



Sustainability

at TIM



Selected photo by a TIM colleague from an internal communications contest

March 2026

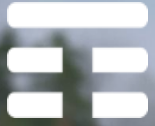
Our **sustainability strategy** is a catalyst for change

We integrate **sustainability and business** into a single vision: greater efficiency, lower risk, higher quality, less waste.

Every initiative we undertake must create economic, environmental, or social value.

We design digital solutions to support **Italy's development** and its environmental transition.

Through our commitment to **gender equality**, we promote an inclusive, merit-based social model.



We play our part for the **environment** with targeted initiatives

Photo from a tree-planting event organized by TIM and Foresta Italia



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To *reduce Scope 1 emissions*

Energy efficiency

We optimize consumption through targeted upgrades to civil and industrial infrastructure

We share **network infrastructure and equipment** with Vivo in Brazil. In Italy, we share passive infrastructure with Fastweb and Vodafone and have established an agreement for active infrastructure.

We constantly monitor the energy performance of our **Data Centers** and operate seven cogeneration plants.

We optimize the energy performance of our **stores** through monitoring systems, smart building technologies, and energy-efficient lighting.

Low-emission mobility

We are lowering the environmental footprint of our movements

We offer **smart working** to all TIM employees whose activities allow it.

We are upgrading our **company fleets** by gradually introducing hybrid and fully electric models.

We provide **company shuttles** and **car-sharing** apps for commuting between home and work.

ISO 14064 certification

In Italy, our greenhouse gas emissions data are verified by an independent third-party organization, ensuring their reliability and traceability.

Renewable energy

We have eliminated **Scope 2** emissions by purchasing electricity from **100% certified renewable sources**

in
Brasil

since 2021

in
Italy

in 2025

Self-generation of renewable energy

In Brazil, we have developed a distributed generation network based on company-owned plants to produce solar, hydroelectric, and biomass energy.

This allows us to supplement the energy supply for our offices, mobile network, and Data Centers.



To lower **value chain emissions** (Scope 3) we select suppliers by also applying **ESG requirements**

Compliance with the Code of Ethics and Conduct

All our suppliers must comply with **commitments across various areas**, including child labor, equal treatment, freedom of association, and anti-corruption measures.

ESG screening for entry into the Register

Potentially high-risk suppliers due to their geographic origin or specific area of activity undergo an **ESG assessment** prior to joining the Register.

Sustainability requirements during the tender process

Our supplier selection tenders apply **30 ESG evaluation parameters**, with a weight of up to 10% of the overall score.

Open-es platform

Through our participation in the Open-es alliance, we provide our suppliers **with tools to analyze and improve** their sustainability performance.

ESG Audits through the JAC Alliance

We participate in the Joint Audit Cooperation to carry out **joint audits at suppliers' production sites** to verify compliance with sustainability standards.



We plan for the **efficient use of resources** and minimize waste through **circular economy** practices

We are progressively shifting more traffic to **5G**, achieving significant improvements in **energy efficiency**.

We have implemented processes to extend the useful life of assets and reduce waste through **reuse and recycling of materials**.

We select, refurbish, and resell **hardware** resulting from network upgrades and modernization. We recover and refurbish **smartphones** and **modems** returned by customers, as well as **PCs, monitors, and phones** previously assigned to employees, giving them a new life within the company whenever possible. Functional devices that cannot be reused internally are donated to qualified non-profit organizations.

