



# Our sustainable solutions for a low-carbon world

Corporate social responsibility  
report 2020





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Wilfrid Petrie and Carole Le Gall

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**by Wilfrid Petrie**

Executive Vice President of ENGIE, in charge of ENGIE Solutions

**and Carole Le Gall**

Executive Vice President of ENGIE Solutions

# CSR at the heart of ENGIE Solutions, its actions and its commitments

ENGIE Solutions supports cities and companies towards their carbon-neutral transition by offering tailor-made, turnkey solutions that help them to optimize their use of resources and green energy, as well as reinventing living and working environments.

Our solutions respond effectively to the major environmental and societal challenges faced by our customers, and therefore help them to meet their own CSR targets. We provide them with the answers they need to transition to a more virtuous and sustainable world by leveraging practical, sustainable solutions like those our stakeholders showcase and discuss in this report.

So our innovative, sustainable products and services have a positive social impact: not only do they improve the lives of those who live and work in cities, but they also contribute to regional economic development by creating local jobs as a result of maintaining a strong regional presence.

Perhaps more than at any other time, today's world situation and the unprecedented major health crisis of the global Covid-19 pandemic convince us that applying CSR principles to everything we do and including them in our commitments is essential, and that as we work to create tomorrow's world,





we must do so hand in hand with others. Meeting and exceeding the expectations of our customers and employees through the delivery of green and socially inclusive solutions is our everyday experience.

In reality, the CSR performance that our solutions bring to our customers is also central to our own internal initiatives. Our 50,000 employees are the front line of this virtuous policy. Over and above the commitments we are making for a carbon-neutral transition, our absolute number one priority is the safety of our employees, our subcontractors and the communities neighboring our facilities. We are fully committed to workplace quality of life, and energetically encourage more women to take on technical roles. We believe this form of diversity to be an essential issue. We also work on a daily basis to bring people with disabilities back into the workplace, and integrate apprentices and interns, because we see every form of diversity as non-negotiable.

Quite rightly, everyone now expects companies to have a serious and detailed CSR policy in place, and at ENGIE Solutions, we demonstrate our proactive and constructive attitude to CSR issues on a daily basis. Meeting and exceeding these expectations is a daily goal we set for ourselves and our stakeholders.

We successfully reconcile financial performance with positive societal and environmental impact.

This is the bedrock on which our commitment is built, and the motivation for everything we do!

# ENGIE Solutions, the partner for a carbon neutral world

As the energy, comfort and performance partner of communities, properties and industries, ENGIE Solutions supports all of them in their transition to carbon neutrality.

ENGIE Solutions envisions and develops solutions that optimize the use of resources and green energy, at the same time as reinventing living and working environments to achieve three goals: boosting the appeal of cities and regions, increasing the competitiveness and performance of industrial companies, and making homes and workplaces more comfortable and convenient.

900

LOCATIONS  
IN FRANCE

50,000

EMPLOYEES

€10 BILLION

IN ANNUAL REVENUE  
FOR 2019



3.3 m

METRIC TONS OF CO<sub>2</sub>  
EMISSIONS AVOIDED



37%

RENEWABLES AND RECOVERED  
ENERGY IN THE ENERGY MIX



76%

OF WASTE RECOVERED



200

DISTRICT HEATING  
NETWORKS



350

BIOMASS HEATING  
PLANTS



110,000

CONNECTIONS

# Integral to the ENGIE Group corporate purpose

ENGIE Solutions is perfectly aligned with the ENGIE Group CSR policy and corporate purpose, which is to act to accelerate the transition towards a carbon-neutral economy, through reduced energy consumption and more environmentally-friendly solutions.

In May 2020, the ENGIE Group worked closely with its stakeholders, employees, customers, partners and shareholders to define its corporate purpose around a shared, responsible and committed goal: to act to accelerate the transition towards a carbon-neutral economy. By developing its business activities to accelerate the transition to a carbon-neutral economy, ENGIE is committed to facilitating harmonious development within its ecosystem by creating economic, social, environmental and societal value for all stakeholders.

To monitor its CSR performance as closely as possible, the ENGIE Group set 19 new CSR goals in February 2020. Covering the period to 2030, these goals are fully consistent with the 17 UN Sustainable Development Goals.

The ENGIE Solutions environmental, social and societal CSR commitments align fully with these Group CSR goals.



Our corporate purpose is to contribute to building a more virtuous economy. In our ambition to lead the way in the energy and climate transition, we must help our customers to generate and consume energy more efficiently.”

**Jean-Pierre Clamadieu,**  
Chairman of ENGIE  
Board of Directors

## CSR Performance

In alignment with ENGIE Group CSR policy, the ENGIE Solutions CSR commitment has been developed in full compliance with ISO 26000 guidelines. Our CSR commitment and indicators are monitored, assessed and certified by international platforms and organizations.

### ISO CERTIFICATIONS



ENGIE Solutions has renewed its twin ISO 9001 and ISO 50001 certifications at national level for all its organizations, headquarters, central services and operations departments. A nationwide ISO 14001 certification process was launched in early 2019, with the aim of certifying all Large Combustion Plants (LCPs are plants with power ratings above 50 MW) in the fall of 2020.

### LABEL DIVERSITÉ



The AFNOR Label Diversité employment diversity accreditation label recognizes the commitment of ENGIE Solutions to preventing discrimination and promoting diversity in human resources management within the context of its operating environment (regional presence and its relationships with suppliers, customers and end users).

### ECOVADIS GOLD LEVEL



ENGIE Solutions has an EcoVadis Gold level rating for its CSR performance. Its overall score of 78/100 puts ENGIE Solutions in the Top 150 (top 2%) of companies rated by EcoVadis.

### HUMAN FOR CLIENT LABEL



ENGIE Solutions was awarded the Human for Client label for the first time in 2019 in recognition of its societal performance across the full spectrum of its Customer Relationship. Awarded by the French National Institute for Customer Relationships (INRC), this State-recognized accreditation label is based on international CSR requirements as set out in the ISO 26000 guidelines.



A background photograph of a person riding a bicycle on a paved path lined with trees. The path is dappled with sunlight and shadows. The rider is in the distance, wearing a light blue shirt and dark shorts. The trees have green and some autumn-colored leaves. The overall scene is bright and sunny.

# Speeding up our clients' carbon neutrality

In its Energy and Climate Act of November 8, 2019, France set itself a series of targets, including a 40% reduction in its consumption of fossil fuels by 2030, achieving carbon neutrality\* by 2050 and cutting its greenhouse gas emissions by a factor of six by the same date.

To achieve these targets, cities, communities, industries and companies must optimize their use of natural resources by boosting their energy performance and greening their energy mix through the use of renewables.

ENGIE Solutions envisions and develops comprehensive tailor-made solutions for reducing the carbon footprint of cities, improving industrial environmental performance and making buildings as sustainable as they are comfortable.

\* Carbon neutrality is defined as achieving a zero balance between man-made emissions and the absorption of greenhouse gases in carbon sinks.







A vertical image on the left side of the page. The top part shows a tall, modern glass skyscraper against a clear blue sky. The bottom part shows a close-up of blue solar panels with white grid lines.

# Reducing the carbon footprint of towns and regions

Today's cities and regions are looking for ways of reducing their carbon footprint, reducing their energy consumption and making their environment more breathable and healthier for the wellbeing of their residents. ENGIE Solutions supports them in making this move towards carbon neutrality by improving the long-term performance of buildings and industrial facilities.

## Optimizing and greening the energy mix

As a major provider of energy efficiency solutions, ENGIE Solutions helps cities and communities to optimize the way they use their resources by providing them with technical solutions and proven expertise in energy infrastructures, space heating, air conditioning and ventilation systems, district heating and cooling networks, public lighting and telecoms and transportation infrastructures.

ENGIE Solutions contributes to greening the energy mix of communities with affordable local generation, storage and distribution systems for energy from renewable sources or recovered materials, including wood energy, waste heat recovery, geothermal, solar thermal and photovoltaic and decentralized self-generation. Our solutions help users to optimize their energy consumption in ways that reduce the carbon footprint of cities and limit their impact on the environment.

## Design and development for carbon neutrality

ENGIE Solutions partners with communities, architects, developers and builders to design, develop and equip buildings and neighborhoods with the aim of achieving carbon neutrality. Operating on the upstream side of projects as a solutions integrator, we deploy innovative, scalable and connected total solutions, from building design and utility supply to smart and efficient building operation.

We develop and renovate neighborhoods, public buildings and social housing in ways that improve their efficiency and energy performance by repurposing existing assets and developing new eco-neighborhoods.

With our tailor-made, turnkey and jointly funded offers, we are absolutely committed to results that stand the test of time.

