

Societal reporting

2019



3.6 Societal information

The responsible growth model developed by ENGIE is based on professional dialogue with all stakeholders to encourage co-construction and shared value creation.

3.6.1 Socio-economic development in local communities

For ENGIE, adapting its offerings to meet its customers' requirements and learning about them make innovation and partnerships a central part of its local activities.

Internationally, in agreement with local authorities, the Group is committed, as part of a structured and participatory approach, to developing social programs linked to its industrial projects. ENGIE supports small and medium-sized enterprises and start-ups through various programs implemented in local communities.

The Group also supports social enterprise through the ENGIE Rassembleurs d'Énergies social and environmental fund, which aims to bring together and strengthen the Group's actions to encourage access to energy and combat fuel poverty.

By the end of 2019, nine years after it was created, the ENGIE Rassembleurs d'Énergies fund had invested in 20 companies active on four continents: Europe, Africa, Asia and Latin America – and in around 20 countries. These companies cover 13 sustainable development targets through a broad range of technologies that respond to the

problem of energy access and help to reduce fuel poverty: energy efficiency in social housing and the circular economy in Europe, decentralized electrification through individual or collective solar power systems and access to clean cooking solutions, particularly with biogas solutions, in emerging countries. The companies in the portfolio currently provide power to more than 4 million recipients and employ more than 5,000 people worldwide. More than 20,000 employees have invested in the ENGIE Rassembleurs d'Énergies fund.

ENGIE Rassembleurs d'Énergies has thus invested €32 million in own funds, including €6 million in 2019 alone, having studied more than 150 opportunities. The ENGIE Rassembleurs d'Énergies fund was B.Corp certified in 2019 for a renewable period of three years. The fund's solidarity assimilation was renewed in 2019, due to the fact that the Ministry of the Ecological and Solidarity Transition took into account the corporate object of companies outside France and their real impact on the improvement of the living conditions of beneficiaries. This provision enables the fund to maintain its status and manage the solidarity savings of Group employees.

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3.6.2 Dialogue with stakeholders and partnerships

ENGIE maintains an ongoing and proactive dialogue with all stakeholders around its industrial activities. Based on the existing approaches, the Group has started supporting its operating entities to deepen and structure their practices, from the implementation of dialogue strategies to their operational deployment. The support is based on a Group methodology which is adapted to the strategic, technical and geographical specificities of the operational activities. It is based on international standards such as ISO 26000, AA1000 or IFC and consists of both the awareness-raising/training of managers and colleagues with respect to dialogue with stakeholders, and technical support for the creation/structuring of action plans adapted to the challenges of the territories and reflecting the expectations of stakeholders. The goal is to optimize performance and increase value creation by improving/integrating engagement with stakeholders throughout the business cycle.

The Group has also set itself the target of ensuring that 100% of its industrial activities are covered by 2020 by an appropriate dialogue and consultation mechanism which aims to prevent conflicts and strengthen the sustainability of its activities. Of the Group's 182 industrial activities

(sites or groupings of sites) identified at the end of 2019 to be covered by such a mechanism, 74% were covered by the end of 2019.

As guarantee of sustainability for the company and a creator of shared value, this culture of listening and dialogue is extended by lasting partnerships on social and environmental issues.

At the international level, ENGIE is a member of the United Nations Global Compact in the Global Compact Advanced category.

In 2019, the Group continued its partnerships with Emmaüs France in the context of its contribution to energy access and its commitment to the fight against fuel poverty as well as with the ONE Foundation (Océan Nature et Environnement – Ocean, Nature and Environment) in support of the company/NGO dialogue around its industrial projects. ENGIE thus supported home improvement projects carried out by Emmaüs through material donations (office equipment, vehicles, etc.) but also by making available its expertise in the energy field (energy and water testing, energy performance works, etc.). In addition, awareness-raising actions to control energy demand have been set up with populations helped by Emmaüs.

3.6.3 Solidarity and combating fuel poverty

In all geographical regions where ENGIE operates, initiatives promoting community philanthropy, solidarity and combating fuel poverty are implemented by the ENGIE Corporate Foundation or Group entities, in connection with local authorities, local associations, local NGOs or the Group's corporate functional departments.

ENGIE, in particular through its Foundation, has launched several initiatives promoting solidarity and combating fuel poverty.

In 2019, ENGIE continued to support the Fonds de Solidarité pour le Logement (French solidarity housing fund), providing €6 million in line with the Public Service Agreement. In 2019, around 80,000 of ENGIE's retail customers benefited from these departmental council subsidies.

Since 2011, the Group has been acting alongside the public authorities as a partner in the French national "Live Better" program. Under the new agreement signed in December 2014, ENGIE extended its commitment to the program and will have paid out €100 million in the period 2014-2020 to renovate 250,000 homes.

ENGIE has created a network of mediation partners with over 120 customer assistance centers throughout the country as of the end of 2019. Mediators at these associations, who are trained by ENGIE, talk to customers facing payment difficulties, help them to understand their bills, give them advice on their energy spending and can help them to set up structured payment plans or direct them towards social services to apply for assistance.

ENGIE Energy Solidarity partners are in touch with local communities, departments and associations. Some 100 ENGIE solidarity advisers are also dedicated to processing requests from social workers. In 2019, those advisers responded to approximately 300,000 requests from social services.