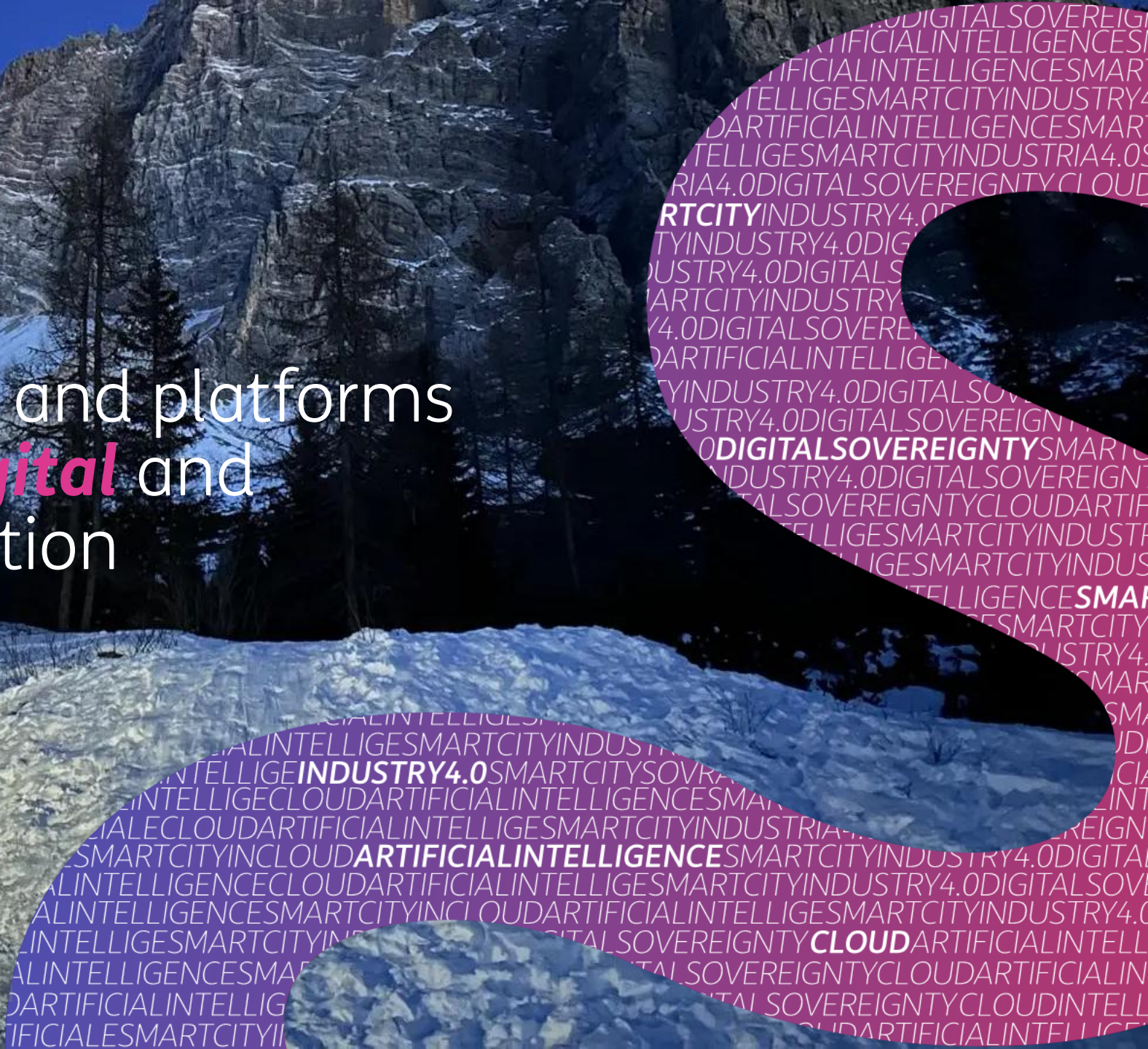
We have **reduced paper waste** by digitizing corporate activities, customer communications, and contract signing at our 4,000 points of sale.

In 2025, the waste generated by the Group decreased by **25%** compared to the previous year, and approximately **97% was sent for recovery**.



Through our services and platforms
we support Italy's **digital** and
environmental transition

