



Message from
the CEO

Material topics
for managing
sustainability at TIM

TIM

Responsibility in
business

Customer relations

Privacy and data
protection

Infrastructure and
service availability

Innovation

Environmental
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People management

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Message from the CEO

Pietro Labriola
CEO



2019 was a period of significant recovery and growth for TIM, whose results and achievements we present in yet another Sustainability Report. But it is impossible to begin this opening message without taking into account the current moment we are experiencing in 2020: a year in which a pandemic spread suddenly across continents, undoubtedly signaling the beginning of a new era for our society.

In this extremely complex conjuncture, telecommunications play an essential role. Without a doubt, the sector has been the backbone of personal and professional relations. Technology helped us to work, study, consume, receive information and – above all – overcome barriers in order to stay close to people during this period of social distancing. I am certain that many of these changes are here to stay. In this new reality,

our activities will be even more important. And everything we achieved in 2019 will motivate us to overcome future challenges.

Last year, TIM demonstrated the strength of its strategy based on innovation and the best experience for the customer. As a result, we achieved the company's best normalized Ebitda ever: R\$ 6.8 billion, with a growth margin of 39% in the year, 6.7% higher than in 2018. The normalized net income was R\$ 2,049 million, 32.1% up on 2018. With these indicators, in February 2020 we received an Initial National Long-Term Rating of AAA(bra), from the risk classification agency Fitch Ratings (Fitch), attesting to the financial security of our business and reinforcing our credibility with shareholders and investors. The user base continued to undergo constant transformation thanks to our strategy of focusing on customer value. We ended the

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year with 54.4 million users, of which 21.5 million were postpaid, growing 6.1% year on year. This segment reached its highest proportion of the total base: 39.4%. In the prepaid segment, TIM maintained market leadership and expanded its market share for the second consecutive quarter. TIM Live fixed ultrabroadband reached 12 new cities in 2019, totaling 566,000 customers (an increase of 21.1%), covering 25 municipalities in the country.

This robust business performance was only possible because we invested heavily in infrastructure to keep our customers connected. We maintained our leadership in 4G coverage, with 3,477 municipalities, representing 94% of the country's urban population. Data traffic on the fourth generation network exceeded 85%. We advanced in the present, but we have our sights on the future. In 2019, we pioneered tests in 5G technology in Brazil. We formed partnerships with teaching institutions, technology providers and start-up hubs, creating four 5G Living Labs to study the new technology: Florianópolis (SC), Santa Rita do Sapucaí (MG), Campina Grande (PB) and in the Cubo Itaú, in São Paulo.

The company's positive financial and operating results also stem from the responsibility with which we run the business: based on efficiency, accountability and compliance, adopting processes aligned with the recommendations and requirements of Brazil's B3 Novo Mercado. The constant pursuit of best environmental, social and governance practices ensured our presence on the B3 Corporate Sustainability Index (ISE) for the 12th year running, the longest consecutive presence on the index of any company in the telecommunications sector. TIM was also awarded the Pró-Ética seal on its first application.

To ensure greater transparency in communication and shape company Environmental, Social and Governance (ESG) performance, we updated the TIM materiality matrix, which sets forth the ten most relevant topics for the company in accordance with the vision of our main stakeholders. We are also assuming long-term commitments in the management of ESG aspects, for the first time ever incorporating them into the TIM Group 2020-2022 Strategic Plan. Our targets are linked with the material topics and with

the Sustainable Development Goals (SDGs), part of the United Nations Organization (UNO) 2030 agenda.

I could not end this message without mentioning our employees. Human capital is our greatest value and is directly responsible for innovation in our business. These people ensured our results in 2019 and carried on working with great dedication, even at a difficult moment for Brazil and for the world. We are proud of having adopted home office for 100% of the company' direct employees whose activities may be executed remotely in record time, including call center and network monitoring operations, during the combat against transmission of the new coronavirus. The resilience and motivation of our team show us that we are ready to face the new global scenario.

Pietro Labriola
CEO

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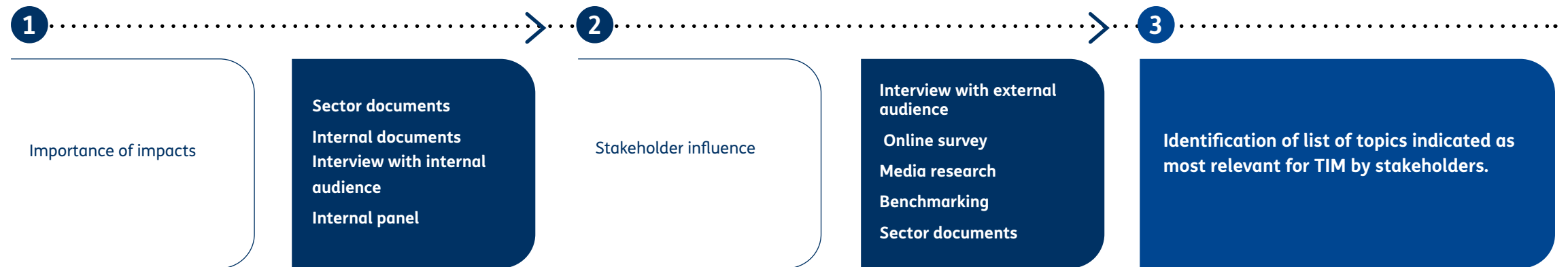
TIM conducts a periodic structured process to update its materiality matrix. In 2019, the company's material topics were reviewed in a process that involved consulting its main stakeholders – strategic audiences for the TIM business and operation – on topics that reflect the company's significant economic,

environmental and social impacts which substantially influence the assessments and decisions of these stakeholders.

TIM stakeholder map

- Competitors
- Government and Sector Associations
- Consumers and Customers
- Unions
- Suppliers and Service Providers
- Regulatory authorities and consumer protection and defense bodies
- Society and civil society organizations
- Employees
- Shareholders
- Commercial partners

Stages of process for defining TIM's ten material topics



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The materiality process was aligned with GRI guidelines

The TIM material topics were defined based on qualitative and quantitative analyses to identify the importance of each topic, in line with Global Reporting Initiative (GRI) guidelines and recommendations.



Innovation
applied to products
and services



**Customer
experience**
and service quality



**Operational
and post-
consumer**
waste management



**Ethics and
governance**
in business



Investment in
infrastructure



Data
**protection and
customer**
privacy



Employee
management



Energy
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Strategic and responsible
supplier
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Transformation and
digital inclusion



