



# ENGIE Impact

## UNGC Communication on Progress (CoP)

### Period covered

From: January 1, 2020

To: December 31, 2020

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### ENGIE Impact

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## Statement of Support by the Chief Executive Officer

April 22, 2021

To our stakeholders,

I am pleased to confirm that ENGIE Impact reaffirms its support of the [Ten Principles of the United Nations Global Compact](#) in the areas of Human Rights, Labour, Environment, and Anti-Corruption.

In 2019, ENGIE Impact was created to support corporations, cities and governments in accelerating their sustainability transformation, from strategy to implementation. Formed by the merging of four legacy organizations, each with distinct sustainability processes, we architected a new, unified vision in 2020 that would enable our [bold sustainability goals](#). We adopted leading practices and processes from our parent company, ENGIE, and established our own bold objectives that would leverage our strategic and technical expertise to further advance sustainability transformation for ourselves and our clients.

COVID-19 and the events of 2020—from social unrest to extreme weather events—have only further solidified sustainability as a priority on the executive agenda. In my conversations with leaders across the world, I have seen renewed and meaningful commitment to climate change. We have learned valuable lessons about how we must respond to unexpected economic shocks and how to strengthen our operations, our supply chains, and our communities to secure long-term resilience. As governments, businesses and financial institutions take action on sustainability, they must also commit to a more inclusive recovery. Rebuilding strategies must prioritize not only jobs and the economy but support pollution reduction and community health, enhance energy and climate resilience, and support decarbonization—all of which can help create social equity.

The type of transformation we are committed to will never succeed with top-down mandates or platitudes. That is why we are so proud of the voices of our employees, clients and community who push for change, drive progress and make ENGIE Impact a better company. Our leadership team is committed to addressing the core challenges that affect our business and our lives: inequality in society, diversity in the workplace, environmental justice and much more.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to transparently sharing this information with our stakeholders through our primary, accessible channels of communication.

Sincerely yours,



Mathias Lelièvre  
Chief Executive Officer  
ENGIE Impact

## About ENGIE Impact

### ENGIE Impact Quick Profile



**20+**  
locations  
worldwide



**\$3.7** billion  
in savings  
identified for  
clients in the  
past 6 years



**25%**  
of the  
Fortune 500  
are clients



**\$24** billion  
in annual resource  
spend under  
management



**2,000+**  
employees  
worldwide



**1,000+**  
clients across  
one million sites  
and locations

### *Right Now. For Tomorrow.*

People are demanding that businesses and public sector leaders do more to protect the planet. But while society is making strides toward a sustainable future, it isn't happening fast enough. Organizations are struggling to drive results at speed and scale due to massive complexity.

ENGIE Impact accelerates sustainability transformation for corporations, cities and governments. We help organizations embed sustainability strategies into their operations, allowing them to bridge the gap between sustainability goals and realized results to capture economic value and make them more competitive over the short- and long-term.

ENGIE Impact applies data analytics, multi-disciplinary expertise and global reach to accelerate sustainability transformation of organizations around the world. The process starts with tailored roadmaps to help organizations establish and achieve their sustainability goals. This guidance is grounded in reliable data and advanced analytics, creating a holistic view across resources: **energy, water, waste and carbon**. From strategy to implementation, actionable solutions help clients improve their bottom line, drive growth, satisfy stakeholders, extend resources and make a positive impact on the environment.

### *What we offer*

- **Strategy & Planning:** We thoroughly assess organizations' current state and develop a tailored, long-term sustainability roadmap—and then make sure it is achieved.
- **Execution:** We remove the complexity and fragmentation of implementing a sustainability strategy, not only accelerating execution but driving real results.
- **Tracking & Reporting:** We deliver advanced analytics tools and proactive insights to help organizations identify opportunities, track progress and disclose performance across energy, water, waste and carbon emissions.



