vivo

FOR THE **SDGS**

2030

Strategic vision and impact assessment for the UN's 2030 Agenda

LETTER FROM THE CEO

In recent decades, the main inventions of humanity were, for the most part, linked to the advancement of technologies that allowed better communication between different parties: telecommunications. And the biggest impact they have had on society is dissolving distances to create an increasingly connected world.

Today, this connection is such that it has become essential for digitization, which aims to transform the reality in which we live and be the main driver of economic, social and environmental development. For this, we know the importance of having a quality network infrastructure that brings connectivity and facilitates this transformation.

At Vivo, we believe that our purpose of *Digitalizar para Aproximar* (Digitalize to Bring Closer) goes even beyond providing connection and digital services to our customers; we want to set the foundations for a resilient digital economy, develop digital skills in individuals and SMEs, and promote digital safety. In doing so, we are convinced that we can effectively improve the quality of life for millions of people, bringing us closer to those we care about and bringing education, health, culture, and entertainment to everyone.

More than viewing connectivity as a driver for development, we see it as critical in defining practical and targeted actions for the main challenges that society faces in our country. We are still undergoing a period of uncertainty and of a gradual recovery of economic growth, and we understand that this is the time to further strengthen our contribution to the search for a more prosperous, inclusive, and sustainable future.

We are working on several fronts to integrate the company's business strategy with sustainability topics, one of them being the UN's 2030 Agenda and the Sustainable Development Goals (SDGs). This global agenda between governments, institutions, companies, and civil society sets goals focused on facing the biggest challenges of our time, such as social inequality, access to education, use of natural resources, and the impacts stemming from climate change, which can only be mitigated through global cooperation among all countries.

Since the launch of this agenda in 2015, we have already integrated these SDGs into our strategy; however, in 2022 we increased our commitment through the UN Global Compact's Ambition 2030 movement in Brazil, which aims to accelerate the achievement of some of the priority goals in the country, and now we are taking one more step with the publication of this document. In it, you will learn how Vivo seeks to achieve the 2030 Agenda and manages to generate a positive impact on society.

We are living in a unique moment in history. What is done in the next few years will impact coming generations and the future of humanity in ways never before possible. The risks are great, but so are the opportunities, and with digitalization in our favor we have a powerful tool to ensure that this future is connected and leaves no one behind.

Finally, I invite you to embark on this "Vivo for the SDGs 2030" journey, joining our vision in contributing to the sustainable development of society in order to then achieve our greatest purpose: to bring people closer to everything that matters in their lives through technology.

Christian Gebara
CEO Vivo

"We want to set the foundations for a resilient digital economy, develop digital skills in individuals and SMEs, and promote digital safety."

Contents

VIVO FOR THE SDGS 2030

At Vivo, we believe that sustainability should be a part of all our decisions. This means that we can only prosper to the extent that we promote a long-term sustainable development of society and the planet. For this reason, we are continually seeking to understand what impacts – both positive and negative – we have on all stakeholders within our sphere of influence.

Understanding how these impacts occur and relate to our business is a crucial step in helping us find ways to enhance our positive actions in society and reduce, mitigate, or eliminate the negative ones, taking into account the topics of the well-known three pillars of sustainability: economic growth, social inclusion, and environmental protection.

With this in mind, we have developed this study, which analyzes our sustainability journey and shares our

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strategic vision of impact in relation to the UN's 2030 Agenda. *Vivo for the SDGs 2030* is a document that prioritizes the Sustainable Development Goals (SDGs) that have greater impact potential and deepens our understanding of how we can proactively contribute – in alignment with the strategic planning of the business – to the creation of a more prosperous and inclusive future.

UN Global Compact

Guiding Principles

The UN Guiding Principles on Business and Human Rights contains the main guidelines that the private sector, worldwide, should follow and respect.

These ten principles, created in 2011, stem from the Universal Declaration of Human Rights, the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.

Vivo is aware of the importance of these statements, and since 2010 has been a participant of the UN Global Compact, an initiative launched globally in 2000 – 2003 in Brazil – which aims to align the strategies of companies in the private sector to the ten principles and to develop actions that contribute to addressing the main challenges of society.

UN GUIDING PRINCIPLES ON BUSINESS AND HUMAN RIGHTS
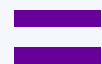
HUMAN RIGHTS

1 Businesses should support and respect the protection of internationally recognized human rights.

2 Ensure non-participation in violations of these rights.

WORK

3 Businesses should support freedom of association and recognition of the right to collective bargaining.

4 Eliminate all forms of forced or bonded labor.

5 Abolish child labor.

6 Eliminate discrimination in employment.

ENVIRONMENT

7 Businesses should support a precautionary approach to environmental challenges.

8 Develop initiatives to promote greater environmental responsibility.

9 Encourage the development and dissemination of environmentally friendly technologies.

ANTI-CORRUPTION

10 Businesses should fight corruption in all its forms, including extortion and bribery.

Today, the network has more than 21,000 participants in 162 countries, making it the world's largest corporate sustainability initiative. In Brazil, it is the third largest local network and has more than 1,800 members.

> Since 2010, Vivo has been a participant of the UN Global Compact, committing to follow the Guiding Principles and also to advance the Sustainable Development Goals of the 2030 Agenda.

Click here to learn more about the UN Global Compact's activities in Brazil.

Sustainable Development Goals

In September 2015, all 193 member states of the United Nations adopted a plan to achieve a better future for all, setting a path to end extreme poverty, fight inequality and injustice, and protect our planet over the next 15 years. At the core of this 2030 Agenda are the 17 Sustainable Development Goals (SDGs) that clearly define the world we want, applying to all nations and leaving no one behind.

These SDGs are broken down into 169 sub-targets and represent an effort between countries, businesses, institutions, and civil society. However, the private sector has a key role in this process as a major holder of economic power, a driver of innovation and technology, and an influencer of the various audiences: governments, suppliers, employees, and consumers.

More than seven years have passed since the launch of this agenda, and albeit slow and uneven across countries, there have been overall advancements in the SDGs between 2015 and 2019. However, largely due to the COVID-19 pandemic that started in 2020, many of the goals have had to be put on the back burner and progress has not only been stagnant, but in some respects even regressed.

According to the most recent UN report in 2022, on the advancement of the SDGs, it is clear that the combination of crises we are currently facing already threatens the very survival of mankind. Even so, the 2030 Agenda is still thought to be the best-worded and only common vision among all countries to achieve the goals established, which can lead us away from this crisis and ensure the perpetuity not only of society as we know it, but also of the planet and the environment.[1]

At Vivo, we understand the seriousness of this scenario and, since 2015, we have included the SDGs in our sustainability strategy, each year seeking new ways for our business to advance the goals.

SUSTAINABLE DEVELOPMENT GOALS

1. No poverty.
2. Zero hunger.
3. Good health and well-being.
4. Quality education.
5. Gender equality.
6. Clean water and sanitation.
7. Affordable and clean energy.
8. Decent work and economic growth.
9. Industry, innovation, and infrastructure.
10. Reduced inequalities.
11. Sustainable cities and communities.
12. Responsible consumption and production.
13. Climate action.
14. Life below water.
15. Life on land.
16. Peace, justice, and strong institutions.
17. Partnerships for the goals.

Click here to learn more about the 17 Sustainable Development Goals (SDGs).

" **Today, Brazil ranks 50rd among the 166 countries evaluated in relation to advances of the SDGs worldwide.**

Ambition 2030

Given this disturbing global outlook, in 2022 the UN Global Compact in Brazil launched Ambition 2030, a call for Brazilian companies to recognize the urgency and expand their engagement in promoting tangible actions to achieve the 2030 Agenda.

This ambition is broken down into eight initiatives that represent the country's main current challenges achieving the SDGs and seeks to get companies of all sizes and sectors to make public commitments with clear, ambitious, and measurable goals to also be achieved by 2030.

In August 2022, Vivo made commitments to five Ambition 2030 Initiatives: Net Zero Ambition, Women Lead 2030, Race is a Priority, Mind in Focus, and Decent Wages; and in March 2023, the company made its sixth commitment with the new Circular Connection Initiative. With this, we became the first company in the industry to join Ambition 2030 and one of the most committed to the different initiatives.

To reinforce this ambition, in 2022 we also became part of the Guidance Council of the Brazil Network (CORB), a supporting body to the Global Compact's Board of Directors, which makes recommendations

AMBITION 2030 INITIATIVES

NET ZERO AMBITION

Work locally to reduce 2 gigatons of CO_2 in aggregate emissions and positively impact the global environment.

WOMEN LEAD 2030

1,500 companies committed to gender parity in top leadership positions by 2030.

RACE IS A PRIORITY

1,500 companies committed to having 50% Blacks (Black, Indigenous, quilombola, or those belonging to another socially vulnerable ethnic group) in leadership positions.

MIND IN FOCUS

1,000 companies with structuring mental health programs, impacting 10 million workers through these initiatives.

DECENT WAGES

Ensure 100% decent wages for employees, including operations, contractors, and outsourced personnel, and promote and engage the entire supply chain in establishing goals for decent wages.

100% TRANSPARENCY

Developing effective, accountable, and transparent institutions at all levels.

+ WATER

Impact the lives of more than 100 million people by ensuring universal sanitation and water security in the country.

CIRCULAR CONNECTION

Connecting existing institutions and initiatives to streamline the creation of opportunities and investments for the transformation of business models toward circularity.

Click here to learn more about the Ambition 2030 Initiatives.

on strategic planning, programs, and projects, as well as other relevant topics of the network.

Vivo has signed commitments with six of the eight Ambition 2030 Initiatives.

Finally, we believe that our work with the UN Global Compact – from the Guiding Principles, Sustainable Development Goals, and Guiding Council to the Ambition 2030 Initiatives – underscores our ongoing and consistent effort to create a more sustainable future.

Our Business

Purpose

Vivo is Telefonica Brazil's brand and part of the Telefonica Group, one of the largest telecommunications companies in the world, operating in 12 countries in Europe and Latin America with headquarters in Madrid, Spain.

In Brazil, our headquarters are in the city of São Paulo, but we have operations throughout the country.

Today, we have nearly 33,000 direct employees, in addition to more than 100,000 indirect contractors who work in all 26 Brazilian states.

Our business model seeks to provide network infrastructure throughout the country and to be a digital hub for people, offering fixed and mobile telephony, broadband internet, pay TV, and streaming services. We have a complete and convergent portfolio of products to cater to both B2C and B2B.

Click here to learn more about Telefonica Brazil's operations.

With the ambition of developing increasingly innovative digital solutions for everyone, we have been guiding our company in recent years toward the digital transformation of society, based on the purpose of *Digitalizar para Aproximar*.

In order to support this vision, we have established four strategic pillars that guide our corporate investments and decisions and impact the lives of our millions of customers:

#TemVivoPraTudo

#TemTudoNaVivo

#DNAVivo EmTudoQueFazemos

#DNAVivo EmTudoQueSomos

#VivoSustentável

"Vivo believes that the technological revolution should be part of everyone's life and not just a privilege for a few. We want the opportunities brought by the digital world to be universal, contributing as a positive driver for the transformation of individuals, companies, and society.

However, we understand that we impact more than just those who are our customers and use our products and technologies. We are market leaders and part of a strategic sector for the country's development. As a result, every decision we make impacts tens of millions of people, giving Vivo great responsibility.

It is in this sense that we embrace sustainability: we want to assume our leading role in digitalizing the country and delivering an increasingly digital and transformative experience while helping to face society's most pressing challenges, such as human rights, diversity and inclusion, gender equity, climate change, energy transition, physical and mental health, quality education, and others.

At Vivo, we believe that it is possible to advance both goals simultaneously: our business and sustainable development. To ensure this, we operate based on best governance practices and corporate responsibility.

However, much like the UN Guiding Principles provide the sustainability guidelines for the private sector worldwide, our internal journey begins with defining values and principles for our business.

Responsible Business Principles

First, we are convinced that sustainable development is only possible if it is based on sound ethical principles. That's why we have a commitment-oriented code of ethics and conduct, the Responsible Business Principles, which must be followed by all Telefonica Group employees worldwide, as well as suppliers and business partners.

Respecting and promoting these principles is non-negotiable for us, because we want to be a company that can be trusted by customers, employees, suppliers, shareholders, and society in general. Thus, we always communicate to our stakeholders the principles that guide our decisions in order to convey the integrity, transparency, and commitment that are part of our identity. Moreover, to further underscore the soundness of our principles, in 2020 we incorporated

RESPONSIBLE BUSINESS PRINCIPLES

1 Ethical and responsible management approach

2 Corporate governance and internal control

3 Respect for and promotion of Human Rights and Digital Rights

4 Our commitment to the environment

5 Innovation, development, and responsible use of technology

6 Responsible communications

7 Our commitment to our customers

8 Our commitment to our employees

9 Our commitment to the societies in which we operate

10 Responsible supply chain management

Click here to learn more about Telefonica's Responsible Business Principles.

into our strategy the management model proposed by ISO 26000 – Social Responsibility Guidelines – which has seven principles to ensure a responsible business: Once the guidelines that underpin our business have been defined – UN Guiding Principles, Responsible Business Principles, and ISO 26000 – we

1 ACCOUNTABILITY

2 TRANSPARENCY

3 ETHICAL BEHAVIOR

4 RESPECT FOR STAKEHOLDER INTERESTS

5 RESPECT FOR THE RULE OF LAW

6 RESPECT FOR INTERNATIONAL NORMS OF BEHAVIOR

7 RESPECT FOR HUMAN RIGHTS

Click here to learn more about the ISO 26000 guidelines.

continue with our sustainability journey by consulting and analyzing with our stakeholders the topics that most impact the business and society.

