



2021 ESG HIGHLIGHTS

OUR YEAR IN NUMBERS

OUR STRATEGY

The purpose of **Digitalizar para Aproximar** (Digitizing to Bring Closer) is present in each of our pillars. By bringing digitalization to millions of Brazilians, we bring people, businesses, and society together, contributing to the construction of a more connected country and transforming the lives of customers and employees.

#TemVivoPraTudo

We want Vivo to always be the best alternative for any connection that our customers need.

#TemTudoNaVivo

Ensuring that everything related technology can be found at Vivo, increasingly becoming a platform for the distribution of digital services.

#DNAVivoEmTudoQueSomos

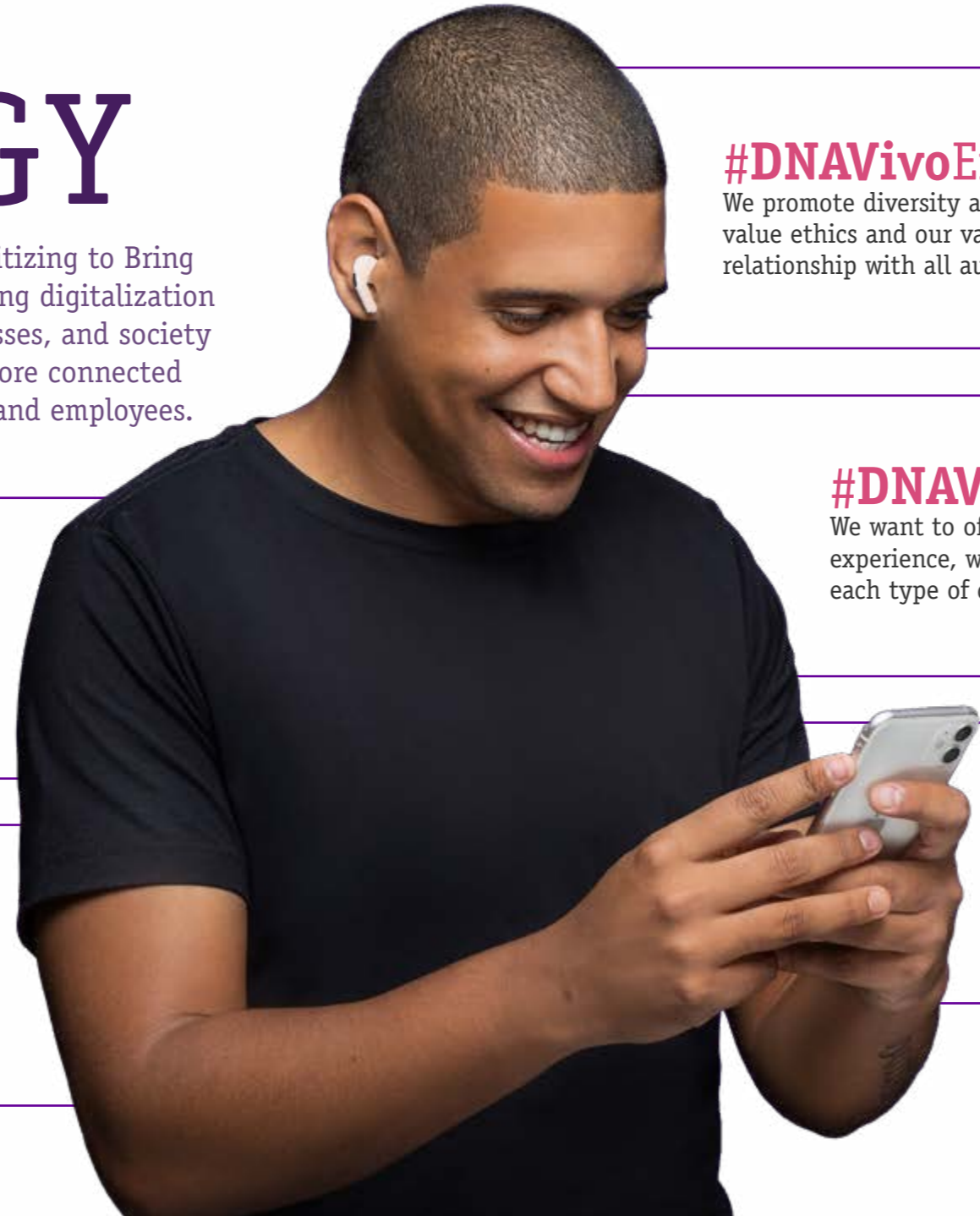
We promote diversity and inclusion to strengthen and value ethics and our values in all decisions and in the relationship with all audiences.

