



Press release
20 September 2019

ENGIE transforms its support processes as part of a drive to boost the Group's performance

To offer the best experience to its clients, employees and partners, starting on October 1st 2019, ENGIE will be implementing an ambitious programme to transform and standardise its support processes in an End-to-End approach.

The "End-to-End" support processes transformation programme is designed to help ENGIE's ambition of agility and competitiveness, in line with its strategy. It lays the foundations for a sustainable improvement of support processes, simplifying interactions between ENGIE and its clients and partners, reducing onboarding time for new employees and refining the management of the company's performance.

The programme sets out to simplify the way in which ENGIE operates, optimising the whole chain of processes underpinning it – procurement, recruitment and reporting. To do this, it will adopt a collaborative, cross-functional approach, and will take full advantage of the opportunities provided by digital technologies.

Starting on October 1st 2019, Christian Guénod will be managing the Process Transformation Programme. He will report to Nadine Jaudet, Chief Executive Officer of the Business Unit Global Business Support (GBS). He will be supported by Global Process Owners who will manage the transformation and optimisation of each of the Group's major support processes, in partnership with the relevant sectors.

Since 2017, Christian Guénod has served as Chief of Staff for ENGIE's CEO.

He is a graduate of Sciences Po (the Paris Institute of Political Studies) and of the Bruges College of Europe. He also has a PhD in law from Paris Dauphine University.

He began his career in 2003 as a project manager, in charge of European development with Europa Santé Consulting. He then joined the ARCEP (France's telecommunications and postal regulatory body), advising its chairman from 2011 to 2014. From 2014 to 2017, he was appointed adviser for various French ministries.

About ENGIE

We are a leading world group that provides low-carbon energy and services. To tackle the climate emergency facing us all, our aim is to become the world leader in the zero-carbon energy transition "as a service" for our clients – particular for companies and regional authorities. We use our expertise in our key business areas (renewables, gas, services) to provide competitive and bespoke solutions.

With our 160,000 employees, our clients, our partners and our stakeholders, together we form a community of imaginative builders, striving every day to bring about a more harmonious form of progress.

Turnover in 2018: €60.6 billion The Group is listed on the Paris and Brussels stock exchanges (ENGI) and is represented in the main financial indices (CAC 40, DJ Euro Stoxx 50, Euronext 100, FTSE Eurotop 100, MSCI



Europe) and non-financial indices (DJSI World, DJSI Europe and Euronext Vigeo Eiris - World 120, Eurozone 120, Europe 120, France 20, CAC 40 Governance).

ENGIE Group press contact:

Tel. France: +33 (0)1 44 22 24 35

Email: engiepress@engie.com

