



Sustainability Report  
**2020**

# Contents

1

## Introduction

About the  
Report  
**Page 04**

Message  
from the CEO  
**Page 05**

4

## Value Relations

Employees  
**Page 29**

Suppliers  
**Page 37**

Customers  
**Page 40**

Society  
**Page 43**

Community  
**Page 45**

2

## About Equatorial Energia

Profile  
**Page 08**

Corporate  
Governance  
**Page 12**

Ethics  
**Page 15**

Measures  
against Covid-19  
**Page 18**

5

## Environmental Responsibility

Environmental  
Management  
**Page 51**

Eco-efficiency  
**Page 53**

3

## Performance

Outlook  
**Page 22**

Operational  
**Page 23**

Financial  
**Page 27**

6

## Attachments

GRI Standards  
Content Index  
**Page 59**

Credits  
**Page 64**



# Introduction

# About the Report

GRI 102-40 | 102-42 | 102-43 | 102-44 | 102-46 | 102-47

Welcome to the 5<sup>th</sup> Sustainability Report of Equatorial Energia Group. In this publication, you will find information about the Group's companies, with an overview of their value creation for the society. In this Report, we also share our operations' performance and impact within the period from January 1<sup>st</sup> to December 31<sup>st</sup>, 2020.

Along the content, we are committed to reiterating our commitment to transparency and best reporting practices. For this purpose, this publication is based on the widely recognized international reporting guideline, the Global Reporting Initiative (GRI), with adherence to the Core.

## Materiality

In 2020, we updated our materiality study to identify the most relevant topics for our business model in the context of the industry and external scenarios. Besides the research carried out by a benchmarking process, we consulted our stakeholders by means of an online questionnaire.

The survey was taken by employees, suppliers, public authorities, class associations and legal representatives, who contributed with their answers. The steps were then consolidated and aligned with the leadership's vision, resulting in the list of material topics for Equatorial.

### Material topics

- Health and safety of employees and service providers;
- Quality of services provided;
- Ethics;
- Reduction of greenhouse gas emissions;
- Business Model Innovation;
- Community development;
- Talent retention and development;
- Safety of clients and society;
- Respect for labor legislation;
- Preservation of biodiversity.

# Message from the CEO

GRI 102-14 | 102-10

The year 2020 was an extremely challenging year for everyone. At Equatorial Energia, we had a positive start to the year with the victories and growth achieved in 2019, until the official announcement of the pandemic in March. The pandemic, in turn, generated transformations in all spheres of society and demanded a lot of care from us regarding the prevention of the disease and attention to the sudden changes we had to make in the company's actions and strategies.

In critical times like the ones we are going through, being supportive and empathetic is crucial. For this reason, the Group has promoted several actions and attitudes for the well-being of society. Among these measures, we highlight the implementation of the contingency system for essential services, the home office system in all activities suitable for such, and a series of measures to preserve our workforce, as well as the restriction for some field activities.

We understand our relevant social role in the locations where we operate. In partnership with the public authorities of the states of Pará, Maranhão, Piauí, and Alagoas, Equatorial Group has joined the initiatives to contribute to the most vulnerable communities and those most affected by the new coronavirus pandemic.

We did and continue to do this through the donation of medical and hospital equipment, tons of food, and hygiene material items, which were distributed to institutions and families in order of priority, demand, and service needs. Our donations exceeded R\$10 million and we will continue to work actively to support both those close to us and the whole country to come out of this crisis stronger.

As always, our culture of excellence, respect and safety, ensured the resilience and perseverance of all our employees. We reinforced and strengthened our values and purpose in the Group companies, which reflected in the positive results during a year full of uncertainties.

**Our solidarity actions have contributed to minimize the impacts of the pandemic on people's health and lives.**

With life increasingly online and changing habits, some major milestones in 2020 were undoubtedly the innovation of remote service and digital transformation. Besides our website, which consolidated itself as an important customer service channel, encompassing the main services offered in the face-to-face service, with a simple and functional layout, we also had the consolidation of the application and the service provided by Clara, our artificial intelligence, via WhatsApp.





The App proposes to be light, offering the services of Notification of a Power Outage, 2<sup>nd</sup> copy of the bill, and Payment Code, as well as directing to other services on the website. Clara, on the other hand, has become the first (and common) service option for countless customers in the different states. Besides offering simpler and faster service, it guarantees greater closeness to the user.

**Our mission is to improve people's lives, doing everything we know with the highest level of excellence and acting with synergic business fronts.**

Despite the pandemic scenario, 2020 was a year that signaled another important step in the growth of Equatorial Energia Group.

In distribution, we had several challenges, but we managed to close with a 3.8% growth over the energy sold. In the new distributors, we had the approval of the Extraordinary Tariff Review in Alagoas in May and in Piauí in December, an important step in the value creation process of these assets.

Since the beginning of Equatorial Transmissão's projects in 2017, approximately R\$ 5 billion have already been invested. We have decelerated investments compared to the same period of the previous year, which shows that we are already in the final phase of implementation

of transmission projects and, in general, significantly ahead of the regulatory deadlines for project execution.

In the distribution segment, there was an acceleration of investments in practically all the distributors, despite the pandemic, totaling R\$1.8 billion, considering the use of own resources and the investment in the Luz Para Todos Program. This total investment volume is aimed at expanding and maintaining the networks, improving the quality of supply, universalizing access to the electricity grid and the interconnection of isolated systems in Pará.

This high investment level allowed Equatorial Maranhão and Equatorial Pará to maintain their quality indicators Equivalent Interruption Duration per Consumer Unit (DEC) and Equivalent Interruption Frequency per Consumer Unit (FEC) substantially better than the regulatory targets, reaching 13.4 hours and 5.9 times in Maranhão, and 20.2 hours and 10.8 times in Pará.

In the National Agency of Electrical Energy (ANEEL) Service Continuity Ranking, which measures the quality of energy supply against regulatory limits, Equatorial Pará was the 2<sup>nd</sup> best company in the country in 2020, while Maranhão ranked 8<sup>th</sup>, among concessionaires with more than 400 thousand consumers.

From the financial perspective, we continue to show stability in our results, as well as security from the liquidity point of view, ending the year with R\$7.7 billion in consolidated cash.

On the following pages, you will find further details about our operations, our people, and the victories achieved, as well as the challenges overcoming that 2020 brought.

**Enjoy your reading!**



**Augusto Miranda**  
President of Equatorial Energia



# About Equatorial Energia



\* Photo taken before the Covid-19 pandemic.

## Profile

GRI 102-1 | 102-2 | 102-3 | 102-4 | 102-5 | 102-6 | 102-7

Equatorial Energia S.A. is a holding company with operations in the electricity sector. The Group is headquartered in Brasília (DF), and is focused on the areas of distribution, transmission, generation and services (sale of energy and telecommunications).

With ten high performance companies and solid results, the Equatorial Energia Group has been working continuously for the evolution of the acquired companies, ensuring their operational excellence.

The Group's companies are: Equatorial Maranhão, Equatorial Pará, Equatorial Piauí, Equatorial Alagoas, Geramar, Equatorial Transmissão, Intesa, Equatorial Telecom, Sol Energias and 55 Soluções. Currently, we serve **about 10% of the total Brazilian consumers and account for 6.5% of the distribution market** in the national territory.

### Mission

Ensure excellence in asset management, with quality and profitability, contributing to the continuous growth of the business and social development.

### Vision

To be a world reference in operational excellence and profitability in the energy and utilities sector.

### Values

- Focus on People
- Emphasis on meritocracy
- Ethics and Sustainability
- Safety
- Efficient Capital Allocation
- Obstinacy for Profit
- Transparency



## Group Companies

### Legend:

- Distribution
- Generation
- Transmissions
- Services e telecommunications

### EQUATORIAL MARANHÃO

Distribution company and the only electricity concessionaire in the state of Maranhão, which covers an area of 331,937 thousand km<sup>2</sup> (almost 4% of the Brazilian territory) and covers about 7.1 million inhabitants, 3.4% of Brazil's population. It serves around two and a half million consumers in 217 municipalities;

### EQUATORIAL PARÁ

Distribution company and the only concessionaire in the state of Pará, with an operating area of 1,247,689 thousand km<sup>2</sup>, about 15% of the Brazilian territory, which covers 8.7 million inhabitants, 4.0% of the country's population. It serves about 2.8 million consumers in 144 municipalities;

### EQUATORIAL PIAUÍ

Distributor and the only concessionaire in the state of Piauí, which has an area of operation of 251,577 thousand km<sup>2</sup>, almost 3% of the national territory. It serves about of one million and 300 consumers in 224 municipalities;

### EQUATORIAL ALAGOAS

It serves about 1,200,000 consumers in 102 municipalities in the state, which has a concession area of 27,848 km<sup>2</sup>, with more than 42 thousand kilometers of distribution lines and networks;

### GERAMAR

Company in which the Group holds a 25% stake, is responsible for the operation of two thermoelectric plants (Tocantinópolis e Nova Olinda) located in Maranhão, with a combined installed capacity of 330MW;

### EQUATORIAL TRANSMISSION

We entered the electricity transmission segment in 2016, with the acquisition of auctioned lots that gave rise to Equatorial Transmissão. Since 2016 Equatorial participated in two transmission auctions held by the National Agency of Electrical Energy (ANEEL), resulting in the acquisition of concessions for eight transmission lines lots, totaling 2,500 km;

### INTESA

The Group acquired 100% of the Integração Transmissora de Energia S. A. (Intesa), a 695 km operating transmission line across the states of Tocantins and Goiás.

### EQUATORIAL TELECOM

Telecommunications company offering fiber optic internet and secure telephony service, which currently serves the 0800 branch services and also the company ombudsman of the Group's agencies;

### SOL ENERGIAS

Electric energy trading company, which offers specialized consulting for the market and deals with processes such as the purchase and sale of Conventional Power, customized operations, among others;

### 55 SOLUÇÕES

Company focused on specialized and diversified solutions, believes in the genuine knowledge exchange to build results for the B2B market.

## Operations overview

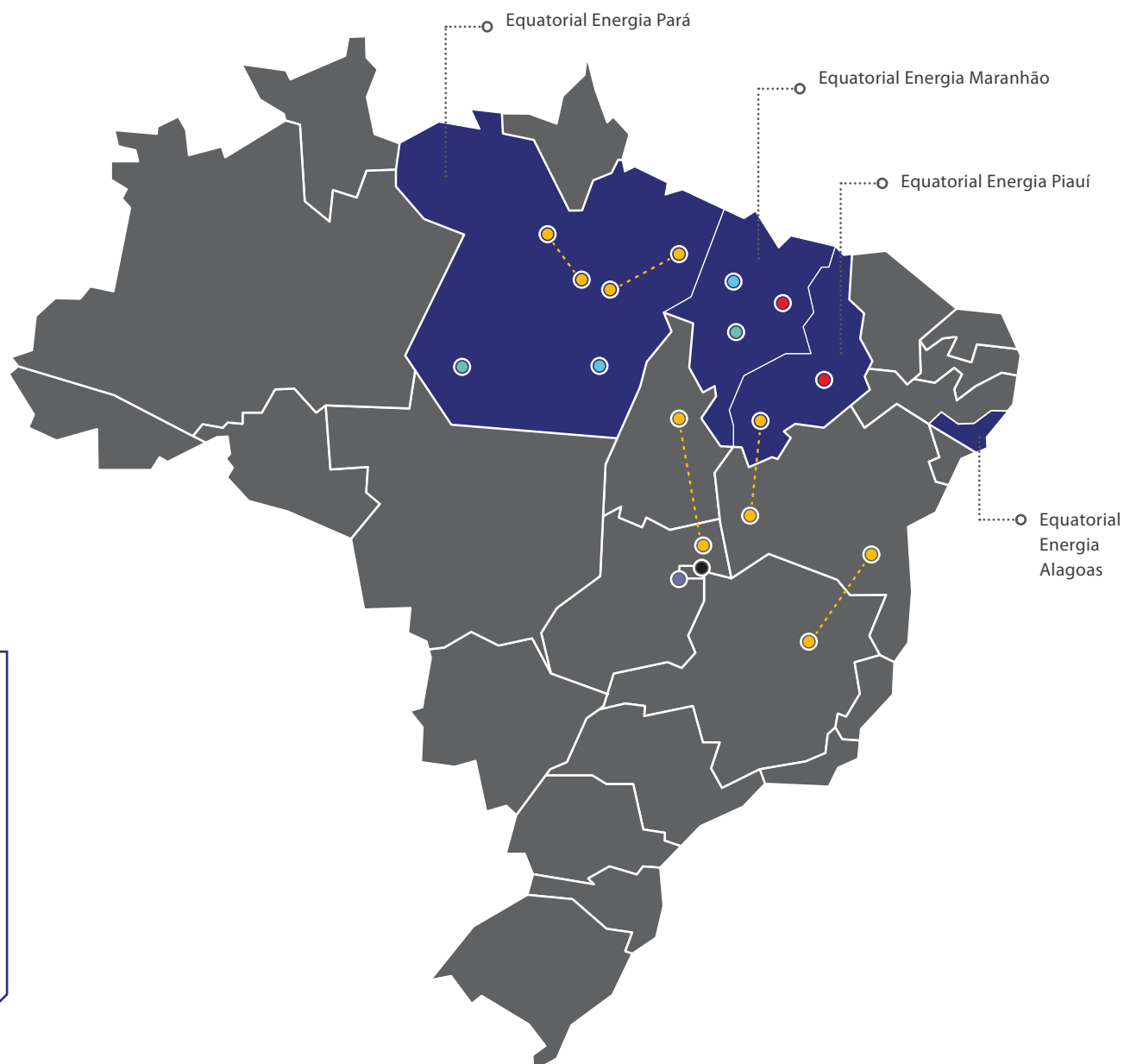
### Equatorial Group operation area

**687** Municipalities

**7,4** Million  
Customers

**21,2** Million  
Population of the states

**1.859.234 km<sup>2</sup>**  
Extension of the states



#### Legend:

- Headquarters of other Group Companies:
- Grupo Equatorial (DF)
- Equatorial Transmissão (DF)
- 55 Soluções (PA/MA)
- Equatorial, TELECOM (MA)
- EQTPREV (PA/MA)
- Equatorial Transmissão Working Sites

## Distribution



**22,354** GWh  
energy distributed.

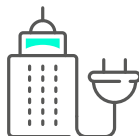


**7.7** million  
customers

## Generation



**322** MW  
of installed capacity.

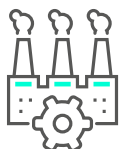


**240** MW  
of assured energy.

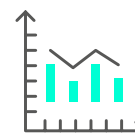
## Transmission



**3,281** Km  
of Transmission Lines  
(LTs).



**12** substations  
which represent an  
increase of 110% in TLs  
extension.



	Concession area (Km <sup>2</sup> )	Municipalities (UN.)	Consumers (Million)	Network extension (Km)
Maranhão	332,000	217	2.5	123,033
Pará	1,248,000	144	2.7	121,512
Piauí	251,000	244	1.3	91,765
Alagoas	28,000	102	1.1	47,788

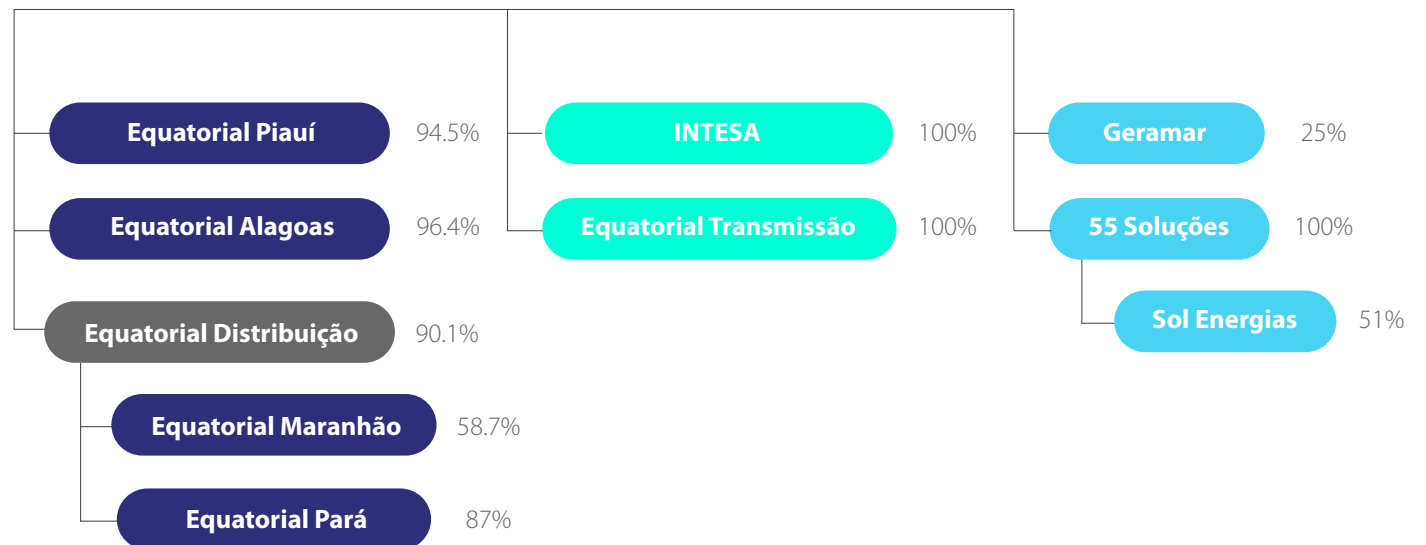
In 2020, we have consolidated the Group's national performance with a common and unified visual identity. With the brand's evolution, the companies embarked on a phased process to transform its visual identity into all products, in both physical and virtual environments.

# Corporate Governance

GRI 102-7 | 102-18 | 102-26

Equatorial Energia is committed to transparent management, in line with the best market practices. Listed at B3's highest level of Corporate Governance, the Novo Mercado, the Company understands the primary role of maintaining a dynamic and attentive management for continuous improvements, which values the close relationship with its stakeholders and the operational excellence of all the group companies.

Equatorial Energia is a corporation, a group with pulverized control. In other words, there is no controlling shareholder or controlling block in these companies.

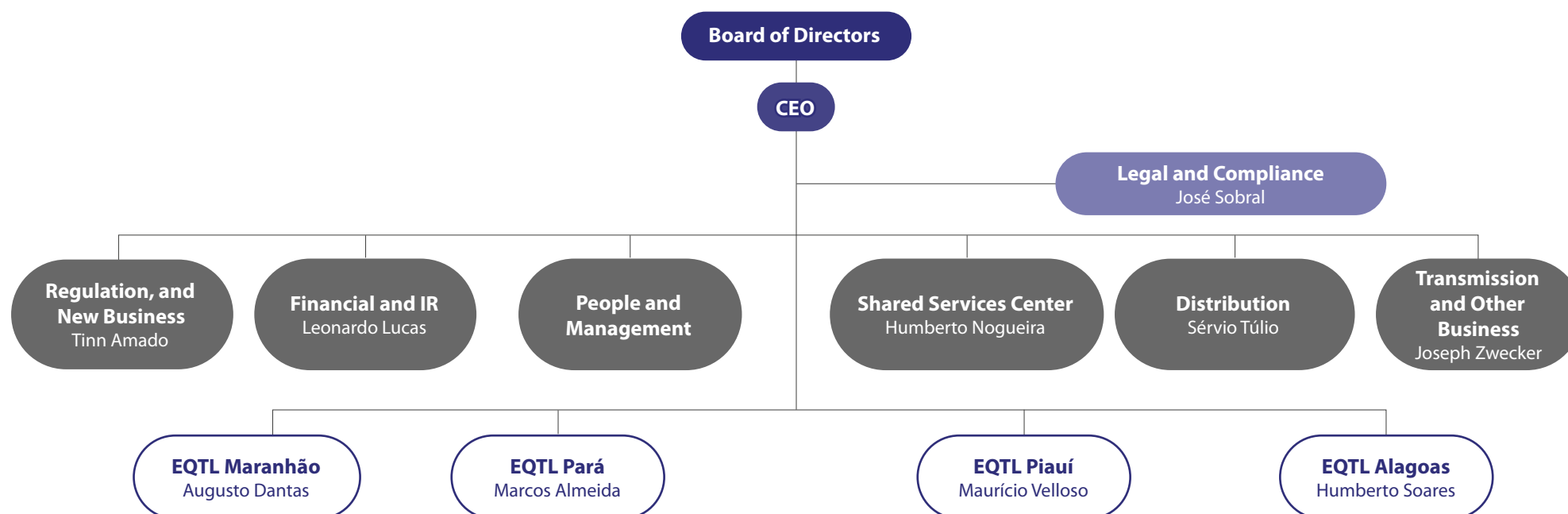


## Legend:

- Distribution
- Transmission
- Others



## Structure



**Board of Directors (BD):** is the Group's collegiate deliberative body, responsible for elaborating the strategic planning of the business and establishing policies. In these activities, the various aspects that encompass the business are considered, including socio-environmental and economic aspects. The BD meetings are held whenever necessary, when called by the president of the body or by the majority of its members.

**Board of Executive Officers:** formed by legal representatives, responsible for the day-to-day management of the Company and for the implementation of the general policies and guidelines established by the Board of Directors.