#DNAVivoEmTudoQueFazemos

We want to offer the best digitalization and connectivity experience, with innovative products and services to meet each type of customer.

#VivoSustentável

Our commitment to sustainability is present in everything we do and expands the value we generate and share with all audiences, with a conscious look at our impacts and the consequences of hyperconnectivity.



ESG TIMELINE

2004

PUBLICATION OF THE FIRST CORPORATE RESPONSIBILITY REPORT IN BRAZIL, already in accordance with the Global Reporting Initiative (GRI) standards.

2005

CODE OF ETHICS APPROVED by the Board of Directors.

2006

IMPLEMENTATION OF RECYCLING WITH VIVO, through which we have already collected more than 5 million items, including more than one million cell phones.

DISCLOSURE OF THE FIRST COMMITMENT TO SUSTAINABILITY in our Operating Principles.

HIGHLIGHTS



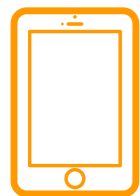
Our customer base totaled **98.8 MILLION** hits, **+3.7 MILLION** in relation to 2020.

Acquisition of 3 5G frequencies (2.3 GHz, 3.5 GHz and 6 GHz) for R\$ 1.1 billion.

FTTH accesses total



4.6 MILLION, +36.4% of homes connected with FTTH y/y.



Postpaid accesses reached **49.6 MILLION**, +4.8 million in the last 12 months.

Recurring EBITDA totaled **R\$ 18 BILLION** (+1.7% y/y).



Vivo's FTTH coverage is available in 327 municipalities (61 new cities in 2021).



Net revenue of **R\$ 44 BILLION**.

We are the **1st IN RESOLUTION IN THE PROCON RANKING**, with 87.88% of solutions for the demands.



2007

Establishment of the first **GLOBAL GOALS FOR SUSTAINABILITY**.

IMPROVEMENT OF ENVIRONMENTAL PERFORMANCE in line with the SBTi (Science Based Targets Initiative).

2009

DEVELOPMENT OF THE 1st MATERIALITY for the Corporate Responsibility Report.

LAUNCH OF THE FIRST ENVIRONMENTAL POLICY, approved by Senior Management.

2010

Vivo becomes a signatory of **UNITED NATIONS' GLOBAL COMPACT**.

2011

DISCLOSURE OF ESG INFORMATION in financial and market reports.

VIVO LISTED IN B3 SUSTAINABILITY INDEX, that brings together companies with the best Sustainability and Governance practices.

ENVIRONMENTAL

21 — **85**
RENEWABLE ENERGY PLANTS. **USINAS, BY THE END OF 2022.**

Recycle with Vivo
 More than 9 tons collected in a program with clients.



Through the **digital invoice**, we avoided the use of **368 MILLION** sheets of paper in the year.

98%
 of all electronic waste is recycled in our operations.



LAUNCH OF THE ECO SMART SEAL, with external verification of products and services our portfolio that generate environmental benefits for our B2B customers.



19%
 reduction in direct emissions.

1ST AND ONLY TELECOM IN BRAZIL TO HAVE 100% RENEWABLE ENERGY since 2018, anticipating our goal by 12 years.

2014

CREATION OF THE OPERATING PRINCIPLES COMMITTEE to promote the incorporation of best business practices - including those of sustainability - in the company's strategy.

LAUNCH OF supply chain SUSTAINABILITY POLICY.

2015

DISCLOSURE OF THE RESPONSIBLE BUSINESS PLAN (PNR), with strategic sustainability indicators, transversal to the entire company.

PAGE LAUNCH aimed at communicating the **SUSTAINABILITY AND GOVERNANCE PROJECTS AND ACTIONS**, currently VivoSustentavel.com.br.

