

ESG  
Report

2021



*CPFL Energia's headquarters in Campinas (SP)*



# Index

**Presentation** **4**

**Our strategy** **5**

**Corporate governance** **6**

**Our commitments** **7**

Sustainability Plan 8

**Sustainable energy** **9**

Renewable energy sources 10

Climate change 11

Circular economy 12

**Smart solutions** **13**

Telemetering and grid automation 14

Focus on the customer 15

Decarbonization 16

**Shared value** **17**

Energy Efficiency Program 18

Instituto CPFL 19

Health and safety 20

Supplier management 21

**Our enablers** **22**

Development and Inclusion 23

Cultural transformation program 24

CPFL + Diversa (Diversity) 25

Ethics and transparency 26

Data Protection 27

Corporate Sustainability Index 27

**Emotional report** **28**

## How to use this document

### MENU

Navigate through the top menu for the chapters of your interest

### ← → ARROWS

Navigate page by page using the arrows in the lower corners

### ☰ HOME

Click this icon to return to the index

# Presentation

Our company, CPFL Energia, operates in every segment of Brazil's electricity industry - generation, transmission, distribution, commercialization and services. Our majority shareholder is State Grid, the world's largest energy company.

Our business portfolio ensures long-term and consistent value generation for all stakeholders, overcoming challenges and seizing opportunities in the Brazilian market. Business development is guided by a strategy supported by two fundamental pillars:

- Optimize current business;
- And growth through acquisitions (M&As) and new project development.

This strategy is executed with a commitment to contributing to sustainable development.

To this end, we have constructed our Sustainability Plan 2020-2024, which defines guidelines so that we can provide sustainable, affordable and reliable energy every time, making people's lives safer, healthier and more prosperous in the regions where we operate.

This Executive Version aims to communicate, to all our stakeholders, how we have progressed towards achieving the goals set by 2024, highlighting the main initiatives for 2021.

 [Click here](#) to access the full version of the 2021 Annual Report

“

Facing the complex situations in 2021, particularly the COVID-19 rebound and severe historical drought in Brazil, CPFL Energia kept focusing on its strategic plan. The company is steadfastly moving towards the goal of becoming a leading power company in Brazil and Latin America.

”

**Wen Bo**

Chairman of Board of Directors of CPFL Energia



“

In 2021, we experienced a year of major achievements in every business where we operate at CPFL Energia. Even with market conditions continuing to pose challenges, we made significant deliveries in terms of financial and operational results in the generation, transmission and distribution segments.

”

**Gustavo Estrella**

CEO of CPFL Energia



# Our strategy

Brazil's electrical sector is undergoing a marked transformation. The opening of the free market has allowed customers to move to increasingly smaller consumption loads, who are looking for better financial conditions to acquire energy and who prioritize renewable generation sources.

More widespread digitalization has not only grown demand for agile solutions for apps and other platforms, it also influences customer relationships with the industry, in every segment – generation, distribution, transmission, commercialization and services.

At the same time, customers, investors and society generally hold companies to increasingly higher standards of social and environmental responsibility. Management of environmental, social and corporate governance (ESG) risks and impacts inherent to business should progress further in responding to different stakeholders' interests.

These tendencies serve as guidelines for building our strategic planning, which is structured for a five-year period and revised on an annual basis. Our strategy is supported by two essential pillars: optimizing current business and growth through acquisitions (M&As) and new project development.



## 1

### Optimize current business

- **Safety:** for employees, assets, finances and IT (cybersecurity)
- **Innovation and new business:** be at the forefront of innovation to develop and enhance products and services
- **Focus on the customer:** be a company that is focused on the best experience for customers
- **Results and operational efficiency:** maintain the best levels of productivity and cost management
- **Digitalization:** improving the quality of service provided and its efficiency
- **Regulation:** contribute to modernizing the sector

## 2

### Growth in segments of operation

- M&A and greenfield projects in generation and transmission
- Culture of consolidation (Plug&Play structure)

# Corporate governance

CPFL Energia is a publicly-traded company and the holding company of the CPFL Group, with shares (CPFE3) traded on the B3 - Brasil, Bolsa, Balcão S.A. (B3), the São Paulo stock exchange. Our governance structure is made up of the Board of Directors and its Advisory Committees and Commissions, the Fiscal Council and the Executive Board.

Each administrative body is tasked with protecting and appreciating

the Company's equity, while also optimizing shareholders' return on investment and creating long-term value, promoting a culture focused on the organization's Mission, Vision and Values. The governance policies and structure that we have adopted are aimed at guaranteeing that decision-making is aligned with long-term strategic goals, with the ambition to contribute to sustainable development and positively impacting society as a whole and the value chain.

**In 2021, we were recognized as having the best Corporate Governance in Brazil by World Finance Corporate Governance, a trade publication with coverage and analysis of the financial sector, international business and global economy**



CPFL Energia employee

# Our commitments

Our Sustainability Plan 2020-2024, as approved by the Board of Directors in 2019, was built with the goal of driving the transition to a more sustainable energy production and consumption model, with positive impacts on society and the stakeholders who are part of our value chain.

The 15 public commitments we have undertaken in our Sustainability Plan are divided into three pillars that connect our investments and projects.