Double Materiality

In order to add assertiveness to the definition of our challenges regarding sustainable development, in 2022 we reviewed Vivo's priority material topics using a double materiality concept that aims to support the definition of the company's short-, medium-, and long-term strategies. This method considers the impacts on the business (internal assessment of risks and strategies) as well as the external impacts (assessment of the influence of the topics for the various stakeholders).

After an internal assessment and external consultation, 11 material topics were defined, along with 26 sub-topics, which are shown below through an impact matrix and also distributed into three aspects (environmental, social, and governance).

The materiality assessment is extremely important for Vivo, since it functions as a map, showing where we should go as far as corporate social responsibility is concerned. So, with the vision of what matters to the business and our stakeholders coupled with the topics that matter to society in general – Agenda 2030 and the SDGs – our sustainability journey culminates at the #VivoSustentável strategy.

DOUBLE MATERIALITY MATRIX

- **Impact on society** (vertical axis)
- **Business impact and opportunities** (horizontal axis)

Customer Experience · Cyber Security · Talent Management · Privacy Protection · Digitalization · Environmental Management · Ethics and Competitiveness · Innovation · Sustainability in the Value Chain · Risk Management · Climate Change
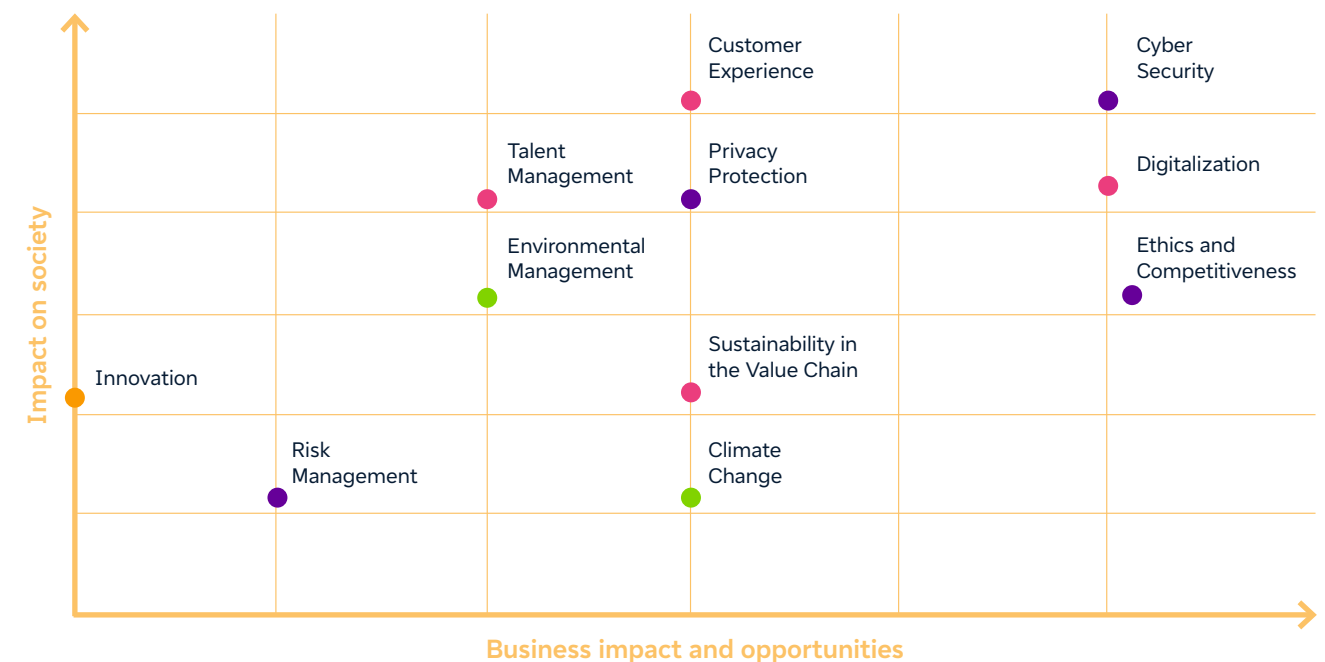
11 TEMAS PRIORITÁRIOS

- Cyber Security
- Digitalization
- Ethics and Competitiveness
- Customer Experience
- Environmental Management
- Risk Management
- Talent Management
- Innovation
- Climate Change
- Privacy Protection
- Sustainability in the Value Chain

ENVIRONMENTAL

ENVIRONMENTAL MANAGEMENT
- GHG Emissions
- Circular Economyr
- Energy
- Water
- Waste

CLIMATE CHANGE
- Climate Change Strategy
- Physical and Transition Risks
- Carbon in the Value Chain

SOCIAL

DIGITALIZATION
- Universal Access

CUSTOMER EXPERIENCE
- Customer Satisfaction
- Network and Service Quality

TALENT MANAGEMENT
- Attraction and Retention
- Development of Human Capital
- Diversity and Inclusion

SUSTAINABILITY IN THE VALUE CHAIN
- Social and Environmental Compliance
- Human Rights
- Partner Management

GOVERNANCE

INNOVATION
- Innovation and New Products

PRIVACY PROTECTION
- General Data Protection Regulation
- Violation of Customer Data

ETHICS AND COMPETITIVENESS
- Violation of Responsible Business Principles
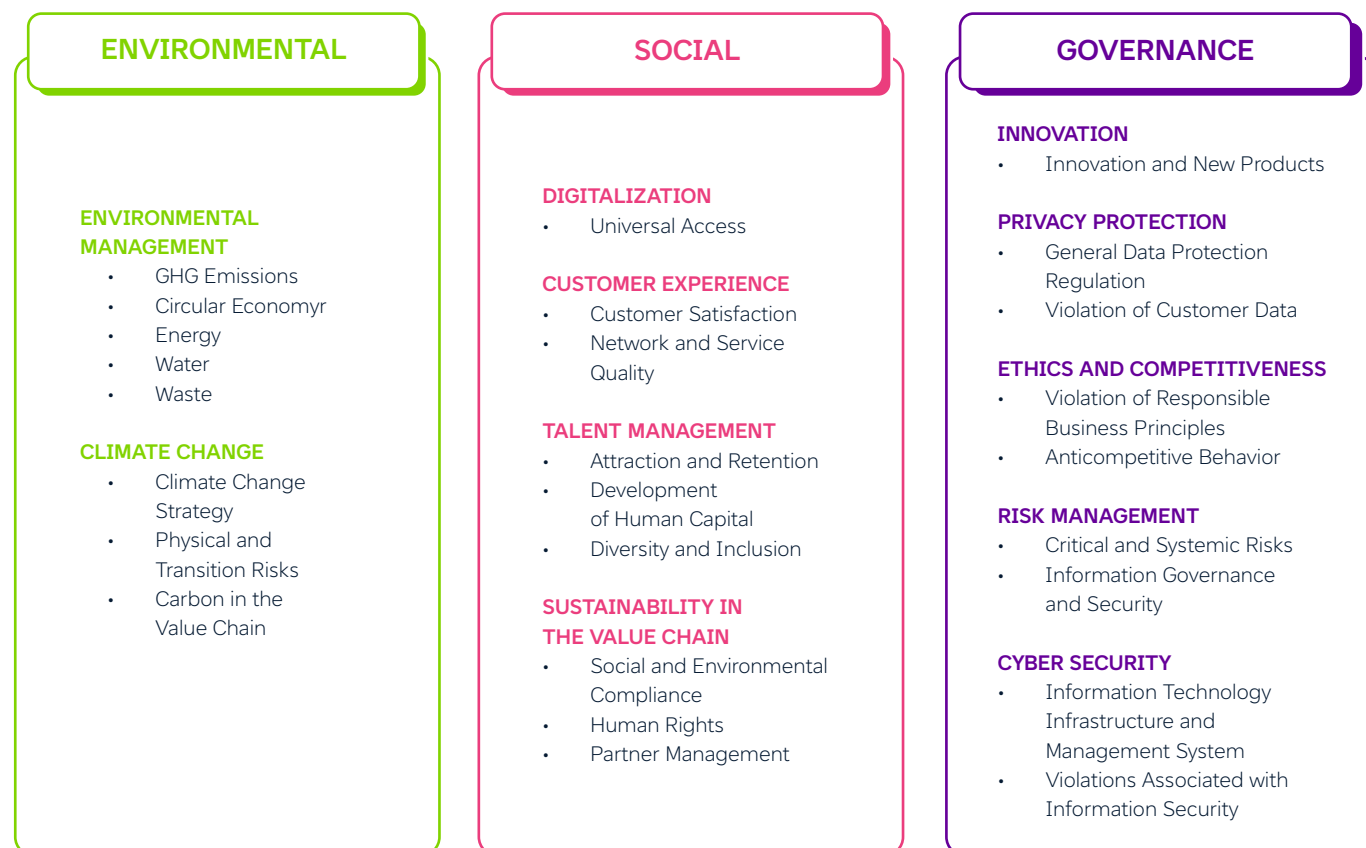- Anticompetitive Behavior

RISK MANAGEMENT
- Critical and Systemic Risks
- Information Governance and Security

CYBER SECURITY
- Information Technology Infrastructure and Management System
- Violations Associated with Information Security

#VivoSustentável

To introduce our strategic vision *Vivo Sustentável*, it is important to point out that we are a publicly traded company, listed on Brazil's B3 stock exchange and the NYSE in the United States. This means that, in addition to the commitments made to society through the UN's 2030 Agenda and to our stakeholders, we are also making a commitment to our investors and shareholders by creating an ESG Agenda.

At Vivo, sustainability is systemic and considers both the business objectives and society's expectations regarding global limits and other factors involved in production and consumption systems.

To turn this complexity into actionable plans to sustain the business, a robust sustainability corporate governance structure needs to be developed. Therefore, we have local and global Quality & Sustainability Committees in place reporting to the Board of Directors, in addition to a Sustainability Committee linked to our CEO in Brazil. Since 2019, we have linked non-financial sustainability goals to the bonuses of our executives.

Along with these strategies, we also manage and monitor more than 100 sustainability and ESG indicators, aiming to promote the responsible growth of our business. Other than that, we believe that

We believe that a sustainable and people-centric digital transformation of society is possible, giving people the opportunity to live their lives in an increasingly dignified, prosperous, and humane way.

Definition of Priority SDGs

With a clear vision of where we wish to go, defining the priority SDGs for the business is easy: we want to use the power and reach of everything we do to lead society toward sustainable development, positively impacting as many people as possible.

Based on double materiality results, this assessment was steered by the impact that the business has and may come to have on Brazil in terms of economic growth, reduction of inequalities, respect for human rights, and protection of the environment. The identified impacts were classified as actual or potential, negative or positive, short- or long-term, intentional or unintentional, and reversible or irreversible.

We also analyzed our contribution to the SDGs under four aspects:

this study will contribute with more indicators to be monitored, focused on the SDGs and the positive social and environmental impact we have on society and the planet.

Finally, we believe that a sustainable and people-centric digital transformation of society is possible, giving people the opportunity to live their lives in an increasingly dignified, prosperous, and humane way. To believe in this is to be #VivoSustentável.

Impact of collective actions on society

Impact of the business on society

Opportunities and Risks for the SDGs

Impact of the organization on the value chain

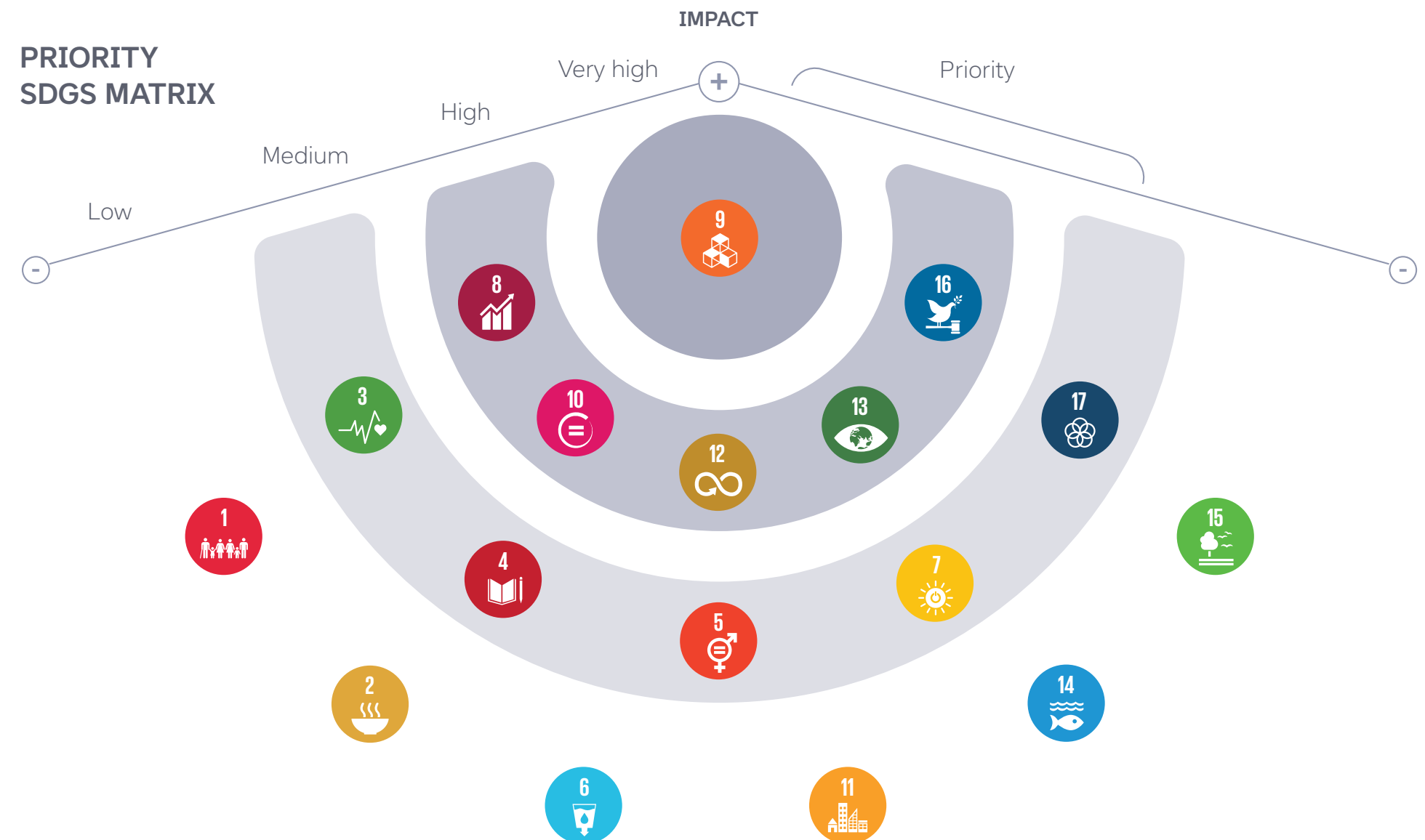Impact of the organization on employees

The assessment shows us that in those topics where the positive impacts have the potential to be greatest, the negative impacts offer a potential risk of equal size. Thus, we decided to create a single matrix that prioritizes the SDGs based on the opportunity to advance the business together with the risk of regression.