01 TIM



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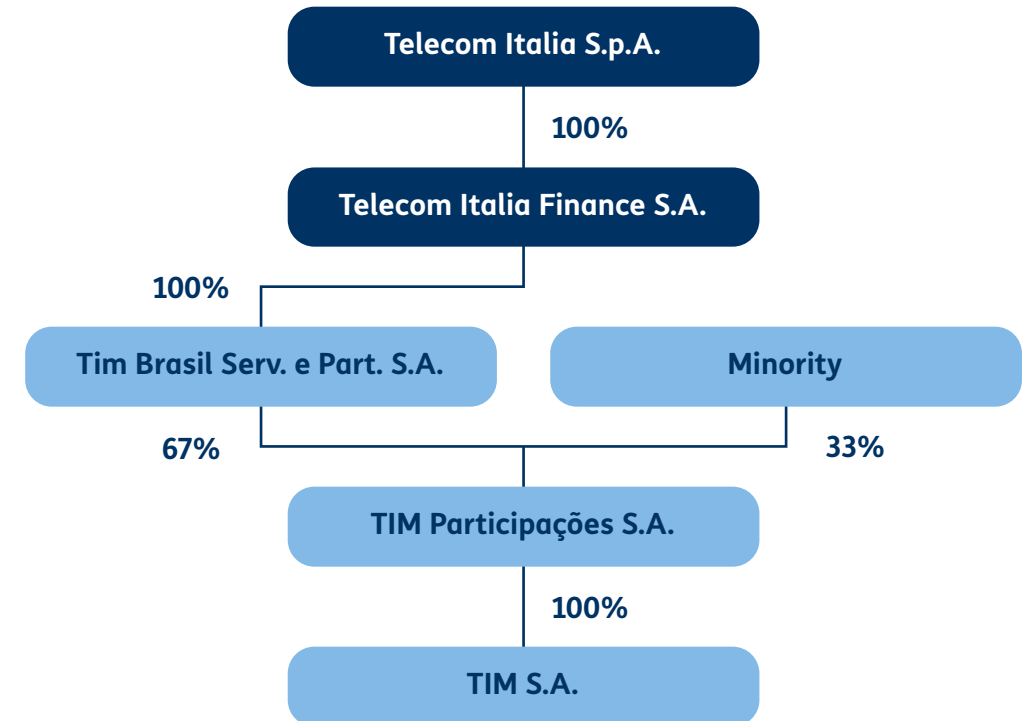
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TIM Participações S. A. is a company in the telecommunication sector that offers mobile and fixed telephony, data transmission and ultrabroadband services in Brazil.

With headquarters in Rio de Janeiro (RJ), TIM is a publicly held corporation with shares traded on the São Paulo Stock Exchange (B3) and with ADRs (American Depositary Receipts) listed on the New York Stock Exchange (NYSE). It is controlled by TIM Brasil Serviços e Participações S.A., a company belonging to the TIM Italia Group.

Shareholding structure



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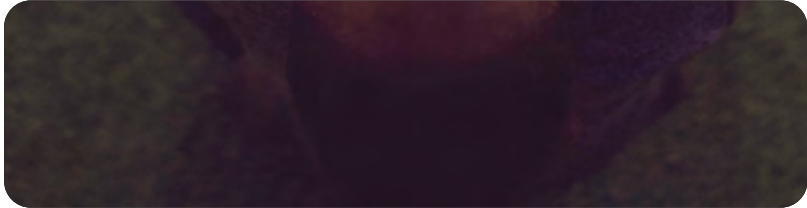
Digital inclusion

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Credits

Purpose

Connecting and caring about each one so
that everyone is able to achieve more.



Our Values

CUSTOMER CARE

- We ask legitimate questions to find out what customers truly want.
- We listen carefully and curiously to what customers have to say.
- Our decision making process takes heavily into account our customer’s experience.
- We’re proud to have a positive impact on the lives of our customers.

TRANSPARENCY

- We establish clear and true relationships with everyone.
- Transparency and integrity in our actions builds trust.

INNOVATION

- We innovate by finding new ways to do things.
- We rely on creativity to go further.

COMMITMENT

- We’re responsible.
- We recognize we’re part of a broader common project.
- We collaborate by investing our talent and effort in each and every action.

AGILITY

- We make “more”, “better” and “faster” in an increasingly complex and dynamic world.
- We plan, decide and execute quickly, making things easier for everyone around us.

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Our business

TIM's trajectory has been marked by innovation and a pioneering stance in data and voice services. The company is the leader in 4G coverage, with VoLTE (Voice over LTE) technology for high definition calls over the mobile network. The company also offers fixed ultrabroadband – TIM Live.

In 2019, TIM started its first tests on the 5G network at even greater speeds to leverage the connection and communication experience (further information on page 51).

Coverage

- Leadership in **4G** coverage.
- International roaming agreements with around **600** networks available for voice calls in more than **200** countries, including Antarctica.¹

- Partnerships with airline and shipping companies that enable customers to remain connected while traveling.
- Partnerships with companies to ensure connectivity in the field, offering greater freedom, flexibility and benefits for field users.

Products

- **4G** and **4.5G** mobile internet
- Fixed and mobile telephony
- Corporate voice and data solutions and digital services

TIM Live: fixed ultrabroadband

- Presence in **25** cities
- More than **5** million households covered

High definition 4G calls

- **VoLTE** (Voice over LTE) technology
- Greater stability
- Less time to complete the call
- Available in **3,401** cities

¹ The agreements include at least voice services and may include data services (2G, 3G and 4G) depending on the technology available in the network visited.



4G TIM in the field

- More than 6 million hectares covered

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Company planning in 2019 was focused on the strategic goals of recovering leadership in innovative offers and communication, restoring an agile approach to speed up decision making, reigniting a culture of accountability to empower our employees, focusing on key business areas and driving ongoing accelerated growth throughout the year.

In its digital transformation strategy, TIM continued to invest in solutions focused on the customer experience, using artificial intelligence in sales, service and communication channels to deliver greater user autonomy.

Main results in 2019



> **R\$ 17 billion**

Total net revenue

2.3%

growth



R\$ 6.8 billion

TIM's highest Normalized Ebitda ever

39%

growth margin in the year, 6.7% higher than 2018



R\$ 3.8 billion

Total net income

47.9%

increase



AAA(bra)

Initial National Long Term Rating from the risk rating agency Fitch Ratings (Fitch)*

*Attributed in February 2020 by the risk classification agency Fitch Ratings (Fitch), this underscores the company's strong business profile – with a significant share in the mobile telephony sector - and underscores its conservative financial indicators. The rating indicates that the company is prepared to advance in Brazil's highly competitive and regulated telecommunications sector.

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Credits

54 million
customers



33 million
Prepaid



21 million
Postpaid



38.6 million
4G users



566,000
TIM Live

Highlights in
infrastructure and quality



3,477
cities in Brazil with 4G available, corresponding to 94% of the country's urban population at the end of 2019



9 p.p.
growth in 4G data traffic compared with 2018



85.7%
of the time TIM customers remained connected to the 4G network, performance 8 p.p. better than the runner up



Network growth supported by innovation: 5G tests and massive MIMO (which guarantee network capacity at times of significant and high demand, such as during major events).



Enhanced network quality recognized by independent measurements.

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Record results in organizational climate



81%
favorability



10,167
employees in Brazil

Meu TIM



18%
growth in users in the
year, with a 17% reduction
in human service

Sales via digital channels



28%
growth in postpaid and
consumer control plans



6%
increase in digital
recharges

Best in services



TIM Live was elected the
best Fixed Broadband in the
Canaltech Award, run by a
specialized technology portal.



TIM ultrabroadband came first
in the “Estadão Best Services”
ranking, a survey conducted by
the newspaper *Estadão*.

E-Billing and E-Payment



18%
increase in bills delivered via
digital channels



Provision of recharge service,
balance and allowance
consultations and receipt of bill via
WhatsApp.



14%
increase in payments made
via digital channels

02 RESPONSIBILITY IN BUSINESS



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**Material topic:
ethics and governance in business**



TIM recognizes that anti-ethical conduct, such as corrupt practices and fraud, have the potential to cause significant financial and reputational impacts for the organization. In the telecommunications sector, the need for large scale infrastructure can create barriers to the entry of new competitors and contribute towards the establishment of market monopolies by a small group of players, for example.



Ethics and anti-corruption guidelines in the company are underpinned by the Code of Ethics and Conduct, the Anti-corruption Policy and the company’s Organizational Model – which is compliant with best market practice and with the principles of the UN Global Compact, to which TIM has been a signatory since 2008.

The Code of Ethics and Conduct is applicable to all TIM stakeholders. It is disseminated to company employees and to all related parties. TIM extends these ethical guidelines to its suppliers by means of compliance clauses in its contracts.

