



# Social reporting

## 2019



## 3.4.7.2 Table of social indicators

	GROUP <sup>(1)</sup>					NORTH AMERICA		
	GRI		2019	2018	2017	2019	2018	2017
<b>WORKFORCE</b>								
<b>Total workforce ■■</b>	<b>1.A</b>	<b>LA1</b>	<b>171,103</b>	<b>160,301</b>	<b>155,128</b>	<b>3,559</b>	<b>6,010</b>	<b>3,770</b>
<b>breakdown by geographic region</b>	<b>1.A</b>	<b>LA1</b>						
France	1.A	LA1	77,151	74,961	72,589	0	0	0
Belgium	1.A	LA1	16,835	16,910	16,658	0	0	0
Other European countries	1.A	LA1	43,232	42,228	45,266	0	0	0
<b>Total Europe</b>	<b>1.A</b>	<b>LA1</b>	<b>137,218</b>	<b>134,099</b>	<b>134,513</b>	<b>0</b>	<b>0</b>	<b>0</b>
North America	1.A	LA1	6,318	7,380	4,903	3,559	6,010	3,770
South America	1.A	LA1	14,310	7,033	6,147	0	0	0
Asia - Middle East - Oceania	1.A	LA1	9,815	9,092	8,858	0	0	0
Africa	1.A	LA1	3,442	2,697	707	0	0	0
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>breakdown by SPC</b>	<b>1.A</b>	<b>LA1</b>						
Managers ■■	1.A	LA1	42,963	40,131	37,191	1,498	1,680	893
Non-managers ■■	1.A	LA1	128,140	120,170	117,937	2,061	4,330	2,877
% Managers	1.A		25.1%	25.0%	24.0%	42.1%	28.0%	23.7%
% Non-managers	1.A		74.9%	75.0%	76.0%	57.9%	72.0%	76.3%
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>breakdown by type of contract</b>	<b>1.A</b>	<b>LA1</b>						
Permanent ■■	1.A	LA1	90.3%	92.5%	93.3%	98.5%	99.4%	99.2%
Fixed terms ■■	1.A	LA1	9.7%	7.5%	6.7%	1.5%	0.6%	0.8%
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Age pyramid of permanent employees</b>	<b>1.A</b>	<b>LA1</b>						
under 25 yrs old	1.A	LA1	3.7%	3.4%	3.1%	4.4%	6.3%	5.6%
25-29 yrs old	1.A	LA1	9.9%	9.5%	9.5%	10.0%	11.6%	13.4%
30-34 yrs old	1.A	LA1	13.6%	13.5%	13.5%	12.4%	12.9%	14.6%
35-39 yrs old	1.A	LA1	15.0%	15.1%	14.6%	12.3%	13.1%	14.7%
40-44 yrs old	1.A	LA1	13.6%	13.6%	13.5%	12.0%	12.6%	12.5%
45-49 yrs old	1.A	LA1	13.8%	14.3%	14.7%	13.5%	12.3%	11.9%
50-54 yrs old	1.A	LA1	13.7%	14.1%	14.2%	13.2%	12.3%	10.8%
55-59 yrs old	1.A	LA1	11.2%	11.2%	11.5%	11.1%	10.9%	9.2%
60-64 yrs old	1.A	LA1	4.7%	4.5%	4.6%	7.8%	5.7%	5.2%
65 and +	1.A	LA1	0.8%	0.8%	0.9%	3.3%	2.4%	2.1%
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Female workforce ■■</b>	<b>1.F</b>	<b>LA13</b>	<b>35,720</b>	<b>33,817</b>	<b>34,378</b>	<b>814</b>	<b>1,405</b>	<b>1,256</b>
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

(1) Groupe covers the ENGIE 7 sectors

(2) New formula in 2019.

(3) Excluding contractual terminations

(4) The evolution of severity rates does not include fatalities

(5) 3.4 at 2018 scope (excluding companies integrated in 2019)

■■ Reasonable assurance for fiscal year 2019.