These goals are aligned with the SDG, powering contributions and the positive impacts of our business on society and the communities in the regions where we operate.



Click here to download  
"Our Journey Against Climate Change"

- 96%** | from renewable sources
- 17.32%** | in carbon intensity compared to base year 2018
- More than 21,000** | reused equipment
- 100%** | critical components sent for recycling

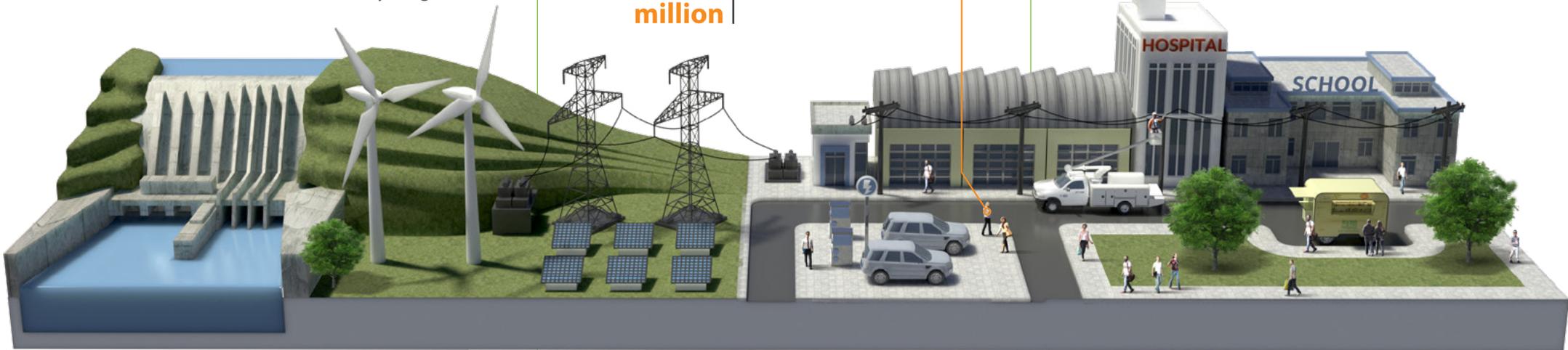
We offer low carbon solutions for customers:  
click here to know CPFL Soluções

- 100%** | of Group A customers with telemetering
- More than R\$ 160 million** | for grid automation
- 89.2%** | of attendances via digital platforms and channels
- More than R\$ 40 million** | in electric mobility



Safety first: click here to meet the  
Guardian of Life movement

- R\$ 155 million** | invested in CPFL in Hospitals
- R\$ 84 million** | in energy efficiency for communities
- R\$ 41.8 million** | invested in social transformation projects by the Instituto CPFL
- 85.6%** | of critical suppliers evaluated on sustainability criteria



**SUSTAINABLE ENERGY**

Aiming for the smallest possible environmental footprint



**SMART SOLUTIONS**

Providing the solutions for the future of energy



**SHARED VALUE**

Maximizing our positive impacts in the community and value chain

# Sustainable Energy

Aiming for the smallest possible environmental footprint



1

Maintain at least a **95%** renewable resources in the generation portfolio by 2024



At the end of 2021, **96%** of the portfolio was renewable resources.

2

Lower carbon intensity by **10%** by 2024



By 2021, we had reduced carbon intensity by **17.32%**, as measured based on net operating revenue (tCO<sub>2</sub>e of Scope 1 + Scope 2 / R\$ million)

3

**Disclose** CPFL Energia actions to adapt to climate change



In 2021, **we drafted and published** "Our Journey against Climate Change" on our institutional site. **Click here** to consult.



4

Refurbish at least **40,000** pieces of equipment (transformers, voltage regulators, reclosers, etc.) by 2024



Since 2020, CPFL Serviços has refurbished **21,043** pieces of equipment that could be reused in distribution networks, reducing the need for new materials.

5

Ensure that **100%** of primary components in the system go to recycling or reverse logistics chains by 2024



In 2021, **100%** of critical components, such as transformers and recyclable materials, were sent to systems for reuse or reverse logistics. Since 2020:

- **382,000** poles have been reused.
- **13,783,000** tons of copper, aluminum and iron were sent for reverse logistics.

