solid, organic and recyclable waste management and is certified by the Zero Waste Brazil Institute (Zero Waste International Alliance); and we have promoted the digitalization of processes and use of electronic signature, making bureaucratic processes more agile and less polluting.

The main challenges for the coming years are:

- Disseminating our culture as the number of employees rapidly grows. We believe Corporate Education may help in this role to disseminate knowledge to employees in the most accessible, flexible and intelligible way, so we may continue growing without losing a 'business owner perspective';
- Providing a team and investment focused on permanent innovation in order to expand business offerings and keep ser-

vices appealing and constant for the customer, in a simple and efficient way, overcoming the challenge of keeping talents in the company and attracting specialized labor;

- Ensuring the economic and financial balance of results to continue honoring commitments with customers, suppliers and shareholders in an ethical and transparent manner, and;
- Strongly moving forward with the 5G mobile services launch schedule in an efficient manner, applying the best available technological solutions. The greatest challenges will be related to offering new products and services with high operational performance delivery and service excellence.

Therefore, we understand that speed is directly linked to time, our time and customers' time. The greater the employee commitment to deliver excellent service, the greater the degree of customer satisfaction, and these customers will be highly connected to make the best use of their time.



2022 **HIGHLIGHTS**

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GOVERNANCE

Fixed broadband
market

LEADER

in the State of Santa
Catarina with

18,6%

of subscriptions

4th

in fixed broadband
subscriptions in the
southern region

Acknowledged for

3

consecutive
years as the Best
Fixed Broadband
Internet provider in
Brazil by ANATEL
(Brazil National
Telecommunications
Agency)

Named for the

2nd

consecutive time as
the Best Fixed-Like
Telephone provider
in Brazil

Named for the

1st

time as the Best
Pay TV provider in
Brazil

3rd

place in the
Reclame Aqui
Awards (providers
category)

EXPANSION

Acquisition of three
new companies in

2022

↑45%

increase in cities
served in the southern
region of the country
compared to

2021

100%

of employees aware
of Unifque's Code of
Ethics and Conduct

Net operating revenue
increase of

↑45,3%

compared to 2021, with
an increase of

273

million

Net profit of

118

million, with a

52,5%

growth compared to
2021



SOCIAL

Creation of

425

new jobs
in 2022

35%

growth

0

accidents with
deaths and severe
injuries

IMPLEMENTATION

of the **Saudavelmente** Program,
focused on employee mental health

Brazilian General Data Protection Act

No legal complaints regarding incidents
related to customer privacy

THE UNIFIQUE WAY

Unifying corporate culture in the context
of expansion and acquisition of other
Companies



ENVIRONMENT

640

kWh/day

is the average energy
generated at the pho-
tovoltaic power station
opened in April

2022

100%

clean energy

Zero Waste Brazil
Institute Certification

99,7%

of waste recycled

**Timbó
Distribution
Center**

ABOUT THIS **REPORT**

unifique





ABOUT THIS REPORT

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

Driven by the desire of having a close relationship with its customers, combining the best in fiber optics technology with a high standard of service, Unifique's mission is to make people's lives easier. Seeking to constantly contribute to sustainable development, in a transparent and honest relationship, beginning in 2022 it is with great satisfaction that Unifique proudly presents its first Environmental, Social and Governance Report in corporate culture and decision-making, consolidating its commitment to the planet and its stakeholders.

The results presented in this report refer to 2022 operations. The report will be published annually to promote monitoring of indicators and Unifique's

commitment to the best sustainable practices.

The report includes the performance of operations, initiatives, achievements and challenges in the economic, environmental, social and governance areas, based on Global Reporting Initiative (GRI) standards, and some recommended items from the Sustainability Accounting Standards Board (SASB) guidelines, and the United Nations Sustainable Development (SDGs) Goals.

On the following pages, the main highlights related to issues that are considered material are presented, as well as issues related to policies, practices and management that have been built since 1997. Unifique is proud of

this achievement in the year it celebrates its 25 years.

In compliance with governance processes, report publishing was approved by Unifique's Senior Management.



Inquiries and suggestions
on this report can be
submitted to

**sustentabilidade@
redeunifique.com.br.**



ABOUT
UNIFIQUE

unifique



ABOUT UNIFIQUE

(GRI 2-1, 2-6)

Unifunique began its operations in 1997 by providing dial-up internet services through telephone lines with one single employee. Today, the company holds the title of telecommunications provider offering the best fixed-broadband internet, fixed-line telephone and pay TV services in Brazil, and is consolidated as the largest independent fiber-optic provider in the southern region of Brazil.

A JOURNEY FILLED WITH ACHIEVEMENTS AND INNOVATION:

1997

Unifunique Telecommunications Inc. started operating under the name "TPA – Timbó Access Provider".

2006

Driven by the advancement of new technologies, TPA starts building its own fiber optical networks, starting cabling projects in the city of Timbó and, later, in the cities of Rio do Sul and Ibirama.

2013

In this year, several cities in the Itajaí Valley were already served by internet service via fiber optics, fixed-line telephone and radio-frequency internet.

2016

To meet the needs of its customers, the Company launches TV Unifunique. As of this date, the services offered include internet combo bundles, landline telephone and cable TV.

2000

Construction of the first radiofrequency internet towers and first customers served with this technology.

2010

With the purpose of delivering more practicality, service quality to customers and even more utility for fiber optics, TPA started to provide fixed-line telephone services.

2014

With so many changes and innovations, TPA felt the need to also innovate the company name and brand, and was thereafter known as Unifunique.

2017

This year marked the Company's 20th anniversary! Construction of the new headquarters in Timbó SC started in 2017, in addition to the opening of the physical stores in the cities of Benedito Novo, Concórdia and Videira in the state of Santa Catarina.

2019

Data Center service launch | Chosen nationally by Anatel's Satisfaction and Perceived Quality Survey as the Best Fixed Broadband service provider in Brazil!

2020

Considered for two consecutive years as the company with the Best Fixed Broadband services in Brazil, and named as the Best Fixed-line Telephone service provider in Brazil for the first time.

2018

Named as the company with the Best Fixed Broadband services in the state of Santa Catarina by Anatel's Satisfaction and Perceived Quality Survey.

2021

Named for the third time as the Best Fixed Broadband service provider in Brazil | Chosen for the second consecutive time as the Best Fixed-line Telephone service provider in Brazil | Named as the best Pay TV service provider in Brazil for the first time | 3rd place in the *Reclame Aqui* Awards (providers category) | Included in the 2021 Great Place To Work (GPTW) 30 best companies to work for in the Tech category. | Ranked 10th place in the State of Santa Catarina Best Companies Ranking in the Large Size category. | IPO on stock exchange (B3) in July, and winner of Anatel's 5G auction held in November.



- **Leader in fixed broadband services**

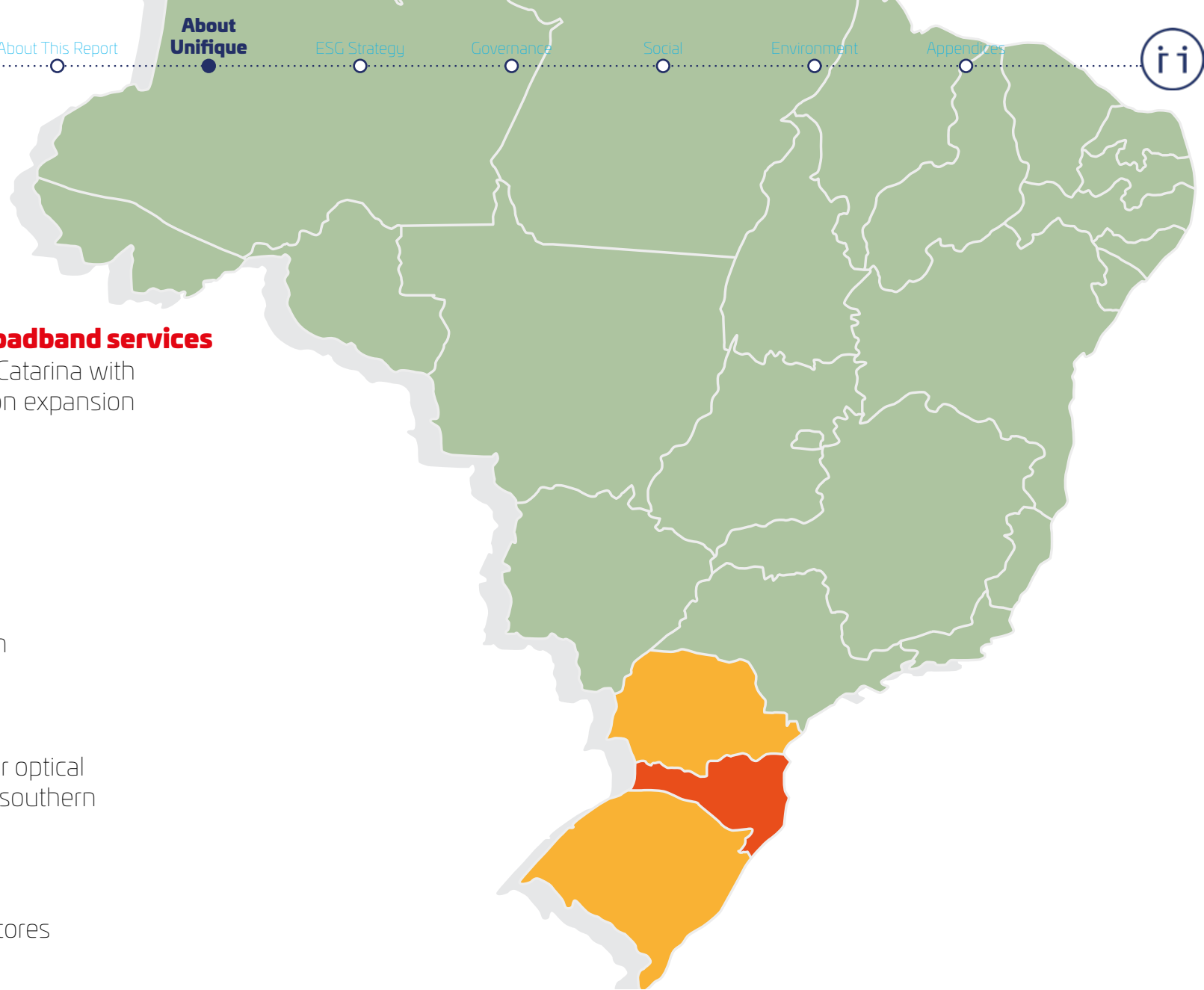
in the state of Santa Catarina with particular emphasis on expansion

- + **600 k** customers

- + **356** cities served in southern Brazil

- + **33.000km** of fiber optical networks installed in southern Brazil

- + than **50** physical stores



...THE UNIFONE WAY

(GRI 2-28)

Operating in more than 356 cities in southern Brazil, Unifone is driven by the desire to remain close to its customers, valuing them and ensuring quality services. That is why the Company became the market leader in the state of Santa Catarina according to the ranking of telecommunications providers released by Anatel¹ in December 2021.

The important acquisitions made in 2022 significantly amplified the market expansion in the state of Rio Grande do Sul. In the context of acquisitions, the Company seeks to preserve its culture, but understands that it is important to integrate positive features of acquired companies, maintaining synergies and incorporating operations quickly, safely and effectively. That reinforces what makes the Company unique in the market – the service quality and the relationship with customers

Associated with coherent and effective growth value, the business model is lean and scalable, enabling a highly profitable development

for the Company. Unifone represents integrated data, voice and image solutions delivered

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.

to all types of customers, ranging from homes and businesses to the public sector. Exercising a prominent role in society and contributing to the promotion of innovation, sustainability and development of the telecommunications sector, Unifone actively participates in the Association of Pay TV Providers (NEOTV) and the Brazilian Association of Internet Providers (ABRAMULTI).

Company participation in external organizations, with a decisive role in the Internet and Telecommunications sector, seeks to ensure the representation of its interests before Anatel and integration with other companies, promoting technical and managerial information exchange, in addition to promoting guidance and inclusion meetings.

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

PRODUCTS AND SERVICES

With the purpose of connecting thousands of people, and believing that tying state of the art technology to a relationship makes all the difference, Unifone offers broadband Internet services with fiber optics, cable TV, Data Center services, mobile telephony and fixed-line telephone services to businesses, homes, events and the government.

In addition, the Company delivers installation and maintenance services, with more than 250,000 service orders per year, with technologies via fiber optics and radiofrequency, through its own or even through shared infrastructure.