FRANCE EXCLUDING INFRASTRUCTURE			FRANCE INFRASTRUCTURE		
2019	2018	2017	2019	2018	2017
57,616	55,631	52,478	17,415	17,194	17,032
54,108	52,470	49,685	17,183	16,970	16,809
21	0	0	0	0	0
1,046	913	530	232	224	223
<b>55,175</b>	<b>53,383</b>	<b>50,215</b>	<b>17,415</b>	<b>17,194</b>	<b>17,032</b>
46	21	0	0	0	0
8	8	8	0	0	0
2,076	1,951	1,890	0	0	0
311	268	365	0	0	0
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
14,088	13,153	11,758	4,601	4,437	4,245
43,528	42,478	40,720	12,814	12,757	12,787
24.5%	23.6%	22.4%	26.4%	25.8%	24.9%
75.5%	76.4%	77.6%	73.6%	74.2%	75.1%
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
91.6%	91.6%	91.9%	94.3%	94.3%	94.3%
8.4%	8.4%	8.1%	5.7%	5.7%	5.7%
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
3.9%	3.4%	3.0%	3.0%	3.3%	3.9%
10.0%	10.0%	10.4%	10.2%	10.8%	11.4%
14.0%	14.3%	14.5%	15.4%	15.1%	15.3%
15.7%	15.7%	15.4%	15.4%	15.6%	14.8%
13.4%	13.4%	13.4%	14.8%	14.4%	14.5%
13.8%	14.3%	14.5%	15.0%	14.7%	14.0%
14.1%	14.4%	14.5%	12.9%	13.0%	13.6%
11.7%	11.5%	11.4%	10.7%	10.9%	10.6%
3.1%	2.8%	2.8%	2.5%	2.1%	1.8%
0.3%	0.3%	0.3%	0.1%	0.1%	0.1%
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>9,519</b>	<b>9,190</b>	<b>8,551</b>	<b>4,766</b>	<b>4,553</b>	<b>4,406</b>
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

			GROUP <sup>(1)</sup>			NORTH AMERICA		
GRI			2019	2018	2017	2019	2018	2017
<b>DIVERSITY AND EQUAL OPPORTUNITY</b>								
<b>Proportion of women in workforce ■■</b>	1.F	LA13	20.9%	21.1%	22.2%	22.9%	23.4%	33.3%
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Proportion of women in management ■■</b>	1.F	LA13	23.5%	23.3%	22.9%	22.3%	29.2%	30.8%
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Proportion of apprentices in workforce <sup>(2)</sup></b>	1.F	LA1	3.3%	3.0%	2.9%	0.0%	0.1%	0.0%
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Proportion of disabled employees</b>	1.F		2.0%	2.1%	2.0%			
<b>Employees under 25 as a % of permanent hires</b>	1.F		14.8%	13.9%	15.7%	11.4%	9.8%	10.2%
<b>Employees over 50 as a % of permanent hires</b>	1.F		12.2%	13.6%	14.3%	19.4%	21.7%	23.8%
<b>STAFF AND JOB MOVEMENT</b>								
<b>No. of permanent hires</b>	1.A	LA2	20,388	18,011	14,339	726	1,246	886
<b>No. of fixed-term hires</b>	1.A	LA2	16,794	11,743	9,499	133	74	31
<b>Hiring rate</b>	1.A	LA2	21.8%	18.9%	15.6%	24.6%	30.3%	24.8%
% reporting			100.00%	99.38%	99.07%	100.00%	81.68%	61.59%
<b>Permanent hiring rate</b>	1.A	LA2	54.8%	60.5%	60.2%	84.5%	94.4%	96.6%
% reporting			100.00%	99.38%	99.07%	100.00%	81.68%	61.59%
<b>Number of lay-offs <sup>(3)</sup></b>	1.A		5,691	4,101	4,204	216	706	572
% reporting			100.00%	99.38%	99.07%	100.00%	81.68%	61.59%
<b>Turnover</b>	1.A	LA2	11.3%	9.3%	8.4%	22.0%	27.9%	21.0%
% reporting			100.00%	99.38%	99.07%	100.00%	81.68%	61.59%
<b>Voluntary turnover</b>	1.A	LA2	7.1%	5.8%	5.8%	15.8%	11.5%	5.3%
% reporting			100.00%	99.38%	99.07%	100.00%	81.68%	61.59%
<b>CAREER DEVELOPMENT</b>								
<b>Proportion of workforce trained ■■</b>	1.E	LA10	69.2%	66.1%	67.7%	31.9%	67.3%	17.7%
% reporting			97.42%	95.00%	97.57%	45.71%	13.47%	17.95%
<b>Proportion of women in trained workforce</b>	1.E	LA10	18.5%	18.4%	17.6%	25.5%	16.4%	5.5%
% reporting			97.42%	95.00%	97.57%	45.71%	13.47%	17.95%
<b>Proportion of managers and non-managers in trained workforce:</b>	1.E	LA10						
Managers	1.E	LA10	24.0%	25.0%	24.6%	18.6%	13.0%	7.7%
Non-managers	1.E	LA10	76.0%	75.0%	75.4%	81.4%	87.0%	92.3%
% reporting			97.42%	95.00%	97.57%	45.71%	13.47%	17.95%

(1) Groupe covers the ENGIE 7 sectors

(2) New formula in 2019.

