

Quality Policy

Updated July 15, 2021

The Board of Directors of NEOENERGIA S.A. (the “**Company**”) is vested with the powers to prepare, assess and review the Company’s Governance and Sustainability System on an on-going basis and, specifically, to approve and update, the corporate policies, which contain the guidelines governing the conduct of the Company and of the companies that comprise the Group, for which the Company is the controlling entity, within the meaning established by law (the “Group”).

In exercising these powers and aware that the excellent management of all processes and resources is a critical lever for the sustainable creation of value for all its Stakeholders and to comply with the provisions of the Purpose and Values of Neoenergia Group, the Board of Directors approves this Quality Policy (the “Policy”).

1. Purpose

The purpose of this Policy is to develop the Group’s instruments to strengthen the competitiveness of energy products and services provided through efficiency in the generation, transmission and distribution of energy, with special attention to the excellent management of processes and resources.

By enhancing such instruments, the Group strengthens its sustainable growth model within the context of the culture of excellence and Quality Management procedures, thus contributing to the achievement of the seventh, ninth and twelfth Sustainable Development Goals (SDGs) approved by the United Nations.

The Company conceives quality as one of the basic principles of its corporate value, “Driving Force”, which reflects the Group’s innovative vocation and inspires the accomplishment of small and large improvements, capable of making people’s lives easier, encouraging efficiency, self-demand, the search for continuous improvement, and the commitment to other values such as sensitivity, agility, and foresight.

The Group’s model of value creation is based on three strategic pillars: profitable growth, operational excellence and capital optimization, and the persons to whom the Group supplies energy, i.e. its customers, are considered as the core element of all of its activities.

Through the Deputy Chief Executive Officer, the Company supports and coordinates the implementation, monitoring and assurance of compliance with this *Policy* by all Group companies.

2. Scope

Within the limits established by law, this Policy is applicable to all companies comprising the Group and investees not comprising the Group, over which the Company has management influence.

For investees to which this Policy is not applicable, the Company shall promote, through its representatives on the management bodies of such companies, the alignment of their own policies with those of the Company.

This Policy shall also apply, as appropriate, to the joint ventures, temporary joint ventures and other equivalent associations, when the Company is responsible for the management thereof.

3. Main principles of conduct

For achieving these goals, the Group takes on and promotes the following main principles of conduct that govern all of its quality activities:

- a) Improvement of satisfaction of internal and external customers, the core element of the Group's activities, so that the design and setting of its products and services provided meet or exceed their expectations;
- b) The drive towards operational excellence, strengthening a culture of continuous improvement and excellence in management in order to increase competitiveness and the creation of value for employees, shareholders and other Group's Stakeholders;
- c) The promotion of quality management systems, giving priority to the implementation thereof and the creation of value to the various organizations of the Group. Particularly, the transformation of the energy model towards electrification and the impact of digitalization and the new business models on the Group's activities is required for the continuous updating of the tools supporting the processes, such as the quality management systems, for the purpose of achieving operational and management excellence.
- d) The focus on identifying and meeting or even exceeding the expectations of the Group's Stakeholders; and
- e) The Commitment of all Group's professionals with teamwork, an appropriate flow of information, internal communication, training, equal opportunity and recognition of achievements.

4. Company's quality model.

The Company's quality model is established through a global management system that coordinates and supervises the quality management systems of the various corporate areas and businesses of the Group to take advantage of the synergies deriving from the main principles of conduct referred to above.

As part of this model, in order to properly ensure compliance with the provisions of this Policy, the Group has distinct quality guidelines which defines the strategic lines, consistent with the basic principles of conduct and with the commitment to ongoing improvement, which further develop and materialize the quality goals and targets to the various organizational levels, respecting their corporate and governance structure.

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This Policy was initially approved by the Board of Directors on July 19, 2018 and last reviewed and updated at the Board of Directors' Meeting held on July 15, 2021.