Age group of governance bodies	Between 30 and 50 years old	Over 50 years old
Board of Directors	62.5%	37.5%
Board of Executive Officers	50%	50%
Fiscal Council	30%	70%

## Risk Management

At Equatorial Energia, risk management is inherent to the businesses of the companies, aiming at forecasting and anticipating possible impacts of factors external to the performance and reputation of its controlled companies.

The Company monitors the efficiency of internal controls through the Corporate Audit Management and Risk Management and Internal Controls department. Internal Audit selects, develops and conducts continuous assessments to ensure the effectiveness of internal control mechanisms, while the Audit Committee oversees internal control development and performance.

We operate on three defense fronts aimed at preventing, detecting and remedying fraud, in accordance with rules and regulations for administrative, operational and financial processes, which are periodically reviewed by risk analysts and quality consultants.

We implemented an Internal Controls and Risks department for the continuous improvement of risk management practices, protecting the Group from possible risks in line with its strategy, processes and assets. With this structuring of the Company's risk management, the Risk Management and Internal Controls department will be responsible for evaluating and monitoring risk exposures, supporting the Audit Committee with information, constantly feeding back the records of losses that happen in the Company.



*\* Photo taken before the Covid-19 pandemic.*



\* Photo taken before the Covid-19 pandemic.

## Ethics

GRI 102-16 | 103-1 | 103-2 | 103-3

Ethics and transparency are the pillars that underpin all Equatorial Group business relationships and operation. We have a Code of Ethics and Conduct establishing rules for the performance of all employees, in line with the Company's principles and values, in addition to defining procedures for management policies, conflicts of interest, corruption and guiding the way in which relationships with all stakeholders must be conducted. The Group also has a Supplier Code of Ethics, which sets the standards for Equatorial's supply chain.

Upon their admission, all employees of the Company participate in an integration meeting, when aspects of the Code are addressed, and all employees commit themselves with it. The Internal Audit is the guardian and responsible for the Code of Ethics dissemination, but each employee is also responsible for safeguarding such document.

Subsidiaries also rely on the Ethics Committees, composed by the president and management. The committee is responsible for internally monitoring and disseminating the application of the Code of Conduct, evaluating cases registered or investigated by the internal audit and focusing on suggesting internal processes and controls improvements. It is also the Committee's responsibility to determine disciplinary sanctions in proven misconduct cases.

In 2020, the Company structured its Compliance department, which has a committee that reports directly to the Board of Directors. Compliance management aims to prevent and detect irregularities within all the Group's companies, disseminating Equatorial Energia's Integrity Program at all levels.

The Program is focused on anti-corruption and compliance measures, and has nine pillars: Internal Controls, Training and Communication, Whistleblowing Channels, Code of Conduct and Compliance Policies, Risk Analysis, Support to Senior Management, Internal Investigations, Due Diligence and Monitoring and Auditing.

### LEARN MORE

#### **Code of Ethics and Conduct:**

[www.equatorialenergia.com.br](http://www.equatorialenergia.com.br)

#### **Whistleblowing Channel:**

[www.canalconfidencial.com.br/equatorial/](http://www.canalconfidencial.com.br/equatorial/)

## Fight Against Corruption

GRI 205-1 | 205-2

In 2020, the Logistics and Supply Management, External Communication, Marketing and Sustainability, Planning and General Infrastructure Management departments underwent a risk assessment related to corruption.

Four significant risks were mapped, among which three involved the lack of a reputational analysis and evaluation procedure for service and material **suppliers**, **donations beneficiaries** and sponsors, and **beneficiaries** of research and development projects and energy efficiency projects, respectively.

The fourth risk is related to inconsistencies in the quotation process and lack of monitoring and inspection in processes and the supplier's commitment to the integrity and anti-corruption requirements demanded by the Company.

This mapping enabled internal development by the plan areas themselves with a series of actions, including to comply with the Anti-Corruption Law. The entire process is monitored by means of agreements and action plans, with the application of corrective measures when necessary.

## Integrity Program

GRI 205-1

To address the commitment to ethics in a systematic and structured manner throughout the business, we rely on the Equatorial Group's Integrity Program. The Group has the Program to prevent, detect and respond to inappropriate conduct, in addition to promoting a culture of ethics that encourages compliance with laws.

In 2020, several initiatives were carried out, among which we highlight the following:

- New Employee Integration Program:**  
 Its purpose is to present the Company's Integrity Program and the Code of Ethics and Conduct to the new employee, strengthening good practices and fighting corruption. In 2020, 190 employee underwent this training;
- Monthly Compliance Dialogue:**  
 Alignment with the company's areas, where day-to-day operational and technical activities are reconciled with the Integrity Program. These conversations cover topics such as Financial Compliance and Compliance and Digital Security;
- Compliance training for 55 Solutions meter readers:**  
 Gamified training on the Niduu online platform, which is able to measure the level of content absorption by the employee. Through the platform, we made 17 online courses available during the months of May and June to encourage our employees in their self-development during the quarantine;
- Internal communication:**  
 We have a structure with several campaigns for the Company's internal public, carried out in physical spaces, as with posters in the corridors, and in a virtual environment, with the Mr. Ético channel, which strengthens the recommendations from the Code of Ethics and Conduct and answer questions from employees.



## Privacy Program

Structured to meet the determinations of the General Data Protection Act (LGPD), Equatorial Energia Group's Privacy Program has pillars that give it a Privacy Governance structure and comply with legal provisions, with a market leading trend. We highlight the following advances:

- **Technical and intellectual support:** support from specialized offices and consultancies, which underpinned the whole structure of Grupo Equatorial's Privacy Program;
- **Internal policy:** approval of the Protection of Personal Data Internal Policy by the Board of Directors, a fact that reflects the relevance and level of maturity of our Governance in Privacy;
- **Appointment of the Officer:** appointment of Director José Sobral, who chairs the Privacy Committee, as the Group's Data Protection Officer;
- **Privacy Governance:** we have the Group's Privacy Governance structure, with emphasis on the Privacy Committee, responsible for making sensitive decisions for program improvements;
- **Privacy Notice:** made available on the website of all Equatorial Energia Group companies the Privacy and Cookies Notice, in order to safeguard transparency;
- **LGPD Hotsite:** we have developed an interactive and easy-to-use website that compiles the main concepts of personal data protection and Equatorial's conduct on the subject;
- **Data Mapping and Risk Assessment:** diagnosis and risk assessment to map the data handled in the activities developed and the risks arising from them in our operations, resulting in a risk matrix that meets the specificities of the business and is able to mitigate or neutralize any non-conformities that would threaten our operations;
- **Endomarketing campaign:** with the support of specialized consulting firm, we developed an internal campaign for awareness and dissemination of the Privacy Program;
- **Customized training:** we rely on learning and communication tools to spread the theme to all employees, such as the Corporate University and customized training with strategic areas, held periodically by the Compliance and LGPD team.

These and other aspects have been constantly worked on to strengthen our Privacy Program, ensuring our continued progress and advancement on our perennial Privacy Governance journey.

# Measures against Covid-19

We have implemented preventive and risk mitigation measures since the beginning of the global pandemic declared by the World Health Organization (WHO). We act in line with the guidelines established by national and international health authorities, aiming to minimize impacts to the health and safety of employees, their families, partners, and communities.

Besides protecting our people, we made donations to support the population during this time of crisis. In all, during the pandemic of the new coronavirus, more than R\$10 million were invested in different support fronts in the four states where the Group operates: Alagoas, Maranhão, Pará, and Piauí.



**R\$ 7,482,783.17**  
in direct donations

**R\$ 3,288,829.05**  
in energy efficiency actions

**R\$ 10,771,612.22**  
total donations

- **R\$ 5.5 million** to field hospitals and mobile ICUs;
- **R\$ 180 thousand** in hygiene and cleaning items;
- **761** pieces of equipment for hospitals;
- **371 tons** of food.

#### EQUATORIAL ALAGOAS

**Over R\$400 thousand** to assist in the construction of a virtual Intensive Care Unit (ICU).

**R\$ 981,732.50** in donations to the state government:

- R\$ 406,828.00 transferred for mobile ICU;
- 300 healthcare equipment items and accessories;
- 100 tons of food.

**R\$ 1 million** to improve the efficiency of the State General Hospital in Maceió (AL).

- We installed a generator for solar energy improvement through the Energy Efficiency Program – PEE ANEEL;
- We allocated R\$340,067.10 to the State for the exchange of refrigerators through the energy efficiency program.

#### EQUATORIAL MARANHÃO

**R\$ 503,494.00** in donations to the state government and city halls.

- 300 personal hygiene items;
- 23 healthcare equipment and electronics;
- 25 tons of food.

**R\$ 340,067.10** for exchanging refrigerators through the energy efficiency program.

#### EQUATORIAL PIAUÍ

**R\$ 504,753.67** in donations to the state government, city halls, and social institutions.

- 80 thousand hygiene and cleaning items;
- 700 personal hygiene items;
- 88 tons of food.

**R\$ 575,000.00** for exchanging refrigerators through the energy efficiency program.

#### EQUATORIAL PARÁ

Maintenance of more than **700 hospital beds** in four field hospitals in the cities of Belém, Marabá, Santarém and Breves.

**R\$ 5,492,803.00** in donations to the state government, municipalities and social institutions:

- **R\$ 5 million** for field hospitals;
- 95 thousand personal hygiene items;
- 110 tons of food.

## Activities with employees

In March 2020, the internal communication strategies and endomarketing actions focused on the Together for Prevention Campaign, created to counter Covid-19. With the dissemination of information in several formats, such as: internal videos, e-mail marketing, board communications, guidance via internal communication channels and WhatsApp cards.

The campaign was massively used by the Group to ensure awareness and dissemination of the prevention measures that have since been adopted in all our companies.

Furthermore, the communication for the leadership was also an important pillar of the campaign, which included the creation of pieces and press releases with information directed to this public, especially with regard to routine changes in the work environment and the implementation of home office for a large part of the employees.

Also in March, due to the pandemic, we had our efforts and eyes totally focused on the health and safety of our employees. Another action carried out during this period was the Nutrition Campaign with the preparation of informative pieces with tips on nutrition and healthy habits for all our employees throughout the month.

## Focus on customers

### Power cut suspension for 90 days

Following ANEEL's set of measures to guarantee the continuity of the electricity distribution service amid the new coronavirus pandemic scenario, Equatorial Group temporarily prohibited the suspension of supply due to default for 90 days, in addition to creating a series of notices in the social networks, so as to inform the public about the measures.

### Expansion in the customer service digital channels

To facilitate access to services of the distributor as well as ensure customer safety, Equatorial Group made investments in digital service channels, such as the implementation of a virtual assistant, Clara, to serve the public by WhatsApp. Besides the launch of a smartphone App and a new website, with more services and new technologies, such as online bill payment by credit card.

### Low Income Campaign

In March, the federal government's provisional measure 950/2020 established a 100% discount on the Social Tariff for low-income consumers on their energy bills. To inform customers, Equatorial Group mobilized social networks in all four states.





# 3 Performance



\* Photo taken before the Covid-19 pandemic.

## Outlook

In 2020, under the coronavirus pandemic effect, the economic scenario worldwide and in the country went backwards. We ended the year with the SELIC rate at 2% and a 4.1% drop in the GDP, according to the Brazilian Institute of Geography and Statistics (IBGE).

In the energy sector, we felt the effects of the quarantine in our operations to combat losses between March and July 2020. The limitation of field activities in this period generated an important reduction in the number of actions projected, frustrating the results of the loss combat plan and contributing to the increase of this index.

Moreover, we had a significant reduction in consumption in classes with lower history of fraud, such as commercial and public power, and the regulatory review of the estimated time of use of public lighting by the National Agency of Electrical Energy (ANEEL) in August 2020.

In the transmission segment, the Company ended the year with 75% of the operational Annual Allowed Revenue (RAP), including the Revenue Release Agreements (TLR), which represents around R\$ 722 million in revenues.

In distribution, we had several challenges, but we managed to close the year with a 3.8% growth over the energy sold. In the new distributors, we had the approval of the Extraordinary Tariff Review in Alagoas in May and in Piauí in December, an important step in the process of creating value for these assets.

# Operational

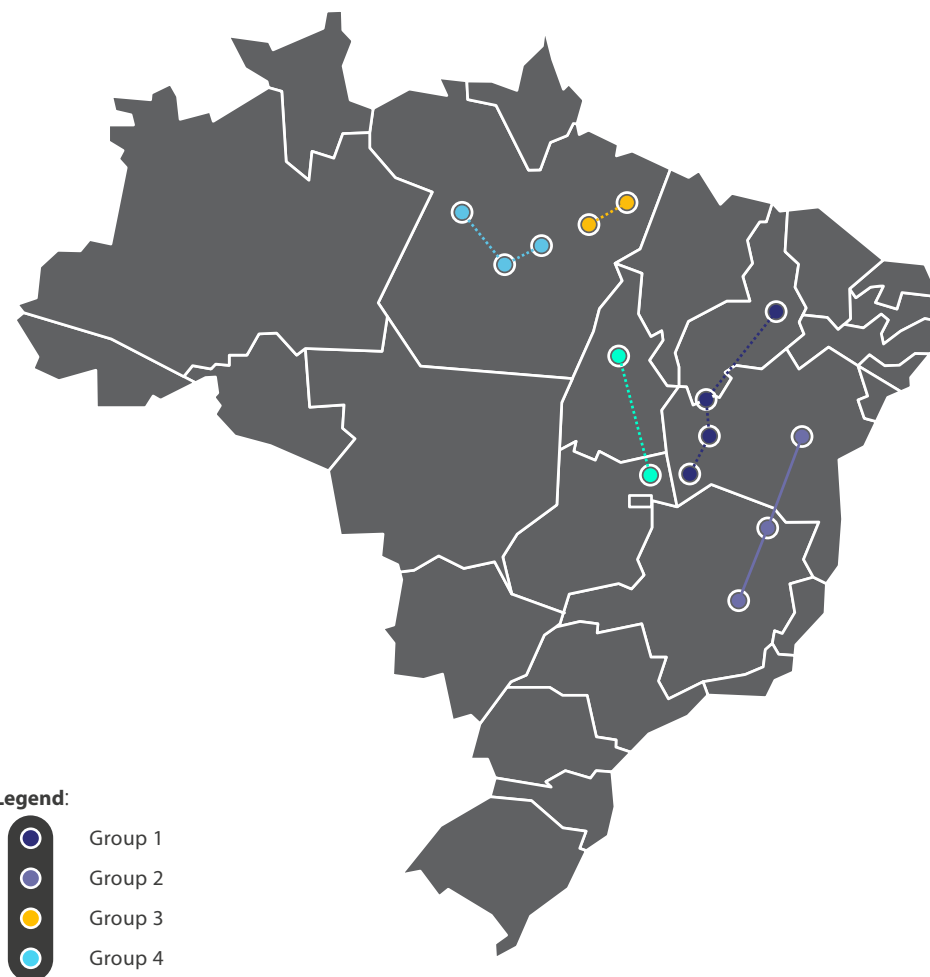
The 2020 fiscal year was a year that marked another important step in Equatorial Energia Group's growth, especially in the transmission and distribution segments.

## Transmission

We finalized six of the eight SPE'S in 2020, with 95% physical delivery and 75% revenue already available. Besides the SPE'S, Equatorial Group has 100% direct stake in Intesa, the operational line.

SPE	State	Km	Substations
SPE 1	BA	251	–
SPE 2	BA	213	1
SPE 3	BA/PI	380	–
SPE 4	BA/MG	594	1
SPE 5	BA/MG	257	–
SPE 6	MG	330	–
SPE 7	PA	125	2
SPE 8	PA	436	3
INTESA	TO/GO	695	5
<b>Total</b>		<b>3281</b>	<b>12</b>

Since October 2019, Equatorial has an Environmental Installation License for 100% of all its eight lots under development.





## Distribution

As for the distribution segment, there was an acceleration of investments in nearly all the distributors, despite the pandemic, totaling R\$1.8 billion, considering the use of own resources and the investment by the Luz Para Todos Program. This entire volume of investments is aimed at expanding and maintaining the networks, improving the quality of supply, universalizing access to the electricity grid and the interconnection of isolated systems in Pará.

### Injected And Distributed Energy

(MWh)	Maranhão	Pará	Piauí	Alagoas
<b>Injected energy</b>	<b>7,846,293</b>	<b>12,321,456</b>	<b>5,007,579</b>	<b>5,030,707</b>
Variation in relation to 2019	4.4%	2.2%	2.0%	4.1%
<b>Distributed energy</b>	<b>6,426,526</b>	<b>8,616,956</b>	<b>3,657,799</b>	<b>3,494,392</b>
Variation in relation to 2019	3.3%	1.8%	7.5%	- 4.5%
<b>Connection energy with other distributors</b>	<b>8,654</b>	–	<b>132,936</b>	<b>16,783</b>
Variation in relation to 2019	38.6%		3.6%	37.6%



\* Photo taken before the Covid-19 pandemic.

### Losses in Energy Distribution

(MWh)	Maranhão	Pará	Piauí	Alagoas
<b>Total/Injected losses</b>	<b>18.5%</b>	<b>30.8%</b>	<b>21.5%</b>	<b>23.6%</b>

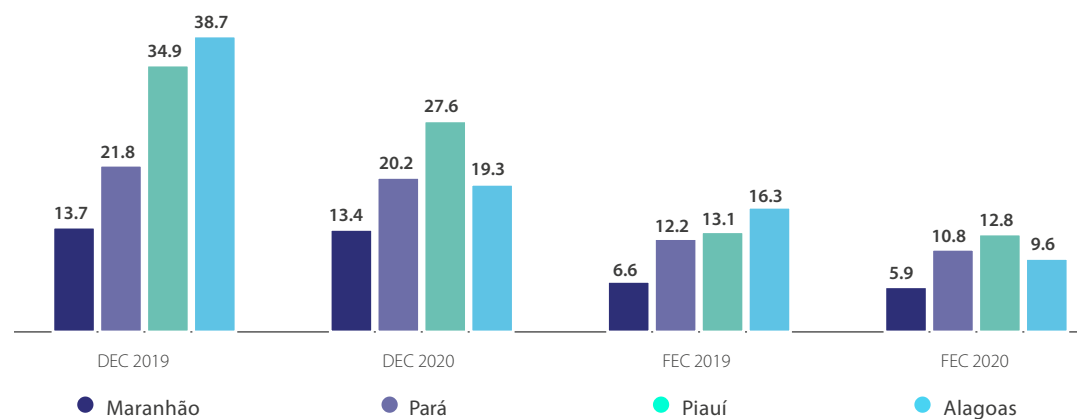
In Equatorial Alagoas, energy losses represented 23.6% or a drop of 6.6 p.p compared to 2019. In Equatorial Piauí, total losses closed the year at 21.5% down 2.8 p.p from the previous year's closing. Maranhão and Pará registered respectively annual losses of 18.5% and 30.8% which represented increases of 0.5 p.p and 0.7 p.p between the fiscal years.

## Quality Indicators

GRI 103-1 | 103-2

The distribution system quality and efficiency level is measured by the Equivalent Interruption Duration per Consumer Unit (DEC), which measures the average duration of interruptions, in hours per customer per period, and the Equivalent Interruption Frequency per Consumer Unit (FEC), which measures the frequency of interruptions, in number of interruptions per customer per period. That is, the lower these rates are, the better the quality of the operation.

### Index in the last quarter of the year



\* Photo taken before the Covid-19 pandemic.



## INNOVATION

GRI 103-1 | 103-3

The year 2020 was marked by innovations in remote service and as we were already on the path to an increasingly digital service, we were able to consolidate our artificial intelligence, Clara.

Clara is the first initiative of this nature in the electric sector. It offers the most sought-after services in the service channels, such as issuing the 2<sup>nd</sup> bill copy, payment code, debt consultation, informing power outages, and reconnection via WhatsApp. With it, more than 1.7 million customers have already been served, with a 93% customer reliability rate (customers who contact Clara and do not call the Call Center).

Just like Clara, the website and the app have consolidated themselves as important customer service channels, encompassing the main services offered in face-to-face customer service with a simple and functional layout.

In addition, as a way to assist in the migration of customers to digital service, some branches were modified to offer self-service through tablets containing our APK. We also participated in the planning process of the environment, to make it user-friendly for the customer.

### ONLINE INSTALLMENT PLAN

With this service, we have made the website service equal to the in-person service in terms of the major services offered. Since August 2020, our clients can negotiate online and automatically, including paying the down payment in installments on the site itself.



# Financial

GRI 201-1 | 103-1 | 103-2 | 103-3

With a performance focused, guided by operational excellence, 2020 brought positive returns for the Equatorial Group. We ended the period with R\$ 7.7 billion in consolidated cash, and adjusted consolidated EBITDA reached R\$ 4.764 billion, growth of 17% over 2019. Our net operating revenue totaled R\$ 17.890 billion in the year, 5% lower than in the previous year.

Financial highlights (R\$ million)	2020	2019
Net Operating Revenue (ROL)	17,890	18,796
Adjusted EBITDA	4,764	4,056
EBITDA Margin (%ROL)	17%	21.6%
Adjusted net income	2,826.33	1,484
Investments	2,908	4,768

Adjusted EBITDA per distributor (R\$ million)	2020	2019
Maranhão	1,086	983
Pará	1,418.1	1,081
Piauí	850	161
Alagoas	527	235



\* Photo taken before the Covid-19 pandemic.