(3) Excluding contractual terminations

(4) The evolution of severity rates does not include fatalities(1) New formula in 2019.

(5) 3.4 at 2018 scope (excluding companies integrated in 2019)

■■ Reasonable assurance for fiscal year 2019.

FRANCE EXCLUDING INFRASTRUCTURE				FRANCE INFRASTRUCTURE		
	2019	2018	2017	2019	2018	2017
	16.5%	16.5%	16.3%	27.4%	26.5%	25.9%
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	22.2%	21.6%	21.1%	32.5%	31.9%	31.4%
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	6.2%	5.0%	4.8%	5.8%	5.5%	5.4%
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	3.7%	3.8%	3.6%	3.6%	3.6%	3.4%
	16.6%	17.3%	18.8%	22.9%	28.2%	29.4%
	9.3%	8.4%	8.8%	2.8%	3.2%	4.4%
	6,535	5,840	4,183	705	592	742
	4,756	5,476	4,423	654	651	586
	19.8%	20.6%	16.5%	7.9%	7.3%	7.8%
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	57.9%	51.6%	48.6%	51.9%	47.6%	55.9%
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	861	809	876	25	19	23
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	7.5%	7.5%	6.5%	1.3%	1.1%	0.7%
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	5.0%	4.9%	3.7%	1.1%	0.9%	0.5%
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	63.7%	63.3%	70.5%	67.8%	78.8%	75.2%
	98.46%	99.97%	100.00%	100.00%	100.00%	100.00%
	12.4%	12.8%	12.6%	23.1%	26.0%	21.4%
	98.46%	99.97%	100.00%	100.00%	100.00%	100.00%
	23.4%	22.6%	22.8%	24.2%	21.8%	20.4%
	76.6%	77.4%	77.2%	75.8%	78.2%	79.6%
	98.46%	99.97%	100.00%	100.00%	100.00%	100.00%

