



TIM PEOPLE

Insight

TIM Group

June 2025



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1. Commitment to people

At the TIM Group, we are committed to creating a fair and inclusive work environment, where skills and merit are the main drivers of growth. We promote integrity and fairness as fundamental values, strengthening professional development paths and increasing the representation of women and people of color (in Brazil) in leadership roles. We support female employment by introducing structured mechanisms for pay equity, which have been in place for all new hires since 2024.

In our 2025–2027 Plan, we have confirmed two key social targets:

- **35.5% of women in leadership positions by 2027**, to promote balanced representation in decision-making roles
- **50% of new hires to be women by 2027**, to ensure gender balance across the company workforce

These goals align with national and international commitments to sustainable development and reflect United Nations Sustainable Development Goal 5, which promotes gender equality and the empowerment of women as fundamental rights.

We regularly monitor progress toward these targets, ensuring consistency in the actions taken, and we adopt policies that represent the pillars of our corporate culture: from the Code of Ethics to the Human Rights Policy, and from the Human Resources and Equal Opportunities Policy to the Policy Against Gender-Based Harassment.

Our attention also extends to those who work with the Group through contracts or external collaborations, promoting a shared culture based on respect, responsibility, and common values, regardless of contractual form.

Dialogue with employee representatives is an integral part of our approach and is supported by ongoing, structured engagement. Regular union meetings provide opportunities to gather proposals and needs on issues such as work-life balance, training, time management, and well-being. Where possible, these concerns are addressed and translated into shared agreements, with the goal of identifying practical solutions.



2. Company workforce

Our Group is made up of **26,824 people**, located in both Italy and abroad, with a significant presence in Brazil. Our professionals range from specialized technicians to administrative, commercial, engineering, and managerial roles. This wealth of expertise reflects the complexity and multidisciplinary nature of our activities.

Nationality	% of total workforce	% of total managerial workforce (including senior, middle, and junior managers)
Italian	66 %	43 %
Brazilian	34 %	56 %
San Marinese	0.10 %	0.20 %

2.1 Women

For over three years, we have included the Group target "Women in Leadership Positions" in our Industrial Plan, with the aim of actively promoting and monitoring equal opportunities in leadership roles. The indicator measures the ratio between the number of women in leadership roles and the total number of positions formally recognized by the Human Resources & Organization departments of the Group companies, including both managerial and non-managerial roles.

In the 2024–2026 Industrial Plan, we set a goal of exceeding **33% by 2026**, ultimately achieving **34%**. This significant result encouraged us to set an even more ambitious target in the new 2025–2027 Plan, aiming to reach **35.5% by 2027**.

Below is a table showing the presence of women in corporate positions.



% of women in the total workforce	49%
% of women in managerial positions (including junior, middle, and top management)	34%
% of women in junior managerial positions	27%
% of women in top management positions (up to two levels below the CEO or comparable roles)	25%
% of women in managerial positions in revenue-generating functions (e.g., sales) (excluding support functions such as HR, IT, Legal, etc.)	21%
% of women in STEM positions (as % of total STEM positions)	23%

Percentages are calculated based on the total number of relevant managerial positions.

2.2 Hiring

We monitor and promote equal treatment and opportunity starting from the hiring stage, with the goal of ensuring an increasingly strong gender balance over time. In the **2025–2027 Industrial Plan**, we have set a new target: **50% of new hires to be women by 2027**, with intermediate targets of **49% in 2025 and 49.5% in 2026**. In 2024, we hired 2,534 people, of whom 728 in Italy and 1,806 in Brazil. Below is the distribution of new hires by gender and age group at Group level.

Age Group	Women hired	Men hired	Total hires	% women hired
<30 years	473	503	976	48%
Between 30 and 50 years	701	747	1,448	48%
>50 years	48	62	110	44%
Total	1,222	1,312	2,534	48%

We are also investing in efficient and inclusive recruitment processes: in 2024, **the average cost per hire was €391.7**, a figure that is low compared to market standards.



