

Sustainability Resource: Employees, Customers and Communities



NextEra Energy recognizes that the company's success is connected to the strength of the company's relationships with its employees, its customers and the communities it serves. NextEra Energy's commitment to fostering a workplace that attracts and retains exceptional talent, coupled with its dedication to supporting the economic and social well-being of local communities, remains central to the company's business strategy. Building on a century of community engagement since NextEra Energy's founding in 1925, the company continues to prioritize stakeholder relationships.

NextEra Energy values its people and wants them to thrive. The company's three corporate values are embedded in everything it does:

- » We are committed to excellence.
- » We do the right thing.
- » We treat people with respect.

These values are upheld in NextEra Energy's Code of Business Conduct & Ethics, the Code of Ethics for Senior Executive & Financial Officers, and the Supplier Code of Conduct and Ethics. All non-bargaining and some bargaining employees are required to complete a full or focused version of the NextEra Energy Code of Business Conduct & Ethics training annually and certify compliance.

NextEra Energy encourages employees to speak up if they believe the Code of Business Conduct & Ethics or any laws have been violated. The company expects all employees, contractors and suppliers to uphold the utmost levels of personal and professional ethics and integrity, along with adhering to relevant laws, regulations and enterprise policies.

Safety

Safety is a hallmark of NextEra Energy, and nothing is more important than the safety of the company's employees and customers. The company believes that many injury or near-miss events at work, at home or at play are preventable and that zero injuries is the only acceptable goal, with safety integrated into every employee's annual performance objectives. NextEra Energy recorded an 84% improvement in safety performance between 2003 and year-end 2024.

NextEra Energy leverages safety committees and an executive safety council to review and address work-related injury risks. Numerous NextEra Energy locations participate in the Voluntary Protection Program ("VPP") of the Occupational Safety and Health Administration ("OSHA").

OSHA inspected and recognized 26 of NextEra Energy's work locations as VPP Star Sites. NextEra Energy requires its suppliers to share in its commitment to safety and exercise good judgment in work decisions and apply safe work practices in the performance of all activities. Suppliers must adhere to all applicable safety rules, laws, standards and procedures including general and site-specific requirements. The safety of Florida Power & Light Company ("FPL") customers is equally important. The company provides resources and continues to leverage the company's Safety 6 program to educate the public on how to prevent safety incidents near power lines. The company encourages anyone working outdoors to follow these rules:

- 1. Work at a safe distance.**
- 2. Stay calm, stay away.**
- 3. Don't mix ladders and lines.**
- 4. Call 811 before you dig.**
- 5. Look up and live.**
- 6. Respect that downed lines can be deadly.**

Employee recruitment and retention

At NextEra Energy, attracting and retaining top talent helps the company deliver on its commitments to excellence, innovation and continuous improvement. The company has a robust talent management process that includes an annual performance review with regular check-ins throughout the year and an employee development and goal-setting plan that focuses equally on employee and leader feedback to develop skills, identify opportunities, and enable further advancement within the organization. The board of directors reviews the talent management strategy annually, and focuses on the company's talent pipeline, including the internship program.

Having engaged employees helps drive the company's success. NextEra Energy conducts comprehensive employee engagement surveys every two years, with pulse surveys in between, to identify ways to improve the company's business and increase employee engagement.

In 2024, 83% of NextEra Energy employees completed the survey, ranking their immediate supervisor, safety and performance among aspects of their most positive work experiences.

NextEra Energy has a corporate engagement goal for leaders to proactively improve the employee work experience by making engagement a business priority. The company's next employee engagement survey will be in 2026.

NextEra Energy provides a holistic, total rewards package that provides benefit programs and resources to support the well-being of employees and their loved ones. The company offers learning and development opportunities focused on leadership, professional skills, commercial acumen, continuous improvement and technical skills. The programs are designed to prepare its workforce for emerging opportunities in the evolving energy sector, ensuring its employees can build rewarding careers. In 2024, NextEra Energy employees completed approximately one million hours of continuing education. As part of our commitment to equal opportunity, NextEra Energy does not make employment-related decisions or tolerate discrimination or harassment against anyone on the basis of any characteristic protected by applicable law.

NextEra Energy's executive culture council advises and drives the corporate strategy and partners with business units. The company also has a corporate culture council and a corporate engagement team, whose members are business unit champions, that help drive strategies for their respective units.

Customer care

FPL provides low-cost, reliable electricity to more than six million customer accounts. The company's smart capital investments in a more resilient grid and in diverse generation resources help keep residential customer bills well below the national average. The company is aware there are customers who may be experiencing hardship and cannot pay their bill – FPL works closely with these customers and offers several programs designed to provide support. As an example, FPL's Care to Share program provides financial support to customers in times of crisis, raising more than \$43 million since 1994 to help nearly 127,000 Florida families pay their electric bills. For decades, FPL has worked with hundreds of agencies to facilitate payment assistance for qualified customers, including the federally funded Low- Income Home Energy Assistance Program (LIHEAP) that helps income-qualified families with home heating and cooling costs. FPL also added a feature to Care to Share, administered by The Salvation Army and community partners, to help fund electrical repairs to storm-damaged homes of qualifying customers.

FPL also offers programs and tools designed to educate customers about energy efficiency and help them monitor and reduce electricity use. Tools such as the FPL Energy Analyzer and the FPL Energy Manager on FPL's mobile app empower customers and enable them to analyze, track and better understand their energy usage.

FPL's demand-side management ("DSM") efforts through 2024 have resulted in a cumulative summer peak reduction of 5,695 megawatts ("MW") at the generator and an estimated cumulative energy savings of 102,684 gigawatt-hours ("GWh"). Accounting for reserve margin requirements, FPL's DSM efforts through 2024 have eliminated the need to construct the equivalent of approximately 68 new 100 MW generating units.

