

Societal reporting 2022

Extract from 2022 Universal Registration Document



3.6 SOCIETAL INFORMATION

The responsible growth model devised by ENGIE is based on structured dialog tailored to all the stakeholders in the Group's business activities.

3.6.1 DIALOG WITH STAKEHOLDERS AND PARTNERSHIPS

ENGIE maintains an ongoing and proactive dialog with all stakeholders around its industrial activities. Based on existing approaches, the Group supports its operating entities in deepening and structuring their practices, from the implementation of dialog strategies to their operational deployment in the project teams.

The goal is to optimize performance and increase value creation by giving precedence to the expectations and needs of the territories and deepening the ownership of the Group's activities by its beneficiaries.

This assistance allows industrial activities to map stakeholders and align with the new objective of creating plans for discussion in all the Group's business activities by 2030.

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, IFC (International Finance Corporation, World Bank) and the Equator Principles.

On the one hand, it consists of raising awareness and training employees in the structuring of dialog with stakeholders in

connection with the Group's training entity, ENGIE University. On the other hand, the methodology consists of technical support for the implementation of dialog action plans adapted to the challenges and expectations of the territories.

In 2022, structuring dialog with stakeholders was integrated in ENGIE University's training programs through e-learning which is open to all Group employees.

In 2022, the different dialog spaces hosted discussions about a fair transition, as part of the Stakeholders Committee meeting held by the Group on this topic during the second half of the year, and as part of the recourse space, about various issues that operating people encounter in their territories.

This culture of listening and dialog is extended through societal and environmental partnerships with, in particular, France Nature Environnement, the French committee of the IUCN and the ONE (Ocean Nature and Environment) Foundation.

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

3.6.2 COMBATING POVERTY AND THE CORPORATE FOUNDATION

3.6.2.1 Fuel poverty of individual customers

ENGIE has contributed to the *Fonds Solidarité Logement* (French solidarity housing fund) since 2007 and in the amount of €6 million per year since 2010. In 2022, ENGIE was therefore a signatory of 110 active agreements with the FSL, of which 16 with metropolises. Due to the current economic context which is weighing heavily on vulnerable families, ENGIE decided, as an exceptional measure, to double its contribution to the *Fonds Solidarité Logement* in 2022, i.e. to €12 million. By doing so, ENGIE has once again demonstrated its commitment to the fight against poverty and to struggling families, as this aid will benefit a great number of people - regardless of whether they are ENGIE customers.

In 2022, around 65,000 families received support as a result of this fund which is managed by departments and / or metropolitan areas. The aid granted averaged €250, representing an increase compared with 2021.

Moreover, in the wake of energy price increases, ENGIE is more committed than ever to supporting its customers, notably those in the greatest need. For this reason ENGIE, in addition to measures already implemented, decided to provide an additional €100 in aid to its 880,000 customers who benefited from the French state's energy voucher. This exceptional aid from ENGIE was paid in November without any action required on their behalf.

ENGIE relies on its Solidarity and External Relations Correspondents, who are committed to promoting ENGIE's Solidarity policy to local elected officials, social workers, social mediation partners and consumer associations. This proximity is fundamental and necessary for the implementation of personalized support for the most vulnerable customers. ENGIE has created a network of mediation partners with over 120 customer assistance centers throughout the country as of the end of 2022.

In addition, ENGIE has developed tools dedicated to social players for the latter to be able to respond appropriately and immediately to the needs of vulnerable ENGIE customers. The ENGIE Solidarity portal (available on the website servicessociaux.engie.fr), created in April 2018 and specifically designed for social workers to support our vulnerable customers, therefore saw an increase in its use for the third year in a row: 280,000 interactions between departmental and regional social services and ENGIE solidarity teams compared with 265,000 in 2021 (+6% following a 20% increase in 2021).

Finally, a dedicated phone line for social workers is open Monday to Friday from 9:00 a.m. until 5:00 p.m. to provide them with answers as quickly as possible.

In 2022, the Group continued its initiatives to raise awareness of domestic gas appliance safety and saving energy. These initiatives include the CIVIGAZ scheme, a civic service mission created and operated with the Fondation Agir Contre l'Exclusion (Act Against Exclusion Foundation). Since 2015, this scheme has helped raise awareness among more than 70,000 people regarding gas safety and energy management. Visits carried out by civic service volunteers also helped address more than 50,000 potentially dangerous situations.