There are more than 33,000 km of Fiber Optics technology installed in southern of Brazil, with over 2.3 million homes passed², assuring quality to more than 600 thousand customers with more than 2,100 direct employees and 500 indirect employees.



²Refers to the total number of households covered by the Unifone network.



INTERNET SERVICES – First provider in Brazil to deliver XGSPON technology offering 2,000 mega (2 GIG) plans. Broadband internet service was named by Anatel's survey for three consecutive years as the Best Fixed Broadband service in Brazil. Technical support available 24 hours a day, 7 days a week.



FIXED-LINE TELEPHONE SERVICES – Named for two consecutive years by Anatel as the Best Fixed-line Telephone services provider in Brazil according to a Satisfaction and Perceived Quality Survey. Delivering innovative technology with the Virtual Telephone Switchboard (cloud telephone switchboard with much better voice quality, control and security), offering special plans with reduced prices and several other advantages.



HD TV SUBSCRIPTION – Named by Anatel as the Best Pay TV service provider in Brazil. The Company offers a variety of TV subscription packages and combos, including series, movies, sports, documentaries, news and more. TV Unifone navigation allows you to return to TV programming within 24 hours and watch it whenever you want, on several devices simultaneously.



MOBILE TELEPHONY – Unifique is also mobile and is always by its customers' side. Until 2022, it sold services as a mobile virtual network operator (MVNO). In 2021, the Company won the 3.5 GHz 5G auction, and will soon release new updates.



DATA CENTER – Tier III certified 685 m² plant parameter, 1.5 MW power substation, and 72 hours of autonomy. Within a safe facility supported by biometric technology, redundant parallel architecture benefits critical components located in the data center as follows: substation, self-generation of electricity, UPS, precision air conditioning and connectivity. Unifique offers a wide range of cloud-based products and services such as cloud computing, storage, backups, disaster recovery, dedicated physical servers, and hosting, which ensure high availability and security for customer data.

Focused on transparency and commitment, Unifique is dedicated to **CONNECTING YOU TO EVERYTHING YOU LOVE MOST**, offering broadband internet services, digital telephony, pay TV and Data Center services.





VALUE CHAIN

SUPPLIERS

The supply chain mainly includes telecommunication equipment manufacturers (switches, OLTs, routers, servers), electrical equipment manufacturers (rectifier systems, batteries, frequency inverters, copper conductors, electrical protection devices), fiber-optic cable manufacturers and miscellaneous materials used to install telecommunications networks, furniture manufacturers, and support materials and services suppliers.

CUSTOMERS

At Unifique, the focus is always on providing customer service. Within the downstream chain, Unifique has three types of end users: business customers, residential customers and the government.

IN 2022



CORPORATE ACCESSSES (B2B) 17,5% OF ANNUAL REVENUE

- Over 45 thousand corporate customers in the states of Santa Catarina, Paraná and Rio Grande do Sul.
- Internet services with fiber optics, fixed and mobile telephony, data center and other bundle combo options.



RESIDENTIAL ACCESSSES (B2C) 80,2% OF ANNUAL REVENUE

- Market leader in the state of Santa Catarina in the residential segment.
- Over 555 thousand residential clients in the states of Santa Catarina, Paraná and Rio Grande do Sul.
- Internet services with fiber optics, fixed and mobile telephony, HD TV, among other services.

GOVERNMENT ACCESSSES (B2G) 2,3% OF ANNUAL REVENUE

- Internet services with fiber optics, fixed and mobile telephony, data center.

	Accesses			Turnover in thousands of Brazilian Real (R\$ thousand)		
	Corporate	Residential	Government	Corporate	Residential	Government
2021	35.232	438.184	4.094	120.304	468.315	14.641
2022	45.776	555.065	4.871	153.816	705.205	20.385

* For the access and revenue indicators, in addition to the holding company and the three subsidiaries included in this report, data from Sygo Telecom S.A. were also taken into account

ESG **STRATEGY**

unifique



ESG STRATEGY

MATERIALITY

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

Materiality assessment makes it possible to evaluate which issues impact, directly or indirectly, the organization's ability to create, preserve or generate economic, environmental and social value for itself and its stakeholders. In addition, materiality establishes which relevant topics are considered a priority due to their impact on the company and society, and therefore justify their inclusion in the sustainability report.

Within the context of Company expansion, along with the intention of presenting its first report aligned with stakeholder expectations, Unifque built its materiality matrix from an internal analysis with Senior Manage-

ment, the Sustainability Committee and also by conducting an online survey, considering strategic stakeholders for business performance. Audience choice was also based on the internal and external impacts of Company activities and services.

The following audiences contributed to materiality assessment:

External: customers, suppliers, service providers, government agencies, media and unions;

Internal: investors, shareholders, employees, and board of directors.

Material topics were identified in four phases:

PHASE

1



Identification of material topics relevant to the business

Assessment of the importance of identified material topics to interested parties (business and stakeholders)

PHASE

2



PHASE

3



Significance analysis for corporate strategy

Double materiality: inclusion of impacts on society


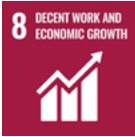






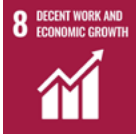



Consolidation of results

PHASE

4



After compiling data, considering double materiality for important business aspects, six material topics were identified:

 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).	
 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 satisfaction and service quality	customer satisfaction regarding the quality of services provided by Unifique as fundamental services to society.	
 Health, safety and wellbeing at work	the manner in which the Company ensures the health, safety and wellbeing of employees, promoting an inclusive, healthy and safe work environment.	 
 Data protection and cybersecurity	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.	

The process of building a Materiality Matrix also displayed audience concerns related to ethics and integrity. Due to the significant results identified while consolidating material topics, this topic was added to the report.

Topics referenced by the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB) and Sustainable Development Goals (SDG) were used in the survey to identify topics that are relevant for the industry.

Senior Management approved the material topics, which confirmed the significance of strategic commitment to sustainable development.

STAKEHOLDER **ENGAGEMENT**

unifrique



STAKEHOLDER ENGAGEMENT

(GRI 2-29)

Concerned in maintaining a good relationship with its different audiences and in order to promote a relationship based on respect and transparency, Unifunique established several communication channels to encourage dialogue and the exchange of information related to relevant matters within its line of business.

Communication channels serve as a tool for the Company to identify the main concerns and expectations of its stakeholders. They are not only to meet demands, but also to identify and deal with the impacts created by Company activities, whether positive or negative.



UNIFIQUE'S MAIN STAKEHOLDERS:

- Investors and shareholders
- Employees
- Customers/consumers
- Suppliers
- Business partners
- Service providers
- NGOs
- Financial Institutions
- Media/Press
- Government
- Regulatory bodies
- Local communities
- Unions
- Society in general

ENGAGEMENT ACTIVITIES

INVESTORS AND SHAREHOLDERS

The main communication channel for investors and shareholders is the Investor Relations website, which provides direct e-mail access to the Investor Relations Department (IR), in addition to the option of a telephone or videoconference call.

According to the calendar of corporate events sent to the Securities Exchange Commission, Unifque presents quarter results and answers questions in quarterly calls open to the general public. Such meetings are important to gather information and opinions from stakeholders.

All material submitted to the Securities Exchange Commission is made available on the

Company's website, ensuring the disclosure of information in terms of time and content. Investor Relations Department answers any doubts that may arise, bringing professionals from other departments of the Company into the dialogue with the stakeholder, notably the CEO and directors.

Unifque commits to disclose accounting statements and their respective explanatory notes with transparency, clarity, timeliness and quality. The official economic and financial statements (ITR - Quarterly Information) and SFS (Standardized Financial Statements) are available on the IR website, in the Results Center, and can be viewed on this [link](#).

CUSTOMERS

Unifque provides customers with direct communication channels via telephone, WhatsApp app, Telegram, social media and the Whistleblowing Channel.

Customer claims processed via social media are evaluated by the Customer Relations department, which forwards them to the related departments, depending on the nature of the claim. Other engagement channels are overseen by other customer service areas.

In addition, the company stays in active contact with customers via email, text messages, social media, satisfaction surveys by telephone, default notifications, scam warnings, mass communication, among others.

In order to promote adequate engagement, customers are informed about new services, expansion into new areas and promotions offered by the Company.



EMPLOYEES

Several communication channels and tools are available to Unifique employees, such as internal communication, institutional e-mail, corporate extension numbers, the internal communication channel³, the HR platform and the Whistleblowing Channel.

Depending on the case, the information processed through these channels is evaluated by immediate leaders, by the Organizational Human Development team or by the Ethics Committee. Recurring or urgent claims are forwarded to the appropriate individuals for immediate action.

Internal Communication is the channel used daily by the Company to share security protocols, changes in processes, clarification of demands and doubts, in addition to news related to the business and the routine of the Company and employees.

³ With the exception of information processed through the Whistleblowing Channel.

Several initiatives are in place to ensure the Company's good relationship with its employees:

- Knowledge exchange programs between Company departments;
- Satisfaction survey;
- Performance evaluation;
- "Falaí" program to promote sharing experiences focused on the mental health of employees;
- Monthly meetings to present Company results and share strategic planning with employees, and;
- "Lunch with the President", where employees have the opportunity to have lunch with the Company's CEO.

SUPPLIERS, SERVICE PROVIDERS AND BUSINESS PARTNERS

Engagement with suppliers takes place via e-mail, telephone and the Whistleblowing Channel. Meetings and visits to Unifique's and suppliers' facilities and can be offered to present new products and services.

Based on this engagement, requests are evaluated and forwarded to the responsible departments for execution or analysis, with communication taking place according to demand.

GOVERNMENT

The relationship between the Company and all levels of governmental bodies is established with communication via e-mail, letters, bidding or telephone, through transparent processes and in accordance with the best legal practices. The main activities promoted between Unifique and government agencies are bidding processes, auctions and public surveys.

REGULATORY BODIES

Unifique maintains permanent conversations with regulatory bodies through official letters, emails, an Electronic Information System, and by holding meetings to discuss the state of the telecommunications industry, solve doubts, make requests and request clarification. Such activities comply with the current legislation and the guidelines of regulatory bodies, providing information and requested data with speed and transparency, and complying with the company's regulatory obligations.

UNIONS

On-demand communication between unions and Unifique take place via email, WhatsApp app, telephone, videoconference calls, visits and meetings (in-person and online).

The conversation includes union agreements, as well as other negotiations with the union, with the purpose of promoting the development and wellbeing of employees and the Company. Unifique follows the rules agreed to in the collective bargaining agreement that guarantee the rights of employees, in addition to the rights granted by labor laws.

SUSTAINABLE DEVELOPMENT STRATEGY

With the purpose of guiding the integration of sustainability into its activities, programs and projects, Unifque is preparing to implement its Sustainability Policy in 2023. The document will define responsibilities and guidelines so that activities are managed sustainably, considering the best environmental, social and governance practices.

Committed to social and environmental responsibility, ethics and transparency in business, Unifque reinforces the importance of sustainability as a principle in decision-making, and acts in an effective manner in all its processes to develop, conserve and protect the present generation, without exhausting resources for the future.

Supported by strategic partners, in the end of 2022 Unifque began the ESG diagnostic assessment with the purpose of preparing and implementing a strategic action plan aimed at integrating these aspects into the strategic management of the business.