## Rolling out innovative services

ENGIE Solutions uses digital and new technologies to co-construct and roll out digital infrastructures and services that help make cities and regions smarter by promoting cross-functional management of their services. Our interconnected managed solutions optimize the use of resources, traffic management, public lighting efficiency, indoor and outdoor air quality and citizen safety.

Because intraregional mobility is a major challenge, ENGIE Solutions is also involved in urban transportation and parking management, and develops green mobility solutions powered by alternative fuels, including electricity, vehicle natural gas (VNG), bioVNG and green hydrogen. Our expertise in renewable hydrogen makes us the market leader in installing this type of filling station in France.

To remove pollution from the air in underground environments, such as motorway and railway tunnels, ENGIE Solutions has also developed an innovative plant biofiltration solution.





If we're to help cities and communities become carbon neutral, we need to think of them holistically as living organisms in which overall harmony must be achieved. We contribute to achieving this balance by optimizing the use and allocation of resources as a result of raising the level of performance delivered by energy infrastructures, green mobility solutions and less energy-hungry buildings."

**Yann Rolland**, CEO – Cities & Communities BU  
at ENGIE Solutions



## EXPERTISE FOR CITIES AND COMMUNITIES

- Carbon neutrality co-development
- BEPOS (Energy Positive Building) design
- HVAC and electrical engineering
- Building energy performance
- Connected Solutions
- Facilities Management
- Geothermal
- District heating and cooling systems
- Power supply grids
- Decentralized self-generation
- Energy efficiency and commitment
- Smart multi-energy grids
- Air quality
- Green mobility
- Traffic and parking management
- Street lighting

1<sup>st</sup>

FRANCE'S LEADING  
DISTRIBUTOR OF  
ALTERNATIVE FUELS

18

RENEWABLE HYDROGEN  
FILLING STATIONS  
IN FRANCE (11 OF WHICH  
WERE COMMISSIONED  
IN 2019)

92

DISTRICT HEATING  
AND COOLING SYSTEMS  
IN OPERATION

## URBAN APPEAL



### MORE SUSTAINABLE AND APPEALING CITIES

To help the town of Vélizy-Villacoublay achieve carbon neutrality, ENGIE Solutions has implemented a series of innovative tech solutions, including a district heating network powered by local renewable geothermal

energy, an energy performance contract that includes LED street lighting, the installation of electric vehicle charging points, realtime monitoring of available parking spaces and improved air quality for schools...

**ENGIE Solutions is committed to reducing the town's energy consumption by 44% and powering the heating network with more than 60% energy from renewable sources.**



### THE FIRST ALL-GREEN ISLAND

The island of Lifou in New Caledonia is well on its way to becoming the **first island powered by 100% renewables**. Working via its regional power supply company EEC ENGIE and in partnership with EEC, Alizés Energie, Socometra and EPS Italy, ENGIE Solutions has recently commissioned a storage and management unit for solar and wind energy

generated on the island. This unit supplies the green energy used during the day, and stores the surplus so that it can be returned to the grid when demand increases. The aim is to achieve 100% renewable status by the end of 2020, and replace the diesel generators of the old thermal power generating plant.

### A VIRTUOUS DISTRICT HEATING NETWORK

To spread increasingly virtuous warmth throughout its area, Rennes Métropole has awarded ENGIE Solutions the public service outsourcing contract for its north-eastern district heating network. The contract covers the installation of 36 kilometers (22.3 miles) of system extension to supply heat, more than 70% of which will be generated using renewables and local energy sources (mainly waste via an Energy Recovery Unit and wood energy). **Connected to 35,000 equivalent dwelling units, this network will reduce CO<sub>2</sub> emissions by 171,000 metric tons over 18 years.**







## 90% RENEWABLES INJECTED INTO THE GRID

“With more than 300,000 people living in 143 districts, the Urban Community of Greater Reims faces major energy and environmental challenges, particularly in terms of air quality. So ENGIE Solutions suggested that we should fuel our district heating network with waste rather than coal. Increasing the proportion of renewables in our energy mix from 60% to 90% has allowed us to make the district heating network a long-term fixture in the urban fabric and the lives of our residents, both financially and environmentally.”

**Guillaume Michaux**, Vice-Chair of the Urban Community of Greater Reims

## THE FIRST CARBON-NEUTRAL DISTRICT

Working via its co-development subsidiary Aire Nouvelle within The Collective for Climate consortium, ENGIE Solutions will build the first carbon-neutral district in Paris (Porte de Montreuil) in terms of construction, energy and mobility. Combined with bioclimatic architecture, the mix of energy from local and renewable sources will more than halve the environmental impact of the project compared with a traditional development. **Around 80% of the recycled and biosourced materials used this project will be sourced within the Paris region**, and the historic flea market neighborhood will be extensively replanted to create fresh green areas high in biodiversity.



## THE FIRST HYDROGEN BUSES

The City of Pau has officially launched France's first zero emissions bus route. The eight electric buses from European manufacturer Van Hool are powered by fuel cells that convert pressurized hydrogen into electricity. **The hydrogen is produced locally using an electrolyzer powered by solar panels for distribution to filling stations** installed and operated by ENGIE Solutions.



A vertical photograph on the left side of the page shows an industrial facility at night. The structure is a complex of metal scaffolding and pipes, illuminated by warm yellow lights. The background is a dark blue sky with some clouds. The image is partially obscured by a teal-colored vertical bar on the right side of the page.

# Optimizing the energy and environmental performance of industries

In today's world, industrial companies need to extract maximum performance from their processes, accelerate their transition to carbon neutrality and become more competitive, at the same time as delivering on transformation and growth initiatives. ENGIE Solutions responds effectively to their energy performance and environmental impact reduction challenges by providing them with through-life support for their assets and projects.

## A guarantee of long-term process performance

As part of boosting the financial and environmental performance of industrial assets and processes, ENGIE Solutions interventions focus on the production units themselves, with services ranging from utilities supply to installation of the associated facilities, and from maintenance to process digitalization.

ENGIE Solutions designs, builds and funds solutions to optimize process and plant energy performance through a combination of responsible progress and carbon neutrality; the solutions include waste heat recovery, electric transportation, green refrigeration for the food industry, waste recovery and recycling, and the circular economy.

Our combined Energy Performance Contract and Facility Management Contract packages allow us to guarantee industrial process energy savings, at the same time as maintaining service quality for occupants and ensuring the ongoing operability of production assets and tools. Our teams continually adapt utility production to on-site needs in order to deliver assured continuity of service for processes.

## Supplying low-carbon energy

ENGIE Solutions designs, builds and operates infrastructures and services that supply industrial companies with low-carbon energy: biomass heat and power plants, photovoltaic energy generation, decarbonization of refrigeration, energy and fluid power plants, etc.

ENGIE Solutions offers industrial companies its EffiH2 renewable hydrogen solution to produce the hydrogen needed for their process or to fuel vehicle fleets.

Our multisite, multiservice business expertise is delivered across seven priority sectors: manufacturing industries, process industries, food retailing and logistics, transportation infrastructures, defense and aerospace, energy infrastructures and the nuclear industry.

## Developing the industry of tomorrow

As part of its vision of the smart production plant, ENGIE Solutions has developed the Blu.e platform, which analyzes Energy Performance Indicators to optimize the entire energy value chain, from generation to final consumption in real time.

ENGIE Solutions also partners with manufacturers in France and internationally to deliver their own growth and transformation projects, and works with them on preparing today for the greener and more competitive industry of tomorrow.

We are also active contributors to the major infrastructure and energy generation projects of the future.



To support industrial companies in their transition to carbon neutrality, at the same time as boosting their competitiveness, ENGIE Solutions designs, rolls out and funds solutions that provide them with low-carbon energy, at the same time as helping them to boost the performance of their processes and assets. We work closely with them throughout the life cycle of their tools and projects to ensure the ongoing operability of their equipment, and play our part in building the industries of tomorrow.”

**Pierre Hardouin**, CEO – Industries BU at ENGIE Solutions

7

INDUSTRIAL  
MARKETS

86

INDUSTRIAL  
KEY ACCOUNTS

50

BLU.E SOLUTIONS  
IN PLACE  
WITH INDUSTRIAL  
CUSTOMERS



### EXPERTISE IN INDUSTRIAL PROCESS ENERGY OPTIMIZATION

- Utilities management: electricity, gas, fluids and compressed air
- Facility Management: processes, energy, utilities and services
- Process optimization: electricity, HVAC\*, energy recovery, refrigeration and clean rooms
- Environmental management: waste recovery and the circular economy
- Energy efficiency: Industrial FM, EPC and waste heat recovery

\* HVAC: Heating, Ventilation and Air Conditioning.





