Materiality Metrics for External Stakeholders-2022

Below are indicate the two material issues that illustrate the most significant social or environmental impact on external stakeholder groups.

	Impact 1	Impact 2
Material Issue for External Stakeholders	**Privacy and cybersecurity**	**Climate change**
External impact category	**Cyber Security**	**Air Emissions**
Cause of impact and coverage with respect to business activities	• **Operations** • **Products/services** (coverage: >50%)	• **Operations** • **Products/services** • **Supply chain** (coverage: >50%)
Stakeholders externally impacted	• **Society** • **Consumers/ end-users** • **External employees**	• **Environment** • **Society** • **Consumers/ end-users** • **External employees**
Type of impact	**Negative**	**Negative**
Output Metric	**% reduction in cybersecurity incidents**	**% of CO2 tons emissions reduced**
Impact Valuation	**Increase in customer trust and confidence**	**Deterioration of air quality**
Impact Metric	**Increase in customer satisfaction index (%)**	**% increase in carbon credits used to offset non-compressible emissions**
Impact metric description	TIM conducts its own impact assessment on society, consumers, and external employees in terms of virtuous activities implemented to reduce cybersecurity incidents. The impact is tracked in terms of improving the TIM Group's reputation with its customers	TIM conducts its own assessment of the impact on the environment and society (including customers and external employees) of the activities implemented in order to reduce the percentage of tons of CO2 and achieve the decarbonization goals of its Business Plan. The impact is tracked in terms of non-deterioration of air quality and quantitatively assessed in terms of the increase in carbon credits to be used compared to the tons of CO2 that cannot be compressed