GOVERNANCE

unifrique





GOVERNANCE

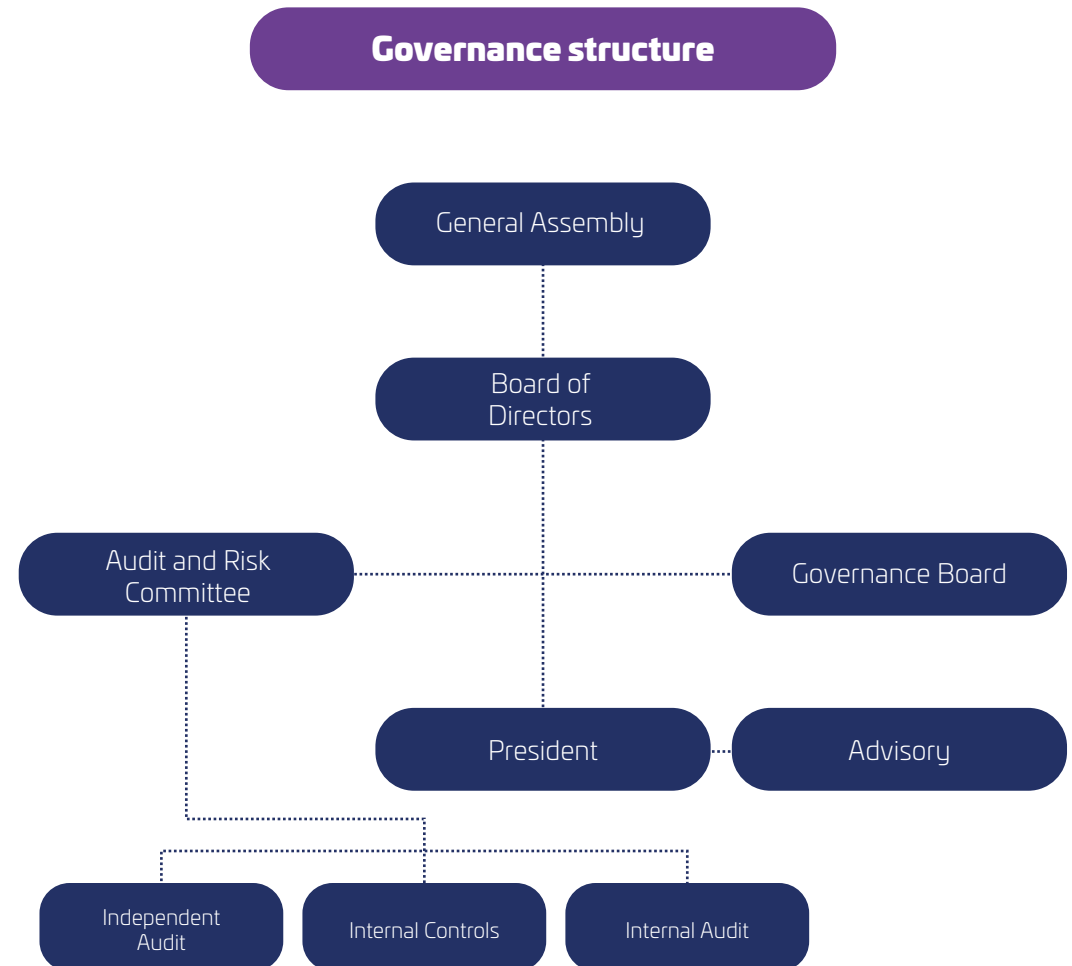
GOVERNANCE STRUCTURE

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

As a company traded on B3, Unifunique adopts the best practices to promote a well-structured Corporate Governance focused on applying its principles and values, maintaining a transparent and honest relationship with its stakeholders. Isonomy is fundamental in the fair treatment of stakeholders and a principle of Corporate Governance, along with transparency in negotiations and communication.

The Company's current shareholding structure is divided into shareholders and related controllers, board of directors, treasury and outstanding shares, with Unitá Participação S.A. being the majority shareholder, holding 65% of total shares.

The governance structure includes a General Assembly, a Governance Board, which covers corporate risk, compliance and internal controls, as Internal Audit, a Board of Directors and its advisory Committees: Audit Committee, People Management Committee, Ethics and Compensation Committee.



The Board of Directors, the highest governance body, includes ESG issues in meeting agendas.

The Board of Directors Advisory Committees and the Corporate Governance Board are responsible for identifying and managing impacts on the economy, the environment and people, taking into account the interests of stakeholders and recommending the most relevant topics for deliberation by the Board of Directors.

Appointment follows the guidelines of the Board Membership Appointment Policy⁴. The compensation paid to the members of the Board of Directors and the Board of Executive Officers follows the guidelines of Unifque's Administrators' Compensation Policy.

Strategically, the Company recognizes the significance of offering specific training on this subject to its directors, officers and members of statutory committees.

BOARD OF DIRECTORS

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

The Board of Directors is composed of five members, three of whom are independent, and is responsible for analyzing and approving strategic issues and policies related to the Company's sustainability and other competencies described in the Bylaws.

The members of the Board of Directors are appointed by the General Assembly serve for a one-year term, with reelection permitted. The Company's CEO does not accumulate the role of Chairman of the Board of Directors, but is a part of it as a member.

Content discussed in Advisory Committees meetings involving significant concerns or requiring resolutions are forwarded by the corresponding Committee, with recommendations for analysis

by the Board of Directors. After approval of the content submitted by the Committees, the Board of Directors authorizes the Company's Executive Board to take the necessary measures.

The attributions of the Board of Directors include those set forth by Law No. 6404/76, in addition to those described in its own internal regulations, and in the Company's Bylaws. The main obligations contained in the bylaws include defining policies and establishing budgeting strategies to conduct business, in addition to leading the implementation of the growth strategy and general Company business orientation. It also encompasses the approval, amendment and/or revocation of the business plan, annual budget, as well as



⁴ <https://ri.unifque.com.br/governanca-corporativa/estatuto-codigos-e-politicas/>

any investment strategy plans and expansion projects. The Internal Regulations of the Board of Directors also define the processes, roles and responsibilities of the structure of the Board itself, as well as authorize the processes related to the issuance and acquisition of shares, and approval of expenses not foreseen in the budget (according to defined amounts). The Board of Directors also ins-

pects and supervises the board in fulfilling the Company's corporate purpose, examining the Company's books and papers at any time, requesting information on agreements and endeavors.

The members of the Board of Directors are evaluated annually by an external consulting/assisting firms, taking into considera-

tion the previous fiscal year. The evaluation considers the analysis of strategic, financial, business, innovation, people, culture and ESG issues. Based on the results, the Company develops and implements action plans to improve Board performance.



BOARD AND COMMITTEE MEMBERS

BOARD OF DIRECTORS

Luciana Tarsila Badelucci Carvalho

Clever Mannes

Carlos Frederico Galvão de Arruda

Luiz Carlos Passetti

Fabiano Busnardo

PEOPLE MANAGEMENT COMMITTEE

Cátia Carla Calliari

Carlos Frederico Galvão de Arruda

Luiz Euclides Cordeiro

Gabriel Amâncio

AUDIT COMMITTEE

Luciana Tarsila Badelucci Carvalho

Carlos Frederico Galvão de Arruda

Luiz Carlos Passetti

ETHICS COMMITTEE

Tainara Graciela Godri

Gabriela Busnardo Campregher

Cátia Carla Calliari

Luiz Bogo Junior

COMPENSATION COMMITTEE

Fabiano Busnardo

Gabriela Busnardo Campregher

Cátia Carla Calliari

AUDIT COMMITTEE

(GRI 2-9, 2-12)

The Audit Committee is composed of three independent members. Its attributions are defined in the Company's Bylaws. Together with External Audit and Compliance, Corporate Risks and Internal Controls, this committee plays a fundamental role

in analyzing the effectiveness of the organization's processes, working in monitoring and periodic reporting, in accordance with requirements specified in its Internal Regulations.



PEOPLE MANAGEMENT COMMITTEE

(GRI 2-9, 2-12)

The People Management Committee is composed of four members, one being independent, and its attributions and responsibilities are related to proposing the Company's organizational structure model, talent retention strategies, recruitment activities, employee exit proce-

dures, among others, set forth by its Internal Regulations and those that may be designated by the Board of Directors. Ordinary meetings are held monthly and members of this Committee serve for a one-year term.

ETHICS COMMITTEE

(GRI 2-9, 2-12)

The Ethics Committee is composed of four members and is responsible for monitoring the process of receiving and investigating reports processed through the Whistleblowing Channel, in addition to deliberating on the application of disci-

plinary measures and monitoring the resolution of deficiencies identified during the investigation processes. Its responsibilities are set forth by its Internal Regulations and all its attributions are discussed in ordinary bimonthly meetings.



COMPENSATION COMMITTEE



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

The Compensation Committee is composed of three members and its attributions and responsibilities are described in its own Internal Regulations. Its main attributions include recommending general compensation criteria and benefit policies for Company managers and managers of directly or indirectly controlled companies; assisting the Board of Directors in managing the Company's Long-Term Incentive Plans, inclu-

ding the Stock Option Plan, and in exercising its powers. These attributions are discussed in ordinary quarterly meetings, and are always based on the Compensation Policy.

In 2022, Unifine had the support of an external consulting firm to build its staffing and compensation plan.

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

Gender	Number of members	% of members
 Male	7	64
 Female	4	36

Age	Number of members	% of members
Under 30 years	1	9
30 to 50 years	7	64
Above 50 years	3	27



SUSTAINABILITY COMMITTEE

Unifique has statutory and non-statutory committees among advisory committees. Among the non-statutory committees, the Sustainability Committee is especially relevant given the significance of developing activities in matters related to ESG topics.

The Committee advises the Board of Directors on corporate sustainability issues in its different aspects, including envi-

ronmental, social and corporate governance issues. In order to establish guidelines for the development of ESG culture and practices, the Sustainability Policy acts as a benchmark for such a process, in addition to other activities already carried out by the Company. The Sustainability Committee is composed of seven members who serve a one-year term, including senior management members.



GOVERNANCE AND IMPACT MANAGEMENT

(GRI 2-12, 2-25)

Unifique is committed to promoting solutions for possible negative impacts on society, the economy and the environment caused by its activities. To this end, it adopts the IIA's three lines⁵ model for corporate risk management.

The first line, represented by support and business, is responsible for implementing corrective and preventive actions with the purpose of resolving control and process failures, minimizing related risks.

The second line, represented by compliance, internal controls and corporate risks, assists the first line, above all, in building processes, controls and procedures.

The third line, represented by internal audit, provides senior management and governance bodies with structured assessments of mapped risks, based on related events and consequences, in an independent and straightforward manner.

⁵ Although the term "lines of defense" is included in the Company's internal policy, we have adapted it to updated writing, as per IIA (2020).

The Audit Committee also plays an important role in managing risks and their impacts, and is responsible for defining risk management criteria, assessing and monitoring risk exposure and the effectiveness of internal controls, among others, as set forth in the Corporate Risk Management Policy.

The Board of Directors is responsible for evaluating and approving the global and strategic risk matrix and the risk limit as recommended by the Audit Committee, evaluating and deliberating on reports made by the audit committee, and approving the Corporate Risk Management Policy and its revisions.

The Company is constantly committed to repairing any negative impacts that it may have caused or contributed to. That is why, in addition to the three lines and regular means of contact (telephone, WhatsApp app, social media, company websites, etc.), it provides the general public (internal and external

stakeholders) a Whistleblowing Channel to report any misconduct and violation of internal and external rules, also aiming to implement actions for the continuous improvement of its internal processes and impact management.



COMPLIANCE

unifique



COMPLIANCE

ETHICS AND TRANSPARENCY

(GRI 2-23, 2-24, 2-27)

Unifque prioritizes ethical conduct and demands the same rigor from all its employees and business partners in respecting the Code of Conduct and Company Policies.

The Unifque Code of Conduct establishes the Company's responsibility in respecting the industry's legislation and regulations, and expresses the corporate culture that must guide relations and actions with internal and external audiences. The code also defines the commitment to promote support mechanisms so that each employee is informed and trained,

integrating such guidelines into their professional activities related to the Company.

Policies are developed by respective implementation and control departments, and are subsequently approved by the Board of Directors. Disclosure is made through internal communications sent via email and instant messaging applications, and are also available for consultation by any employee on the Company intranet. All suppliers receive the Code of Conduct for Suppliers and Other Third Parties, and must acknowledge full code acceptance. In addition,

non-restricted content policies (codes, policies, statute and bylaws) are available to everyone on the Investor Relations (IR) website.

The Compliance department is responsible for assisting in acculturation activities, managing review, application and approval of internal policies. Currently, the Company offers the following institutional instruments related to ethics and transparency: Compliance Policy; Anti-Corruption Policy; Corporate Risk Management Policy; Securities Policy; Related Party Transactions Policy; Relevant Act or Fact

Disclosure Policy; Appointment Policy for Management; Unifque's Management Compensation Policy; Conflict of Interest Policy, Gifts and Hospitality Policy; Code of Conduct and Diversity, Inclusion and Human Rights Policy.

Policy compliance management ensures the low number of incidents related to non-compliance with laws and regulations, and there have been no records of significant cases considering financial, reputational and operational aspects.

CONFLICT OF INTEREST POLICY

(GRI 2-15)

Approved by the Board of Directors, the Conflict of Interest Policy provides mechanisms for detecting and solving possible conflicts of interest, and establishes guidelines and responsibilities in order to ensure transparency and independence in relationships.

All information pertaining to conflict of interest is disclosed to stakeholders via a Reference Form.

DIVERSITY, INCLUSION AND HUMAN RIGHTS POLICY

The Diversity, Inclusion and Human Rights Policy is based on the principles of the UN Universal Declaration of Human Rights, and guarantees the rights of all Unifique employees, its subsidiaries, affiliates and other companies in which the Company and its subsidiaries have an interest in, in addition to suppliers, service providers, customers, social institutions and Company partners.

