

# 2023 SOCIETAL REPORTING

EXTRACT FROM 2023 UNIVERSAL REGISTRATION DOCUMENT



The logo for ENGIE, featuring a white curved line above the word "ENGIE" in a bold, white, sans-serif font.

## 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 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 2023, 842 employees completed the module and 113 employees took part in awareness-raising sessions through the Sustainability Academy.

At the Group level, dialog with stakeholders is based around two main bodies: the Stakeholder Committee and the Dialog and Transition Forum. In 2023, within the framework of this

forum, the three dialog sessions were based on the various issues encountered by operational staff in the regions. The meeting with the Group's stakeholders committee was postponed to the first half of 2024.

At the operational level, dialog with stakeholders is measured through the implementation of societal action plans. In 2023, 49% of sites, activities and projects were covered by these action plans.

Objective title	Unit	ENGIE 2023	ENGIE 2022	ENGIE 2021	2030 target
Implementation of societal action plans for sites, activities and projects (dialog with stakeholders)	%	49	46	36	100

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 COP22 Advanced level category.

### 3.6.2 COMBATING POVERTY AND THE CORPORATE FOUNDATION

#### 3.6.2.1 Fuel poverty of individual customers

ENGIE has a portfolio of approximately 20 million contracts in the countries where it operates, of which approximately 1 million customers are considered vulnerable or in difficulty under national legislation that differs from country to country. ENGIE is committed to helping its customers cope with fuel poverty by implementing not only the measures taken by the public authorities but also its own actions.

In France, ENGIE has contributed to the French solidarity housing fund (Fonds Solidarité Logement - FSL) since 2007 and in the amount of €6 million per year since 2010 (€12 million in 2022). In 2023, ENGIE was therefore a signatory of 110 active agreements with the FSL, of which 16 with metropolises. In 2023, around 41 439 families received support as a result of this fund which is managed by departments and / or metropolitan areas. The average amount of aid granted is 309 euros, up on 2022.

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 2023. In 2022, 37 social mediation partners contacted 17,992 customers to find a solution to their unpaid bills. These actions make it possible to resume contact with customers in difficulty and were renewed in 2023 with nearly 18,500 customers contacted.

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 customers. The ENGIE Solidarity portal (available on the website [servicessociaux.engie.fr](https://servicessociaux.engie.fr)), created in April 2018 and specifically designed for social workers to independently and securely support our vulnerable customers, therefore saw an increase in its use for the fifth year in a row and continues to be popular among users: in 2023, there were 185,720 interactions between departmental and communal social services and the ENGIE Solidarity teams with more than 23,000 users. A dedicated phone line for social workers is also open Monday to Friday from 9:00 a.m. until 5:00 p.m. to provide them with answers as quickly as possible. In 2023, 38,800 calls were received and handled by ENGIE Solidarity advisors with an accessibility rate of 95%.

Moreover, to simplify the process for our vulnerable customers and help them to learn about available assistance and free advice and services, in December 2023 ENGIE created a Solidarity page on the ENGIE public website: <https://particuliers.engie.fr/aide-contact/espace-solidarite.html> public

ENGIE also participates in the "Aide Budget" (Budget Support) experiment led by the General Directorate of the Treasury. This scheme offers additional aid to support vulnerable customers. Thus, on the proposal of ENGIE and subject to customer consent, the "Point Conseil Budget" contacts vulnerable customers and offers them solutions for global budget support.

Finally, ENGIE established partnerships with Compagnons Bâisseurs and Réseau Eco Habitat in 2023 to support vulnerable families who are homeowners in the energy renovation of their property by financing the outstanding amounts.

In 2023, the Group continued its initiatives to raise awareness of domestic gas appliance safety and saving energy. In France, true to its purpose, GRDF therefore affirms its solidarity with its customers. By activating synergies with local players, the Company helps to inform, guide and support people in situations of fuel poverty. For several years, the Company has been carrying out specific actions with low-income families in order to raise awareness about the safety of their domestic gas appliances and saving energy. Among these actions, the eighth edition of CIVIGAZ, a civic service mission created and operated with the Fondation Agir contre l'Exclusion (Act Against Inclusion Foundation), was held in 2022 and 2023. Since 2015, the program has raised the awareness of more than 71,000 people. Visits carried out by civic service volunteers also led to more than 5,200 interventions to make gas installations compliant.

Following an impact study, work carried out in collaboration with the Fondation Agir contre l'Exclusion has led to development of the program to strengthen its impact. For the 2023 / 2024 season, the main changes include the enrichment of content, with a focus on energy sobriety and access to consumption data, and the incorporation of collective events focused on the control of energy in public spaces (on the ground floor of buildings, in schools, in markets, etc.). In addition, the duration of the program has been extended from seven to 12 months, and human resources have been increased within local structures.

These developments have led to increased interest from local authorities in this scheme. CIVIGAZ will therefore be rolled out in 15 territories across eight regions of mainland France for the 2023/2024 season.

GRDF also maintained its partnerships with the Observatoire national de la précarité énergétique (ONPE), the Fédération nationale Soliha, the Association nationale des compagnons bâtisseurs, the association Stop exclusion énergétique, Croix Rouge Insertion and the CLER (behind the SLIME program) to capitalize on the CIVIGAZ experience which unites coalitions of territorial players around the issues of security and poverty.

Finally, and at the same time, GRDF continued its daily actions directly with its customers and partner authorities: raising awareness among technicians and customer services advisors regarding fuel poverty, greater sensitivity surrounding disconnection for unpaid bills, and launch of several local trials in partnership with social and energy players were all actions taken in 2023 to support its customers.