Before presenting our matrix, a few points need to be addressed. This analysis was conducted qualitatively, i.e., it materializes these impacts from a systemic standpoint of the business; the SDGs defined as priorities may change over time, either with the advancement of the importance of the topic for society or with the pivoting of the business strategy; and finally, the different impact categories are intended to guide the importance of the SDGs within our sustainability strategy.

As a result, eleven priority SDGs were defined for the business, broken down into three impact categories: Very High, High, and Medium. And six additional non-priority SDGs were classified as Low impact.

In practical governance terms, the priority SDGs are integrated into our strategy and have a 2030-oriented management process with goals, action plans, impact indicators, and progress assessments. On the other hand, the non-priority SDGs are monitored through the projects and initiatives that have the potential to cause positive social and environmental impacts.

The priority SDGs are integrated into our strategy and have a 2030-oriented management process with goals, action plans, impact indicators, and progress assessments

Very high Impact
9. Industry, innovation, and infrastructure.

High Impact
8. Decent work and economic growth.
10. Reduced inequalities.
12. Responsible consumption and production.

13. Climate action.
16. Peace, justice, and strong institutions.

Medium Impact
3. Good health and well-being.
4. Quality education.
5. Gender equality.
7. Affordable and clean energy.
17. Partnerships for the goals.

Low Impact
1. End poverty.
2. Zero hunger.
6. Clean water and sanitation.
11. Sustainable cities and communities.
14. Life below water.
15. Life on land.

PRIORITY SDGS MATRIX

IMPACT

Very high

High

Medium

Low

Priority

IMPACT ASSESSMENT

To present our Impact Assessment for the UN 2030 Agenda, some observations need to be made:

The assessment was done separately for each SDG, although we are aware of the interconnection between them, and we will discuss these connections at the end of the assessment. Furthermore, the descriptions of the goals and sub-targets of each SDG were adapted to Vivo's reality and express how we believe we can contribute to their advancement.

Finally, this is the first study published in Brazil exclusively about the SDGs. Although others have been done in recent years by the Telefonica Group to better understand its impact on society, this study is preliminary in nature. This means that the context presented, the actions reported, and the impacts described represent only an overview of the topic and are not exhaustive, as not all of the company's practices were included in the study.

The company periodically conducts assessments of business risks and opportunities for sustainability because we know that the topic is continuously evolving, and we strive to increasingly consolidate the strategy of being a positive change agent for society and the planet.

Very High Impact

9

9 INDUSTRY, INNOVATION, AND INFRASTRUCTURE

Provide internet coverage and access for all, with innovative, inclusive, and sustainable digital services.

9.1 Develop quality, reliable, sustainable, and resilient fixed and mobile network infrastructure to support economic development, digital inclusion, and human well-being.

9.5 Strengthen investment in innovation in order to improve digital skills in the country and increase the development of cutting-edge projects in education, health, finance, and low-carbon solutions.

9.c Significantly increase access to information and communication technologies (ICT) and work to provide affordable universal internet access.

As a technology company oriented toward the digital transformation of society, Vivo's greatest contribution is to SDG 9: fixed network infrastructure (fiber) for more than 23 million homes; mobile coverage (4G, 4.5G, or 5G) in more than 5,000 cities and in every Brazilian state; millions of ele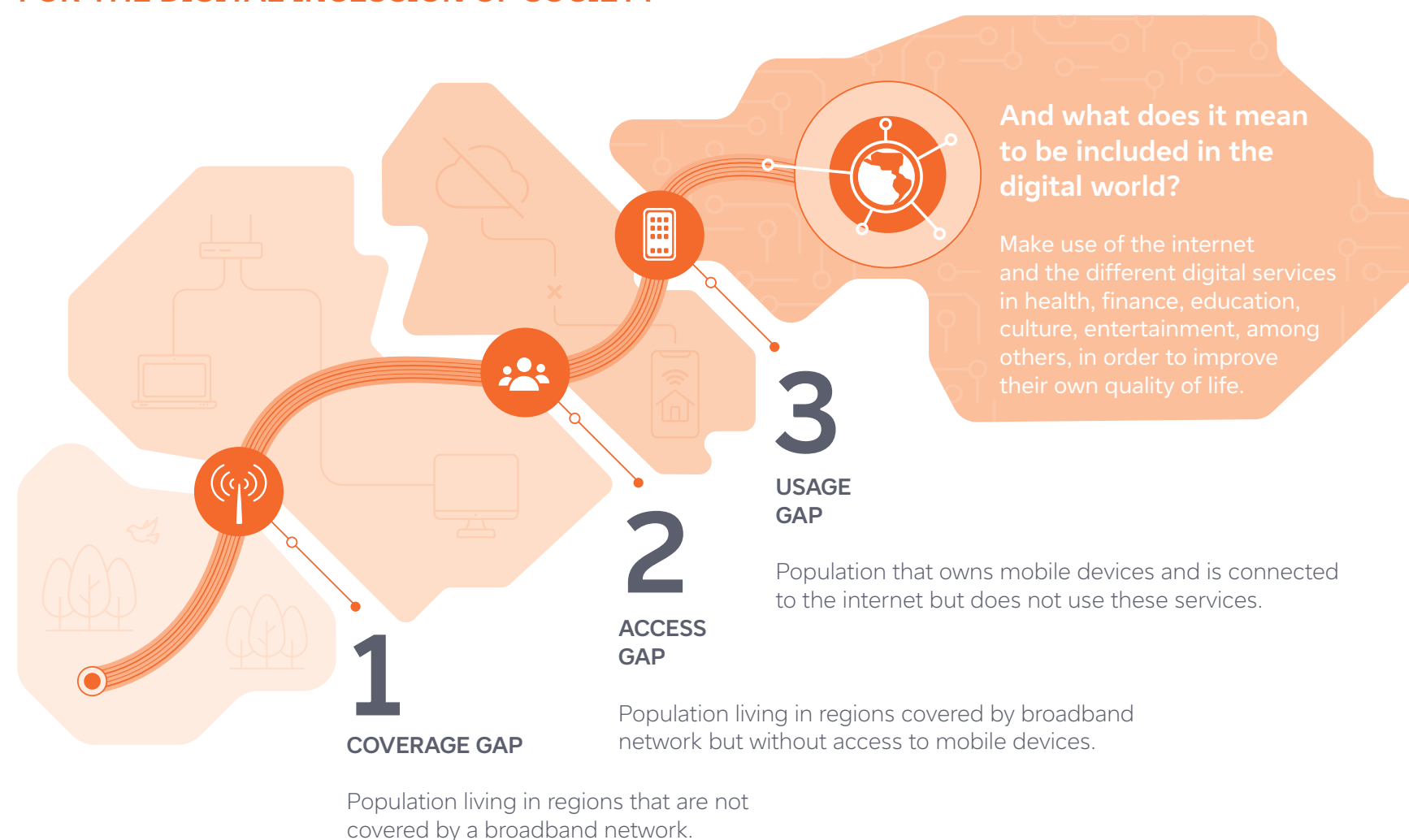ctronic devices sold annually and customers subscribing to digital services in education, health, finance, and entertainment; and significant investments in innovative cloud solutions, cybersecurity, big data, IoT, and technology management.

However, we understand that there is still much to be done in the Brazilian scenario. Since 2016, the UN has considered the internet to be an essential service for mankind. In 2020, during the pandemic, a law was enacted in Brazil determining that telecommunications and internet services are essential to the country, and in 2022, a law on charging ICMS (value-added tax) on essential services was changed, limiting taxation for telecommunications companies, as well. However, there are still millions of Brazilians who do not have access to the internet and/or are not included in the digital world.[2]

One of the main factors that has raised the level of importance of the telecommunications industry in recent years has been the COVID-19 pandemic.

THE THREE CONNECTIVITY GAPS FOR THE DIGITAL INCLUSION OF SOCIETY

And what does it mean to be included in the digital world?

Make use of the internet and the different digital services in health, finance, education, culture, entertainment, among others, in order to improve their own quality of life.

3
USAGE GAP

Population that owns mobile devices and is connected to the internet but does not use these services.

2
ACCESS GAP

Population living in regions covered by broadband network but without access to mobile devices.

1
COVERAGE GAP

Population living in regions that are not covered by a broadband network.

The challenges to humanity brought about by this global crisis has proven the need to have a network infrastructure that is resilient, with internet access and coverage that knows no borders and is available to all, including universal, inclusive, and sustainable digital platforms.

Furthermore, when we talk about digitalization, we need to make sure that the environments where we are driving society are regulated, safe, and enduring – topic addressed in SDG 16. This is where innovation comes in: we need to find ways that allow people to be connected, protected, and free to live in the digital world in the best way possible. Therefore, investment in new projects that develop digital skills, disruptive technologies, and low-carbon solutions are essential for the evolution of the business.

Since 2019 at Vivo, we have been working together with startups to generate new business and foster a culture of innovation within the company through the engagement of employees and leadership. And innovation also arises from a digital ecosystem that is growing outside Vivo; Wayra, an initiative to support entrepreneurship launched by Telefonica in 2011, has been playing an important role as a driver of open innovation in Brazil.

When we understood all the opportunities we had to contribute, we also realized the possibility that our actions could cause negative impacts on society and the environment, hindering the advancement of SDG 9. The main risk identified – and one for which we are constantly looking for solutions that eliminate or mitigate – stems from the expansion of our infrastructure from two aspects:

1 Social and environmental impact of the implementation and operation of our transmission towers, operational buildings, data centers (generation of waste, noise, air emissions, and non-ionizing radiation in surrounding cities and communities)

2 Social and economic impact of our products and services on the less privileged income groups and the more remote regions of the country (skills, affordability, safety, relevance, and connectivity), a topic covered in SDG 10.

Finally, providing coverage and access to the internet for all, with innovative, inclusive, and sustainable digital services is how we believe we can contribute to SDG 9 and sub-targets 9.1, 9.5, and 9.c, in line with our purpose. Based on this, it is possible to understand and analyze other SDGs that directly support the business and generate a relevant impact for our stakeholders. They are:

- **8.** Decent work and economic growth.
- **10.** Reduced inequalities.
- **12.** Responsible consumption and production.
- **13.** Climate action.
- **16.** Peace, justice, and strong institutions.

> **Click here** to learn more about Wayra's work in Brazil.

High Impact

8 DECENT WORK AND ECONOMIC GROWTH

Promote the digitalization of society to create a more inclusive and sustainable economic system for all.

8.1 Support economic growth through the digital transformation of society, generating new jobs, reducing unemployment, and increasing the productivity of SMEs.

8.3 Promote development-oriented policies that support the creation of decent jobs, entrepreneurship, creativity and innovation, and the formalization and growth of SMEs.

8.5 Achieve full and productive employment and decent work for all, including youth and people with disabilities, and equal pay for work of equal value.

8.6 Substantially reduce the proportion of youth not in employment, education or training.

8.8 Protect labor rights and promote safe and secure work environments for all workers, including those in precarious employment.

MOVIMENTO SALÁRIO DIGNO

COMMITMENT MADE
100% of the organization's employees earning a decent wage by 2030.

Vivo is the largest telecommunications company in Brazil and its purpose is to drive the digitalization of society, thus placing itself as one of the main contributors to the country's economic growth. In 2022, we had a net operating revenue of R$48 billion, invested R$9.5 billion in our business, and obtained a net income of R$4 billion. We also have about 33,000 employees and more than 100,000 contractors; we have approximately 1,800 stores spread throughout Brazil; and in the last year, we reached more than 112 million customers (accesses).

All these numbers underscore how our business contributes to job generation, to tax collection by the government, and to the country's economic stability. However, we know that millions of people remain unemployed[3], and that in 2022 the country's economy grew less than expected[4] and more than two thousand people were rescued from jobs similar to slavery[5]. This last piece of information shows that, besides the concern for economic growth, it is necessary to ensure that all existing jobs are decent, inclusive, and respect universal human rights.

At Vivo, respect for human rights is taken very seriously. Since 2019, we have had in place a Global Human Rights Policy based on the UN Guiding Principles for Business and Human Rights and

the main international declarations on the subject, applicable to the entire Telefonica Group. We regularly assess our operation's impact on human rights, in addition to conducting due diligence processes with our suppliers and service providers, and assessing adherence to ISO 26000 in all our operations every two years.

In addition to our concern for human rights, we are also committed to generating decent employment for all. In 2022 we joined the Decent Wage Initiative of the UN Global Compact's 2030 Ambition in Brazil, where we made a commitment to create a methodology for calculating a decent wage that considers all the essential factors for a decent life, such as food, housing, transportation, health, and education, in order to demonstrate and ensure that it is applied to 100% of our employees by 2030.