In compliance with internal policy, Unifique repudiates any act that represents an infringement of current legislation and Human Rights, does not tolerate child labor and guarantees the protection of the rights of chil-

dren and adolescents, does not tolerate forced labor and/or slave-like labor, takes disciplinary action in cases of harassment and abuse, promotes freedom of union association, collective bargaining and grievance mechanisms, and ensures a safe and healthy workplace.

For commitment and promotion of diversity and inclusion, Unifique established five priority topics to guarantee the rights, respect, appreciation and equity of all: inclusion and development of people with disabilities; age diversity; gender equity; ethnic/racial diversity, and respect for LGBTQIA+ rights.

In order to promote an environment of equal opportunities for all, paying particular attention to minority groups, priorities were established in the work environment through educational initiatives that fight discrimination and promote adequate facilities for people with disabilities. The Company has established hiring processes that reduce hiring patterns, and has processes in place to ensure equal pay between genders, where all available vacancies are offered to men and women without salary differences.

ANTI-CORRUPTION RISK ASSESSMENT

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

Risk treatment is a continuous and structured activity based on the Risk Management Policy. Unifque conducted a risk mapping process that identifies, assesses, depicts and treats risks according to their criticality and, subsequently, action plans are implemented to solve risks.

During the risk mapping process, 100% of operations were evaluated for corruption risks, and only activities presenting a risk for criticality were included in the mapping report.



The Anti-Corruption Policy is available on intranet (internal communication channel) and on the Unifque (RI) website

To reinforce engagement with employees, 'Compliance Alert' messages are periodically sent, which specifically address the relationship with government agencies, facilitations, corruption, among others.

Two anti-corruption training courses were offered to employees, and the number of participants represented 19.5% of the total number of direct employees.

2022 ANTI-CORRUPTION POLICY TRAINING AND COMMUNICATION

Audience	Training		Communication	
	Number of Participants	(%)	Number of Announcements	(%)
Senior management	2	20,0	8*	100
Direct employees	321	19,5	8*	100
Business Partners	*	-	**	-

* Communication sent by e-mail

** Communication available on the Investor Relations website

WHISTLEBLOWING CHANNEL

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

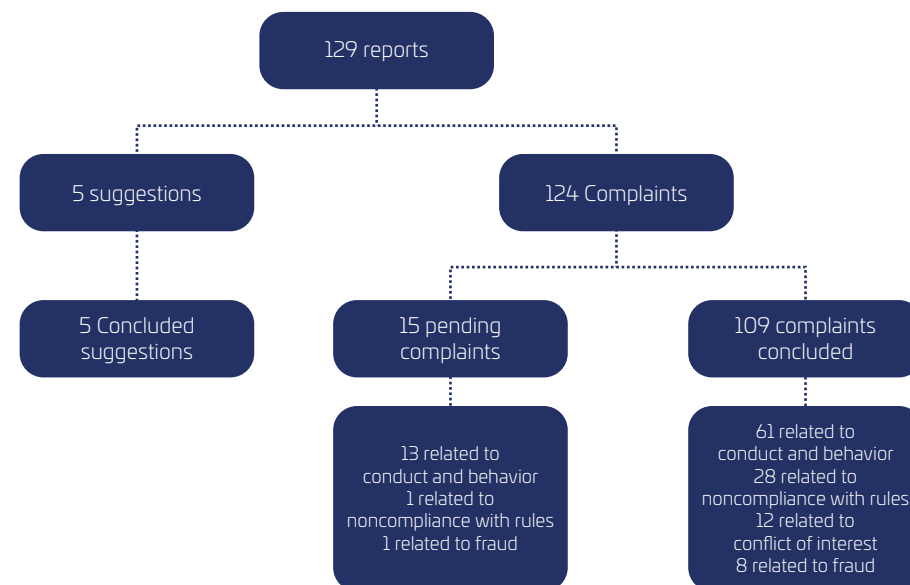
To assist in the detecting behavior in disagreement with internal policies or legislation, Unifique offers a Whistleblowing Channel, operated by a third-party company, which guarantees the protection of the whistleblower's identity, whenever so desired.

All employees, third parties and society in general can use the Whistleblowing channel whenever they suspect or witness behavior contrary to internal rules and policies, legislation, or the principles of ethics, integrity and good faith.

Examples of conduct that may constitute a complaint or evidence of illegality are:

- Failure to comply with internal legal and regulatory provisions that regulate Company activities;
- Actions or omissions that put business continuity at risk;
- Fraud (including electronic), theft, misappropriation of goods or financial misappropriation;
- Conflict of interests;
- Information leakage;
- Corruption, bribery, irregular accounting;
- Misuse of resources or assets;
- Harassment (moral and sexual);
- Discrimination;
- Among others.

2022 REPORTS



Violation reports can be reported 24 hours a day, seven days a week, as follows:



Telephone: 0800 800 8787



Online at: www.contatoseguro.com.br/Unifique



Via application: Download “Contato Seguro” App, select “Register”, follow instructions and enter the name “Unifique”.

ECONOMIC
AND FINANCIAL
PERFORMANCE

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ECONOMIC AND FINANCIAL PERFORMANCE

FINANCIAL RESULTS

(GRI 3-3)

2 022 was marked by great advances for Unifone, including the 5G expansion. Upon winning the bidding held in November 2021 by ANATEL, the Company's current goal is reach 100% coverage in cities with up to 30,000 inhabitants by 2030, following sustainability guidelines.

Between 2018 and 2021, more than 27 acquisitions were completed (among asset purchases, customer portfolio and companies), with a focus on the geographic expansion to the state of Rio Grande do Sul.

In 2022, the Company acquired six new companies, and in response to this strategy of expansion and acquisitions, Unifone surpassed 600,000 accesses in over 356 cities in southern Brazil, where it operates.

The real and potential positive impacts are related to the creation of new jobs and taxes, and preservation of social incentives.



DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED

(GRI 201-1)

As a result of acquisitions and company expansion, along with existing market opportunities, Unifine recorded a significant increase in the net operating revenue compared to 2021. Likewise, the net profit achieved in 2022 was higher compared to the previous year.

Economic Value Generated (BRL R\$ amounts in thousands)

Main Indicators	2022	2021	Variation %
Net Revenue	876.693	603.497	45,27%
Total	876.693	603.497	45,27%

Economic Value Distributed (BRL R\$ amounts in thousands)

Main Indicators	2022	2021	Variation %
Operational Costs	187.149	144.334	29,66%
Salaries and Benefits	134.084	85.047	57,66%
Payments to Capital Providers	230.947	124.703	85,20%
Payments to the Government	205.647	171.450	19,95%
Investments in the Community	-	-	0,00%
Total	757.827	525.534	44,20%

Economic Value Retained (BRL R\$ amounts in thousands)

Main Indicators	2022	2021	Variation %
Economic Value Generated	876.693	603.497	45,27%
Economic Value Distributed	757.827	525.534	44,20%
Total	118.866	77.963	52,46%

MARKET SHARE

As a market leader in the state of Santa Catarina, Unifique demonstrates experience and the ability to meet the demands of society in this region. The Company ranks fourth among fixed broadband service providers in southern Brazil.

Results by region

State	2021	2022
Paraná	0,3%	0,3%
Santa Catarina	18,3%	18,6%
Rio Grande do Sul	1,7%	4,6%
Total	5,9%	6,9%

STRATEGIC PLAN

The Strategic Plan for 2023 lists Company commitments and details the main actions and initiatives to be promoted in order to contribute to major changes within the telecommunications industry.

The following efforts are part of the Company's continual improvement process:

- High accessibility standards at points of presence (PoPs⁶), physical safety and energy security, cleaning and cooling of premises, which guarantee the proper functioning of installed equipment;

- Standardization of equipment used in the network and at the customer's home to promote low-maintenance operations and decreased network unavailability;
- XGS-PON technology made available to over 80% of PoPs, allowing four times more traffic than the most common technology in fiber networks;
- High quality fiber optics network and increased capillarity will be fundamental to connect 5G antennas for mobile telephony;
- Acquisition of core hardware, promoting information routing and/or switching, and;
- Investment in human capital in order to develop operational and commercial support systems with critical Information Technology systems that support a wide variety of telecommunications services.

With these and other improvements, in 2023 Unifique will consolidate itself as a leading telecommunications provider, in addition to developing new products and services to maximize business opportunities with existing and emerging 5G technologies.

⁶ Access points located in strategic locations with the purpose of improving access capacity and content distribution over the network.

FINANCIAL RISKS RELATED TO CLIMATE CHANGE

(GRI 201-2, ODS 9)

External events caused by climate change, such as storms, cyclones and floods, are becoming increasingly frequent and intense in the regions where Unifique operates, resulting in adverse conditions, such as electrical discharges, strong winds and land displacements. These conditions can negatively affect the Company, as well as its customers, suppliers and other stakeholders, mainly with the interruption of services and blockage of access roads, making it difficult for technicians to perform maintenance and restore services. In addition, the Company can be financially affected, requiring replacements and repairs to infrastructure damaged by natural disasters.

In order to anticipate negative impacts for customers and stakeholders, a Network Monitoring team speeds up service reinstatement with support from specific systems that warn teams when maintenance is required. Maintenance teams strive to carry out repairs as quickly as possible to restore services.

Unifique is aware of the challenges related to climate risk management and the need to adjust its processes and practices in order to adapt to potential damage, and take advantage of possible associated opportunities.

BUSINESS CONTINUITY OPERATIONAL RISKS

(SASB TC-TL-550a.2)

Committed to ensuring the continuity of its business by protecting its critical assets and minimizing the risks associated with technological interruptions, Unifique believes that proper risk management contributes to the sustainability of its operations and meets the needs of its customers and other stakeholders.

The main technological risks to the continuity of services are related to networks and infrastructure, which can be damaged by several factors, such as weather events, vandalism, power supply failures, fires and damage to network equipment, as well as denial-of-service attacks (attempts at making system resources unavailable to users).

For risks related to network infrastructure breakdowns, Unifique offers effective redundancy policies, spare equipment, energy supply and storage redundancy, fire prevention and firefighting systems, property access control, infrastructure designed with anti-vandalism protection, an anti-DDoS system, and insurance to cover damages caused to infrastructure and equipment.

In addition to the abovementioned efforts, the company acknowledges the risks associated with the Data Center, such as the risk of fire, power supply failure, applications and network unavailability, data loss, equipment overheating, improper access and unavailability of critical systems.

Fire risk mitigation is carried out following a fire prevention and firefighting system. As for interruption of power supply, n+1 redundancy is available for all generators and UPS systems.

For the unavailability of applications, processing in a virtualized environment is also adopted, where the cluster acts to protect physical server failures. As for network unavailability, we work with a minimum n+1⁷ approach, with effective redundancy capacity.

To mitigate the risk of data loss, storage is used to provide protection against disk loss and data backup. To avoid equipment overheating, n+1 cooling systems are used. As for the risk of improper access, a strict Access Control Policy is adopted for the facilities.

To deal with the unavailability of critical systems, an action plan is implemented with the technological systems and action procedures for the rapid recovery of the systems.

“

Unifque's Data Center was awarded Tier III⁸ certification by the Uptime Institute. The certification certifies the maximum quality in the delivery of services, which guarantees a high availability of 99.982% and autonomy of at least 72 hours of protection against power outages.

”

Also considered are the risks of cyber-attacks to systems, which can lead to data loss, system unavailability and significant financial impacts. As part of the strategy to mitigate these risks, measures are adopted to ensure the resilience and redundancy of networks and infrastructure, implementing robust security measures to protect systems against cyberattacks (discussed in the section on Data pro-

tection, customer privacy and cybersecurity).

The implementation of 5G technology in the states of Rio Grande do Sul and Santa Catarina represents a new paradigm in the digital world, in which the Company will act as a protagonist in its implementation process.



⁷ n+1 redundancy is a way to ensure resiliency in case a component fails, that is, it provides an independent support component.

⁸ Regarding high-end equipment with several support components. The TIER3 Facility data center uses n+1 redundancy.

SOCIAL

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SOCIAL

DIGITAL INCLUSION AND ACCESS TO CONNECTIVITY

(GRI 3-3)

The positive impacts of telecommunications services provided by Unifique's go beyond business. The range of mobile phone and internet services ensure people the right to communication, freedom of expression and access to information. The Company's strategy includes expanding services in areas with limited access in both fixed access networks and mobile networks.