# 4 Value Relations



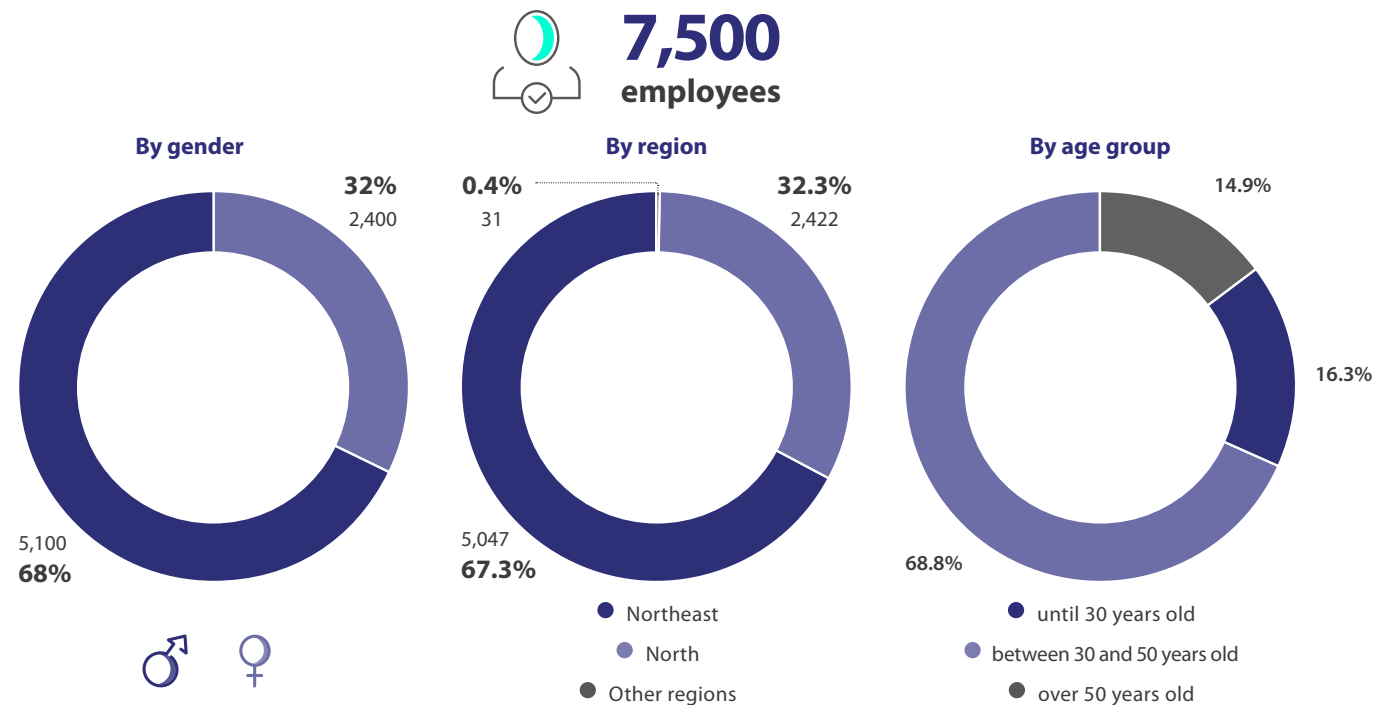
# Employees

GRI 102-7 | 102-8 | 401-2 | 405-1



\* Photo taken before the Covid-19 pandemic.

Our People are the ones who make the operational excellence of the Equatorial Group companies happen. Their well-being and continuous development are priorities for the Group, with a focus on employee engagement. We are absolutely committed to the care and support of the Group's professionals, who you will know better below.



All Equatorial Energia employees have a permanent, full-time contract with the Companies. The distributors have a higher number of outsourced workers who hold positions as electricians, negotiators, service providers and call center.



\* Photo taken before the Covid-19 pandemic.

## Satisfaction

In 2020, we consolidated the integration of our organizational culture in all companies recently acquired by the Group. The focus is to maintain a harmonious climate and genuine exchanges between people, so that everyone finds help and support in the day-to-day challenges. This climate is supported by various actions to promote the well-being and integration of employees, such as training programs, the consolidated compensation policy, Occupational Health and Safety (OHS) programs, spaces for leisure and rest, events for socializing and celebration.

**In recent years, two of our companies have appeared in the Great Place to Work (GPTW) ranking, Equatorial Maranhão and Equatorial Pará, as well as in the Melhores Empresas Para Trabalhar (Best Companies to Work For) by Você S/A.**

## People Management

Attracting, mapping, evaluating, developing and retaining talent are the lines of activity of the Integrated People Management System (SIGG), a model created to meet employees' needs in relation to development, career path and growth.

### Attracting

Talent attraction takes place on five different fronts:

Internal Recruitment, External Recruitment, Internship Program, Trainee Program and Young Apprentice Program.

- **Internal recruitment:**

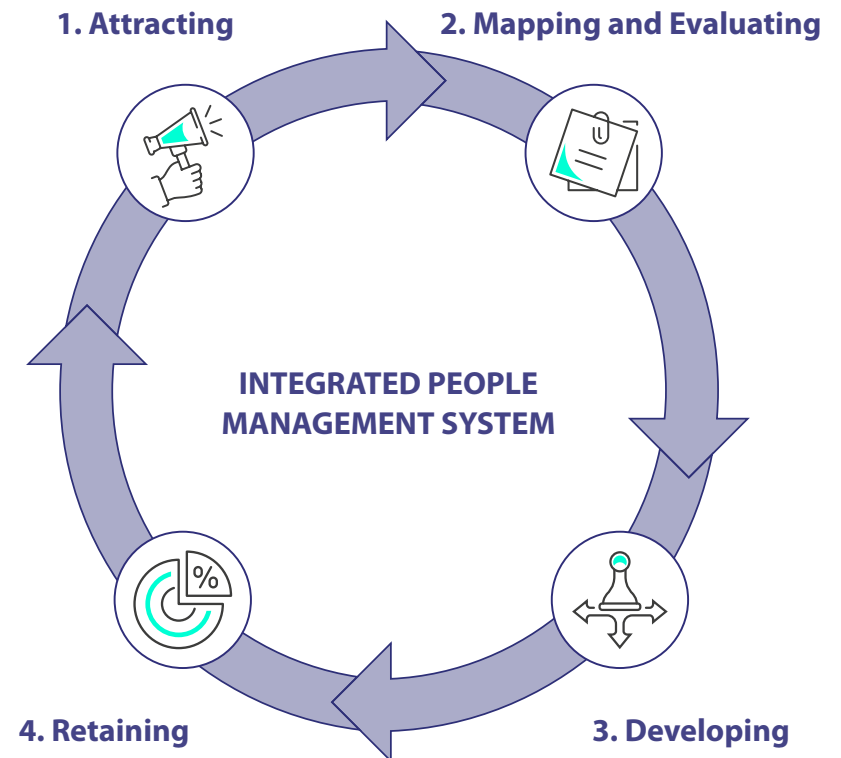
It is the valorization of our talents. The manager requesting a specific vacancy checks if there are any employees or interns within his/her own team capable of filling the position.

If not, the vacancy is announced to all employees, through the Career Opportunity notice. All participants in the internal recruitment processes receive feedback from the People and Management department or from the area manager.

- **External recruitment:**

The selection process verifies how the candidate positions himself/herself in situations that bring the values of the Group's companies.

Besides meeting the technical and competence skills required by the vacancy, the candidate is selected for his/her compatibility with the organizational culture of the companies.





## Training and Development

GRI 103-1 | 103-2 | 103-3

Equatorial's employees rely on development and training programs, which give strength to the Group's care and appreciation cycle with its professionals.

To meet the challenges and the new pandemic global context, we carried out and adapted several actions in order to continue fostering and driving our Corporate Ideology, ensuring the continuity of processes, development of our team and maintenance of our employees' productivity for high performance and achievement of results. In 2020, the following actions were carried out:

- **External Mapping of Potential Successors:** every year we identify critical positions in the Group and map out professionals in the market to maximize the chances of attracting potential successors and ensure the success of business continuity with greater assertiveness. In 2020, there were five positions mapped, hiring three mapped professionals\*;
- **Promotion of Talents to Strategic Positions:** aiming to track the Group's growth, changes in the organizational structure, and to recognize our internal talents, we promoted 23 employees to strategic positions;
- **Hiring for Strategic Positions:** to meet the demands of the new organizational structure in the face of the pandemic, we sought professionals in the market with a profile for strategic positions, giving more oxygen to our team and new learning and contributions. In 2020, 24 new professionals were hired.

*\*For the external map, 46 interviews were conducted by the Corporate Management of Development and Internal Communication and 26 interviews by the position managers.*



*\* Photo taken before the Covid-19 pandemic.*



Facing the new context and to support the business sustainability, we revamped some development programs and proposed Change Management strategies.

- We redesigned the **Leader DNA** with programs for all levels to support our Leaders in their daily challenges and prepare them to achieve the expected results with their teams;
- We adapted the presentations of the Improvement **Projects of the Leader in Me Program** of Equatorial Pará to the online model;
- We redesigned the **Trainee Program, Internship Program** and the **Adding up the Differences Program** to include innovation and technology;
- We designed the **Change Management Strategy** program to prepare and support the company in the pandemic, extended the program to SAP HR and mapped the impacts of the 1<sup>st</sup> wave of the project;
- Start of the Equatorial Executives Program with the approval of **Regulation training for Directors and Superintendents.**

We adapted several training actions to the online model and intensified the support to the Business Units so that our employees can continue improving knowledge, developing skills, and achieving high performance.

- We made **17 online courses available on the Niduu App** during the months of May and June to **encourage our employees in self-development** during the pandemic quarantine;
- We have adapted the General and Leadership Integration program, as well as all other **trainings, to the online model;**
- **We conducted Webinars with Nortus and the development of People and Management Guides** with essential topics to **support managers** in the context of the coronavirus pandemic;
- We hold **Leadership Workshops** for Office 365;
- **Support** in the Customer Journey Project at Equatorial Pará, as well as to the Business Units in **online training sessions and workshops;**
- We unified the supplier to the execution of **mandatory safety trainings and execution of training in the system** for process owners in the **BUs.**
- **Participation in the RR of the Infrastructure and Telecom Management** presenting the theme "Communication Effectiveness in Customer Service".

We conducted the online training process via Niduu in the Causes and Subcauses Project (with 2,293 employees trained), in the Nice Project (both from Operations Management with 5,103 employees trained), and in 55 Solutions' "Tô na Frente!" Program (with 471 employees trained on average).

Among the support in the online trainings and workshops, we had:

- Customer Journey – EQTL PA
- CSC Service Excellence and Guideline
- Donation and Sponsorship Workshop
- Jusprocesso
- Institutional Relations and Training of Spokespeople
- Works and Materials Workshop
- Inspection of Transmission Lines using Drones
- Office 365 Tools Workshop
- My Energy Transforms – EQTL PI and EQTL AL

Throughout 2020 we held 21 internal Campaigns and Events so as to engage our employees in relevant causes, strengthen our Organizational Culture and disseminate the feelings of **"humanization"**, **"group belonging"** and **"cooperation"**. Moreover, we had the SAP Concur and Office 365 campaigns.

We started a new project by carrying out a **diagnosis** to identify the main knowledge, skills, and competencies that are critical for professionals to achieve the best results in the Group and meet the company's expectations. We had 197 employees interviewed, among these, 24 people from Senior Management, 67 people from Corporate, 84 people from Distribution, 18 people from Transmission, and 4 people from the Project Team. About 110 hours were dedicated to the diagnosis.



*\* Photo taken before the Covid-19 pandemic.*

## Diversity

As important as developing our people is to ensure their well-being and emotional health, which are tied to the freedom to be who they are in the workplace. Accordingly, diversity is an intrinsic factor in the Group's performance.

Our operations have programs aimed specifically at serving, attracting and retaining women. Such as the Pregnant Woman Workshop Program, which addresses nutrition and physical activities for pregnant women, ensuring guidance as to the care of the newborn and basic knowledge about the pregnancy period. Here, the Maternity Leave period is extended to 180 days.

## Occupational Safety And Health (OSH)

GRI 103-1 | 103-2 | 103-3 | 403-2 | 403-3 | EU16

Our way is to value life. Safety is a pillar transversal to the entire performance of the Equatorial Energia Group, it is a commitment signed with all individuals involved in the operation, regardless of position or functional level.

Part of the safety management processes is carried out by the **Health Engineering and Occupational Medicine Service (SESMT)** and in initiatives such as awareness dialogues, safety campaigns and workshops, emergency drills, training for the Emergency Brigade, educational lectures, frequent inspections and training to class supervisors – responsible for multiplying and disseminating practices.

### SAFETY DIALOGUE

Program to create, develop and maintain preventive attitudes through the awareness of all employees, aligning them with Occupational Safety and Medicine topics. Lasting five to ten minutes, the Dialogue takes place daily in all operational areas and once a month in administrative area meetings.

### SAFETY BLITZ

Unscheduled visits by prevention teams in the field, the purpose of which is to verify Workplace Safety practices in the performance of employee activities. Employees participate in campaigns in which they are recognized for each blitz with 100% assertiveness, with the delivery of a gift and the possibility of being nominated as a Safe Professional, earning bonuses in shopping vouchers.

### SAFETY INSPECTIONS

Initiatives to ensure compliance with legislation regarding the availability of safety materials, vehicles in perfect condition and safe installations.

The **Internal Week for Occupational Accidents Prevention (SIPAT)** also takes place annually, which deals with the issues discussed throughout the year with greater emphasis. Every month, area managers conduct field inspections to check for gaps in the system and bring inputs for the continuous improvement of safety in the areas.

Among these routine procedures, there is also occupational health support. In addition to the **Occupational Health Medical Control Program (PCMSO)**, which provides medical support to employees, there is also the **Viver Mais Program**, which consists of monitoring and follow-up on chronic diseases.

The program **Segundos de Vida** is another initiative to encourage safety practices that guarantee the integrity of all employees working in the electric power system. The initiative is part of the **Integrar Program**, the initial welcome training for service providers. Through it, the main service providers companies participate and their employees are trained with video classes that bring mandatory safety standards and practices. The employee is then evaluated and, if his/her score is enough, he/she signs the Pact for Life in the presence of his /her family, a document in which he/she commits himself/herself to the performance of his/her activities in line with safety recommendations.

## Occupational Health and Safety in Times of Covid-19

We know that the pandemic brought about several transformations in all levels of society and demanded from us a lot of care regarding the prevention of the disease and attention to the sudden changes that we had to make in the company's actions and strategies. In critical periods like the one we are going through, being supportive and empathetic is fundamental.

For this reason, the Group has promoted several actions and attitudes for the well-being of society. Among these measures, we highlight:

- Implementation of the contingency regime for essential services;
- Adoption of restrictions for some field activities;
- Implementation of the home office system in all activities suitable for such;
- Implementation of a series of labor measures to preserve our workforce.

## WELFARE AND QUALITY OF LIFE

The Group has a program that covers various quality of life practices, such as the sport support program that promotes and encourages physical exercise, with financial support included. We offer employees the Discount Club, which provides discounts on access to services through an agreement with companies in the distributors' region, such as language schools and other institutions. An annual fair also takes place, where members of the Club bring their products to employees inside the companies.

# Suppliers

GRI 103-1 | 103-2 | 103-3

Transparent and honestly conducted value relationships with our suppliers are essential for our performance. With the same standards of excellence and demanding safety procedures for suppliers performance, we maintain a responsible and efficient supply chain.

## Selection and evaluation criteria

To be part of the Group's supply chain, the company must establish standards of behavior in relations with its workers, such as fighting child labor and forced or compulsory labor, and with the environment, with care and actions that contribute to the sustainable development.

The parent company also has a Management Excellence Program – Equatorial Energia Suppliers, which provides support for the implementation of company management models, in addition to guiding the adequacy of these models to Equatorial Energia's criteria.

The criteria related to the respect to the Group's organizational principles and to the social and environmental responsibility and health and safety rules are included in the contractual clauses with suppliers.

To verify the companies' engagement with the defined principles and values, on-the-spot audits are carried out, as well as actions to disclose the mission, vision and institutional values with the companies.

In case of any type of non-compliance is verified, depending on the level of seriousness, a base report is generated for the formulation of an action plan. The actions are monitored in the monitoring visits carried out every six months, during which suggestions for improvement are made.

Furthermore, suppliers are trained and audited by the Management Excellence Program – Equatorial Energia Suppliers, which establishes scores for different dimensions of the supplier's performance, among which is Compliance.

## Supplier Segmentation

Possible suppliers are registered and segmented based on economic, financial, legal, tax and labor criteria, taking into account the Code of Ethics and Conduct.

These criteria ensure that only those who share our values become Equatorial's business partners. Suppliers are then pre-qualified and registered according to supply category, segmented as materials and equipment or services suppliers.

**In 2020, we had 2,019 active suppliers, segmented in the areas of services and materials.**

## Recognition and development

The Supplier Management Excellence Program aims to analyze the quality of suppliers' deliveries, aligning the rendering of services to the required standards of excellence while fostering innovation in the partners' processes, products and services.

To recognize its efforts, the Group holds the Suppliers of the Year Award, which certifies the best suppliers in the chain and encourages improvements, establishing new quality standard requirements.

The companies are evaluated according to the strategic objectives (pillars) and pre-set requirements, which are obtained through monitoring visits, pre-audits, on-site audits, and evaluation by the Contract Managers through Equatorial Energia's management control items.

The partial result is released every six months and, at the end of the process, the companies with the highest scores win the Suppliers of the Year Award, delivering the award at a solemn event.

Besides the categories awarded by segment, companies that meet all the requirements related to the following categories are also recognized: Safety, Socio-environmental, Quality of Life, Standard Warehouse and Higher Evolution.

Another way to ensure suppliers' engagement is training, which ensures the alignment, development, awareness and enhancement of the skills and competences of outsourced workers. To contribute to this development, we maintain, in partnership with the Industries Federation System of the State of Maranhão (Fiema), the Supplier Development Program (PDF) of the State of Maranhão.

Through it, Equatorial offers training, support and certification to companies to make them more competitive, fostering excellence in meeting the demand for services and products in the state. It is also part of our vision to maintain policies to assist the development of small and micro-enterprises, which are prioritized when choosing suppliers and receive assistance for their production and management processes.

Aiming at the appreciation and strengthening of our Brand, we took to our partners several trainings and awareness raising sessions, involving the entire Equatorial Pará's presidency, boards, management and front line. In the first training wave, we reached 3,819 third-party employees. In the second wave, an average of 4,474 employees were reached.

Also, to better train people about Equatorial Pará's processes, we are preparing an e-book that aims to bring a new way of looking at the customers' frequently asked questions.

**In 2020, even with pandemic impacts, more than 40 thousand hours of training sessions were held, reaching an audience of more than 20 thousand participants.**



## RELATIONSHIP CHANNELS

### **Speak up Partner Portal:**

Platform for solving suppliers' problems and understanding their demands, with access to technical standards, procedures and safety actions, social and environmental responsibility, manual and attachments of the Management Excellence Program, communication channel for complaints and various claims, link to the tool for managing third-party obligations, among others

### **Chat with Equatorial:**

The Group's confidential communication channel, which allows fast, impartial, and secure interaction with service providers. The channel is available 24 hours a day, seven days a week and can be accessed over the internet or by toll-free call.

### **Business Briefing:**

Communication with the service about changes, conduct, orientations and any other process that affects the client.

### **Clara:**

Grupo Equatorial's consolidated digital customer service channel, being the first (and usual) service option for countless customers in the different states.



*\* Photo taken before the Covid-19 pandemic.*

# Customers

GRI 103-1 | 103-2 | 103-3

We have an innovative operation, aligned with the digital age that provides closeness to this stakeholder, greater speed in solving their questions, monitoring with artificial intelligence tools and platforms, which ensure a light, intuitive and dynamic use. Our online services take place via website, APP, WhatsApp and Cognitive IVR. Among the personal forms of customer service, we have the Call Center and face-to-face service at Branches and Accredited Companies.

We also work tirelessly to ensure our energy reliability, always concerned with aligning the performance of all the Group's companies, including those most recently acquired, with the delivery expectations and services for our customers.

In 2020, we carried out the essential process of adapting the new companies to Equatorial's quality and excellence standards, which reflected in the satisfaction of our consumers and in the transparent and close relationship maintained with them.

Among the goals achieved in the year, we had the expansion of online services, Customer Experience standardization, easier access to service channels, optimized costs, and associated revenues for Grupo Equatorial.



\* Photo taken before the Covid-19 pandemic.

## Distribution

Compliant with current regulations (Resolution No. 414/2010) defined by ANEEL, Equatorial's customers are segmented into groups according to the voltage supplied to them. They are:

- **High Voltage Customers (Group A):** those with supply voltage equal to or greater than 2.3 kV, subdivided by voltage level ranges, which include the Master Corporate Service, Corporate Customers and Government (state, federal, networks and city halls) segments);
- **Low Voltage Customers (Group B):** those with a supply voltage below 2.3 kV, grouped into the Conventional Household, Low Income Household, Commercial, Industrial and Rural categories.

The segmentation of this public has a strategic purpose and makes service more efficient, minimizing costs and maximizing results, by focusing on the profile by type of customer. Furthermore, our distributors have established a second classification that segments the portfolio by target customers, also classified into two major groups: Corporate Service and Retail Service.