From a business standpoint, Vivo significantly contributes to increasing the productivity of the Brazilian economy. Through *Vivo Empresas*, we serve more than one million SMEs by fostering digitalization, entrepreneurship, and innovation, allowing them to develop and make their own contribution to society. We believe that digitalization has the power to unlock the potential of small businesses in all sectors and industries, and that it is one of the best ways to contribute to the prosperity of the country.

However, we understand that our performance as one of the main drivers of digitalization in the country – helping to improve people's quality of life and promote economic growth – may also cause negative social and economic impacts on society and hinder the advancement of SDG 8. The largest risk identified is that digital transformation will lead to automation and robotization of the economy,

> **We believe that digitalization has the power to unlock the potential of small businesses in all sectors and industries**

rendering thousands of jobs expendable and changing the basis of our economic model.

This is a global shift that has been taking place in society since the beginning of the century, and we know that it has the potential to impact the foundations of the economy, income distribution, jobs, labor rights, tax issues, etc. It is for precisely this reason that we offer society the conditions, tools, and skills – from training and skills development to digital job search platforms – for this transformation in education, health, finance, and work so that everyone is better prepared for this future.

Thus, we believe Vivo is driving the digitalization of society to create a more inclusive and sustainable economic system for all, contributing to sub-targets 8.1, 8.3, 8.5, 8.6, and 8.8.

10 REDUCED INEQUALITIES

Reduce the digital divide, ensure social inclusion, and achieve equal opportunities for all.

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10.2 Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate collective actions.

10.4 Adopt policies, especially fiscal, wage, and social protection policies, to progressively achieve greater equality.

MOVIMENTO
RAÇA É PRIORIDADE

COMMITMENT MADE
30% of black people in leadership positions by 2025.

The exponential development of technology and digital transformation holds great promise for connecting people and creating a better world for this and future generations. At Vivo, we believe that our purpose gives us the opportunity to contribute to this cause and help reduce inequalities in the country. That is why we are a company that works to serve all people and why we have a responsibility to include them in the digital environment and guarantee equal opportunities.

As one of the most valuable companies in Brazil, present in people's day-to-day lives, we are heading toward these goals supported by a strong culture of diversity and inclusion. This culture can be seen in our effort to give space and voice to the main groups that are and have historically been side-lined, such as people with disabilities, black people, people belonging to the LGBTI+ community, people over 50, Indigenous people, refugees, homeless people, and others.

We invest millions of reais in socio-cultural projects that seek to value these groups and ensure their representation for a more equal situation in society. We also have a solid corporate program aligned with inclusion in the workplace and respecting differences: the *Vivo Diversidade*. This program brings this topic into our employees' routine through the creation of affinity groups, inclusive and accessible communication, recurring discussions about, for example, intersectionality and cultural appropriation, and affirmative actions for the hiring and development of these audiences.

Vivo has targets to include these groups in the company's workforce and believes that a diverse company better represents who we aspire to be and more accurately portrays the identity of Brazil. An example of this commitment is that we joined the Race is a Priority Initiative of the UN Global Compact's 2030 Ambition in Brazil, making a commitment to have 30% of leadership positions held by black people by 2025. Another relevant example is our Intern and Trainee Programs with 50% exclusivity for hiring black people.

Vivo also seeks to reduce social inequalities through other initiatives, such as the Telefonica-Vivo Foundation's corporate volunteering program, which aims to raise awareness and engage employees in actions that generate social impact, in both face-to-face and digital formats, to promote a fairer and more egalitarian world. In 2022 alone, the program benefited more than 232,000 people across the country, with the participation of 20,591 company volunteers.

However, when we look at digitalization and the population in general, we see that the social challenge is still overwhelming. In recent years, with the COVID-19 pandemic, the impacts that the lack of connection and access to digital environments have caused in all regions of Brazil and the world have become all too clear. We realize how digitally connected we already are and how essential internet services are today for health, education, and transportation, just to name a few.

The crisis we are facing has aggravated digital inequalities in several aspects, but it did not cause them. Since the advent of computers, cell phones, and the internet, this phenomenon has been one of the main contributors to social inequality in recent

decades. It is known as the digital divide.

The widening of this divide is the biggest risk identified in our business in SDG 10 and one of our main concerns as agents of positive change in society. We know that as technologies advance and new services capable of improving people's quality of life emerge, society will become more divided if nothing is done to include those who don't have the opportunity to access them.

The digital divide causes underprivileged groups to experience isolation and a lack of communication, creates barriers to advancing education in the country, hinders access to health care systems, reduces economic opportunities, and exacerbates discrimination, especially gender discrimination. And to the same extent that digitalization can increase this inequality, Vivo believes that, through its purpose, it can also be the solution that will reduce it. As long as there are people who are

excluded from the digital world and do not have the opportunity to take advantage of its services, we will still have work to do.

Ultimately, we understand that reducing the digital divide, ensuring social inclusion, and achieving equal opportunities for all is how we should contribute to SDG 10 and sub-targets 10.2, 10.3, and 10.4.

WHAT IS THE DIGITAL DIVIDE?

It is the unequal opportunity of access to new communication and information technologies between:

- those who live in urban and rural areas.
- educated and uneducated.
- rich and poor.
- men and women.
- young and old.
- globally, between developed and developing countries.

AND HOW TO REDUCE IT?

Connectivity for all through investment in infrastructure and public-private partnerships, to serve rural and hard-to-reach areas.

Affordability: reducing taxes and industry charges, promoting financing mechanisms and subsidies to reduce the initial costs of devices.

Promotion of digital and educational skills among all agents of society.

Relevance of content, services, and products that meet users' needs and capabilities.

Security against cyberbullying, cybercrime, harmful content, and privacy violations.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Promote the circular economy in the use of electronic equipment through ecodesign, reuse, and recycling.

12.2 Achieve the sustainable management and efficient use of natural resources.

12.4 Achieve environmentally sound management of products and waste throughout their life cycle and significantly reduce their release to air, water, and soil.

12.5 Substantially reduce waste generation through prevention, reduction, recycling, and reuse.

12.6 Adopt sustainable practices in order to achieve full circularity of our business models.

MOVIMENTO **CONEXÃO CIRCULAR**

COMMITMENT MADE
Zero waste sent to landfills from our operations by 2030; and circular business model implemented by 2030.

Vivo is a company that operates in all regions of Brazil and has a strong presence in the consumption habits of millions of people. With the advances in digitalization achieved in recent years, a large part of the services necessary for a good quality of life are enabled by our business through solid fixed and mobile internet coverage, coupled with a complete range of products and services that form the technology ecosystem that supports the digital transformation of society.

However, as a service company we are not responsible for the manufacturing of this equipment, only for its commercialization. Even so, we are concerned with the life cycle of these materials and their impacts, and we use our influence to encourage our partners and consumers to adopt existing best practices. In order to digitalize society, countless electronic devices will need to be produced, and an increasingly robust network infrastructure of cables, data centers, etc. will need to be maintained. This puts us in a key position to help transform the economy into a more circular model.[6]

In 2022, Vivo's contribution to circularity and more responsible consumption involved more than 26,000 tons of electronic waste recycled by our reverse logistics operations; more than 11 tons of equipment and accessories collected through the *Recicle com a Vivo* program; nearly 125,000 cell phones reused by the *Vivo Renova* program; 95% of customers not using printed invoice statements, resulting in savings of approximately 500 million sheets of paper; and

more than 1,800 ecobags created from the reuse of uniforms from our field operation.

When we look at the possible environmental risks and impacts of our operation, we follow the guidelines of our Environmental Management System (EMS), certified by ISO 14001 and guided by the global environmental policy of the Telefonica Group, which involve operational controls, procedures, and work instructions. We conduct annual internal and external audits that confirm the effectiveness of these controls, the operational impacts, and compliance with legal requirements.

Another relevant point is that, since 2019, we have been using Telefonica's global Solid Waste Management system (GReTel), which helps our internal areas to manage the flow of waste generation, transport, and disposal. This offers traceability and control of the supply chain and ensures that the process was conducted in accordance with Brazilian standards.

However, Vivo's commitment to the environment and circularity goes far beyond policies and management systems. In March of this year, we joined the recently

launched Circular Connection Initiative of the UN Global Compact's 2030 Ambition in Brazil with two challenging commitments: zero waste to landfill from our operations; and the implementation of a circular business model, both to be achieved by 2030.

We also have in place a number of initiatives that are helping us advance toward these goals:

1 In B2C - Reuse of modems and decoders: close to 1.3 million units refurbished in 2022 alone from our reverse logistics program, reaching 46% circularity according to the CTI index (Circular Transition Indicators), which evaluates the circularity of businesses and of a wide variety of electronic products.

2 In B2B - Eco Smart solutions: a seal that allows companies to learn about the environmental benefits that the solution can generate in their operation when purchasing a service. Four criteria are evaluated: energy efficiency, reduction of water consumption, reduction of CO_2 emissions, and circular economy. Vivo already has 24 products and services with this seal, which have also been certified by AENOR (Spanish Association for Standardization and Certification).

> The transformation from the traditional and linear economy to a circular economy offers the telecommunications sector countless opportunities
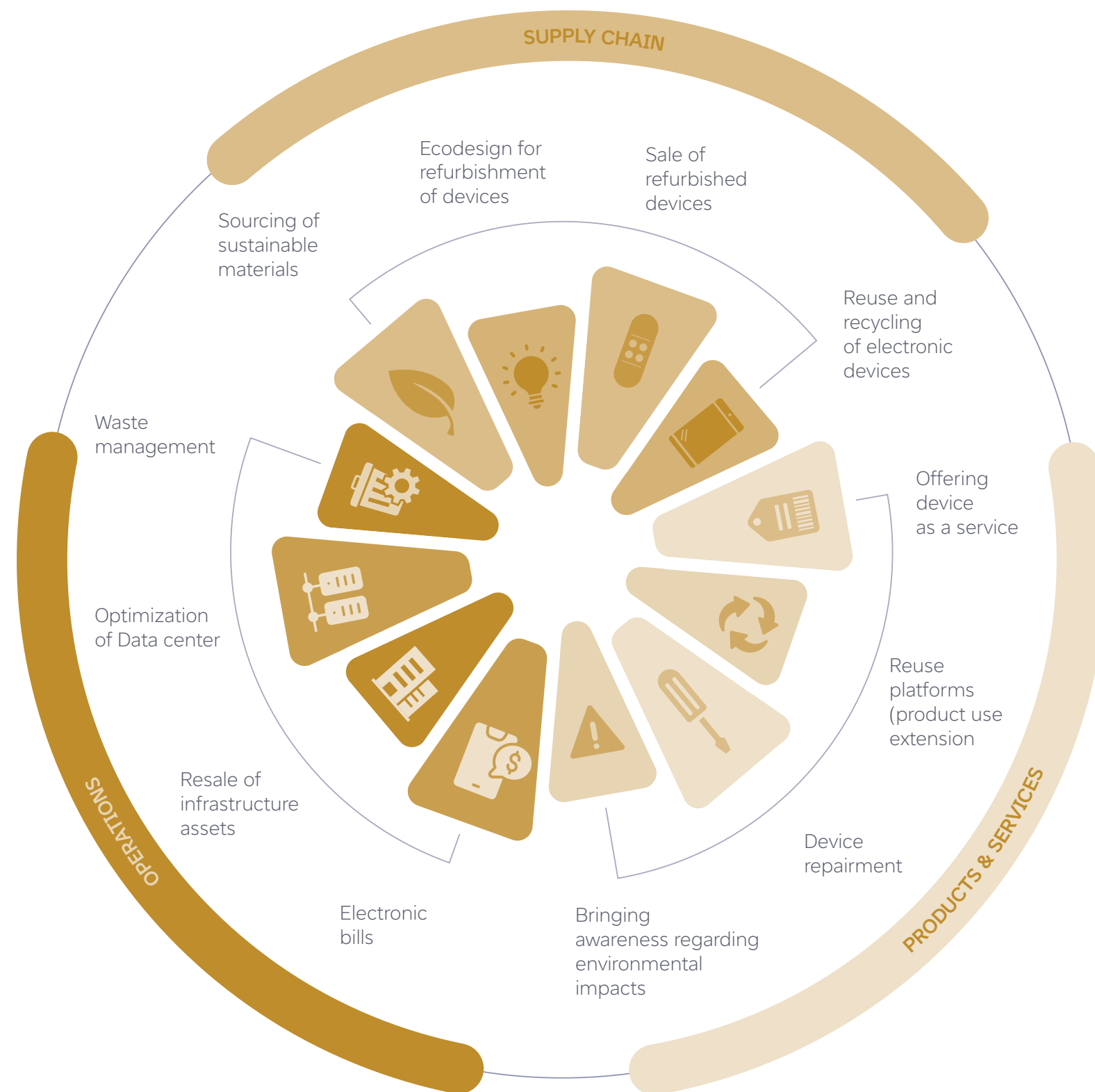
3 For consumers - Eco Rating: a seal that assigns scores to the environmental performance of mobile devices based on their life cycle and circular economy indicators. The impact assessment considers the entire process including production, transportation, and use up to disposal, and it is divided into five categories: durability, repairability, recyclability, climate efficiency, and resource efficiency.

The transformation from the traditional and linear economy to a circular economy offers the telecommunications sector countless opportunities; however, when we look at the Brazilian scenario of consumption and disposal of electronic equipment, the data are still alarming. In 2019, only 3% of the volume of e-waste was recycled in the country[7]. Therefore, we know that the largest impact we can have, and one that has the potential to regress in SDG 12, is the increase in e-waste generation.