## Recognition and certifications

- ENERGY STAR® Partner of the Year for 17 consecutive years
- Awarded Best DC Innovative Partner—Huawei Middle East Partner Convention 2018
- The Energy Awards: Energy Buying Team of the Year 2018/19
- Recognized by CDP as one of only eight Accredited Software Providers
- We maintain ISO 14001, Environmental Management Systems certification for some of our legal entities.
- For four consecutive years, our parent company, ENGIE, has been placed on the A List by CDP, a score widely recognized as the global benchmark for corporate environmental transparency.
- Our experts serve on the SBTi's Expert Advisory Group to help design an international standard for net-zero targets, providing on-the-ground insight from our experience managing commitments to carbon neutrality and SBTi, for ourselves and our clients

## Ownership Structure

ENGIE Impact is 100% owned by [ENGIE Group](#). Our parent company<sup>1</sup> is a global leader in low-carbon energy and services with the purpose (“raison d’être”) of accelerating the transition towards a carbon-neutral world, through reduced energy consumption and more environmentally friendly solutions, reconciling economic performance with a positive impact on people and the planet.

In 2020 we architected a new, unified vision that would enable our [bold sustainability goals](#), adopting ENGIE Group policies and processes.

## Corporate Sustainability Governance and Leadership

Corporate Sustainability is a strategic priority for ENGIE Impact. We have established a governance model for Corporate Sustainability that ensures that it is fully integrated into every aspect of our operations.

ENGIE Impact's Corporate Sustainability governance model starts with our top leadership. Our Executive Committee approves, monitors and animates our Corporate Sustainability goals, policies and processes. All of ENGIE Impact departments are involved and accountable for Corporate Sustainability through the annual goal setting process led by our Executive Committee.

Responsibility for implementation of our Corporate Sustainability goals is intentionally decentralized to ensure high level of engagement across the organization. We nurture sustainability champions at all levels, and we empower employees in our different regions to select locally relevant activities. The roles and responsibilities of different teams and individuals can be found in appendix.

## Sustainable Development Goals (SDGs)

### ENGIE Impact Approach

Following a process of principled prioritization, ENGIE Impact identified the priority SDG targets to focus on within the overall context of the Global Goals. Principled prioritization<sup>2</sup> is a process that includes consideration of:

- **Risks to people and the environment:** The contribution every company can make to achieving the SDGs by meeting its responsibility to address potential and actual negative impacts to people and the environment that are linked to its operations and value chains; and
- **Beneficial SDG-related products, services and investments:** the additional contribution that companies can make to achieving the SDGs by applying their knowledge, skills and other capabilities to benefit people and the environment.

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<sup>1</sup> ENGIE Group sustainability performance in appendix.

<sup>2</sup> GRI; UNGC; Integrating the Sustainable Development Goals into Corporate Reporting: A Practical Guide; 2018; p. 7.

## Our Own Operational Risks

The principled prioritization process identifies the most severe negative impacts on people and the environment that are linked to the company's operations and value chain and connects them to the relevant SDG targets. These impacts include the 'salient' human rights risks or issues.

ENGIE Impact is a management consulting and environmental service provider with a homogeneous type of activity, supply chain and, in general, exposure to Environmental, Social and Governance (ESG) risk. Our main risks are therefore linked with our ways of working and ethics in conducting our business. Our operational risks are linked with the following SDGs:

SDGs	ENGIE Impact Operational Risks
	<b>8.5</b> Full employment and decent work with equal pay <b>8.7</b> End modern slavery, trafficking, and child labour <b>8.8</b> Protect labour rights and promote safe working environments
	<b>13.A</b> Implement the UN Framework Convention on Climate Change
	<b>16.3</b> Promote the rule of law and ensure equal access to justice <b>16.5</b> Substantially reduce corruption and bribery

Normally our employees perform their jobs in offices that we lease or in co-working spaces under licensing agreements. However, during 2020, most of our workforce shifted to working from home. Before COVID, some of our staff visited clients on their premises. This way of connecting has been indefinitely replaced by digital means. In a limited number of cases, some of our teams continued on-site visits to construction projects, which came with higher risks.