As demand for electricity continues to grow, NextEra Energy Resources is supporting the needs of commercial and industrial ("C&I") customers for low-cost, fast-to-deploy energy solutions. NextEra Energy Resources assists C&I and utility customers in developing, executing and achieving their energy goals. Using tools, such as NextEra 360™ Energy Management Software, NextEra Energy Resources helps organizations turn data into actionable opportunities to improve operational efficiency, reduce costs and unlock savings.

Community support and engagement

With operations across North America, NextEra Energy recognizes the importance of building relationships with and supporting the communities where employees live and work. Since the founding of the company in 1925, NextEra Energy has fostered strong ties with its communities.

Employee community support

NextEra Energy encourages employees to make meaningful commitments toward nonprofit causes that are important to them. From employee-led fundraisers to supply drives, employees donate millions of dollars and other resources to local nonprofits across the state. In 2024, NextEra Energy and its employees contributed over \$30 million to support wide-ranging initiatives and causes that benefit the well-being of the communities it serves. Employee giving included nearly \$4.1 million for United Way and other nonprofit organizations. Through the Dollars for Doers program, which awards grants in recognition of employee volunteer time, the company distributed over \$126,000 in grants to nonprofits in 2024.

Also in 2024, NextEra Energy employees contributed nearly 57,000 hours to their local communities through company sponsored projects and personal volunteer time. Additionally, employees collectively serve on more than 220 nonprofit boards.

One of NextEra Energy's biggest community projects is the annual week-long Power to Care community service program. During the 2024 program, more than 900 employees, retirees, family members and friends volunteered in communities across Florida and in Houston and San Francisco.

NextEra Energy Foundation

The NextEra Energy Foundation is a nonprofit private and charitable organization that is funded without any cost to customers. The foundation is an integral part of NextEra Energy's corporate giving strategy, which ensures that the grants awarded benefit the communities NextEra Energy serves, foster a collaborative business climate and demonstrate the company's commitment to being a good community partner.

The foundation's areas of focus are:

- » **Safety** – support organizations and programs that reinforce the company's commitment to the safety of customers, employees and the public.
- » **Environmental stewardship** – develop and support strong, multifaceted partnerships with environmental stakeholders to support environmental education, conservation and research.
- » **Opportunity** – support organizations and programs that help break down barriers and create opportunities for organizations that focus on science, technology, engineering and math ("STEM") education initiatives.
- » **Innovation** – support organizations and programs that invent, inspire or invest in innovative tools and thinking.

Founded in 1987, the foundation has steadily increased levels of giving while also empowering NextEra Energy's communities. In 2024, NextEra Energy donated over \$13 million, including some multi-year commitments, to more than 400 organizations to support a wide range of programs.

The company support includes more than \$2 million to the Florida Prepaid College Foundation in support of the Path to Prosperity scholarship program. FPL's donation is matched dollar-for-dollar by the Florida Prepaid College Foundation to fund two-year college scholarships for 1,000 students over four years for communities in need across FPL's service area. This

scholarship program aims to reduce childhood poverty and enhance economic mobility by providing a pathway to college and attainment of a college degree.

The foundation also invested \$1 million with Florida Atlantic University for the FPL Center for Intelligent Energy Technologies. This program aims to provide skill sets to engineering students in artificial intelligence and innovation that will help prepare them for today's jobs. The center also focuses on innovative research related to smart technologies and products relevant to the energy sector.

Tribal and Indigenous relations

NextEra Energy builds and maintains relationships with Indigenous communities across the U.S. and Canada that may have an interest in the company's projects.

Supplier relations

The company is committed to providing its customers with superior solutions by driving excellence in the supply chain. The company for the past decade has continued to promote and build relationships with small and local businesses. NextEra Energy's data-driven decisions and smart investments in small and local suppliers demonstrates a relentless focus on efficiency that saves money for customers, while also enabling meaningful contributions to the economic growth of businesses and the communities that the company serves.

Human rights commitment in company supply chain

NextEra Energy is committed to maintaining a culture that supports human rights and is consistent with the company's core values. The company's commitment to human rights extends to the suppliers through the NextEra Energy Supplier Code of Conduct, NextEra Energy Code of Business Conduct & Ethics and the company's contract language. The company works with suppliers to ensure that equipment, including components, is produced without forced labor.

NextEra Energy is committed to treating its employees and all partners with professionalism, dignity and respect, fostering an environment where people can contribute, innovate and excel. This includes nondiscrimination and the right to engage in collective bargaining, in accordance with applicable laws. NextEra Energy is committed to continued compliance with those laws. NextEra Energy supports compliance with federal and state labor and employment laws by continuous monitoring and auditing of the company's internal processes, such as hiring and promotion practices.

Economic impact and development

Over the next four years, NextEra Energy plans to invest \$120 billion in energy infrastructure. In 2024, the company paid approximately \$2.4 billion total in various state and local taxes and business fees that support local governments, police, fire, schools and other local organizations within the communities where it operates. NextEra Energy's investments support millions of jobs and hundreds of billions in GDP in rural America.

The company was one of Florida's top taxpayers in 2024, paying \$2 billion in various taxes and fees, including property taxes, sales and use taxes, gross receipts taxes and franchise fees. In property taxes alone, FPL paid more than \$821 million to Florida governments in 2024, up from \$784 million in 2023. In Texas, where NextEra Energy Resources operates numerous energy projects, the company paid \$83 million in property taxes in 2024. The company also paid \$39 million in property taxes in California. These taxes are an example of the local economic impact that the company's investments can bring.