CPFL Renováveis wind farm

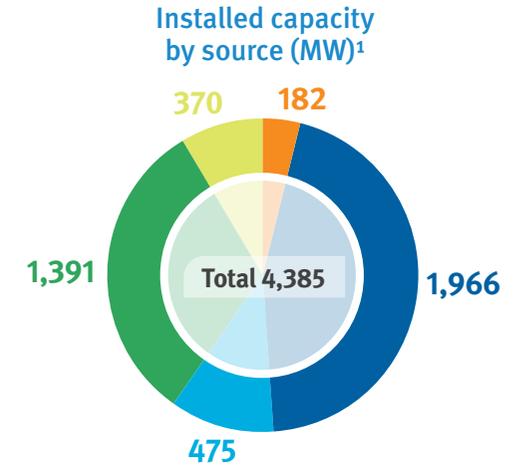


## Renewable energy sources

**96%**  
of our generation portfolio comes from renewable resources

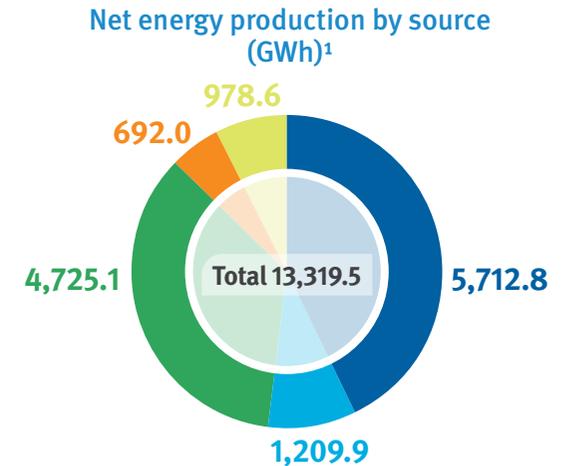
Since 2010, it has been a policy at our company to only invest in renewable generation sources. CPFL Renováveis has a pipeline of greenfield projects and acquisitions (M&As) totaling 3,350 MW.

In 2021, CPFL Renováveis finished construction on the Gameleira Wind Complex, with 81.65 MW of installed capacity. The company also continued building the Cherobim small hydro power plant (SHPP), with installed capacity of 28 MW and completion of work planned for 2024.



- TPPs
- HPPs
- SHPPs and HGPs
- Wind
- Biomass

*1. Considers the installed capacity of each venture proportional to the stake held by CPFL Geração or CPFL Renováveis. Photovoltaic (solar) generation assets add another 1.1 MW to installed capacity.*



- HPPs
- SHPPs and HGPs
- Wind
- TPPs
- Biomass

*1. Considers the installed capacity of each venture proportional to the stake held by CPFL Geração or CPFL Renováveis. Photovoltaic (solar) generation assets add another 1.1 MW to installed capacity.*

# Climate change

To confront climate change, we assess and implement different actions to adapt business and mitigate impacts related to our activities, particularly greenhouse gas emissions.

In 2021, we discussed the progress made in our management model and the practices we have adopted in the "Our Journey against Climate Change" publication [Click here](#) to learn more.

We monitor our activities' greenhouse gas emissions (GHG) through the Annual Inventory, produced according to the premises of Brazil's GHG Protocol Program. In 2021, with the water scarcity regime in the country, there was a need for greater dispatch of thermoelectric plants powered by fossil fuel, contributing significantly to the increase in emissions.



Monte Claro HPP (RS)

GHG emissions inventory (thousands of tCO <sub>2</sub> e)			
Emissions by scope	2021	2020	2019
Scope 1	607.3	308.3	425.4
Scope 2	592.4	290.7	359.3
Scope 3	424.5	13.2	32.8
Biogenic CO <sub>2</sub> emissions (tCO <sub>2</sub> equivalent) connected to scope 1	3,661.2	5,568.1	5,034.4

In 2021,  
we achieved a  
**17.32%**  
reduction in emissions  
intensity\* compared to  
base year 2018

\*tCO<sub>2</sub>e Scope 1 + Scope2 / Net Operating Revenue (BRL million)



Equipment Refurbishment in São José do Rio Pardo (SP)

## Circular economy

Oriented by the circular economy concept, we work with the goal of reducing the amount of material discarded and to increase solutions to reuse equipment and recycle waste.

Our equipment refurbishment company is one of the key initiatives we carry out to reach this goal. Through its activities, we promote recovery of transformers and voltage regulators, so that they can be reused in energy distribution networks. Materials that cannot be reused - such as copper wires, poles and current isolators - are sent to recycling companies, adding value to reverse logistics.

more than **21,000**  
pieces of equipment have been  
renovated and reused since 2020

**100%** of critical components sent  
for reuse or reverse logistics

**382,000**  
posts reused since 2020

Almost **14,000**  
tons of copper, aluminum and iron  
sent to reverse logistics since 2020

# Smart Solutions

Providing the solutions for the future of energy



6

Implement telemetering for **100%** of Group A customers by 2020



All Group A customers\* in the four distributors' concession areas have already installed telemetering systems to measure consumption. Around **36,000** consumer units receive medium and high voltage electricity (equal to or higher than 2.3 kV).

*\*Considers active Group A customers with indirect measurement served by telemetry.*



7

Invest **R\$ 350 million** in distribution system automation by 2024



Since 2020, a total of **R\$ 160.4 million** has been invested in circuit reclosers, switches and other remotely controlled equipment.

8

Provide **90%** of customer service through digital channels by 2024



In 2021, **89.2%** of customer service contacts in the entire concession area were made through digital platforms and channels. Since 2020, **R\$ 11.6 million** has been invested in projects to transform these platforms.

9

Invest **R\$ 45 million** in developing electric mobility technologies by 2024



In 2021, we invested **R\$ 24.4 million** in projects to promote development of electric-powered systems and vehicles, with a total of **R\$ 40.6 million** already invested. One of the chief initiatives conducted during the year was electrification of **100%** of the service vehicle fleet in the municipality of Indaiatuba, which is served by CPFL Piratininga.

