

Stakeholder engagement policy

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Introduction

In recent years, there has been a growing interest in the impact of industrial activities on the environment and society, whether from customers (responsible consumption), investors and shareholders (investment in sustainable companies), citizens, communities and civil society, with a strong demand for transparency and commitment on societal issues.

These expectations have also been reflected by regulators in the normative and regulatory developments of recent years in terms of social responsibility (e.g. the Pacte law or the law on duty of care in France).

As a responsible company, ENGIE intends to meet these expectations not only through a set of policies and processes applicable to its activities relating to ethics, human rights, responsible purchasing, etc., but also through mechanisms for listening to and dialoguing with its stakeholders in order to better understand the new societal, social and environmental challenges and changes.

The application of these regulations and the understanding of the expectations of its stakeholders are for the Group not only a mean of mitigating regulatory risks but also sources of new development opportunities.

Faced with the rising societal challenges, the Group wished to formulate a framework of principles applicable in its relations with its stakeholders and to deploy a set of means aimed at accompanying the changes in the context in which it evolves and at facing today's challenges.

1. The applicable principles

The Group is aware that a company can no longer simply provide a technical response, a service to a territory or a customer, but that it must also ensure the ownership of all stakeholders and take into account and prevent the impacts of its activities on the environment and society.

In its dialogue with its stakeholders, ENGIE undertakes to act with integrity, in an open and transparent manner and to listen to their needs, concerns and expectations.

The Group monitors and ensures that it responds to all questions and possible controversies. It maintains regular contact with the stakeholders involved in or affected by its activities. This contact is exercised in particular through structural links with stakeholders enabling the Group to benefit from their expertise, which is essential to the creation of shared value in all its activities.

The Group wishes to engage its employees in the benefits that dialogue with stakeholders brings to its activities, in particular by training its employees to engage in dialogue adapted to the professional and/or cultural context, to the needs and constraints of the field, and to develop action plans for dialogue with its stakeholders.

2. The engagement strategy and the means used

2.1. The engagement strategy

In order to structure the engagement with stakeholders, the group has put in place an integrated approach to the management of environmental and societal issues for a site, an activity or a project, framed by an adapted dialogue with stakeholders.

The approach thus makes it possible to :

- develop and secure the Group's activities by adapting them as well as possible to the demands and expectations of the stakeholders and the territories;

- avoid any loss of value generated by a bad relationship by gaining support for the Group's activities from the various players in its ecosystem;
- Build bridges with the territories and foster relations with the civil society.

It aims to ensure a better knowledge of the demands and expectations of stakeholders and a better understanding and ownership of the Group's activities by its stakeholders

The Group has set itself the objective of having 100% of the Group's industrial activities, projects and decommissioning sites with a societal plan by 2030.

The achievement of this objective by 2030 is gradual and punctuated by milestones that make it possible to evaluate and anticipate the relevance of the development and the means implemented. This objective is monitored by the Group Executive Committee.

2.2. The means used

2.2.1. Support for the Group's policy through structuring partnerships

The Group's partnerships with relevant stakeholders make it possible to maintain and even strengthen the link between ENGIE and its stakeholders. These partnerships are essential as they allow the Group's decisions to be aligned with society's concerns and thus create new opportunities and anticipate possible future controversies.

2.2.2. Structuring the stakeholder engagement process

The methodology of engagement with stakeholders, piloted by the DRSE, makes it possible to build and improve dialogue strategies with stakeholders as well as their operational deployment adapted to the objectives, professions and constraints of the activity concerned with a view to optimizing the business, by providing :

- Collective responsibility tools such as stakeholder mapping and the development of dialogue action plans;
- Specific training or workshops to prepare employees to meet all the players in their ecosystem.

The methodology also provides tools for the development and implementation of measures and for monitoring changes in the relationship with stakeholders. In concrete terms, the application of the methodology designed with and for the entities, on given activities and territories, is based on a dialogue process in six stages:

- **Study the context of the territory** to identify the issues related to the project and to identify all the stakeholders;
- **Prioritise the issues;**
- **Prioritize the stakeholders** impacted and impacting the project activities for each prioritized issue;
- **Mapping stakeholders** by priority issue;
- **Define the dialogue/engagement strategy**. This strategy follows an action plan adapted to each of the identified stakeholders: information, bilateral meetings, information meetings and/or potential alliances through partnerships;
- **Monitor the implementation of the dialogue strategy** for continuous improvement and ensure an optimal and sustainable follow-up of the relationship.

The methodology is accompanied by an awareness-raising exercise, carried out by the regional hubs, towards the employees, which consists of a mix of interactive activities and academic presentations in the form of face-to-face or e-learning. Special support is given to operational staff to prepare them for the meeting with local communities.

To further raise awareness, exchange meetings between the Group and some of its partner NGOs can be set up if necessary. These partnerships provide additional and specific support for the Group's activities that require particular support in resolving societal problems. This "recourse meetings" allows for a privileged and confidential exchange of views on the various industrial activities.

APPENDIX

ISO 26000 definitions

- **stakeholder**

individual or group with an interest in the decisions or activities of an organization

- **dialogue/engagement with stakeholders**

activity undertaken to create opportunities for dialogue between the organization and one or more of its stakeholders in order to inform the organization's decisions

Link to the Group's vigilance plan

<https://www.engie.com/ethique-et-compliance/plan-vigilance>

link to e-learning - stakeholder engagement

<https://engie.eu.crossknowledge.com/sso/session/19639/Enroll/yes/>