

P-013CA | Communication Policy

Context

Floene Energias S.A. (FLOENE, Company or Group), as a company that operates in the energy sector, in particular in gas distribution, intends to ensure the continuity and sustainability of its operation, promoting company's resilience in the context and transformation process in which it finds itself, which requires adequate management of internal and external communication.

Company's position

Floene undertakes to:

- Ensure communication with the various target audiences is governed by the principles of clarity, transparency and accuracy; timeliness and relevance of the information; harmonisation and consistency of the messages and appropriate planning and dissemination strategy.
- Promote an integrated and comprehensive vision of the group, which considers all regions and realities of the company.
- Integrate and manage stakeholders' expectations on matters of communication and adopt mechanisms to promote its continuous improvement.
- Ensure there is an effective and collaborative synchronization, so that internal and external information about the relevant facts of the company's life occur simultaneously, without prejudice to compliance with the legal obligations of information to which the Company is bound.
- Ensure the information provided is subject to rigorous fact-checking and subject to validation and authorisation by the appropriate persons and functions.
- Develop and maintain a crisis communication plan that defines the appropriate flows and processes to ensure the provision of accurate and up-to-date information in emergency situations.
- Promote internal communication aimed at reducing barriers, enhancing the sense of belonging to the company and the sharing of relevant information, as well as promoting bidirectional communication between leaders and their teams.
- Develop Committees for sharing and discussion of information considered relevant in the Company's areas of activity.
- Establish a Communication Office for discussion and content alignment, with the involvement of the areas of External Communication, Internal Communication and Culture, Investor Relations, Stakeholder Management and Public Relations Office and other relevant areas.



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Final Statement

Communication is the primary instrument to mobilize and coordinate the relationship between the Company and its stakeholders, and, as such, it is an important management tool that must accurately, clearly and transparently ensure that the Company's reality and its perception by its several stakeholders are properly aligned.

Board of Directors

20/12/2022