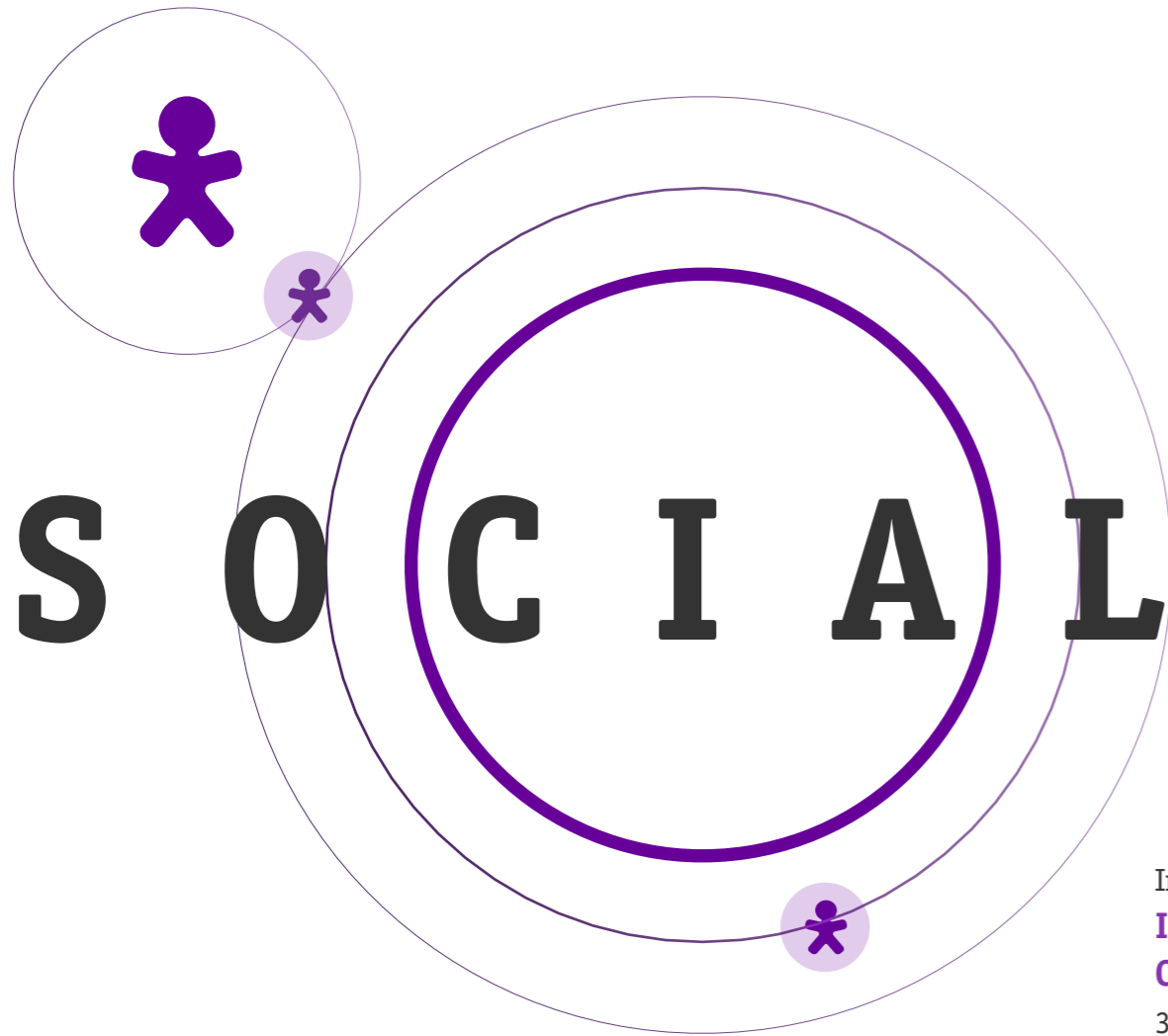


MAINTENANCE OF ISO 14001 (ENVIRONMENTAL MANAGEMENT) - present in more than 80% of Brazilian states.

ISO 50001 CERTIFICATION (ENERGY MANAGEMENT) - in Eco Berrini building (SP).

We are in the **ÍCDP BRASIL INDEX OF CLIMATE RESILIENCE (ICDPR70)**, being the company with the best score in the sector in the 2021 portfolio.

Listed in the **B3 IC02 INDEX**, among the companies with the **BEST EFFICIENCY** of managing greenhouse gas emissions.



29%
OF WOMEN IN
LEADERSHIP
POSITIONS.

More than **32 thousand** own employees and 100 thousand third parties throughout the country.

In 2021, **50% OF EXCLUSIVE INTERNSHIP VACANCIES FOR BLACK CANDIDATES**. By 2024, we want to reach 30% of black professionals in leadership.

240 

STORES TRANSFORMED INTO DIGITAL ART GALLERIES

with the Telas Pretas project, which brought together black artists for an exhibition with unpublished works.