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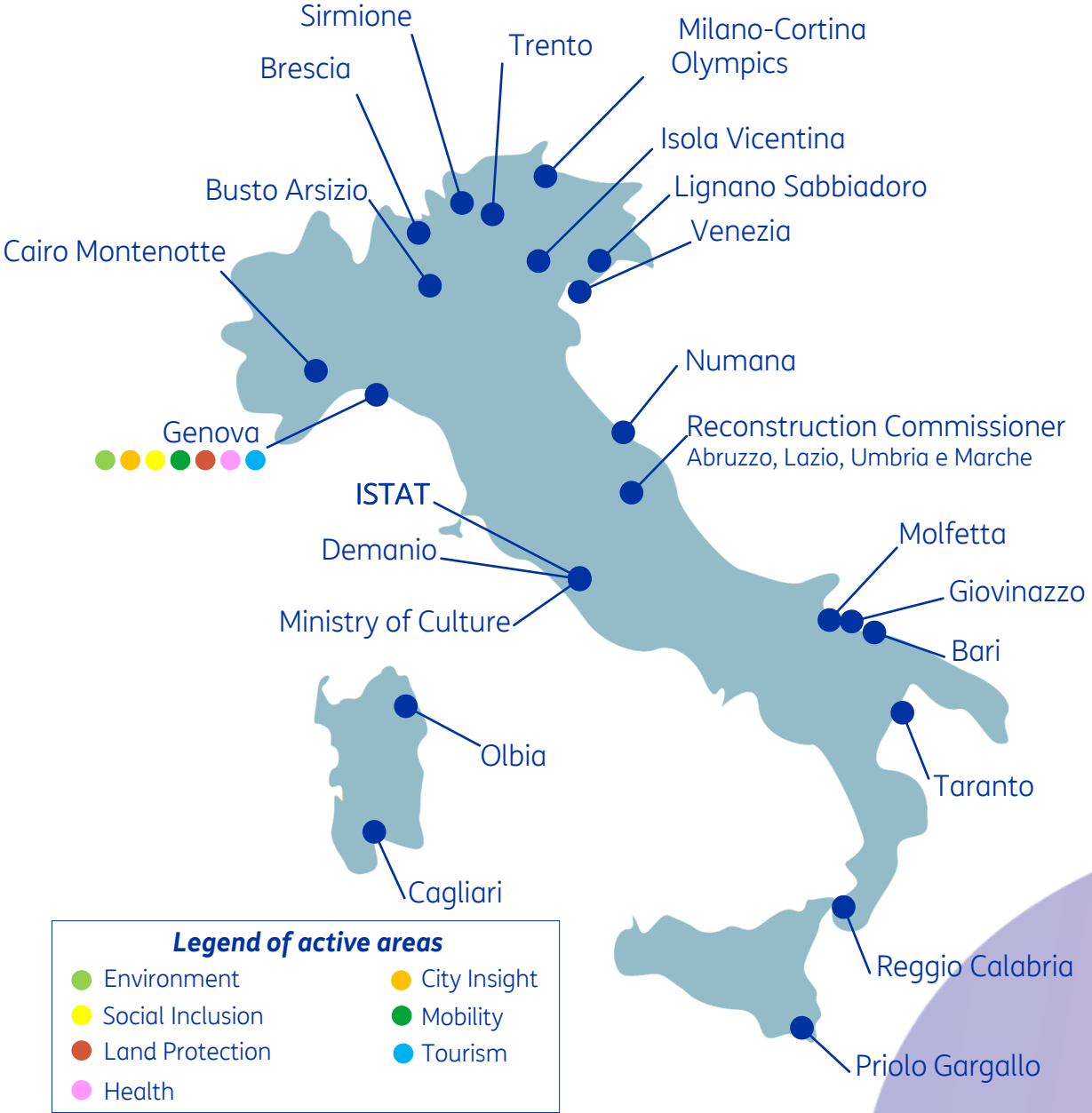
Smart Land: a key tool for territorial governance

Through more than 20 projects, we are digitalizing Italy's territories and infrastructure with solutions that integrate the **Internet of Things and Artificial Intelligence**, generating environmental and social benefits.

At the core are **our monitoring and forecasting services**, which simplify and enhance the efficiency of city management—for example, in mobility, safety, tourist flow management, and the protection of natural heritage. Additionally, with **infrastructural digital twins**, we support the management of complex infrastructures such as industrial plants, bridges, dams, pipelines, power lines, and even entire cities.

Genoa: improving mobility with Movyon

A smart system collects data from the city through IoT sensors, access gates, and cameras, analyzes it with the help of AI, and integrates it into a single platform. This enables understanding and simulation of complex phenomena, improving mobility, reducing traffic and pollution, promoting public transport and electric mobility, and ensuring more equitable access to urban services.



Data Centers: a strategic *business asset*, a *sustainability challenge*

With 16 Data Centers across the country and a new AI-ready site planned, we provide the most widespread infrastructure in Italy.

The environmental impact of our Data Centers is a key factor in our environmental transition. The spread of digital technologies, particularly generative AI, significantly increases the volume of data to manage and the energy required by IT infrastructures, and consequently greenhouse gas emissions. For this reason, we are adopting an approach that combines **energy efficiency, the purchase of 100% green electricity, and the raising of environmental standards.**

Thanks to this approach, **11 of our Data Centers have already obtained certification** under the European Code of Conduct for Data Center Energy Efficiency.

We also use systems for **rainwater recovery and reuse** to cool our infrastructures. Thanks to these and other initiatives, we have reduced water consumption, achieving some of the most efficient levels in the sector at 9 sites.



Photo of the district heating system at the Rozzano Data Center

Rozzano: an example of technological innovation and circular economy

The heat generated by our Data Center in Rozzano is recovered and redirected to heat over **5,000 homes**, reducing gas consumption.

The area is expected to benefit from an estimated reduction of **3,500 tons of CO₂ per year**, equivalent to the amount absorbed by approximately 17,500 trees.



With our **people** we boldly
drive the transformation of
the telco industry

Selected photo by a TIM colleague from an internal communications contest



Our **people** lead the **next chapter** in TIM's story

in
Italy

17.765

in
Brasil

9.123

people

In Italy, we are investing in **new talent** to maintain high performance and support the development of our offerings.