The ISIGAZ (Information Sécurité Intérieure Gaz) program set up by GRDF aims to inform and educate customers who are tenants of social housing located in "Politique de la ville" (City Policy) neighborhoods about gas safety and how to save energy.

The ISIGAZ program was terminated at the end of 2018 (end of SPC), but more than 2,700 families were informed in 2019 in order to complete the local agreements that had been signed previously. In total, since the launch of ISIGAZ in 2006, more than 337,000 families have been educated and more than 52,000 connectors for cooking appliances have been installed.

In addition, since 2015, GRDF has deployed a program called CIVIGAZ, in partnership with the Fondation Agir Contre l'Exclusion (Action Against Exclusion Foundation). This program also aims to inform and educate customers on gas safety and how to save energy regardless of their occupancy status (tenant or owner) and regardless of the type of neighborhoods in which they reside (City Policy neighborhoods or not). The focus is on areas of concern that are determined in consultation with local authorities. It is deployed by associations that recruit and support civic service volunteers. In 2019, nearly 4,000 families were informed through the work of 43 young people. In total, since the launch of CIVIGAZ in 2015, nearly 55,000 families have been informed thanks to more than 700 civic service volunteers.

As part of its ENGIE Volunteers Program (EVP) initiated by the CSR Department, ENGIE supports and coordinates the internal NGOs of the Group for missions allowing access to energy for populations in difficulty.

Energy Assistance, a non-profit association, was created in Belgium in 2001 by ENGIE's employees. On this model, Energy Assistance France was founded in 2005, then Energy Assistance Italia and Energy Assistance Monaco were founded in 2011. The objective of these four associations is to put the skills and know-how of their members, active or retired from the Group, supported by the Group's technical means, at the service of humanitarian projects intended for populations who do not have access or have very limited access to essential energy services on all continents.

Since its creation, Energy Assistance has carried out 371 projects which have contributed to the access to electricity of more than 3.8 million people. In 2019, Energy Assistance finalized 20 projects thanks to 50 volunteers representing 700 volunteering's days, mainly for projects of electrification by photovoltaic panels of buildings (schools or health centers) in Africa.

Since its creation, Energy Assistance France has carried out 147 projects in 36 countries benefiting more than 1.5 million people. In 2019, Energy Assistance France carried out 23 projects which mobilized 37 volunteers, mainly projects of electrification by photovoltaic panels of school and health buildings in Burkina Faso and Madagascar.

Energy Assistance Italia and Monaco carry out or finance a smaller number of projects.

For more information, refer to the websites of the various Energy Assistance associations

3.6.4 ENGIE Corporate Foundation

The ENGIE Foundation's mission is to "contribute the energy of the possible", i.e. to stimulate and fund the most useful, necessary and ambitious projects in a world facing many challenges: global warming, migration crises, preserving biodiversity, access to energy for all, and combating poverty.

Since its creation in 1992, the Foundation has supported 1,000 projects, associations or institutions. Since 2010, it has prioritized the funding of projects in three areas: childhood and youth in distress, access to sustainable energy for all and protecting biodiversity, particularly projects led by women. The Foundation also supports emergency aid initiatives for refugees.

The Foundation is managed by a Board of Directors, comprising 22 directors: 12 representatives of the ENGIE Group, founder of the Foundation, and 10 external representatives. Project applications are

submitted for the opinion of two selection committees, one in France and one in Belgium, which meet twice a year. The committees examine and approve financial sponsorship projects for amounts of less than €150,000, and also assess and follow them up. They are made up of Group experts and qualified individuals who contribute their expertise and enrich the committees' discussions. The two committees obtain concrete and measurable results.

The ENGIE Foundation has established a multi-year program (2015-2020) for €29 million. In 2018-2019, the Foundation supported 117 projects with more than 485,000 direct or indirect beneficiaries. Of these projects, 73% were dedicated to children and 23% to access to energy and biodiversity, with the remaining 4% devoted to supporting women and female leadership. The following flagship initiatives took place in 2019:

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3.7 Purchasing, Subcontracting and Suppliers

- support for the Schools, Lights and Rights program, which has enabled a million children to learn about their civil rights in the Democratic Republic of the Congo;
- support for awareness-raising initiatives for the general public carried out by the Surfrider association on the issue of aquatic waste;
- the financing of a “Clean water, healthy child” project based on hygiene, soil remediation and environmental education, to improve the health of more than 5,600 children and indirectly benefit more than 17,000 people on the Paracatu site (Brazil), thanks to the mobilization of technicians from the ENGIE solar power plant under construction;
- the funding of a house located in Gérard Marchant hospital in Toulouse to welcome and support cancer patients undergoing treatment or after treatment, managed by the National Anti-Cancer League of Haute-Garonne;
- the co-funding of a hygiene and care center dedicated to homeless women managed by Samu Social in Paris (12th *arrondissement*) providing reception and social and medical support for 200 women per year;
- the co-financing of an essential services unit powered by a floating tidal turbine producing 100 MWh per year, directly benefiting 3,000 villagers from Loubassa on the Congo River (Congo).

For more information, please see the Foundation's website: <https://fondation-engie.com/>