## COMMUNICATION CHANNELS

We have several open channels to make it easier and maintain a direct communication with our consumers:

- Service Branches;
- Digital media: app, e-mails, websites, digital newsletters, social networks and Clara via WhatsApp;
- Claim form (forms available at branches and service points) and SMS;
- Telephone service centers, free and 24h/day;
- Self-service kiosks and totems;
- Media: TV, radio and print media;
- Educational lectures;
- Brochure in the branches and energy bills;
- Vehicles fleet, bicycles and sound cars;
- Write to the President.

## OMBUDSMAN

The Ombudsman of the Group's companies are prepared to receive complaints, claims, suggestions and praise, with a physical structure for face-to-face service and a Call Center (0800).

In all, 107,900 requests were received by the Equatorial Group Ombudsman in 2020.

## Satisfaction

GRI 103-1 | 103-2 | 103-3

The Equatorial Group companies have a pact with excellence in customer service, also because They believe that care in this relationship is one of their great advantages in the market, responsible for the continuous evolution of business.

To ensure the quality of this front and the constant search for improvements, we closely monitor the consumer experience and prioritize genuine listening through surveys with this stakeholder.

Controlled companies have a Consumer Council, which provides the return of customers and their role in the value chain, reinforcing the consumers' role as partners in Equatorial's business. An example of this attention was the management work at Equatorial Pará, took over by the Group in a time of crisis; two years later, in 2020, to company appears as a finalist in the Customer Satisfaction Award.

The Customer Satisfaction Award, formerly known as the ANEEL Consumer Satisfaction Index (IASC) is the main tool for monitoring consumer satisfaction in the electricity sector. The best companies in the Index are recognized with the ANEEL Quality Award.

The survey also ascertains as aspects the Trust, Loyalty, Perceived Quality and Perceived Value. In 2019, the Brazil Concessionaires index was 67.38, with a variation of 1.93% compared to 2018. The Brazil Permissionaires index, meanwhile, stood at 78.19, 6.57% higher than 2018.

The survey assesses the satisfaction level of residential consumers with the services provided by the distributors. The regulatory agency also analyzes the quality of the services by means of two indicators, the Equivalent Interruption Duration per Consumer Unit (DEC) and the Equivalent Interruption Frequency per Consumer Unit (FEC), which represent the time and the number of times that a consumer unit was left without electricity during the period.



*\* Photo taken before the Covid-19 pandemic.*



# Society

GRI 102-12

In 2020, we generated thousands of jobs with Transmission works to structure a platform to create value for the entire society, in addition to that generated by the Equatorial Group companies through services, products and businesses. We are establishing ourselves in new markets, expanding the offer of Equatorial excellence to areas connected to energy or not. We have consolidated the work that came to fruition in 2019, strengthening and expanding the Group's contribution fronts for socio-environmental indicators.

We are working to increasingly impact social aspects, engage society, important causes such as those of minority groups and other issues relevant to the states in which we operate. We also aim to continuously invest in research and innovation, offering more and more tools that are compatible with the digital age in which we live.

Equatorial Energia's own business model concept comes from a sector with high level of taxation, generating value for the government through the collection of taxes that are applied to support public policies, promoting development and robust investments in all states.

We all work for social development. Our employees have engaged and participated in actions focused on raising their awareness for social responsibility and the performance of everyone in this area. We corroborate this commitment by partnering with institutions such as the United Nations Children's Fund (Unicef), the Association of Parents and Friends of the Specially Challenged (APAE) and the Good Will Legion (LBV), which embrace important causes.



The Equatorial Energia Group is a partner of the United Nations Children's Fund (Unicef), a United Nations body focused on defending children's rights. We are also one of the main supporters of the Unicef Seal, an initiative to encourage and recognize real and positive advances in the promotion, execution and guarantee of the rights of children and adolescents in municipalities in the Semi-Arid and Brazilian Legal Amazon.

Learn more about the Seal here:

**[selounicef.org.br](http://selounicef.org.br)**

## Social Responsibility in Covid-19 times

We understand our responsibility to the people we serve, and we strive to innovate and enhance this look beyond energy investments.

With Platform E+ it has become possible to communicate, systematize and leverage sustainable actions developed in the places where we operate. With innovative management strategies and tools, Equatorial Energia Group invests in solid partnerships to add value and make corporate projects possible, seeking connection between people and opportunities.

In 2020, the E+ Recycling in Piauí collected 341.1 tons of waste and offered customers participating in this project a bonus of R\$ 34,210.66 in their energy bills. Additionally, we allocated R\$ 575,000.00 to exchange refrigerators through the energy efficiency program.

### ACTIONS **Plataforma E+**

**Luzes na Cidade:** contributes to municipalities with public lighting projects.

**E+ Energia do Bem:** implements equipment and technology solutions to improve the energy efficiency of low-income family homes.

**E+ Comunidade:** strives to build mutual collaboration relations with the community through projects such as the Low-Income Social Tariff and related ones.

**E+ Geladeira Nova:** consists of exchanging inefficient refrigerators for new ones, contributing to energy savings.

**E+ Reciclagem:** exchanges recyclable waste for a bonus in the energy bill, promoting the responsible disposal of the materials received. In 2020, E+ Reciclagem in Piauí collected 341.1 tons of waste and offered participating customers a bonus of R\$ 34,210.66

in energy bills. Moreover, we have allocated R\$575,000.00 to exchange refrigerators through the energy efficiency program.

**E+ Cultura:** supports cultural initiatives that value the local population, including the most diverse modalities in the area. Learn more on page 49.

**E+ Esporte:** pursues initiatives that strengthen sports practice and raise the performance status of the supported athletes.

**E+ Energia Profissional:** we contributed to the entry into the job market or entrepreneurship of more than 300 people, offering training for baker, haircut, eyebrow designer, electrician, meter reader, and bricklayer. We also foster environmental responsibility, allied with the assurance of a community partnership that values selective waste collection.



# Community

GRI 103-1 | 103-2 | 103-3 | 413-2

For Equatorial Group, it is imperative to contribute to transform the population reality in the communities in which it operates, valuing diversity and the inclusion of all. We are concerned with what is most relevant to these communities, working to deliver beyond what is expected of us. To this end, we map the potential impacts of the Company in these locations.

The possible impacts on distribution services are mainly related to the interruption in the energy supply, scheduled or not, which creates risks for consumers dependent on devices for health, safety, economic activities, among others. In addition, there is the possibility of insecurity and the risk of electric shock or fire due to possible cables broken in the grid and due to improper contact with the grid. This situation is aggravated in low-income communities, due to irregular installations and kites flying close to the electricity grid.

To mitigate and minimize these risks, the Group's companies develop communication campaigns in order to communicate, raise awareness and educate local populations. We also have a program called Seconds of Life, which aims to raise awareness about safety.

In transmission activities, the operational impacts apply, in particular, to the noise, which can be identified in the vicinity of substations and high voltage grids. As a solution, companies are integrated with communities and follow strict environmental controls.



\* Photo taken before the Covid-19 pandemic.

## Fostering development

In addition to quality services and products, we engage in knowledge sharing, information dissemination and development and citizenship through specific actions and initiatives.

These practices, in line with the Sustainable Development Goals (SDGs) defined by the United Nations General Assembly, have been part of our companies' businesses since the Group's operational planning. In 2019, we started working more clearly with our new sustainability platform, with a strong focus on sustainable initiatives.

### **In 2020, we invested more than R\$ 24 million in social development, including direct and incentivized resources.**

We maintained our strong social promotion strategy in the states of Maranhão and Pará, acting via the incentive law to contribute to culture and sport, with robust investments in this regard.

We also focus on our relationship with the communities, working closely with this audience. Equatorial made visits to nearby municipalities, developing social and communication actions. Through campaigns and lectures, we guide the population and talk about the risks related to energy, addressing issues such as conscious use and safety.



*\* Photo taken before the Covid-19 pandemic.*

### **Social Tariff**

The Social Electricity Tariff program is an initiative of the Ministry of Mines and Energy and ANEEL, providing discounts of up to 65% on the electricity bill for families registered with the Unified Registry or people receiving the Continuous Social Assistance Benefit, or BPC (Benefício de Prestação Continuada). As agents of transformation in the communities, the Equatorial Group companies support residents by making their registration so that they have access to the benefit. Currently 28% of our customers are registered in the Program and in 2020 more than 600 thousand new customers were registered.

## Renovated Institutions

In 2020, we had an investment by Equatorial Pará of R\$4.5 million for renovations in social institutions.

- **No Olhar NGO:**

We built the headquarters of the NGO No Olhar, which aims to offer courses in creative economy, having as target audience people in situations of social risk, purchase of equipment and a vehicle to sell the products;

- **APPD – Para Association of People with Disabilities:**

We remodeled the building adapting accessibility and acquired computers to reopen the training center;

- **Lar Fabiano de Cristo:**

We delivered to the Lar Fabiano de Cristo social institution a store so that the people assisted at the premises could have a place to sell their products, generating income for them. Besides a training space with all the necessary equipment and furniture for the courses;

- **Castelo dos Sonhos:**

We built the headquarters of the Castelo dos Sonhos social project, which aims to serve children and teenagers between six and 17 years old, during after-school hours with recreational activities focused on sports. There are about 380 direct beneficiaries.

## Energy in the Community

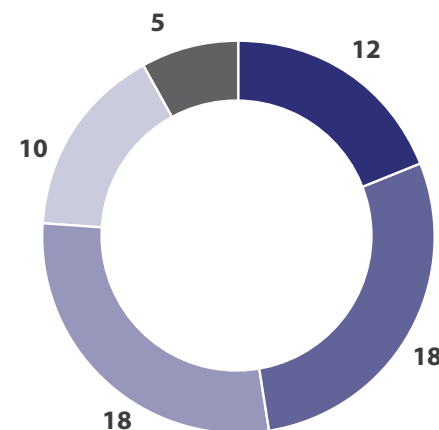
Project to promote sustainability through open dialogue with the community, making residents aware of the safe and sustainable use of electric energy, encouraging efficient habits. Part of the project takes place in the Group's mobile unit, delivering services such as a second copy of the bill, debt negotiation, change of ownership and registration in the Electricity Social Tariff. More than 60 thousand actions were carried out, with about 26,891 thousand clients impacted.

## Professional Training

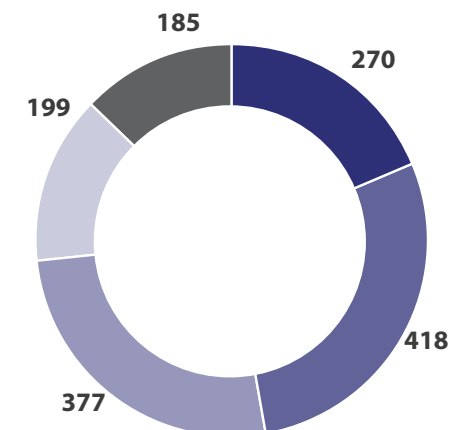
In partnership with SENAI, SENAC, Instituto Mix and Embelleze we offer professional courses for the population of the municipalities of Belém, Castanhal, Santarém, Marabá, Ananindeua, Parauapebas, Soure, Terra Alta, among others. With an investment of more than R\$ 310 thousand, citizens had courses in barber, hairdresser, eyebrow designer, motorcycle mechanic, outboard motor mechanic, administrative assistant, party sweets and snacks, industrial dressmaker and cashier. **We trained 63 groups, training 1,449 people during the year, in over 17 municipalities.**



course by region



regional breakdown



● North ● Northeast ● South ● West ● Center

## Energia do bem network

Energia do Bem is the volunteer program sponsored by the Equatorial Energia Group, where employees are encouraged to participate and perform various voluntary actions. In 2020, however, it was not possible to accomplish this due to the social distancing protocol.

## Luz Para Todos program

Acting in partnership with Luz para Todos, a federal government program created in 2003 to promote access to electricity for families living in rural areas. The program works extending grids, implementing isolated systems and making home connections.



\* Photo taken before the Covid-19 pandemic.

## Culture and Sport

Because we believe in the cultural and sports potential to generate economic and social transformation, Equatorial Energia sponsors several social and sports projects. We serve and assist directly more than 500 children and adolescents.

With the pandemic scenario, unfortunately, many projects could not take place due to health protocols, which resulted in a drop in the investment amount, about R\$6.2 million – a 41% drop if compared to the 2019 amount of R\$15 million. There were 17 projects executed in total, 12 in sports and five in culture. We list below the highlights:

### Maranhão:

In 2020, we executed 12 sports projects through the State Sports Incentive Law, and five cultural projects through the State Culture Incentive Law. Approximately 1 million people were reached by Equatorial Maranhão's projects.

Among the initiatives we support are: the **Maranhão Soccer Championship**, which returned in July with unattended games and internet broadcasts, with the participation of eight clubs; for the Maranhão Aquatic Marathons we maintained the sponsorship, since 2015, of the athlete **Júlia Nina**, and in 2020 we ensured that Júlia's training routine would continue, even with the postponed competitions; the **Ilumina Christmas Project**, which brought a beautiful decoration to Imperatriz de São Luís; the **Christmas Dolls Project**, which had the distribution of toys representing the maranhense ethnic groups by the company Éguas PaperToy. We also supported the construction of **Parque João do Vale**, in Pedreiras, and the **Pisa na Fulô Project**, which will guarantee cultural equipment for the park; the **Maranhense Sports Center for the Blind**, which offers soccer for the blind; and the **Women's Basketball League**, which had to be cancelled because of the pandemic.

## Piauí:

The year 2020 also marked the arrival of E+ Cultura in Piauí. The Equatorial Energia Group began its sponsorship actions in the state including 71 projects, investing more than R\$ 6 million in actions to promote the culture and identities of Piauí, financing initiatives from north to south of the state, from the most varied segments: music, theater, dance, humor, cinema, literature, plastic arts, gastronomy, research and documentation, historical, artistic and environmental heritage. As in Maranhão and Pará, in Piauí Equatorial Energia's cultural sponsorship takes place through the State Law for Cultural Incentive. The projects are selected by the board of the State System for Cultural Incentive (SIEC), linked to the Piauí Culture Secretariat, and then made available for companies to sponsor.

In the first year of cultural sponsorship in Piauí, we contributed to spaces such as the Museu do Mar, located in Parnaíba and currently considered the biggest museum in the state. We also supported the construction, renovation and modernization of equipment in the Tertuliano Brandão (Pedro II) Cultural Center, the 24 de Janeiro Monument (Oeiras), the Cristo Rei Museum and the 04 de Setembro Theater, the latter two in the capital city.

In music, we support the shows schedule in the format of live broadcasts and projects such as the Dona Gal Music School and Music for All, for training musicians.

Humorous artists such as Dirceu Andrade and João Cláudio Moreno also had their projects financed by Equatorial Piauí. Junta – International Dance Festival and the 23<sup>rd</sup> International Meeting of Culture and Capoeira, hosted in the state, projected the Equatorial brand as a partner company of culture beyond the limits of Piauí territory. The same happened with national events, such as the 9<sup>th</sup> Piauí National Theater Festival and the 15<sup>th</sup> National Meeting of Cinema and Video of the Sertão.

## Pará:

In the same year, Equatorial Pará received from the State Government the Partner Company Seal that invested in Pará's culture. The recognition is a reason for great pride, because with the E+ Cultura Program it was possible to bring entertainment to customers, besides having created more than 600 direct jobs for one of the groups most affected by the pandemic, which was the culture and creative economy sector.

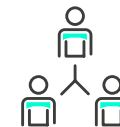
GRI 102-13

Equatorial is part of governance and maintains the Maranhão Business Citizenship Institute (ICEMA), which promotes the discussion of corporate social responsibility. In addition, it also acts in the governance of the Brazilian Human Resources Association (ABRH).

## Social Action Highlights 2020



**81 projects**  
to encourage  
sports and culture.



**157,000**  
new families  
registered  
for the Social Tariff  
in 2020.



**over than  
600**  
direct jobs  
created for people  
impacted by the  
pandemic.



**5 million**  
people impacted  
by Equatorial Maranhão.





# 5 Environmental Responsibility





\* Photo taken before the Covid-19 pandemic.

## Environmental Management

As it operates in highly sensitive biomes such as the Amazon, Cerrado, Atlantic Rainforest, Caatinga and coastal areas with the four distributors, Equatorial Energia's environmental responsibility in processes management is a strategic point.

To manage these environmental issues, Equatorial Energia is based on a Sustainability Policy, which includes conducting a balance between business opportunities, financial performance and socio-environmental responsibility in its operations. In the document, we are committed to social development and environmental conservation, pollution prevention, economic growth in the regions where we operate, efficiency in the use of natural resources and continuous improvement of processes.

To this end, we also have a robust organizational structure, an area specialized in the environmental management of processes, the Corporate Environment Executive Area, linked to the Expansion and Environment Planning Corporate Management. The specialized area is responsible for the identification and definition of an internal regulations standard, based on the ISO 14000 international standard, aiming at making the prior identification and control of environmental impacts related to the business more efficient. Also, the area's processes are strengthened by the Environmental Management System.

With our recent entry into the transmission sector, we are revisiting the guidelines to make them increasingly sensitive to the impact that our operations may have, adapting processes to meet all aspects that affect operations with transmission towers.

Besides observing the definitions established by the inspection bodies and the operation in accordance with environmental legislation, our companies operate in a conscious and efficient manner, both in the use of natural resources and in establishing engagement processes for employees, partners and the community on the subject.

## Environmental Licensing

GRI 413-2

The environmental licensing process authorizes and monitors the implementation and operation of activities with significant environmental impact. It is the legal obligation of the entrepreneur to obtain the necessary environmental licenses.

Among the different segments of the electricity sector, the energy distribution activity has minor local impacts, such as in relation to generation. However, the distribution network works may cross territories considered environmentally sensitive as well as protected areas of socio-cultural interest such as indigenous communities or quilombolas. Moreover, one of the main environmental impacts of the activity that happens during the implementation of these projects is the vegetation suppression in the distribution line layout.

Thus, for the installation and operation of these projects in a safe manner, legally supported from an environmental point of view, it is needed to obtain environmental authorizations from the responsible agencies.

Environmental licensing at Equatorial Energia is carried out for all new ventures, for which specific environmental studies are prepared. The management and monitoring of the environmental licensing processes in 2020 took place jointly with 65 environmental agencies, in the four states of the distributors, at the federal, state and municipal levels. Approximately 92 meetings were held with these environmental agencies in the period, to issue the required environmental licenses.

In 2020, 481 license application processes were filed, covering around 103 municipalities in the states of Maranhão, Pará, Piauí and Alagoas. In the same year, a total of 458 environmental licenses were issued, for new construction and renewals of licenses for enterprises in operation, for the four distributors.

It is important to point out that in addition to this data, the licensing in 2020 had a very positive progress in Special Project processes, where 2,189 environmental licenses were issued, which will make it possible to bring quality energy to about seven thousand consumers.



*\* Photo taken before the Covid-19 pandemic.*

## Environmental integration for new works

The Environmental Integration for new works happens to transfer licensed information and the necessary actions to fulfill its conditions to the expansion managers and service providers that execute the new works. At the Integration, the responsibilities of the parties involved are also determined.

In 2020, even with the pandemic in place, Equatorial Energia made this tool even more effective, in all its distributors, which underwent 34 Environmental Integrations for new works.

# Eco-efficiency

GRI 103-1 | 103-2 | 103-3

## Waste

The Company has a structured procedure for waste management. It includes activities such as inventory and correct classification, selective collection, packaging, storage, disposal (reuse, recovery or recycling) and final disposal of waste.

The procedure establishes the best methodology for handling waste such as mineral oil, meters, wood, cables and wires. Special attention is given to insulating mineral oil, due to its criticality as one of the main hazardous waste generated by the production process. The substance is collected by suppliers accredited and licensed by the Brazilian Oil, Natural Gas, and Biofuels Authority (ANP), which are responsible for the proper disposal, in accordance with Act No. 12,305 of the National Solid Waste Policy.

Higher generation non-hazardous waste is electrical system materials, such as wire and cable leftovers, equipment, hardware, among other materials that are sold to beneficiary and recycling companies that hold environmental licensing, guarantee the proper destination and issue Certificates of Final Destination.

The recyclable waste generated at the headquarters is used for recycling programs, which promote the exchange of recyclables for a discount on the energy bill. In such cases, the discount amounts are intended for philanthropic institutions.

Another relevant residue in our operations is the pruning residue. With regard to the disposal of this waste, the units have a pruning waste shredder truck and, in some states, Equatorial Energia develops partnerships with the government to donate the waste to be used for composting process.



*\* Photo taken before the Covid-19 pandemic.*

## Energy Efficiency Program

The Energy Efficiency Program is an initiative of the Equatorial Group that has several projects aimed at reducing the consumption of non-renewable resources.



Aims to disseminate environmental education by exchanging recyclable waste for bonuses on the energy bill.



The first phase of the program is consolidated by the intensification of the registration activity to maintain and increase the number of consumers with the benefit of the Social Tariff for Electrical Energy (TSEE). In this phase, there are visits and prospection of customers with potential to participate in the Energy Efficiency Program, but who are not inserted in social programs or do not have the Social Identification Number (NIS).

The NIS is a registration number assigned by Caixa Econômica Federal to beneficiaries of a social project that do not yet have a registration in the Social Integration Program (PIS).