		GROUP <sup>(1)</sup>			NORTH AMERICA		
	GRI	2019	2018	2017	2019	2018	2017
<b>Total no. of training hours</b>	<b>1.E LA10</b>	<b>3,271,154</b>	<b>3,069,973</b>	<b>3,082,644</b>	<b>9,804</b>	<b>5,097</b>	<b>10,541</b>
% reporting		97.42%	95.00%	97.57%	45.71%	13.47%	17.95%
<b>Breakdown of training hours by topic</b>	<b>1.E LA10</b>						
Business techniques		38.9%	40.8%	45.2%	77.4%	21.0%	50.1%
Quality, safety and environment.		32.6%	32.0%	31.7%	4.5%	20.6%	39.0%
Languages		2.0%	2.8%	2.9%	1.5%	2.5%	0.0%
Management and personnel development		15.0%	17.4%	13.0%	6.3%	2.6%	2.8%
Others		11.4%	7.0%	7.1%	10.4%	53.4%	8.0%
% reporting		97.42%	95.00%	97.57%	45.71%	13.47%	17.95%
<b>No. of training hours per person trained</b>	<b>1.E LA10</b>	<b>28</b>	<b>31</b>	<b>30</b>	<b>19</b>	<b>11</b>	<b>16</b>
% reporting		97.42%	95.00%	97.57%	45.71%	13.47%	17.95%
<b>No. of training hours per woman trained</b>	<b>1.F LA10</b>	<b>25</b>	<b>27</b>	<b>27</b>	<b>5</b>	<b>9</b>	<b>29</b>
% reporting		97.42%	95.00%	97.57%	45.71%	13.47%	17.95%
<b>Training expenses per hour of training (in €)</b>	<b>1.E LA10</b>	<b>31</b>	<b>29</b>	<b>34</b>	<b>11</b>	<b>10</b>	<b>12</b>
% reporting		97.42%	95.00%	97.57%	45.71%	13.47%	17.95%
<b>Training expenses per person trained (in €)</b>	<b>1.E LA10</b>	<b>879</b>	<b>885</b>	<b>1,036</b>	<b>212</b>	<b>109</b>	<b>199</b>
% reporting		97.42%	95.00%	97.57%	45.71%	13.47%	17.95%
<b>WORKING CONDITIONS</b>							
<b>Days of absence per person</b>	<b>1.B LA7</b>	<b>12</b>	<b>13</b>	<b>12</b>	<b>5</b>	<b>6</b>	<b>3</b>
% reporting		99.13%	95.90%	98.32%	81.38%	29.65%	48.92%
<b>Overtime</b>	<b>1.B LA7</b>	<b>3.1%</b>	<b>3.0%</b>	<b>3.0%</b>	<b>5.0%</b>	<b>3.8%</b>	<b>4.4%</b>
% reporting		99.13%	96.39%	98.62%	81.38%	38.79%	61.59%
<b>HEALTH AND SAFETY DATA</b>							
<b>Number of fatal accidents (employees)</b>		<b>2</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
% reporting		100%	100%	100%	100%	100%	100%
<b>Frequency rate (employees)</b>		<b>3,7<sup>(5)</sup></b>	<b>3.4</b>	<b>3,3<sup>(5)</sup></b>	<b>1.73</b>	<b>1.00</b>	<b>0.69</b>
% reporting		100%	98%	99.08%	100%	100%	65%
<b>Severity rate<sup>(4)</sup> (French framework)</b>		<b>0.21</b>	<b>0.19</b>	<b>0.20</b>	<b>0.11</b>	<b>0.03</b>	<b>0.08</b>
% reporting		100%	98%	99.08%	100%	100%	65%
<b>Severity rate<sup>(4)</sup> (ILO framework)</b>		<b>0.14</b>	<b>0.13</b>	<b>0.13</b>	<b>0.09</b>	<b>0.03</b>	<b>0.01</b>
% reporting		100%	98%	99.08%	100%	100%	65%
<b>Number of new cases of occupational illness</b>		<b>120</b>	<b>91</b>	<b>76</b>	<b>0</b>	<b>0</b>	<b>2</b>
% reporting		100%	86%	89%	100%	100%	100%

(1) Groupe covers the ENGIE 7 sectors

(2) New formula in 2019.

(3) Excluding contractual terminations

(4) The evolution of severity rates does not include fatalities

(5) 3.4 at 2018 scope (excluding companies integrated in 2019)

■ Reasonable assurance for fiscal year 2019

FRANCE EXCLUDING INFRASTRUCTURE			FRANCE INFRASTRUCTURE		
2019	2018	2017	2019	2018	2017
897,165	950,527	1,018,716	586,894	582,986	531,107
98.46%	99.97%	100.00%	100.00%	100.00%	100.00%
34.0%	34.0%	36.2%	41.2%	45.5%	51.5%
42.5%	45.5%	43.3%	17.4%	17.3%	18.6%
1.4%	1.6%	1.8%	0.7%	1.6%	1.5%
13.3%	12.4%	11.9%	22.3%	31.3%	23.1%
8.8%	6.5%	6.8%	18.4%	4.2%	5.3%
98.46%	99.97%	100.00%	100.00%	100.00%	100.00%
25	27	28	50	43	42
98.46%	99.97%	100.00%	100.00%	100.00%	100.00%
24	24	25	46	38	38
98.46%	99.97%	100.00%	100.00%	100.00%	100.00%
38	27	31	41	49	57
98.46%	99.97%	100.00%	100.00%	100.00%	100.00%
946	735	857	2,044	2,113	2,366
98.46%	99.97%	100.00%	100.00%	100.00%	100.00%
<b>13</b>	<b>13</b>	<b>13</b>	<b>15</b>	<b>16</b>	<b>16</b>
99.22%	99.97%	100.00%	100.00%	100.00%	100.00%
1.5%	1.8%	1.6%	2.8%	2.4%	2.5%
99.22%	99.97%	100.00%	100.00%	100.00%	100.00%
<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>
100%	100%	100.0%	100%	100%	100%
<b>5.25</b>	<b>5.22</b>	<b>5.38</b>	<b>2.13</b>	<b>2.47</b>	<b>2.20</b>
100%	100%	100.0%	100%	100%	100%
<b>0.36</b>	<b>0.34</b>	<b>0.38</b>	<b>0.10</b>	<b>0.12</b>	<b>0.11</b>
100%	100%	100%	100%	100%	100%
<b>0.21</b>	<b>0.20</b>	<b>0.22</b>	<b>0.08</b>	<b>0.07</b>	<b>0.09</b>
100%	100%	100%	100%	100%	100%
<b>108</b>	<b>82</b>	<b>68</b>	<b>0</b>	<b>1</b>	<b>1</b>
100%	100%	100%	100%	81%	100%

