

STAKEHOLDER RELATIONSHIP POLICY
<p>1. OBJECTIVE</p> <p>CPFL Energia Group, considering its diversity and business segments, geographic coverage and interaction with various representatives on the national and international scene, prioritizes clarity in understanding the needs, interests and expectations of its stakeholders.</p> <p>In addition, a significant part of the Company's business involves public services concession, reinforcing the importance of the relationship with public agents, regulatory agencies and the political environment, seeking to support and contribute to public policies implementation and market development.</p> <p>The policy presented here aims to establish the guidelines of CPFL Group for relationship with Stakeholders, integrating Group's values (Safety, Collaboration, Innovation, Excellence and Integrity) to the processes and generating value for society and Company, through construction of solid and lasting relationships, based on dialogue, transparency and trust.</p>
<p>2. SCOPE</p> <p>This policy is applicable to CPFL Energia S.A. ("CPFL Energia" or "Company") and must be adopted by all its Subsidiaries and Affiliates with the same management and governance model. In other companies, representatives exercised their right to vote with the objective of adopting a similar policy.</p>
<p>3. DEFINITIONS</p> <ul style="list-style-type: none"> • CPFL Group: Includes the CPFL Energia holding and all its Subsidiaries and Affiliates. • Subsidiaries: Companies directly or indirectly controlled by CPFL Energia. • Affiliates: Companies in which CPFL Energia holds, directly or indirectly, 50% (fifty percent) or less of control. • Stakeholders: stakeholders are all relevant audiences with interests related to the Company, or individuals or entities that assume some type of risk, direct or indirect, in the face of society. Among others, the following stand out: shareholders, employees, community, customers, suppliers, creditors, governments and non-governmental organizations. They are also known as strategic audiences. Source: ISO 26000, Subsection 5.3.2. • Materiality Matrix: The materiality matrix is the result of the process that determines which topics are relevant and priority for each target audience, as they reflect the organization's economic, environmental and social impacts or influence stakeholder's decisions. Source: Adaptation of the Global Reporting Initiative (GRI). • Human Rights: human rights are inherent to all human beings, regardless of race, sex, nationality, ethnicity, language, religion or any other condition. Source: UN.
<p>4. RESPECT FOR INTERNATIONAL HUMAN RIGHTS PRINCIPLES</p> <p>CPFL Group recognizes its responsibility to respect Human Rights, which is fundamental for the sustainability of CPFL Group and the communities in which we operate. CPFL Group is committed to ensure that people are treated with dignity and respect. For this reason, valuing diversity is a theme connected with the Strategy, Mission and Nosso Jeito de Ser (CPFL Energia's corporate culture).</p> <p>We take as a reference the international principles of human rights indicated in the Universal Declaration of Human Rights; the Declaration of Fundamental Principles and Rights at Work of the International Labor Organization; in the United Nations Global Compact; and the United Nations Guiding Principles on Business and Human Rights.</p>
<p>5. STAKEHOLDERS IDENTIFICATION AND PRIORITIZATION</p>



Guidelines established in CPFL Group's Strategic Planning, and the Materiality Matrix are the bases for identifying and prioritizing stakeholders and specific engagement strategies for these audiences.

The Materiality Matrix is periodically prepared, prioritizing the most relevant aspects to identify the topics with the greatest impact on the business sustainability. Thus, whenever there are significant changes in CPFL Group's operations, new diagnostics and the revision of the Materiality Matrix can be done with the objective of redefining the relevant topics for the Stakeholders and establishing guidelines to contribute with the decision-making for the elaboration of CPFL Group's Sustainability Strategy.

Periodically, the results and developments of this Materiality Matrix shall be disclosed to Stakeholders through its institutional channels.

6. STAKEHOLDERS ENGAGEMENT AND COMMUNICATION

Engagement with our Stakeholders occurs through various communication channels, such as websites, social networks, call centres, email, chat, events, workshops and in-person or virtual (videoconferences) periodic meetings, participation in groups of work of entities, opinion polls, among others. This engagement, through these channels, allows the Company to be accountable for its activities in the pursuit of sustainability and social responsibility, and to receive feedback on its performance.

As well as the engagement strategies, the communication with the different stakeholders must consider the points described in this policy, aligning the strategic objectives with the necessary integrity and transparency.

The main engagement actions and communication should consider, mainly:

- **Customers:**
- **Communities**
- **Employees**
- **Regulators and sectorial entity**
- **Entities and associations**
- **Press**
- **Investors**
- **Suppliers**

7. RELATIONSHIP MANAGEMENT

The stakeholder's relationship management considers the scale and level of impact, measured by the incidence of interactions between the parties and the respective relevance of the processes in which the audience in question is involved. In addition, it considers the expected relationship degree with each audience compared to that maintained at the time.

Based on this understanding, it becomes more effective to identify opportunities to improve this relationship by adapting the engagement process.

8. RELATIONSHIP ACTIVITIES GUIDELINES

Within the scope of stakeholder relationship activities, the Company undertakes to:

- Assess the impacts of its decisions and activities on Stakeholders, seeking to maximize beneficial impacts as well as minimize negative impacts.
- Conciliate conflicts between the Company and its Stakeholders, considering the expectations involved in different contexts and situations and considering the Materiality Matrix previously described.
- Consider the macroeconomic, social and environmental impacts on Stakeholders, as well as their interests in planning new products or services or in significant modifications to existing products and services.
- Consult and engage stakeholders in the commitment to sustainable development, seeking cooperation on social and environmental issues and seeking opportunities for innovation and value creation.
- Recognize and respect the diversity, cultures, customs and values of members of the communities in which we operate and take into account their needs, concerns and aspirations relating to their traditions and cultural heritage.
- Encourage and promote the construction of resolutions favouring formats that provide a diversity of points of view, guided by relationships that bring mutual benefits to the Company and Stakeholders.
- Observe the legislation and regulations, as well as the Company's internal regulations, especially the Sustainability Policy and the Company's Code of Conduct and Ethics.

Relationship activities monitoring

The relationship activities are periodically evaluated in relation to corruption risks through processes carried out by the audit, risks, and compliance department, covering from the provisions of the Brazilian Corporation Law on conflict of interest, to the internal regulations and the Code of Ethical Conduct.

9. FINAL ARRANGEMENTS

This Policy was approved by the Board of Directors on 12/16/2021 and will become effective on 12/17/2021.

This Policy will be monitored by the Board of Directors, which will use its principles and practices as one of the ways to integrate social and environmental issues into the Company's strategic planning in its day-to-day operations.