Telecommunications services have become essential for individuals, businesses and government entities. With the increase of remote work and need for internet access, dependency on these services has increa-

sed significantly. In Brazil, for example, the variation in access to telecommunications services increased 32% between December 2019 and December 2022. Internet speed required by customers has also increased significantly. Last year, average internet speed increase grew by more than 60%.

In the social sphere, the availability of connectivity and access to the Internet offers benefits such as quality of life improvement for people living in remote areas. Within the economic context, connectivity can increase the profitability of companies and the competitiveness of the country, allowing compa-

nies to communicate with their customers more efficiently and reduce production costs. Connectivity also enables opening new markets and businesses expansion in other regions, thus promoting socioeconomic development.

This transformation also relates to digital inclusion and access to connectivity, based on service availability in regions not yet served by high-capacity telecommunications networks, where service was non-existent or offered low performance.

Upon winning the 5G bidding and buying lot C6 for frequencies from 3,600 MHz to 3,680

MHz for R\$ 73.6 million (BIDDING No. 1/2021-SOR/SPR/CD-ANATEL), Unifique publicly committed to bringing mobile coverage to the states of Santa Catarina and Rio Grande do Sul over the next seven years using 5G technology. The Company will guarantee Internet access and, consequently, access to information and communication in regions not yet serviced with such technology.

There are challenges associated with access to connectivity. If the company does not fully commit to obligations undertaken upon winning the 5G bidding, the potential risk of exclusion and digital isolation becomes real. In order to take on this challenge, Unifique aligns strategic planning with expectations related to expansion concerns.

COVERAGE

Connectivity is essential for functioning in today's society and modern economies, and that is precisely why coverage and service quality have a direct impact on the lives of people and the community, both personally and professionally.

Until 2022, Unifique expanded coverage in the states of Paraná, Santa Catarina and Rio Grande do Sul. Significant expansion in the state of Rio Grande do Sul alone represents a 74% increase in coverage. Total Company coverage expansion in southern Brazil amounted to 38%.

Number of cities per region served by Unifique

Region	2021	2022
Paraná	14	17
Santa Catarina	160	163
Rio Grande do Sul	45	176
	219	356

In addition to consolidated fixed access services, Unifique will expand coverage by providing mobile communication services and 5G technology in accordance with the commitments agreed to in the public bid notice. The goal is to establish 5G network access in a total 670 cities with less than 30,000 inhabitants.

The phased implementation proposal includes 200 cities by 2026, 400 cities by 2027, 600 cities by 2028, covering up to 670 cities (according to the abovementioned number of inhabitants) by the end of 2030.

Mandatory Implementation schedule until 2030

Region	Number of cities	%
Santa Catarina	247	37%
Rio Grande do Sul	423	63%
	670	100%

THE FUTURE OF CONECTIVITY

With growing technological convergence towards digital media and the growing importance of Internet-connected applications, future dependency on connectivity is a major trend in the telecommunications industry. Within this context, Unifique maintains the strategic position of services leader by focusing its efforts on customer relations following the principles of high performance, excellent and personalized service, and business sustainability.

This includes expanding Company scope to other technological applications, offering solutions to customers and contributing to a more connected and technologically advanced future.

These strategies are designed by Innovation and New Business Management, part of Unifique's Innovation and Digital Transformation Department, and are aligned with the Company's Corporate Risk Management Policy based on market analysis and associated risks.

5G

CUSTOMER SATISFACTION AND SERVICE QUALITY

(GRI 3-3, ODS 12)



Ensuring service quality and customer satisfaction are at the heart of Unifone's mission: 'To make people's lives easier'. This mission shared by all departments working together to achieve this goal through their activities.

Unifone stands out in the telecommunications industry due to constant updates and invest-

ment in state-of-the-art technologies, using XGS-PON fiber-based technology in 75% of its network. XGS-PON is considered the best technology in the world, symmetrically downloading and uploading data and reaching a maximum speed of up to 10Gbps per second.

Customer responsiveness and close relationships strengthen

business ties in the regions the Company operates. There is a great concern in always addressing calls for support in the shortest possible amount of time in order to meet customer expectations. Company customer service is unique because Unifone is committed to train employees on an ongoing basis, providing training focused on customer management and satisfaction.

The Company carried out a series of efforts in 2022 aimed at promoting service quality in order to increase customer satisfaction and, consequently, reduce incidents/complaints, as well as reduce possible negative impacts caused by Company actions:

- Limited access to equipment provided to customers through user/password information. By selecting this option, the customer can access their equipment on loan, and change basic Wi-Fi network and port forwarding settings;
 - Mesh analysis to improve the quality and scope of the Wi-Fi signal provided by the Company;
 - Inspection of installations and maintenance to manage delivery standards and reduce issues originating in field service;
 - Fiber optics signal quality control upon installation, so that levels do not drop below company quality standards;
 - Preventive signal correction for level analysis, correcting signals that do not meet standards prior to customer contacting the Company;
 - Automated configuration of Follow Me service via the My Unifique app, promoting customer autonomy;
 - Incident reporting via the My Unifique app, providing information on service interruption, status, and restoration, and;
 - In-app payments via Instant Transfer option.
- Unifique offers several communication channels customers can use to submit different requests, such as telephone, WhatsApp app, Telegram, e-mail and in-person service provided at physical stores.
- The following departments provide customer service: Technical Support, Customer Relations, Credit and Billing, Operations and Customer Retention, and Sales Channels.

Customer satisfaction is measured through a survey after assistance via telephone or instant messaging (WhatsApp and Telegram). As of December 2022,

customers also started receiving a satisfaction survey related to the service provided during external technical visits (provided by the Company or outsourced).

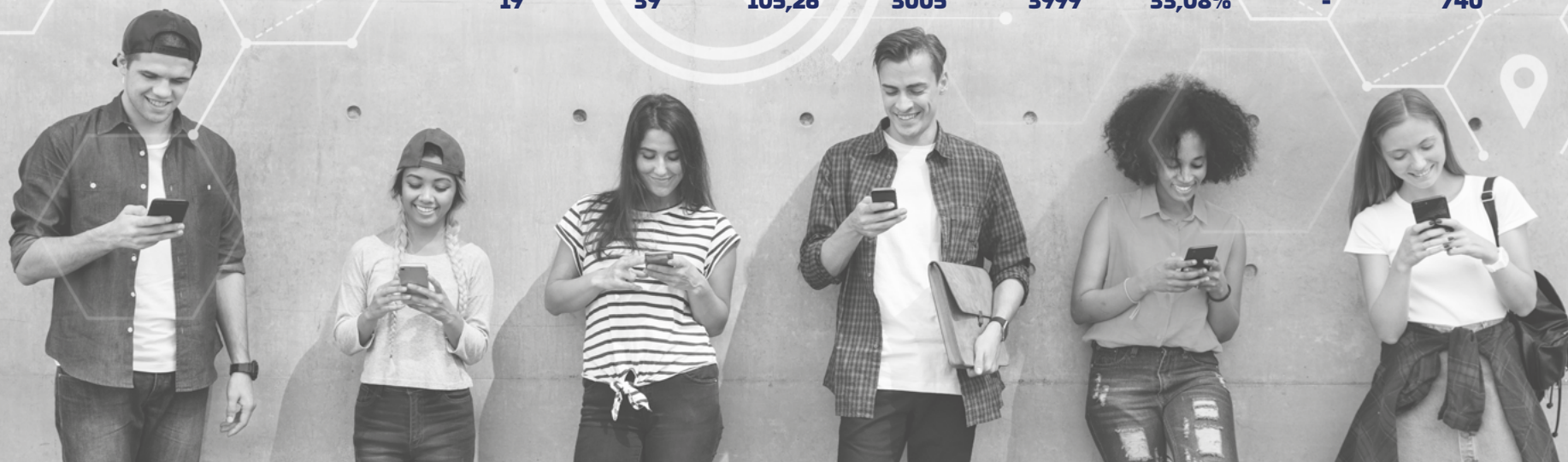


In 2022, the average customer satisfaction score was 74.30, a positive variation of 1.10 when compared to the previous year, with an average score of 73.20. The survey is essential for the Company to understand its customers' expectations, and continue to deliver quality service and assistance.

The Customer Relations department, responsible for handling complaints submitted to Company channels or to the Anatel Portal, the Ombudsman Office and websites such as Consumidor.gov and Reclame Aqui, maintains an exclusive division focused on Complaint Management. The representative who answers a customer's call processes requests and complaints, records information and issues a case number. If the customer is not satisfied with the solution presented by the company representative, the representative submits an internal request to their immediate leadership, who will then assess the issue and take necessary measures.

RECEIVED COMPLAINTS COMPARISON

Local	PR			SC			RS		
	2021	2022	Var%	2021	2022	Var%	2021	2022	Var%
Number of Occurrences (Reclame Aqui)	2	5	150,00%	512	766	49,61%	-	125	-
Number of Occurrences (Ouvidoria)	11	21	90,91%	1394	1262	-9,47%	-	218	-
Number of Occurrences (Consumidor.gov)	1	-	-100,00%	143	135	-5,59%	-	24	-
Number of Occurrences (Anatel)	5	5	0,00%	956	933	-2,41%	-	246	-
Number of Occurrences (Gestão de Reclamação)	-	8	-	-	903	-	-	127	-
Total	19	39	105,26	3005	3999	33,08%	-	740	-



CUSTOMER RELATIONS

The Customer Relations department is responsible for handling various customer requests, including complaints, customer retention, services via the Anatel portal, Consumidor.gov, the Reclame Aqui website, the Contact Us channel, the Ombudsman Office, and social media outlets.

The department is divided into the following divisions:

- **Retention:** This division processes requests for service cancellation, and its main goal is retaining customers, and blocking and reactivating customers requesting Temporary Service Interruption.
- **Social Media:** Provides personalized service for interactions on all of Unifique's official social media handles and on the Reclame Aqui website.
- **E-mail:** Answers requests submitted through the Anatel portal, the consumidor.gov.br website, the Ombudsman Office and via e-mail address faleconosco@redeunifique.com.br.
- **Complaint Management:** This division takes action to improve complaint management as follows:
 - » Each submitted complaint is addressed internally and actions are implemented to avoid recurrence, involving leadership, if needed;
 - » Registered complaints are analyzed weekly, and;
 - » Conversations take place with individuals who are responsible for departments/regions with the highest number of complaints.



TECHNICAL SUPPORT

The Technical Support department operates 24 hours a day, 7 days a week, to serve customers who report technical problems to any of the services they have hired. Upon reaching out to the Company, customers are advised as to the best practices regarding use and configurations, which guarantees better performance according to the needs of each customer.

The department is composed of service divisions divided into Level 1, Level 2, Customer Satisfaction, Customer Monitoring, Hosting/Datacenter and Feedback.



In this department, efforts are implemented to improve the following services:

- Daily analysis of customer service calls resulting in negative feedback in the after-service satisfaction survey. The purpose is to identify the reason for dissatisfaction and review recommendations with representatives involved;
- Customer service representatives are submitted to technical knowledge tests quarterly in order to identify challenges. Representatives with a score below 7 (seven) are offered weekly reinforcement training. The goal is to increase technical knowledge, thus reducing customer dissatisfaction during calls;
- Behavioral training is offered through employee management and engagement, addressing topics related to activities performed by Technical Support representatives, such as anxiety, emotional intelligence, communication, organization and planning, personal branding;
- Performance indicators focused on the quality of customer service, Average Wait Time, among others.

CREDIT AND COLLECTION

The Credit and Collection department assists with customer credit analysis, collection processes and default monitoring. In this department, some efforts are in place to improve service:

- Development of APIs (Application Programming Interface) that handle bank slip payments online, and promptly confirm customer payment and debt write-off, reinstating services almost instantaneously upon payment;
- Creation of a new payment method for customers, linked to credit card charges, creating an automatic payment routine without the need for a bank slip or manual actions to pay bills;
- Satisfaction survey monitoring, analyzing survey scores with representatives during meetings by reviewing randomly

selected customer requests addressed during the month.

- Creation of Collection Rewards Guidelines to reward employees with the highest NPS score x higher productivity, with a positive impact on team engagement, and significant reduction in customer service queues.

CUSTOMER OPERATION AND RETENTION

The Customer Operation and Retention department monitors Average Installation Time and Average Repair Time indicators, promoting action plans and strategies to maintain the shortest possible customer service time,

with the objective of maintaining customer satisfaction levels and keeping subscriptions. Personalized in-person customer service identifies customer profiles and offers the best possible solution. The performance of in-person service is measured by using NPS, where customer evaluates the technical service provided.