2.3 Job Rotation

We value internal skills through a **structured job rotation program**, which allows us to fill open positions and respond quickly to organizational needs. This approach promotes professional growth by enabling people to acquire new skills, explore different operational areas, and enhance their versatility. Job rotation is a key tool to encourage internal mobility, increase engagement, and build development paths aligned with business evolution. In 2024, **we activated over 1,900 internal rotation paths, involving about 7.5% of the workforce (FTE)**, with a strong focus on commercial roles.

A significant portion of these rotations supported insourcing projects, aimed at reintegrating previously outsourced activities. In this context, **over 250 colleagues within the Domestic perimeter underwent specific training**, including hands-on mentoring, allowing them to acquire the skills needed for their new tasks.

This resulted in improved efficiency, strengthened managerial capabilities, and reduced external costs. The estimated savings for Italy alone amount to approximately €11.5 million per year, once the training programs are completed—some of which will continue into the first half of 2025.

In addition to supporting insourcing initiatives, job rotation has strengthened commercial processes, addressed emerging organizational needs, and contributed significantly to developing leadership among participants.

	Total internal hires (n)	Total internal + external hires (n)	Open Positions Filled by Internal Candidates (%)
Domestic	836	1,563	53.49
Brazil	1,073	2,879	33.72
Group	1,909	4,443	42.9



2.4 Employee Turnover

We manage employee turnover not only as a metric to monitor quantitatively but also as an opportunity to strengthen internal capabilities and ensure business continuity.

To support this approach, we promote structured programs for job rotation, internal mobility, and talent development, in line with the training and leadership principles described in the previous section. Below are the Group's turnover data by gender and age group.

Total employee turnover	10.96%
Voluntary employee turnover	3.96%

Total employee turnover by gender	
Women	5.0%
Men	5.8%

Total employee turnover by age	
< 30 years	2.7%
Between 30 and 50 years	6.3%
> 50 years	1.7%

Total employee turnover by nationality	
Italian	5.5%
Brazilian	21.3%

3. Growth and Development of People

3.1 Training

We consider training and skill development a key element for both personal growth and organizational evolution. In response to changes in the business landscape, we invest in strengthening technical, specialist, and transversal skills to effectively manage the transformation of business models and services. Training also serves as a tool for preventing and managing risks related to climate change, technological and industrial innovation, and regulatory changes. In this context, we promote specific learning paths.

In 2024, the Group delivered **878,921 hours of training**, with an average of **32.77 hours per employee**, and an **average cost of €145 per employee**.



Training hours per capita			
TIM Group			
	Total training hours head count	Training hours per capita head count	Training cost per capita head count
Women	482,628	36.62	158 €
Men	396,293	29.05	132 €
Total	878,921	32.77	145 €

Average training hours		
	Average hours FTE	Average cost FTE
Domestic	26.9	138.93 €
Brazil	49.7	180.87 €
Group	34.7	153.39 €

Average training hours by age				
	Domestic		Brazil	
	Average hours FTE	Average cost FTE	Average hours FTE	Average cost FTE
<30 years	26.9	138.93 €	49.7	180.87 €
Between 30 and 50 years	26.9	138.93 €	49.7	180.87 €
>50 years	26.9	138.93 €	49.7	180.87 €

Average training hours by gender				
	Domestic		Brazil	
	Average hours FTE	Average cost FTE	Average hours FTE	Average cost FTE
Women	30.7	153.1 €	53.1	193.49 €
Men	23.4	125.87 €	46	167.49 €

Average training hours by management level						
	Domestic					
	Senior Manager		Middle Manager		Office Staff	
	Average hours FTE	Average cost FTE	Average hours FTE	Average cost FTE	Average hours FTE	Average cost FTE
Women	11.2	67.24 €	18.8	113.66 €	32.5	159.18 €
Men	11.4	74.21 €	17.8	111.82 €	25.4	131.71 €

	Brazil					
	Senior Manager		Middle Manager		Office Staff	
	Average hours FTE	Average cost FTE	Average hours FTE	Average cost FTE	Average hours FTE	Average cost FTE
Women	23.6	86.05 €	61.2	222.86 €	53	193.02 €
Men	19.7	71.84 €	47.4	172.71 €	46.3	168.54 €