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TIM is committed to doing business ethically. In 2019, TIM received recognition as a Pró-Ética (Pro-Ethics) company from the Comptroller General of Brazil (CGU), an initiative that promotes a more integral, ethical and transparent corporate environment.

The TIM Code of Ethics and Conduct sets forth the company's commitment to obey legislation and to ensure it is obeyed. The code also declares that the TIM Brasil Group companies do not directly or indirectly provide contributions, advantages or other benefits to political parties, movements, agents or candidates and/or union organizations, except when this is permitted by law.

TIM Anti-Corruption Policy also lays down guidelines that underscore the company's commitment to adopting mechanisms that eliminate illegal or improper behaviors, including corruption and bribery.

The company's Anti-corruption Program continually monitors processes that represent risks regarding sensitive activities, such as the offer of gifts, presents and representation expenses; events and sponsorship; donations to non-profit organizations, among others. In 2019, the 19 processes identified were tested, as is done every year, and no cases of corruption involving public authorities and agents were encountered.



03 CUSTOMER RELATIONS



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Material topic: customer experience and service quality



For TIM, the customer experience is closely linked with service and customer service quality. The company understands that the customer experience influences the construction of its image, customer loyalty, market presence and competitiveness. For this reason, this is a central focus of company strategy.

Ensuring a positive customer experience with investments in infrastructure has been a priority for TIM year on year. In 2019, the company proceeded with its investments in infrastructure and technologies to expand mobile internet and broadband access in Brazil, as well as driving service improvement with gains in quality.

Another priority for TIM is the maintenance of a multichannel relationship with customers. This is why the company provides diverse customer service channels which are available 24 hours a day, seven days a week, such as the Call Center and the digital channels. Customers may address complaints, doubts or suggestions to the website www.tim.com.br/FaleComaTIM, personally in the company's stores and to customer service area employees in cases of post-sale service. Via the *144 service number, customers may



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TIM provides service
channels via multiple
platforms: telephone,
website and social media.

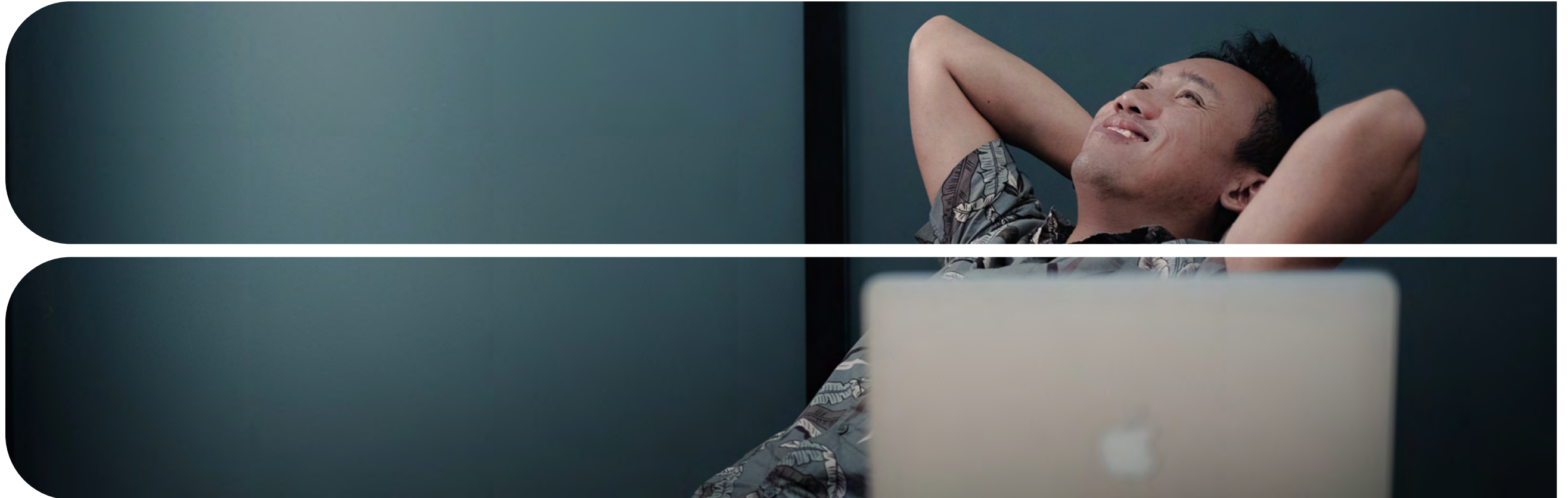


activate services using their cell phone, block and unblock lines, make cancellations and request a copy of their bill automatically.

TIM also offers an online chat service via the address www.meutim.com.br, through which customers may activate and deactivate services. This is in addition to the Meu TIM applications for smartphone, which permits customers to manage their TIM plan at any time.

The company provides its Fale pelo Cliente (Speak for the Customer) service through which employees may log any problems or doubts received from customers via email or intranet. TIM maintains its User Council, an Anatel initiative to bring carriers, consumers and representatives of consumer defense bodies together, driving greater involvement of society in telecommunication service provision (further information on the User Council on page 15). The company also interacts with customers and consumers by means of its social media: @TIMajuda on Twitter, and the TIM Fanpage on Facebook.

04 PRIVACY AND DATA PROTECTION



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Brazil's General Personal Data Protection Law (LGPD)

Material topic: data protection and customer privacy



It is TIM's understanding that customer data protection and privacy is directly linked with business continuity and has a direct impact on the company's image and reputation, as well as on customer satisfaction and retention. Non-compliance with legal requirements can lead to fines and loss of market confidence.

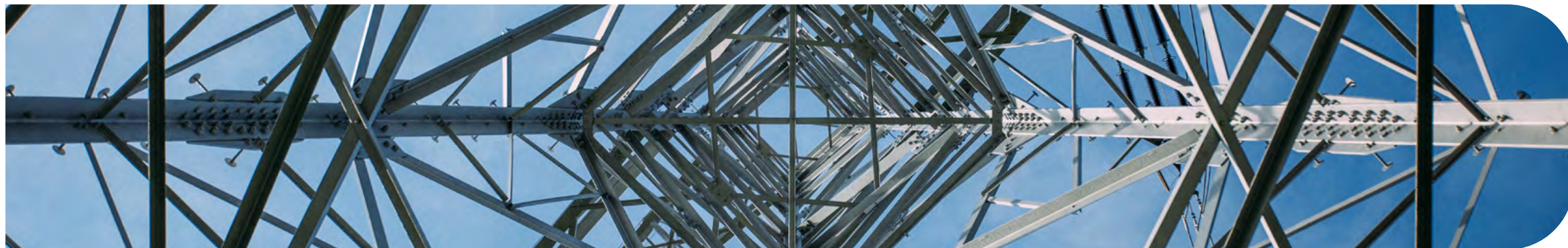
Brazil's General Personal Data Protection Law (LGPD) nº 13.709/2018, will come into force in August 2020¹. Its provisions will require broader and more rigorous protection of customer data and privacy, further increasing the responsibilities of companies in the telecommunications sector in relation to this question.

The law obliges companies to implement structured management practices and to follow guidelines governing the collection, use and protection of customer data, obedience of the principles set forth in the law, the legal bases for legitimizing data treatment, as well as the security measures that ensure data privacy.

¹ If the bill of law 1.179/2020 is approved in the Chamber plenary session, the law will come into force in January 2021, and the provisions related to sanctions in August 2021.