UNIFIQUE SALES CHANNELS

Channel Department: oversees drafting and agreement compliance for resellers, franchises and authorized partners. Provides direct support to these partners in negotiations, queries and difficulties. Responsible for managing, training, prospecting, distributing and accrediting business partners.

Unifique Commercial Department: Establishes the direct link between products/services and customers. Composed of all Unifique internal and external employees under an employment agreement.

Corporate Sales: Made up by external sales consultants, focuses on more advanced and specific telecommunications solutions for the corporate market. Customers include medium and large-sized companies.



Public Calls: Oversees customer service and sales aimed at government agencies. Analyzes and participates in online and in-person public calls and, after the sale, monitors service activation and provides after-sales service.

Service Providers: Oversees the relationship between Unifique and other service providers regarding end-customer services. Prepares feasibility studies, negotiates values, buys and sells last mile links to other operators.

Mobile telephony: Oversees mobile telephony commercial management, monitors service sales efforts, portability and interaction between Unifique and the provider. Offers assistance in solving problems with the teams, holds constant meetings and training for Unifique's sales team.

COMMUNICATION CHANNELS (24 hours a day, 7 days a week)

Telephone: +55 47 3380-0800

WhatsApp SC/PR: +55 47 3380-0800

WhatsApp RS: 0800-338-0800

Telegram: @UnifiqueOfficialBot

e-mail through the link: <https://unifique.com.br/atendimento>



DATA SECURITY AND **CUSTOMER PRIVACY**

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DATA SECURITY AND CUSTOMER PRIVACY

(GRI 3-3)

Data security in digital environments is one of society's greatest global challenges. Operating telecommunications systems potentially exposed to cyber attacks, Unifone prioritizes security in order to ensure the reliability and protection of its digital systems.

The Company is concerned about potential negative impacts related to data security and customer privacy, and is aware this topic is equally important to stakeholders. Therefore, a robust

structure is in place to manage this material issue.

The Cybersecurity department, responsible for addressing this topic, reports directly to the Director of Innovation and Digital Transformation. All relevant matters are discussed and overseen by this department. Matters are brought before Senior Management in case they are related to relevant and crucial situations that may affect Company performance and reputation.

Unifone commits daily to thousands of stakeholders, from providing quality service to customers, promoting appropriate relationships with suppliers, to managing employees. These interactions create an intense exchange of transactions and data, which requires strict compliance with cybersecurity measures. Unifone acknowledges the importance of these aspects and duly prioritizes the data security of exchanged information.

Therefore, in order to ensure the confidentiality, integrity and availability of personal data, the Company promotes technical and administrative measures to secure and protect the personal data of stakeholders against accidental or unlawful destruction, accidental loss, alterations, disclosure or unauthorized access, as well as any other form of inappropriate or illicit treatment thereof.

BEHAVIORAL ADVERTISING, PRIVACY AND RELATED RULES (SASB TC-TL-220a.1)

The Data Security Policy includes guidelines and strategies for protecting data belonging to individuals and companies within the scope of Company processes and activities, and defines the lifecycle of information along with organization processes and activities, determining treatment due in each stage of this lifecycle. The policy is revised periodically, and is currently in its third version, complying with data security requirements set forth in Law n. 13,709, August 14, 2018, known as the General Data Protection Act.

The Data Security Policy is the Company's foundation in terms of privacy, however there are other policies related to the subject, such as the Information Security Policy and the Cybersecurity Policy, as well as the Incident Response Procedure and Access Management Policy, both still being drafted.

In regards to data lifecycle, the Privacy Portal available on the Company website presents a list with personal data use purposes.

Record of Processing Activities, defining which types of data are used by the Company in its activities, is updated every six months with a detailed analysis on the need for each collected data, discouraging collection of unnecessary information.

All information is stored in environments tested for intrusion, and vulnerabilities corrected when detected.

USE OF CUSTOMER DATA

(SASB TC-TL-220a.2)



Use of customer data for secondary purposes can happen in situations* such as:

- Operation and maintenance protocols processed by third parties;
- Customer information sent to billing offices;
- Customer activations performed by third parties, that is, customers who hired Company services via a third-party company offering Unifque products.

* Higher volume of data sharing. Available data does not cover the entirety of data sharing purposes.

INFORMATION REQUESTS AND LEGAL COMPLIANCE

(SASB TC-TL-220a.4)

In 2022, Unifique recorded a total 373 data requests made by law enforcement authorities for customer personal information. Requests were submitted via letters (294) and court notices (79). The Company addressed all requests.

Some of the data made available through said requests may no longer be available at the Company, considering the legal period for storing data is one year. In this case, the Company replies to requests by reporting the data is unavailable.

PERSONAL DATA PROTECTION

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

As a result of all the efforts and personal data protection management within the Company, there were no customer complaints or regulatory agency complaints recorded regarding violation of privacy, and no legal claims against the Company were submitted to court between 2021 and 2022.

Therefore, no leaks, thefts or loss of customer personal data were identified, confirming security with regards to data use and handling, bringing peace of mind to customers when hiring and continuing to subscribe to Unifique services. Personal data protection management positively influences Company relationship with stakeholders.

CYBER SECURITY

VULNERABILITY PREVENTION

(SASB TC-TL-230a.2)

The company conducts cybersecurity and data protection activities and processes using good market practices based on the NIST and MITER ATT&CK frameworks.

It also has policies and procedures aimed at establishing the necessary internal controls to protect the Company's assets from internal and external threats, such as the Information Security Policy, the Cybernetic Security Policy and the Technical Vulnerability Management Procedure, which establish controls, rules and disciplinary measures.

In addition, the Company safeguards the cybersecurity of its stakeholders with a set of methods and tools that are renowned in the market in the segments of SIEM (Event Management and Security Information), EDR (Endpoint Detection and Response) with an MDR (Detection and Managed Response) and DRP (Digital Risk Protection), all accompanied by a specialized SOC (Security Operations Center) team, which monitors the tools 24x7, screening events, notifying and responding to incidents.

In addition, surface analysis, vulnerability analysis, periodic intrusion tests and cyber threat intelligence are carried out, all in order to guarantee the integrity, confidentiality and availability of the Company's systems and data.

New projects were also initiated for the centralization of systems authentication and the implementation of multiple authentication factor (MFA) for users of the Company's systems, aiming to provide additional security in accessing the data contained therein.

In 2022, no complaints were registered through the different channels of communication and engagement with stakeholders, related to the loss or theft of personal data. These situations were also not identified in the cyber attacks that occurred.

WORKPLACE HEALTH, SAFETY AND WELLBEING

(GRI 3-3)

Ensuring a healthy, safe and inclusive work environment is a priority at Unifique. Therefore, People Management Policy prioritizes the appreciation and development of employees. In addition, Diversity, Inclusion and Human Rights Policy aims to ensure a discrimination free work environment, promoting and valuing respect and equal opportunities among employees.

By adopting people management practices that prioritize employee appreciation, the Company has fostered a positive and motivating organizational climate, which is reflected by customer satisfaction and Company performance as a whole.

A HEALTHY LIFE AND DECENT WORK

(GRI 403-6, ODS 3)

The Company strives to ensure a healthy lifestyle and promote wellbeing by implementing the efforts:

- **Health Insurance** – the Company offers national health insurance coverage to all employees. Insurance has no monthly fee and no grace periods are in place, however a 50% co-payment is deducted and includes obstetric medical care, prenatal care and delivery room occupancy beginning on employee hire date. Dependents may be included upon fixed monthly fee payments;
- **Vaccines** – the Company promoted a flu vaccination campaign in cooperation with a healthcare provider, and;
- **“Saudavelmente” Health Program** – implemented in 2022, this program reflects Company commitment to employee mental health, striving to promote the wellbeing of everyone within the organization. The program offers the following initiatives:
 - » Internal psychological care by trained professionals;
 - » Psychological follow-up care for leaders provided by outsourced professional;
 - » Exemption from co-payment and bonus hours for psychological and psychiatric follow-up provided via health insurance;
 - » “Falaí” program meetings for employees and leaders with the purpose of managing emotions and exchanging experiences;
 - » Psychoeducation initiatives such as lectures and internal communications submitted to all employees.



EMPLOYEE RIGHTS AND BENEFITS

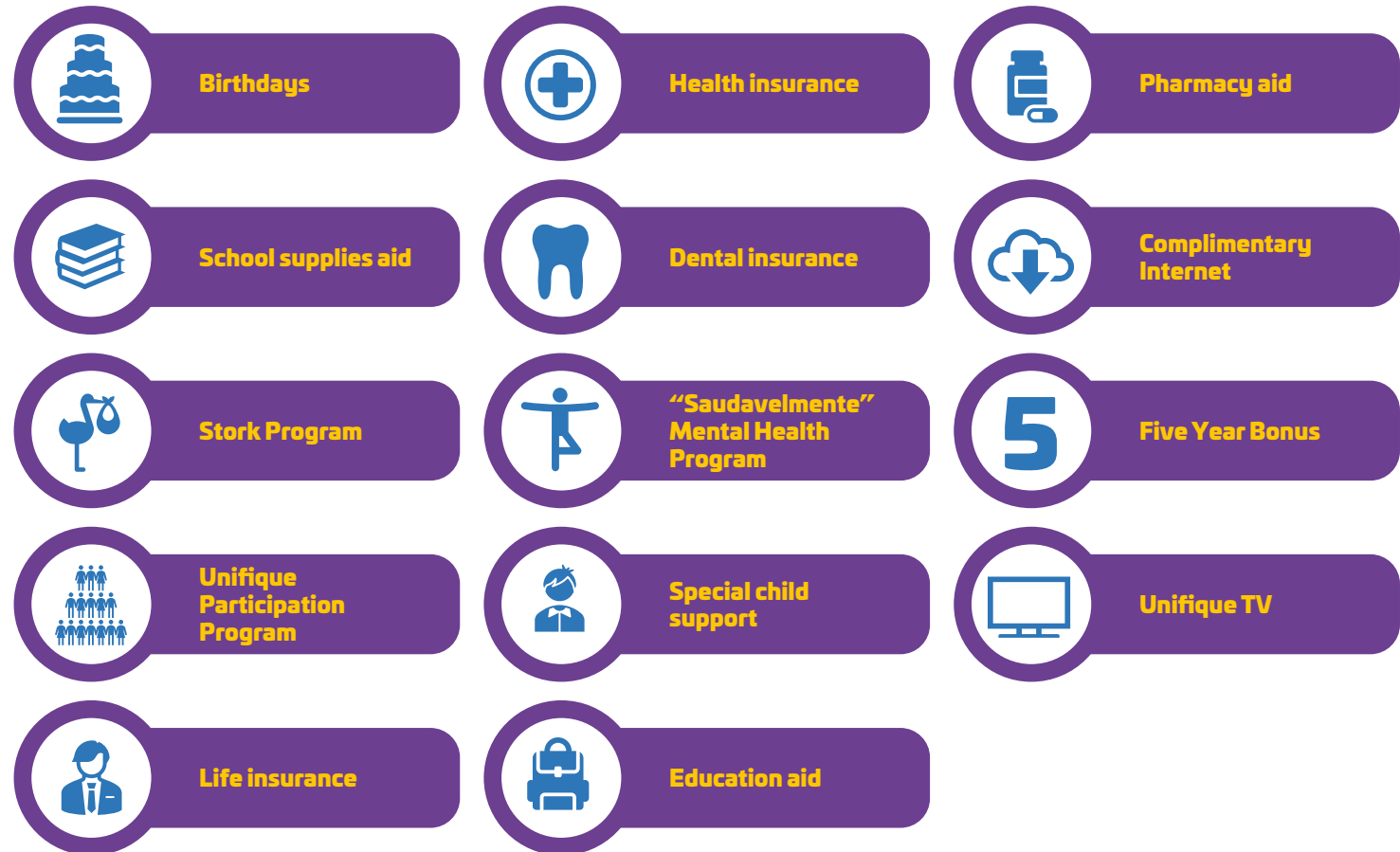
(GRI 403-6, ODS 8)

Unifque is concerned with promoting the quality of life of its employees, as it understands that well-being is increasingly relevant and crucial for the sustainability and success of companies.

In addition to in-person work, employees may choose a hybrid or remote work model if the duties they perform are compatible with said work models. Employees work remotely are provided with work equipment, such as a chair and footrest, in addition to a pay increase to provide adequate working conditions even outside Company facilities.

BENEFITS

Unifque offers benefits that complement those guaranteed by the law



WORK CONDITIONS

(GRI 2-23)

In order to promote equal and adequate working conditions to its direct and indirect employees, Unifque complies with article 23 of the Universal Declaration of Human Rights through Diversity, Inclusion and Human Rights and People Management Policies.