With the NIS, those registered may participate in government social programs such as Bolsa Família, the Garantia de Safra – for family farmers –, among others. Normally, the registrations for such programs are made at the city hall.

So far, the Program has collected 2,977.4 tons of waste, saving more than 18 thousand MWh.



The front brings actions that encourage practical use, such as the exchange of old refrigerators for new, more efficient ones, as well as the replacement of incandescent light bulbs for more efficient ones. Furthermore, the project involves the dissemination of awareness to consumers, dealing with topics such as energy efficiency, rational use of electricity, and safety, including the distribution of educational booklets.

In this stage, 3,600 refrigerators were exchanged for more efficient models and about 7,200 families received guidance on the rational use of electricity. To do so, Equatorial provided a truck that traveled through certain municipalities of Maranhão, taking these benefits to its customers.

In 2020, more than 4,070 families were benefited, and more than 18 thousand light bulbs were changed in low-income communities.

## Results



Over 41 thousand refrigerators replaced in Low Income Communities;

Over 500 thousand light bulbs with LED technology replaced + 32,000 MWh/year of energy savings generated by Energy Efficiency actions;

Educational actions with distribution of booklets to +40,000 families;

Over 2,400 adaptations in electrical installations for residents of low-income communities;

Income Generation and Training



Over 41,000 Retrofit of Institutions' Lighting Systems;

Over 790 Retrofit of Heating and Cooling Systems;

Over 12,000 MWh/year of energy savings generated by Energy Efficiency actions;

Over 670 kWp Photovoltaic systems deployed in institutions.



Over 6,800 refrigerators purchased by customers with a 50% discount;

Over 3,600 air conditioners purchased by customers with 50% discount;

Over 9,700 MWh/year of energy savings generated by Energy Efficiency actions.



Over 4 thousand LED-technology public lighting fixtures replaced Over 2,000 MWh/year of energy savings generated by the Energy Efficiency action; more efficient light bulbs, bringing savings for the municipality.



400 tons of waste for recycling (paper, metal, plastic, and cooking oil).



## Results

## ENVIRONMENTAL BENEFIT

 **Geladeira nova**
 **Comunidade**
 **Energia do Bem**
 **Comunidades Solares**
 **Bônus pra você**
 **Luzes na cidade**
 **Reciclagem**

Over 200.000 trees were not cut down;

Over 41 thousand inefficient refrigerators disposed of in an environmentally correct manner;

Over 500 thousand inefficient light bulbs discarded in an environmentally correct way;

Over 3,600 tons of CO<sub>2</sub> captured.

Over 106.000 trees were not cut down;

Over 41 thousand light bulbs discarded in an environmentally correct way;

Over 790 air conditioners disposed of in an environmentally correct manner;

+ 26 inefficient refrigerators disposed of in an environmentally correct manner;

Over 1,600 tons of CO<sub>2</sub> captured;

Promote the use of Renewable Energy Sources in institutions.

Over 42.000 trees were not cut down;

Over 6.800 inefficient refrigerators disposed of in an environmentally correct manner;

Over 3.600 inefficient light bulbs discarded in an environmentally correct way;

Over 1,300 tons of CO<sub>2</sub> captured.

Over 4.900 trees were not cut down;

Over 4 thousand inefficient light bulbs discarded in an environmentally correct way;

Over 697 tons of CO<sub>2</sub> captured.

Over 5.000 trees were not cut down;

Over 839,000 m<sup>3</sup> of water saved in the recycling process;

Over 101.600 tons of CO<sub>2</sub> captured.

Over 400 tons of materials ceased to go into the garbage, streets and rivers.

## Results

## SOCIAL BENEFIT



Improved Quality of Life and Safety;

Benefit of the Social Tariff for Electrical Energy;

Over 800 training courses in Energy Efficiency;

Over 14 Professional courses for low-income community for more than 260 residents;

Over 86 Training Courses for small businessmen from low-income communities;

Over 60,000 educational actions on the rational use of energy to residents.



Improving the environmental comfort and safety of the Institutions made efficient;

Over 30 institutions benefited with Energy Efficiency actions, among them: Schools, Hospitals, Maternity, Animal Shelter, Church, Cancer Care Center, Asylum, APAE, LBV, Charity Works, university, Courts of Justice, Children and Adolescents Assistance Organization (Lar de José), Field Hospital, etc.



Encouraging the replacement of inefficient equipment (Refrigerators/Air Conditioners) with a 50% discount, promoting a reduction in consumption and consequently an increase in their income;

Educational actions about the rational and safe use of electric energy.



Improving public safety;

Improving the economy and tourism in the evening hours;

A brighter and more comfortable environment, people start to frequent the place more often.



Over R\$ 60,000.00 in bonuses on customers' energy bills;

Impact on health by reducing the waste volume;

Income generation with the energy bill discount.

# 6 Attachments

# GRI Standards Content Index

GRI 102-55

Universal Standards		Reference (Page)/Direct answer
<b>General Content</b>		
<b>ORGANIZATIONAL PROFILE</b>		
102-1	Name of the organization	Page 08
102-2	Activities, brands, products, and services	Page 08
102-3	Location of headquarters	Page 08
102-4	Location of operations	Page 08
102-5	Ownership and legal form	Page 08
102-6	Markets served	Page 08
102-7	Scale of the organization	Pages 08, 12, 29
102-8	Information on employees and other workers	Page 29
102-9	Supply chain	Page 37
102-10	Significant changes to the organization and its supply chain	Page 05
102-11	Precautionary Principle or approach	The Group does not formally adhere to the principle but has a robust Risk Management structure (page 14).
102-12	External initiatives	Page 43
102-13	Membership of associations	Page 49
<b>STRATEGY</b>		
102-14	Statement from senior decision-maker	Page 05

Universal Standards		Reference (Page)/Direct answer
<b>ETHICS AND INTEGRITY</b>		
102-16	Values, principles, standards, and norms of behavior	Page 15
<b>GOVERNANCE</b>		
102-18	Governance structure	Page 12
102-26	Role of highest governance body in setting purpose, values, and strategy	Page 12
<b>STAKEHOLDER ENGAGEMENT</b>		
102-40	List of stakeholder groups	Page 04
102-41	Collective bargaining agreements	100% of the distributors' employees.
102-42	Identifying and selecting stakeholders	Page 04
102-43	The organization's approach to stakeholder engagement, including frequency of engagement	Page 04
102-44	Key topics and concerns that have been raised through stakeholder engagement	Page 04
<b>REPORTING PRACTICES</b>		
102-45	Entities included in the consolidated financial statements	55 Soluções S/A, Equatorial Telecomunicações Ltda, Solenergias Comercializadora de Energia S/A, Equatorial Energia Distribuição S/A, Equatorial Transmissão S/A e Equatorial Energia S/A.
102-46	Defining report content and topic Boundaries	Page 04
102-47	List of material topics	Page 04
102-48	Restatements of information given in previous reports, and the reasons for such restatements	There were none.
102-49	Significant changes from previous reporting periods in the list of material topics and topic Boundaries	There were none.
102-50	Reporting period	January 1 <sup>st</sup> to December 31 <sup>st</sup> , 2020.



Universal Standards		Reference (Page)/Direct answer
102-51	Date of most recent report	2019.
102-52	Reporting cycle	Annual.
102-53	Contact point for questions regarding the report	sustentabilidade@equatorialenergia.com.br
102-54	Claims of reporting in accordance with the GRI Standards	Core.
102-55	GRI content index	Page 59
102-56	External assurance	This Report has not been externally verified.
<b>MANAGEMENT APPROACH</b>		
103-1	Explanation of the material topic and its Boundary	Pages. 15, 27, 32, 37, 40, 53
103-2	The management approach and its components	
103-3	Evaluation of the management approach	

Specific Content		Reference (Page)/Direct answer
<b>Economic Content</b>		
<b>ECONOMIC PERFORMANCE</b>		
201-1	Direct economic value generated and distributed	Page 27
<b>ANTI-CORRUPTION</b>		
205-1	Total number and percentage of operations assessed for risks related to corruption and significant risks related to corruption identified	Page 16
205-2	Communication and training about anti-corruption policies and procedures	Page 16
<b>Social Content</b>		
<b>EMPLOYMENT</b>		
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 29
<b>OCCUPATIONAL HEALTH AND SAFETY</b>		
403-2	Hazard identification, risk assessment, and incident investigation	Page 35
403-3	Occupational health services	Page 35
<b>DIVERSITY AND EQUAL OPPORTUNITY</b>		
405-1	Diversity of governance bodies and employees with percentage of individuals by gender, age group, minority or vulnerable groups and other indicators of diversity	Page 29. At Equatorial, 15.4% of the senior management is composed of women.
<b>NON-DISCRIMINATION</b>		
413-2	Operations with significant actual and potential negative impacts on local communities	Pages 45, 52
<b>Social Content</b>		
<b>SOCIOECONOMIC COMPLIANCE</b>		
EU16	Policies and requirements regarding health and safety of employees and employees of contractors and subcontractors (DMA)	Page 35
EU18	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	87%

# ANEEL Indicators

## EQUATORIAL MARANHÃO

### Operational and Productivity Indicators

Technical data (inputs, production capacity, sales, losses)

OPERATIONAL	2020	2019	2018
Number of Consumers Served – Captive	2,595,101	2,548,653	2,491,750
Number of Consumers Served – Free	180	125	95
Number of Locations Served (Municipalities)	217	217	217
Number of Own Employees	1,211	1,170	1,151
Number of Outsourced Employees	5,015	5,364	5,527
Number of Commercial Offices	117	117	117
Energy Supplied (MWh) /Employee	5,481	5,485	5,396
ENERGY PURCHASED (GWH)	2020	2019	2018
Energy Purchased (GWh)	7,883	7,631	7,588
1) Itaipu			
2) Auction (including auction of the federal generators (Year 2002))		7,630,700	7,588
3) Concessionaire Supply			
Global Electricity Losses (Gwh)	1,512	1,411	1,292
ENERGY SOLD(GWH)	2020	2019	2018
Energy sold (Gwh)	6,637	6,417	6,211
Residential	3,570	3,304	3,205
Commercial	522	464	416
Industrial	1,184	1,250	1,235
Rural	265	225	201
Public Power	360	428	410
Public Lighting	391	415	427
Public Service	346	331	317

OPERATIONAL	2020	2019	2018
Number of Substations (un)	140	138	138
Installed Capacity (MVA)	3,099.6	3,074.792	3,044.04
Transmission Lines (km)	5,283	5,278	5,278
Distribution Networks (km)	109,940.7	109,516	109,349.7
Distribution Transformers (un)	138,837	135,451	133,903
Installed Capacity -MT (MVA)	293.5	290.57	287.7
Energy sold per installed capacity (GWh/MVA*hours/year)	2	2	2
Energy sold per employee (MWh)	5	5	5
Number of Consumers per Employee	2,143.089182	2,178.442735	2,164.939183
Added Value <sup>1</sup> /GWh Sold			0
Average Residential Consumption per Consumer (kWh/Year)	129.99	121.60	120.63
Company's overall Equivalent Interruption Duration per Consumer Unit "DEC" – Calculated value	13.44	13.72	14.02
Company's overall Equivalent Interruption Duration per Consumer Unit "DEC" – Limit	16.72	17.35	18.03
Company's overall Equivalent Interruption Frequency per Consumer Unit "FEC" – Calculated value	6.02	6.56	6.93
Company's overall Equivalent Interruption Frequency per Consumer Unit "FEC" – Limit	10.21	10.82	11.47

## Economic-Financial Indicators

### Value Added Statement (EC)

IN THOUSANDS OF REAIS			
	2020	2019	2018
<b>1 – Revenues</b>	5,419,542	5,118,951	5,132,903
1.1) Sales of goods, products and services	5,466,171	5,280,791	5,270,892
1.2) Other Revenues	1,438	-48,283	-29,272
1.3) Revenues related to the construction of own assets	0	0	0
1.4) Provision for Doubtful Receivables – Reversal/(Constitution)	-48,067	-90,414	-72,290
1.5) Provision for civil, fiscal and labor lawsuits	-	(23,143)	(36,427)
<b>2 – Inputs Acquired From Third Parties</b> (includes the values of taxes – ICMS, IPI, PIS and Cofins)	(2,839,017)	(2,534,561)	(2,602,220)
2.1) Cost of products, goods and services sold	-2,367,068	-2,172,825	-2,278,043

2.2) Materials, energy, third party services and others	-433,515	-361,736	-324,177
2.3) Loss/Recovery of asset values	0	0	0
2.4) Others (specify)	-38,434	0	0
<b>3 – Gross Added Value (1-2)</b>	<b>2,580,525</b>	<b>2,584,390</b>	<b>2,530,683</b>
<b>4 – Depreciation, Amortization And Depletion</b>	<b>-190,468</b>	<b>-183,792</b>	<b>-171,689</b>
<b>5 – Net Value Added Produced By The Entity (3-4)</b>	<b>2,390,057</b>	<b>2,400,598</b>	<b>2,358,994</b>
<b>6 – Added Value Received In Transfer</b>	<b>159,239</b>	<b>213,155</b>	<b>316,033</b>
6.1) Equity accounting result			
6.2) Financial revenues	159,239	213,155	316,033
6.3) Others			
<b>7 – Total Value Added To Be Distributed (5+6)</b>	<b>2,549,296</b>	<b>2,613,753</b>	<b>2,675,027</b>
<b>8 – Distribution Of Added Value</b>	<b>2,549,296</b>	<b>2,613,753</b>	<b>2,675,027</b>
8.1) Personnel	123,305	124,900	106,946
8.1.1 – Direct compensation	66,290	98,963	91,786
8.1.2 – Benefits	49,003	34,553	30,379
8.1.3 – F.G.T.S	8,012	7,901	7,438
8.2) Taxes, fees and contributions		(16,517)	(22,657)
8.2.1 – Federal	<b>1,530,203</b>	<b>1,622,100</b>	<b>1,606,348</b>
8.2.2 – State	683,482	712,548	764,063
8.2.3 – Municipal	845,075	908,014	839,533
8.3) Return on Third Party Capital	1,646	1,538	2,752
8.3.1 – Interest	<b>195,515</b>	<b>219,678</b>	<b>289,377</b>
8.3.2 – Rents	158,985	183,407	220,184
8.3.3 – Others	1,629	1,876	4,156
8.4) Return on Equity	34,901	34,395	65,037
8.4.1 – Interest on Equity Capital	<b>700,273</b>	<b>647,075</b>	<b>672,356</b>
8.4.2 – Dividends			
8.4.3 – Retained Earnings/Year's Loss	479,930	804,322	257,711
8.4.4 – Non-Controlling Interest in Retained Earnings (for consolidation only)	220,343	-157,247	414,645



**Internal Social Indicators**

Employees | Employability | Managers

GENERAL INFORMATION	2020	2019	2018
Total number of employees	1,211	1,170	1,151
Number of employees (outsourced, subcontracted, self-employed) by type of employment, employment contracts and region)	5,015	5,500	5,527
Employees aged up to 30 years old (%)	20.56%	22.05%	25.54%
Employees aged 31 to 40 (%)	48.06%	47.44%	45.87%
Employees aged 41 to 50 (%)	20.56%	19.32%	17.03%
Employees aged over 50 years (%)	10.82%	11.20%	11.56%
Number of women in relation to the total number of employees (%)	32.04%	30.26%	29.19%
Women in management positions – in relation to the total number of management positions (%)	25.99%	23.39%	21.52%
Black (black and brown) female employees – in relation to the total number of employees (%)	17.67%	16.67%	16.51%
Black (black and brown) male employees – in relation to the total number of employees (%)	43.77%	44.79%	45.26%
Black (black and brown) employees in managerial positions in relation to the total number of managerial positions (%)	48.33%	50.29%	49.37%
Interns in relation to the total number of employees (%)	2.15%	2.99%	3.39%
Employees in the apprentice hiring program (%)	1.07%	1.88%	
Employees with disabilities	4.95%	4.96%	4.43%
COMPENSATION, BENEFITS AND CAREER	2020	2019	2018
<b>Compensation</b>			
Gross payroll	80,922	80,449	128,366
Mandatory social charges	29,116	26,420	27,848
<b>Benefits</b>			
Education	157	146	111
Food	15,960	15,937	13,543
Transportation	106	392	341
Health	14,878	14,510	13,460
Foundation	3,017	2,367	2,816
Safety and Occupational Medicine	573	822	843
Culture	0	0	0

Training and Professional Development	350	1,219	384
Day care centers or day care assistance	1,313	1,401	800
Other (specify): group insurance	268	305	262
<b>PROFIT SHARING</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Total investment in the company's profit sharing program (R\$ Thousand)	25,400	23,494	17,723
Amounts distributed in relation to gross payroll (%)	31.39%	29.20%	13.81%
Division of the highest compensation by the lowest compensation paid by the grantor	11.68	10.45	11.41
Division of the lowest compensation paid by the company by the minimum wage in effect	1.80	1.82	1.76
<b>COMPENSATION PROFILE</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
<b>By Category (average salary in the current year) – R\$</b>			
Board positions			9,522.49
Managerial positions	11,084.73	12,734.26	5,170.57
Administrative positions	4,827.85	4,270.89	3,482.65
Production positions	3,627.06	3,313.84	2,659.54
<b>OCCUPATIONAL HEALTH AND SAFETY</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
<b>Average overtime per employee/year</b>			
Total company's TF rate (frequency rate) in the period for employees	2.49	4.37	0.7
Total company's TG rate (severity rate) in the period for employees	1,599.53	2.91	4
Total company's TF rate (frequency rate) in the period for outsourced/contracted employees	6.28	7.97	6.2
Total company's TG rate (severity rate) for outsourced/contracted employees	532.68	2,802.86	725
Total company's TF rate (frequency rate) in the period for workforce (own + subcontractors)	5.58	7.29	5.19
Total company's index TG (severity rate) in the period, for workforce (own + outsourced)	731.89	2,278.28	455.44
Deaths – own employees	0	0	0
Deaths – outsourced	1	3	1
<b>PROFESSIONAL DEVELOPMENT</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Education profile – break down, in percentage, in relation to the total number of employees			
Elementary school	0.33%	0.60%	0.61%
High school	39.64%	47.01%	46.22%
Technical education	1.49%	26.50%	22.85%

Higher education	46,00%	41,03%	37,97%
Post-graduation (specialization, master's, doctorate)	12,55%	11,37%	11,03%
Amount invested in professional development and education (R\$ thousand)			384
Average hours of training per year, per employee, broken down by functional category	25	19	45,5

## External Social Indicators

Customers | Consumers

Excellence in service			
CONSUMERS AND COSTUMERS PROFILE	2020	2019	2018
<b>Energy sales by tariff class (GWh): % Total</b>			
Residential	53.78%	51.50%	51.50%
Low Income Residential	16.20%	13.35%	14.80%
Commercial	17.84%	19.48%	19.80%
Industrial	7.86%	7.23%	6.70%
Rural	4.00%	3.50%	3.20%
Public Lighting	5.89%	6.47%	6.90%
Public Service	5.21%	5.16%	5.10%
Public power	5.43%	6.67%	6.60%
CUSTOMER SATISFACTION	2020	2019	2018
Satisfaction indexes obtained by the IASC Survey – ANEEL		61.85	64.99
Satisfaction indexes obtained by surveys from other entities (ABRADEE, Vox Populi and others) and/or own surveys (specify)	79.4	70.5	73.3
CUSTOMER SERVICE	2020	2019	2018
<b>Call Center</b>			
Calls Received (units)	2,590,029	3,011,329	3,926,002
Average Number of Answerers (units)	335	105	140
INS – Service Level Index (%)	80.64%	87.24%	8,735.64%
IAb – Abandonment rate (%)	3.06%	2.19%	315.28%
ICO – Busy Calls Index (%)	0.00	0.02	1.67
TMA – Average Response Time (s)	162	154	162

VIOLATION OF COMMERCIAL SERVICE DEADLINES	2020	2019	2018
Calls made (units)	749,615		
Revenues made after the deadline (units)	116,340		
Call Answering Efficiency (%)	84.48%		

## Energy Efficiency Program

### Projects

Project Typology	2020					2019					2018				
	Investment (R\$ thousand)		Source of Resources (R\$ thousand)			Investment (R\$ thousand)		Source of Resources (R\$ thousand)			Investment (R\$ thousand)		Source of Resources (R\$ thousand)		
	Total	%	Own	Third Party	Clients	Total	%	Own	Third Party	Clients	Total	%	Own	Third Party	Clients
Industrial	0.00		0.00								0	0	-		
Commerce and Services	425.48	3.85%	425.48								138,070.84	1%	-		
Public Power	1,038.88	9.40%	1,038.88			370,789.18	3.17%	370,789.18			210,355.01	1.80%	97.66		
Public Service	0.00		0.00								0	0%	-		
Rural	0.00		0.00								0	0	-		
Residential	160.84	1.46%	160.84								1.889.359,26	16%	-		
Low Income Residential	8,006.66	72.45%	8,006.66			9,693,836.75	82.83%	9,693,836.75			12.893.175,01	110.17%	2,538.49		
Public Lighting	1,419.60	12.85%	1,419.60			1,638,556.21	14%	1,638,556.21			1.827.789,81	16%	-		
Municipal Energy Management	0.00		0.00								0	0	-		
Educational	0.00		0.00								891.45	0%	891.45		
<b>Total</b>	<b>11,051.46</b>	<b>100.00%</b>	<b>11,051.46</b>			<b>11,703,182.14</b>	<b>100.00%</b>	<b>11,703,182.14</b>			<b>16,959,641.38</b>	<b>100.00%</b>	<b>3,527.60</b>		