10

Offer our customers **low-carbon energy transition solutions**



We provide companies with the opportunity to fully offset GHG emissions, with registration, revalidation and verification of projects issuing carbon credit. There are already **11 projects** registered in the regulated and voluntary carbon market, with the potential to neutralize **2.4 million** metric tons of GHG. In 2021, we finalized the sale of **368,018** International Renewable Energy Certificates (I-REC) to Ascenty, Latin America's largest Data Center infrastructure company.

## Telemetry and Grid automation

Telemetry is one of the innovations with the most potential to transform the electrical industry. Smart meters, connected to distributor databases, have the potential to make customer communication and billing processes more efficient, streamlining monitoring of network failures, among other advantages offered by digitalization.

Installation of smart and automated equipment in distribution networks

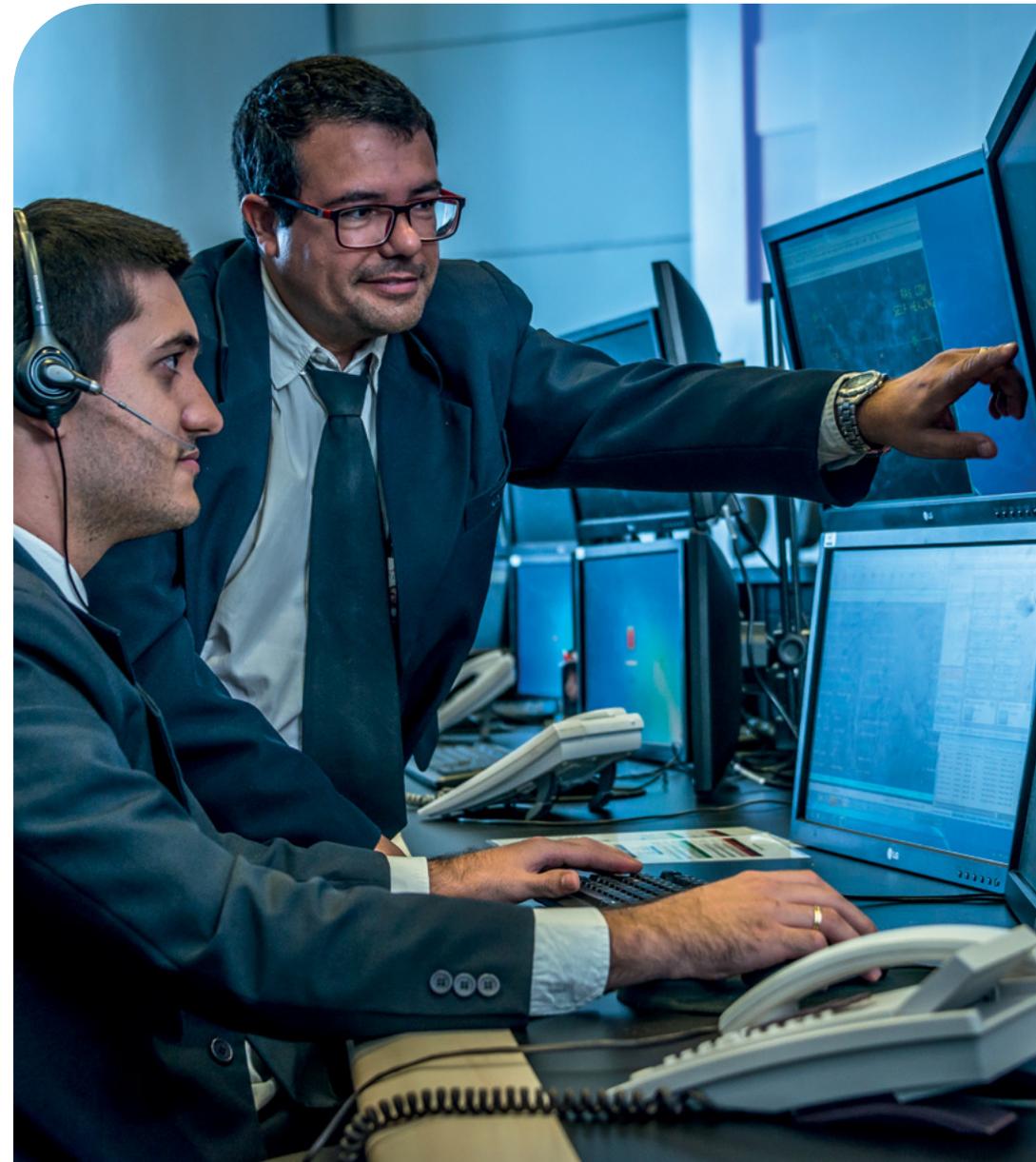
adds value to our business, leading to resolution of problems and allowing measures to reestablish power to be more easily and efficiently executed, also increasing customer satisfaction.

In 2021, R\$ 1.48 million was invested in initiatives related to increasing the reliability of grids and the availability of power to customers, in line with the plan outlined for the period.

**100%** of Group A customers, in the concession areas of the four distributors, already have telemetry systems installed\*

*\*Considers active Group A customers with indirect measurement served by telemetry.*

We have more than **14,900** automatic reclosers in our distribution network



*Telecom Operations Center in Campinas (SP)*

Since 2020,  
investment in  
projects for the  
transformation  
of digital service  
platforms was  
**R\$ 11.6  
million**



*CPFL Energia's client*

## Focus on the customer

Satisfaction and the best customer experience are one of the pillars of our business strategy. In every channel, we try to deliver excellence in service, simplify services and make the customer journey more intuitive, agile and efficient to resolve key demands.