People management strategy strives to promote equal pay among employees. Therefore, a pay and job specifications plan is being drafted with help from external consulting firm, scheduled to be completed in the first semester of 2023. The plan covers job descriptions, research and pay diagnosis, a pay table, fixed remuneration policies and career paths. To determine

employee pay, the Company strives to pay rates according to market practices. In 2022, in addition to updating the internal jobs and pay table, the Company started offering Profit Sharing Program. The first payment for the 2021 and 2022 fiscal years will be made March 2023.

COLLECTIVE BARGAINING AGREEMENTS

(GRI 2-30)

The Company promotes a close and open dialogue with unions and is open to position itself in negotiations, focusing on strengthening this relationship and, consequently, strengthening legal security practices undertaken.

Complying with the rights employees have to join a union,

Unifque was one of the first companies to negotiate a collective bargaining agreement with the Telecommunications Workers Union in the State of Santa Catarina (SINTELL-SC). Unifque follows the rules and guidelines established by competent bodies, ensuring employee rights are respected and preserved.

In order to promote fairness in labor relations, all Unifque employees are included in collective bargaining agreements, including employees of subsidiaries, with approximately 6.7% of employees affiliated to a union.

In 2022, the Company signed two collective bargaining agreements with unions in the states of Paraná, Santa Catarina and Rio Grande do Sul. One agreement pursuant to the Profit Sharing Program, and another agreement pursuant to collective bargaining agreements overruling the gene-

ral workers' collective agreement. Agreements were executed after in-person and online meetings with employees.



HEALTH AND SAFETY MANAGEMENT

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

The strict work carried out by work safety management is apparent in the positive incidence rate results. The Company provides a health and safety management system already in place, which is constantly evolving to meet the needs of employees in their professional activities. The purpose of constant system evaluation and improvement is to make it increasingly robust and perfectly adaptable to the characteristics of the Company.

The Occupational Health and Safety Management System was developed and implemented with the purpose of taking care of Unifique employees, by providing an adequate and

safe workplace. Currently, 44 employees work on the Internal Commission on Accident Prevention. Such engagement contributes to the implementation of assertive initiatives to minimize negative impacts for the Company, its employees and society.

The Occupational Health and Safety Management System offers internal procedures that provide guidance regarding health and safety at work and preventive measures used by the Company to reduce the risk of accidents and occupational diseases, including the correct use of the PPE made available to employees. This procedure applies to companies that are

controlled in whole or in part by Unifique.

The Occupational Health and Safety Management System also manages and controls occupational health assessments performed periodically, or whenever an employee changes jobs within the Company. Occupational health assessments are performed by partner healthcare providers during regular working hours, and are extended to all employees.

The Occupational Health and Safety System is made up of a Company team and third-party healthcare providers:



- Two duly certified safety technicians, one being responsible for the State of Santa Catarina and Paraná and the other for the state of Rio Grande do Sul;
- Professionals providing administrative support in scheduling periodic and hire assessments;
- A third-party health provider, certified to provide training and refreshers courses on regulatory standards, and;
- Partnerships for drafting and managing occupational health reports (Occupational Health Medical Control Program, Risk Management Program, and Hazardous Reports).

The Occupational Health and Safety System maps risk activities for 100% of workers who are direct Unifque employees, comprising 236 mapped activities. The department covers all workers under Company control to manager work-related accidents.

Risk mapping is renewed annually via a hazard assessment performed jointly by the company safety technician and an external safety engineer. The process results

in technical hazardous reports issued for each evaluated activity, based on the current regulatory standards. In addition to annual interventions, an evaluation process can be conducted in case of changes to safety procedures or identification of activities that have not yet been evaluated.

Before starting employment activities and performing any risky or unhealthy activity, employees receive specific training based on the regulatory standards pursuant to their position. In 2022, 318 direct employees were trained, with a total 15,244 hours of workload.

Supported by the Company, each employee is free to refuse engaging in an activity they do not feel prepared for or which could harm their physical and mental health. If employees feel intimidated or are retaliated for following guidelines provided in specific training regarding safety in carrying out employment activities, they can resort to the Whistleblowing Channel and the organization's human resources department.





EMPLOYEE TRAINING

(GRI 403-5)

Unifique offers safety training to its employees, based on Regulatory Standards NR10, NR10 SEP, NR35 and NR33. Participation in training is mandatory, free of charge and takes place during working hours. If training is not completed, the employee is not allowed to perform their activities. The same is valid in case refreshers courses are not completed by the end of the certification period, and employee will not be authorized to continue performing their activities.

Training is carried out by a certified third-party company and managed through a people management system. Currently, there are no language barriers and/or employees with disabilities who require special training on safety and dangerousness standards.

INITIATIVES TO PROMOTE SAFETY IN 2022

- Occupational Accident Prevention Week – Every year, the Occupational Accident Prevention Week addresses issues related to health and safety. The following topics were addressed in 2022: Ergonomics (Repetitive Stress Injuries/Work-related Musculoskeletal Disorders); managing stress and anxiety in everyday life; quality of life and professional harmony; job security and financial education.
- Safety Talks – offered meetings to discuss occupational health and safety promotion and prevention, where employees were able to report suggestions and initiatives related to the topic.

INCIDENTS

(GRI 403-9)

In 2021 and 2022 no work-related accidents with severe consequences were reported. In addition, no work-related deaths were reported.

In 2022, the Company reached the number of 1,640 employees, with a total 33 reported work-related accidents, two resulting in medical leave.

For workers who are not employees, but whose work and/or workplace is controlled by the Company, the control of occurrences is maintained by the employing companies. When an accident occurs, the Deployment area is notified with

the presentation of the Work Accident Report (CAT).

Although the Company monitors and handles work-related accidents, it does not monitor the number of worked hours per employee exposed to a particular risk. This way, it is not possible to verify the rate of work-related accidents with mandatory notification and work-related accidents with severe consequences.

In order to minimize the risk of work-related accidents and eliminate dangers, the following efforts are in place: reinforcement of in-person Safety Talks; training regarding safety procedures; reinforcing the use of PPE, and security inspections.



EMPLOYEE **PROFILE**

unifique



EMPLOYEE PROFILE

(GRI 2-7, 2-8)

The number of Company direct employees grew by 35% compared to 2021. This significant increase is a result of expansion activities such as company acquisitions in 2022 in the state of Rio Grande do Sul.

Outsourced suppliers carry out functions such as network implementation processes, construction of structures, maintenance of facilities, maintenance of machinery and equipment, rental and maintenance of vehicles, activities aimed at building maintenance and conservation, internal marketing and external marketing activities, transport companies, among others.

EMPLOYMENT AGREEMENTS

	2021	2022
Permanent	1.215	1.640
Outsourced	667	912
Total	1.882	2.552

OTHER WORKERS

	2021	2022
Apprentices	19	24
Independent	13	14
Interns	30	14

PER STATE

	2021		2022	
	Permanent	Outsourced	Permanent	Outsourced
Santa Catarina	1.178	582	1.329	672
Paraná	37	68	41	-
Rio Grande do Sul	-	17	270	240



PAY

(GRI 2-21)

Regarding employee pay, Unifique defines salaries according to positions and functions, and does not tolerate any type of discrimination or differentiation due to gender, race, sexual orientation, socioeconomic origin, age or characteristics of any other nature.

Initiatives are supported by Pay policies; Unifique Directors Pay; Diversity, Inclusion and Human Rights. Pay negotiations are determined by the Pay Committee.



PROGRAMS WITH SOCIAL AND CULTURAL IMPACT AND PROGRAMS PROMOTING SPORTS

Unifque invests in initiatives for social transformation, supporting and strengthening cultural, educational and sports projects.

ENTRA 21 PROGRAM

Created in 2006 based on the need to train and replace technological labor, Entra 21 Program has already benefited more than 5,000 young individuals, directing them to quality jobs. In 2022, the Program expanded to the entire state of Santa Catarina, continuing with the mission of training and qualifying young people for the job market.

<https://www.entra21.com.br/>



PESCAR PROJECT

The Social and Professional Training Program offered by Pescar Project with the purpose of transforming people's lives, trains low-income youth, expanding opportunities for entering the job market. Since it was established more than 45 years ago, over 35,000 young people have already benefited from the initiatives developed by the project and with support from companies like Unifque.

<https://www.projetopescar.org.br/sobre>

SUPPORT FOR CULTURE AND TRADITIONS

The Company acknowledges the importance of local cultural activities and festivities in contributing to greater integration between the community and Unifque. Immigrant Festival (a cultural event taking place in Timbó/SC – where Company headquarters is located), Pinhão Festival (a cultural celebration in Lages/SC), in addition to the Oktoberfest held in Blumenau/SC (largest German celebration in the Americas and the second largest in the world) are among the various events sponsored by the Company.

T-REX AMERICAN FOOTBALL

Founded in Timbó/SC in 2007, the team has athletes from all over the country in its roster. The team has participated in the State of Santa Catarina American Football Championships since 2007, and since 2010 it participates in the Brazilian American Football Touchdown Tournament, winning the title of champions in 2015 and 2016. Unifque has been a T-Rex partner since 2019.

TIMBO VOLLEYBALL TEAM

Timbó volleyball team was established in 2020 by former volleyball athletes, instructors, coaches and lovers, who realized it was possible to put a high-performance team together with support from the community.

RUN BRAZIL

Located in Camboriú/SC, Run Brasil is a leader in street racing in Santa Catarina and has been part of the lives of professional and amateur athletes for over 14 years.

Unifque has been a partner of Corre Brasil since 2018.

<https://www.correbrasil.com.br/quemsomos>

By supporting the abovementioned programs, Unifque promotes health through sport, benefiting different groups. Cultural and educational projects are also sponsored to benefit the community and promote human and social development.



ENVIRONMENT

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ENVIRONMENT

ENVIRONMENTAL MANAGEMENT

Unifique is aware of the extent of global and local environmental challenges, and acknowledges that it has an important role to play in minimizing the environmental impacts related to Company activity on a continuous and permanent basis.

In an effort to combine efficiency and responsibility in environmental preservation, the most important environmental management commitments are generating clean energy, managing waste responsibly, and implementing circular economy practices.

The Sustainability and Zero Waste Committees work within the Company to raise employee awareness so that environmental issues are properly considered, promoting use of digital technologies to reduce bureaucracy and supplies such printer paper.

Unifique does not have a record of environmental fines or violations, nor has it recorded any complaints related to environmental issues.

ZERO WASTE PROGRAM

At its distribution center in Timbó, Unifique is certified by Zero Waste Institute Brazil, which is part of the Zero Waste International Alliance (ZWIA), an international non-profit organization. Adherence to the ZWIA is optional, but international standards must be followed to guarantee certification, reinforcing Unifique's commitment to doing its part in preserving the environment by promoting responsible waste management.


The Company plans to expand waste management to more units, in order to ensure efficient management in reducing and properly disposing waste generated in its operations. One of the challenges in waste management relates to disposal of fiber

optics cables, in order to keep all its components in the circular chain, as they have components that require specific recycling treatment.

Unifique acknowledges these practices reflect the opinion of stakeholders, as a large portion of Brazilian society is interested in environmental preservation and waste management considering the country's future.

CERTIFICAÇÃO
LIXO ZERO unifique

99,7% ÍNDICE DE BOAS PRÁTICAS



“ A Certification and waste generation percentage destined for recycling at the distribution center located in Timbó: **99.7%** ”



SUSTAINABILITY POLICY

In 2022, Unifque prepared its Sustainability Policy outlining Company commitment to its stakeholders in developing business responsibly, considering environmental, social, human rights and governance aspects.

Approved by Senior Management and scheduled for implementation in early 2023, the Policy establishes responsibilities and guidelines for managing and integrating sustainability into Company activities.

In light of environmental challenges, Unifque fosters initiatives and practices that promote energy efficiency, conscious use of water, waste management, and circular economy, such as:



In addition to initiatives that promote environmental care, the Sustainability Policy includes principles and guidelines related to governance and social areas, encompassing the purpose of caring for the business and people.

ENERGY
EFFICIENCY

unifisque





ENERGY EFFICIENCY

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

Telecommunications operations are highly dependent on the continuous supply of electricity to ensure the continuity of its activities. That is why Unifone considers energy shortages an operational risk, directly linked to financial balance and the continuity of customer services provision.