In 2022, GRDF also maintained its partnerships with the *Observatoire National de la Précarité Énergétique* (ONPE), the *Fédération Nationale Soliha*, the *Association Nationale des Compagnons Bâisseurs*, and the *association Stop à l'Exclusion Énergétique* to capitalize on the CIVIGAZ experience which unites coalitions of territorial players around the issues of security and poverty. In addition to measures introduced under these partnerships, GRDF formed two new partnerships at the end of the year with *Croix Rouge Insertion* and the CLER (Network for the energy transition - formerly known as the Liaison committee for renewable energies).

Finally and at the same time, GRDF stepped up its daily actions directly with its customers and partner authorities: raising awareness among technicians and customer services advisors regarding fuel poverty in cooperation with GRDF's social workers, greater sensitivity surrounding disconnection

for unpaid bills, supporting local authorities in the identification of fuel poverty, and launch of several local trials in partnership with social and energy players were all actions taken in 2022 to support its customers.

3.6.2.2 The environmental and social fund "ENGIE Rassembleurs d'Énergies"

The Group supports social enterprise and disadvantaged populations through the social and environmental fund, *ENGIE Rassembleurs d'Énergies*. ENGIE invests in social enterprises promoting shared and sustainable growth for all based on clean, affordable energy and on innovative, sustainable business models.

The fund is utilized for six different themes targeting financial performance and social and environmental impact: sustainable decentralized energy solutions; clean, secure cooking solutions, biogas; energy efficiency and energy saving; the circular economy; and sustainable and inclusive mobility.

At December 31, 2022 the portfolio companies had provided access to clean, sustainable energy to 7.5 million beneficiaries worldwide. The companies also generated more than 32,000 direct and indirect jobs, more than 60% of which were

held by women. In total, 21,100 Group employees invested part of their savings in the *ENGIE Rassembleurs d'Énergies* solidarity mutual fund (FCPE), thus giving meaning to their savings with a direct connection to their occupation.

The 22 active companies in the portfolio operate on four continents (Europe, Africa, Asia and Latin America) and in around 20 countries. These companies cover 11 sustainable development goals through a wide range of technologies that respond to the issue of inclusive growth, in particular through access to sustainable energy and the reduction of fuel poverty. Through them, *Rassembleurs d'Énergies* provides solutions for at-risk populations. In 2022, the fund continued to be rolled out in France with Enerpro in biogas and in own consumption with Enogrid. At year end 2022 *ENGIE Rassembleurs d'Énergies* had committed a total of €38.3 million.

3.6.2.3 The ENGIE Foundation

Created in 1992, the purpose of the ENGIE Foundation is to give a chance to those who do not have one - isolated or vulnerable populations - to demonstrate ENGIE's societal commitment in the field of mutual aid, to bring the Group's value and purpose to life.

Its efforts cover three main priorities:

- child welfare - education;
- access for all to energy - the protection of biodiversity - the fight against climate change;
- fight against poverty and unemployment, as well as emergency aid.

ENGIE Foundation's initiatives are part of its 2020-2025 mandate, with an annual endowment of €7.8 million.

To respond to major challenges, the ENGIE Foundation relies on the commitment of its employees, and in particular ENGIE's internal NGOs (Energy assistance), with three priorities:

- impact (acting with impact);
- proximity (being at the heart of the regions);
- responsibility (contributing to societal challenges, giving "l'énergie des possibles" (energy of all possibilities), to help projects happen in areas such as children and young people, community and the environment).

Taking care of life and of our planet has been ENGIE Foundation's mantra for almost 30 years. With 51% of projects in 2022 dedicated to access to renewable and sustainable energy and biodiversity, ENGIE Foundation is committed to the environment on an ongoing basis. Its aim is to take part in projects that are ambitious and an impact, and contribute to the collective effort of the 2030 Agenda via the achievement of Sustainable Development Goals (SDGs). In terms of biodiversity and the climate, the ENGIE Foundation supported, in particular, Biodiversity Atlases and the protection of posidonia with the French Biodiversity Office, the exploration of the Gulf of Lion with the Museum, the raising of awareness of biodiversity in the community with the league or the protection of birds, and the protection of the environment in Brazil.

