

In 2019, we defined our **Sustainability Plan**, which guides the business development and investments integrating our corporate values to the global trends towards promoting sustainable development. We identified three pillars that sustain the way we conduct our business and execute our strategy.

CPFL NOS HOSPITAIS PROGRAM

The project integrates energy efficiency initiatives and private social investment to drive improvements in the service provided by public health institutions, which are essential for the local population's quality of life. The hospitals will be benefited by installing solar panels and replacing existing lightbulbs with more energy-efficient LED lights, along with other efficient technologies.

Through the work of Instituto CPFL, the project will promote humanization and improve conditions for services, research projects, equipment purchases, and facility repairs.

In addition, the community will be able to donate to the hospitals through the solutions of CPFL Total, company that allows other services and products to be paid for via energy bills.



R\$ 150 million will be invested by 2022

Up 200 hospitals benefited

“The CPFL nos Hospitais Program will allow resources saved on energy to be invested in priority areas for serving the population.”

Alexandre Mezei, advisor to the Superintendent of the Hospital de Caridade São Vicente de Paulo, one of the benefited institutions in 2019



Whithin these pillars, we assumed

15 commitments

to contribute to economic, social and environmental growth in all our value chain.

Living Lab

is a real platform to test in an integrated way different solutions for a more sustainable production and consumption of energy. The project is being developed in the neighborhood of Barão Geraldo, in Campinas (SP), where the University of Campinas (UNICAMP) is located.



Technologies studied

- Electric mobility
- Solar energy
- Energy storage
- Smart consumption
- Smart campus

R\$ 95 million is the total investment

The Water Security Project,

part of the Raízes Program for social development carried out by CPFL Renováveis, helped transform the situation of 807 families in nine rural communities in the municipalities of João Câmara and São Miguel do Gostoso (Rio Grande do Norte).



Results

629 families with access to desalinated water for human consumption

278 families with access to desalinated water for irrigation

449 families trained in collaborative and collective management of water supply structures at the community level

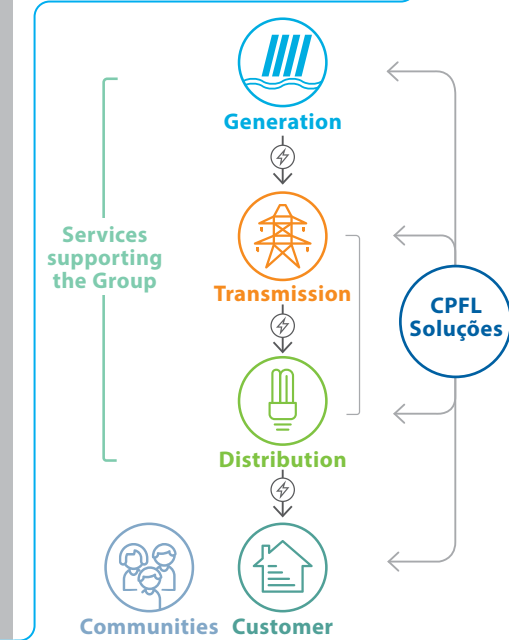
R\$ 3.5 million invested in the project

Our company has a protagonist trajectory in the power sector. We contribute to the country's progress and to the comfort and safety of our customers.

How we stand out

- Sustainable brand
- Safety
- Technology
- Innovation
- Digitalization
- Knowledge

Where we operate



CPFL Energia S.A.
Rod. Engenheiro 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

Contact
Environment and Sustainability Department
sustentabilidade@cpfl.com.br

content, consulting, design and infographics
usina82

Access our 2019 Annual Report
at relatorioanual.cpfl.com.br



The **Programa Semear**, coordinated by Instituto CPFL, brings together volunteers from the CPFL Group around actions that benefit schools, social assistance institutions and other entities that make a difference in the life of local communities.

In 2019 **1,379** volunteers registered

10 fixed and **5** part-time teams

15 municipalities were impacted by volunteer actions

5,500 beneficiaries, including schools, NGOs, hospitals and other entities

PROFESSOR ENERGIA

Professor Energia, a friendly and playful scientist, is the character created by CPFL Energia for a series of tutorial videos that teach customers how to use DisCos' digital channels more easily and quickly. An innovative and fun way to provide information and address digitalization.

Use the QRCode below to watch Professor Energia's videos



Awards



2019 SDG - Global Compact Award recognized the Living Lab project



Named the best company in the power sector in **Exame magazine's Sustainability Guide**



Named one of the **150 Best Companies to Work For**



Selected to take part in **Pró-Ética 2018/2019**, developed by Brazil's Federal Comptroller General



CPFL Santa Cruz and RGE were the winners of the **Abradee Social Responsibility Award**

Sustainability Plan 2020-2024

Power the transition to a more sustainable and smart way of providing and using energy, maximizing our positive impacts in the community and value chain



SUSTAINABLE ENERGY

Aiming for the smallest possible environmental footprint



- 1 Keep at least **95% from renewable sources** in our generation portfolio until 2024
- 2 **Reduce in 10%** our carbon intensity indicator until 2024
- 3 Publish our **climate change adaptation** actions
- 4 Refurbish at least **40,000 equipments** (transformers, voltage regulators, reclosers etc.) until 2024
- 5 Ensure the destination of **100% of the main grid components** to recycling or to the reverse supply chain until 2024



SMART SOLUTIONS

Providing the solutions for the future of energy



- 6 Reach **100% of Group A clients** with telemetering until 2020
- 7 Invest **R\$ 350 million** in distribution network automation until 2024
- 8 Achieve **90% of attendance** by digital channels until 2024
- 9 Invest **R\$ 45 million** in the development of electrical mobility technology until 2024
- 10 Offer to our clients **low carbon solutions** for their energy transition



SOCIETY SHARED VALUE

Maximizing our positive impacts in the community and value chain



- 11 Invest **R\$ 150 million** in Energy Efficiency actions in Public Hospitals between 2020 and 2022
- 12 Invest **R\$ 200 million** in Energy Efficiency actions toward low income communities until 2024
- 13 Maximize our positive impact in the communities, investing at least **R\$ 60 million** in social projects until 2024
- 14 Continuously seek to **improve health and safety indicators**, intensifying our actions towards employees, community and suppliers
- 15 Integrate sustainability aspects in the monitoring process for **100% of our critical suppliers** until 2024



Enablers

Ethics

Transparency

Employee development and inclusion

Contribution to SDG