### THE BIG DATA SOLUTION FOR ENERGY OPTIMIZATION

As part of its production plant of the future project, auto manufacturer PSA has adopted the Blu.e digital energy efficiency platform to take its overall energy efficiency strategy to a new level. Patrice Peslier, Head of PSA Group Industrial Performance, explains the choice: "We'd been working on applying a Big Data solution to every aspect of our energy usage for several

months. We wanted an off-the-shelf system, but one that was nevertheless powerful, scalable, tried and tested, and appropriate to the world of industrial manufacturing, which is why we chose Blu.e. This is an ambitious project of great importance to the Group. **Our goal is to cut at least 5% off our energy bills.**"

### HELPING TO GENERATE THE ENERGY OF THE FUTURE AT CADARACHE

ENGIE Solutions is a partner in the ITER project at Cadarache, the world's largest international nuclear fusion research project, and is contributing to building the Tokamak that will form the core of the experimental controlled fusion reactor. Providing a broad range of expertise, **the teams of ENGIE Solutions have responsibility for designing, building and maintaining the HVAC, electrical and mechanical installations** for 13 of the research center's 39 buildings, including the three classified as INB (Basic Nuclear Facilities).





## OPTIMIZING THE REFRIGERATION PROCESS IN HARIBO PLANTS



ENGIE Solutions has conducted energy audits at two Haribo confectionery production sites in Marseille and Uzès. These audits have identified around forty opportunities to improve energy efficiency, one of which involves recovering heat from the refrigeration system to preheat the hot water system in the Marseille plant. ENGIE Solutions took advantage of this opportunity to optimize the refrigeration and cold air distribution process used for the candy drying ovens. **The results are expected to reduce the annual gas consumption of the Marseille facility by 18%.**



## MICHELIN'S FIRST ZERO-CARBON FACILITY

The Michelin plant at Les Gravanches is the first of the company's facilities to emit zero CO<sub>2</sub> and use 100% renewable energy. **ENGIE Solutions has installed a heat pump here to recover heat from the plant manufacturing process.** Michelin Gravanches Plant Manager Etienne de Roffignac explains: "The heat pump replaces the previous gas-fired boilers, and reuses the process heat

generated in the plant to heat the workshop. As a result, not only does the site no longer emit any CO<sub>2</sub>, but the new system saves the 3,500 m<sup>3</sup> of water previously consumed every year to cool the machines." This facility will now lead by example as the Michelin Group strives to achieve its Zero CO<sub>2</sub> target for 2050.



# Designing and operating low-carbon buildings over long periods of time

Construction companies and the service industries are now having to deal with strong societal and regulatory concerns around energy sobriety, changing lifestyles and changes in the way buildings are used. ENGIE Solutions provides them with support in making the transition to a low-carbon economy, beginning with building design, and following on through system installation to operation and maintenance.

## Designing Energy Positive Buildings

For the sustainable construction sector, ENGIE Solutions develops and implements innovative total solutions, from building design and utilities supply to smart building management, driven by sophisticated energy consumption measurement and control systems.

In designing new low-carbon buildings, ENGIE Solutions draws not only on its expertise in Building Information Modelling (BIM) to gather the full range of building data, but also on its skills in HVAC, electrical engineering, automation and smart solutions.

We optimize the energy and environmental performance of the buildings we have responsibility for by installing sensors connected directly to energy monitoring platforms. We also give our binding commitment to hit performance and results targets for our design, build and operations services under the terms of Global Performance Contracts (GPCs) and/or Energy Performance Contracts (EPCs).

## Access to energy from renewable and local sources

In order to reduce the carbon content of energy and make it greener, ENGIE Solutions plans to build on local resources by either connecting buildings to district heating and/or cooling networks, or leveraging other renewable and local resources, such as wood energy and solar thermal and solar photovoltaic.

As well as local resources, we also offer direct Green PPA\* contracts that deliver the benefits of green electricity with guaranteed continuity of supply, at the same time as contributing to the development of renewables.

ENGIE Solutions also encourages green mobility by installing electric vehicle charging points in basements or outside buildings.

## Making buildings smart and sustainable

ENGIE Solutions reflects changing lifestyles and changes in building usage by designing buildings that are smarter, more scalable and better integrated into their ecosystem. We also create appealing working environments tailored to the functional flexibility needs of organizations.

The Vertuoz Pilot smart solution from ENGIE Solutions helps to make buildings more economical and more efficient by using smart management of energy and fluid data based on actual demand.

Using decentralized energy generation and the pooled resources of multiple connected buildings, we make grouped self-consumption easier and facilitate the creation of renewable energy communities. We are also studying solutions for greening the building roofs and external walls to counter the urban heat island effect. Lastly, ENGIE Solutions is now using more and more recyclable and/or bio-sourced building materials produced locally within the circular economy model to create more sustainable, more eco-friendly buildings.

\*Power Purchase Agreement.



In France, construction is where we have the best opportunity to drastically reduce energy consumption and greenhouse gas emissions. At the same time, construction is also an opportunity to create more comfortable living and working environments with low- or zero-carbon footprints. Our technical expertise in building design, maintenance, renewable energies and new technologies allows us to construct and maintain buildings that use less energy and are more efficient, more connected and more flexible in the way they combine ingenuity with user comfort.”

**Olivier Jacquier**, CEO - Properties & Proximity BU  
at ENGIE Solutions

-40%

REDUCTION IN SERVICE  
SECTOR ENERGY  
CONSUMPTION BY 2030

20%

ENERGY SAVINGS FROM  
THE VIRTUOZ PILOT  
DECENTRALIZED MANAGEMENT  
SYSTEM

7,200

TONS OF CO<sub>2</sub> EMISSIONS  
AVOIDED ANNUALLY  
THANKS TO VIRTUOZ PILOT



### EXPERTISE IN LOW-CARBON CONSTRUCTION FOR THE SERVICE SECTOR

- BIM-based design
- Smart Building technology
- Building Energy Management
- Electrical and HVAC engineering
- Information and communication systems
- Connected solutions
- Facility Management
- Energy Performance Contract
- Heating and cooling networks powered by renewables
- Local energy generation
- Renewable Hydrogen
- Green PPA



## SOBRIETY AND COMFORT



### AN HQE TOWER FOR LA DÉFENSE PHOTOVOLTAIC SHADES FOR A NEW EXHIBITION CENTER

For the new Saint-Gobain Tower in La Défense, **ENGIE Solutions** has introduced a package of technical solutions to ensure compliance with the High Quality Environmental (HQE) construction standard: BIM design studies, heating system energy optimization, demand-driven ventilation, utility flow regulation, LED lighting, energy recovery, energy consumption control and monitoring, etc. Built to comply fully with the E+C- positive energy and carbon reduction accreditation labeling scheme, this tower will be France's tallest building, and one of the first in the world to target fully balanced greenhouse gas emissions.

### MORE ENERGY EFFICIENT CARE HOMES

To reduce the energy bills and environmental impact of the 52 residential care homes run by SOS Seniors, **ENGIE Solutions** has introduced a series of multi-technical solutions, including upgrading of heating systems with new boilers, condensers, remote meter reading and energy performance contracts. As a result, the overall energy consumption of these homes has been cut by 28%, avoiding more than 2,000 metric tons of CO<sub>2</sub> emissions.



### PHOTOVOLTAIC SHADES FOR A NEW EXHIBITION CENTER

The parking lot at the new Toulouse Exhibition & Convention Center will generate solar power. **ENGIE Solutions** has installed a vast array of photovoltaic shades at MEETT, the new center that opened in June 2020 at Beauzelle, north of Toulouse.

**The 10,700 panels will generate around 4.64 Mwp; that's enough electricity to power 3,600 households (approx. 10,000 people) for a year.**



## THE FIRST ENERGY POSITIVE UNIVERSITY BUILDING

The IUT-C Roubaix university of technology smart building project designed and co-constructed by ENGIE Solutions holds no fewer than three certifications: BEPOS, PassivHaus and HQE Excellent. In creating this passive smart building, **ENGIE Solutions used BIM to optimize not only the design and build process, but also its operation and usage.**

Constructed under the terms of a six-year global performance contract, the project includes innovative resource management with natural ventilation, rainwater recovery, solar power generation and storage, and automated controls. The result is energy that costs less than €1 per square meter.

## HALVING SCHOOL ENERGY CONSUMPTION



To reduce its energy consumption, the City of Limoges has installed **the Vertuoz energy management solution from ENGIE Solutions in one of its school.** Sylvain Pasquet is Energy Performance Officer for the City of Limoges: “Two half-days were all it took to install the digital control solution in three classrooms and six other rooms used for extracurricular activities, so that each room now has a temperature sensor

and a movement detector. The heating is turned off when there’s no one in the school, and turned back on automatically before the students arrive to make sure that rooms are at the right temperature when they’re ready to use. Occupancy management and temperature monitoring then enable optimized heating input using a self-learning process. This ability to combine comfort with cost savings makes a real difference!”