	REST OF EUROPE					LATIN AMERICA		
	GRI		2019	2018	2017	2019	2018	2017
WORKFORCE								
Total workforce ■■	1.A	LA1	54,276	54,020	56,209	14,867	7,407	6,446
Breakdown by geographic region	1.A	LA1						
France	1.A	LA1	174	306	263	0	0	0
Belgium	1.A	LA1	14,101	14,241	13,872	0	0	0
Other European countries	1.A	LA1	40,001	39,408	41,842	0	0	0
Total Europe	1.A	LA1	54,276	53,955	55,977	0	0	0
North America	1.A	LA1	0	65	232	1,123	979	844
South America	1.A	LA1	0	0	0	13,744	6,428	5,602
Asia - Middle East - Oceania	1.A	LA1	0	0	0	0	0	0
Africa	1.A	LA1	0	0	0	0	0	0
% reporting	1.A	LA1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Breakdown by SPC	1.A	LA1						
Managers ■■	1.A	LA1	10,220	9,866	9,442	1,811	1,556	1,016
Non-managers ■■	1.A	LA1	44,056	44,154	46,767	13,056	5,851	5,430
% Managers	1.A	LA1	18.8%	18.3%	16.8%	12.2%	21.0%	15.8%
% Non-managers	1.A		81.2%	81.7%	83.2%	87.8%	79.0%	84.2%
% reporting	1.A		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Breakdown by type of contract	1.A	LA1						
Permanent ■■	1.A	LA1	93.6%	93.6%	94.1%	70.2%	91.8%	92.6%
Fixed terms ■■	1.A	LA1	6.4%	6.4%	5.9%	29.8%	8.2%	7.4%
% reporting	1.A	LA1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Age pyramid of permanent employees	1.A	LA1						
under 25 yrs old	1.A	LA1	3.3%	3.2%	3.1%	6.5%	4.6%	4.4%
25-29 yrs old	1.A	LA1	12.6%	13.0%	12.6%	17.8%	19.2%	18.3%
30-34 yrs old	1.A	LA1	9.9%	10.3%	10.4%	19.5%	18.8%	18.3%
35-39 yrs old	1.A	LA1	12.6%	13.0%	12.6%	17.8%	19.2%	18.3%
40-44 yrs old	1.A	LA1	13.0%	13.0%	12.7%	13.8%	14.3%	14.2%
45-49 yrs old	1.A	LA1	14.5%	15.1%	15.9%	10.7%	10.3%	11.0%
50-54 yrs old	1.A	LA1	16.3%	16.2%	15.7%	7.3%	9.0%	9.5%
55-59 yrs old	1.A	LA1	13.4%	13.1%	13.3%	5.2%	5.8%	5.7%
60-64 yrs old	1.A	LA1	7.9%	7.4%	7.3%	2.5%	2.7%	3.3%
65 and +	1.A	LA1	1.5%	1.4%	1.7%	0.8%	0.7%	0.8%
% reporting	1.A	LA1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Female workforce ■■	1.F	LA13	11,579	11,816	13,581	2,253	1,256	1,118
% reporting	1.F	LA13	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

(1) Groupe covers the ENGIE 7 sectors

(2) New formula in 2019.

(3) Excluding contractual terminations

(4) The evolution of severity rates does not include fatalities

(5) 3.4 at 2018 scope (excluding companies integrated in 2019)