	Average training hours by topic			
	Domestic		Brazil	
	Average hours FTE	Average cost FTE	Average hours FTE	Average cost FTE
Anti-Corruption	8.1	39.21 €	12.2	44.35 €
Environment	25.9	176.49 €	10.5	38.12 €
Health & Safety	44.1	186.63 €	13.3	48.59 €
Human Rights	6.8	37.58 €	15.9	57.77 €
Sustainability	3.5	23.29 €	9.4	34.37 €
Other	49.1	258.68 €	90.2	328.40 €

	Brazil Training by nationality	
	Average hours FTE	Average cost FTE
Italian	49.7	180.87 €
Brazilian	49.7	180.87 €

Within the Domestic perimeter, in response to industry-wide transformations, training and reskilling programs were activated across the Group's main companies. Around 280,000 hours of training focused on digital transformation were delivered, involving more than 14,400 employees. This investment plays a strategic role in supporting job rotation processes, enabling the acquisition of new skills and fostering internal mobility.

In 2024, we launched various training paths to support digitalization, including:

- **courses on 5G architecture**, designed to provide an understanding of how technology works and its potential;
- **digital Caring courses**, aimed at improving customer service quality through the integrated use of new digital channels.
- **digital retail courses**, focused on developing the skills needed to interpret and lead change in the retail sector, with a particular focus on Cloud technologies and new digital business models.

We also focused on cultural education, aiming to enhance **awareness and understanding of cultural differences**, values, and communication styles both within the organization and in a global context.



In 2024, we promoted courses on:

- Inclusion,
- Diversity and disability,
- Intercultural awareness,

Quality and process innovation, including a focus on the UNI EN ISO 9001:2015 standard, examining its core principles and how it integrates with Agile and Smart management models.

3.2 Evaluation

Evaluation is a key moment in managing and developing our people. It allows us to recognize individual contributions, identify areas for improvement, and guide growth in line with our values, competency models, and the company's strategic goals.

We use **an annual multidimensional performance evaluation system** based on personalized competencies defined according to each person's role, following the new TIM professional model. The process includes five phases: validation of competencies, identification of evaluators (including peers), evaluation, feedback delivery, and the final discussion.

The system integrates input from multiple sources—such as colleagues, direct reports, and other stakeholders—providing a 360-degree view of individual performance. We assess not only the level of demonstrated competence but also alignment with our values and expected behaviors, supporting ongoing growth and development.

As a complement to this system, in December 2024 we launched **the MEMap campaign**, aimed at assessing levels of Motivation and Employability across the entire workforce. Results will be available in the first half of 2025.

We have also introduced a more dynamic approach to performance management called **Agile Conversation**, based on continuous feedback and regular discussions throughout the year—moving beyond traditional annual or biannual cycles. The focus is on both goal achievement and the process that leads to results. Through a collaborative system, we encourage ongoing goal review and early identification of potential obstacles to enable effective interventions and support employee development.



For managers, we apply the **MBO (Management by Objectives)** model, with annual evaluations based on clear, specific, and measurable goals defined in agreement with their supervisors. In some cases, objectives also reflect team performance, providing a comprehensive view that spans from collective results to individual achievements.

3.3 Development Paths

We view our people's skills and experiences as a distinctive and strategic asset for the company's competitiveness. That's why we dedicate great attention to **professional development plans** that enhance growth and talent.

The **Human Resources & Organization Department**, in collaboration with line managers, defines individual growth plans based on assessments that identify areas for improvement. Among the development tools used, **Mentoring** plays a central role in facilitating entry into managerial roles, supporting professional growth, strengthening internal networks, and boosting engagement and strategic competencies.

In **2024**, we completed two major projects:

- **Mentoring in TIM**, with **2,234 hours** of activities, including one-on-one sessions, kickoff and wrap-up meetings, self-study, hands-on training, and supervision. The project involved **120 people**, both mentors and mentees.
- **Mentoring Academy**, with **2,059 hours** of training through mentoring sessions, thematic workshops, e-learning modules, and opening/closing meetings, involving **60 participants**. As part of the initiative, **147 hours of specific training** for mentors were also provided—on a voluntary basis—to support **EMCC (European Mentoring and Coaching Council)** certification.