# Putting people at the heart of what we do

The comfort and wellbeing of building occupants, and employee safety and quality of life are major concerns for ENGIE Solutions, which develops practical solutions that improve living and working environments.

Seen as powerful levers for performance and differentiation, workplace gender diversity, other forms of diversity and an ethical business culture are also central to the ENGIE Solutions employee relations policy.

As a responsible and committed employer, ENGIE Solutions does its utmost to promote the inclusion of young people from priority neighborhoods, people with disabilities and jobseekers, all of whom receive training.







# Taking user comfort and service continuity to a new level

Communities, developers, companies and service sector stakeholders all want to make life more comfortable and convenient for citizens and users by creating smart cities, regions, homes and workplaces that are more pleasant to live and work in. ENGIE Solutions is reinventing the quality of living and working environments around the wellbeing of occupants and the sustainability of cities, neighborhoods, buildings and industrial facilities.

## Improving the daily lives of citizens

Drawing on the wealth of its expertise, ENGIE Solutions develops innovative and scalable global solutions, ranging from supplying utility services to smart building operation, all of which contribute to delivering continual improvements in the quality of life enjoyed by citizens and building users.

As an operator of smart and connected buildings, ENGIE Solutions takes care of the connectivity and modularity of the facilities for which it has responsibility, redesigns buildings and industrial plants in the context of their environment, and contributes to the creation of smart cities and smart communicating neighborhoods.

To provide residents with new services that meet and exceed their expectations, ENGIE Solutions has developed an urban hypervision platform that improves the daily life of citizens by providing information about parking availability, smart traffic signal controls, variable message signage, etc.

## Improving workplace quality of life

As an expert in integrated Facility Management, ENGIE Solutions provides services that contribute not only to the performance of industrial and service sector facilities, but also to the quality of working life for employees, from reception and mail management to catering, cleaning, building maintenance and workspace optimization.

We create, upgrade, build, fund, operate and manage new living and working environments in ways that boost their appeal and take the comfort, experience and safety of users to new levels. ENGIE Solutions has recently added the services of the office space design agency Majorelle to expand this aspect of its business.

Our smart digital building management solution Vertuoz makes a valuable contribution to improving workplace quality of life for employees and the wellbeing of building residents by optimizing comfort parameters, such as temperature, air quality, lighting control, etc., and by offering new concierge, carpooling, room and parking reservation services to building occupants.

## Ensuring continuity of service

Whether in terms of energy supply via gas and power grids, district heating and cooling networks, or the delivery of technical services for occupants and buildings, ENGIE Solutions is committed to maintaining the highest levels of service quality and continuity.

Our expertise in controlled environments enables us to develop high-performance working environments for the pharmaceutical, biotechnology and cosmetics industries. The technical teams of ENGIE Solutions also ensure continuity of high-quality service delivery for many data centers in France, some of which are classified as Operators of Vital Importance (OIV).

# 332

HEALTHCARE FACILITIES  
UNDER MANAGEMENT

# 150 MW

OF POWER SYSTEMS INSTALLED  
IN FRENCH DATA CENTERS



Our AXL'AIR, ELENA and VISIONN'AIR solutions for monitoring and improving indoor air quality also comply fully with regulatory provisions and public health challenges in the service sector, childcare centers, companies, shopping centers, airport terminals, museums, swimming pools and hospital operating rooms.

Despite two historically high heatwaves in 2019, with heat peaking at 36.5°C in June and 42.6°C in July, the dense supply grid, installation resilience and determined commitment of all CLIMESPACE teams meant that customer demand for cooling services was fully met, setting a new production record of 230 MW.

## EXPERTISE IN USER COMFORT

- Development of construction sites and spaces
- HVAC and electrical engineering (thermal comfort, lighting and air quality control)
- Flow, fluid, discharge and waste management
- Planting of green spaces and the circular economy
- Fire protection
- Safe city
- Digitalization of interfaces and objects
- Smart transportation and telecommunication infrastructure systems
- Carbon-free mobility systems
- Storage and promotion of power supply flexibility



The work/life balance and wellbeing of citizens means living, working and enjoying life in surroundings that are great to be in. ENGIE Solutions makes its contribution to achieving these goals by improving the living environment of building residents and company employees with its solutions for utility management, mobility and air quality, and using digital solutions that benefit everyone.”

**Yann Rolland**, CEO - Cities & Communities BU at ENGIE Solutions



## USER COMFORT



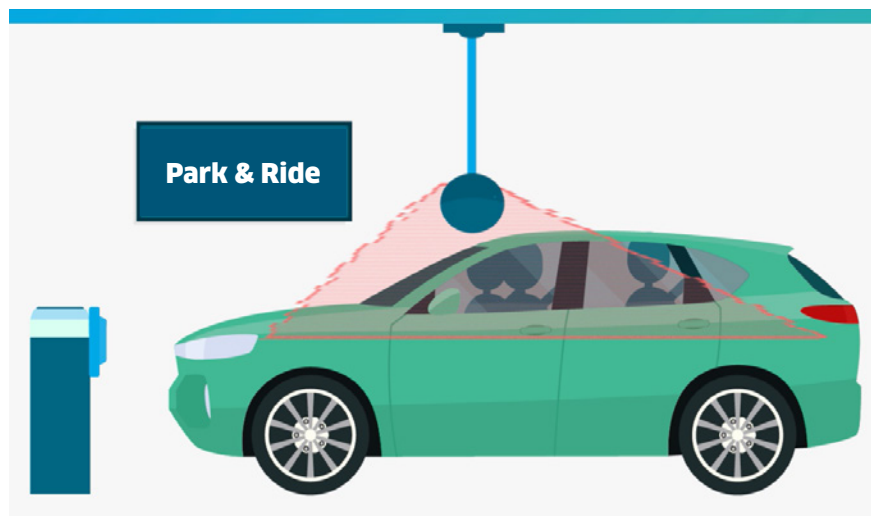
### URBAN OASES

For the second summer in a row, CLIMESPACE installed cooled air urban oases in several locations around Paris, including one on the forecourt of the Gare de Lyon. Connected to the capital's urban cooling network, this particularly refreshing piece of street furniture diffuses cool air from its bench seating, with zero water consumption. This energy-saving, temporary urban facility can easily be installed in any area of the city to give everyone the chance to chill when the heat is on.

**The innovative urban oasis is one part of the wider strategy to adapt the capital to the effects of climate change, protect Parisians and ensure their comfort.**

### ENCOURAGING CARPOOLING

**ENGIE Solutions has installed a smart and innovative solution** to encourage carpooling and relieve traffic congestion in downtown Rennes. Cameras at the entrances and exits of a Park & Ride facility on a future subway line detect vehicles with passengers and give traffic priority to carpoolers. This adaptive solution also allows parking space quotas to be matched to traffic and/or pollution conditions.





## CLEANER, QUIETER BUSES

Open Tour's first Parisian double-decker tourist buses will run on vehicle natural gas supplied by ENGIE Solutions subsidiary GNVERT. **Using this fuel will reduce their CO<sub>2</sub> emissions by 75%, halve noise pollution and cut fine-particle emissions by 99.5%.** Vehicle natural gas offers a particularly effective response for tourist transportation in major cities, and especially Paris, by reconciling the environmental constraints of historic city centers, with user service delivery and resident comfort and convenience.



## CONTROLLING AIR QUALITY IN AQUATIC CENTERS

To improve user comfort in aquatic centers, **ENGIE Solutions has patented a solution that continually monitors the amount of trichloramine in the air.** Produced by the action of chlorine on the nitrogenous compounds brought in by bathers, trichloramine (aka Nitrogen trichloride) is known to cause irritation of the mucous membranes, rhinitis and asthma. The sensor developed by ENGIE Solutions provides continuous measurement of trichloramine levels to optimize adjustments to swimming pool area and water treatment systems.

## THE FIRST SMART URBAN COMMUNITY

Angers Loire Métropole has appointed a consortium led by ENGIE Solutions to accelerate its ecological transition, optimize its public services, enhance its appeal and improve the daily lives of its people. **ENGIE Solutions will interconnect a raft of different services** impacting on street lighting, traffic, parking, video protection, health, water, green space and waste management, **and roll out its livin' urban hypervision data analysis and infrastructure management platform.**







# Improving people's health, safety and quality-of-life in the workplace

Health & Safety are permanent primary concerns in ENGIE Solutions business units, all of which share the same single goal of striving to reduce incidents and accidents to zero. The Health & Safety efforts made by ENGIE Solutions in recent years have established it as the benchmark for its industry.

