Emmanuelle Le Guern,
Industrial Sales Development Manager, BWT

FOUR QUESTIONS FOR A STAKEHOLDER

"Over the past year or so, we have seen an increase in the number of specific requests from ENGIE's Central Purchasing Departments concerning decarbonization, the life cycle of our products, etc. This is very positive, and even ahead of many other companies with regard to this subject."

What is the nature, content and history of your interactions with ENGIE?

BWT has been a supplier to ENGIE for many years in the field of water treatment.

We are a manufacturer of industrial water treatment equipment and products, covering the entire water cycle within the plant, with a range of maintenance and technical support services for all sectors, and a nationwide presence.

We have been bound by a European framework contract since at least 2012, governing the supply of water treatment products, services and basic equipment.

As far as possible, we try to propose and implement our innovations to ENGIE in order to increase the added value for end customers. These improvements and innovations should enable end customers to save on water, energy and chemical products, and also to limit their impact on the environment by offering 'greener' solutions.

In a context where socio-environmental impacts are becoming increasingly important, would you say that your relationship with ENGIE has changed? If so, in what way?

ENGIE has always responded favourably to our requests to test innovative environmental technologies. We hope this will continue.

However, we have noticed an acceleration in the number of specific requests from Central Services on decarbonisation, the life cycle of our products, etc. over the last year or so. This is very positive and, indeed, well ahead of many other companies on the subject.

In your interactions with ENGIE, what strengths would you highlight?

With Central Purchasing and the Central Technical Experts, the dialogue is calm and constructive, with exchanges of information and sharing of experience to make progress on issues. We really have the impression of being considered as partners, more than just suppliers.

Links with the teams in the field are very varied. In regions where the Purchasing policy is well followed, relations are more 'serene' and we can, together, put in place areas for improvement and innovations at your customers' sites, thereby improving the added value delivered to customers.

Conversely, what needs to be improved? Why or why not? And by when?

In other regions, we are ignored despite our requests for meetings and discussions. In these cases, the cost aspect generally takes precedence over the technical aspects, the support provided by our local teams, the innovations and the partnership relationship. We believe that by acting in this way, some ENGIE branches are depriving themselves of technical support, areas for progress and innovations that would be a plus for end customers as part of their ecological transition.

Perhaps Central Purchasing could have a stronger impact on the regions so that BWT can present these innovations, which are a source of differentiation for customers.

We also note that there is sometimes a discrepancy between what Central Services says and what happens in the field when it comes to QHSE issues. This point should be improved rapidly.