We also offer **Individual Coaching paths**, designed to increase self-awareness and personal resourcefulness. Since 2022, we have operated the **TIM Coaching Academy**, leveraging both internal senior coaches accredited by **ICF** and certified external coaches. To date, around **400 coaching paths** have been activated, totaling **4,000 hours**, with an average satisfaction



rating of **4.8 out of 5**, confirming the effectiveness of this tool in personal and organizational development.

Through our **Leadership Development Programs**, we offer learning opportunities for current and future leaders, aimed at strengthening personal leadership and developing key competencies for taking on responsibility.

We also place special emphasis on nurturing **young talent**. In **2024**, we launched development programs for **Under 35s** in the Domestic Business Units, involving around **1,100 people**. Key initiatives include:

- participation in the **Mentoring Academy**, to strengthen engagement and leadership skills;
- access to the **LinkedIn Learning** platform, with over **30,000 modules** supporting continuous learning;
- the **Young Generation Program**, featuring advanced training activities and ideathons.

Among collective projects in 2024, we highlight the **“Excellence – Red Card”** program, designed for **25 newly appointed female managers**, providing them with practical tools to handle organizational complexity and people management. This initiative is part of the **“Equality Can’t Wait”** program launched in 2023, which also includes the **Women Group Empowerment** project, renewed in 2024 and targeting **200 high-potential women**, to support access to leadership roles and strengthen empowerment and engagement.

3.4 Listening and Engagement

In our continuous improvement journey, the **employee engagement survey** is a key tool to monitor people’s engagement levels and guide targeted organizational actions.

As in previous years, the survey was conducted across the entire company, aiming to assess motivation, satisfaction, workplace happiness, and stress levels. In **2024**, **52.48%** of the Domestic Business Unit workforce participated. The overall **engagement level** was **61%**, aligned with the **target of 60%**, despite the context of transformation linked to the spin-off of the fixed network, which initially created uncertainty.



We paid special attention to **young talent (Under 35)**, for whom the 2024 survey showed a **satisfaction level of 68%, seven percentage points above the company average**. This indicates a strong response to initiatives aimed at encouraging active participation, promoting leadership development, and strengthening the sense of belonging among younger generations.

In this context, we launched the **“Youth Development Program”**, designed to nurture emerging leadership and support talent in their professional growth journey.

4. Remuneration Policy and Incentive Plans

Our Remuneration Policy is designed to support the achievement of the directions defined in the Strategic Plan, while ensuring competitiveness in the labor market and the ability to attract, retain, and motivate people. In particular, it aims to:

- balance performance parameters in short- and long-term incentive systems;
- strengthen the company’s attractiveness, especially towards young talents;
- support employee engagement;
- guarantee internal equity, including gender equity;
- maintain consistency at Group level, while taking into account the specifics of the reference markets.
- The individual remuneration structure consists of:
 - fixed salary, the only component provided for Directors without delegated powers, the Chairman, and the Statutory Auditors;
 - short-term variable remuneration;
 - long-term variable remuneration;
 - benefits and welfare tools.

The integration of these components allows for balancing monetary and non-monetary instruments, with the aim of maximizing employee satisfaction, while maintaining cost sustainability for the company.



4.1 Short-term Variable Remuneration

The short-term incentive system (MBO) is addressed to our CEO and executives with strategic responsibilities and is structured based on specific performance objectives, defined in line with the company's strategic priorities. The structure includes a complex set of objectives: economic-financial ones, including a “gate” objective, which represents the condition for accessing the bonus, objectives related to various business functions, and ESG objectives, ensuring alignment between the ESG plan and the company's overall strategy. Within the Domestic Business Unit, the ESG remuneration component accounts for 22% of the total incentive structure. The 2024 targets are shown in the table below:

ESG Objectives	Weight
Customer Satisfaction Index	10%
Employee Engagement-Young Segment	6%
Gender Pay Gap – Middle managers	6%

4.2 Long-term Variable Remuneration

2024 represents the final year of implementation of the Long-Term Stock Options Plan introduced in 2022 with a three-year duration and is addressed to the CEO, Top Management, and a selected number of employees who, although not part of senior management, hold key roles in achieving strategic objectives. Overall, the program involves about 140 executives within the Domestic BU.

