

# SUSTAINABILITY POLICY

## 1 PURPOSE

To establish the strategic guidelines and guide the decisions related to sustainability that underline the construction of mechanisms intended to ensure the continuity of the business and the management of social, economic and environmental aspects and impacts.

These guidelines must be complied with in all Oi companies and apply to all its employees, units and subsidiaries in the development of their activities, processes, business and operations.

## 2 DEFINITIONS

- Intangible Assets: Assets with no physical representation, whose capitalization and amortization do not reflect their value creation potential for the company. Examples: patents, public concessions, licenses, human capital, client portfolio and the company's reputation.

- Conflict of Interest: There is a conflict of interest when someone is not independent in relation to the matter under discussion and can influence or make decisions motivated by interests other than those of the organization.

- Greenhouse Gases: Gaseous substances that absorb part of the infrared radiation, emitted mainly by the Earth's surface, and make it difficult for it to escape into space, preventing substantial heat losses and keeping the planet heated.

- Corporate Governance: It may be defined as the ongoing effort to align the goals of the companies' management with those of shareholders. This involves the practices and relations between Shareholders/Quotaholders, the Board of Directors, the Executive Board, the Independent Audit and even the Fiscal Council. Good corporate governance leads to better management and the monitoring of the company's executive officers.

- Executive Sustainability Group: The executive group responsible for assisting the company's Management Committee in the adoption of good sustainability practices.

- Climate Change: Statistically significant variation in an average climate parameter or its variability, persisting for a long period of time (decades or longer). Climate change may be due to natural processes, external forces or persistent change caused by human actions in the composition of the atmosphere or the use of land.

- Stakeholder: Internal or external individuals or groups that are interested in or positively or negatively affected by the company's activities, products and services. Stakeholders include shareholders, investors, direct employees and other members of the workforce, the community, consumers, clients, suppliers, creditors, competitors, governments, universities and organized civil society. They are also known as Strategic Targets.

- Sustainability: A new approach to doing business, which simultaneously promotes social inclusion and reduces – or optimizes – the use of natural resources and the impact on the environment, preserving the integrity of the planet for future generations, without disregarding economic and financial profitability.

- Global Compact: UN Initiative designed to mobilize the business community to adopt fundamental and internationally accepted values in the areas of human rights, work relations, environment and fight against corruption in its business practices.

# SUSTAINABILITY POLICY

The ten principles:

## *Human Rights*

- 1- The companies should support and respect the protection of internationally recognized human rights; and
- 2- Ensure that they will not take part in the violation of these rights.

## *Labor*

- 3- The companies should support the freedom of association and the effective recognition of the right to collective bargaining;
- 4- Eliminate all forms of forced or compulsory labor;
- 5- Effectively abolish child labor; and
- 6- Eliminate discrimination at the workplace.

## *Environment*

- 7- The companies should support a preventive approach to environmental challenges;
- 8- Develop initiatives to promote increased environmental responsibility; and
- 9- Encourage the development and dissemination of eco-friendly technologies.

## *Fight against corruption*

- 10- The companies should fight all forms of corruption, including extortion and bribery.

## 3 CONTENT

**3.1** Promote, implement and disseminate sustainable development initiatives as an ongoing investment.

**3.2** Meet the legal requirements linked to the business and the sustainability commitments voluntarily made by Oi.

**3.3** Identify, assess and deal with the social, economic, environmental, health and safety aspects and impacts in the company's processes, projects and activities, prioritizing those that are most important.

**3.4** Adopt the concept of prevention related to social, economic, environmental, health and safety issues in its activities, products and services throughout their life cycle.

**3.5** Define and apply good corporate governance practices to meeting the commitments to the shareholders and society.

**3.6** Respect consumers, other companies, citizens and the environment in all the stages of marketing, business and operations, through guidelines based on ethics and social and environmental responsibility so that its actions do not have a negative impact on society and the environment and meet its long-term needs.

**3.7** Raise awareness of employees and other stakeholders about issues related to social, economic, environmental, health and safety aspects.

**3.8** Disseminate, throughout its value chain, the commitment to human rights, especially with suppliers.

# SUSTAINABILITY POLICY

**3.9** Respect diversity, fighting discrimination, moral and sexual harassment and corruption in all its forms.

**3.10** Respect its employees' freedom of association and representation.

**3.11** Prohibit, prevent and combat child, slave, forced and compulsory labor.

**3.12** Join efforts with the other telecom operators, public agencies and organized civil society entities to prevent and combat the sexual exploitation of children and teenagers practiced with the help of the Internet, in accordance with the Agreement of Mutual Cooperation entered into between the parties.

**3.13** Expand the appreciation of sustainability-related practices through periodical meetings of the Executive Sustainability Group.

**3.14** Seek the engagement of and encourage relations with stakeholders and be open to receive criticism on the nature of its processes, products and services.

**3.15** Emphasize the importance of knowing the Code of Ethics and applying it to the company's main decisions and the behavior of its employees and suppliers.

**3.16** Seek new economically viable technologies and improve the company's operations and processes in order to minimize environmental impacts and develop new business, identifying opportunities in the social, economic and environmental spheres.

**3.17** Ensure the health, safety and well-being of its employees through internal initiatives and encourage its suppliers to adopt similar initiatives.

**3.18** Identify and manage the positive and negative impacts on the environment and people and enable the effective management of the use of natural resources.

**3.19** Use water and energy in a conscientious manner with control and management, replacing obsolete equipment in order to make a better use of resources.

**3.20** Reduce, reuse and recycle waste, whenever possible.

**3.21** Prevent pollution and effectively contribute to reducing the negative effects caused by climate change, identifying, measuring, reducing and offsetting greenhouse gas emissions.

**3.22** Establish guidelines for the management of intangible assets, thereby contributing to increasing the company's value.

# SUSTAINABILITY POLICY

**3.23** Create mechanisms to solve conflicts of interest without compromising the interests of society as a whole.

**3.24** Guide strategic decisions in accordance with the ten principles of the United Nations' Global Compact.

**3.25** Establish sustainability criteria in the selection and management of suppliers and encourage the commitment to sustainability practices among its clients.

**3.26** Seek the continuous improvement of its sustainability performance.

**3.27** Disclose internally and to all stakeholders the sustainability practices, indicators and goals.