## Energy Efficiency Program

### Project Typology

Project Typology	2020			2019			2018		
	Unit served	Energy Saved (WWh/year)	Peak Demand Reduction (kW)	Unit served	Energy Saved (WWh/year)	Peak Demand Reduction (kW)	Unit served	Energy Saved (WWh/year)	Peak Demand Reduction (kW)
Industrial					0	0	0	0	0
Commerce and Services	1	22.74	5		0	0	7	264.88	108.16
Public Power					157.55	13.02	3	188.4	39
Public Service					0	0	0	0	0
Rural					0	0	0	0	0
Residential	10	19.93	3.32				170,000	3,281.06	1,486.63
Low Income Residential	12,259	18,480.49	5,369.89		14,986.07	1,615.32	255,000	45,531.97	13,275.61
Public Lighting	7	415.35	94.83		781.29	178.39	20,000	433.45	99.23
Municipal Energy Management					0	0	0	0	0
Educational					0	0	0	0	0
<b>Total</b>	<b>12,277</b>	<b>18,938.51</b>	<b>5,473.04</b>				<b>0</b>	<b>0.00</b>	<b>0</b>

## Electric Sector Indicators

### Resources Applied to Research and Technological and Scientific Development R\$ Thousand

By research theme (Research and Development Manual – ANEEL)	2020		2019		2018	
	Value (R\$)	(%)	Value (R\$)	(%)	Value (R\$)	(%)
FA- Alternative Sources of Electric Energy Generation	10,043,358.95	70%	710,224.01	10%	-	-
GT – Thermoelectric Generation		0%	-	0%	-	-
GB – Basin and Reservoir Management		0%	-	0%	-	-
MA – Environment	248,266.99	2%	-	0%	-	-
SE – Safety	766,574.40	5%	-	0%	-	-
EE – Energy Efficiency		0%	4,566,987.60	64%	436.77	32.01%
PL – Power Systems Planning	268,244.48	2%	-	0%	-	-
OP – Power Systems Operation		0%	-	0%	654	47.93%



SC – Electric Power Systems Supervision, Control and Protection	1,595,524.76	11%	389,720.02	5%	-	-
QC – Electric Power Service Quality and Reliability	53,521.00	0%	–	0%	-	-
MF – Measurement, Billing, and Combating Commercial Losses	1,156,214.17	8%	911,979.82	13%	-	-
OR – Other.	122,068.74	1%	538,165.38	8%	273.85	20.07%
<b>Total</b>	<b>14,253,773.49</b>		<b>7,117,076.83</b>		<b>1,364.62</b>	

## Environmental Dimension

### Environmental Indicators

RECOVERY OF DEGRADED AREAS	2020	2019	2018
Isolated protected network (ecological network or green line) in urban area (in km).	8,599.10	8,761.42	8,160.76
Percentage of isolated protected network/total distribution network in urban area – %.	6.04%	30.04%	28.57%
WASTE GENERATION AND TREATMENT	2020	2019	2018
<b>Emission</b>			
Annual volume of greenhouse gases (CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFC, PFC, SF <sub>6</sub> ) emitted into the atmosphere (in tons of CO <sub>2</sub> equivalent).	1,521.51	1,686.81	1,702.78
Annual volume of ozone-depleting gas emissions (in tons of CFC equivalents).	N/A	N/A	N/A
<b>Effluent</b>			
Total water discharge, by quality and destination		N/A	N/A
<b>Solids</b>			
Annual amount (in tons) of solid waste generated (garbage, waste, garbage, etc.).	227.25	553.50	560.86
Quantity of waste contaminated by PCB (Ascarel) disposed of	N/A	0	0
USE OF RESOURCES IN THE ORGANIZATION'S PRODUCTION PROCESS AND MANAGEMENT PROCESSES	2020	2019	2018
Total energy consumption by source:	7,883,306	7,630,980	7,588,209
Hydroelectric (in MWh)	5,202,952	4,081,412	5,743,999
Fossil fuels	2,431,961	3,310,545	1,622,045
Alternative sources (gas, wind, solar etc)	248,393	239,023	222,166
Energy consumption per kWh distributed (sold)	0.14%	0.15%	0.15%
Direct energy consumption broken down by primary energy source, in GJ			
Diesel	328,797.19 L	12,301.06	12,425.29
Gasoline	313,089.434 L	11,912.00	11,987.68
Ethanol	0.00	0.00	0.00

Natural Gas	N/A	0.000	0.000
Others (specify)			
Total water consumption per source (in m <sup>3</sup> )			
Supply (public network)	21,981	31,938	32,731
Underground source (well)	3,420	2,395	1,500
Surface catchment (water courses)	N/A	0	0
Total water consumption (in m <sup>3</sup> )	25,401	34,333	34,231
Water consumption per employee (in m <sup>3</sup> )	20.48	29.34	28.77
<b>ENVIRONMENTAL EDUCATION AND AWARENESS</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Environmental education – Community – In the organization			
Number of employees trained in environmental education programs.	35	247	343
Percentage of employees trained in environmental education programs/total employees.	3%	26%	29%
Number of hours of environmental training/total hours of training.	0.01000	0.00012	0.00020
Environmental Education – Community	1	-	-
Number of elementary and high school units served.	5	147	367
Number of students served.	220	22,091	35,298
Number of trained teachers.	3	582	417
Number of technical and higher education units served.		2	1
Number of students served.		50	37
<b>ENVIRONMENTAL PERFORMANCE</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Vegetal suppression		N/A	N/A
Pruning Volume of waste generated in kg per month.		N/A	N/A
Oil Leakage (Points of leakage per month).		-	-

Transmission Lines (km)	1,854		1,935
Distribution Networks (km)	42,171		42,875
Distribution Transformers (un)	30,435		28,828
Average Residential Consumption per Consumer (kWh/Year)	123.55	119.38	109.73
Company's overall Equivalent Interruption Duration per Consumer Unit "DEC" – Calculated value	66.13	38.68	19.25
Company's overall Equivalent Interruption Duration per Consumer Unit "DEC" – Limit	15.48	15.48	15.5
Company's overall Equivalent Interruption Frequency per Consumer Unit "FEC" – Calculated value	19.1	16.32	9.55
Company's overall Equivalent Interruption Frequency per Consumer Unit "FEC" – Limit	12.94	12.94	12.95
Number of Commercial Offices	104	104	104
Energy Supplied (MWh) /Employee			3,741
Energy generated (Gwh)	0	0	-
<b>ENERGY PURCHASED (GWH)</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Energy Purchased (GWh)	4,661	4,789	4,770
1) Itaipu			
2) Auction (including auction of the federal generators (Year 2002))	4,661	4,789	4,765
<b>ENERGY SOLD(GWH)</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Energy sold(Gwh)	3,175	3,171	3,187
Residential	1,555	1,438	1,434
Commercial	611	692	690
Industrial	144	199	246
Rural	205	170	189
Public Power	150	198	186
Public Lighting	278	253	226
Public Service	232	221	215
<b>OPERATIONAL</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Number of Substations (un)	40	40	40
Installed Capacity (MVA)	1,007	1,007	974.5

Transmission Lines (km)	1,854		1,935
Distribution Networks (km)	42,171		42,875
Distribution Transformers (un)	30,435		28,828
Average Residential Consumption per Consumer (kWh/Year)	123.55	119.38	109.73
Company's overall Equivalent Interruption Duration per Consumer Unit "DEC" – Calculated value	66.13	38.68	19.25
Company's overall Equivalent Interruption Duration per Consumer Unit "DEC" – Limit	15.48	15.48	15.5
Company's overall Equivalent Interruption Frequency per Consumer Unit "FEC" – Calculated value	19.1	16.32	9.55
Company's overall Equivalent Interruption Frequency per Consumer Unit "FEC" – Limit	12.94	12.94	12.95

## Economic-Financial Indicators

### Value Added Statement (EC)

In thousands of reais			
	2020	2019	2018
<b>1 – Revenues</b>	<b>2,857,029</b>	<b>3,037,059</b>	<b>2,874,919</b>
1.1) Sales of goods, products and services	2,852,761	2,944,593	2,850,423
1.2) Other Revenues	1,609	30,925	8,033
1.3) Revenues related to the construction of own assets	–	–	126,728
1.4) Provision for Doubtful Receivables – Reversal/(Constitution)	2,659	61,541	(110,265)
<b>2 – Inputs Acquired From Third Parties</b> (includes the values of taxes – ICMS, IPI, PIS and Cofins)	<b>(1,538,232)</b>	<b>(1,428,108)</b>	<b>(1,512,604)</b>
2.1) Cost of products, goods and services sold	(1,372,583)	(1,262,895)	(1,136,213)
2.2) Materials, energy, third party services and others	(136,878)	(165,213)	(139,893)
2.3) Loss/Recovery of asset values	–	–	–
2.4) Others (specify)	(28,771)	–	(236,498)
<b>3 – Gross Added Value (1-2)</b>	<b>1,318,797</b>	<b>1,608,951</b>	<b>1,362,315</b>
<b>4 – Depreciation, Amortization And Depletion</b>	<b>(63,186)</b>	<b>(53,120)</b>	<b>(47,969)</b>

<b>5 – Net Value Added Produced By The Entity (3-4)</b>	<b>1,255,611</b>	<b>1,555,831</b>	<b>1,314,346</b>
<b>6 – Added Value Received In Transfer</b>	<b>205,615</b>	<b>834,313</b>	<b>185,686</b>
6.1) Equity accounting result	–	–	–
6.2) Financial revenues	205,615	834,313	185,686
6.3) Others	–	–	–
<b>7 – Total Value Added To Be Distributed (5+6)</b>	<b>1,461,226</b>	<b>2,390,144</b>	<b>1,500,032</b>
<b>8 – Distribution Of Added Value</b>	<b>1,461,226</b>	<b>2,287,671</b>	<b>1,500,032</b>
8.1) Personnel	66,998	166,354	159,487
8.1.1 – Direct compensation	43,945	87,022	98,452
8.1.2 – Benefits	16,588	27,466	53,193
8.1.3 – F.G.T.S	6,465	51,866	7,842
8.2) Taxes, fees and contributions	<b>733,579</b>	<b>720,504</b>	<b>1,065,313</b>
8.2.1 – Federal	282,869	295,756	523,689
8.2.2 – State	449,842	424,399	435,124
8.2.3 – Municipal	868	349	106,500
8.3) Return on Third Party Capital	<b>207,359</b>	<b>1,053,991</b>	<b>253,347</b>
8.3.1 – Interest	159,739	162,610	241,945
8.3.2 – Rents	523	5,801	11,402
8.3.3 – Others	47,097	885,580	–
8.4) Return on Equity	<b>453,290</b>	<b>346,822</b>	<b>21,885</b>
8.4.1 – Interest on Equity Capital	–	–	–
8.4.2 – Dividends	–	–	–
8.4.3 – Retained Earnings/Year's Loss	<b>453,290</b>	<b>346,822</b>	<b>21,885</b>
8.4.4 – Non-Controlling Interest in Retained Earnings (for consolidation only)	–	–	–

**Internal Social Indicators**

Employees | Employability | Managers

GENERAL INFORMATION	2020	2019	2018
Total number of employees	618	735	1,291
Number of employees (outsourced, subcontracted, self-employed) by type of employment, employment contracts and region)	2,251		1,826
Employees aged up to 30 years old (%)	9.39%	8.03%	8.21%
Employees aged 31 to 40 (%)	43.37%	47.07%	45.55%
Employees aged 41 to 50 (%)	25.08%	20.54%	18.90%
Employees aged over 50 years (%)	22.17%	24.35%	27.34%
Number of women in relation to the total number of employees (%)	19.58%	16.87%	10.38%
Women in management positions – in relation to the total number of management positions (%)	16.33%	20%	24.32%
Black (black and brown) female employees – in relation to the total number of employees (%)	9.55%	7.76%	4.80%
Black (black and brown) male employees – in relation to the total number of employees (%)	49.19%	51.29%	54.53%
Black (black and brown) employees in managerial positions in relation to the total number of managerial positions (%)	59.18%	50%	47.30%
Interns in relation to the total number of employees (%)	2.27%		6.97%
Employees in the apprentice hiring program (%)	0%		1.24%
Employees with disabilities	1.94%		15
COMPENSATION, BENEFITS AND CAREER	2020	2019	2018
<b>Compensation</b>			
Gross payroll	36,725	86,188	133,118
Mandatory social charges	11,941	36,874	40,761
<b>Benefits</b>			
Education	0	0	2,789
Food	7,625	14,453	19,054
Transportation	0	309	332
Health	4,891	13,376	11,388
Foundation	1,602	4,047	6,183
Safety and Occupational Medicine	58	328	348
Culture	0	0	-



Training and Professional Development	78	93	936
Day care centers or day care assistance	796	2,886	1,923
Other (specify): group insurance	1,150	220	19
<b>PROFIT SHARING</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Total investment in the company's profit sharing program (R\$ Thousand)	6,448		4,330
Amounts distributed in relation to gross payroll (%)	17.56%	0.00%	3.25%
Division of the highest compensation by the lowest compensation paid by the grantor	29.77		33.25
Division of the lowest compensation paid by the company by the minimum wage in effect	0.89		1.52
<b>COMPENSATION PROFILE</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
<b>By Category (average salary in the current year) – R\$</b>			
Board positions			24,266.09
Managerial positions	9,580.32	9,074.56	11,089.57
Administrative positions	4,465.11	4,792.33	7,510.85
Production positions	3,833.18	3,519.94	4,314.27
<b>OCCUPATIONAL HEALTH AND SAFETY</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Average overtime per employee/year			126
Total company's TF rate (frequency rate) in the period for employees	10.45	5.39	4.78
Total company's TG rate (severity rate) in the period for employees	30.49	23.17	354
Total company's TF rate (frequency rate) in the period for outsourced/contracted employees	15.79	5.39	4.95
Total company's TG rate (severity rate) for outsourced/contracted employees	117	1,941.31	254
Total company's TF rate (frequency rate) in the period for workforce (own + subcontractors)	14.77	5.39	4.88
Total company's index TG (severity rate) in the period, for workforce (own + outsourced)	100.34	1,230.57	298
Deaths – own employees	0	0	0
Deaths – outsourced	0	1	0
<b>PROFESSIONAL DEVELOPMENT</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Education profile – break down, in percentage, in relation to the total number of employees			
Elementary school	15.37%	18.50%	18.36%
High school	34.63%	46.12%	49.88%
Technical education	0.97%	0.41%	9.30%

Higher education	42.72%	28.71%	19.05%
Post-graduation (specialization, master's, doctorate)	6.31%	6.26%	3.41%
Amount invested in professional development and education (R\$ thousand)		93	725
Average hours of training per year, per employee, broken down by functional category	2	17	45.5

## External Social Indicators

### Customers | Consumers

Excellence in service			
CUSTOMER SATISFACTION	2020	2019	2018
Satisfaction indexes obtained by the IASC Survey – ANEEL		64.2	63.49
Satisfaction indexes obtained by surveys from other entities (ABRADEE, Vox Populi and others) and/or own surveys (specify)	72.7	56.6	62.3
CUSTOMER SERVICE	2020	2019	2018
Call Center			
Calls Received (units)	1,204,168	1,391,641	610,735
Average Number of Answerers (units)	335	44	30
INS – Service Level Index (%)	80.84%	92.55%	92.31%
IAb – Abandonment rate (%)	3.19%	1.76%	2.41%
ICO – Busy Calls Index (%)	0.06	0.14	-
TMA – Average Response Time (s)	163	154	2.58
VIOLATION OF COMMERCIAL SERVICE DEADLINES	2020	2019	2018
Calls made (units)	462,112		302,001
Revenues made after the deadline (units)	31,301		24,204
Call Answering Efficiency (%)	93.23%		91.98%
NUMBER OF CONSUMER COMPLAINTS FORWARDED	2020	2019	2018
To ANEEL – state/regional agencies	425	716	918
To PROCON	425	1,337	789
To the courts	2,934	3,217	1,467

## Energy Efficiency Program

### Projects

Project Typology	2020					2019					2018				
	Investment (R\$ thousand)		Source of Resources (R\$ thousand)			Investment (R\$ thousand)		Source of Resources (R\$ thousand)			Investment (R\$ thousand)		Source of Resources (R\$ thousand)		
	Total	%	Own	Third Party	Clients	Total	%	Own	Third Party	Clients	Total	%	Own	Third Party	Clients
Industrial															
Commerce and Services															
Public Power	3,193.66	19.14%	3,193.66			1,774,332.16	10.29%	1,774,332.16			97.66	2.77%	97.66		
Public Service	3,004.29	18.01%	3,004.29												
Rural															
Residential	793.84	4.76%	237.84			6,026,733.05	34.95%	6,026,733.05							
Low Income Residential	8,771.73	52.58%	9,327.73			5,443,318.33	31.56%	5,443,318.33			2,538.49	71.96%	2,538.49		
Public Lighting	919.18	5.51%	919.18			3,552,726.13	20.60%	3,552,726.13							
Municipal Energy Management															
Educational						449,212.81	2.60%	449,212.81			891.45	25.27%	891.45		
<b>Total</b>	<b>16,682.70</b>	<b>100.00%</b>	<b>16,682.70</b>			<b>17,246,322.48</b>	<b>100%</b>	<b>17,246,322.48</b>			<b>3,527.60</b>	<b>100%</b>	<b>3,527.60</b>		

## Energy Efficiency Program

### Project Typology

Project Typology	2020			2019			2018		
	Unit served	Energy Saved (WWh/year)	Peak Demand Reduction (kW)	Unit served	Energy Saved (WWh/year)	Peak Demand Reduction (kW)	Unit served	Energy Saved (WWh/year)	Peak Demand Reduction (kW)
Industrial									
Commerce and Services									
Public Power	3	871.53	68.35	2	557.3	60.73	2	557.3	60.73
Public Service									
Rural									
Residential	20,010	1,041.93	189.99	3,908	2,295.14	346.11	3,908	2,295.14	346.11
Low Income Residential	5,544	392.19	57.51	10,000	1,662.36	466.75	10,000	1,662.36	466.75
Public Lighting									
Municipal Energy Management									
Educational				40	N/A	N/A	84	N/A	N/A
<b>Total</b>	<b>25,557</b>	<b>2,305.65</b>	<b>315.85</b>				<b>20,721</b>	<b>3,443.65</b>	<b>521.21</b>

## Electric Sector Indicators

### Resources Applied to Research and Technological and Scientific Development R\$ Thousand

By research theme (Research and Development Manual – ANEEL)	2020		2019		2018	
	Value (R\$)	(%)	Value (R\$)	(%)	Value (R\$)	(%)
FA- Alternative Sources of Electric Energy Generation	1,852,632.13	24%	710,224.01	10%	-	-
GT – Thermoelectric Generation		0%	-	0%	-	-
GB – Basin and Reservoir Management		0%	-	0%	-	-
MA – Environment		0%	-	0%	-	-
SE – Safety		0%	-	0%	-	-
EE – Energy Efficiency		0%	4,566,987.60	64%	-	-

PL – Power Systems Planning		0%	–	0%	-	-
OP – Power Systems Operation		0%	–	0%	-	-
SC – Electric Power Systems Supervision, Control and Protection	1,298,742.35	17%	389,720.02	5%	-	-
QC – Electric Power Service Quality and Reliability		0%	–	0%	-	-
MF – Measurement, Billing, and Combating Commercial Losses	4,532,122.84	58%	911,979.82	13%	-	-
OR – Other.	117,058.00	2%	538,165.38	8%	-	-
<b>Total</b>	<b>7,800,555.32</b>		<b>7,117,076.83</b>		-	-

## Environmental Dimension

### Environmental Indicators

RECOVERY OF DEGRADED AREAS	2020	2019	2018
Isolated protected network (ecological network or green line) in urban area (in km).	1,449.66	3,175.76	1,855.94
Percentage of isolated protected network/total distribution network in urban area – %.	3.36%	7.42%	18.90%
WASTE GENERATION AND TREATMENT	2020	2019	2018
<b>Emission</b>			
Annual volume of greenhouse gases (CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFC, PFC, SF <sub>6</sub> ) emitted into the atmosphere (in tons of CO <sub>2</sub> equivalent).	681.096	879.112	N/A
Annual volume of ozone-depleting gas emissions (in tons of CFC equivalents).		N/A	N/A
<b>Effluent</b>			
Total water discharge, by quality and destination		N/A	N/A
<b>Solids</b>			
Annual amount (in tons) of solid waste generated (garbage, waste, garbage, etc.).	2,330	N/A	N/A
Quantity of waste contaminated by PCB (Ascarel) disposed of	N/A	N/A	N/A
USE OF RESOURCES IN THE ORGANIZATION'S PRODUCTION PROCESS AND MANAGEMENT PROCESSES	2020	2019	2018
<b>Total energy consumption by source:</b>			
Energy consumption per kWh distributed (sold)	4,661,320.575	4,788,994.652	4,864,000
Hydroelectric (in MWh)	2,363,848	2,712,829	2,748,884.77
Fossil fuels	640,459	755,107	622,892
Alternative sources (gas, wind, solar etc)	1,657,014	1,321,058	1,492,223.63
Ethanol	170,423 L	N/A	N/A