Our biggest challenge in identifying and managing all sustainability risks is the geographical spread of our activities as well as the fact that the biggest share of our sustainability challenges are in our value chain (mainly upstream) where we have limited control. In 2020 we had almost 2,200 employees, located in 12 different countries with varying employee-related benefits and practices, regulatory frameworks, and degrees of control in shared office spaces. However, **93% of the total workforce is located in the United States and Europe.**

### ENGIE Impact Global Workforce

	Region	Country	City (State/Province)	# of Employees	% of Total Workforce
1	North America	USA	Spokane (WA)	1,170	70%
2	North America	USA	Saint Paul (MN)	71	
3	North America	USA	Boston (MA)	48	
4	North America	USA	Seattle (WA)	47	
5	North America	USA	New York (NY)	22	
6	North America	USA	Oakland (CA)	10	
7	North America	USA	Remote	148	
8	Europe	UK	Oxford	82	19%
9	Europe	UK	London	87	
10	Europe	UK	Newcastle	29	
11	Europe	UK	Dartford	62	
12	Europe	Belgium	Brussels	145	
13	Europe	Belgium	Louvain-la-Neuve	13	
14	Asia	Philippines	Manila	105	5%
15	Asia	Singapore	Singapore	42	2%

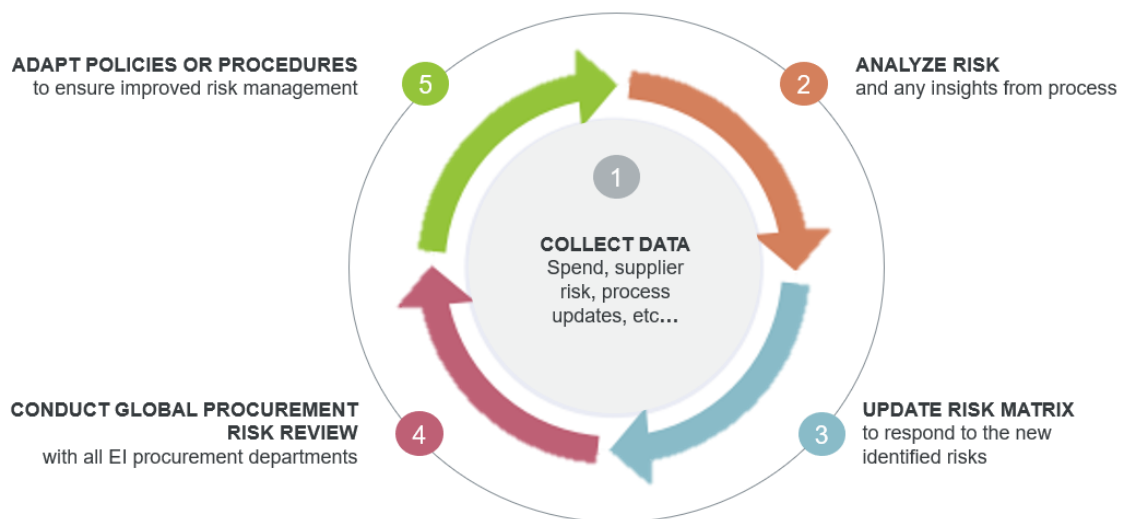
	Region	Country	City (State/Province)	# of Employees	% of Total Workforce
16	Europe	France	Paris	36	2%
17	Europe	Romania	Bucharest	17	1%
18	South America	Chile	Santiago de Chile	15	1%
19	Europe	Germany	Frankfurt	14	1%
20	Asia	Dubai	Dubai	13	1%
21	Europe-Asia	Turkey	Istanbul	3	0%
22	Asia	KSA	Riyad	2	0%
			<b>TOTAL</b>	<b>2,181</b>	<b>100%</b>

ENGIE Impact's main environmental footprint is related to our **ways of working** and in particular **GHG emissions mostly in our supply chain (Scope 3)**.

### Supply Chain Risk Assessment

Value chains must be resilient from a business perspective as well as from a societal perspective, enabling companies to address the most critical challenges of our times such as biodiversity, climate change, human rights, racial inequity, governance and ethics. Between 2020 and early 2021 we performed our first supply chain risk assessment. In an effort to eliminate the atypical impacts of our purchasing necessitated by COVID-19, we focused our analysis using best available information for Q1 and Q2 2020. In order to perform the assessment we used the following process.