■■ Reasonable assurance for fiscal year 2019

MIDDLE EAST/ASIA/AFRICA			OTHER		
2019	2018	2017	2019	2018	2017
10,024	8,957	6,510	13,346	11,082	12,683
45	34	14	5,641	5,181	5,818
0	0	0	2,713	2,669	2,786
0	0	0	1,953	1,683	2,671
45	34	14	10,307	9,533	11,275
34	241	0	1,556	64	57
0	0	0	558	597	537
6,822	6,261	6,187	917	880	781
3,123	2,421	309	8	8	33
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2,050	1,712	1,335	8,695	7,727	8,502
7,974	7,245	5,175	4,651	3,355	4,181
20.5%	19.1%	20.5%	65.2%	69.7%	67.0%
79.5%	80.9%	79.5%	34.8%	30.3%	33.0%
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
82.9%	82.5%	87.2%	91.9%	94.0%	95.5%
17.1%	17.5%	12.8%	8.1%	6.0%	4.5%
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
4.0%	3.5%	3.5%	2.9%	1.3%	0.9%
14.0%	13.8%	14.6%	10.1%	7.8%	7.0%
20.1%	19.2%	18.5%	15.1%	15.6%	15.5%
18.3%	17.4%	16.2%	17.8%	18.5%	17.3%
14.2%	14.2%	14.6%	15.2%	15.9%	15.5%
11.9%	13.5%	13.3%	13.4%	13.6%	13.9%
8.0%	8.8%	8.9%	11.2%	12.1%	12.4%
6.2%	6.3%	6.8%	9.0%	9.1%	11.1%
2.6%	2.6%	3.0%	4.2%	4.8%	5.4%
0.6%	0.8%	0.6%	1.0%	1.3%	1.0%
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1,643	1,564	1,010	5,146	4,033	4,456
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

			REST OF EUROPE			LATIN AMERICA		
GRI			2019	2018	2017	2019	2018	2017
<b>DIVERSITY AND EQUAL OPPORTUNITY</b>								
Proportion of women in workforce ■■	1.F	LA13	21.3%	21.9%	24.2%	15.2%	17.0%	17.3%
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Proportion of women in management ■■	1.F	LA13	17.3%	17.1%	16.6%	20.6%	19.2%	17.3%
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Proportion of apprentices in workforce <sup>(2)</sup>	1.F	LA1	1.2%	1.1%	0.9%	0.3%	0.6%	2.1%
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Proportion of disabled employees	1.F		0.7%	0.7%	0.7%	0.6%	1.1%	0.5%
Employees under 25 as a% of permanent hires	1.F		13.9%	11.9%	14.4%	14.8%	12.2%	13.9%
Employees over 50 as a% of permanent hires	1.F		18.8%	21.1%	21.1%	8.3%	6.5%	5.1%
<b>STAFF AND JOB MOVEMENT</b>								
No. of permanent hires	1.A	LA2	6,204	6,594	5,862	3,131	1,773	1,199
No. of fixed-term hires	1.A	LA2	2,435	2,516	2,310	7,169	2,010	1,464
Hiring rate	1.A	LA2	16.0%	16.7%	15.0%	65.8%	53.7%	41.3%
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Permanent hiring rate	1.A	LA2	71.8%	72.4%	71.7%	30.4%	46.9%	45.0%
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Number of lay-offs <sup>(3)</sup>	1.A		1,019	1,574	1,243	3,016	667	869
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Turnover	1.A	LA2	9.8%	11.5%	9.9%	39.3%	16.8%	21.7%
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Voluntary turnover	1.A	LA2	7.3%	7.7%	6.7%	17.7%	6.4%	7.5%
% reporting			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>CAREER DEVELOPMENT</b>								
Proportion of workforce trained	1.E	LA10	73.3%	63.8%	61.7%	89.8%	72.5%	72.7%
% reporting			99.39%	100.00%	100.00%	100.00%	100.00%	100.00%
Proportion of women in trained workforce	1.E	LA10	19.5%	17.4%	17.1%	15.9%	18.4%	18.8%
% reporting			99.39%	100.00%	100.00%	100.00%	100.00%	100.00%
Proportion of managers and non-managers in trained workforce:	1.E	LA10						
Managers	1.E	LA10	21.5%	21.6%	20.4%	11.2%	24.2%	19.0%
Non-managers	1.E	LA10	78.5%	78.4%	79.6%	88.8%	75.8%	81.0%
% reporting			99.39%	100.00%	100.00%	100.00%	100.00%	100.00%

(1) Groupe covers the ENGIE 7 sectors

(2) New formula in 2019.