## Promoting the safety culture

The ENGIE Solutions Health & Safety policy is designed to protect everyone visiting its buildings and other facilities, whether employees, temporary workers, subcontractors, customers, partners or visitors, by promoting a culture of safety, implementing preventive initiatives and engaging in a process of continuous safety improvement.

Based on the OSHAS 18001, ISO 45001 and MASE standards, the ENGIE Solutions Health & Safety management system is designed to consolidate the leadership of managers and their ability to lead by example, provide safety training for all employees and the training required for specific accreditations, encourage best practice sharing, and ensure that risk management complies fully with the Single Occupational Risk Assessment Document (DUERP).

## More accident prevention initiatives

As a direct extension to its training programs, the ENGIE Solutions ongoing risk prevention policy is communicated and explained during safety briefings, awareness days, accident prevention inspections and when taking over responsibility for installations.

Every permanent employee, temporary worker and subcontractor is encouraged to comply fully with the fundamental Golden Rules of Safety and Life Saving Rules, both of which are set out formally in executive summaries.

Awareness days focusing on cardiopulmonary resuscitation, road safety risk prevention initiatives, the use of chemical products and psychosocial risks are also hosted at grassroots level.

Lastly, we continue to take a preventive approach to musculoskeletal disorders (MSDs) by introducing appropriate practical solutions in partnership with ergonomists, osteopaths, physiotherapists, equipment manufacturers and specialist companies.

## Improving workplace quality of life

In addition to its accident prevention and safety initiatives, ENGIE Solutions also continues to implement its action plan to improve workplace quality of life for all its employees. Initiatives include the introduction of a toll-free number for counseling and personalized psychological support.

Shopfloor events and management briefings address a broad range of topics relating to workplace quality of life, from healthy nutrition and sleep to power naps, applied ergonomics, physical activity, lifestyle and wellness.

“

Workplace quality of life is a central concern at ENGIE Solutions. We regularly adjust and fine-tune our organizational structures and management practices on the basis of the responses we receive from our annual employee satisfaction survey. Agreements on teleworking and the right to disconnect make it easier for people to strike the right work/life balance. Employees are also free to use collaborative wellness tools or call the counseling support line, where necessary.”

**Carline Maugy**, HRD Diversity Manager - Properties & Proximity BU at ENGIE Solutions

4.14

OCCUPATIONAL ACCIDENT  
FREQUENCY RATE

0.35

OCCUPATIONAL ACCIDENT  
SEVERITY RATE

“

It's our ambition to change behaviors in ways that encourage everyone to commit to taking responsibility for their own health and safety and lead by example to ensure the health and safety of others. Our priority goals are concentrated into three main areas: protecting the physical and mental wellbeing of every employee, promoting wellbeing in the workplace and improving industrial risk management.”

**Brahim Garda**, Health & Safety Director – Industries BU at ENGIE Solutions



## HEALTH AND SAFETY

### EMPLOYEES WITH LONG-TERM COMMITMENT

Every year, the ENGIE&Me survey gives everyone in the Group the opportunity to express their opinions, expectations and perception of their company, both locally and at Group level. **By taking part in this survey, every employee can make an active contribution to improving their own employee experience.** In addition to understanding and embracing Group strategy, ENGIE Solutions employees say they are confident in their ability to succeed in its central challenge of building a carbon-neutral future for the rising generations.



### RAISING MANAGER AWARENESS OF CARDIOPULMONARY RESUSCITATION

In September 2019, ENGIE Solutions conducted cardiopulmonary resuscitation awareness sessions for **250 of its managers**, all of whom made a personal commitment to pass on the information to ten more people.

**"My feeling about this event is driven by my own deep-seated conviction that we all have a duty to help save lives, rather than simply standing by and waiting for a first aider. The more people who are committed and understand how to take the first essential action within four minutes of a heart attack, the more lives will be saved and the more likely it is that the emergency services can provide the expert resuscitation needed to protect the patient against brain damage."**

**Sabine Fourrier**, Health and Safety Director - Properties & Proximity BU at ENGIE Solutions



## ELECTROCUTION RISK PREVENTION

To explain the effects of an electric shock on the human body, ENGIE Solutions has produced and screened an interview with Jean-Daniel Chiche, Professor of Resuscitation at the Cochin Hospital in Paris. This video was screened throughout France as part of an online seminar hosted at ENGIE headquarters in La Défense.



## WE NEED TO PROTECT OURSELVES, BUT WE NEED TO PROTECT THEM TOO!

At the end of 2019, ENGIE Solutions launched a **unique risk prevention awareness campaign**. Dozens of employees' children talked on video about how just how important it is for them that their parents return home healthy.

The "Take Care of Yourself!" video **received a Silver Award in the Internal Communication category** at the Grand Prix Stratégies de la Communication d'Engagement (Commitment Communication Strategies Awards).







# Establishing a diversity-based and ethical culture

ENGIE Solutions believes that its status as a company that welcomes all types of people from all types of background is an essential factor in its performance, in exactly the same way as ensuring full compliance with the ethical rules that guide everything we do. We are committed to gender diversity across every area of the Group, maintaining a healthy intergenerational balance, supporting people with disabilities and bringing jobseekers into the workplace.

## Promoting gender diversity and workplace equality

To boost the effectiveness of its initiatives to promote gender diversity across all its technical career opportunities, ENGIE Solutions pursues a committed policy of workplace gender equality, underpinned by a number of different company agreements and its sexism and sexual harassment prevention plan.

## Proactive for disability

For more than ten years, ENGIE Solutions has put in place entity agreements to bring disabled people into the workplace, and has continually stressed the importance of anticipating the risks of disability so that existing employees who become disabled can continue in employment. The most important consideration here is the ability to create a climate of trust that encourages all internal stakeholders to get involved. We also bring in external partners to assist us in raising awareness of disability issues and recruiting more disabled employees. We also play a leading role in many initiatives to promote the use of companies operating in the Protected and Adapted Employment Sector and are long-time partners of the GESAT Network.

## Helping young people into the world of employment

Meeting the challenges of education, employment and the place of the rising generations in the workplace is another important part of our employment ambition. That commitment is reflected in our policy of offering work/study

and internship programs. ENGIE Solutions also works within the PAQTE (Cross-Industry Priority Neighborhood Pact) framework to welcome young people from the Priority Neighborhoods identified in the City Policy (QPV) and Priority Education Networks (REP+).

With more than 3,000 work/study trainees and interns in its 2019 headcount, ENGIE Solutions is a leading contributor to the ENGIE Group ambition of recruiting 900 9<sup>th</sup> grade students from REP+ schools into introductory courses, raising awareness of the Group and its career opportunities among 10,000 ninth-grade students, and raising the percentage of work/study trainees to 10% by 2021.

## Giving everyone a fair chance

Our longstanding commitment to diversity and expertise in social clauses allow us to take our initiatives for jobseekers and those retraining for a new career to a new level of professionalism.

Working as closely as possible with local and regional authorities, and in partnership with local employment organizations (SIAE, GEIQ, Missions Locales and facilitators in France), ENGIE Solutions facilitates the development of training and skills development programs, and access to long-term jobs.

## Ethical behavior

ENGIE Solutions embraces the four ethical priorities set by the Group: to act in accordance with laws and regulations, to behave honestly and promote a culture of integrity, to show loyalty, and to respect others.

“

Retaining employees who become disabled is one of the keys to any successful disability policy. One example of good practice is the internalization of workstation ergonomic studies, which we are now progressively rolling out. Our two in-house ergonomists have a very detailed knowledge of the company, and can involve the full range of stakeholders in developing and proposing turnkey solutions at every stage in the workstation design and layout process.”

**Olivier Foresto**, HRD Diversity and Disability Manager - Properties & Proximity BU at ENGIE Solutions

Every employee is required to act in accordance with the Ethics Charter and the Practical Guide to Ethics, which explain the behaviors to be adopted in everyday workplace situations, and set the rules for purchasing, commercial relationships, human resources and financial management, with particular focus on gifts and invitations, conflicts of interest, combating corruption and preventing sexist behavior.