05 INFRASTRUCTURE AND SERVICE AVAILABILITY



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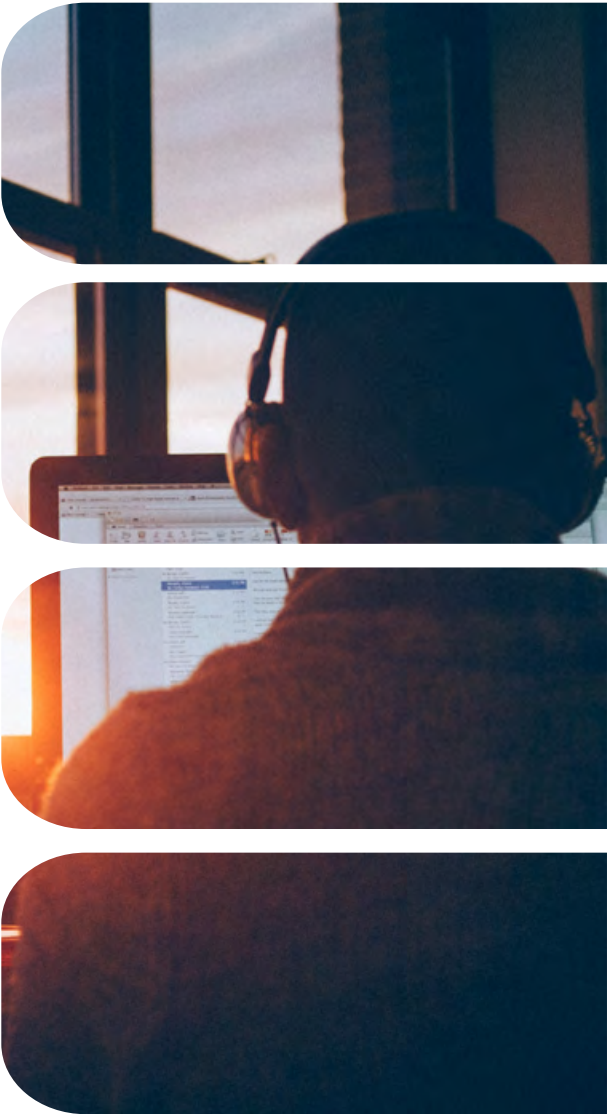
Material topic: investment in infrastructure



TIM is committed to providing customers with the best user experience possible and ensuring service quality. To do this, the company invests constantly in the expansion and enhancement of its network infrastructure and coverage area. This guarantees the provision of quality services and the company's competitiveness in the sector, in compliance with legal requirements.

This commitment encompasses the evolution of the quality and capacity of mobile network infrastructure in Brazil. For this reason, the company has expanded efarming, consisting of the reuse of the 2.1 GHz frequency bands for 4G, reaching approximately 300 cities. As part of these improvements, TIM has expanded the use of VoLTE, a technology that enables calls over the 4G network for more than 3,400 cities.

Investments undertaken in 2019 ensured that TIM maintained its leadership in 4G coverage, reaching 3,477 cities that corresponded to 94% of the country's urban population by the end of the year, reinforcing the company's commitment to Brazilian society.



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4G data traffic grew by 9 p.p. compared with 2018, and customers were connected with greater frequency in 2019, 85.7% of the time, in a performance 8 p.p. better than the runner up. The company was also the leader in the latency indicator, with 57.4 ms, which corresponds to the time a data package takes to be sent to the user.

In 2019, around 65% of the Network Capex was invested in infrastructure expansion and capacity projects, aimed at improving TIM's coverage performance and expanding its range, such as:

- Expansion of the fiber optic network, boosting network resilience;
- Carrier aggregation, a technique aimed at boosting data connection speeds for the user, enabling 4.5G in over 1,000 cities;
- Site densification, boosting the capacity of the mobile network;
- Expansion of the use of fiber in cities, by means of the FTTCity project;
- Increased low frequency coverage, mainly in the 700 MHz band, reaching approximately 2,400 cities.
- Activation of NB-IoT in around 3,300 cities.

TIM reached a total of 19,812 sites at the end of 2019, with more than 100,000 kilometers of optic fiber, an increase of 11.9% in the year.

The company had 1,582 active biosites at the end of 2019, almost double the 2018 number of 800.

In addition to being a solution for the densification of the mobile access network, these sites are more sustainable, less expensive, easier and faster to install. They have a low visual impact and are multifunctional, permitting the aggregation of other services such as lighting, surveillance cameras, in addition to telecommunications transmissions.

In Brazil, 2.3 million households have FTTH (Fiber To The Home) connections and 3.6 million have FTTC, totaling almost 6 million households in 25 cities.

More than one
thousand cities received
4.5G coverage in 2019.



06 INNOVATION



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**Material topic: innovation applied
to products and services**



TIM recognizes its role as a reference in technology and a leader in innovation in the country's telecommunications sector. The company seeks to fulfill new consumption and market standards proactively, staying abreast of changes in customer profiles and habits and new technologies to develop and offer products and services.

Innovation is one of TIM's intangible strategic assets, as important as intellectual, human, natural, social and relationship capital. Managing innovation requires close contact with important stakeholders engaged in the telecommunications sector, such as the government, academia, carriers, customers and consumers (further information about TIM's relations with its stakeholders on page 15). This also includes open innovation programs and initiatives.



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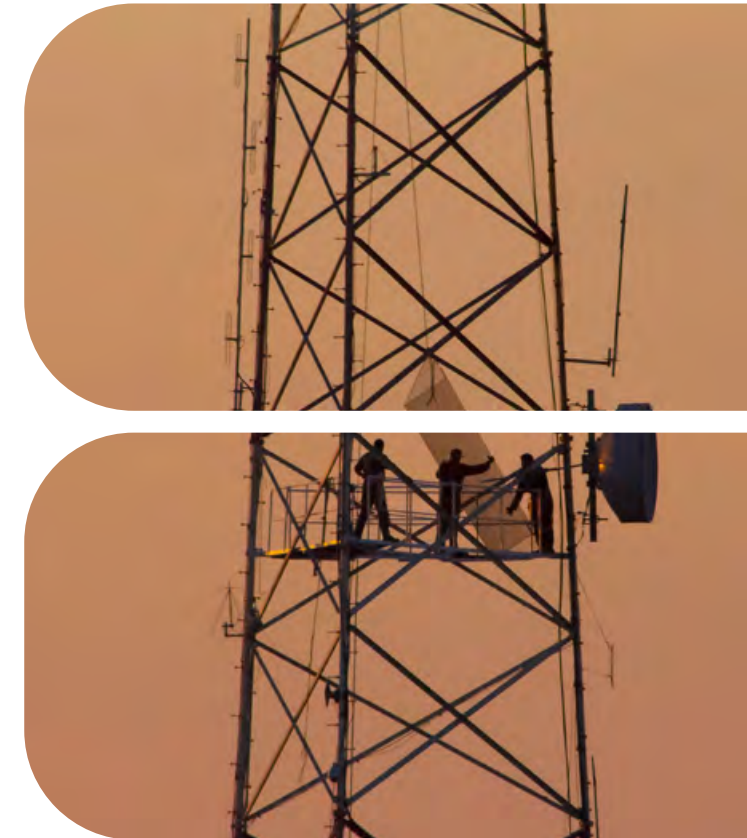
Credits

TIM is the first carrier to conduct 5G tests in Brazil

In 2019, TIM installed the first fifth generation antenna for tests in Florianópolis (SC), in partnership with Fundação Certi and Huawei. This environment constituted the first 5G Living Lab. Another three laboratories were created in Santa Rita do Sapucaí (MG) with Inatel, in Campina Grande (PB) in partnership with the Instituto Virtus and the Federal University of Campina Grande, and in São Paulo (SP), in the Cubo Itaú. By means of these environments, the company enabled an ecosystem for experimentation and co-creation with multiple partners, in which academia serves as a bridge to promote awareness and development. This model

permits the connection of end users, researchers, companies, start-ups, public institutions, among others, to validate products, types of use, services and solutions in general. The company's 5G network investment project was presented in the Painel Telebrasil 2019, in Brasília (DF). The network is being tested on the 3.5 GHz frequency.

