



Press release
25 March 2020

ENGIE Solutions teams are fully mobilised to meet the challenges faced by sensitive sites and clients

For several weeks now, ENGIE Solutions teams have been hard at work, in accordance with instructions from the government, to ensure continuity of service, especially for sensitive sites and clients like hospitals, nursing homes, public authority decision-making sites, power plants, heating and cooling networks, the food industry, etc.

Operational continuity plans (PCA) are presented to staff representation bodies and implemented very quickly since **they address important challenges, especially for sites and infrastructure that are essential to the life of the nation and to the country's economy.** Instructions from health authorities and the government are being strictly adhered to and everything is being done to ensure the continuity of operations, while protecting the health of employees, partners and the general public.

Here are some practical examples of the activities carried out by ENGIE Solutions teams for tertiary sector clients, towns/public authorities and the industrial sector:

- ➔ **The Courlancy Clinic in Reims** wanted to be ready to receive Covid-19 patients to take the pressure off the teaching hospital (CHU). However, it did not have the necessary air filtration equipment (which enables air quality to be optimised and thus comply with standards for intensive care rooms).
ENGIE Solutions and its supplier Afro Filters installed air filters at the clinic in just 4 days (in comparison to one month under normal circumstances). Thanks to these efforts, additional beds were made available for the region as of March 19th, in record time.
- ➔ **The new building at the Henri Mondor Hospital in Créteil** was due to be delivered in May, but this timeframe has been revised due to the health crisis. ENGIE Solutions teams, who are providing plumbing, heating, ventilation and air conditioning expertise, have taken on the challenge of ensuring that the building's 85 intensive care rooms and 21 operating theatres will be operational by mid-April at the latest.
- ➔ **On La Réunion Island**, ENGIE Solutions teams are hard at work:
 - North teaching hospital (CHU): increasing the number of beds available for intensive care by switching 11 rooms to negative air pressure in the critical care building.
 - West CHU: urgently moving a sterilisation unit to provide air conditioning for a patient area.
 - South Hospital Group: the whole team is remaining on site to deliver plumbing equipment. The delivery dates for the L building have been brought forward to deliver more rooms.

➔ **AP-HP Paris Hospitals**

One of the main reasons why CPCU (the Parisian urban heating company) is safeguarding the continuity of energy supply services during the current unprecedented situation is that the Paris Hospitals are connected to this network. This represents 53 heat delivery points, including 100% of the AP-HP Hospitals in Paris, as well as 125 healthcare facilities (of which 15 are nursing homes). ENGIE Solutions teams are scrupulously monitoring and constantly supervising the whole network 24 hours a day, 7 days a week. AP-HP Hospitals account for 5% of the total volume of heat delivered by CPCU.

➔ **In the Ile-de-France region:** under 30 Public Service Delegation contracts to operate heating networks, ENGIE Solutions teams are maintaining continuity of service for the **equivalent of over 400,000 homes** (heating and hot water).

➔ **Ensuring continuity of service at the Massy waste incineration site**

During a health crisis and especially during a lockdown, it is even more crucial to ensure the continuity of waste management services, to make sure that public areas remain clean.

To this end, and to meet the need to continuously provide this vital service, ENGIE Solutions has set up a system of revolving teams of technicians, to ensure the continuity of public service at the Massy incineration plant, which treats household waste for 255,000 people living in the Essonne and Hauts de Seine departments.

In total, this requires two incineration furnaces, not only to incinerate the waste, but also to recover heat to provide the equivalent of 26,000 homes in Massy and Antony with heating and domestic hot water.

➔ **Controlling the cold chain** is a prerequisite for maintaining industrial activities and ensuring food safety. ENGIE Solutions assists its clients in the food production, food distribution and logistics sectors with their cooling installations.

Last week, our service technicians carried out over **3,500 emergency interventions** to repair equipment for our clients. **Every day, hundreds of interventions are carried out** to keep their refrigeration installations for food processing, storage and distribution in perfect working order.

➔ At the **Orano Tricastin and Malvesi site**, 300 ENGIE Solutions employees are working on various maintenance and works contracts. Their involvement and commitment, which provides support for on-site teams in their priority activities, is an essential source of manpower for the continuous operation of the facilities. This meets the very important challenge of maintaining electricity supply during this critical period.

➔ **By maintaining the secure telephone system for RTE** (the French Electricity Transmission Network), ENGIE Solutions enables RTE dispatchers to pass on instructions to both energy producers and major energy consumers, and thus supervise the electricity network throughout France. This system enables RTE to manage the network in real time, regardless of telecommunication network constraints. The aim: for every call to get through. ENGIE Solutions **manages 4,500 telephone stations** throughout the country, as well as **16 interconnected dispatching stations**.

➔ **For more examples:** engie-solutions.com/en/pca-engie-solutions

Within the company, in accordance with the decrees issued in the last few days, employees are now working from home provided that their professional activities enable them to do so.

In addition, a psychological support unit has been set up for all employees. An anonymous, confidential Freephone number is available 24 hours a day, 7 days a week. During this exceptional period, there are high risks of loneliness, as well as anxiety and stress due to developments in the current health situation. This service is also open for managers to advise them on how to proceed to support their teams.

“Our teams, to whom I extend my sincere thanks, are acting in the interest of the nation and working every day to ensure continuity of service for our company and our clients. Thanks to this collective effort and the constant commitment of all our employees, we have achieved many feats and we will continue to do so,” said Wilfrid Petrie, ENGIE’s Executive Vice President in charge of ENGIE Solutions.

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About ENGIE Solutions

ENGIE Solutions supports towns, industries and companies in the tertiary sector, providing them with solutions to the challenges posed by the energy transition in the form of turnkey and bespoke packages.

ENGIE Solutions’ experts apply all their expertise in pursuit of three aims: optimising the use of energy and resources, greening energies and reinventing living and working environments.

ENGIE Solutions guarantees its clients a single point of contact and a combination of complementary offerings that go beyond energy. The company is committed to achieving results and its 50,000 employees which operate throughout France (900 sites) have expertise in an extremely diverse number of areas, ranging from the design and operation of infrastructure & services, to funding, installation and maintenance.

ENGIE Solutions is part of the ENGIE Group, one of the world's leading low-carbon energy and services groups whose aim is to become the leader in the zero-carbon transition.

Turnover: €10 billion

To find out more, visit www.engie-solutions.com