E-learning modules are available for all employees, while managers have the specially designed 'Understanding and preventing fraud and corruption risks' training module. Lastly, anyone who suffers as a result of, or becomes aware of, any breach of the ethics charter can report it via the INFORM'ethics platform

# 4.2%

OF ENGIE SOLUTIONS  
EMPLOYEES IN 2019  
WERE DISABLED

# 5.8%

OF ENGIE SOLUTIONS EMPLOYEES  
IN 2019 WERE YOUNG PEOPLE  
ON WORK/STUDY PROGRAMS

“

Gender and all other forms of diversity are integral to our values, our attractiveness as an employer and our energy as a business. Our formal commitment to diversity alongside our social partners is set out in a number of company schemes and agreements that give us the flexibility to adapt, look at issues from many perspectives, innovate and reflect the image of the society to which we contribute. Our company is a community of men and women with a wealth of diverse experience, individuality and history. That reality enriches our daily experience and gives the company a powerful level for performance.”

**Yasmina Zid**, CSR & Transformation  
Director and Overseas HR Representative -  
Cities & Communities BU at ENGIE Solutions



# DIVERSITY AND ETHICS

## MAKING THINGS HAPPEN FOR PEOPLE WHO CAN'T



More than **600 ENGIE Solutions employees have taken part in the Bougez pour ALIS challenge.**

This charity raises funds to support the life plans of people with locked-in syndrome, a neurological condition that prevents them from moving and speaking; in many cases, it is the result of stroke. The aim of the challenge

was to accumulate as many steps as possible to boost donations to the charity. So in just one week, ENGIE Solutions employees clocked up no fewer than **56,879 km**, resulting in a check for **€50,000** being donated to ALIS to fund specially adapted equipment, home adaptations and personal support services.



## WORK/STUDY TRAINING FOR YOUNG PEOPLE FROM THE FRENCH OVERSEAS COLLECTIVITIES

In 2019, a class of **15 new students from French Polynesia and New Caledonia completed their Science-Technologies-Health Bachelor's degree course with a work/study program at ENGIE Solutions.** Sophie Onado, Secretary General of the French Overseas Mobility Agency, explains her involvement in the program. "This partnership has really demonstrated its relevance and effectiveness over the past six years. It's a very hands-on program tailored to the needs of the French overseas collectivities and their residents, and has allowed around 50 young people from Polynesia, New Caledonia, French Guiana and La Réunion to access training that's simply not available in those places. Several of them have also been hired by the ENGIE Group on completion of their training."



## A PROGRAM FOR DISABLED WORKERS

The ongoing ETHAN program designed to promote the employment integration and retention of people with disabilities was launched in 2017. ENGIE Solutions has introduced a three-month **Personal Operational Preparation for Employment (POEI)** scheme focusing on design office careers, beginning in the Auvergne-Rhône-Alpes region of France in partnership with the Association des Paralysés de France (APF), and followed by the Paris region in conjunction with DSI Entreprise Adaptée. So far, the scheme has trained twenty disabled workers.



## IMPROVING THE GENDER BALANCE IN TECHNICAL PROFESSIONS

ENGIE Solutions has been working with the non-profit organization 'Elles bougent' since 2011, and continues to encourage more young women to consider and embark on technical careers. **Every year, no fewer than 150 ENGIE Solutions women engineers and technicians take part in roundtable sessions, forums and interactive**

**discussions to promote technical careers to junior high, high school and college students.** The mission of these mentors is to provide them with clear information about training and career opportunities, encourage them to consider studying science and technology subjects, and enthuse them to be ambitious about their futures.

## HELPING YOUNG PEOPLE IN PRIORITY NEIGHBORHOODS



As part of responding positively to local issues around education and employment, **with particular focus on welcoming trainees and work/study students from priority neighborhoods, ENGIE Solutions has been working with Jean Zay middle school in Cenon** on a number of projects. Students in 8<sup>th</sup> grade were offered workshops on how to identify a preferred employer and how to behave on a work placement, while 9<sup>th</sup> grade students had the opportunity to attend a group introductory course.

Another workshop entitled 'How do you fit into the Energy Transition?' was also offered to all grades to raise awareness of energy transition issues and encourage students to embrace eco-citizenship as a lifestyle.



A woman with long brown hair, wearing a blue denim shirt, is seen from the side, looking down at a wooden crate filled with several purple eggplants. The background is a blurred garden with green plants and a wooden trellis structure. The scene is brightly lit, suggesting a sunny day.

# Creating value locally

ENGIE Solutions activities and projects contribute to regional economic development by providing long-term support for local businesses and jobs, financing investment and using companies in the protected employment sector wherever possible.

Nationally and locally, ENGIE Solutions engages interactively with all its stakeholders, selects its suppliers on the basis of responsibility criteria, and develops good corporate citizenship and solidarity initiatives.

Boosting customer satisfaction is also a central priority for ENGIE Solutions, whose sole ambition is to deliver the best-possible experience to customers.









# Contributing to regions' economic development

ENGIE Solutions energy projects and service provision contribute to regional economies by creating jobs, supporting local businesses, financing investment and promoting employment reintegration.

## Developing economically beneficial projects

With deep regional roots through its local agencies and teams, ENGIE Solutions encourages local economic development by developing energy projects that create jobs, by sourcing subcontract services as closely as possible to its worksites, by supporting projects through public-private partnerships and by providing investment funding that make an active contribution to regional vitality.

By developing renewable hydrogen filling stations throughout the cities and airports of France, we are also contributing to the creation of sustainable regional mobility networks.

As part of its local action policy, ENGIE Solutions has also launched its first crowdfunding project to give local people the opportunity to invest directly in a regional geothermal energy project.

## Creating local jobs

Throughout the country, ENGIE Solutions contributes to the creation of thousands of direct and indirect jobs around the installation and operation of its biomass and geothermal power plants, its wind and photovoltaic farms, the management of its district heating and cooling networks, and the setup of local renewable energy and wood energy projects.

For its Facility Management services to industry and the service sector, ENGIE Solutions selects subcontractors located as near as possible to its customers' facilities, and in some cases uses businesses operating in the Protected and Adapted Employment sector.

Closely involved in employment integration initiatives for adults and young people from priority neighborhoods, we proactively welcome new faces under internship, work/study program and retraining contracts, working in conjunction with local employment agencies, including: Missions Locales, Maisons de l'emploi, agencies that promote social integration through work, Fondation Agir Contre l'Exclusion and the Groupement d'Employeurs pour l'Insertion et la Qualification.

€ 300m

INVESTED AT REGIONAL LEVEL  
DURING 2019

1,500

JOBS CREATED  
IN THE BIOMASS SECTOR  
OVER 10 YEARS



## A REGIONAL HYDROGEN SECTOR

Working alongside Michelin, Banque des Territoires and Crédit Agricole, **ENGIE Solutions** is rolling out France's largest renewable hydrogen mobility project in the Auvergne-Rhône-Alpes region. Known as Zero Emission Valley, this project plans the creation of around 20 hydrogen filling stations for business vehicle fleets in 10 areas, including the cities of Chambéry, Clermont-Ferrand, Lyon, Grenoble and Saint-Étienne. This major regional energy and economic development project will create jobs in the emerging hydrogen sector and provide young people with training in clean mobility careers.



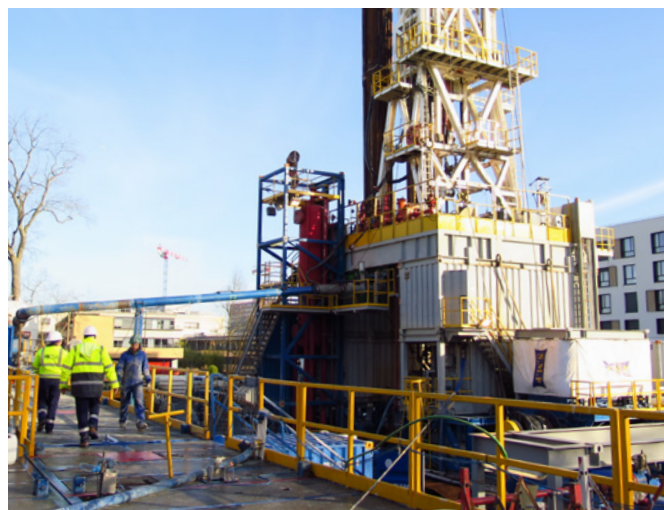
## A WIN-WIN SOLAR POWER FARM

At Fanjeaux, near Carcassonne in south-western France, **ENGIE Solutions** is involved in setting up a photovoltaic farm with high societal and environmental value. The income generated by the solar power plant will enable its host farm to continue its sheep farming business, and will also be used to protect

biodiversity. Built by ENGIE Green under a Green PPA contract that commits ENGIE Solutions to buying the renewable power generated for a period of 15 years, this solar power farm is also helping the French region of Occitanie to achieve its ambition of becoming the country's first energy positive region.