We set a goal for all leaders at all levels, the CFI – Customer Focus Index. This index is made up of four indicators related a commitment to customer satisfaction (reducing complaints,

issues originating from the ombudsman, IASC satisfaction survey and CSAT following phone service).

We also created the Customer Forum to accelerate transformation and place even more priority on customer service at our distributors. At monthly Forum meetings, we look at the key service and satisfaction indicators collected through service channels, defining actions plans for execution.

# Decarbonization

Supplying solutions that support our customers in transitioning to less carbon-intensive production models is part of our commitment to an agenda of sustainable development.

We currently have 11 projects in our portfolio, with the potential to offset 2.4 million metric tons of carbon (tCO<sub>2</sub>e) annually. These projects are registered in the regulated (CDM) and voluntary (VCS) markets.

We also invest in innovation projects to understand the impacts, risks and opportunities for the electric sector related to the growth of the electric vehicle fleet and the infrastructure to serve this new urban mobility model connected to the concept of smart cities.

**6.2 million**  
carbon credits traded  
in 2021

**385,600**  
renewable energy  
certificates (I-RECs)  
sold in 2021

**R\$ 2.8 million**  
invested\* in the  
electrification of the  
operational fleet in the  
city of Indaiatuba

\*Until the end of 2022



Employee charging electric operation vehicle

# Shared Value

Maximizing our positive impacts in the community and value chain



11

Invest **R\$ 150 million** in energy efficiency initiatives at public hospitals by 2022



CPFL nos Hospitais has already invested a total of **R\$ 155 million** since the project began. Altogether, **204** health institutions in our concession areas have already benefited and **121** projects are underway. A total of **325** institutions will be covered by 2022.

12

Invest **R\$ 200 million** in energy efficiency initiatives in low-income communities by 2024



Since 2020, we have disbursed **R\$ 84 million** through the Energy Efficiency Program to projects and initiatives to improve people's quality of life, with actions to change out lightbulbs and refrigerators, making household consumption more efficient.

13

Maximize our positive impact on communities by investing **R\$ 60 million** in social projects by 2024



Since 2020, Instituto CPFL, which is responsible for managing our social investments, has already given **R\$ 41.8 million** to programs and projects for social transformation through culture, sports and health in communities in the regions where we are present.

14

Continually strive to **improve health and safety indicators**, intensifying our actions for employees, communities and suppliers.



We have expanded awareness initiatives and leadership and team training on a culture of safety. In 2021, we created mini-training centers at our units with this goal. We also continued our talks and educational programs to prevent accidents with this population. The number of fatal accidents with this population fell by **28%** and is at one of the lowest rates on record in recent years. Total incidents with this population are also down by **20%**.  
Despite these efforts, we sincerely regret the occurrence of two fatal accidents in our own operations and seven fatal accidents in third-party operations last year.

15

Integrate aspects of sustainability into the monitoring process for **100%** of critical suppliers by 2024



In 2021, **167** critical suppliers were subjected to assessment processes based on sustainability criteria. This total accounts for **85.6%** of the distributor supplier base\* that is eligible for monitoring.

\*The critical supplier base in December 2021 included 195 companies.

## Energy Efficiency Program

Our Energy Efficiency Program (EEP) is executed according to the ANEEL normative instructions. It mostly benefits low-income customers in our distributors' concession areas. In 2021, we invested R\$ 164.5 million in initiatives to replace home appliances and conventional lightbulbs, among other initiatives. These initiatives account for an annual savings of around 44.2 GWh of electricity, which is enough to power 22,000 homes for one year.

The CPFL nos Hospitais Program is an integrated action we carry out to promote energy efficiency and better public service. The initiative works on three fronts to support health institutions: energy efficiency, social actions, fund-raising. In 2021, CPFL nos Hospitais was chosen to be part of the international panel on SDG Good Practices. This recognition is promoted by the UN to share positive experiences from initiatives connected to the Sustainable Development Goals and that can be replicated in other countries.



Hospital Sobramar, in Campinas (SP)

More than  
**R\$ 150 million**  
invested in the CPFL  
Program in Hospitals

**204 hospitals**  
benefited since 2019  
and 121 running  
projects

**463,000**  
people benefited  
from humanization  
initiatives and projects  
to improve hospital  
infrastructure

## Instituto CPFL

Instituto CPFL centralizes and manages investments in projects that promote social development, sports and culture in beneficiary communities. In 2021, its operation was consolidated on five fronts that organize planning and execution of initiatives in line with our company's Social Investment Policy.

In 2021, Instituto CPFL made investments of around R\$ 31.4 million. Most of these resources (66%) were directed toward activities with a social impact on the lives of people in communities located in regions where our company operates through its business. We impacted over 564,000 people in total.

### CPFL Circuit

Because of the pandemic, activities within this initiative were adapted in 2021. With this new format, the 1st Online Solar Cinema Festival was launched - "The game is on." A total of 56 short films were selected from filmmakers in 14 states in Brazil. This initiative impacted a total digital audience of 25,000 people.