The tests with the first fifth generation antenna in Brazil and the establishment of the laboratories are part of TIM's strategy to make 5G available for its customers in 2021.



07 ENVIRONMENTAL MANAGEMENT



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Energy efficiency

Material topic: energy management

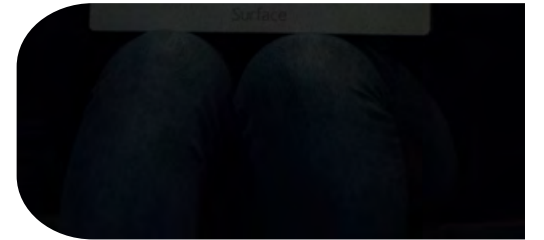
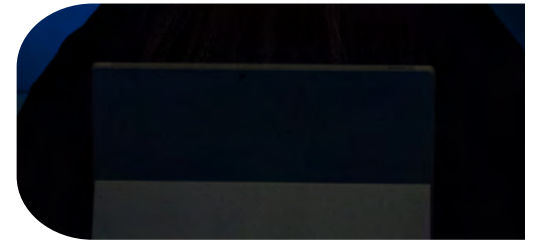


The telecommunications sector is highly dependent on the continuous supply of electricity to ensure the functioning of its operations. Consequently, TIM views energy scarcity as a significant operational risk, directly linked with the company's costs. Any interruptions in energy supply impact service provision and the customer experience.

Aware of the importance of this question for the business and for society, in its 2020-2022 Strategic Plan TIM has committed to ensuring the more efficient use of energy for data traffic, with a target to boost energy efficiency by 75% by 2025.¹ Further information about the company's ambitions on page 101.

As part of its risk management strategy, TIM has invested in the auto-generation of energy by means of distributed generation projects – electricity micro-generation models using renewable sources, such as solar panels, biogas generators and small hydroelectric power plants.

¹ Accordingly, the eco-efficiency target established for 2019 was reviewed in order to adapt it to the company's long-term ambition, in line with the Group.



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Waste management

Material topic: operational and post-consumer waste management



For TIM, waste management is linked with impacts on brand value, market presence and operational and regulatory costs. TIM recognizes its shared responsibility in managing the post-consumer phase of its products (smartphones, modems, batteries and accessories). In parallel, the company is aware that the operation also generates

hazardous and non-hazardous waste both in administrative processes and in processes involving the installation and maintenance of infrastructure, for example. This waste has to be disposed of properly in accordance with legal requirements in order not to contaminate the environment and to avoid sanctions and fines for the company.

The primary objective of waste management at TIM is to reduce the generation of waste both in the operation and in the post-consumer phase. Measures are aligned with the company's Environmental Policy and the procedures established in the Environmental Management System, aimed at ensuring the sustainable use and environmentally correct disposal of materials. The measures include incentives for selective collection, the recovery and recycling of materials, as well as reverse logistics.



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Emissions management

TIM Climate Change Policy establishes principles that must be applied in all the company's activities in Brazil in order to ensure proper and efficient management of its greenhouse gas (GHG) emissions. The policy takes the requirements of national and international legislation, the determinations of regulatory agencies and the guidelines of the TIM Italia Group into account.

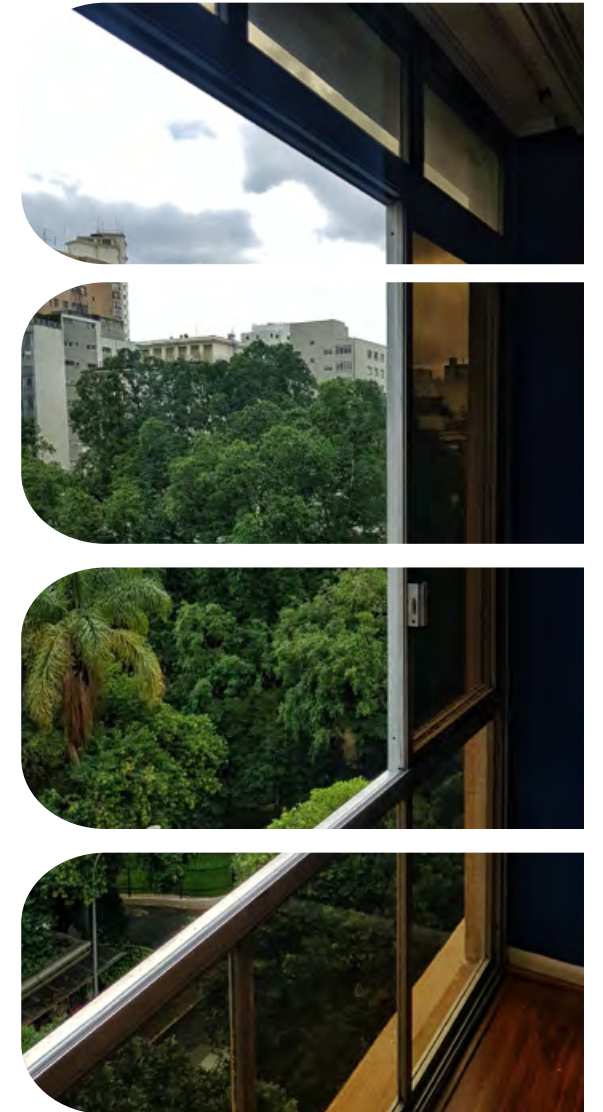
TIM is engaged in combating climate change and is committed to principles such as:

- Guarantee of legal compliance;
- Pursuit of energy efficiency;
- Use of renewable energy sources;
- Pursuit of efficiency in the employment of network resources by means of shared use agreements.