Natural Gas	111,727 L	N/A	N/A
Others (specify)	40 L	-	-
Total water consumption per source (in m <sup>3</sup> )	N/A		
Supply (public network)	6,838	4,882	5,562
Underground source (well)	1,200	N/A	N/A
Surface catchment (water courses)		N/A	N/A
Total water consumption (in m <sup>3</sup> )	4,665.38	4,882	5,562
Water consumption per employee (in m <sup>3</sup> )	7.90	8.07	4.31
<b>ENVIRONMENTAL EDUCATION AND AWARENESS</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Environmental education – Community – In the organization		4	-
Number of employees trained in environmental education programs.	65	93	-
Percentage of employees trained in environmental education programs/total employees.	10.55	7.42	-
Number of hours of environmental training/total hours of training.	0.0172	73	-
Environmental Education – Community		7	-
Number of elementary and high school units served.	0	41	84
Number of students served.	0	6,491	14,542
Number of trained teachers.	0	268	602
Number of technical and higher education units served.	0	0	-
Number of students served.	0	0	-
<b>ENVIRONMENTAL PERFORMANCE</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Vegetal suppression		N/A	N/A
Pruning Volume of waste generated in kg per month.		N/A	N/A
Oil Leakage (Points of leakage per month).		N/A	-



## EQUATORIAL PARÁ

## Operational and Productivity Indicators

Technical data (inputs, production capacity, sales, losses)

OPERATIONAL	2020	2019	2018
Number of Consumers Served – Captive	2,732,774	2,710,305	2,643,582
Number of Consumers Served – Free	360	281	197
Number of Locations Served (Municipalities)	144	144	144
Number of Own Employees	1,219	1,273	1,367
Number of Outsourced Employees	6,739		7,442
Number of Commercial Offices		79	79
Energy Supplied (MWh) /Employee	2,242	2,129	1,934
ENERGY PURCHASED (GWH)	2020	2019	2018
Energy Purchased (GWh)	11,457	11,544	11,273
1) Itaipu			11,273.39
2) Auction (including auction of the federal generators (Year 2002))		11,543,412	7,588
ENERGY SOLD(GWH)	2020	2019	2018
Energy sold (Gwh)	7,334	7,193	7,343
Residential	3,929	3,612	3,672
Commercial	1,407	1,477	1,526
Industrial	465	520	579
Rural	310	283	276
Public Power	481	554	526
Public Lighting	477	490	507
Public Service	264	256	258

OPERATIONAL	2020	2019	2018
Number of Substations (un)	117	117	117
Installed Capacity (MVA)	3,787	3,653	3,652.99
Transmission Lines (km)	4,524	5,721	5,721
Distribution Networks (km)	152,425	149,160	149,160
Distribution Transformers (un)	153,558	157,609	157,609
Average Residential Consumption per Consumer (kWh/Year)			
Company's overall Equivalent Interruption Duration per Consumer Unit "DEC" – Calculated value	24.35	21.88	20.12
Company's overall Equivalent Interruption Duration per Consumer Unit "DEC" – Limit	29.2	28.53	27.58
Company's overall Equivalent Interruption Frequency per Consumer Unit "FEC" – Calculated value	15.55	12.25	10.8
Company's overall Equivalent Interruption Frequency per Consumer Unit "FEC" – Limit	25.09	23.4	22.2

### Economic-Financial Indicators

#### Value Added Statement (EC)

IN THOUSANDS OF REAIS			
	2020	2019	2018
<b>1 – Revenues</b>	<b>7,800,841</b>	<b>7,780,021</b>	<b>7,533,710</b>
1.1) Sales of goods, products and services	8,011,990	8,152,458	7,699,106
1.2) Other Revenues	948	(184,066)	(39,802)
1.3) Revenues related to the construction of own assets	–	–	–
1.4) Provision for Doubtful Receivables – Reversal/(Constitution)	(212,097)	(173,215)	(127,237)
1.5) Provision for civil, fiscal and labor lawsuits	–	(15,156)	1,643
<b>2 – Inputs Acquired From Third Parties</b> (Includes The Values Of Taxes – Icms, Ipi, Pis And Cofins)	<b>(4,051,462)</b>	<b>(4,065,580)</b>	<b>(4,143,209)</b>
2.1) Cost of products, goods and services sold	(3,471,992)	(3,571,399)	(3,625,649)
2.2) Materials, energy, third party services and others	(395,547)	(379,626)	(412,568)
2.3) Loss/Recovery of asset values			
2.4) Others (specify)	(183,923)	(114,555)	(104,992)
<b>3 – Gross Added Value (1-2)</b>	<b>3,749,379</b>	<b>3,714,441</b>	<b>3,390,501</b>
<b>4 – Depreciation, Amortization And Depletion</b>	<b>(312,043)</b>	<b>(306,964)</b>	<b>(249,963)</b>

<b>5 – Net Value Added Produced By The Entity (3-4)</b>	<b>3,437,336</b>	<b>3,407,477</b>	<b>3,140,538</b>
<b>6 – Added Value Received In Transfer</b>	<b>519,985</b>	<b>430,533</b>	<b>455,645</b>
6.1) Equity accounting result			
6.2) Financial revenues	519,985	430,533	455,645
6.3) Others			
<b>7 – Total Value Added To Be Distributed (5+6)</b>	<b>3,957,321</b>	<b>3,838,010</b>	<b>3,596,183</b>
<b>8 – Distribution Of Added Value</b>	<b>3,957,321</b>	<b>3,838,010</b>	<b>3,596,183</b>
8.1) Personnel	133,150	130,193	143,471
8.1.1 – Direct compensation	96,263	105,822	113,189
8.1.2 – Benefits	27,539	40,554	40,264
8.1.3 – F.G.T.S	9,348	9,654	12,820
8.2) Taxes, fees and contributions		(25,837)	(22,802)
8.2.1 – Federal	2,392,348	2,673,378	2,293,265
8.2.2 – State	1,032,509	1,248,967	996,803
8.2.3 – Municipal	1,358,701	1,423,340	1,296,314
8.3) Return on Third Party Capital	1,138	1,071	148
8.3.1 – Interest	713,279	565,323	704,055
8.3.2 – Rents	609,791	365,120	534,779
8.3.3 – Others	457	(989)	12,970
8.4) Return on Equity	103,031	201,192	156,306
8.4.1 – Interest on Equity Capital	718,544	469,116	455,392
8.4.2 – Dividends			
8.4.3 – Retained Earnings/Year's Loss	581,863	331,295	88,168
8.4.4 – Non-Controlling Interest in Retained Earnings (for consolidation only)	136,681	137,821	367,224

**Internal Social Indicators**

Employees | Employability | Managers

GENERAL INFORMATION	2020	2019	2018
Total number of employees	1,219	1,273	1,367
Number of employees (outsourced, subcontracted, self-employed) by type of employment, employment contracts and region)	6,739		7,442
Employees aged up to 30 years old (%)	16.30%	16.50%	17.34%
Employees aged 31 to 40 (%)	36.00%	36.37%	38.70%
Employees aged 41 to 50 (%)	32.50%	31.50%	28.31%
Employees aged over 50 years (%)	15.20%	15.63%	15.65%
Number of women in relation to the total number of employees (%)	30.60%	31.42%	32.19%
Women in management positions – in relation to the total number of management positions (%)	18.11%	20.14%	21.19%
Black (black and brown) female employees – in relation to the total number of employees (%)	20.26%	20.50%	20.48%
Black (black and brown) male employees – in relation to the total number of employees (%)	48.81%	47.92%	46.67%
Black (black and brown) employees in managerial positions in relation to the total number of managerial positions (%)	60.63%	59.71%	59.60%
Interns in relation to the total number of employees (%)	3.86%	5.11%	4.90%
Employees in the apprentice hiring program (%)	N/A	3.69%	0.95%
Employees with disabilities	5.74%	5.42%	7.20%
COMPENSATION, BENEFITS AND CAREER	2020	2019	2018
<b>Compensation</b>			
Gross payroll	70,563	81,198	140,088
Mandatory social charges	26,618	27,204	29,026
<b>Benefits</b>			
Education	149	147	138
Food	15,412	16,658	15,004
Transportation	105	338	390
Health	15,596	14,725	13,946
Foundation	2,605	3,134	4,457
Safety and Occupational Medicine	499	470	627
Culture	0	0	

Training and Professional Development	396	910	316
Day care centers or day care assistance	1,563	1,756	1,628
Other (specify): group insurance	6,773	142	2,121
<b>PROFIT SHARING</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Total investment in the company's profit sharing program (R\$ Thousand)	17,624	14,945	25,320
Amounts distributed in relation to gross payroll (%)	24.98%	18.41%	18.07%
Division of the highest compensation by the lowest compensation paid by the grantor	18.22		15.78
Division of the lowest compensation paid by the company by the minimum wage in effect	1.57		1.535821643
<b>COMPENSATION PROFILE</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
<b>By Category (average salary in the current year) – R\$</b>			
Board positions			8,434.64
Managerial positions	11,009.02	16,343.75	8,689.88
Administrative positions	4,791.57	4,100.55	3,494.70
Production positions	3,657.51	3,243.88	2,950.22
<b>OCCUPATIONAL HEALTH AND SAFETY</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Average overtime per employee/year			
Total company's TF rate (frequency rate) in the period for employees	2.89	3.09	4.37
Total company's TG rate (severity rate) in the period for employees	2,179.5	15.79	25.91
Total company's TF rate (frequency rate) in the period for outsourced/contracted employees	4.88	5.06	4.86
Total company's TG rate (severity rate) for outsourced/contracted employees	1,820.90	810.5	789.36
Total company's TF rate (frequency rate) in the period for workforce (own + subcontractors)	4.58	4.76	4.79
Total company's index TG (severity rate) in the period, for workforce (own + outsourced)	1,874.96	688.18	675.03
Deaths – own employees	1	0	0
Deaths – outsourced	4	2	1
<b>PROFESSIONAL DEVELOPMENT</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Education profile – break down, in percentage, in relation to the total number of employees			
Elementary school	2.20%	3.46%	1.10%
High school	44.02%	53.81%	39.36%
Technical education	4.05%	1.89%	18.51%
Higher education	44.08%	34.88%	35.11%
Post-graduation (specialization, master's, doctorate)	5.68%	5.97%	5.93%
Amount invested in professional development and education (R\$ thousand)			0.23%

**External Social Indicators**

Customers | Consumers

**Excellence in service**

<b>CUSTOMER SATISFACTION</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Satisfaction indexes obtained by the IASC Survey – ANEEL		52.28	50.01
Satisfaction indexes obtained by surveys from other entities (ABRADEE, Vox Populi and others) and/or own surveys (specify)	65.5	48.04	65.8
<b>CUSTOMER SERVICE</b>		<b>2019</b>	<b>2018</b>

**Call Center**

Calls Received (units)	2,749,597	3,429,198	4,443,252
Average Number of Answerers (units)	335	130	161
INS – Service Level Index (%)	81.20%	87.09%	86.67
IAb – Abandonment rate (%)	2.59%	2.05%	2.43%
ICO – Busy Calls Index (%)	0	0	0.46
TMA – Average Response Time (s)	175	161	162

<b>VIOLATION OF COMMERCIAL SERVICE DEADLINES</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Calls made (units)	1,005,200		
Revenues made after the deadline (units)	145,155		
Call Answering Efficiency (%)	85.56%		



## Energy Efficiency Program

### Projects

Project Typology	2020					2019					2018				
	Investment (R\$ thousand)		Source of Resources (R\$ thousand)			Investment (R\$ thousand)		Source of Resources (R\$ thousand)			Investment (R\$ thousand)		Source of Resources (R\$ thousand)		
	Total	%	Own	Third Party	Clients	Total	%	Own	Third Party	Clients	Total	%	Own	Third Party	Clients
Industrial											0	0.00%	-		-
Commerce and Services	-					338,724.55	1.06%	338,724.55			1,589,538.07	4.53%	-		-
Public Power	20.00	0.07%	20.00			103,622.50	0.32%	103,622.50			217,817.91	0.62%	-		-
Public Service											746,131.2	2.12%	-		-
Rural											0	0.00%	-		-
Residential	6,920.93	25.91%	6,920.93			7,081,025.51	22.13%	7,081,025.51			2,240,889.97	6.38%	-		-
Low Income Residential	17,138.37	64.17%	17,138.37			22,653,487.44	70.80%	22,653,487.44			24,776,795.28	70.54%	-		-
Public Lighting	2,629.46	9.84%	2,629.46			1,818,697.42	5.68%	1,818,697.42			5,554,005.64	15.81%	-		-
Municipal Energy Management											0	0.00%	-		-
Educational											0	0.00%	455.35		-
<b>Total</b>	<b>26,708.76</b>	<b>100%</b>	<b>26,708.76</b>			<b>31,995,557.42</b>	<b>100%</b>	<b>31,995,557.42</b>			<b>35,125,178.07</b>	<b>100%</b>	<b>455.35</b>		-

## Energy Efficiency Program

### Project Typology

Project Typology	2020			2019			2018		
	Unit served	Energy Saved (WWh/year)	Peak Demand Reduction (kW)	Unit served	Energy Saved (WWh/year)	Peak Demand Reduction (kW)	Unit served	Energy Saved (WWh/year)	Peak Demand Reduction (kW)
Industrial							0	0	0
Commerce and Services				1	454.76	113.49	2	264.88	108.16
Public Power	1	174.88	52.60	1	15.90	4.78	3	188.4	39
Public Service				1	190.78	57.38	0	0	0
Rural									
Residential	33,478	11,515.44	1,626.91	33,478	6,428.21	2,278.62	170,000	3,281.06	1,486.63
Low Income Residential	64,206	12,391.43	2,191.98	64,206	12,878.48	2,206.35	255,000	45,531.97	13,275.61

Public Lighting	9.00	1,162.63	269.28	6.79	3,217.69	745.00	20,000	433.45	99.23
Municipal Energy Management									
Educational									
<b>Total</b>	<b>97,694</b>	<b>25,244</b>	<b>4,141</b>	<b>97,692</b>	<b>22,995</b>	<b>5,348</b>	<b>445,005</b>	<b>49,700</b>	<b>15,009</b>

### Electric Sector Indicators

Resources Applied to Research and Technological and Scientific Development R\$ Thousand

By research theme (Research and Development Manual – ANEEL)			2019		2018	
	Value (R\$)		Value (R\$)	(%)	Value (R\$)	(%)
FA – Alternative Sources of Electric Energy Generation	186,623.90	3%	1,906,689.56	13%		0%
GT – Thermoelectric Generation		0%		0%		0%
GB – Basin and Reservoir Management		0%		0%		0%
MA – Environment	487,239.50	7%	376,773.05	3%	1,131,307.43	6%
SE – Safety	2,120,608.00	30%	1,436,724.80	10%	2,027,258.55	11%
EE – Energy Efficiency	539,604.00	8%		0%		0%
PL – Power Systems Planning	484,399.65	7%		0%	5,835,316.2	30%
OP – Power Systems Operation		0%	7,937,917.94	55%	542,560	3%
SC – Electric Power Systems Supervision, Control and Protection	2,017,747.09	29%		0%	7,929,532.34	41%
QC – Electric Power Service Quality and Reliability	59,921.16	1%		0%	559,859.96	3%
MF – Measurement, Billing, and Combating Commercial Losses	680,663.90	10%	1,612,567.65	11%	1,010,032.99	5%
OR – Other.	421,672.51	6%	3,190,111.89	22%	117,800	1%
<b>Total</b>	<b>6,998,479.71</b>		<b>14,554,095.34</b>		<b>19,153,667.47</b>	

## Environmental Dimension

### Environmental Indicators

RECOVERY OF DEGRADED AREAS	2020	2019	2018
Isolated protected network (ecological network or green line) in urban area (in km).	9,445.75	7,386.76	426.93
Percentage of isolated protected network/total distribution network in urban area – %.	5.94%	40.52%	4.06%
WASTE GENERATION AND TREATMENT	2020	2019	2018
<b>Emission</b>			
Annual volume of greenhouse gases (CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFC, PFC, SF <sub>6</sub> ) emitted into the atmosphere (in tons of CO <sub>2</sub> equivalent).	1,928.43	2,066.52	
Annual volume of ozone-depleting gas emissions (in tons of CFC equivalents).		N/A	N/A
<b>Effluent</b>			
Total water discharge, by quality and destination		N/A	N/A
<b>Solids</b>			
Annual amount (in tons) of solid waste generated (garbage, waste, garbage, etc.).	312	453.52	
Quantity of waste contaminated by PCB (Ascarel) disposed of	N/A	0	0
USE OF RESOURCES IN THE ORGANIZATION'S PRODUCTION PROCESS AND MANAGEMENT PROCESSES	2020	2019	2018
<b>Total energy consumption by source:</b>			
Energy consumption per kWh distributed (sold)	11,464,853	11,544,287	11,273,395
Hydroelectric (in MWh)	7,155,571	7,095,418	8,164,376
Fossil fuels	3,717,463	3,881,753	2,665,024
Alternative sources (gas, wind, solar etc)	591,819	567,116	443,995
Direct energy consumption broken down by primary energy source, in GJ			
Diesel	405,032.700	19,745.890	
Gasoline	237,034.92	9,291.14	
Ethanol	44.79	1.83	
Natural Gas	N/A	0	0,000
Others (specify)		0	
Total water consumption per source (in m <sup>3</sup> )	N/A		
Supply (public network)	7,554.40	10,792	

Underground source (well)	44,316.30	34,722	2,669,196
Surface catchment (water courses)	N/A	0	0
Total water consumption (in m <sup>3</sup> )	51,807.70	45,514	
Water consumption per employee (in m <sup>3</sup> )	10	36	
<b>ENVIRONMENTAL EDUCATION AND AWARENESS</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Environmental education – Community – In the organization	20		-
Number of employees trained in environmental education programs.	16	95	275
Percentage of employees trained in environmental education programs/total employees.	0.1%	7%	2.011%
Number of hours of environmental training/total hours of training.	0.00091	0.03	76.00
Environmental Education – Community			-
Number of elementary and high school units served.		40	35
Number of students served.		1,513	1,582
Number of trained teachers.		0	75
Number of technical and higher education units served.		0	4
Number of students served.		0	117
<b>ENVIRONMENTAL PERFORMANCE</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Vegetal suppression	6,648.32 Ha	1,639.67 Ha	N/A
Pruning Volume of waste generated in kg per month.	1,289.16	2,683.17	N/A
Oil Leakage (Points of leakage per month).	N/A	N/A	-

## EQUATORIAL PIAUÍ

## Operational and Productivity Indicators

Technical data (inputs, production capacity, sales, losses)

OPERATIONAL	2020	2019	2018
Number of Consumers Served – Captive	1,328,384	1,300,842	1,246,161
Number of Consumers Served – Free	96	22	15
Number of Locations Served (Municipalities)	224	224	224
Number of Own Employees		1,109	
Number of Outsourced Employees			
Number of Commercial Offices			
Energy Supplied (MWh) /Employee		3,295	
Energy generated (Gwh)			
ENERGY PURCHASED (GWH)	2020	2019	2018
Energy Purchased (GWh)	5,420	5,250	5,295
1) Itaipu			
2) Auction (including auction of the federal generators (Year 2002))			
3) Concessionaire Supply			
Global Electricity Losses (Gwh)	1,054	1,217	1,378
Electric Losses – Total (%) over the energy requirement		24.30%	28.07%
Technical losses – (%) of the energy requirement		12.17%	12.28%
Non-Technical Losses (%) – over Energy Requirement		12.13%	15.78%
ENERGY SOLD(GWH)	2020	2019	2018
Energy sold(Gwh)	3,689	3,654	3,397
Residential	1,888	1,776	1,656
Commercial	729	812	770
Industrial	191	208	200
Rural	225	178	174
Public Power	205	265	254
Public Lighting	256	228	168
Public Service	194	187	175

OPERATIONAL	2020	2019	2018
Number of Substations (un)	94	90	90
Installed Capacity (MVA)	1,530.5	1,465.5	1,465.5
Transmission Lines (km)	3,049	3,028	3,028
Distribution Networks (km)	100,783	97,516	92,910
Distribution Transformers (un)	74,636	71,746	66,369
Installed Capacity -MT (MVA)	2,049	1,982	1,840
Energy sold per installed capacity (GWh/MVA*hours/year)	20,173	21,291	19,822
Energy sold per employee (MWh)	4,896	3,212	1,649
Number of Consumers per Employee	1,850	1,173	620
Average Residential Consumption per Consumer (kWh/Year)	143	131	123
Company's overall Equivalent Interruption Duration per Consumer Unit "DEC" – Calculated value	23.4	21.89	23.52
Company's overall Equivalent Interruption Duration per Consumer Unit "DEC" – Limit	20.55	19,17	20.66
Company's overall Equivalent Interruption Frequency per Consumer Unit "FEC" – Calculated value	16.41	14,69	14.07
Company's overall Equivalent Interruption Frequency per Consumer Unit "FEC" – Limit	14.05	12,43	13.98