#### ENGIE Impact Supply Chain Risk Assessment Process

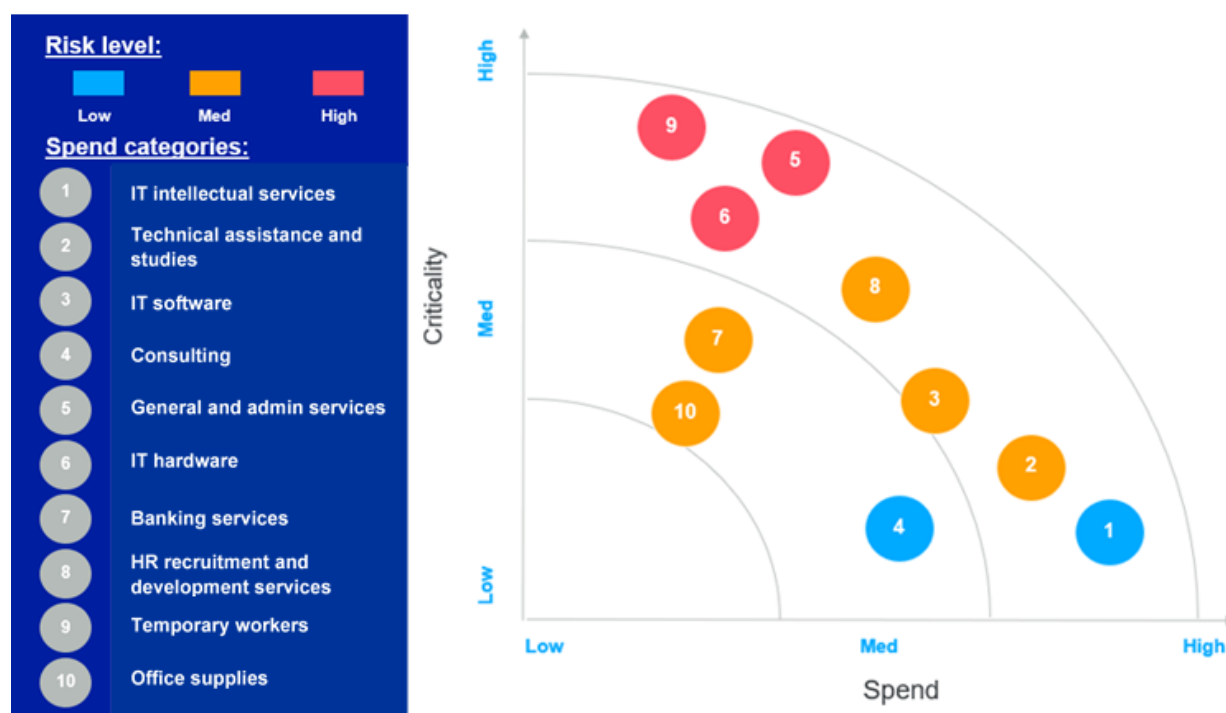


Our spend categories are quite classic for a consulting company, with a larger proportion of IT-related spend due to the dominance of digital processes in our business model. The top 10 spend categories shown represent more than 97% of the total operational spend.

Top 10 Spend Categories	
IT intellectual services	IT hardware
Technical assistance and studies	Banking services
IT software	HR recruitment and development services
Consulting	Temporary workers agencies
General and admin services	Office supplies