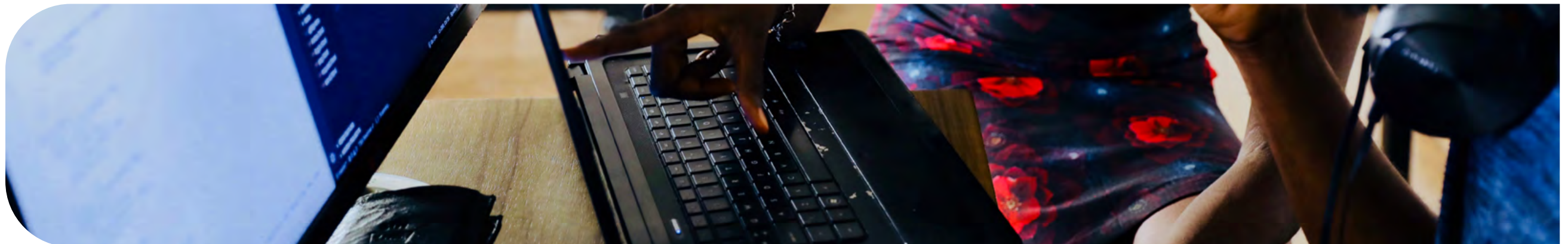
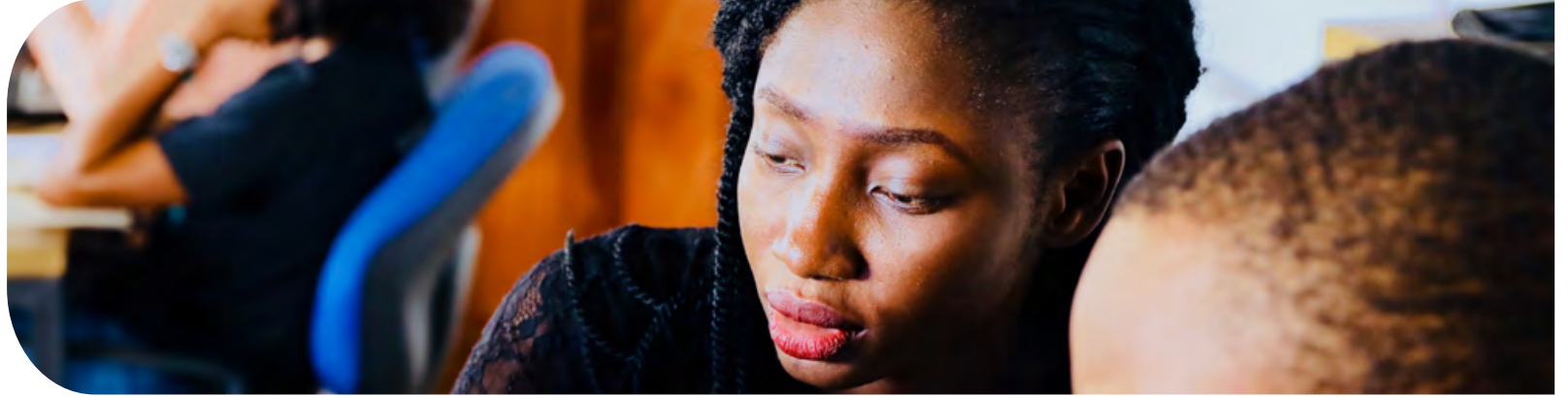
TIM recognizes its contribution to global GHG emissions impacts, and has established a public commitment to become carbon neutral by 2030, in line with the UN's SDG 13.

The company is also aware of the risks its operations and businesses are exposed to due to climate change (further information about risks and opportunities due to climate change on page 37).

A number of stages of the company's activities, such as equipment operation, product transportation and employee travel involve energy and fuel consumption and consequently the direct or indirect emission of greenhouse gases.



08 PEOPLE MANAGEMENT



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Material topic: employee management



For TIM, the employees represent the company and drive its performance with their knowledge, skills and mindsets. As part of TIM strategy to be recognized as an innovative company, it has the goal of attracting and retaining diverse talents, as well as motivating employees.

The TIM Brasil team comprises 10,167 employees, human and intellectual capital that is a differential for the business. The results of the 2019 Organizational Climate Survey regarding employee engagement were satisfactory. The favorability rate rose by 6 points, reaching a record of 81%. Adhesion

was also a differential: 96% of the employees participated, a percentage point increase over the previous survey.

The results demonstrate the effectiveness of the company's people management processes and Human Resources guidelines. These are aimed at developing and training employees, attracting and retaining talent, and employing human capital as a strategic resource for running the business, focused on innovation, competitiveness, market presence and future success.

The people management processes incorporate initiatives to value employees, such as the Internal Opportunity Program – which drives career development by enabling employees to participate in internal selection processes. People management also encompasses policies to support employees about to retire.



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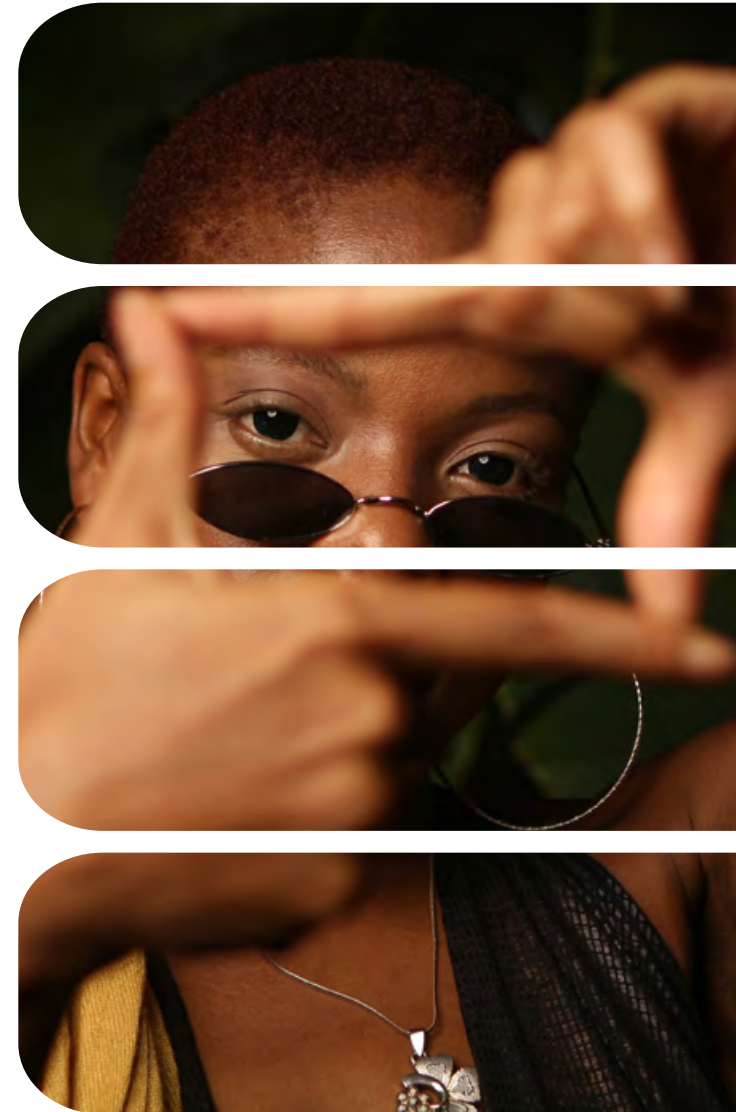
Diversity

TIM believes that diversity and inclusion are essential for valuing and engaging people and for driving the innovation process. This is why management policies provide incentives for the construction of a diverse team, respect, inclusion and valuing differences. Diversity is guided by the TIM Code of Ethics and Conduct, Social Responsibility Policy and Human Rights Policy.

To promote an even more inclusive culture, in 2019 the company created its People Caring & Inclusion Management area, whose mission is to build and manage policies, internal programs and external partnerships, as well as to engage employees in discussions by means of affinity groups.

The diversity and inclusion plan, presented to and approved by the TIM Board in 2019 provides for the creation of a diversity committee, affinity groups, measures focused on gender, LGBTI+, race, generations and the disabled, as well as ongoing training measures and communication. Some specific training programs for the Human Resources area and teams that work with internal and external communication were undertaken in 2019, such as the Diversity and Culture Management Workshop and training in Inclusive Communication. Other initiatives for the full implementation of the plan will be undertaken during the course of 2020.

In 2019, the company received eight reports about cases of discrimination in its whistleblower channel. Three were considered substantiated and resulted in a warning, the provision of feedback and even changes in processes in order to include disabled persons.