The rate of increase in the consumption of electronic devices in Brazil has been increasing at a much faster rate than the management and recycling of this waste, and there are few incentives in society for its correct disposal. At Vivo, we understand that this is a global challenge, and that's why we have dedicated so much effort to the *Recicle com a Vivo* Program since 2006, encouraging cell phone manufacturers to produce more and more efficient equipment through Eco Rating and also developing business models that are increasingly circular.

Thus, we contribute to sub-targets 12.2, 12.4, 12.5, and 12.6 by promoting the circular economy in the use of electronic equipment via ecodesign, reuse, and recycling.

KEY TELECOMMUNICATIONS INITIATIVES FOR THE CIRCULAR ECONOMY

SUPPLY CHAIN

Ecodesign for refurbishment of devices

Sale of refurbished devices

Sourcing of sustainable materials

Reuse and recycling of electronic devices

Waste management

Offering device as a service

Optimization of Data center

Reuse platforms (product use extension

Resale of infrastructure assets

Device repairment

OPERATIONS

PRODUCTS & SERVICES

Electronic bills

Bringing awareness regarding environmental impacts

13 CLIMATE ACTION

MOVIMENTO
AMBIÇÃO NET ZERO

COMMITMENT MADE
Publish an annual inventory of greenhouse gas (GHG) emissions; and reduce GHG emissions in line with the criteria of the Science Based Targets initiative (SBTi).

Combat climate change and improve the efficiency and use of natural resources.

13.2 Integrate climate change measures into the company's strategy to achieve zero net emissions for Scopes 1 and 2 by 2025 and for Scope 3 by 2040.

Mankind must urgently combat the effects that climate change will cause, and is already causing, on the planet. This fact is already well known by the general population: we must limit the increase in global temperature to 1.5°C, compared to pre-industrial times. And the telecom sector, although not a major emitter of CO_2e (3% to 4% of global emissions[8]) has a key role to play in the transition to a low-carbon economy, because through digitalization we can help different sectors reduce up to 20% of global emissions by 2030.[9]

At Vivo, we understand the responsibility of this role, and we actively take part in initiatives to combat global warming. In 2019, we became the first company in Latin America to have a 100% carbon-neutral direct operation. In addition to using electric energy 100% from renewable sources, we purchase carbon credits for projects to offset Scope 1 emissions that have not yet been avoided, and we currently have investments directed toward environmental protection and restoration projects in the Amazon.

As a way to promote and integrate emissions reduction into the company's strategy, in 2019, we will also link a percentage of the bonus of company executives and employees to annual goals for the reduction of CO_2 emissions, overseen by our Board of Directors.

We also have challenging long-term targets for the reduction of emissions in Scopes 1, 2, and 3 (direct operations, generation of electricity consumed,

and indirect operations through the value chain) validated by the Science-Based Targets initiative (SBTi), with the ultimate goal of becoming a net zero emissions, or Net Zero, company. And to further demonstrate our commitment, in 2022 we joined the Net Zero Ambition Initiative of the UN

Global Compact's 2030 Ambition in Brazil, which seeks to jointly reduce two gigatons of CO_2 in aggregate emissions by 2030.

As a company, we have the ambition to achieve, in line with the Telefonica Group's targets, net

GLOBAL CO$_2$e REDUCTION POTENTIAL THROUGH DIGITALIZATION BY SECTOR BY 2030

STRATEGY EXAMPLES FOR EACH SECTOR

1,8 Energy	Integration of renewable energy into the grid	Smart grids and energy management systems can reduce up to 1.8Gt CO_2e.
2,0 Buildings	Management and reduction of energy, water, and waste consumption	Smart and automation solutions can cut up to 2.0Gt CO_2e.
2,0 Agriculture	More productivity and less waste	30% increase in yield and 20% reduction in waste can cut up to 2.0Gt CO_2e.
2,7 Manufacturing	Customer-centric manufacturing	Digital manufacturing and circular value chains can reduce up to 2.7Gt CO_2e.
3,6 Mobility	Faster, cheaper, and safer travel	Real-time traffic management and smart logistics can cut up to 3.6Gt CO_2e.

12,1

Reduction enabled by digitalization (t CO_2e)

zero emissions by 2040, considering the entire value chain, including an intermediate target of neutralizing Scope 1 and 2 residual emissions by 2025. For Scopes 1 and 2, our goal is to reduce emissions by 90% by 2030 (compared to 2015) and for Scope 3 by 56%, also by 2030 (compared to 2016).

The greatest challenge for Vivo, and for most companies, is Scope 3 emissions, which in our case accounts for 90% of all emissions generated. The challenge lies in the fact that, since these are largely indirect emissions generated by our suppliers and customers, they are not entirely under our control. For this reason, we have started to put some strategies into effect to reduce emissions in this scope.

The most important one is the Supply Chain Carbon Program, which has already engaged more than 100 partners that have the most CO_2-intensive operations. In this program, we offer consulting services that allows them to conduct their inventories and control, reduce, and neutralize their emissions, and we propose that they make emission reduction commitments together with Vivo. We understand that if large companies do not develop their value chains in this way, no one will achieve their goals, given that this is a global challenge.

Combating climate change will be the greatest challenge facing humanity in the coming decades. It is a fact that the temperature of the planet is increasing at an ever-advancing rate, and even if we manage to limit this increase to 1.5ºC, the entire political-economic system will have to be changed by creating lasting strategies to mitigate and adapt to the climate. For the telecommunications

industry, the best strategy to move forward is also the biggest challenge regarding the increase of CO_2 in the atmosphere: the deployment of 5G.

From society's standpoint, the opportunity is immense, since the efficiency that the network will bring in data traffic is dozens of times greater, revolutionizing the way we interact with the internet and consequently transforming human life in ways we still don't know. Therefore, all institutions, governments, companies, and the general population will benefit from this technology.

On the other hand, from the planet's standpoint, energy consumption, even from renewable sources, is likely to increase because, although 5G can offer up to 90% more efficient data traffic, the new technologies that are emerging require more robust and power-hungry structures.

Still, at Vivo we are sure that 5G is the future and the best way to reduce the sectors' absolute emissions in the long term, and it is how we will contribute to the goal of fighting climate change and improving efficiency and the use of natural resources from sub-target 13.2.

16 PEACE, JUSTICE, AND STRONG INSTITUTIONS

Promote transparency, good governance practices, and respect for human rights through the ethical and responsible use of technology.

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16.5 Substantially reduce corruption and bribery in all their forms.

16.6 Develop effective, accountable, and transparent institutions at all levels.

16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.

16.b Promote and enforce non-discriminatory laws and policies for sustainable development.

When we talk about justice, transparency, or good governance, we are necessarily talking about ethics and responsibility, because there is no way to establish strong institutions and promote peace if there is no genuine concern, beyond a genuine respect, about people and their collective well-being. And Vivo, as a company who has the mission of digitalizing society, understands that the digital world can only exist if it is ethical, fair, and inclusive in all its spheres, while respecting the human rights of all.

To deliver this for society, we first seek to set an example within the organization. That's why we require that all our employees be trained annually in the Principles of Responsible Business. We are DSC 10000 certified, which underscores the excellence and commitment of our Compliance program; we maintain a structured reporting channel in place for any type of irregularity or non-compliance, with total confidentiality; and we have a digital security strategy that permeates the entire company and our products and services.

Our Compliance program, called *#VivoDeAcordo*, aims to strengthen our culture based on ethics, integrity, and transparency, including our commitment to comply with the laws applicable to our business, especially those related to fighting corruption. This ensures that the company's guiding principles are always above individual interests.

Regarding digital security, we adhere to a global security policy, applicable to the entire Telefonica Group, that provides for three pillars – technology, process, and people – and is intended to protect our digital environment based on proactive risk management on three principles: protect the digital assets in a resilient manner; protect customers' and Vivo's data; and protect our applications and digital

identities. To ensure this, we also comply with the main regulations in effect, such as the General Data Protection Regulation, ANATEL's Resolution 740, and others.

However, when we observe the exponential traction that digital transformation is acquiring in society, we realize that the advance of technology solutions and digital services is considerably greater than the guarantee of security, privacy, and regulations. Digitalization also creates new challenges for human rights, which must be addressed with greater urgency by key players in society, such as governments, institutions, and companies. Once a large part of the population is included in the digital world, digital rights must be secured.

Digital rights will create the basis for understanding how people should be respected and protected so that everyone has the opportunity to be connected and free and feel they are part of the digital world. For this reason, the Telefonica Group supports the creation of a Digital Bill of Rights with the purpose of adapting existing rights to the new dimensions brought about by technological innovation.

Vivo, through *Portal Dialogando*, also promotes a discussion with society about the responsible use of technology. We address, in an educational manner, topics related to the use of the internet and its impacts on people's lives and society, covering both sensitive and necessary topics. Using a universal language, *Dialogando* produces content in several formats such as articles, brochures, webcasts, and podcasts, with the participation of several experts and influencers.

Still, as one of the companies at the forefront of digitalization, we understand that the biggest business risk of regressing in SDG 16 lies in not helping to create

a secure digital environment that protects the privacy of people and businesses and promotes freedom of
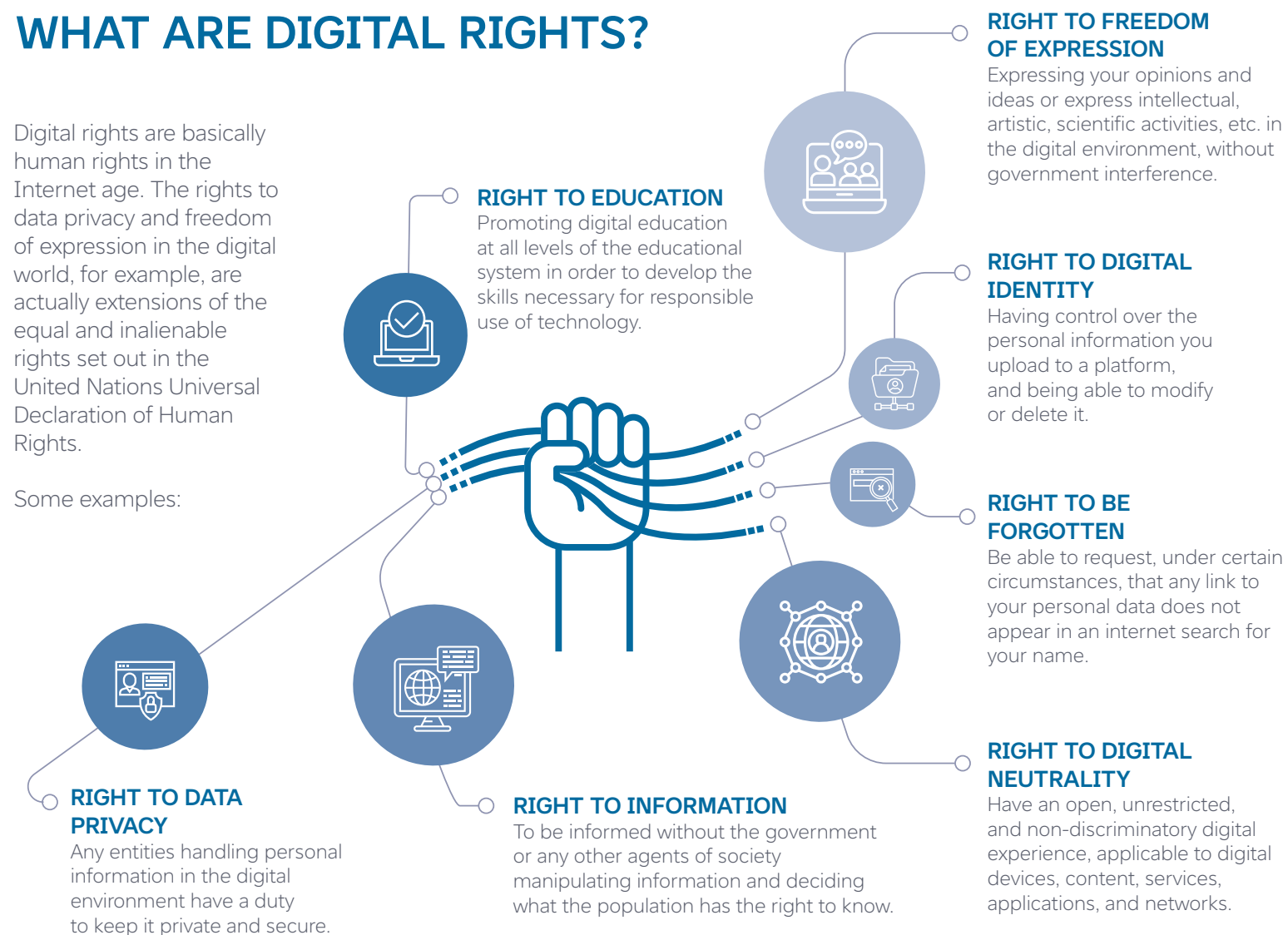
🌐 **Click here** to visit *Portal Dialogando.*

expression. Issues such as cyberbullying, cybercrime, harmful content, privacy violations, trafficking of personal data, and more recently the influence of artificial intelligence on our freedom of choice are all urgent and must be combated in order to bring peace and justice to the sector.

Therefore, we advance SDG 16 and sub-targets 16.5, 16.6, 16.10, and 16.b. by promoting transparency, good governance practices, and respect for human rights through the ethical and responsible use of technology.

The following SDGs, of Medium Impact and priorities for Vivo, support, albeit indirectly, the advancement of the business. These are important topics for Brazilian society, and we believe we have the opportunity to contribute as an organization and make a difference. They are:

- **3.** Good health and well-being
- **4.** Quality education
- **5.** Gender equality
- **7.** Affordable and clean energy
- **17.** Partnerships for the goals

WHAT ARE DIGITAL RIGHTS?

