



ELECTRICAL AND ELECTRONIC WASTE MANAGEMENT (RAEE)

Insight

TIM Group

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1. END OF LIFE OF E-WASTE

For TIM, taking care of the end-of-life of its devices with commitment –a crucial aspect of the circular economy– allows us to avoid the dispersion into the environment of potentially harmful substances contained in WEEE, maximize the recovery of valuable materials and promote a more efficient use of resources. This approach helps strengthen the Group's position in the sustainability sector, through initiatives for the recovery, reuse, regeneration and recycling of end-of-life devices.

In this regard, the TIM Group monitors waste from electrical and electronic equipment and promotes takeback programs aimed at the reuse and recycling of devices:

- recovery, reuse, and donation programs for business equipment (PCs, laptops, monitors, and business smartphones). In 2025, over 14,000 IT equipment items were collected, of which 52% were recovered and the remaining 48% were sent for proper disposal. Of the approximately 7,500 items recovered, over 50% were reused internally or redeemed by employees, while the remaining portion was made available for further reuse. In parallel, TIM has promoted the donation of devices that work but are not reusable internally: in 2025, approximately 1,500 devices, including laptops and monitors, were donated, with over 200 additional units available for future donations. The total OpEx relating to recovery and donation activities amounted to 78.6 thousand euros;
- trade-in initiatives aimed at extending the useful life of devices and recovering raw materials. In Italy, through the service “TIM Rivaluta Smartphone” aimed at Consumer customers, customers can return their used device by obtaining a discount on the purchase of a new smartphone. The collected devices are either regenerated or initiated for proper treatment and recovery. In 2025, 21,787 smartphones were collected, an increase of nearly 300% compared to 2024; approximately 80% of the devices were regenerated, preventing the production of approximately 45 tons of electronic waste;



- replacement of faulty products with remanufactured devices. In after-sales service processes, TIM favors the use of remanufactured devices to extend their life cycle and reduce the production of electronic waste. In 2025, as part of the service “All Risk Assistance” dedicated to Business customers, approximately 12,000 refurbished smartphones were provided, equal to 75% of the replacements made. For Consumer customers, over 13,000 modem replacements were made with remanufactured devices, accounting for 19% of the total replacements. Furthermore, as part of the collaboration with the Turin Prison for modem regeneration, approximately 38,000 devices were regenerated in 2025, of which 13,500 were intended for new use. OpExes associated with these activities amounted to 2.619 million euros;
- promotion of e-SIMs and reduction of the use of materials. TIM continues to incentivize the adoption of e-SIMs as an alternative to physical SIMs, with the aim of reducing material usage and waste generation. The analyses carried out highlight a 98% reduction in unit emissions compared to traditional SIMs. At the end of 2025, approximately 175,000 Consumer lines with e-SIM were active.

The information disclosed through the commercial site on take-back programs should be interpreted as awareness-raising initiatives aimed at customers on the correct delivery, recovery and recycling of WEEE.

The partners selected by TIM for WEEE recovery, treatment and disposal activities are an integral part of the Group's circular economy strategy. For this reason, TIM verifies that these entities operate in compliance with current regulations and adopt internationally recognized e-waste management and recycling standards.



2. END-OF-LIFE INDICATORS OF THE E-WASTE CYCLE

	UNIT	FY 21	FY 22	FY 23	FY 24	FY 25
Total weight of WEEE collected through withdrawal programs	Tons	4,3	2,7	3,8	6	4,4
Percentage of withdrawn WEEE reused / resold / recycled	Percentage	82,60%	81,20%	82,80%	81,80%	80%
Percentage of withdrawn WEEE disposed of/disposed of in landfill	Percentage	17,40%	18,80%	17,20%	18,20%	20%

It is specified that the data in this table refer only to the number of smartphones collected through the collection programs (TIM Next and Trade in services). The weight of these smartphones was obtained by multiplying the number of returned smartphones by the estimated average smartphone weight of 200g.

3. SUSTAINABLE PRODUCTS AND SERVICES PROGRAMME

The TIM Group integrates the principles of environmental sustainability and circular economy along the life cycle of its products and services, from the development and marketing phase to end-of-life use, care and management. As part of the approach adopted, the Group promotes solutions developed according to eco-design criteria, oriented towards reducing environmental impacts through, among others, the use of lower-impact materials, energy efficiency during use, durability and reparability of products, as well as their reuse, regeneration and recycling. This approach takes the form, for example, of the development of modems designed according to environmental criteria, the spread of SIM cards with a lower environmental impact and



e-SIMs, the offering of refurbished smartphones and trade-in and return programs, such as TIM Rivaluta Smartphone and TIM Next, as well as the use of refurbished devices as part of assistance processes.

To identify and qualify products with reduced environmental impact, TIM adopts criteria referring to the different phases of their life cycle and, where applicable, uses measurement and certification tools such as the Environmental Product Declaration (EPD), based on the Life Cycle Assessment (LCA) methodology. These tools allow us to quantify the environmental impacts associated with the product, including the carbon footprint, and to make the related environmental performance more comparable. In 2025, TIM distributed over a million modems, 70% of which were equipped with EPDs; for TIM Hub Pro and TIM Hub+ XDSL, EPDs are validated by an independent third party, and the average declared recyclable content for the two products is 60.4%.

The application of environmental criteria can also be found in the other products belonging to the TIM range with lower environmental impact. The SIM belonging to this range, for example, uses at least 60% recycled plastic and allows for a 50% reduction in the plastic associated with the card format, also providing documentation on FSC-certified paper and eco-friendly packaging. Similarly, energy efficiency requirements and specific eco-design criteria are provided for the TIM HUB+ modem, including reducing plastic usage, recyclability of materials, and simplifying disassembly operations. For the purposes of internal classification of sustainable products and services, TIM also applies a formalised set of quantitative criteria for inclusion in the lower environmental impact TIM range, which considers, among other aspects, minimum recycled content thresholds, benefits in terms of emission and consumption reduction, recyclability of materials, presence of EPDs and, where applicable, alignment to the EU Taxonomy. The classification system and/or related environmental characteristics shall, where provided, undergo external verification or assurance processes.

The integration of sustainability principles into the supply portfolio is also accompanied by the development of in-house expertise. The functions involved in the development,



innovation, purchasing, engineering and life cycle management of products and services participate in training and refresher initiatives on sustainable design principles, which include issues such as eco-design and design for environment, LCA and EPD, energy efficiency, material selection, durability, repairability, disassembly, circular design and environmental requirements applicable to products.