09 TIM SUPPLY CHAIN



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Material topic: strategic and responsible supplier management

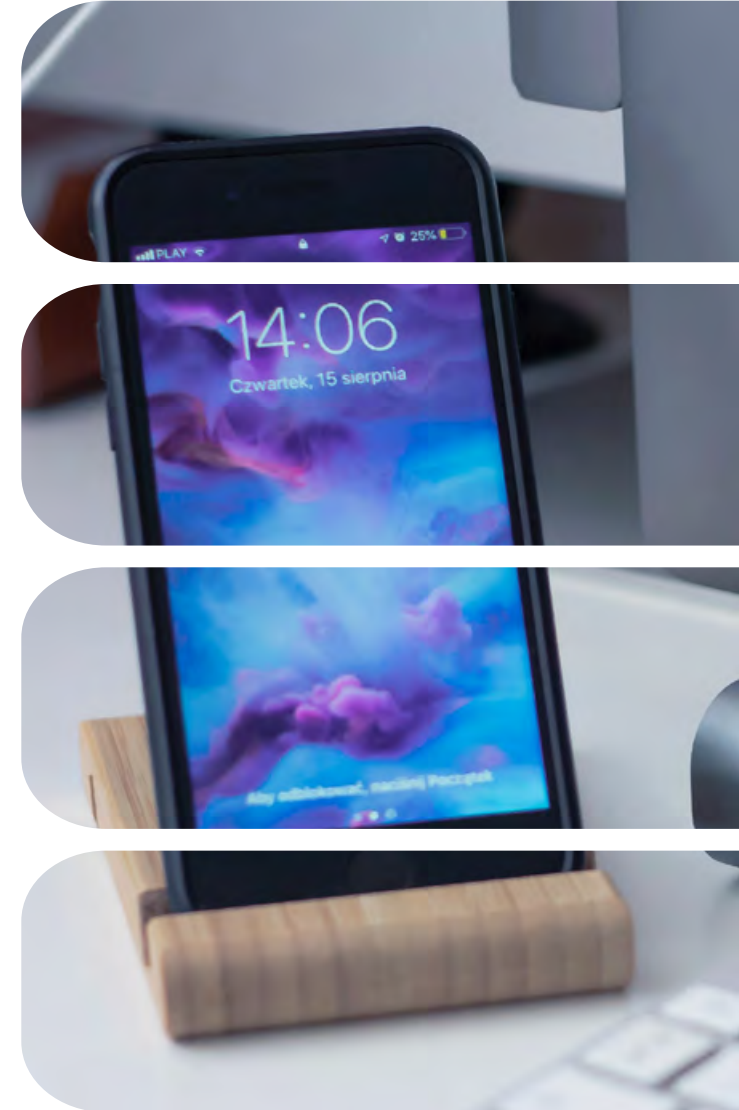


It is TIM's understanding that strategic and responsible management of the suppliers in its chain is key to ensuring the offer of quality services to customers. This is essential in guaranteeing continuity in the supply of products and services offered by business partners, preventing the risk of shortages and ensuring the joint creation of innovation and differentials in products and services.

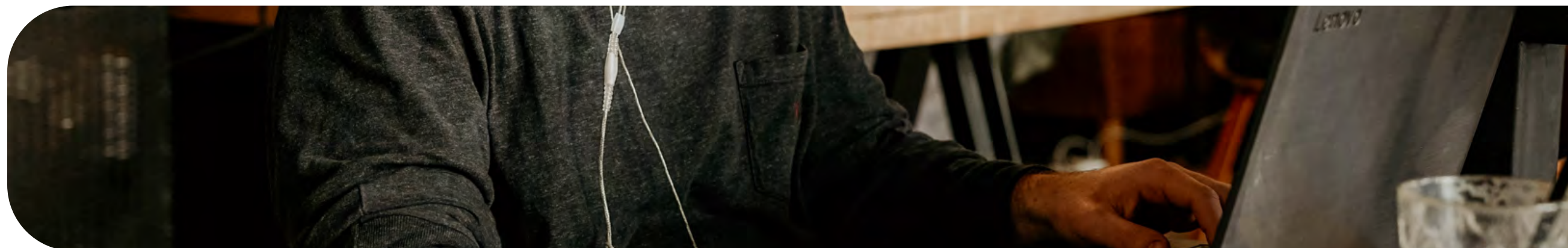
In parallel, it is important to ensure the creation of positive value in the TIM chain, engaging suppliers in good social and environmental management practices, in addition to good business practices.

The TIM supply chain comprises suppliers of network equipment and infrastructure, telecommunications products – such as cellular telephones and modems –, as well as technology services, electricity and service providers, such as consultancies, auditors and communication agencies.

In the qualification process, TIM suppliers must respond to a due diligence questionnaire aimed at identifying possible risks for the company's reputation, which encompasses diverse questions such as conflicts of interest, relations with public authorities, among other ethics-related factors. In 2019, 93% of the company's suppliers responded to the questionnaire, exceeding the company's target for the year of engaging 85% of its business partners in the process. For 2020, the target was maintained at 85%.



10 DIGITAL INCLUSION



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Material topic: transformation and digital inclusion

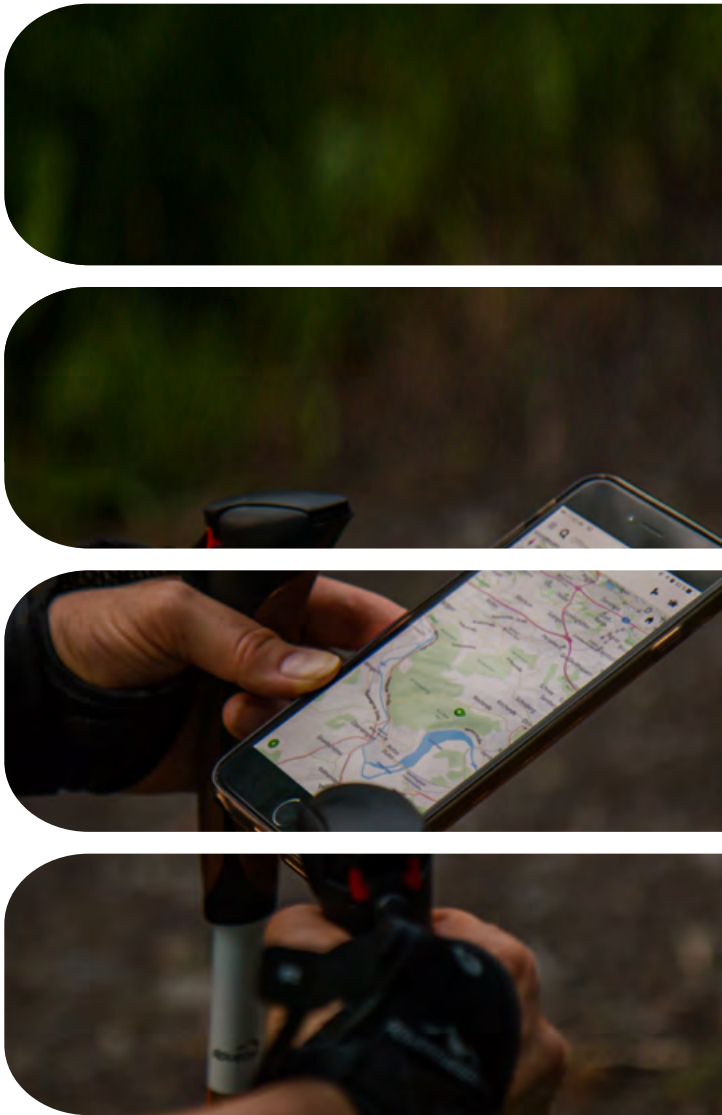


The TIM telecommunications services generate positive impacts beyond the business. In addition to ensuring Brazilian people's rights to communication and freedom of expression, the company's mobile telephony, 4G network, and fixed broadband internet services constitute an education platform that enables access to information. They also contribute towards income generation as important working tools for small businesses, promoting social inclusion.