Fundação Telefônica Vivo recognized in the **2021 WORLD SUMMIT AWARDS (WSA) AND WISE FOR EDUCATIONAL INNOVATION**.



1st DATA SCIENCE TRAINING

ITINERARYS, helping to democratize access to data training for young people from public schools in Brazil.

Around **2.7** MILLION people were impacted by the Telefônica Vivo Foundation's public education projects.

2016

VIVO'S CEO BECOMES SPONSOR FOR THE COMPANY'S ESG STRATEGY, reporting the results annually to the Board of Administration in Spain.

LAUNCH OF THE DIALOGANDO PORTAL, an initiative that promotes discussion on the responsible use of technology.

WE BECAME SIGNATORIES OF WEPS (Women's Empowerment Principles), an initiative of UN Women.

WE CERTIFIED WITH ISO14001 OUR ENVIRONMENTAL MANAGEMENT SYSTEM in more than 80% of Brazilian states.



For our advances in favor of gender equality, we were recognized in the **RANKING OF THE BEST COMPANIES FOR WOMEN TO WORK OF THE GPTW AND WEPS BRAZIL 2021 AWARD**.

Vivo was recognized by the **CX IMPACT AWARDS 2021**, an international award that highlights leaders who promote **IMPROVEMENT OF CUSTOMER EXPERIENCE**.

1ST YEAR IN THE BLOOMBERG GENDER-EQUALITY INDEX (GEI): index focused on transparency about gender-related practices and policies.

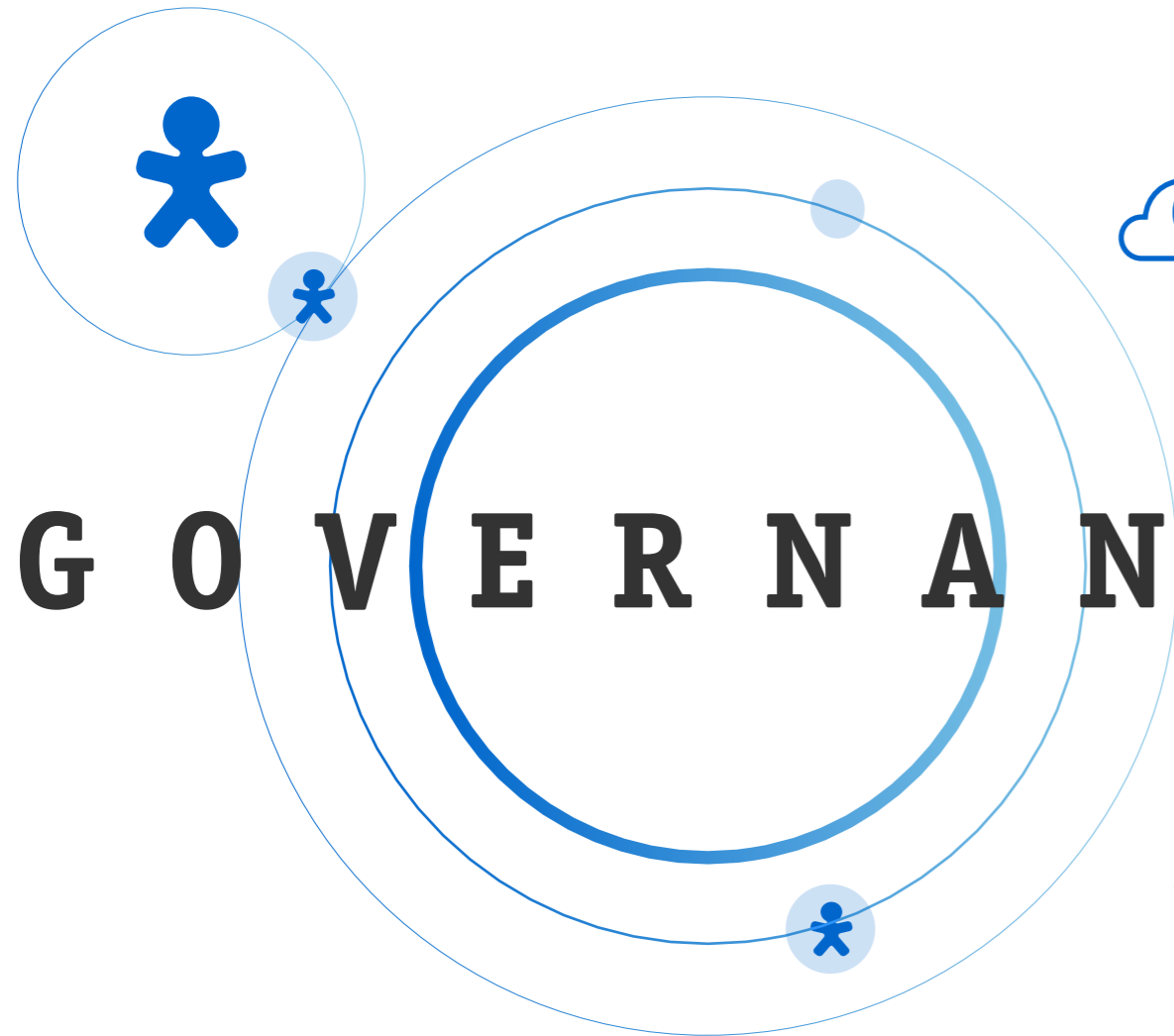
We were recommended for the **45001 CERTIFICATION (OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT)**, reinforcing our commitment to the employee.