The Plan integrates an economic-financial indicator linked to cumulative EBITDA-CAPEX reported over the 2022-2024 period, accounting for 70%, and an ESG indicator with an overall weight of 30%, which is further divided into two sub-objectives:

- the percentage of women in leadership positions as of December 31, 2024 (15%);



- the share of renewable energy over total energy consumed in the same year (15%).

ESG Objectives	Weight
% of Women in Leadership Positions	15%
% of Renewable Energy out of Total Energy Consumed	15%

5. Pay Equity and Gender Indicators

We are committed to ensuring all our people receive a decent salary, adequate to cover the cost of living in the relevant territory and to support balanced living conditions for themselves and their families. Confirming this commitment, 100% of employees receive remuneration in line with applicable reference parameters, protecting individual well-being and social sustainability.

5.1 Gender Pay Gap

Within this vision, we also pay particular attention to pay equity between men and women. Monitoring the gender pay gap, both in base salary and bonuses, is a fundamental tool to assess the effectiveness of our remuneration policies and prevent any disparities not attributable to objective factors such as role, seniority, or job classification.

Measuring these indicators allows us to:

- identify possible structural imbalances;
- promote a corporate culture oriented towards transparency and inclusion;
- define corrective actions consistent with gender equality and social sustainability objectives.

Below are the main gender pay indicators for the year 2024:



TIM SPA	%
Gender pay gap – mean Percentage difference between the average salary of women compared to men	-15,1
Gender pay gap - median Percentage difference between the median salary of women compared to men	-18,1
Mean bonus gap Difference between the average bonus received by women compared to men	-30,4
Median bonus gap Difference between the median bonus received by women compared to men	0

Domestic	Gender Pay ratio Percentage ratio between women's and men's average annual base salary (RAL), by job category
Executives	100
Middle Managers	95
Employees	86

Brazil	Gender Pay ratio Percentage ratio between women's and men's average annual base salary (RAL), by job category
Executives	90
Middle Managers	98
Employees	68

6. Well-being, Flexibility, and Corporate Welfare

6.1 The Agile Work Model

We began experimenting with the Agile Work model in Italy as early as 2016, involving 9,000 colleagues, one year before the regulation governing its application came into force. Over time, this mode progressively expanded: in 2018, there were 13,000 agile workers, and in 2019, this number rose to 21,000. During the pandemic emergency, over 30,000 people were able to work remotely, ensuring operational continuity under safe conditions. In 2024, we continued to apply Agile Work to all employees with tasks compatible with remote work, adopting two flexible models:



- daily model, with two days a week in the office and three days agile;
- weekly model, with two weeks per month on-site and two weeks remote.

We are also experimenting with a specific model for the customer care sector, which provides for three weeks per month in agile mode and one week on-site.

To promote a better balance between personal life and work, we have introduced additional agile workdays for specific situations such as:

- pregnancy;
- maternity or paternity leave;
- return after prolonged illness (over 30 days), requiring rehabilitation;
- return from cancer treatments (chemotherapy, immunotherapy, radiotherapy);
- presence of specific learning disorders (SLD);
- care for family members with severe disabilities.

Additionally, we offer higher levels of flexibility to those under 35 years old, working in specific areas or participating in experimental projects, assessing technical and organizational needs case by case.

To promote employee well-being and support a healthy work-life balance, we have established some simple rules of virtual good conduct, shared with the entire organization. Among the best practices we adopt, for example, we suggest scheduling email sending to avoid disturbances outside working hours, respecting the right to disconnect and promoting more conscious use of digital tools.

We also encourage:

- scheduling meetings within working hours;
- carefully managing personal calendars through Outlook to better organize activities and availability.

These simple precautions help protect personal time and make our daily work routine more sustainable, which is structured as a maximum of 40 hours per week spread over five days, avoiding overtime except in cases of real necessity.



