

Our Commitment to Human Rights



The energy that move us: People

The CPFL Energia Group believes that it is essential to deliver-in addition to the energy that reaches our consumers-value to society. Guided by our genuine commitment to the ESG agenda, we understand that just as important as doing business is how to do business.

Therefore, we focus our energy on what matters the most: our people. We do this by strengthening the corporate culture in health, safety and diversity; guiding our business decisions based on our values; investing in sustainable and reliable energies, smart solutions and generating shared value with all our stakeholders. All this without losing sight of the quality of services.

This is how we work and move our business: With the responsibility to respect and protect Human Rights not only in our operations, but together with suppliers, customers, supplier communities, surrounding communities, thus generating value and energy.

Let's work together to bring about the changes that will make the world a better place.

Our Responsibility

This public commitment aims to establish the guidelines that must be complied with to ensure that people are treated with dignity and respect in the CPFL Group and throughout our value chain.

We know the importance of not only mitigating situations of disrespect for human rights, but also of advocating in favor of actions that promote care initiatives. Thus, we regard as a reference the international principles of Human Rights shown in the Universal Declaration of Human Rights; the International Labor Organization's Declaration of Fundamental Principles and Rights at Work; the United Nations Global Compact; and the United Nations Guiding Principles on Business and Human Rights.

Therefore, the CPFL Group recognizes its responsibility to protect and respect Human Rights, which is fundamental to the sustainability of the organization and the communities in which we operate.

Our Commitment

Respect for human dignity must be ensured to our employees and to all people who interact with CPFL. In this regard, we reaffirm our commitment to:

- a) Zero tolerance for slave-like work and use of child labor;
- b) Initiatives aimed at quality of life and safety at work and in the community;
- c) Fair and equitable professional opportunities in accordance with local laws;
- d) Diversity and fair opportunities for all;
- e) The fight against any and all forms of harassment, bullying, prejudice and discrimination;
- f) The freedom of association of our employees.

This commitment is applicable to the CPFL Group and all its subsidiaries, and should serve as a guide so that we can advance more and more in the respect and protection of university recognized Human Rights.



Key Definitions

CPFL Group

Includes the holding company CPFL Energia S.A. and all its subsidiaries, affiliates, and the CPFL Institute.

Subsidiaries

Companies directly or indirectly controlled by CPFL Energia.

Affiliates

Companies in which CPFL Energia holds fifty percent (50%) or less of direct or indirect interest.

Stakeholders

All relevant audiences with interests related to the Company, or individuals or entities that assume some type of direct or indirect risk related to the Company. Stakeholders include, without being limited to: shareholders, employees, community, customers, suppliers, creditors, governments, non-governmental organizations, unions, the press, and trade associations. They are also known as strategic audiences.

Source: ISO 26000 – International standard that provides guidelines for social responsibility.

Human Rights

Human Rights are rights inherent to all human beings, regardless of their race, sex, nationality, ethnicity, language, religion, or any other condition. Human Rights include the right to life and liberty, freedom of opinion and expression, the right to work and education, among others.

Source: United Nations Regional Information Centre (UNRIC).

ESG

Environment, Social and Governance is an expression. That has been increasingly used by financial advisors, banks and investment funds to assess companies according to their impacts and performance in three areas: environment, society, and governance.

Source: CEBDS – Brazilian Business Council for Sustainable Development).

Community

A group of people who are geographically positioned in the areas where the CPFL Group operates, subject to the economic, social or environmental impacts (positive or negative) resulting from the organization's operations.

Source: Global Reporting Initiative (GRI).

Externalities

These are effects of activities which-even unintentionally-generate benefits or impose costs on third parties, who do neither have the opportunity to prevent such costs nor the obligation to pay for the benefits or the right to be reimbursed for such costs.

Source: ISE – Corporate Sustainability Index.

Relevant Sustainability Topics

Topics that guide the Company's strategy and management, ensuring its continuity and return to stakeholders. They indicate where the greatest risks and opportunities of the industry and the business are, aiming at the protection and generation of tangible value in the short, medium and long terms, as well as allow the incorporation of aspects into management which are regarded as a priority by the stakeholders, by aligning expectations and exposing limits of their performance.

Source: Adapted from GRI and ISE B3 – Corporate Sustainability Index).



How we operate

The CPFL Group adopts the following principles of respect for Human Rights:

CPFL Group Documents

- Corporate Governance Guidelines;
- Bylaws of CPFL Energia S.A.;
- Code of Ethical Conduct;
- Code of Ethical Conduct for Suppliers;
- Sustainability Policy;
- Social Investment Policy;
- Stakeholder Relations Policy;
- Diversity, Equity and Inclusion Standard;
- Anti-Corruption Policy;
- Corporate Risk Management Policy.



International Conventions, Standards and Guidelines.