### CPFL Jovem Geração

This program was present in 61 institutions, including NGOs and schools, developing social projects through culture and sports, in an effort to bring down levels of social vulnerability among children and youth in communities.



*Carreta Literária*

### Café Filosófico CPFL

In 2021, 23 recordings were made before a live audience and broadcast on the social networks of Instituto CPFL and Café Filosófico. Another 102 shows were broadcast during TV Cultura's regularly scheduled programming. Over 27 million people were reached by these activities.

### CPFL Brazil-China Interchange

In 2021, this initiative held the fifth consecutive edition of the Brazil-China festival. All actions took place virtually, due to the Covid-19 pandemic. This initiative reached a total digital audience of 285,000 people.

## Health and safety

Safety is our company's highest value. We are committed to guaranteeing that employees, suppliers and the community interact safely with the electric grid, through actions to identify and mitigate risks in every business and area of operation.

Our Health and Safety Management System (or SGSS, its acronym in Portuguese) covers every activity, asset and employee at the company. The policies, processes and standards covered by the system were developed based on best international standards and practices, particularly ISO 45001.

In 2021, we have intensified efforts and created mini-training centers at our operating bases. Our goal with these structures is to provide even more agility for routines and dialogs on safety, intensifying actions to raise team awareness and strengthening a culture of safety.



# R\$ 2.6 million

were invested in actions for the safety of the population in 2021

# 20%

drop in non-fatal accident rate

# 28%

reduction in the rate of fatal accidents

*CPFL Energia employee in field operation*

## Supplier management

Critical and strategic suppliers are monitored on a monthly basis using the SBM (Supply Base Management) tool, keeping track of technical, legal compliance, document, safety, financial, ethical and sustainability indicators and criteria.

The area of sustainability was included in 2021 assessments, an enhancement that reinforces the importance of this topic to the CPFL Group. In 2021, sustainability aspects were monitored using the SBM for 85.6% of a total of 195 critical suppliers at distributors, and our goal is to reach 100% by 2024.

### SUSTAINABILITY DIMENSIONS ASSESSED BY THE SBM:

- Sustainability and environmental management
- Consumption management
- Climate change
- Shared value and playing a leading role



*CPFL Energia employees in field operation*

# Our enablers

Development of the Sustainability Plan is supported by three enablers:

1

Employee Development and Inclusion

2

Ethics

3

Transparency

*CPFL Energia employee and son*



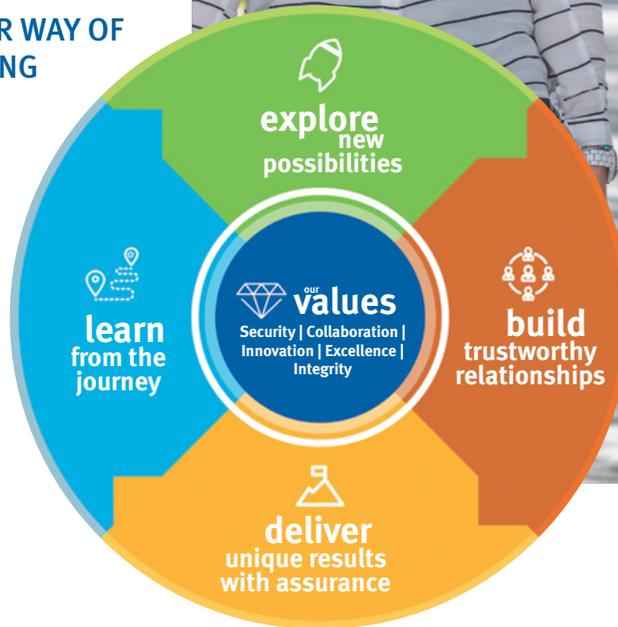
# Development and Inclusion

With the goal of strengthening this alignment, since 2020, we have relied on Our Way of Being, a model for cultural direction that serves to show the behavior expected of all of our employees, regardless of the position they hold.

The actions we take to develop, train and manage our employees' performance are connected to Our Way of Being. These initiatives are integrated to establish a motivational workplace that provides tools for professional growth in line with the company's strategic objectives.



## OUR WAY OF BEING



For more than 15 years we have been relying on the Performance Management process

Employees at the CPFL Group headquarters in Campinas (SP)



## Cultural transformation program

Our company is aligned with the long-term vision of State Grid to become a world-class company in energy and connectivity. To promote this vision in an integrated way, in 2020 we started the Corporate Culture Inclusion Program (CCIP).

This is a platform that integrates the cultures of CPFL Energia and State Grid, aimed at achieving excellence in performance on various fronts. Throughout 2021, a total of 169 initiatives designed under the auspices of the CCIP were executed.

On December 6, the "Chinese Enterprise Global Image Summit 2021" was held in Beijing. It highlighted initiatives by Chinese companies that contribute to building the country's image. CPFL's CCIP was chosen among the ten best cases in the category of "Chinese Enterprise International Image Building."



Employees of CPFL Energia

## CPFL + Diversa

The CPFL + Diversa program organizes all of the actions we carry out to promote equality, inclusion and diversity at our company and in the value chain. We develop the theme of diversity and inclusion in an integrated way, yet while also focused on the demands and needs of five specific social groups:

- Generations
- LGBTQIAP+
- Women
- People with Disabilities
- Black People

In 2021, with the support of a specialized external consulting firm, we further expanded the design of the strategy and review of governance for the CPFL + Diversa program, focused on ensuring a workplace that increasingly represents the plurality of our society.