6.2 Flexible Working Hours

In accordance with the provisions of the National Collective Labor Agreement (CCNL), non-managerial staff perform their work according to the weekly hours contractually established, recording attendance daily through corporate IT systems that allow precise monitoring of actual working hours.

Any work exceeding regular hours, whether additional or overtime, must be previously authorized and is compensated according to the increases provided by the collective agreement.

The main provisions regarding overtime include:

- an individual maximum limit of 250 hours per year (Art. 30, paragraph 3, CCNL TLC);
- payment for excess hours with the contractually established premiums (Art. 30, paragraph 11);
- the possibility, on a voluntary basis, to accumulate overtime hours in a “time bank,” also under the terms of Art. 30 of the CCNL.

At TIM, we recognize the value of flexible working hours as a key lever to improve employee well-being and support work-life balance, respecting organizational needs. For this reason, we adopt differentiated flexibility modes depending on the nature of the work and the organization of individual sites.

For those not subject to rigid shifts, flexible entry is allowed between 8:00 and 9:30, extended to 10:00 in some specific sites.

Colleagues with fixed shifts can recover any late arrivals within the same day, up to a maximum of 20 minutes per day, totaling 120 minutes per month, limited to 10 episodes per month.

For those working in specific contexts, such as caring, it is allowed to recover up to 29 minutes daily, within a limit of 170 minutes per month and a maximum of 11 episodes monthly.



Also, for caring roles, there is a monthly allowance of 35 minutes, usable up to 14 minutes per day, to cover late arrivals without requiring recovery.

Each employee is entitled to 4 weeks of paid vacation per year, equivalent to 22 working days. Those with more than 10 years of seniority are entitled to one additional day.

Vacation is calculated based on a 6-day workweek; if the schedule is 5 days, each vacation day corresponds to 1.2 days. Additionally, 2 extra days are provided by company agreements.

6.3 Leave and Permits

We offer concrete tools to support parenthood, address personal or family needs, and promote work-life balance. Therefore, we provide various types of paid and unpaid leave and permits designed to meet different and specific needs.

- **Mandatory maternity leave:** 5 months of leave, distributed as two months before and three after the expected delivery date, or one month before and four after, or five consecutive months starting from the actual delivery date.
- **Paternity leave (birth, adoption, foster care):** 10 mandatory working days to be taken between two months before and five months after the expected delivery date. An additional 10 optional days are available, at the employee's expense.
- **Parental leave:** both parents have the right to abstain from work until the child is 12 years old. The total leave between both parents cannot exceed 10 months, extendable to 11 if the father takes at least 3 months, continuous or split.
- **Daily breastfeeding breaks:** mothers are entitled to two paid daily permits of one hour each, cumulative. If daily working hours are less than 6 hours, only one one-hour permit is provided.

Besides the above parental leaves, we also offer the following types of leaves and permits:

- **Marriage leave:** 15 consecutive paid days, to be used within 30 days from the wedding date.



- **Leave for serious family reasons (Law 53/2000):** unpaid leave for personal or serious family needs, including for non-cohabiting relatives, as per Art. 433 of the Civil Code.
- **Extraordinary leave for assistance (Law 104/1992):** up to 2 years paid leave to assist family members with severe disabilities. The limit applies per assisted person, even if multiple subjects have the right to request it.
- **Leave for women victims of gender-based violence:** colleagues involved in protection paths can benefit from paid leave up to 3 months and request a change from full-time to part-time contract.
- **Permits for prenatal checks and childbirth preparation courses:** paid permits for exams, clinical assessments, and participation in childbirth preparation courses.
- **Pink parking spots:** expectant mothers can request a reserved parking space, where available, until the start of maternity leave.
- **Mom and dad permits:** colleagues up to level 5S with children up to 11 years can use up to 150 hours per year, prorated for part-time, limited to 14 hours per month, to be recovered within the calendar quarter.
- **Permits for children with SLD:** parents with children with Specific Learning Disorders can use up to 120 hours annually, split and prorated for part-time, to support school activities.
- **Part-time for mothers in caring roles:** workers with preschool-age children active in caring can request 75% part-time for one year (renewable) after the breastfeeding period, with dedicated shifts assigned.
- **Solidarity permits:** we can donate up to 15 hours and 16 minutes of permits and 2 vacation days to a colleague, starting from a minimum of 30 minutes.
- **Paid study leave for non-university education:** colleagues are entitled to paid leave for exam days and the two working days before.