- Current Laws and Regulations;
- Principles of the United Nations Global Compact;
- Universal Declaration of Human Rights (and related Brazilian ratifying laws);
- Guiding Principles on Business and Human Rights;
- ILO (International Labor Organization) Declaration on Fundamental Principles and Rights at Work (and related Brazilian ratifying laws);
- Pact of San José, Costa Rica (American Convention on Human Rights).



Principles of action

General Principles: The CPFL Group is committed to respecting and promoting internationally recognized Human Rights, as follow:

- Complying with all applicable laws and respecting internationally recognized human rights;
- Seeking ways to respect internationally recognized human rights principles when faced with conflicting demands;
- Considering the risk of provoking or contributing to serious human rights violations as a matter of compliance with the law in which it operates;
- Preventing the Group's activities from generating negative impacts on or contributing to human rights, as well as addressing any related consequences when they occur;
- Seeking to prevent or mitigate negative impacts on Human Rights directly related to perations, products or services provided by the Group's business relationships, including when the Group has not contributed to generating such negative impacts;
- Reporting any actions taken to address the impacts of the Group's activities on Human Rights in its corporate channels (Intranet, website, institutional, annual report);
- Ensuring the availability of effective reporting mechanisms;
- Providing communication and consultation channels for potentially affected groups and Other stakeholders;
- Integrating the results of the evaluations carried out in the Company's process, including and not being limited to reviewing policies and standards of procedures;
- Ensuring data privacy.



Guarantee of Labor Rights:

- Complying with current labor laws by ensuring that employees' rights are respected;
- Rejecting any slavery-like labor, forced or compulsory, as well as child labor;
- Respecting diversity and non-discrimination, as well as fair and favorable working conditions;
- Ensuring freedom of association and collective bargaining;
- Promoting awareness and training actions during training in the Labor Relations area and during labor consulting works.

Commitment to Health and Safety:

- Ensuring that occupational safety and health conditions are in accordance with the best practices and standards of occupational health and safety;
- Offering individual and collective safety equipment, tools and everything necessary to perform the work;
- Investing in occupational health and safety training for all the Company's employees;
- Promoting a culture of safety among the Company's employees, third parties, suppliers and other stakeholders;
- Promoting health and safety awareness through safety campaigns and talks.



Supplier Relations

- Assessing suppliers under aspects related to Human Rights during the registration and/or approval process;
- Including clauses related to respect for Human Rights in the CPFL Group's contracts and mentioning the Code of Ethical Conduct for Suppliers;
- Monitoring Human Rights issues for suppliers who have active contracts depending on the type of material and service provided;
- Disseminating respect for Human Rights to the Company's value chain and encouraging its suppliers to ensure the selection of business partners that operate pursuant to labor and environmental laws and ethical standards compatible with the premises of the Code of Ethical Conduct for Suppliers.

Relationship with Communities

- Carrying out initiatives that support the democratization of access to artistic, cultural and sports languages, such as music, cinema, arte, exhibitions, art education, etc.;
- Supporting projects that contribute to ensuring the rights of access and cultural enjoyment;
- Supporting projects to encourage and stimulate reading within school environments;
- Supporting projects in the health area that contribute to the improvement of hospital infrastructure and humanization of care;
- Respecting the rights of the surrounding communities and seeking to minimize any negative impacts of the Company's activities during the planning, implementation and operation of units.



Ethics and Compliance

- Developing, disseminating, and applying the Internal Code of Ethical Conduct, as well as the Code of Ethical Conduct for Suppliers;
- Promoting a culture of integrity through communication and training;
- Investigating any records received by the Ethics Channel, including those related to Human Rights, by ensuring the confidentiality and anonymity of the process;
- Strengthening the culture of integrity: zero tolerance for corruption.

Promoting Diversity and Inclusion

- Promoting diversity, equity and inclusion to generate a positive impact on the lives of employees, inclusion in the world of work and the Company's ability to grow sustainably, generate new business and innovation and operational efficiency and greater focus on its customers;
- Establishing guidelines so that the practices and processes of attracting, hiring, promoting, compensating and recognizing, employees are free of any type of prejudice or discrimination by ensuring access to opportunities in an equitable manner;
- Enabling equitable training opportunities, as well as acceleration of the internal development of employees from minority social groups;
- Training leaders and employees in concepts related to diversity, equity, and inclusion.

Listening, Responding and Reporting Mechanisms

Ethics Channel:

A tool available to all CPFL stakeholders (employees, suppliers, customers, shareholders and the general public), aimed at registering questions, suggestions or complaints related to our Code of Ethical Conduct.

The Ethics Channel is available 24/7, and is operated by a third-party company that provides anonymous and confidential means so that records can be made.

[Click Here](#)

Ombudsman:

A relationship channel that registers suggestions, claims, compliments, complaints, information and requests from customers that have not been resolved by the CPFL Group's service channels.