In Australia, the “Bill assist program” has been set up for vulnerable customers to offer them flexibility and individualized payment solutions based on reciprocal commitments. It is complemented by the “Here to help” program with two initiatives that target customers with late payment of 30 or 120 days.

### 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 the beginning of 2023, the portfolio companies had provided access to clean, sustainable energy to 7.8 million beneficiaries worldwide. The companies also generated more than 33,000 direct and indirect jobs, more than 60% of which were held by women. In total, more than 20,000 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

### 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 two main priorities:

- **Planet** with access for all to energy thanks to the efforts of ENGIE employees - the protection of biodiversity - the fight against climate change;
- **For People** with its Education program to promote access to science and culture for young people and its “fight against poverty and employment” program.

The ENGIE Foundation also wishes to respond to emergencies following natural disasters.

In Belgium, there is a social tariff for vulnerable customers who have access to a dedicated line. ENGIE has also partnered with public social action centers (Centres Publics d’Action Sociale - CPAS) and offers longer payment spread plans for vulnerable customers.

In the Netherlands, partnerships have been established with associations such as “Geldfit,” which helps customers with financial difficulties reach the right contacts for help and trains ENGIE employees in getting to know these customers better, or “Noodfonds Energie” which is an emergency fund for obtaining financial assistance for the payment of energy bills. Vulnerable customers receive specific treatment and a plan for spreading payments as well as actions to raise awareness about saving energy.

In Romania, there are financial and non-financial protection measures driven by local regulations such as support for heating, consumption, the purchase of efficient equipment or products and services aimed at increasing energy efficiency. A dedicated ENGIE team manages the processes related to the support granted by the local authorities and departmental social assistance agencies, the payment spreading plans and the tools for managing consumption and raising awareness about saving energy.

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, Engie Rassembleurs d’Énergies provides solutions for at-risk populations.

In 2023, the fund continued its rollout in inclusive mobility in France with an investment in the start-up Omni. This young French company aims to change the lives of more than 25 million people with reduced mobility in Europe, thanks to a simple and affordable wheelchair electrification solution.

At year end 2023 ENGIE Rassembleurs d’Énergies had committed a total of €38.5 million.

ENGIE Rassembleurs d’Énergies has been ESUS approved since 2011, certified B Corp™ since 2019, in recognition of its positive contribution to society and the environment, the transparency of its action and its pursuit of continuous improvement. Its B Corp™ certification was renewed in 2023. ENGIE Rassembleurs d’Énergies has also had Entreprise à Mission status since 2021.

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 48% of projects in 2023 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 supports, in particular, major projects alongside the French

Biodiversity Office with the Communal Biodiversity Atlases Trophies and projects for the protection of oceans with the exploration of the Gulf of Lion with the National Museum of Natural History, the protection of posidonia.

In 2023, the ENGIE Foundation supported more than 130 projects worldwide with more than 4000 beneficiaries. Details regarding the ENGIE Foundation are presented on the website: [fondation-engie.com](http://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 SBTi-certified "well-below 2°C" trajectory. In line with the Paris Agreement, the plan was designed for its customers, its stakeholders 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 and nature challenges, energy market challenges and those of its stakeholders.

Since the Russian-Ukrainian conflict and energy price volatility on the European continent, underpinned by the climate emergency, the relevance of ENGIE's strategy to offer a balanced, resilient and affordable energy mix has increased. This plan therefore mainly aims 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 therefore 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 also encourages its individual customers by rewarding them for saving energy. In France, "My Program to Act" compensates them for green actions in the form of "kilo-acts," which can then be reinvested by customers in CSR initiatives. In Australia, the Reduce & Reward program allows customers who reduce their consumption to receive a reward in the form of a reduction in their bill. For companies, ENGIE continues to develop Power Purchase Agreements (PPA) and energy performance contracts.

As to communities, these principles relate to creating local, sustainable value, developing new industrial divisions with a positive impact on the territories and adding to their resilience, to a robust process of consulting with stakeholders and entering partnerships. The rollout of the SET (Sustainable Energy Transition) label continues in various countries (France, Italy, Spain, Belgium, Chile, United States and Canada). Audited by independent experts from Bureau Veritas, this SET label certifies the method used by ENGIE to carry out onshore

wind and solar projects integrated into their region, respectful of nature and increasingly useful for reducing greenhouse gas emissions. A strict framework is applied and it includes nine commitments, divided into three main themes: regions, nature and climate guaranteeing in particular the involvement of stakeholders in projects, the preservation of nature in the vicinity of facilities and the optimization of the projects' contribution to the fight against climate change.

ENGIE has also launched a global socio-economic footprint study that will be made public in 2024 to present its impacts in terms of jobs (direct and indirect) and contribution to the wealth of the countries where it operates.

For employees, the Group continues to roll out protection measures, with the global "ENGIE Care" program of social coverage, covering four key areas worldwide. This program, 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).

ENGIE is also participating in the negotiations of an agreement at European level between the Federation of Gas employers (Eurogas) and the trade union federations ESPU (public service) and IndustriALL (industry) on the fair transition in the gas sector around the following issues: anticipating changes in employment and skills needs, transition from one job to another, training as a key to employability (right to training, strong social dialog, and diversity in the workplace). This agreement is expected to be concluded in the first half of 2024.

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 many young people 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. ENGIE's key suppliers are also assessed by EcoVadis on the following four topics: environment, human rights, workers' rights, ethics and sustainable procurement.

To ensure the success of this just transition plan, ENGIE relied on its approach of transparency and co-construction with civil society. In 2022, the plan was submitted for opinion to a Committee of stakeholders (associations, responsible investors, economists, institutions and activists) and in early 2024 the Group is presenting its first key indicators aligned with its ambitions in the integrated report.