This transformation also drives digital inclusion based on telephone and data traffic services in regions with no access to these resources, such as isolated communities, rural and low-income areas. In this manner, TIM enables people to access the internet, information and communication networks.

TIM's business model and social investments are aimed at promoting digital inclusion and education, with the products and technologies it makes available opening up access to communication media.

TIM also contributes to the development of public telecommunications policies, participating in discussions and maintaining close relations with government organizations by means of involvement in public consultations and legislative processes to accompany the implementation of new laws and regulations on the use of new technologies, such as mobile internet, in Brazil. In 2019, TIM contributed to more than 30 public consultations and accompanied around 5,000 bills of law in the federal sphere and another 3,500 in the regional spheres. Consequently, these activities also help to drive digital inclusion.



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Instituto TIM

Instituto TIM actions have been undertaken in over 500 cities since its creation, benefiting around 700,000 people.

Part of TIM's social investment is conducted through the Instituto TIM, in addition to other initiatives organized by the company itself.

Founded in 2013, the institute has organized actions in around 500 cities in the 26 states and the Distrito Federal, benefiting more than 4,000 public schools, 16,000 teachers and 500,000 students.

The organization's vision is that technological innovations should be at the service of human development, providing a platform to access education, a right of all children and young people. The Instituto TIM wants to use new

information technologies to promote the production of knowledge in the areas of Science and Mathematics. To achieve this goal, the organization invests in four fronts: 103-2

Teaching

The institute develops and opens up educational approaches and resources that contribute towards teaching Science and Mathematics.

Applications

It invests in technological solutions that contribute towards human development.

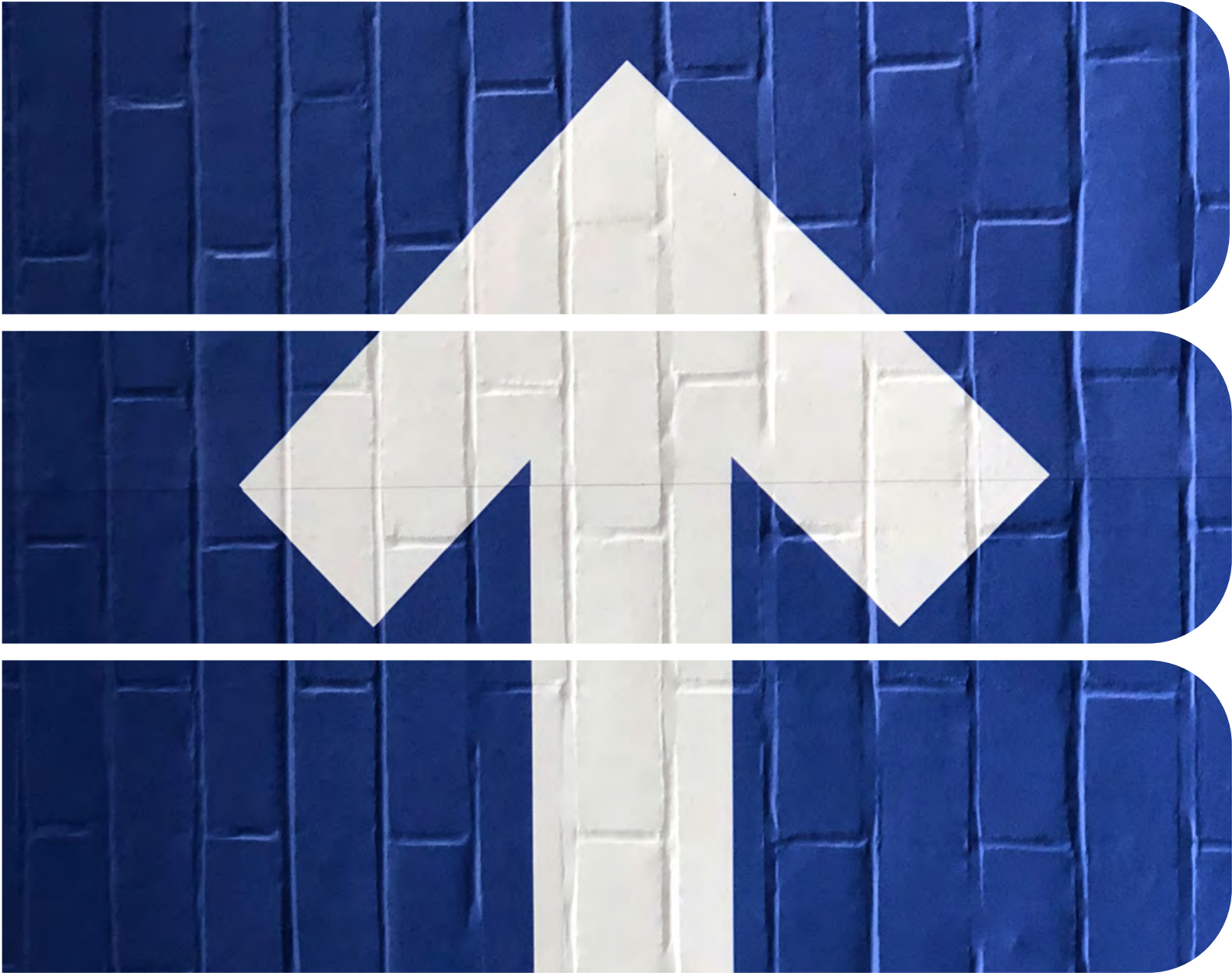
Work

It creates and disseminates teaching strategies that promote the productive technological inclusion of young people.

Inclusion

The institute promotes civic awareness and the diffusion of knowledge.

Further information about the
Instituto TIM at:
<https://institutotim.org.br>



ATTACHMENT 1

ESG AMBITIONS TABLE

In its sustainability reports TIM has been publishing annual targets related to training, waste management and water consumption, supplier assessment, among others, which has helped drive continuous improvement in these areas.

Now, for the first time ever, in its 2020-2022 Strategic Plan TIM has assumed long-term commitments in a joint effort with the TIM Italia Group. This demonstrates that doing business is increasingly geared towards the responsible management of aspects that go beyond financial considerations and generate positive, lasting value for society.

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ESG	Ambitions	Targets	Deadline
E	<ul style="list-style-type: none">Increasing efficiency and taking advantage of reduced costs with green energyDeveloping infrastructure and data center to offer our customers more with lower impact from the operations	Eco-efficiency in traffic transmitted: +75% Indirect emissions: -70%	2025
		Carbon neutral	2030
S	<ul style="list-style-type: none">Improving value placed on internal work force and managing talentAccess to the Brazilian best company ranking based on diversityPromoting digital capabilities and an ESG culture among employeesDeveloping digital education to meet the demand for connectivity	Employee engagement > MQ3 Employees trained in ESG culture > 95% Development of digital capacity: 1,000 people	2022
G	<ul style="list-style-type: none">TIM recognized as a company with the highest level of commitment to sustainability and corporate governanceReinforcing and disseminating ESG principles at high risk suppliersAdopting best practices in compliance, information security and protection of privacy ("LGPD")	Novo Mercado and ISE: maintain ISO 27001 and ISO 37001: obtain	2022

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Coordination TIM Participações S.A.

Regulatory, Institutional and Press Relations
– Environmental, Social & Governance – Corpo-
rate Social Responsibility area

**GRI consulting, integrated editorial project
and project management**

Report Group – rpt.sustentabilidade

Editing and copy

Andressa Malcher MTb 0073194 SP

GRI Consulting

Karina Simão

Project and relationship management

Ana Souza

Graphic design

Diego Ribeiro

Layout

rpt.sustentabilidade

Photography

Banco de imagens