(3) Excluding contractual terminations

(4) The evolution of severity rates does not include fatalities

(5) 3.4 at 2018 scope (excluding companies integrated in 2019)

■■ Reasonable assurance for fiscal year 2019

MIDDLE EAST/ASIA/AFRICA			OTHER		
2019	2018	2017	2019	2018	2017
<b>16.4%</b>	<b>17.5%</b>	<b>15.5%</b>	<b>38.6%</b>	<b>36.4%</b>	<b>35.1%</b>
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>20.4%</b>	<b>22.7%</b>	<b>20.4%</b>	<b>29.9%</b>	<b>28.8%</b>	<b>28.3%</b>
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>1.4%</b>	<b>1.4%</b>	<b>1.4%</b>	<b>2.9%</b>	<b>2.5%</b>	<b>2.1%</b>
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>0.2%</b>	<b>0.3%</b>	<b>0.2%</b>	<b>1.0%</b>	<b>1.1%</b>	<b>1.3%</b>
<b>12.3%</b>	<b>12.1%</b>	<b>13.3%</b>	<b>11.6%</b>	<b>8.0%</b>	<b>7.5%</b>
<b>10.0%</b>	<b>6.4%</b>	<b>9.5%</b>	<b>9.5%</b>	<b>9.4%</b>	<b>10.6%</b>
<b>1,102</b>	<b>840</b>	<b>677</b>	<b>1,985</b>	<b>1,126</b>	<b>790</b>
703	549	311	944	467	374
<b>18.0%</b>	<b>16.0%</b>	<b>15.2%</b>	<b>22.7%</b>	<b>14.6%</b>	<b>9.1%</b>
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>61.1%</b>	<b>60.5%</b>	<b>68.5%</b>	<b>67.8%</b>	<b>70.7%</b>	<b>67.9%</b>
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>171</b>	<b>99</b>	<b>372</b>	<b>383</b>	<b>227</b>	<b>249</b>
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>11.8%</b>	<b>9.0%</b>	<b>13.6%</b>	<b>10.9%</b>	<b>7.9%</b>	<b>6.7%</b>
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>9.1%</b>	<b>7.6%</b>	<b>7.5%</b>	<b>7.0%</b>	<b>4.7%</b>	<b>3.8%</b>
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>65.6%</b>	<b>56.3%</b>	<b>73.1%</b>	<b>59.8%</b>	<b>55.0%</b>	<b>63.0%</b>
92.17%	65.88%	95.06%	96.14%	96.84%	97.09%
<b>15.2%</b>	<b>16.0%</b>	<b>16.2%</b>	<b>42.6%</b>	<b>41.5%</b>	<b>37.9%</b>
92.17%	65.88%	95.07%	96.14%	96.84%	97.09%
23.8%	22.2%	22.0%	64.3%	69.5%	63.2%
76.2%	77.8%	78.0%	35.7%	30.5%	36.8%
92.17%	65.88%	95.06%	96.14%	96.84%	97.09%

		REST OF EUROPE			LATIN AMERICA		
	GRI	2019	2018	2017	2019	2018	2017
<b>Total no. of training hours</b>	<b>1.E LA10</b>	<b>1,091,096</b>	<b>988,462</b>	<b>981,190</b>	<b>392,190</b>	<b>217,719</b>	<b>147,670</b>
% reporting		99.39%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Breakdown of training hours by topic</b>	<b>1.E LA10</b>						
Business techniques		44.3%	45.4%	50.2%	32.9%	38.8%	41.1%
Quality, safety and environment.		30.2%	30.3%	31.4%	47.3%	34.0%	26.7%
Languages		2.3%	2.3%	3.0%	2.8%	10.3%	7.8%
Management and personnel development		14.1%	15.3%	8.9%	9.2%	9.2%	13.2%
Others		9.1%	6.8%	6.5%	7.7%	7.6%	11.2%
% reporting		99.39%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>No. of training hours per person trained</b>	<b>1.E LA10</b>	<b>28</b>	<b>28</b>	<b>29</b>	<b>28</b>	<b>43</b>	<b>31</b>
% reporting		99.39%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>No. of training hours per woman trained</b>	<b>1.F LA10</b>	<b>21</b>	<b>22</b>	<b>24</b>	<b>20</b>	<b>38</b>	<b>31</b>
% reporting		99.39%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Training expenses per hour of training (in €)</b>	<b>1.E LA10</b>	<b>23</b>	<b>24</b>	<b>29</b>	<b>7</b>	<b>12</b>	<b>14</b>
% reporting		99.39%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Training expenses per person trained (in €)</b>	<b>1.E LA10</b>	<b>632</b>	<b>671</b>	<b>847</b>	<b>208</b>	<b>490</b>	<b>449</b>
% reporting		99.39%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>WORKING CONDITIONS</b>							
<b>Days of absence per person</b>	<b>1.B LA7</b>	<b>12</b>	<b>12</b>	<b>12</b>	<b>10</b>	<b>7</b>	<b>9</b>
% reporting		99.39%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Overtime</b>	<b>1.B LA7</b>	<b>3.5%</b>	<b>3.8%</b>	<b>4.0%</b>	<b>5.1%</b>	<b>4.4%</b>	<b>3.9%</b>
% reporting		99.39%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>HEALTH AND SAFETY DATA</b>							
<b>Number of fatal accidents (employees)</b>		<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
% reporting		100%	100%	100%	100%	100%	100%
<b>Frequency rate (employees)</b>		<b>3.6</b>	<b>3.72</b>	<b>3.10</b>	<b>5.38</b>	<b>1.84</b>	<b>1.44</b>
% reporting		100%	100%	100%	100%	100%	100%
<b>Severity rate <sup>(4)</sup> (French framework)</b>		<b>0.23</b>	<b>0.12</b>	<b>0.16</b>	<b>0.12</b>	<b>0.10</b>	<b>0.02</b>
% reporting		100%	100%	100%	100%	100%	100%
<b>Severity rate <sup>(4)</sup> (ILO framework)</b>		<b>0.17</b>	<b>0.11</b>	<b>0.11</b>	<b>0.09</b>	<b>0.10</b>	<b>0.02</b>
% reporting		100%	100%	100%	100%	100%	100%
<b>Number of new cases of occupational illness</b>		<b>5</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>3</b>
% reporting		100%	54%	50%	100%	100%	100%