In Brazil, we are enhancing **digital skills** through a training plan that will cover 90% of our people by 2027.

Our **corporate welfare** includes initiatives for employee health and well-being, economic empowerment, and family support.

Our **inclusion** policies embrace all aspects of diversity: sexual orientation, physical ability, ethnicity, and religious beliefs.

Gender equality

Within our Group, female and male representation is already balanced (50/50), but we are working to close **role and pay gaps**.

To achieve this, we are transforming selection, development, and career paths. Every year, we hire at least **50% highly skilled female talent**, and we have set a goal to reach **35% women in managerial positions** by 2027.

UNI/PdR 125

Since 2024, we have been certified for gender equality. Every year, an external body verifies the quality and scope of our activities in this area.

Women in CdA

Female representation on the Group's Boards of Directors reaches 43%, covering both listed companies, which are subject to regulatory requirements, and the wider corporate perimeter.



AI
voices

T | DOUBT AND DEBATE

#RompilaBolla

Artificial Intelligence: a transformative lever to manage

We use AI to improve operational efficiency, service quality, and execution speed, and to create new opportunities across all areas of the company: **from network management to process automation, and from marketing to customer relations**. We also apply it to reduce **energy consumption** and strengthen **fraud** prevention.

To ensure that all our people can embrace this transformation, we invest in **internal training**, with programs ranging from basic AI literacy to specialization in technologies, languages, and prompting techniques, alongside managerial skills to guide adoption in processes.

In 2025, AI training involved **over 11,000** colleagues through online courses, webinars, and in-person sessions.

For a conscious AI culture: TIM AI Voices and #RompilaBolla

We encourage in-depth analysis and dialogue on Artificial Intelligence and digital topics through initiatives open to all. One example is the **TIM AI Voices podcast**, available on Spotify, which presents real-world AI use cases and explores their opportunities and implications. Through **#RompilaBolla**, we specifically target younger generations, promoting critical thinking and digital awareness through short videos and meetings with high school students.

il Giornale
Fondazione Tim: selezionati progetti vincitori dei bandi per ricerca, inclusione e salute
 Università, ospedali e centri anti violenza si aggiudicano 1,5 milioni di euro a Milano, Siena e Roma
 Luca Romano | 16 gennaio 2025 - 10:03

Responsibility
Dal'IA all'inclusione: i tre grandi progetti finanziati da Fondazione Tim
 La fondazione sostiene iniziative per contrastare l'abbandono universitario, supportare le donne vittime di violenza e fare passi avanti nella medicina di precisione.

Ricerca scientifica, inclusione sociale e salute: Fondazione TIM stanziò 1,5 milioni euro

Tecnologia
TIM, infrastrutture più smart e sicure grazie all'integrazione di AI e IOT
 27 novembre 2025

Fondazione Tim, investimento di €6 mln per l'apertura della Piazza Augusto Imperatore e della musealizzazione del Mausoleo di Augusto

Inclusione e autonomia, bando di Fondazione TIM per sostenere le donne vittime di violenza
 6 GIUGNO 2025

Figari: "Risposta oltre le aspettative"
 "La risposta entusiasta ai bandi, andata ben oltre le aspettative, conferma come Fondazione TIM offra un'opportunità concreta a enti del Terzo Settore e al mondo accademico per affrontare sfide cruciali", ha dichiarato **Alberta Figari**, presidente di TIM e di Fondazione TIM. "Dalle università più accessibili, al sostegno alle donne vittime di violenza, fino alla ricerca medico-scientifica avanzata". Figari ha inoltre

Tecnologia, inclusione, ricerca: Fondazione Tim lancia tre bandi da 1,5 milioni
TIM Bandi 2025
 16 Mag 2025

FONDAZIONE TIM: A MILANO, SIENA E ROMA I 6 ENTI VINCITORI DEI BANDI
 11 Gennaio 2025 11:28 by Tenney/Onise

Floriani: "Accompagneremo i progetti per due anni"
 Per Giorgia Floriani, direttrice generale di Fondazione TIM, la sfida ora è duplice: "Accompagnare per due anni lo sviluppo di progetti che toccano ambiti estremamente delicati e, al tempo stesso, essere al fianco - per la prima volta - di istituti che dedicano le loro risorse all'ambito della salute, un aspetto fondamentale per la vita di ciascuno".

