



**INSIGHTS INTO
EMPLOYEE SUPPORT PROGRAMMES**

July 2024

SMART WORKING

Our working model integrates productivity, well-being and sustainability.

In Italy, we experimented with Smart Working¹ with 9,000 employees for the first time in 2016, a year before the law regulating its operation came into force. By 2018, there were already 13,000 workers, and 21,000 by 2019. During the pandemic emergency, more than 30,000 employees were able to work remotely.

Smart Working in 2023

We continue to implement Smart Working to improve the work-life balance of our employees. The new agreement, in force from February 2023 to 15 September 2024, increased Smart Working days from 2 to 3, and closure of the offices on Fridays.

Adhesion is voluntary, based on specific personal situations.

In 2023, the adhesion rate was 96% of those eligible.

Adherence to Smart Working has been especially relevant in large cities such as Rome (8,770 employees) and Milan (2,620 employees), with a **60% reduction in commutes**.

Our model guarantees the **right to disconnection** and provides **flexible hours** from **8 a.m. to 8 p.m.** with two hours of co-presence in the morning and two in the afternoon.

Office workspaces were reorganized to include on-demand **desk-sharing**, 'relaxation' areas and shared meeting rooms.

- **About 27,300 employees involved**
- **90 days per capita of Smart Working thanks to our organisational model**
- **42,400 tCO₂eq total avoided emissions², corresponding to 5,900 tours of the Earth by car or over 82,700 trees absorbing CO₂ for 30 years of life**

In addition to the protections already envisaged by previous trade union agreements (e.g. pregnant women, new mothers and fathers, return to work after an illness lasting more than 30 days, colleagues undergoing chemo-, immuno- and radio-therapy treatments), the agreement introduces new and additional protections for those who assist family members with severe disabilities and for employees in poverty conditions.

In addition, for employees under-35, for staff belonging to specific structures and/or with technical-organisational needs, or for the experimentation of new activities, the work performance may be more flexible.

¹ Smart Working refers to the working method adopted by the Group to ensure flexibility in the work performance (also in terms of working hours) and enable our employees to work from home.

² The following data were used for the calculation: number of employees, number of open days of the offices, number of Smart Working days, utility data (electricity, natural gas, diesel, water, cleaning services), employees home-work mobility (results of an internal survey). The calculation was performed by Rete Clima (Climate Network), a non-profit organisation specialising in the promotion of sustainability in organisations, using emission factors from the Ecoinvent 3.9 database.

Main flexibility instruments

Due to a result-oriented relationship of trust with the company, **'middle management' employees** enjoy a high degree of flexibility in the performance of their duties, by attesting their **presence at the workplace with a single daily time stamp**. Therefore, these workers can make their work performance flexible by combining organisational and personal needs, while working the contractually stipulated 36-hour week.

Flexibility measures for **Caring staff** include:

- **entry flexibility:** workers are granted the option to compensate for lateness on the same day, up to a maximum of 29 minutes per day, 170 minutes per month, for a total of 11 episodes
- **allowance:** workers may justify late entries through a monthly allowance of 35 minutes, for a maximum of 14 minutes per day
- **pregnant workers:** upon specific request, interested colleagues may be placed on a roster from 9 a.m. to 6.30 p.m
- **part-time mothers:** female colleagues who are mothers of pre-school-age children, at the end of the breastfeeding period, may request the transformation of the employment relationship from full-time to 75% part-time for a maximum period of one year, which may be extended by specific shifts.

With reference to **some specific organisational areas** identified with Trade Unions, there is also the possibility of activating **an individual time account** that allows overtime hours to be compensated, within pre-established limits, by reducing work performance in the following four months.

Furthermore, as a further instrument of flexibility, the Group also provides the option of switching to part-time working arrangements.

Workers also have different **types of leave**, depending on their job level and needs:

- **Solidarity time-off:** each employee may give up between 30 minutes to 15 hours and 16 minutes of their so-called 'holiday time off', and up to two days of holiday, free of charge and permanently to another colleague in need, who has no more leave days
- **Recuperative time-off for the month of December:** staff up to level 5S and those in working shift patterns who, on 30 November, have fully depleted their holidays and time-off, may take up to 8 hours in total (re-proportioned for part-time workers) to be recovered by 31 January of the following year
- **Recuperative time-off for various reasons:** staff up to level 5S and those in working shift patterns, regardless of their level, may take up to 24 hours per year (re-proportioned for part-time workers). There is no monthly limit and recovery must be made within the calendar quarter of the year (until 31 January for the last quarter of the year)
- **Time-off for mums and dads:** staff up to level 5S with children younger than 11 may take up to 150 hours per year (re-proportioned for part-time workers). Monthly use of up to 14 hours (re-proportioned for part time workers) and recovery within the calendar quarter concerned (until 31 January for the last quarter of the year). Parents who are both TIM employees may take time off together, provided that they do not cumulatively exceed the hours they are entitled to
- **Time-off for childbirth preparation courses:** granted to workers up to level 5S and available from the sixth month of pregnancy

- **Breastfeeding time-off:** in order to facilitate and guarantee mothers the possibility of breastfeeding their children, two hours a day of leave are provided (to be used consecutively or broken up for mothers until their child is one year old)
- **Student time-off:** five days of annual time-off (re-proportioned for part-time workers) are provided for employees enrolled at university, to be recovered by 31 December of the year of use.