We are the first company in the sector in Brazil with **ISO 26001 - CORPORATE SOCIAL RESPONSIBILITY**.

2018

PRIVACY CENTER: redesigned page, with information about care and protection of customer privacy and data.

G O V E R N A N C E



We increased by five times the weight of the **CO₂ EMISSION REDUCTION TARGET** IN OUR EXECUTIVES' BONUS POOL.

25% women on the board of directors.



We maintain the **Global Sustainability and Quality Committee**, which reports to the Telefónica Group Board, and a Sustainability Committee linked to the CEO in Brazil.



67% OF THE BOARD OF DIRECTORS MEMBERS ARE INDEPENDENT.

Our Responsible Business Plan is aligned with the UN's SDGs, which guide our initiatives.

We are in 2nd place in the ranking of **LEADING** companies **IN CORPORATE GOVERNANCE IN ALAS20**, in addition to appear, for the 4th time, among the leading companies in sustainability in the ranking.

20% of executives' variable compensation is linked to ESG targets.



2018

CREATION OF THE RESPONSIBLE BUSINESS AND REPUTATION COMMITTEE, led by the CEO.

LAUNCH OF VIVO DIVERSITY PROGRAM, working on the pillars of gender, people with disabilities, LGBTQIA+ and race.

DISCLOSURE OF ESG RESULTS in the CEO presentations to investors.

FIRST CARBON NEUTRAL COMPANY of the Telefónica Group and the sector in Latin America.

2019

LEED PLATINUM CERTIFICATION for Vivo Shopping Villa Lobos store in São Paulo.

LAUNCH OF THE GLOBAL POLICY on Human Rights.



3rd PLACE in the general ranking of the **B3 BUSINESS SUSTAINABILITY INDEX (ISE)**, being present for the 10th consecutive year.

Considered **THE BEST COMPANY IN THE SECTOR** in Latin America by the **DOW JONES SUSTAINABILITY INDEX** Ranking. We were featured for the second year in a row in **S&P'S SUSTAINABILITY YEARBOOK**.

Recognized as the company with the **BEST REPUTATION IN THE SECTOR** by the Merco business monitor in the **MERCO COMPANIES AND MERCO RESPONSIBILITY ESG** rankings.

Obtaining **ISO 27001 CERTIFICATION** for vulnerability management processes (Information Security).

Recertification of the **#VIVODEACORDO PROGRAM WITH DSC 10000** (Compliance System).

AGENDA FOR THE FUTURE

Click on the SDGs to access more information



The purpose of **Digitalizar para Aproximar** also involves a conscious look at our social and environmental impacts. In this way, we have more than 60 indicators with goals monitored by the Quality and Sustainability Committee, connected with the United Nations (UN) 2030 Agenda, contributing significantly to 13 objectives.

2019

20% OF EXECUTIVES' VARIABLE COMPENSATION is now related to sustainability issues.

2020

ESTABLISHMENT OF QUALITY AND SUSTAINABILITY COMMITTEE, which reports to the Board of Directors at quarterly meetings.

2021

INCLUSION OF ESG SECTION on the Investor Relations website and pages dedicated to the topic.

MOBILIZATION OF SUPPLIERS WITH INTENSIVE ACTIVITIES CO₂ to reduce its greenhouse gas emissions, thus expanding Vivo's performance in actions aimed at the low carbon economy.