



ELECTRICAL AND ELECTRONIC WASTE MANAGEMENT (RAEE)

Insight

TIM Group

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1. End-of-life of electronic waste

For TIM, addressing the end-of-life phase of its devices with commitment—an essential aspect of the circular economy—helps prevent the release of toxic substances from WEEE (Waste Electrical and Electronic Equipment) into the environment, maximizes the recovery value of precious materials, and strengthens the company's leadership in sustainability, as already demonstrated by the TIM Green product line, refurbishment services, and partnerships for the recycling of end-of-life devices.

In this regard, the TIM Group monitors waste from electrical and electronic equipment and implements take-back programs aimed at reuse and recycling:

- **Programs for the collection and reuse of company IT equipment and smartphones** (such as PCs and monitors). The collected devices are refurbished for internal reuse or for donations. In 2024, out of almost 12,000 IT devices collected, 7,500 units were recovered (64%), while the remainder were disposed of. Of the 7,500 refurbished devices, 42% were reused, 7% donated, and the remaining 51% are available for future reuse. This activity resulted in an emissions saving of approximately 1,520 tCO₂eq, equivalent to around 19,500 Milan–Rome flights. The OpEx related to these activities amounted to €92.7k.
- **Trade-in initiatives to extend product life and support raw material recovery.** In Italy, through the “TIM Rivaluta Smartphone” service for Consumer customers, users return their old smartphone and receive a discount on the purchase of a new one. The old device is refurbished or disposed of sustainably. In 2024, more than 5,500 smartphones were collected, around 80% of which were refurbished, diverting 0.9 t of electronic waste from landfills and recovering 0.03 t of rare resources.

Information published on TIM's commercial website regarding take-back programs should be interpreted as awareness initiatives aimed at educating customers on the proper collection and recycling of WEEE.



The partners selected by TIM for the recovery and disposal of WEEE are directly involved in the organization's circularity process. For this reason, the Group ensures that they hold and comply with internationally recognized standards for electronic waste recycling.

2. End-of-life indicators of electronic waste

	Unit	FY 2021	FY 2022	FY 2023	FY 2024
Total weight of WEEE collected through take-back programs	Tonnes	4.3	2.7	3.8	6
Percentage of WEEE collected that is reused / resold / recycled	Percentage	82.6%	81.2%	82.8%	81.8%
Percentage of WEEE collected that is disposed of / landfilled	Percentage	17.4%	18.8%	17.2%	18.2%

It should be noted that the data in this table refer solely to the number of smartphones collected through take-back programs (TIM Next and Trade-in services). The weight of these smartphones has been calculated by multiplying the number of returned devices by the estimated average smartphone weight of 200 g.