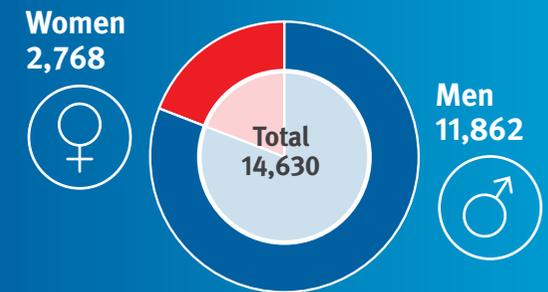
We have therefore built work on five fronts:

- Awareness and Engagement
- Diagnosis
- Positioning
- Tactical Plan
- Monitoring

We are in the right direction to evolve more and more

Women hold **19.8%** of leadership positions at CPFL Energia

Black women make up **4.5%** of our staff



**28.2%** of the staff is black men

**492** people with disabilities worked at CPFL Energia in 2021

*Data referring to the workforce as of December 31, 2021.*

## Ethics and transparency

Our Integrity Program, created according to Law 12.846/2013 (Anti-Corruption Act) and Article 42 of Decree 8.420/15, which regulates the aforementioned legislation, is responsible for assessing compliance in every area of the company's business. It covers the pillars and mechanisms that support our decisions, actions and enhancement of internal controls, and anti-corruption practices across all processes.

Our Integrity Program was recognized with the Pro-Ethics seal - 2020/2021 edition, granted by the Ministry of Transparency and the Office of the Federal Controller (or CGU, its acronym in Portuguese). Of the 236 companies that submitted responses to the questionnaire, 67 were selected - including CPFL Energia.

EMPRESA  
**PRÓ  
ÉTICA**  
2020-2021

In 2021, we promoted almost 6,500 hours of training on topics related to the fight against corruption and respect for human rights, involving 5,900 employees



*Employees of CPFL Energia*



Operation Center

## Data Protection

With the LGPD taking effect, our responsible action has been fortified, with the establishment of the Data Protection Governance Program. In 2021, we created a Corporate Department specialized in Data Protection, which works in conjunction with the Information Security Department (or GSI, its acronym in Portuguese) to provide guidance on data protection requirements related to the security and confidentiality of the personal data treated.

## Corporate Sustainability Index

In 2020 and 2021, our company's shares were chosen for inclusion in the Corporate Sustainability Index, a theoretical portfolio created by the B3, the São Paulo stock exchange.

The process was restructured by the B3 in 2021, with new questionnaires and the use of the Carbon Disclosure Project (CDP) to assess the Climate Change dimension. We were given a score of 81.99 in the ISE ranking, placing us fourth among the 46 companies selected

# Emotional report

Our employees materialize our vision of sustainability on a daily basis. The stories that are built and lived by each of them serve as inspiration for colleagues and as not only personal, but also professional achievement.

We have selected some of these characters to bring together, in this cycle of CPFL's Annual Report, examples that demonstrate, in practice, how we transform lives and generate sustainable value in our businesses. This more human perspective is a different way of looking at our pillars and enablers of the Sustainability Plan.



## Carreta Literária

“ I moved to Rio Grande do Norte, because it is important to have someone with our culture and values around. It was an incredible life experience. We managed to take a project there called Carreta Literária, with an itinerant library, benches, tables, and a reading space for the children. A storyteller read to the children – and many of them were not yet literate. But we used to say: 'take the book, smell the book, look at the pictures'. At times, even I became a storyteller. ”

*Bruno Ramos, 38, an environmental licensing analyst at CPFL Renováveis, tells about his experience of having lived for two years in the municipality of São Miguel do Gostoso, in Rio Grande do Norte Stated, and participated in social projects that benefit the communities close to the Gameleira Wind Complex.*