Energy efficiency is a material topic for Unifone, and supply interruptions impact the provision of services and customer satisfaction levels. Use of renewable energy sources con-

tributes towards lower environmental impact, preservation of water resources and reduction of risks related to the continuity of operations. In addition, companies that promote energy efficient practices can reduce their operating costs, improve their reputation among consumers, and increase their competitiveness. Energy efficiency, therefore, is a permanent relevant topic for the Company as it strives to meet market environmental, social and economic demands.

ENERGY FROM RENEWABLE SOURCES

Energy efficiency demands made Unifque seek renewable sources of energy to reduce environmental impacts and contribute towards the country's energy transition.

Driven by this goal, Unifque built a photovoltaic plant in Timbó, the city where Company headquarters are located. The plant supplies 100% of the energy used in the distribution

center and generates surplus credit used in the units of Itajaí and Jaraguá do Sul.

In recent years and throughout 2022, Company efforts enabled the construction of two extra photovoltaic plants that will start operating in 2023 in the cities of Planalto Alegre and São Bento do Sul, in the state of Santa Catarina. The capacity of the photovoltaic plant in

Timbó is 150 kW, which, in addition to the plants being completed and presenting capacities of 850 kW (Planalto Alegre) and 75 kW (São Bento), will represent a total gross capacity of 1,075 kW. With the expansion, an average monthly energy production of 150,000 kWh from a renewable and clean source is estimated to meet the Company's own consumption needs.

“

Considering operations at the photovoltaic plant in Timbó up until December 31, 2022, the energy that was produced avoided the emission of 89 tons of CO₂, which is equivalent to planting 1,687 trees, and an annual savings of almost BRL R\$ 200 thousand on energy bills. Such data illustrates Company commitment to the environment, promoting contributions to the environment in addition to financial gains.

”

Upon completion of the Planalto Alegre and São Bento do Sul plants, surplus credit will be directed to dozens of points of presence (PoPs) to help promote electricity bill savings.



ENERGY CONSUMPTION

(GRI 302-1, 302-3)

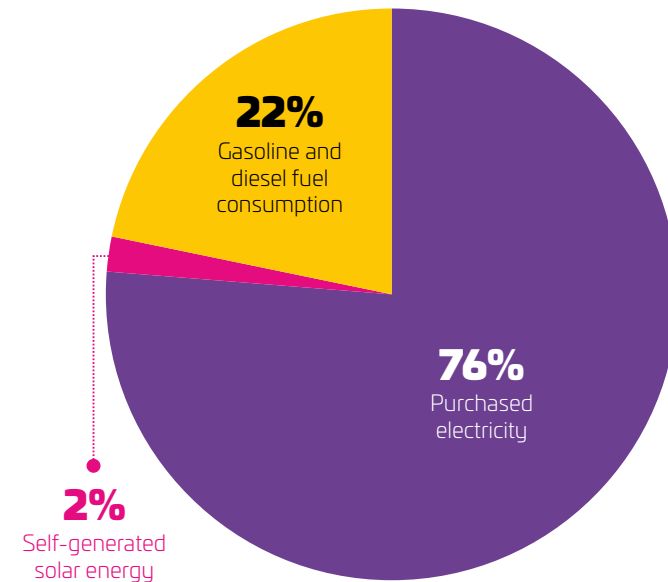
Unifique's total energy consumption in 2022 was 8,494.46 MWh¹⁰, of which 22.5% account to non-renewable sources, 1.6% to renewable sources (self-generation), and 75.9% to electricity purchased from energy providers.

The energy purchase agreement with the Electrical Energy Trading

Chamber (CCEE) does not guarantee the percentage of energy from a renewable source, however, data provided by the chamber in 2023 shows that renewable energy generation broke a record in 2022, with 92% of the total electricity produced by the country coming from hydropower, wind power, solar power and biomass power plants. Therefore, it is possible to estimate that around 90% of purchased energy comes from renewable energy sources, even from third parties.

¹⁰ Energy consumption in MWh including electricity bills issued in kWh. Energy Research Company conversion criteria was applied to fuel consumption: gasoline: 1 L = 8 kWh; diesel fuel: 1 L = 10.2 kWh; ethanol: 1 L = 6 kWh.

TOTAL ENERGY CONSUMED WITHIN THE COMPANY



As for energy intensity rate, there was an increase in 2022 compared to 2021. This increase reflects acquisitions made by Unifique in its expansion process throughout 2022, mainly in the state of Rio Grande do Sul where expansion was even higher.

Rate of energy intensity used within the organization with telecommunications activities (MWh):

Unit region	Electricity supplier	2021	2022
PR	COPEL	-	35
SC	CELESC	5.400	5.900
RS	CEEE	4	45
RS	RGE	10	640
Total		5.414	6.620

In addition to producing energy from its own renewable source, lead-acid batteries are being replaced by lithium batteries at Company facilities, as lithium batteries have greater energy density, durability, and their components are inert in nature, making energy cleaner and more sustainable.

In its operations, Unifique prioritizes the use of equipment that consumes little energy and offers high efficiency and performance, by analyzing technical specifications and ensuring performance without jeopardizing service quality. Therefore, in addition to ensuring the quality of the services it

provides, use of equipment that is more efficient contributes to higher energy efficiency and, consequently, to the preservation of natural resources.

Unifique acknowledges that the increase in energy consumption due to business growth with new acquisitions and the expansion of Company services is a concern, and remains attentive to the development of strategies that increase efficiency and compensation.

APPENDICES

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GRI CONTENT SUMMARY

GENERAL CONTENTS

GRI STANDARD	Disclosure	Location	Explanation/ Omission
Statement of use: Unifique reported according to GRI standards for the period from January 1 to December 31, 2022.			
GRI 1 FOUNDATION 2021			
GRI 2 GENERAL CONTENTS 2021			
	2-1 Organizational details	10, 12, 13	
Reporting practices	2-2 Entities included in the organization's sustainability reporting		"The sustainability report did not address all subsidiaries presented in the financial statement, due to the acquisition and transfer of control process carried out throughout 2022. The implementation of governance and controls will allow the complete presentation of indicators in the next cycle. Controlled companies included in this report: Guaíba Telecomunicação Sistemas e Informação Ltda.; Tknet Telecom Ltda. and SSTV - Sistema Sul de Televisão Ltda."



GENERAL CONTENTS

GRI STANDARD	Disclosure	Location	Explanation/ Omission
	2-3 Reporting period, frequency and contact point	10	
	2-4 Restatements of information		"Not applicable, first published report."
	2-5 External assurance		"This report has not been externally verified."
Activities and employees	2-6 Activities, value chain and other business relationships	12, 18	
	2-7 Employees	77	"Partial indicator, for the reporting period the company does not have information on gender, but will make it available for the next cycle."
	2-8 Workers who are not employees	77	
Governance	2-9 Governance structure and composition	30, 31, 32, 34, 35, 36, 37	
	2-10 Nomination and selection of the highest governance body	31	
	2-11 Chair of the highest governance body	31	



GENERAL CONTENTS

GRI STANDARD	Disclosure	Location	Explanation/ Omission
	2-12 Role of the highest governance body in overseeing the management of impacts	31, 32, 34, 35, 36, 37	
	2-13 Delegation of responsibility for managing impacts	31, 32	
	2-14 Role of the highest governance body in sustainability reporting	10, 21	
	2-15 Conflicts of interest	41	
	2-16 Communication of critical concerns	31	
	2-17 Collective knowledge of the highest governance body	30, 31, 32	
	2-18 Evaluation of the performance of the highest governance body	32	
	2-19 Remuneration policies	31	
	2-20 Process to determine remuneration	35, 36, 37	



GENERAL CONTENTS

GRI STANDARD	Disclosure	Location	Explanation/ Omission
	2-21 Annual total compensation ratio	78	"58.94% is the ratio of the annual compensation of the highest-paid individual in the organization to the average total annual compensation of all employees. Partial indicator, for the reporting period, there is no information available on the average percentage increase in total annual compensation of all employees, but it will be provided for the next cycle."
Strategy, policies and practices	2-22 Statement on sustainable development strategy	3, 4, 5	
	2-23 Policy commitments	40, 41, 71	
	2-24 Embedding policy commitments	40, 41	
	2-25 Processes to remediate negative impacts	37, 38, 43	
	2-26 Mechanisms for seeking advice and raising concerns	43	
	2-27 Compliance with laws and regulations	40, 41	
	2-28 Membership associations	15	



GENERAL CONTENTS

GRI STANDARD	Disclosure	Location	Explanation/ Omission
Stakeholder Engagement	2-29 Approach to stakeholder engagement	24, 25, 26, 27	
	2-30 Collective bargaining agreements	71	

GRI 3 | MATERIAL TOPICS 2021

GRI STANDARD	Disclosure	Location	Explanation/ Omission
GRI 3	3-1 Process to determine material topics	21, 22	
	3-2 List of material topics	21, 22	

GOVERNANCE

MATERIAL TOPIC : ECONOMIC PERFORMANCE

GRI STANDARD	Disclosure	Location	Explanation/ Omission
GRI 201 ECONOMIC PERFORMANCE	3-3 Management of material topics	45, 47	
	201-1 Direct economic value generated and distributed	46	



GOVERNANCE

MATERIAL TOPIC : ECONOMIC PERFORMANCE

GRI STANDARD	Disclosure	Location	Explanation/ Omission
	201-2 Financial implications and other risks and opportunities due to climate change	48, 49	
	201-4 Financial assistance received from government		In the year 2022: 24325 (in thousands of Brazilian Reais)

Non-material topic: Ethics

GRI STANDARD	Disclosure	Location	Explanation/ Omission
	3-3 Management of material topics	40	
	205-1 Operations assessed for risks related to corruption	42	
GRI 205 ANTI-CORRUPTION 2016	205-2 Communication and training about anti-corruption policies and procedures	42	
	205-3 Confirmed incidents of corruption and actions taken		"The company did not register any cases of corruption (judicialized or not) involving employees and/or business partners."



Non-material topic: Ethics

GRI STANDARD	Disclosure	Location	Explanation/ Omission
	3-3 Management of material topics	40	
GRI 206 ANTI-COMPETITIVE BEHAVIOR 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		"The company did not register cases of unfair competition (judicialized or not) involving employees and/or business partners."

SOCIAL

MATERIAL TOPIC: WORPLACE HEALTH, SAFETY AND WELLBEING

GRI STANDARD	Disclosure	Location	Explanation/ Omission
	3-3 Management of material topics	68	
	403-1 Occupational health and safety management system	72, 73	
	403-2 Hazard identification, risk assessment, and incident investigation	72, 73	
	403-3 Occupational health services	72, 73	
GRI 403 OCCUPATIONAL HEALTH AND SAFETY 2018	403-4 Worker participation, consultation, and communication on occupational health and safety	72	



SOCIAL

MATERIAL TOPIC: WORPLACE HEALTH, SAFETY AND WELLBEING

GRI STANDARD	Disclosure	Location	Explanation/ Omission
	403-5 Worker training on occupational health and safety	74	
	403-6 Promotion of worker health	69, 70	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	72	
	403-8 Workers covered by an occupational health and safety management system	73	
	403-9 Work-related injuries	75	

MATERIAL TOPIC: DATA PROTECTION AND CUSTOMER PRIVACY

GRI STANDARD	Disclosure	Location	Explanation/ Omission
	3-3 Management of material topics	63	
GRI 418 CUSTOMER PRIVACY 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	66	


MATERIAL TOPIC: CUSTOMER SATISFACTION AND SERVICE QUALITY

GRI STANDARD	Disclosure	Location	Explanation/ Omission
	3-3 Management of material topics	54, 55, 57, 58, 59, 60, 61	
	Own indicator - Consumer incidents/complaints	56	
	Own indicator - Reduction of consumer incidents/complaints	56	

MATERIAL TOPIC: DIGITAL INCLUSION AND ACCESS TO CONNECTIVITY

GRI STANDARD	Disclosure	Location	Explanation/ Omission
	3-3 Management of material topics	51, 52	
	Own indicator - Coverage of services provided by the organization	52	
	Own indicator - Connectivity offering	52, 53	

ENVIRONMENT
MATERIAL TOPIC: ENERGY EFFICIENCY

GRI STANDARD	Disclosure	Location	Explanation/ Omission
	3-3 Management of material topics	86	
GRI 302 ENERGY 2016	302-1 Energy consumption within the organization	88	
	302-3 Energy intensity	89	

ADDITIONAL INFORMATION

COORDINATION OF THE SUSTAINABILITY REPORT

Unifine Sustainability Committee

CONTENT PREPARATION, EDITORIAL COORDINATION, MATERIALITY, GRI CONSULTANCY

Berkan Auditing and Consulting

GRAPHIC PROJECT

Cross Agency



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