Leaves of absence

As provided by specific Italian and Brazilian laws, Group employees all have the same right to take parental leave. In this regard, here is an in-depth look at the leave options available to the majority of the Group's population, i.e. employees in Italy.

Parental leave

Compulsory paternity leave

Generally speaking, with reference to the entire corporate population in Italy, the Group provides the option for working fathers to take mandatory paid parental paternity leave for the requesting family caregiver for a total of 20 working days (4 weeks, of which 2 weeks and 10 days beyond the minimum legal requirements provided for by Legislative Decree No. 105/2022 and the Budget Law 2021).

Parental leave

As established by law, the Group grants working fathers and working mothers the right to abstain from work for each child during their first twelve years of life. A parental leave may not exceed 10 months in total, unless the father takes a period of leave of at least three months, in which case the overall limit is 11 months. The leave is paid for a maximum total period of 9 months (36 weeks) between both parents.

Other forms of leave (beyond parental leave)

- **Marriage leave:** A non-probationary worker getting married will be granted a paid leave of 15 consecutive days, to be taken normally within 30 days of the marriage.
- **Leave for special events and causes:** Workers are entitled to a period of unpaid leave for serious family reasons and to take care of their household, as expressly indicated by law provisions, relating to their personal situation, their household and the persons referred to in Article 433 of the Civil Code, even if not cohabiting, as well as any handicapped persons, relatives or relatives-in-law within the third degree, even if not cohabiting. Such leave, which may be taken continuously or divided, may not exceed two years, calculated on the common calendar, over the whole of a person's working life.
- **Leave for women victims of gender-based violence:** Female workers included in protection programs related to gender-based violence may request, as provided for by Article 24, Legislative Decree No. 80/2015, a paid leave of up to three months, and transformation of the employment relationship from full-time to part-time.
- **Extraordinary leave:** Workers who have to care for a severely disabled person (cohabiting spouse/cohabiting civil partner/de facto cohabitant or relative within the third degree) are entitled to a period of compensated leave that may not exceed a total of two years during their working life: this limit is aggregated among all the persons entitled to it, for each disabled person. Therefore, those who have more than one family member may benefit from a leave of absence for each of them, although the leave may never exceed two years.

PEOPLE CARING

We create the conditions to increase the well-being of our people.

In 2023, we replicated all the major personal and household welfare initiatives we had already implemented in the past.

2023 welfare initiatives for households - Italy

TIM Studio (TIM Education)

70 children (children or grandchildren of employees) received study assistance to strengthen their school readiness. The project was carried out in cooperation with ALATEL, the Association of Group Pensioners and Workers.

TIM Infanzia (TIM Childhood)

We reimburse expenses incurred for childcare, nursery or **baby-sitting** services in order to support parenting and work-life balance for our workers. **About 1,200 applications were accepted.**

TIM Estate (TIM Summer)

We offer the children and grandchildren of employees between 6 and 18 years of age a 14-day summer holiday full of entertainment, sports, art, nature, and school guidance. In 2023, the initiative involved **2,637 children and young people with a choice of 20 stays in Italy, 4 stays abroad and 2 itinerant stays** on a sailing boat, for a total of 40 shifts. The guiding thread of each stay was inclusion-oriented, with targeted training and educational initiatives. Lastly, special attention is also provided to **46 participants with special needs who are supported throughout their stay by specialised operators.**

17 Study Abroad Scholarships

For the children of the most deserving employees, **we award 18 scholarships for study abroad in cooperation with Intercultura**, with different duration, based on the destination country. For scholarship recipients from low-income families, TIM also provides a monthly wallet for the duration of their stay abroad to help with expenses.

Subsidies

We provide financial support for employees or their households in particularly difficult economic situations. Support is provided in the case of: employee death, death of a family member (spouse or children), serious and extraordinary family reasons, serious illness of the employee or family members, natural disasters. During 2022, **20 financial aids** were distributed.

Elder Care

As of 2023, we have activated a campaign dedicated to employees who are caregivers, i.e. those who take care of frail family members, be they children, parents or close relatives; the campaign provides for the recognition of a wallet usable on a digital platform in the form of flexible benefits or in the form of reimbursements or voucher purchases.

2023 welfare initiatives for the individual - Italy

Prevention

We offer a completely free **preventive health programme**, within the framework of health programmes consistent with the most modern protocols, for all employees **aged 45 and over**, with access every two years. In the 2023 edition, 9,887 people were invited and 73% of them adhered to it.

In addition, digital information catalogues are available for all employees on the TIM Academy platform, offering insights into the **prevention of certain diseases and the correct lifestyles** to adopt.

TIM myHealth

It is a free healthcare policy for all our employees, providing comprehensive health care for the whole family, with telemedicine service, support of an online doctor available 24/7, issuing of prescriptions, and home delivery of medication.

Activated for all persons in the Group. In 2023, it was used by about 500 people.

Movement and physical activity

Since 2019, we have been providing our employees with a Gympass partnership at a reduced cost to access over **2,200 sports centres**, and help to reduce sedentary lifestyles, the fourth biggest mortality risk factor globally.

14,000 people enrolled in free programmes. Over 2,300 memberships were activated.

Stress reduction: Sentieri di Resilienza (Paths of Resilience)

Personal support desk with a package of 8 free online meetings and up to 20 optional meetings at a subsidised rate; 4 webinars to raise energy levels, manage emotions and plan for the future; and 2 e-learning programs for mental and spiritual wellness.

89 psychological support courses completed. 250 people enrolled in training courses.