

To achieve a workplace satisfaction rate of **85%**

See our management on this topic on page 38.

To achieve the regulatory threshold for the **ADA¹ (0.9%)**

See our management on this topic on page 18.

To achieve a rate⁵ of **79.6%** in customer satisfaction

See our management on this topic on page 21.

To record injury rate⁴ **below 0.14** for lost time accidents (employees and contractors)

See our management on this topic on page 33.

Zero fatal accidents involving employees and contractors

See our management on this topic on page 33.

To record injury rate⁴ **below 0.81** for recordable injuries (employees and contractors)

See our management on this topic on page 33.

To recycle, recover, or reuse at least **70%** of waste

See our management on this topic on page 29.

To prevent emissions of CO₂e by reducing **151 GWh** in global losses

See our management on this topic on page 29.

To achieve the regulatory threshold for SAIDI² **(7.75)** and SAIFI³ **(5.64)**

See our management on this topic on page 26.

GOALS ESTABLISHED FOR 2017

In reviewing the Sustainable Strategic Planning, new objectives and goals were established for AES Eletropaulo.

¹ADA – Allowance for Doubtful Accounts.

²SAIDI – System Average Interruption Duration Index.

³SAIFI – System Average Interruption Frequency Index.

⁴Lost time injury rates (“LTI rate”) and Recordable injury rates (“Recordable rate”) are calculated based on criteria set out by the Occupational Safety and Health Administration (OSHA), a North American occupational health and safety agency.

⁵Average of the results of the official survey and intermediate survey.