Cosa farà la Fondazione Tim per la ricerca scientifica
 La Fondazione Tim ha stanziato 1,5 milioni di euro per tre bandi di sostegno a progetti innovativi nei campi della ricerca scientifica, dell'inclusione sociale e della salute. Tutti i dettagli.
 16 Maggio 2025 07:44

Ricerca, università e welfare: Fondazione TIM finanzia 6 progetti innovativi. Ecco quali
 Università, ospedali e centri anti violenza si aggiudicano 1,5 milioni di euro a Milano, Siena e Roma

Italia
TIM, lo sviluppo per l'industria manifatturiera passa dal 5G
 26 marzo 2025

We support **social impact projects** through contributions to the **Third Sector**

Through **Fondazione TIM** in Italy and **Instituto TIM** in Brazil, we select and fund projects every year across various areas of societal interest, such as health, research, and the inclusion of vulnerable groups.

in
Italy

1,5 million euros

in
Brasil

1 million reais

in 2025

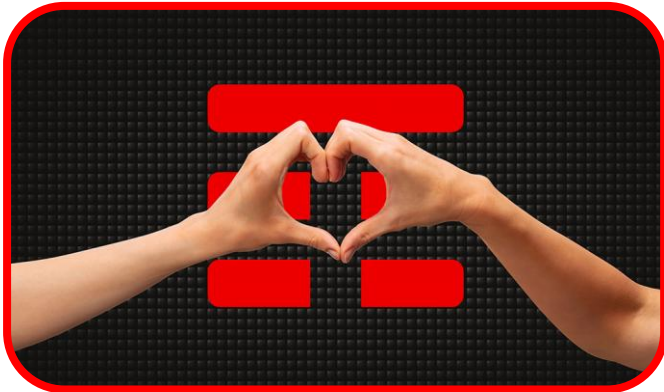


Our values are at the core of TIM's **governance** system

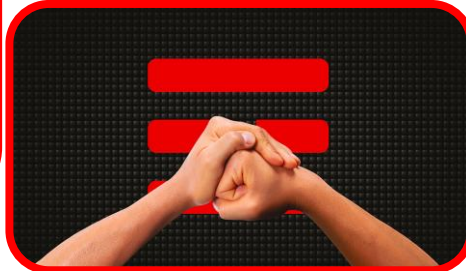


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PASSION



COURAGE*



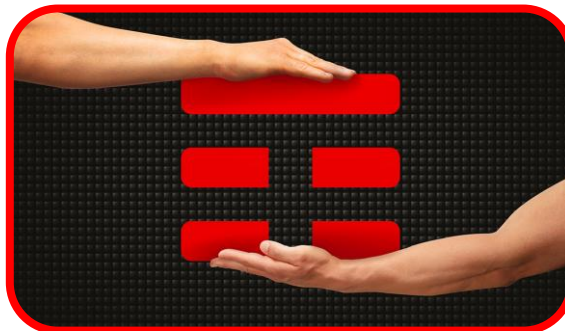
TRUST



INCLUSION



INTEGRITY



*TIM Brasil's values are courage, freedom, and respect..

Our values are reflected in a governance system that integrates **business** and **sustainability**

We systematically engage **all our stakeholders** to identify material topics for the Group and define our ESG objectives.

We integrate technological innovation and sustainability through Group companies that have adopted the status of **benefit corporation**, including common benefit purposes in their corporate mission.

We support the achievement of sustainability targets with **managerial incentive** mechanisms and a set of procedures, controls, and management systems that ensure alignment between industrial strategy and social and environmental responsibility.

Group Benefit Corporations

Noovle, specialized in Cloud and Edge computing solutions, has been a benefit corporation since 2021 and operates Data Centers certified according to international security and energy efficiency standards.

Olivetti, focused on IoT and Big Data solutions, obtained benefit corporation status in 2023 and promotes sustainable digitalization.

Mindicity, acquired by Olivetti in 2022, contributes to the development of solutions for local governments in the smart city sector.



ESG indexes and ratings reflect the value of our sustainability efforts

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Since 2003 TIM has featured in the **sustainability indexes** of leading international agencies

Our top rankings in 2025

Italy

We were included in the **S&P Global Sustainability Yearbook 2026**, placing in the top 10% of telecom companies worldwide.

With a score of **88/100**, we are the only Italian telco in the ranking, ranking 1st in Europe and 7th globally.

Brasil

We achieved a score of **90/100** on the **ISE B3** Index, where we have been listed for 17 years, ranking 1st in the May–August 2025 edition.

For the third consecutive year, we are included in **the CDP Climate** A List. In the **FTSE Russell D&I** Index, we are the top global telco and the leader in Latin America (since 2021) and have ranked among the world's top five companies since 2023.