Digital rights are basically human rights in the Internet age. The rights to data privacy and freedom of expression in the digital world, for example, are actually extensions of the equal and inalienable rights set out in the United Nations Universal Declaration of Human Rights.

Some examples:

RIGHT TO EDUCATION
Promoting digital education at all levels of the educational system in order to develop the skills necessary for responsible use of technology.

RIGHT TO FREEDOM OF EXPRESSION
Expressing your opinions and ideas or express intellectual, artistic, scientific activities, etc. in the digital environment, without government interference.

RIGHT TO DIGITAL IDENTITY
Having control over the personal information you upload to a platform, and being able to modify or delete it.

RIGHT TO BE FORGOTTEN
Be able to request, under certain circumstances, that any link to your personal data does not appear in an internet search for your name.

RIGHT TO DIGITAL NEUTRALITY
Have an open, unrestricted, and non-discriminatory digital experience, applicable to digital devices, content, services, applications, and networks.

RIGHT TO DATA PRIVACY
Any entities handling personal information in the digital environment have a duty to keep it private and secure.

RIGHT TO INFORMATION
To be informed without the government or any other agents of society manipulating information and deciding what the population has the right to know.

Medium Impact

3

GOOD HEALTH AND WELL-BEING

Assegurar através da digitalização uma vida saudável e promover o bem-estar para todos.

3.8 Achieve universal health coverage and access to quality digital healthcare services and access to safe, effective, quality and affordable essential medicines and vaccines for all.

3.d Strengthen the country's capacity for early warning, risk reduction, and management of national health risks to promote healthy living for all.

MOVIMENTO MENTE EM FOCO

COMMITMENTS MADE

1. Have a renowned professional for advice and consulting.

2. Provide crisis counseling and management.

3. Ensure the permanent evaluation of employees.

4. Keep managers engaged, trained to act on the topic and guide on the best conduct, acting as agents of transformation.

5. Create an anti-stigma program: promote open debates and group interventions on topics that seek to reduce the stigma related to psychiatric distress, adding it as a permanent item on the organization's agenda

6. Promote actions to encourage mental health: campaigns and initiatives to encourage cultural, sports, nutrition, wellness, and education practices, among others, based on demands identified

Ensuring the overall health and well-being of people is a growing concern for companies in all regions of the world, especially after the COVID-19 pandemic, when the negative impact that insecure healthcare systems and forced social distancing had on the mental health of the population was recognized. On the other hand, it highlighted the positive impact that digitalization had – through the internet and the provision of digital services – on keeping society operational, whether through remote work, telemedicine, distance education, e-commerce, or in other ways.

At Vivo, this topic is an important part of our business strategy. In 2022, we re-launched *Vida V*, a health platform in partnership with the company *Vale Saúde Sempre*, which gives access to a wide network of health services through just one prepaid card. The service can be purchased by any consumer, including those who are not yet Vivo customers, and was created to facilitate and expand access to healthcare.

We also offered Atma, a meditation platform intended to aid people in their journey toward self-knowledge and the promotion of well-being. Some of its benefits are stress relief, anxiety control, better sleep, and relaxation.

From an organizational point of view, the topic of health and well-being is also integrated into our strategy and is very much present in the routines of our employees. One of our main programs is called *Vivo Bem-Estar*, which brings together a series of healthy initiatives aimed at the body, mind, and work environment. These are emotional health and psychological safety programs for employees, psychotherapy services, physiotherapy, acupuncture, nutrition, and wellness challenges to engage people in their search for self-care, as well as a space of more than 600 sqm exclusively dedicated to the topic.

One of the ways we reinforced our commitment to health and well-being was by joining, in 2022, the Mind in Focus Initiative of UN Global Compact's 2030 Ambition in Brazil. The initiative seeks to engage 1,000 companies in structuring programs for mental health, impacting 10 million workers with these initiatives.

When analyzing the risks that our business can pose to society, including regressing in SDG 3, we identified the impact of hyperconnectivity and the dependence

> **One of our main programs is called *Vivo Bem-Estar*, which brings together a series of healthy initiatives aimed at the body, mind, and work environment.**

that new models of digital relationships can cause in people. *Portal Dialogando* is one of our initiatives that also promotes a discussion with society on this topic. The further digitalization advances, the more dependent society becomes on it, and if care is not taken with one's own health in this transformation – especially mental and emotional – its excessive use can harm social relationships, lower self-esteem, and be a facilitator for a more sedentary, anxious, and superficial lifestyle.

It is precisely because we understand this risk that we strongly believe in the initiatives we offer to our employees and the services we develop for our customers. All of this is to promote, through digitalization, healthy lives and well-being for all, thus contributing to sub-targets 3.8 and 3.d.

4 QUALITY EDUCATION

Tackle social inequality by investing in digital skills.

4.1 Ensure that all girls and boys complete free, equitable and quality primary and secondary education, integrated into a digital culture.

4.4 Substantially increase the number of youth and adults who have digital skills, including technical and vocational skills, for employment, decent jobs, and entrepreneurship.
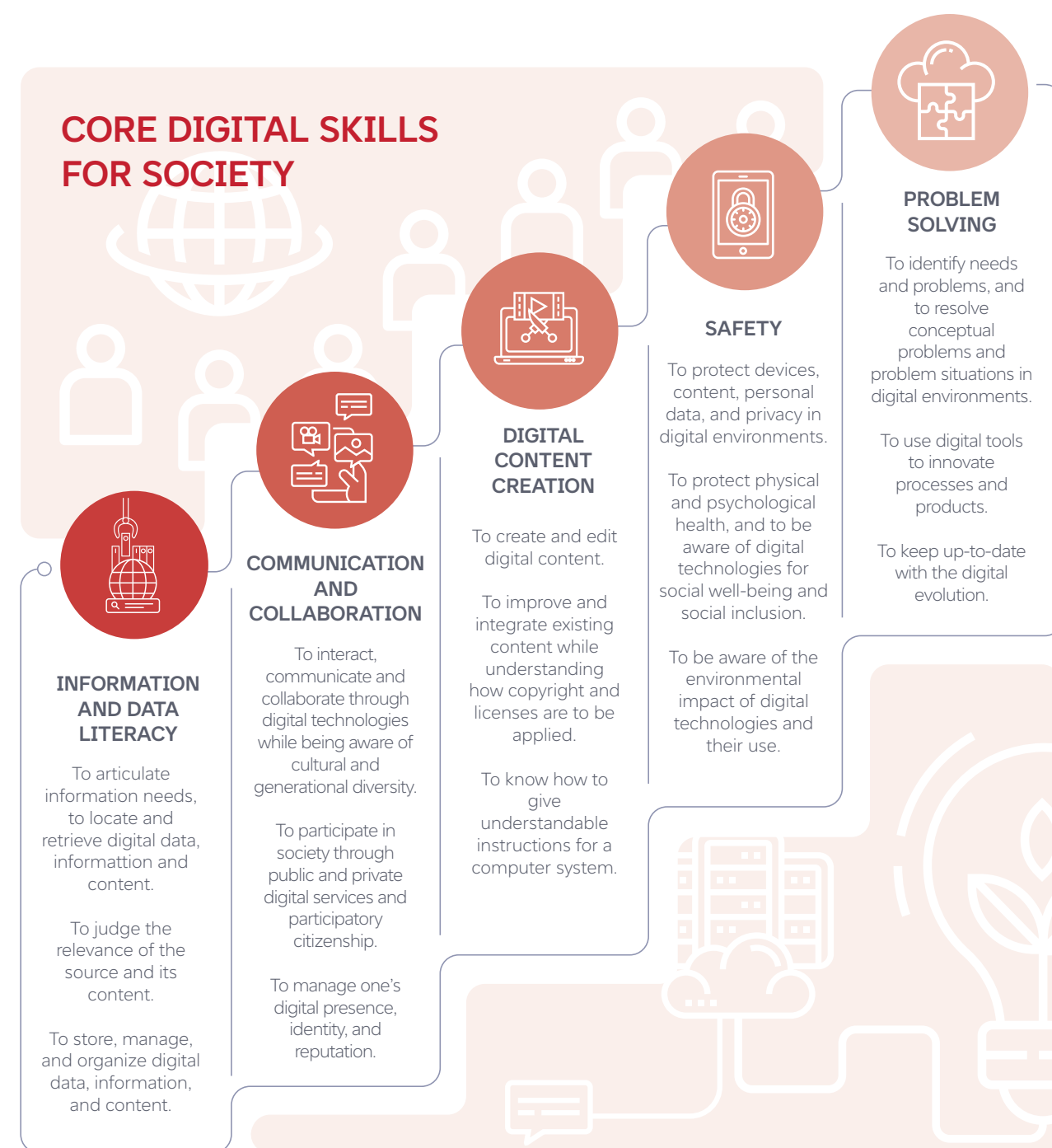
4.c Substantially increase the number of teachers trained in innovative teaching practices and digital skills.

If we want to lead all of society into the digital world, we need to help teach them the skills and develop the competencies they need to enjoy its benefits and improve their quality of life. We believe that through a strong and continuous investment in education, we will achieve this goal.

That's why Telefonica-Vivo Foundation is focused on supporting the digitalization of public education, aimed at developing digital skills in teachers and students in elementary, middle, and high schools. The Foundation is member of social movements and coalitions that discuss strategies and agendas for the implementation of a more digital education and offers distance learning and free continuing education courses to train educators to develop innovative teaching practices, aligned to the Common National Curricular Base (BNCC) and the New High School program.

The digital transformation increasingly requires children and adolescents to be able to use elements of technology critically to help society, understanding its potential and impact, which makes the school environment an ally for the development of these skills in students. Therefore, the Foundation also promotes training programs, such as Data Science, which is present in regular schools, technical schools, and professional education centers.

Currently, we also have initiatives for the continuing education of teachers through the *Escolas Conectadas* platform; implementation of digital skills in the New High School program through *Pense Grande Tech*; and incorporation of innovative teaching practices through *Aula Digital* and *42 São Paulo*. We managed to do this by partnering with social coalitions and

CORE DIGITAL SKILLS FOR SOCIETY

INFORMATION AND DATA LITERACY

To articulate information needs, to locate and retrieve digital data, information and content.

To judge the relevance of the source and its content.

To store, manage, and organize digital data, information, and content.

COMMUNICATION AND COLLABORATION

To interact, communicate and collaborate through digital technologies while being aware of cultural and generational diversity.

To participate in society through public and private digital services and participatory citizenship.

To manage one's digital presence, identity, and reputation.

DIGITAL CONTENT CREATION

To create and edit digital content.

To improve and integrate existing content while understanding how copyright and licenses are to be applied.

To know how to give understandable instructions for a computer system.

SAFETY

To protect devices, content, personal data, and privacy in digital environments.

To protect physical and psychological health, and to be aware of digital technologies for social well-being and social inclusion.

To be aware of the environmental impact of digital technologies and their use.

PROBLEM SOLVING

To identify needs and problems, and to resolve conceptual problems and problem situations in digital environments.

To use digital tools to innovate processes and products.

To keep up-to-date with the digital evolution.

the Departments of Education in several states across the country. In 2022 alone, the Foundation was able to impact more than 2.2 million people through education projects, with a private investment of R$58 million. However, we know that it is necessary to go beyond public education to

bring digital culture to society. That is why, in 2021, we launched *Vivae*, a digital education platform created in partnership with *Ânima Educação*, one

> **Click here** to learn more about the work of the Telefonica-Vivo Foundation.

of the largest education ecosystems in Brazil. This new educational technology proposes to offer an innovative teaching platform where it is possible to find numerous online courses – entrepreneurship, digital marketing, front-end development, and hospitality, among others – and job openings at the same time.

In addition, we want to bring quality education to all our employees, so we have in place several training and development programs, both professional and career-oriented, as well as those geared to the main digital skills used in the workplace. Some noteworthy ones are Lean 6 Sigma, Agile Methodologies, and Design Thinking.

When we talk about social inequality and digital education in society, we need to make certain distinctions between what should be taught to

the general population to include them in the digital environment; to children and teenagers to prepare them for an increasingly digitalized future; to the working class to train them in new digital systems, platforms, and tools; and to institutions, governments, and companies to allow them to update themselves and provide suitable environments for this transformation.

Having made this distinction, we do not identify risks of our business regressing in SDG 4. We only note that the slow learning of key digital skills by society in general will have an increasingly negative impact on underprivileged groups[10]. This is because the rate that new digital technologies and services advance far outpaces the inclusion of those who could benefit from them. Thus, the biggest risk is that one day the digital divide becomes so great that entire portions of the population are no longer able to learn what is necessary and end up being left behind by society.

Ultimately, we understand that addressing social inequality by investing in digital skills is how we can contribute to the topic and sub-targets 4.1, 4.4, and 4.c.

> The digital transformation increasingly requires children and adolescents to be able to use elements of technology critically to help society.

5 GENDER EQUALITY

Achieve gender inclusion, equality, and equity, and empower all women.

5.1 End all forms of discrimination against women across the business, the organization, and the supply chain.

5.2 Eliminate all forms of violence against women across the business, the organization, and the supply chain.

5.5 Ensure full and effective participation of women and equal opportunities for leadership at all decision-making levels of the organization.

5.b Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.

MOVIMENTO
ELAS LIDERAM 2030

COMMITMENT MADE
30% of top leadership positions held by women by 2025

The fight for gender equity is a topic of growing importance today in all parts of the world, both in terms of public opinion and in institutions, governments, and companies. That is because a growing number of women are securing their space in society, whether through social movements or by claiming their rights. However, equity is not achieved only through rights. It requires creating a counterculture; in other words, creating a process to deconstruct the current culture in order to establish a new culture of equality.