[Click Here](#)

Talk to Me Reception Channel:

The Talk to Me Program has professionals from the psychological, legal, financial, social and speech therapy areas who provide 24/7 confidential service to employees and legal dependentes.

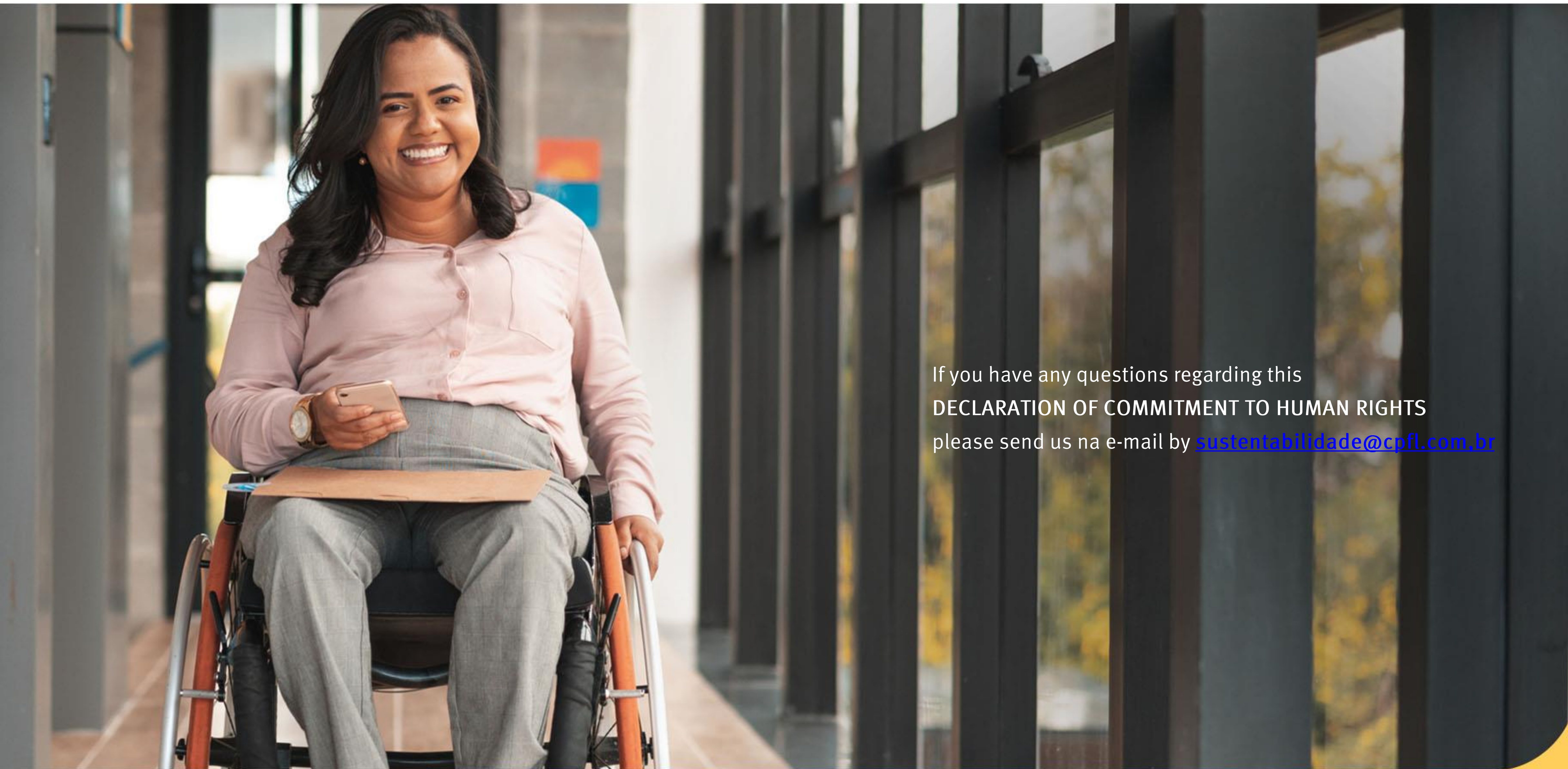
Access:

- Phone number: 0800 774 9467
- [Exclusive email for hearing impaired people:](mailto:pcd.cpfl@pratica.srv.br)
pcd.cpfl@pratica.srv.br

Channel for improvements in processes related to Diversity, Equity and Inclusion:

The Diversity, Equity and Inclusion team works together with the Other instances of CPFL + Diversa Program to promote improvements in the Company's processes and practices, with the objective of contributing to an increasingly diverse and inclusive CPFL..

diversidade@cpfl.com.br



If you have any questions regarding this
DECLARATION OF COMMITMENT TO HUMAN RIGHTS
please send us na e-mail by sustentabilidade@cpfl.com.br