## REACHING OUT THROUGH CROWDFUNDING

For the first time, people living in the Paris region can invest directly in support of the carbon-neutral transition project following the **introduction of a crowdfunding scheme**. The crowdfunding scheme launched for the Champs-sur-Marne geothermal energy project led by the Paris - Vallée de la Marne Urban Community (CAPVM) and GéoMarne (the local subsidiary of ENGIE Solutions) runs on the Lumo civic crowdfunding website. It gives Paris region residents the opportunity to invest directly in the future geothermal power plant that will supply heating to **10,000 homes via a 19-kilometer** (12-mile) network.







# Entering into dialog with our stakeholders and purchasing responsibly

Engaging in continual dialog with stakeholders is an integral part of the ENGIE Solutions CSR policy, and includes our responsible purchasing commitment. This commitment is made in the context of a process designed to deliver continuous improvement in our relationships with all our partners.

## Factoring in our social and environmental impacts

The ENGIE Solutions responsible growth model is built around a process of structured dialog with all its internal and external stakeholders.

ENGIE Solutions is keen to factor in all the social and environmental impacts of its projects, from design through to operation, and listens carefully to its stakeholders in order to build solutions tailored to the needs of communities and respond to the concerns of users and local residents.

Investment plans are also subject to local non-financial assessments based on environmental, social and ethical acceptability criteria.

Biodiversity issues are also addressed as part of the ENGIE Group commitment to the act4nature program and its partnerships with the International Union for Conservation of Nature and France Nature Environnement.

## Hosting consultation and information meetings

At national level, ENGIE Solutions put in place a mechanism to facilitate critical, forward-facing dialog through consultation meetings. Its aim is to ensure that the most relevant issues are properly addressed in ways that create shared value for the company and its stakeholders.

Local public information meetings are also hosted to present new energy generation and

eco-community projects. ENGIE Solutions has also committed to putting in place a consultation and dialog plan involving all its stakeholders as part of the ISO 14001 certification process for sites rated at over 50 MW. This commitment is intended to present the challenges and specific details of projects and activities in order to negate, reduce or offset their potential impacts.

## Selecting suppliers and subcontractors on the basis of responsibility

ENGIE Solutions is a signatory to the French Responsible Supplier Relationship Charter supported by the Ministry for the Economy, Finance, Action and Public Accounts, and a member of the UN Global Compact.

ENGIE Solutions suppliers are therefore selected on the basis of environmental, social, diversity and ethical criteria that measure their compliance with the rules and legislation governing health and safety, labor conditions, environmental protection, corruption prevention and human rights.

Its major suppliers are invited to use EcoVadis for their CSR assessment, and all suppliers are required to become involved in the ENGIE Solutions compliance and vigilance scheme for the management of regulatory administrative documentation, which is run online via a trusted third party.



## INTERNSHIPS FOR YOUNG PEOPLE FROM PRIORITY NEIGHBORHOODS

Every year, **ENGIE Solutions** welcomes young people from priority education networks in the Paris region for 3-month internships under the scheme created by the Cross-Industry Priority Neighborhood Pact (PAQTE). This scheme has enabled hundreds of students to experience the corporate world and some of our technical

career opportunities through visits, workshops and presentations. It provides a valuable opportunity to establish highly informative discussions around their reactions, and share an experience that is instructive and enriching for everyone involved.

# 8,000+

active suppliers, including VSEs, SMEs and all suppliers working under framework contracts, sign up to our ethical, environmental and employment requirements as part of their contractual commitments.

# 100%

of investment projects subject to non-financial assessment based on environmental, employment, societal and ethical acceptability criteria.

## VISITS TO A GEOTHERMAL BOREHOLE IN BORDEAUX

Between July and September 2019 in Bordeaux, around **400 people visited the heating plant and geothermal borehole facility operated by Plaine de Garonne Energies**, the concession-holding consortium of ENGIE Solutions and STORENGY. These visits gave local residents impacted by the work on site and future customers of the heating network the opportunity to gain a clearer understanding of the challenges posed by the energy transition and the useful contribution that such networks can make to combating global warming.



## DEVELOPING RESPONSIBLE PURCHASING IN THE PROTECTED AND ADAPTED SECTOR

As partner of the 'Let's work together on developing responsible purchasing' convention hosted by the GESAT network and the Association of French Mayors, **ENGIE Solutions reaffirmed its commitment to make greater use of the protected and adapted employment sector for its purchases, and work to bring more jobseekers into employment.**

Structured around four roundtable discussion sessions, this event addressed issues such as the role of the social and solidarity economy in regional economic development, factoring employment integration and environmental protection into the purchasing process, and the development of new pathways towards tomorrow's responsible purchasing.





# Listening to our clients and ensuring their satisfaction

In addition to energy performance, improving the customer experience and further strengthening our customer culture are the cornerstones of the ENGIE Solutions relationship strategy.

## Measuring customer satisfaction

To respond even more effectively to the expectations of its customers and offer them the most seamless and consistent experience possible, ENGIE Solutions continues to capitalize on the expertise amassed by its individual entities over recent years.

Our approach to improving the customer experience is based essentially on monitoring customer satisfaction indicators (CSAT) and NPS (Net Promoter Score). The responses and personal comments collected by surveys alert us to certain situations, and give us the opportunity to implement corrective actions at grassroots level to ensure that customers receive the best-possible experience.

## Measuring post-service satisfaction

Collecting real-time feedback allows us to measure the satisfaction of those end users and/or customers present following service provision; we do this by asking our technicians to conduct a short on-site survey on the same tablet they use to carry out their work. The survey asks six straightforward, quick-to-answer questions that create an instant relationship between our technicians and our customers, which reinforces the user relationship and allows us to centralize their feedback as the basis for improving services going forward.

## Meeting with customers more frequently

Moving beyond the simple commercial relationship, ENGIE Solutions has also developed two initiatives that allow its teams to make time to discuss issues with their customers: marketplaces and customer clubs.

Marketplaces are standalone events held to present the carbon neutrality, energy efficiency, user comfort, smart solutions and innovations offered by the company to communities and companies.

Customer Clubs are customer communities formed to build close and lasting relationships between community members and ENGIE Solutions, based on the values and identity of the company.

## A customer relationship accreditation label

In July 2019, around 40 branches of ENGIE Solutions were awarded the Human for Client accreditation label. Awarded by the French National Institute for Customer Relations (INRC), this label recognizes the societal performance delivered by the company at every stage of its customer journey.

ENGIE Solutions is the first BtoB company to be awarded this accreditation: the two stars awarded (out of a possible three) indicates a compliance level in excess of 73%. This State-recognized accreditation label is based on international CSR requirements as set out in the ISO 26000 guidelines.



The people-focused Human for Client label is an accurate reflection of our own values. We strongly believe in symmetry of attention: there can be no happy customers if we fail to put our employees at the heart of our concerns. The award of this label gives us the opportunity to put our belief into practice and unite our teams around this important issue.”

**Céline Forest**, Director of Customer Experience and Communication - Industries BU at ENGIE Solutions



## MORE AND MORE CUSTOMER CLUBS

The **17 customer club events** hosted in 2019 brought together **350 participants** to discuss shared issues and create customer communities united around, and driven by, the same challenges.



## A GROUP INNOVATION PROCESS

After several months of co-creation workshop and discussion sessions hosted all over France with its social landlord customers, ENGIE Solutions has put together a package of solutions around the three key themes of digital, organizational structure and new services. **This comprehensive joint innovation method has identified and prioritized more than 400 expectations as the basis for developing appropriate solutions and choosing those initiatives that can be implemented quickly.**

## MARKETPLACE SUCCESS

On October 8, 2019, a regional marketplace was hosted at Le Mans by experts in the energy transition, and attended by Olympic judo gold medalist and politician David Douillet. **Around 200 participants attended the event at the city's conference center to gain a clearer understanding of the challenges posed by the energy transition, and learn more about the major trends in innovation today and going forward.** The day was entirely dedicated to learning, meeting and interacting.

## SIMPLE, DIRECT LISTENING

In 2019, **4,600 customer sites** were surveyed via around 8,500 real-time feedback Q&A sessions conducted on site by technicians, producing an average Net Promoter Score of 8.6/10.





# Supporting citizenship and social solidarity initiatives

The corporate citizenship and socially supported initiatives of ENGIE Solutions involve supporting environmental, social, cultural and educational initiatives for the carbon-neutral transition, employment integration and access to energy.

## Promoting initiatives that facilitate the energy transition

Every year for the past ten years, ENGIE Solutions has presented its Prix Énergies Citoyennes awards in recognition of the innovative and practical towards a carbon-neutral transition initiatives implemented by communities, trade unions and local public bodies. The 2019 Prix Énergies Citoyennes attracted a record number of entries, and produced thirteen winners in four categories for projects on energy efficiency, renewables, green mobility, the smart city, ecological transition awareness and eco-responsible initiatives.