Vivo, understanding the urgency of this topic within the corporate environment, has been, since 2016, a signatory to the Women's Empowerment Principles (WEP), established by UN Women in Brazil. This network aims to create partnerships with the business sector in order to increase commitment and build capacity to eliminate discrimination against women. Also, within the *Vivo Diversidade* program, explained in SDG 10, we address gender issues through affinity groups, inclusive communication, and recurring debates on the topic.

Another program that Vivo has developed is called *Mulheres de Fibra*, which aims to boost women presence in the Service Operations area and increase the access of our women employees to activities that until recently were mostly performed by men. Today, more than 300 women are part of the program.

When we talk about gender equality within companies, we must address the issue of wage

parity: it is estimated that it will still take 132 years for it to be achieved in the world, with Brazil in the 94th position in the ranking of countries with greater pay equality.[11] To achieve this goal, in addition to wages, it is necessary to increasingly include women in leadership positions and decision-making positions in society.

At Vivo, we have ambitious short- and long-term goals to help society achieve this parity. As part

> ❝ **It is necessary to increasingly include women in leadership positions and decision-making positions in society.**

of the Telefonica Group's targets, our goal is to achieve equal pay for men and women for the entire company by 2040. In addition, last year we made a public commitment to the Women Lead 2030 Initiative of the UN Global Compact's 2030 Ambition in Brazil, which aims to place 11,000 women in top leadership positions by 2030. In addition to the target we have set of reaching 30% by 2025, we have an internal target of reaching 40% by 2027.

While we understand the contributions we make to society on this topic, we also realize that there is a chance that our actions will not sufficiently

advance SDG 5. This is because gender equality is a cross-cutting issue and needs to occur at all levels of society: within the organization, among employees, across the supply chain, in products and services use, among customers, in the digital world, etc. But despite this challenge, we are determined to increase our actions so that we can become ever greater agents of positive change on this topic.

Thus, achieving gender inclusion, equality and equity, and empowering all women is our vision and how we seek to advance sub-targets 5.1, 5.2, 5.5 and 5.b.

7 AFFORDABLE AND CLEAN ENERGY

Deploy a more efficient telecommunications network, powered entirely by renewable energy.

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7.2 Keep 100% of electricity from renewable sources and influence the supply chain toward energy transition.

7.3 Reduce energy intensity (consumption per traffic) by 90% by 2025 compared to 2015.

To a large extent, it was through the excessive use of fossil fuels for energy consumption that mankind put itself in this climate crisis. In the last two centuries, since pre-industrial times, we have managed, through human activity alone, to increase the average temperature of the planet by 1.1°C. To stay below the 1.5°C mark, as scientists have warned, we will need to decarbonize all activities in our economic system. And the solution for replacing and supplying these energy demands lies in clean, renewable energy sources.[12]

As the largest telecommunications company in Brazil, energy is a vital resource for keeping our network running, as well as our more than 112 million accesses to our customers. Thus, we are signatories, as part of the Telefonica Group, to RE100, an initiative that gathers companies worldwide committed to achieving 100% consumption of renewable energy in their operations. In line with this initiative, in order to secure our climate strategies, at the end of 2018 we became the first telecommunications company in the country and the first of the Group outside Europe to have 100% renewable electricity, bringing our target forward by 12 years.

As part of our policy to adopt best practices in the use of renewable energy, in 2018 we began producing part of our own energy through the distributed generation model, using only renewable sources of solar (61%), hydro (27%), and biogas (12%). By the end of 2022, there were 48 plants in operation, with a plan to reach 85 by the end of the project.

With all plants in operation, Vivo will produce close to 711,000 MWh/year of energy – enough to supply all the needs of a city with a population of 300,000. Once the project is completed, it will account

for approximately 90% of Vivo's consumption in low voltage electricity, catering to nearly 30,000 units, including stores, towers, antennas, telecommunications equipment, and offices.

When we talk about energy, we understand that not only must the sources be replaced by others that are 100% clean and accessible, but that it is also necessary to significantly reduce consumption through well-defined strategies. Therefore, in 2020, we obtained the ISO 50001 certification (energy management system) in our headquarters, and we rely on energy efficiency programs in which several saving initiatives were implemented in our operations: shut down of 2G and 3G, compacting and turning off fixed network centrals, and modernization of the air conditioning systems, among others.

We also operate in line with our Low Carbon Procurement Instruction. Through it, we adopted the concept of Total Cost of Ownership (TCO) in the acquisition process, thus considering not only the purchase cost, but also the amount of energy that the equipment will consume during its use and the costs associated with the equipment's carbon emissions. The main goal is to establish guidelines for the development of low carbon procurement of the main products responsible for generating, directly or indirectly, greenhouse gas emissions.

As mentioned in SDG 13, we have the ambition to achieve, in line with the Telefonica Group's targets, net zero emissions by 2040, considering the entire value chain, including an intermediate target of neutralizing Scope 1 and 2 residual emissions by 2025. Our goal is to reduce emissions by 90% for Scopes 1 and 2 by 2030 (compared to 2015) and by 56% for Scope 3 by 2030 (compared to 2016).

> When we talk about energy, we understand that not only must the sources be replaced by others that are 100% clean and accessible, but that it is also necessary to significantly reduce consumption through well-defined strategies.

Therefore, we believe that deploying a more efficient telecommunications network powered entirely by renewable energy is a feasible goal and how we contribute to sub-targets 7.2 and 7.3.

17 PARTNERSHIPS FOR THE GOALS

Engage in and encourage partnerships for the achievement of the Sustainable Development Goals (SDG).

17.6 Improve access to science, technology, and innovation, and enhance knowledge sharing through improved coordination among institutions and mechanisms to facilitate global technology.

17.14 Enhance policy coherence for sustainable development.

17.16 Strengthen partnerships, including across different sectors, that mobilize and share knowledge, expertise, technology, and financial resources to support the achievement of the SDGs.

The search for partnerships and means of implementation is critical if we wish to achieve the SDGs and the 2030 Agenda; as a matter of fact, without partnerships there is no way for mankind to develop in a sustainable way. When we understand that for any system to be in balance (collective: economic, political, social, environmental, cultural; or individual: physical, emotional, mental, and even spiritual) all other systems also must be in balance as well.

Therefore, if we have a common purpose, which is to live life in the best way possible, we need to unite for this cause. That includes all players in society – large companies, SMEs, investors, shareholders, government, institutions – from every sector, as well as the general population. The different decisions made by all these stakeholders must then converge to achieve this purpose in such a way that it guarantees and contributes to everyone else achieving it as well, leaving no one behind.

At Vivo, our purpose is to go digital to draw society closer together, so that everyone can enjoy the digital world and live increasingly better. We drive innovation and the development of new technologies, increase coverage and access, work for inclusion in the digital world, believe and invest in digital skills and education for all, and help protect people and businesses in order to regulate this environment.

For digitalization to be sustained, in addition to offering our best service, we need to make our contribution to all SDGs in a purposeful and systemic way. And this is what we do through partnerships with the government; public education systems; NGOs; cultural institutions; health, financial, educational, and entertainment

services; important networks for sustainable development such as the UN Global Compact and CEBDS; different telecommunication associations (local and international); and communication outlets, among many others.

According to alerts included in the last UN report[13], the outlook is not very encouraging for

and encourages partnerships to achieve the Sustainable Development Goals (SDGs).

We consider as Low Impact the SDGs that are not a priority for Vivo, because although we know that all of them are important for the advancement of society, and even of digitalization, we understand that they are not material to our business. Even so, we implement initiatives and actions that contribute to the topics. They are:

- **1.** No poverty
- **2.** Zero hunger and sustainable agriculture
- **6.** Clean water and sanitation
- **11.** Sustainable cities and communities
- **14.** Life below water
- **15.** Life on land

> If we have a common purpose, which is to live life in the best way possible, we need to unite for this cause. That includes all players in society – large companies, SMEs, investors, shareholders, government, institutions – from every sector, as well as the general population.

the achievement of the SDGs in Brazil and in the world; however, it will be the partnerships between everyone that will enable a reversal of this situation. Thus, Vivo believes that through sub-targets 17.6, 17.14, and 17.16, it carries out

Low Impact

1 NO POVERTY

1.4 Ensure that everyone, especially the poor and vulnerable population, has internet coverage and equal rights to digital access to essential services—primarily health, education, and finance—to secure a better quality of life.

At Vivo, we understand that we contribute to the eradication of poverty by providing internet coverage and access for all. Currently, more than 98% of the Brazilian population is covered through our mobile network infrastructure (3G, 4G, 4.5G, or 5G), and we are market leaders in offering prepaid and affordable plans.

From a corporate standpoint, we offer cell phones and telephony and data bundles to all our employees, in addition to various offers on our products and services (and those of business partners) available only to our internal audience. We pay competitive wages compatible with the market and provide numerous benefits, such as flexible working hours, childcare allowance, assistance to dependents with disabilities, hybrid work formats, daycare allowance, and parental leave, among many others, that underscore our commitment to the quality of life of our employees.

We have other initiatives in place that, although not directly contributing to the eradication of poverty, bring financial solutions to customers. One such initiative is *Vivo Valoriza*, a benefits program that has hundreds of partners and offers discounts, freebies, and product and service trials. It is already used by thousands of customers. Another is *Vivo Money*, a personal credit service with competitive interest rates, purchased 100% digitally. And because of our concern with the population's financial inclusion, we also created *Vivo Pay*, a free digital account available to anyone.

2 ZERO HUNGER AND SUSTAINABLE AGRICULTURE

2.4 Contribute to the development of sustainable food production systems based on digital technology solutions.

2.a Increase investment in rural network infrastructure in order to enhance Brazil's agricultural productive capacity.

Regarding zero hunger and sustainable agriculture, our contribution is through the network infrastructure we provide in rural areas and the technologies we develop for the sector through *Vivo Agro*, leading to increased agricultural productive capacity and the coverage and internet access we bring to these populations.

Through *Vivo Agro*, part of our B2B business unit, we offer digital services for agribusiness through solutions related to precision agriculture, such as digitalization, connectivity, technological tools, and smart machinery. These technologies comprise crop automation, seeding, remote management, autonomous tractors, and drones.

At Vivo, we believe that the farms of the future will need to respond to the demands of modern, efficient, and sustainable agriculture, and this is enabled through digitalization and innovation.

6 CLEAN WATER AND SANITATION

6.5 Implement integrated water resources management at all levels of the organization and influence the supply chain in the sustainable management of water and sanitation.

Vivo's Environmental Policy addresses the responsible use of water resources, promoting efficiency in the integrated management of water and the reduction of the water footprint of the operations. The policy also follows the principle of promoting the innovation of services and digital products that contribute to the solution of environmental challenges such as scarcity of resources like water.

At Vivo, most of the operations' water consumption is associated with the supply for offices and technical buildings, in which efficiency practices are adopted,

such as automatic faucets and regular evaluations of the facilities in order to repair any leaks. The company's headquarters, where the largest number of employees work and consequently where the largest volume of water is consumed, has a graywater treatment system for reuse in the toilet flushing system. In addition, we use efficient and low-consumption hydro-sanitary equipment when compared to conventional devices.

11 SUSTAINABLE CITIES AND COMMUNITIES

11.6 Minimize the negative environmental impact caused in cities, with special attention to mobility, air quality, consumption, and waste management.

Creating sustainable cities and communities is a material topic for Vivo, and we understand that our contribution lies in the implementation of a resilient network infrastructure that can bring quality internet to all Brazilian cities. In our operations, we believe that GreTel's waste management system, digital invoices that save millions of sheets of paper, e-waste recycling, fleet management with increased use of renewable fuels, optimization of our data center equipment, and 100% clean energy consumption help us advance in SDG 11.

14 LIFE BELOW WATER

14.1 Prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, such as plastics and other operational waste.

Although marine pollution is a distant topic for the telecommunications sector, we participate in working groups oriented toward impact analysis and discussion on the subject with the UN Global Compact and CEBDS. Still, the way Vivo contributes to life below water is by seeking to ensure that our waste management, especially plastic and hazardous waste, is kept from being dumped into rivers and oceans.

15 LIFE ON LAND

15.b Mobilize significant resources of all sources and at all levels to finance sustainable forest management and provide adequate incentives for biodiversity conservation and reforestation of degraded areas.

At Vivo, we increasingly seek to contribute to life on land. All of our service providers for activities related to the operation, maintenance, and implementation of sites have an environmental clause in their service agreements in which they agree to comply with our environmental policy, as well as to implement our environmental procedures.

Since 2019, we have supported projects to protect the Amazon rainforest through the purchase of carbon credits. The main project we support is *REDD+ Vale do Jari*, developed by *Fundação Jari* and by *Biofílica S.A.* The initiative trains local farmers in sustainable management techniques and agro-extractivist production in the states of Pará and Amapá, promoting the well-being of the neighboring communities and making them stewards of forest resources.

In 2022, our strategy to offset emissions also included carbon credits from the reforestation of native forests. In this sense, we supported the Multi-Species Reforestation project in the state of Mato Grosso, an initiative with the double goal of storing carbon in growing trees with the creation of sustainable carbon credits. It was recognized and certified thanks to the 50 native species replanted and the management of a natural forest with an area of 8,000 hectares.