- **Paid study leave for university education:** beyond the legally provided permits, colleagues can use up to 9 paid working days per year, usable in the two days before each exam.
- **Unpaid study leave:** depending on seniority, workers can take unpaid leave to complete compulsory schooling; obtain a secondary or university degree; participate in training not directly related to the company. Specifically:
 - less than 5 years seniority: up to 160 hours per year, with a maximum of 40 hours per quarter, compatible with company needs;
 - 5 or more years seniority: training leave up to 11 months, continuous or split, usable once during employment, for a minimum of one calendar month.

6.4 Welfare Initiatives

We have a welfare system designed to support the well-being of people and their families through different life stages. Health, psycho-physical balance, training, parenting, and work-life reconciliation are the pillars of the initiatives we provide.

- **Health prevention:** we offer a free health prevention program for all colleagues aged 45 and above, biennially. In the 2022/2024 campaign, over 11,000 people participated with a 73% adherence rate. Through TIM Academy's Open Learning platform, digital informational content on health and healthy lifestyles is also available. Courses include prevention of oncological diseases, HIV, and sexually transmitted diseases.
- **TIM myHealth:** employees and their families have free access to a Health Assistance insurance policy. The service includes telemedicine medical consultations; prescription issuance; home delivery of medicines; support in case of illness or injury. In 2024, about 500 colleagues benefited.
- **Physical activity and movement:** since 2019, employees and family members can access over 2,200 sports centers at discounted rates thanks to collaboration with



Wellhub. In 2024, 2,600 people participated in free programs and over 3,400 subscriptions were activated.

- **Psychological Support – Paths of Resilience:** We offer a comprehensive package dedicated to mental health, which includes: 8 free online sessions with psychologists; up to 20 additional sessions at a discounted rate; 4 webinars focused on emotional management and future planning; 2 e-learning courses for mental and spiritual well-being. In 2024, 250 colleagues enrolled in the program, and 89 completed the entire course.
- **Wellbeing Training Program:** We promote a culture of wellbeing through webinars, short video clips, and informational guides. This commitment earned us the “Health Friendly Company” recognition for the 2025/2026 period.
- **Financial Education:** In 2024, we launched the "Personal Finance" program in collaboration with Starting Finance. Structured into 4 webinars, it guided us in the conscious management of resources, covering topics such as personal finance, financial instruments, liquidity management, and supplementary pension schemes.
- **TIM Studio – Guidance for Children:** Through the “TIM Orienta” project, developed together with Futurely, we support the educational and university orientation of employees’ children attending secondary schools. In 2024, 484 young people participated.
- **TIM Infancy:** We support parenthood also through financial contributions for expenses related to nursery, kindergarten, and babysitting. In 2024, 646 requests were accepted.
- **TIM Summer:** We offer 14-day summer holidays to employees’ children and grandchildren, combining sports, art, nature, and inclusion. In 2024, 1,194 children and young people participated, across 27 sessions in Italy, abroad, and on sailing boats. We ensured full participation for 33 children with special needs, assisted by qualified operators.
- **20 Wallet – TIM Study Abroad:** Through the "Special Welfare" platform (Edenred), we provide financial support for participation in study abroad programs. In 2024, 20



requests were approved. We also offer a monthly wallet for daily expenses, assigned based on ISEE criteria.

- **Economic Subsidies:** We support colleagues in times of difficulty with extraordinary financial aid in cases of serious illness, bereavement, unforeseen events, natural disasters, or domestic violence situations. In 2024, we disbursed 8 subsidies.
- **TIM Care – Support for Caregivers:** In 2024, we introduced the TIM Care initiative for those caring for children, parents, or vulnerable relatives. Through the free LianeCare platform, we have access to:
 - Qualified professional searches (caregivers, domestic helpers, babysitters, pet sitters),
 - Caring services active throughout the national territory.