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(2) New formula in 2019.

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(4) The evolution of severity rates does not include fatalities

(5) 3.4 at 2018 scope (excluding companies integrated in 2019)

■■ Reasonable assurance for fiscal year 2019

MIDDLE EAST/ASIA/AFRICA			OTHER		
2019	2018	2017	2019	2018	2017
<b>124,336</b>	<b>171,645</b>	<b>220,215</b>	<b>169,671</b>	<b>153,537</b>	<b>173,206</b>
92.17%	65.88%	95.06%	96.14%	96.84%	97.09%
31.6%	43.4%	59.3%	39.2%	36.6%	36.8%
41.3%	32.1%	25.6%	10.1%	12.2%	15.8%
1.2%	2.1%	1.5%	7.2%	7.3%	10.9%
12.1%	9.1%	7.2%	20.7%	31.2%	20.2%
13.8%	13.3%	6.4%	22.8%	12.8%	16.3%
92.17%	65.88%	95.06%	96.14%	61.92%	97.09%
<b>21</b>	<b>35</b>	<b>49</b>	<b>23</b>	<b>26</b>	<b>21</b>
92.17%	65.88%	95.06%	96.14%	96.84%	97.09%
<b>18</b>	<b>28</b>	<b>29</b>	<b>23</b>	<b>25</b>	<b>22</b>
92.17%	65.88%	95.07%	96.14%	96.84%	97.09%
<b>18</b>	<b>11</b>	<b>14</b>	<b>77</b>	<b>40</b>	<b>54</b>
92.17%	65.88%	95.06%	96.14%	96.84%	97.09%
<b>375</b>	<b>385</b>	<b>676</b>	<b>1,752</b>	<b>1,033</b>	<b>1,152</b>
92.17%	65.88%	95.06%	96.14%	96.84%	97.09%
<b>10</b>	<b>5</b>	<b>8</b>	<b>12</b>	<b>13</b>	<b>12</b>
99.44%	68.51%	95.06%	100.00%	96.84%	97.09%
<b>7.5%</b>	<b>8.7%</b>	<b>9.0%</b>	<b>0.3%</b>	<b>0.2%</b>	<b>0.4%</b>
99.44%	71.86%	95.06%	100.00%	96.84%	97.09%
<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
100%	100%	100%	100%	100%	100%
<b>1.09</b>	<b>0.48</b>	<b>0.80</b>	<b>1.64</b>	<b>1.09</b>	<b>1.87</b>
100%	80%	100%	100%	97%	100%
<b>0.02</b>	<b>0.01</b>	<b>0.04</b>	<b>0.03</b>	<b>0.03</b>	<b>0.07</b>
100%	80%	100%	100%	97%	100%
<b>0.01</b>	<b>0.01</b>	<b>0.01</b>	<b>0.03</b>	<b>0.03</b>	<b>0.06</b>
100%	80%	100%	100%	97%	100%
<b>0</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
100%	80%	100%	100%	97%	100%