## Supporting humanitarian projects

For several years, ENGIE Solutions has been working closely with Energy Assistance France (EAF), an NGO formed by voluntary employees of the ENGIE Group, to make their skills available to communities with no access to mains power. These humanitarian projects bring power supplies to public buildings, schools, health facilities and isolated communities.

Students also contribute their time and effort to delivering EAF humanitarian projects as part of their studies under the terms of partnerships with vocational high schools that provide electrical, electromechanics, sheet metal working and maintenance training.

## Encouraging solidarity initiatives

ENGIE Solutions continues to support social, sporting and cultural initiatives that promote environmental and employment integration issues, such as Sustainable Development Week

and the annual Téléthon charity fundraising event. In 2019, the Garonne branch of ENGIE Solutions put its support behind the Tarn APAJH Association for Disabled Adults and Young People, the Paris region Communities and Public Services branch sponsored a young woman skater from a culturally diverse background to compete in a number of championships, the Alpes Provence branch was involved in the Marseille Nocturne race to raise money for a blindness charity, the Brittany branch made its donation to an endowment fund set up to protect marine environments, the Tours range supported students via the Rabelais Foundation, and the Montpellier branch worked alongside the Théâtre de l'Archipel in Perpignan to provide open access to the arts.

## Fighting back against exclusion

As a member of the Fondation Agir Contre l'Exclusion (FACE), ENGIE Solutions helps young people outside the school system to find their way back into employment through a series of group workshop sessions and individual follow-up.

Working closely with local authorities and poor neighborhoods, ENGIE Solutions also implements social initiatives that facilitate access to employment, work/study programs, and individual follow-up and skills development for many people. These initiatives are developed and delivered through partnerships with communities and specialist agencies, including Missions Locales pour L'Emploi, agencies that promote social integration through work (IAEs) and the Groupement d'Employeurs pour l'Insertion et la Qualification.



**ENGIE Solutions sponsors individuals and provides financial support to honor its commitment to national and regional initiatives that involve its employees in humanitarian, social and societal missions.”**

**Pierre Guyard**, Head of Corporate Relations - Cities & Communities BU at ENGIE Solutions

## BRINGING POWER TO VILLAGE SCHOOLS IN CÔTE D'IVOIRE

In November 2019, three ENGIE Solutions employees traveled to Côte d'Ivoire on an assignment for Energy Assistance France. Assisted in-country by three employees of ENGIE TIERI based in Abidjan, they brought power to two primary schools in a small village by installing solar panels and cabling both buildings. So thanks to the volunteers of ENGIE Solutions and ENGIE TIERI, **the 600 students in this village and their teachers now have electric lighting and power outlets to charge their phones and run their computers.**



## GIVING STRUGGLING YOUNG PEOPLE A SECOND CHANCE

Supported by ENGIE Solutions, the NGO Energy Assistance France, Lyon Métropole, the Média Jeunesse organization and the Saint Joseph/IRAF vocational high school, **the 'Énergies Solidaires' project is a comprehensive educational and employment program built around energy.** Thanks to this project, ten young people

supervised by the Lyon Metropolitan Authority's Children's Social Aid agency were selected to join a humanitarian project to provide power for public buildings in Senegal, take a qualification-based job training course in an energy-related career option and be offered a job at ENGIE on successful completion of their training.

## PUTTING A CITIZENSHIP INNOVATION PROJECT INTO ACTION

In Le Havre, ENGIE Solutions supported and delivered an innovative project that won the Citizenship Innovation Project category of the national Science Factor competition. This project to make crosswalks safer was conceived and presented by Shaïma, Luna and Emma, three students from the 'Little Miss Sunshine' group at the Jean Moulin high school. After a few modifications, **ENGIE Solutions installed three smart crosswalks equipped with illuminated bollards, floodlights and traffic signs during 2019.**





## Environmental indicators

### Total Scope 1 GHG\* emissions



4,622 in 2018

**4.5**  
Mt CO<sub>2</sub> eq

\* Greenhouse gas

### Inc. vehicle fleet emissions



125 in 2018

**126**  
kt CO<sub>2</sub> eq

### Assessment of CO<sub>2</sub> emissions avoided



3.3 in 2018

**3.3**  
Mt CO<sub>2</sub> eq

### NOx emissions\*



443 in 2018

**412**  
kg/GWhth  
eq produced

\* NOx: nitrogen oxides.

### Percentage of renewables and recovered energy in the energy mix



36% in 2018

**37%**

### Percentage of waste recovered and recycled



74% in 2018

**76%**

## Social indicators

Percentage of women  
in the labor force



**13.99%**

13.78% in 2018

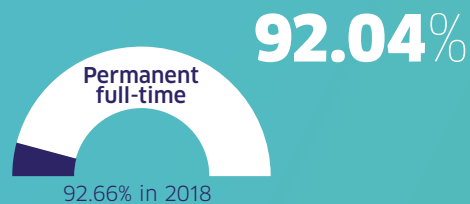
Percentage of women  
in management



**19.11%**

18.67% in 2018

Labor force breakdown by employment contract type



Number of work/  
study trainees

**2801**



2306 in 2018

Work-study trainees  
as a percentage  
of the total labor force

**5.79%**



4.98% in 2018

Hiring rate  
for under-34s

**32.87%**



31.64% in 2018

Employment of persons  
with disabilities



**4.21%**

4.56% in 2018

ENGIE & Me  
Long-term commitment percentage





# ENGIE Solutions teams on the Covid-19 front line

From the very beginning of the health crisis, the teams of ENGIE Solutions have been doing whatever it takes to ensure service continuity, particularly for sensitive locations and customers, such as hospitals, residential care homes, public authority decision-making centers, power generating plants, heating and cooling networks and the food industry.

## HEALTH

### EXTRA BEDS IN RECORD TIME

To relieve overcrowding at Reims University Hospital, the Courlancy clinic volunteered to take Covid-19 patients. So to optimize its internal air quality and upgrade its intensive care facilities to the highest standard, ENGIE Solutions and its supplier Afpro Filters were able to provide the clinic with the air filtration it needed in just four days. A number of extra beds were also made available in record time from March 19 onwards.

## MANUFACTURING

### PRODUCING THE GLYCERINE NEEDED FOR ALCOHOL-BASED SANITIZER GEL

A team from ENGIE Solutions was on call 24/7 to supply power and steam to the AVRIL agro-industrial group production facility in Grand-Couronne, in the Seine-Maritime region of France. A large part of the energy generated by a biomass-fueled combined heat and power plant was used to produce the glycerin needed to make essential alcohol-based sanitizer gel.

## ENERGY

### ENSURING ENERGY CONTINUITY FOR PARIS HOSPITALS

ENGIE Solutions subsidiary CPCU ensures that the Paris hospitals connected to its heating distribution network receive faultless continuity of supply. The heating needs of all the hospitals in the AP-HP Paris university hospitals group and 125 other health facilities, including 15 residential care homes, are also met by the CPCU heating network. The teams of ENGIE Solutions provide 24/7 monitoring of the network to ensure its faultless operation.

## FOOD INDUSTRY

### PROVIDING HEAT AND REFRIGERATION FOR FOOD PRODUCTS

The teams of ENGIE Solutions have maintained full supply of hot water to every part of the Rungis international food market near Paris, with particular attention paid to the water required to clean the meat cutting facilities, which are subject to extremely demanding health controls.

ENGIE Solutions has stepped up to ensure full continuity of service to Europe's largest food market. Hundreds of tasks have also been carried out daily to keep the market's refrigeration facilities running perfectly to support food processing, storage and distribution.

## TELECOMS

### RESPONDING TO EXCEPTIONAL LEVELS OF TELECOMS DEMAND

ENGIE Solutions teams throughout France have been working on the front line to ensure that connections and communication resources are supported or rapidly reconnected, with priority being given to healthcare facilities and medical staff, as well as rural communities and isolated senior citizens. They have also worked flat out to meet the exceptional level of demand from hospitals and clinics to upgrade their IT and phone infrastructures.

Find out more about all the excellent work carried out by the ENGIE Solutions teams during the crisis

<https://www.engie-solutions.com>

Click the 'News' tab





*#Tousmobilisés*







CITIES, INDUSTRIES, PROPERTIES

**Acting for  
a low carbon  
world,  
it's making  
cities  
more resilient.**

**ENGIE Solutions the new name of  
ENGIE Axima, ENGIE Cofely, ENGIE Ineo and ENGIE Réseaux.**



**Consume**  
fewer  
resources

**Switch**  
to  
green energy

**Rethink**  
living and working  
spaces







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*The Covid-19 health crisis meant that this report was prepared under particularly creative working conditions.*

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