### Economic-Financial Indicators

#### Value Added Statement (EC)

IN THOUSANDS OF REAIS			
	2020	2019	2018
<b>1 – Revenues</b>	<b>3.484.434</b>	<b>3.671.885</b>	<b>3.058.532</b>
1.1) Sales of goods, products and services	3.487.989	3.464.332	3.117.730
1.2) Other Revenues	7.094	102.947	–
1.3) Revenues related to the construction of own assets	–	–	–
1.4) Provision for Doubtful Receivables – Reversal/(Constitution)	(10.649)	104.606	(59.198)
<b>2 – Inputs Acquired From Third Parties</b> (includes the values of taxes – ICMS, IPI, PIS and Cofins)	<b>(1.665.435)</b>	<b>(2.026.104)</b>	<b>(1.712.853)</b>



2.1) Cost of products, goods and services sold	(1,630,995)	(1,880,194)	(1,498,750)
2.2) Materials, energy, third party services and others	(180,588)	(145,910)	(186,000)
2.3) Loss/Recovery of asset values	162,791	–	–
2.4) Others (specify)	(16,643)	–	(28,103)
<b>3 – Gross Added Value (1-2)</b>	<b>1,818,999</b>	<b>1,645,781</b>	<b>1,345,679</b>
<b>4 – Depreciation, Amortization And Depletion</b>	<b>(145,423)</b>	<b>(95,550)</b>	<b>(49,174)</b>
<b>5 – Net Value Added Produced By The Entity (3-4)</b>	<b>1,673,576</b>	<b>1,550,231</b>	<b>1,296,505</b>
<b>6 – Added Value Received In Transfer</b>	<b>243,488</b>	<b>284,048</b>	<b>932,840</b>
6.1) Equity accounting result	–	–	–
6.2) Financial revenues	243,488	284,048	932,840
6.3) Others	–	–	–
<b>7 – Total Value Added To Be Distributed (5+6)</b>	<b>1,917,064</b>	<b>1,834,279</b>	<b>2,229,345</b>
<b>8 – Distribution Of Added Value</b>	<b>1,917,064</b>	<b>1,740,660</b>	<b>2,155,683</b>
8.1) Personnel	62,463	164,886	313,776
8.1.1 – Direct compensation	38,110	106,778	179,416
8.1.2 – Benefits	10,646	31,744	34,210
8.1.3 – F.G.T.S	13,707	26,364	100,150
8.2) Taxes, fees and contributions	943,754	1,048,204	1,076,459
8.2.1 – Federal	338,392	367,173	468,915
8.2.2 – State	605,260	680,799	606,866
8.2.3 – Municipal	102	232	678
8.3) Return on Third Party Capital	291,447	434,291	836,074
8.3.1 – Interest	242,350	276,662	582,019
8.3.2 – Rents	(231)	4,049	9,169
8.3.3 – Others	49,328	153,580	244,886
8.4) Return on Equity	619,400	93,279	(70,626)
8.4.1 – Interest on Equity Capital	–	–	–
8.4.2 – Dividends	–	–	–
8.4.3 – Retained Earnings/Year's Loss	619,400	93,279	(70,626)
8.4.4 – Non-Controlling Interest in Retained Earnings (for consolidation only)	–	–	–

**Internal Social Indicators**

Employees | Employability | Managers

GENERAL INFORMATION	2020	2019	2018
Total number of employees	718	1,109	
Number of employees (outsourced, subcontracted, self-employed) by type of employment, employment contracts and region)	2,967		
Employees aged up to 30 years old (%)	18.94%	18.03%	
Employees aged 31 to 40 (%)	50.42%	50.50%	
Employees aged 41 to 50 (%)	19.08%	19.84%	
Employees aged over 50 years (%)	11.56%	11.63%	
Number of women in relation to the total number of employees (%)	17.55%	13.35%	
Women in management positions – in relation to the total number of management positions (%)	9.38%	28.57%	
Black (black and brown) female employees – in relation to the total number of employees (%)	11.84%	9.11%	
Black (black and brown) male employees – in relation to the total number of employees (%)	63.93%	69.16%	
Black (black and brown) employees in managerial positions in relation to the total number of managerial positions (%)	50.00%	39.29%	
Interns in relation to the total number of employees (%)	N/A		
Employees in the apprentice hiring program (%)	3.62%		
Employees with disabilities	2.37%		
COMPENSATION, BENEFITS AND CAREER	2020	2019	2018
<b>Compensation</b>			
Gross payroll	45,663	89,953	
Mandatory social charges	20,592	30,437	
<b>Benefits</b>			
Education	0	0	
Food	11,330	13,434	
Transportation	42	618	
Health	5,057	3,829	
Foundation	721		
Safety and Occupational Medicine	146	26	

Culture	0	0	
Training and Professional Development	86	84	
Day care centers or day care assistance	990	1,199	
Other (specify): group insurance	23,592	2,654	
<b>COMPENSATION PROFILE</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
<b>By Category (average salary in the current year) – R\$</b>			
Board positions			
Managerial positions	10,838.33	11,690.35	
Administrative positions	4,779.45	4,903.13	
Production positions	4,111.19	4,362.66	
<b>OCCUPATIONAL HEALTH AND SAFETY</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Average overtime per employee/year			
Total company's TF rate (frequency rate) in the period for employees	5.64	8.39	
Total company's TG rate (severity rate) in the period for employees	34.41	89.01	
Total company's TF rate (frequency rate) in the period for outsourced/contracted employees	9.82	9.51	
Total company's TG rate (severity rate) for outsourced/contracted employees	3,884.5	111.77	
Total company's TF rate (frequency rate) in the period for workforce (own + subcontractors)	8.71	8.97	
Total company's index TG (severity rate) in the period, for workforce (own + outsourced)	2,860.08	100.80	
Deaths – own employees	0	0	
Deaths – outsourced	3	0	
<b>PROFESSIONAL DEVELOPMENT</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Education profile – break down, in percentage, in relation to the total number of employees			
Elementary school	2.00%	3.88%	
High school	43.31%	63.75%	
Technical education	1.11%	0.63%	
Higher education	51.20%	30.03%	
Post-graduation (specialization, master's, doctorate)	2.37%	1.71%	

## External Social Indicators

Customers | Consumers

Excellence in service			
CONSUMERS AND COSTUMERS PROFILE	2020	2019	2018
<b>Energy sales per tariff class (GWh): % Total</b>			
Residential	51.12%	46.85%	46.90%
Low Income Residential	15.46%	10.55%	9.74%
Commercial	19.74%	21.42%	21.81%
Industrial	5.18%	5.49%	5.67%
Rural	6.10%	4.68%	4.92%
Public Lighting	6.93%	7%	7.20%
Public Service	5.25%	6.03%	4.76%
Public power	5.55%	4.92%	4.96%
CUSTOMER SATISFACTION	2020	2019	2018
Satisfaction indexes obtained by the IASC Survey – ANEEL		61.44	
Satisfaction indexes obtained by surveys from other entities (ABRADEE, Vox Populi and others) and/or own surveys (specify)	73.0	58.5	52.4
CUSTOMER SERVICE	2020	2019	2018
<b>Call Center</b>			
Calls Received (units)	1,688,081	1,391,641	
Average Number of Answerers (units)	335	44	
INS – Service Level Index (%)	82.23%	92.55%	
IAb – Abandonment rate (%)	4.93%	1.76%	
ICO – Busy Calls Index (%)	0.01	0.14	
TMA – Average Response Time (s)	151	154	

VIOLATION OF COMMERCIAL SERVICE DEADLINES		2020	2019	2018
Calls made (units)		496,799		
Revenues made after the deadline (units)		16,623		
Call Answering Efficiency (%)		96.65%		
NUMBER OF CONSUMER COMPLAINTS FORWARDED		2020	2019	2018
To ANEEL – state/regional agencies		872	1,168	899
To PROCON		425	1,337	
To the courts		2,934	3,217	

## Energy Efficiency Program

### Projects

Project Typology	2020					2019					2018				
	Investment (R\$ thousand)		Source of Resources (R\$ thousand)			Investment (R\$ thousand)		Source of Resources (R\$ thousand)			Investment (R\$ thousand)		Source of Resources (R\$ thousand)		
	Total	%	Own	Third Party	Clients	Total	%	Own	Third Party	Clients	Total	%	Own	Third Party	Clients
Industrial											0	0			
Commerce and Services															
Public Power	103.89	0.46%	103.89			259,120.73	0,98%								
Public Service															
Rural															
Residential	5,528.96	24.52%	5,528.96			4,993,658.56	18,80%								
Low Income Residential	11,574.49	51.34%	11,574.49			13,102,583.22	49,32%								
Public Lighting	5,339.23	23.68%	5,339.23			8,209,139.48	30,90%								
Municipal Energy Management															
Educational															
<b>Total</b>	<b>22,546.57</b>	<b>100.00%</b>	<b>22,546.57</b>			<b>26,564,501.99</b>	<b>100%</b>				<b>0</b>	<b>100%</b>			

## Energy Efficiency Program

### Project Typology

Project Typology	2020			2019			2018		
	Unit served	Energy Saved (WWh/year)	Peak Demand Reduction (kW)	Unit served	Energy Saved (WWh/year)	Peak Demand Reduction (kW)	Unit served	Energy Saved (WWh/year)	Peak Demand Reduction (kW)
Industrial									
Commerce and Services							2	264.88	108.16
Public Power				2	168.23	13.77	3	188.4	39
Public Service									
Rural									
Residential	12,510	720.73	183.02		1,751.31	483.45	170,000	3,281.06	1,486.63
Low Income Residential	8,544	1,620.95	193.88		1,474.72	377.8	255,000	45,531.97	13,275.61
Public Lighting	9	2,435.94	525.46				20,000	433.45	99.23
Municipal Energy Management									
Educational									
<b>Total</b>	<b>21,063</b>	<b>2,341.68</b>	<b>902.36</b>						

## Electric Sector Indicators

Resources Applied to Research and Technological and Scientific Development R\$ Thousand

By research theme (Research and Development Manual – ANEEL)	2020		2019		2018	
	Value (R\$)	(%)	Value (R\$)	(%)	Value (R\$)	(%)
FA – Alternative Sources of Electric Energy Generation			0	0%		
GT – Thermoelectric Generation			0	0%		
GB – Basin and Reservoir Management			0	0%		
MA – Environment			0	0%		
SE – Safety			0	0%		
EE – Energy Efficiency	2,462,040.69		1,615,804.23	18%		
PL – Power Systems Planning	2,900,424.66		0	0%		

OP – Power Systems Operation	6,046,192.23	5,590,877.57	64%	
SC – Electric Power Systems Supervision, Control and Protection		0	0%	
QC – Electric Power Service Quality and Reliability		0	0%	
MF – Measurement, Billing, and Combating Commercial Losses	2,471,997.91	1,530,613.57	17%	
OR – Other.	43,726.49	36,011.94	0%	
<b>Total</b>	<b>13,924,381.98</b>	<b>8,773,307.31</b>		<b>0</b>

## Environmental Dimension

### Environmental Indicators

RECOVERY OF DEGRADED AREAS	2020	2019	2018
Isolated protected network (ecological network or green line) in urban area (in km).	1,361.15	846.92	
Percentage of isolated protected network/total distribution network in urban area – %.	1.4%	26%	
WASTE GENERATION AND TREATMENT	2020	2019	2018
<b>Emission</b>			
Annual volume of greenhouse gases (CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFC, PFC, SF <sub>6</sub> ) emitted into the atmosphere (in tons of CO <sub>2</sub> equivalent).	1,679.70	2,143.32	
Annual volume of ozone-depleting gas emissions (in tons of CFC equivalents).		N/A	
<b>Effluent</b>			
Total water discharge, by quality and destination	N/A	N/A	
<b>Solids</b>			
Annual amount (in tons) of solid waste generated (garbage, waste, garbage, etc.).	243.97	N/A	
Quantity of waste contaminated by PCB (Ascarel) disposed of	N/A	0	
USE OF RESOURCES IN THE ORGANIZATION'S PRODUCTION PROCESS AND MANAGEMENT PROCESSES	2020	2019	2018
<b>Total energy consumption by source:</b>	5,397,899	5,250,372	5,294,992
Hydroelectric (in MWh)	4,063,185	3,854,535	4,126,180
Fossil fuels	1,202,954	1,267,178	1,051,436
Alternative sources (gas, wind, solar etc)	131,759	128,659	117,377
Energy consumption per kWh distributed (sold)	0.12%	0.11%	0.16%
Direct energy consumption broken down by primary energy source, in GJ			



Diesel	548,432 L	12	
Gasoline	113,593 L	19,165	
Ethanol	42 L	4,987.29	
Natural Gas	N/A		
Others (specify)	N/A		
Total water consumption per source (in m <sup>3</sup> )			
• supply (public network)	10,902		
• underground source (well)	2,160		
• surface catchment (water courses)	N/A		
Total water consumption (in m <sup>3</sup> )	12,789.45		
Water consumption per employee (in m <sup>3</sup> )	18		
<b>ENVIRONMENTAL EDUCATION AND AWARENESS</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
<b>Environmental education – Community – In the organization</b>	<b>6</b>	<b>0</b>	
Number of employees trained in environmental education programs.	18	0	
Percentage of employees trained in environmental education programs/total employees.	2.50%	0	
Number of hours of environmental training/total hours of training.	0.00035	0	
<b>Environmental Education – Community</b>		<b>0</b>	
Number of elementary and high school units served.		0	
Number of students served.		0	
Number of trained teachers.		0	
Number of technical and higher education units served.		0	
Number of students served.		0	
<b>ENVIRONMENTAL PERFORMANCE</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
Vegetal suppression		N/A	N/A
Pruning Volume of waste generated in kg per month.		N/A	N/A
Oil Leakage (Points of leakage per month).		N/A	-

## Additional Indicators for Equatorial Energia Group

### ENVIRONMENTAL INDICATORS

#### INDICATOR

Energy Efficiency Goals	<p><b>1 - Economic Feasibility (Cost-Benefit Ratio – RCB &lt; 0.8):</b> It aims to indicate the investments that would bring economic benefits, from the consumption reduction provided by the energy efficiency actions.</p> <p><b>2 - Indicator Benefits:</b></p> <ul style="list-style-type: none"> <li>• Annual Energy Savings (MWh/year);</li> <li>• Tons of waste sent for recycling;</li> <li>• Amount of CO<sub>2</sub> captured;</li> <li>• Trees preserved;</li> <li>• Energy Generated by Alternative Source (KWp);</li> <li>• Disposal of inefficient equipment (lamps, refrigerators, etc.);</li> <li>• Water savings in recycling;</li> <li>• Retrofit of Lighting Systems, refrigeration and air conditioning.</li> </ul>
Environmental Management Team	<p>The department specialized in the environmental management of the processes is the Environmental Corporate Executive, linked to the Environmental and Expansion Planning Corporate Management. It is up to the specialized department to identify and define a internal normative standard, based on the ISO 14000 international norm, aiming to make the prior identification and the environmental impacts control related to the business more efficient. Additionally, the area's processes are strengthened by the Environmental Management System.</p>
Total energy use (gigajoule)/million in revenue R\$	33,30
Total water use/million in revenue R\$	27,52
Biodiversity Impact Reduction	<p>The identification of the impacts on biodiversity and its risks related to the deployment of our assets is done by means of specific environmental studies carried out prior to the deployment of each project.</p> <p>The main risks of impacts on biodiversity in these studies are related to the construction phase of power distribution and transmission lines and networks, and they concern the opening of right-of-way and access roads, and in the maintenance phase, the cleaning of right-of-way.</p> <p>Another aspect related to risks on biodiversity in the deployment and maintenance phases of assets is related to the interference in Conservation Units in their various categories and environmentally sensitive areas such as Permanent Preservation Areas (APPs).</p> <p>It should be noted that, after the impacts are identified, measures to eliminate, mitigate or compensate the negative impacts on biodiversity are evaluated, prior to the implementation of the future asset.</p>

Total Waste/Million in Revenue R\$	0,91
Total Hazardous Waste/million in Revenue R\$	0,10
Self-reported environmental fines/revenues in million	0,26

## SOCIAL INDICATORS

### INDICATOR

Employee satisfaction	The year 2020 was an unusual year in terms of participation in surveys to identify employee satisfaction due to the Covid pandemic. But for 15 years the company Equatorial MA remained in the rankings of best companies of Você S/A magazine and Great Place to Work, as well as Equatorial PA that remained for 8 years.
Salary Gap (The CEO's total salary (or highest salary) divided by average salaries and benefits)	17.22
Net job creation	7,375
Employee Turnover	21.36%
Female Employees	27.94%
Female Managers	19.82
Flexible working hours	Equatorial Energia Group has initiatives that contribute to the balance between work and personal life, such as the implementation of a time bank. It has also embraced remote work during the worst pandemic period.
Daycare Services	Equatorial Energia Group grants its employees the Day Care Aid benefit, comprising the reimbursement of these expenses, with special coverage for children with special needs, observing the criteria established in the normative instruments.
Employees with Disability	2.18%
Employee health and safety training hours	24,608
Occupational Diseases	We had no occupational diseases recorded.
Lost Days/Millions of Working Days	1,495
Average training hours	9.1

Training costs per employee	R\$ 233,276
Freedom of Association Policy	The relationship between the company and the unions is guided by respect and recognition of the institutions' legitimacy as representatives of the workers, within the ethical principles and values that guide good union practices. To this end, negotiation is the main way to adjust conduct and establish rights and duties between the parties. The group guarantees the right of free association, organization, and union mobilization to all of its employees, and makes use of internal communication channels to disclose and report on the negotiations' progress. Together with the unions, it negotiates solutions for issues involving workers, whose rights are guaranteed by the Collective Labor Agreements in force, Equatorial Energia's Code of Ethics and national and international laws on human and labor rights that the company is committed to respecting and complying with. Collective bargaining clauses are inspected by unions representing the employees and by public labor inspection agencies.
Business Ethics improvement tools	The company has a dedicated channel for receiving accusations from all its own employees and third parties, which operates 24 hours a day, seven days a week.  The Company's Code of Ethics and Conduct includes information on business ethics, possible code violations, as well as corrective actions aimed at improving our processes.
Whistleblower Protection	The Code of Ethics and Conduct, in its paragraph 26.6, grants to the accused the confidentiality of the data reported in the complaint, as well as assures the anonymity of the whistleblower source, and even in the website for reporting there is an option for the whistleblower to remain anonymous when reporting.
Product Liability Monitoring	The possible impacts on distribution services are mainly related to the interruption of power supply, scheduled or not, which generates risks to consumers dependent on appliances for health, safety, economic activities, among others. There is also the possibility of insecurity and the risk of electric shock or fire due to eventual broken cables in the grid and improper contact with the grid. This situation is made worse in low-income communities, due to irregular installations and the flying of kites near the power grid.  To mitigate and minimize these risks, the Group's companies develop communication campaigns so as to communicate, sensitize and educate local populations. We also have a program called Segundos de Vida (Seconds of Life), which aims to raise awareness about safety. In transmission activities, the operation impacts apply, in particular, to noise, which can be identified in the vicinity of substations and high-voltage networks. As a solution, the companies are integrated with the communities and follow strict environmental controls.
Customer satisfaction	Considering the ANEEL Consumer Satisfaction Index, we have good results in the distributors, on a scale of 1 to 10, 10 being excellent: • Maranhão: 7.4 • Pará: 6.8 • Piauí: 7.1 • Alagoas: 7.2

## GOVERNANCE INDICATORS

### INDICATOR

Internal Audit Department Reports	The Audit, Risks and Internal Controls Management is linked to the Board of Directors, and is overseen by the Audit Committee – COAUD, where besides defining the Annual Audit Plan, it oversees the work carried out, and is independent of the Audit Manager.
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Board attendance – attendance at meetings	<p>On average:</p> <ul style="list-style-type: none"> <li>• <b>General Meetings:</b> 51%.</li> <li>• <b>Board of Directors Meeting:</b> 100%.</li> <li>• <b>Fiscal Council Meeting:</b> 100%</li> <li>• <b>Other relevant information:</b> 98%.</li> </ul> <p>Details of presence in the Reference Form.</p>
Total Senior Executive Compensation by Revenues in percentage	0.04
CEO to TSR compensation ratio	The global and annual remuneration of the administrators is fixed by the Annual General Meeting, taking into account their responsibilities, the time dedicated to their functions, their competence and professional reputation and the value of their services in the market. The remuneration of the CEO and other statutory directors is, in part, linked to the Long-Term Incentive Plan - ILP based on performance (Long-term variable portion based on the expected performance for the Company in the future and with the objective of retaining and engaging employees managers aligning them with the Company's vision of the future, including stock options and Phantom Shares.)
Compensation Incentives related to Sustainability	The CEO's compensation is linked to a specific sustainability goal. Namely, the ESG Project, which aims to improve the ESG strategy within the business.
Global Compact Signatory	Grupo Equatorial has planned to join the Global Compact, within the signatory category.

\*Dollar reference December 2020, with a value of R\$5.90.

# Credits

## Coordination

### Equatorial Energia

Presidency

Customer Experience, Digital and External Communication Superintendent

External Communication, Marketing and Sustainability Management

## Editorial project:

### writing, GRI consulting and Integrated Reporting and translation

#### RICCA Sustentabilidade

[www.riccari.wixsite.com/sustentabilidade](http://www.riccari.wixsite.com/sustentabilidade)

## Graphic design: layout, diagramming and illustrations

#### RICCA Sustentabilidade

[www.riccari.wixsite.com/sustentabilidade](http://www.riccari.wixsite.com/sustentabilidade)

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