In 2022, the ENGIE Foundation supported more than 140 projects worldwide with more than 4000 beneficiaries. Details regarding the ENGIE Foundation are presented on the website: fondation-engie.com.

3.6.3 JUST TRANSITION

The plan to transition toward Net Zero Carbon by 2045 presented by ENGIE in 2021 is based on a "well below 2°C" trajectory. In line with the Paris Agreement, the plan was designed for its customers and for the Group to lay the foundations for long-term sustainable growth. The Group's objectives for an affordable, reliable and sustainable energy transition resonate with the challenges facing society, climatic challenges, energy market challenges and those of its stakeholders.

In 2022, the context of the Russian-Ukrainian conflict and energy price volatility on the European continent, underpinned by the climate emergency, demonstrates the relevance of ENGIE's strategy to offer a balanced, resilient and affordable energy mix. This plan aims, in particular, to:

- ensure that customers, and low-income customers, have access to affordable and sustainable energy thanks to innovative offers;

- commit to local projects with the communities;
- guarantee quality social dialog at all levels, offer social protection to all employees worldwide, guarantee their employability through training and retraining and through providing support during restructuring;
- establishing stringent standards in terms of labor law, human rights and sustainability throughout the supply chain, promoting inclusive procurement and engaging with suppliers in their decommissioning processes.

This plan implements the principles of fair transition for the benefit of consumers, communities, workers and suppliers.

As to consumers, efforts consist of steps to promote affordable energy.

ENGIE offers free, or nearly free, ways for consumers to track their energy usage, to receive personalized advice, and to manage their usage and their comfort on a target budget or by remote readings.

ENGIE encourages its customers by rewarding them for saving energy. One such initiative is My Program to Act, which compensates them for green actions in the form of “kilo-acts.” These kilo-acts can then be re-invested by customers in CSR actions.

As to communities, efforts relate to creating local, sustainable value, developing new industrial value chains having a positive fallout on the territories and adding to their resilience, to a robust process of consulting with stakeholders and entering partnerships.

The Aumaillerie biogas plant, commissioned in 2020, is a typical regional project developed by ENGIE BIOZ. Based in Fougères in Brittany, this plant treats a mix of livestock effluents and crop residues in partnership with farmers and local businesses, with a production capacity of 20 Gwh/year, or the equivalent of the yearly consumption of 2,000 households. It provides nearly 20% of the gas locally consumed. Three people keep the site running. In total, 150 people participated in financing the project, raising €500,000. The funding objective was reached in only a few weeks, a sign of the attractiveness of the project.

For the past decade, ENGIE Brazil has been developing social initiatives in favor of the well-being of local populations living near its sites. The purpose of the arts and sustainability centers is to promote local customs and traditions, social and digital inclusion, etc. They are managed by the communities themselves near ENGIE's production sites and facilitate the social, cultural and environmental development of small local authorities in several regions in Brazil. Six centers are currently in operation and three are under construction.

For the Group, these provide a positive contribution to territorial development, while respecting local communities.

For employees, the Group is also rolling out protection measures, with the launch of a global “ENGIE Care” program of social coverage, covering four key areas worldwide. This program, which was created with international trade unions, aims to provide every employee, anywhere in the world, with social protection in four key areas: hospitalization, death benefits, disability (permanent and total) and parental leave (for mothers and fathers).

In terms of training, ENGIE University offers the Sustainability Academy. One of the purposes of this academy is to highlight the expertise and commitment of the Group's employees in taking sustainability into account in their business occupations. Another purpose is to share this expertise with the entire company and its ecosystem. The Sustainability Academy offers several levels of training, from acculturation to expertise, and is based on a variety of formats.

The apprenticeship training center dedicated to energy transition and climate-related occupations provides training to more than 200 young parents through work-study programs. This provides access to the Group's future occupations and accelerates its strategy toward Net Zero Carbon.

Finally, ENGIE encourages its “preferred” suppliers to commit to a trajectory of decarbonization aligned with or certified by SBTi.

To ensure the success of this just transition plan, ENGIE relies on its approach of transparency and co-construction with civil society. In 2022, the plan was, in this context, submitted for the opinion of a Committee of stakeholders (associations, responsible investors, economists, institutional investors and activists). The Group has given itself one year to present indicators that are in line with its ambitions to the Committee.