To achieve our target of net zero emissions by 2040, we are committed to reducing our emissions by purchasing carbon credits and developing projects to remove carbon from the atmosphere, preferably using nature-based solutions. Thus, the Telefonica Group has committed to the 1t.org initiative, contributing to the conservation and planting of 1.5 million trees by 2030.[14]

Furthermore, in 2022 we signed the Brazilian Business Commitment to Biodiversity with CEBDS to emphasize the importance of biodiversity and ecosystem services to companies. Vivo has committed to three of the nine targets proposed for 2030: to include the topic in the business strategy; to apply a mitigation hierarchy of these impacts in the activities of network deployment, operation, and maintenance; and to enhance conservation and recovery actions in the regions where we operate in order to have a positive impact on biodiversity.
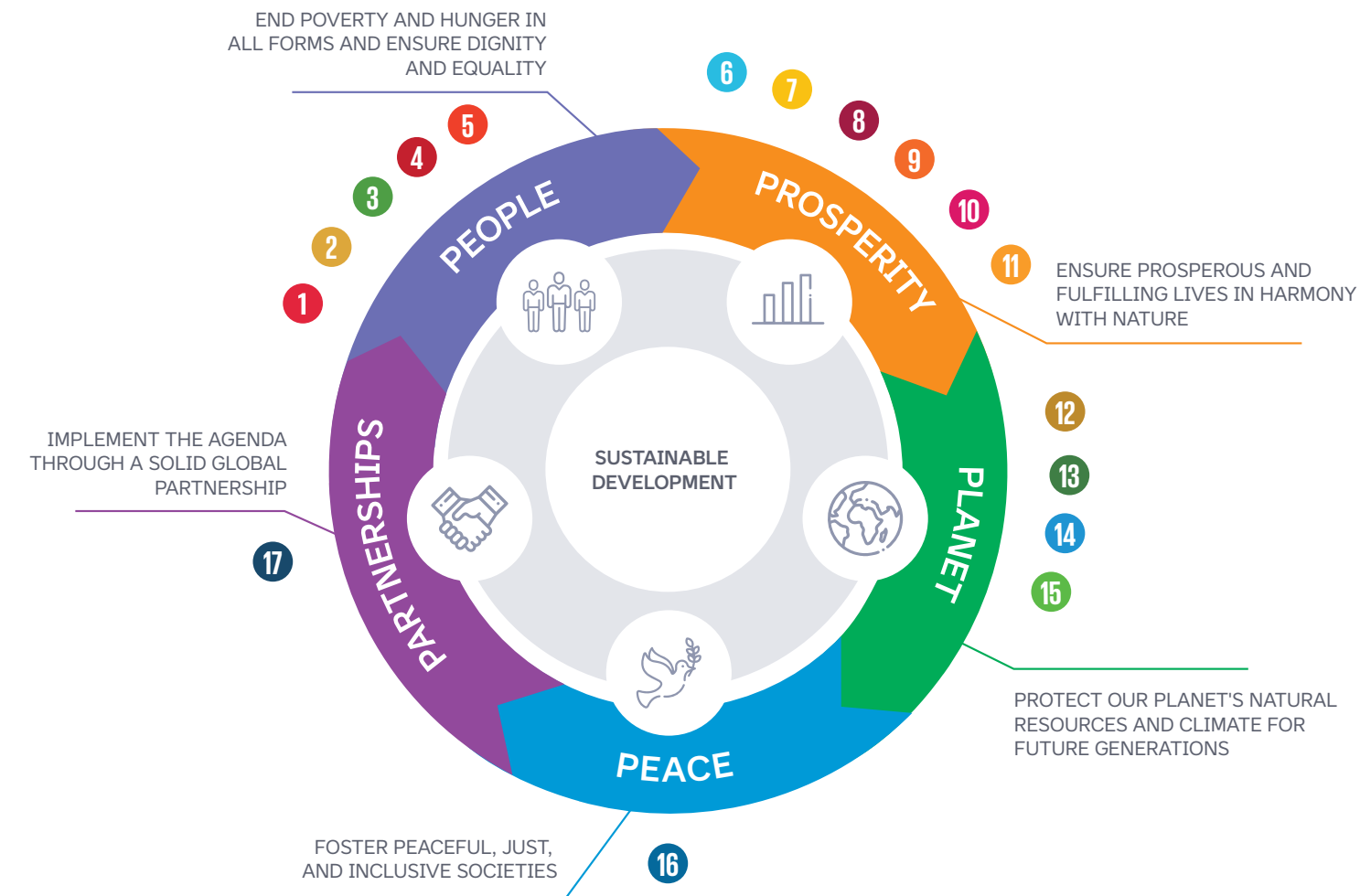
CONCLUSION

The 5 P's of Sustainable Development

After an assessment of the impact of our business for each of the SDGs, the connection and interdependence between them becomes clear; in other words, although the assessment was done separately, we know that it is impossible to make this distinction in the real world. When we talk about sustainability, we are necessarily talking about how to sustain different systems that coexist and overlap with each other on a daily basis toward the same goal.

At Vivo, this goal is to digitalize society while bringing people closer together: *Digitalizar para Aproximar*. And for this vision to materialize in a sustainable way, we understand that it's no use concentrating all our efforts only into SDG 9, which deals with advancing our business and not with devoting attention to the global targets of CO_2 reduction; freedom of expression in the digital environment; the electronic waste generated by the sale of devices; gender equity in the use of the internet; and the impact on human rights that the business can pose in the value chain; in addition to the other impacts analyzed in the study.

END POVERTY AND HUNGER IN ALL FORMS AND ENSURE DIGNITY AND EQUALITY

ENSURE PROSPEROUS AND FULFILLING LIVES IN HARMONY WITH NATURE

PROTECT OUR PLANET'S NATURAL RESOURCES AND CLIMATE FOR FUTURE GENERATIONS

IMPLEMENT THE AGENDA THROUGH A SOLID GLOBAL PARTNERSHIP

FOSTER PEACEFUL, JUST, AND INCLUSIVE SOCIETIES

One approach to the 2030 Agenda that facilitates an understanding of how the SDGs connect and address sustainable development is to classify them into five pillars, the 5 P's: People, Prosperity, Planet, Peace, and Partnerships. With this lens, we can check if our business strategy actually contributes to sustainability. Each and every initiative we have – whether commercial, corporate, social, short term, medium term, or long term – should contribute to one of these five pillars.

Sustainable Digitalization

To better understand the pillars in which we most contribute to sustainable development, we cross-referenced them with our priority SDG matrix and realized that Vivo's greatest positive impact is on the prosperity of society. Based mainly on SDGs 8, 9, and 10, we deliver internet coverage and access to the entire population, make new technologies and digital services, strengthen the economy and job creation in the sector, and act to reduce inequalities in the country.

Then, we noted that a major impact we make is also in the protection and conservation of the planet. Through SDG 12 and 13, we demonstrate our ongoing commitment to the key global challenges of climate mitigation and adaptation and the transition to a circular economy. We have reduced our CO_2 emissions with targets aligned to a 1.5°C scenario, we are developing increasingly circular business models

with recycling, renovation, reuse, and awareness processes, and we are progressively incorporating these requirements into our supply chain.

Another pillar with a positive impact relevant to sustainability is Peace. This is because the promotion of peaceful, fair, and inclusive institutions is part of Vivo's corporate governance model, and we understand that we are one of the main agents capable of protecting and securing the digital environment. We are at the center of digitalization by facilitating connection, access, services, and innovative solutions for all people and sectors, acting as advocates for digital rights, data security, protection of user privacy, and drivers of the responsible use of technology.

On the remaining fronts, People and Partnerships, we believe our strengths lie in pursuing SDG 3 and 4, which cover health and education. These two topics are strategic for Vivo, as we understand that is where digitalization can have the greatest positive impact on society. An example of this was when everyone was in lockdown due to the COVID-19 pandemic. When it was needed, there was no public health system integrated into the digital environment and a public education system with digital skills and tools, causing immeasurable damage to the country.

After the analysis presented in this document, we conclude that Vivo's strategic vision for sustainability is aligned with the 2030 Agenda and that it makes a significant contribution to the SDGs through the pursuit of sustainable digitalization. The UN Guiding Principles are covered in our Responsible Business Principles, the SDGs are integrated in our double materiality, the 2030 Ambition movements are part of our commitments to society, and we actively contribute to the UN Global Compact in Brazil

based on the network's Guiding Council and Action Platforms.

> "
> **Vivo's strategic vision for sustainability is aligned with the 2030 Agenda and that it makes a significant contribution to the SDGs through the pursuit of sustainable digitalization.**

To conclude, we present a summary map of Vivo's business impact for the UN's 2030 Agenda, based on the 5 P's—with Prosperity, Peace, and Partnerships together in a single pillar—in relation to the impacts of our greatest contributions to society:
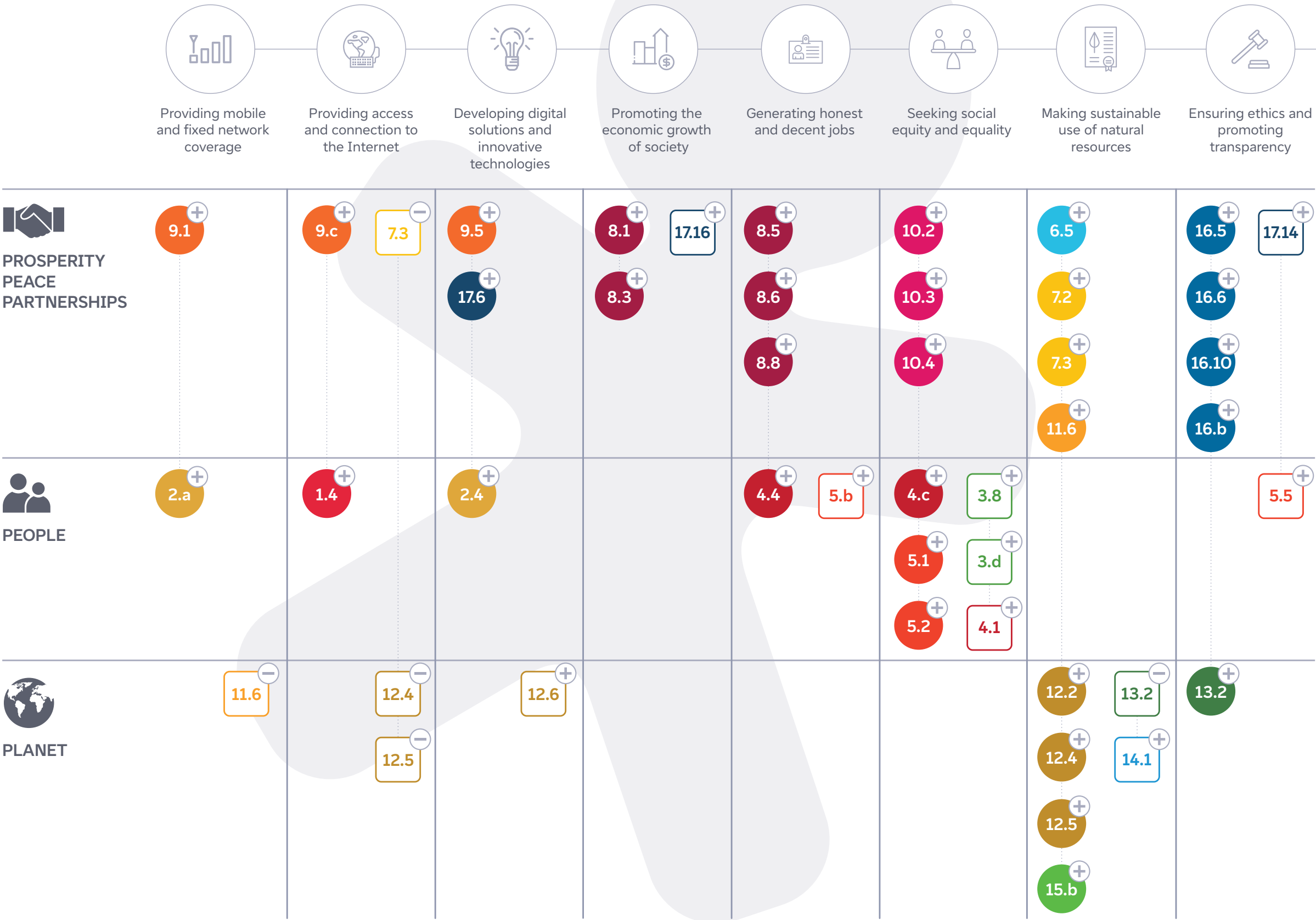
SUMMARY MAP OF VIVO'S IMPACT ON THE UN 2030 AGENDA

TYPE OF IMPACT

● Direct

▢ Indirect

IMPACT GENERATED

⊕ Positive

⊖ Negative

Column headers:
- Providing mobile and fixed network coverage
- Providing access and connection to the Internet
- Developing digital solutions and innovative technologies
- Promoting the economic growth of society
- Generating honest and decent jobs
- Seeking social equity and equality
- Making sustainable use of natural resources
- Ensuring ethics and promoting transparency

	Providing mobile and fixed network coverage	Providing access and connection to the Internet	Developing digital solutions and innovative technologies	Promoting the economic growth of society	Generating honest and decent jobs	Seeking social equity and equality	Making sustainable use of natural resources	Ensuring ethics and promoting transparency
PROSPERITY PEACE PARTNERSHIPS	9.1 ⊕	9.c ⊕ 7.3 ⊖	9.5 ⊕ 17.6 ⊕	8.1 ⊕ 8.3 ⊕ 17.16 ⊕	8.5 ⊕ 8.6 ⊕ 8.8 ⊕	10.2 ⊕ 10.3 ⊕ 10.4 ⊕	6.5 ⊕ 7.2 ⊕ 7.3 ⊕ 11.6 ⊕	16.5 ⊕ 16.6 ⊕ 16.10 ⊕ 16.b ⊕ 17.14 ⊕
PEOPLE	2.a ⊕	1.4 ⊕	2.4 ⊕		4.4 ⊕ 5.b ⊕	4.c ⊕ 5.1 ⊕ 5.2 ⊕ 3.8 ⊕ 3.d ⊕ 4.1 ⊕		5.5 ⊕
PLANET	11.6 ⊖	12.4 ⊖ 12.5 ⊖	12.6 ⊕				12.2 ⊕ 12.4 ⊕ 12.5 ⊕ 15.b ⊕ 13.2 ⊖ 14.1 ⊕	13.2 ⊕

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FOR THE **SDGS**
2030