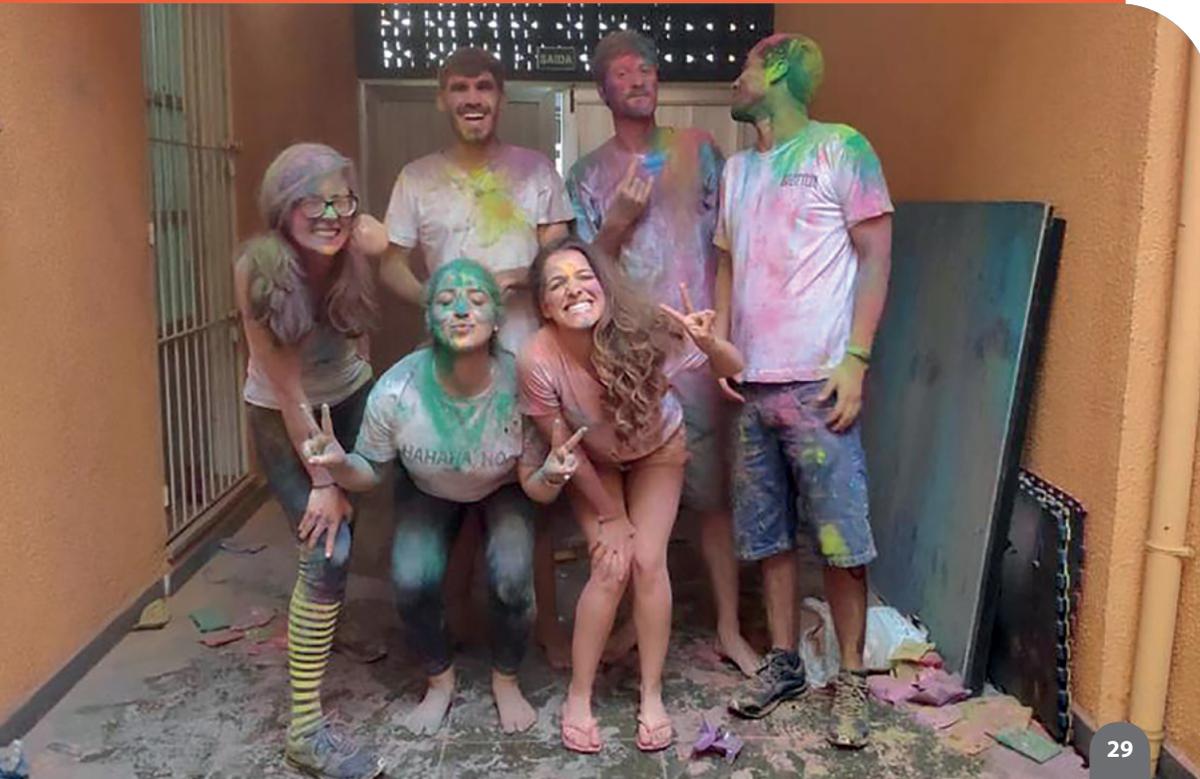


Check out a little more about the stories of our employees and access the full version of the testimonials on the **2021 Annual Report** website.

## Volunteering

“Being in the institutions we support is very important. What I feel makes the difference is the attention we give to the people who are there. The first in-person action we carried out at Sítio Agar was the Easter campaign, in 2022, to collect chocolates and toys for children, and products for the institution. These donations contribute a lot, but it is very gratifying to see how children become happy when us there, available to play and give affection. For those who, like me, participate these visits provide more than just personal satisfaction.”

*Beatriz Sepulveda Pires, 29, is a hydraulic engineer and leader of CPFL Energia's Semear volunteer program in Jundiáí (São Paulo State).*



## People

“The Diversity Program is an important initiative so that others can make their dreams come true. I started working at CPFL Energia 17 years ago and I currently head a team of 21 employees. Personally, I feel very fulfilled to be in a leadership position in Asset Management. I have the opportunity to work with what I like and I was able to go through different areas until I reached the coordination of a team. I always wanted to be an engineer and a leader and CPFL helped me to achieve these dreams.”

*Maria José de Moura, 40, is CPFL Energia's asset management coordinator and leads the Distribution Automation Program, one of the main investments to improve the quality of services.*



## CPFL nos Hospitais

“ In Araçatuba, we replaced the medical oxygen production plant in Santa Casa de Misericórdia. In early 2021, when Covid-19 cases exploded, this oxygen plant was key in preventing Santa Casa from collapsing. We were seeing the desperate situation of hospitals in Manaus. Santa Casa, which serves the population of about 40 nearby municipalities, had to open new beds, increase the ICU, and all of that needed oxygen for the patients treatment. With the CPFL nos Hospitais, I feel that I made a difference for that community. ”

*Giuliano Bolognesi Archilli, 30, is an energy efficiency specialist at CPFL Energia. He has been working at the company for five years and has seen up close the importance of CPFL nos Hospitais Program during the Covid-19 pandemic.*



## Health and Safety

“ The guardian of life is the one who is always attentive and taking care of others. It's a safety culture that we take to life. I have a 4-year-old son, Bernardo, who is my life. I recently went on vacation with my family and we spent a few days at a resort. When we got to know the hotel room, it was as if my wife and I were doing a risk analysis of the place. There was a risk of falling, windows without safety nets, a high balcony, a series of risk factors that we took care of right away to have a safe vacation. ”

*Marcos de Moraes Lima, 39, a distribution electrician, tells how it is to work at Guararapes and Rubacea Advanced Station (EA), a unit that has been working for 81 years with no record of lost time accidents in its operations.*

*Aerial urban night view*



## Credits and corporate information

### **CPFL Energia S.A.**

Rod. Engineer Miguel Noel Nascentes Burnier, 1755  
Parque São Quirino  
Campinas - SP | Zip code: 13088-900

#### **GENERAL DIRECTION**

Legal and Institutional Relations Vice-Presidency  
Environment and Sustainability Department  
Communication and Institutional Relations Department

#### **GATHERING OF INFORMATION**

Employees of CPFL Energia Group (subsidiaries and affiliates)

#### **CONTENT, CONSULTING, DESIGN AND INFOGRAPHICS**

usina82

#### **PHOTOGRAPHY**

CPFL Energia Collection

The photos in which people appear without a mask were taken before the Covid-19 pandemic.

#### **CONTACT**

Environment and Sustainability Department  
[sustentabilidade@cpfl.com.br](mailto:sustentabilidade@cpfl.com.br)