## 2020 Supply Chain Risk Matrix



## Risk Per Category of Spend

N°	Categories	International	Social	Societal	Environment	Business	Governance	Finance
1 3 6	IT INTELLECTUAL SERVICES IT SOFTWARE IT HARDWARE	RESPONSIBLE BUSINESS ALLIANCE	<ul style="list-style-type: none"> <li>Occupational Health &amp; Safety</li> <li>Employment terms</li> <li>Working hours</li> </ul>	<ul style="list-style-type: none"> <li>Responsible Sourcing of Minerals</li> <li>Community Impact</li> <li>Low level of societal acceptance of supplier activities</li> <li>Duty of Care</li> </ul>	<ul style="list-style-type: none"> <li>Contribution to climate change &amp; GHG emissions</li> <li>Product Design &amp; Circularity</li> <li>Waste</li> <li>Hazardous Substances</li> <li>Pollution Prevention</li> </ul>	<ul style="list-style-type: none"> <li>Loss of competitiveness</li> <li>Absence of a continuity plan</li> <li>Supply chain disruptions</li> <li>Intellectual Property</li> </ul>	<ul style="list-style-type: none"> <li>Business Ethics</li> <li>Bribery &amp; Corruption</li> <li>Data Privacy &amp; Security</li> <li>Cyber attacks on IT systems</li> </ul>	<ul style="list-style-type: none"> <li>Financial Health</li> <li>Physical impacts of climate change</li> </ul>
2 4 8	TECHNICAL ASSISTANCE AND STUDIES MANAGEMENT AND ORGANISATION CONSULTING HR RECRUITMENT & DEVELOPMENT SERVICES	OECD DUE DILIGENCE FOR RESPONSIBLE BUSINESS CONDUCT BENCHMARK OF CONSULTING FIRMS	<ul style="list-style-type: none"> <li>Discrimination and harassment</li> <li>Employment terms</li> <li>Working hours</li> </ul>	<ul style="list-style-type: none"> <li>Community Impact</li> </ul>	<ul style="list-style-type: none"> <li>Environmental management system</li> <li>GHG emissions</li> <li>Waste</li> <li>Product Design &amp; Circularity</li> </ul>	<ul style="list-style-type: none"> <li>Intellectual Property</li> <li>Loss of competitiveness</li> <li>Poor Project Management</li> </ul>	<ul style="list-style-type: none"> <li>Business Ethics</li> <li>Bribery &amp; Corruption</li> <li>Tax non-compliance</li> <li>Data Privacy &amp; Security</li> <li>Risk Management</li> </ul>	<ul style="list-style-type: none"> <li>Financial Health</li> <li>Physical impacts of climate change</li> </ul>
5 9 10	UNCLASSIFIED GENERAL AND ADMINISTRATION SERVICES TEMPORARY WORKERS AGENCIES OFFICE SUPPLIES & OTHER EQUIPMENTS CONDUCT	INTERNATIONAL LABOR ORGANIZATION OECD DUE DILIGENCE FOR RESPONSIBLE BUSINESS	<ul style="list-style-type: none"> <li>Occupational Health &amp; Safety</li> <li>Discrimination &amp; harassment</li> <li>Absence of social dialogue</li> <li>Employment terms</li> <li>Working hours</li> </ul>	<ul style="list-style-type: none"> <li>Low level of societal acceptance of supplier activities</li> </ul>	<ul style="list-style-type: none"> <li>Environmental management system</li> <li>GHG emissions</li> <li>Land use &amp; deforestation / water resources</li> <li>Waste</li> <li>Hazardous Substances</li> <li>Pollution Prevention</li> <li>Product Design &amp; Circularity</li> </ul>	<ul style="list-style-type: none"> <li>Poor Supplier Relationship</li> <li>Absence of a continuity plan</li> <li>Supply chain disruptions</li> </ul>	<ul style="list-style-type: none"> <li>Business Ethics</li> <li>Bribery &amp; Corruption</li> <li>Tax non-compliance</li> <li>Data Privacy &amp; Security</li> <li>Risk Management</li> </ul>	<ul style="list-style-type: none"> <li>Financial Health</li> <li>Physical impacts of climate change</li> </ul>
7	BANKING SERVICES SASB			<ul style="list-style-type: none"> <li>Community Impact</li> </ul>	<ul style="list-style-type: none"> <li>Environmental management system</li> <li>GHG emissions</li> <li>Product Design &amp; Circularity</li> </ul>	<ul style="list-style-type: none"> <li>Loss of competitiveness</li> <li>Poor Project Management</li> </ul>	<ul style="list-style-type: none"> <li>Business Ethics</li> <li>Systemic Risk Management</li> <li>Customer Privacy</li> <li>Data Security</li> </ul>	<ul style="list-style-type: none"> <li>Financial Health</li> <li>Physical impacts of climate change</li> </ul>

## Beneficial SDG-related Products, Services and Investments




ENGIE Impact's primary contribution to the SDGs is through our work with global clients on the development of strategies for sustainable growth and acceleration of sustainability transformation. Our strategy and business model is primarily aligned with seven of the 17 SDGs:

1. SDG6 Clean water and sanitation
2. SDG7 Affordable clean energy
3. SDG9 Industry, innovation and infrastructure
4. SDG11 Sustainable cities and communities
5. SDG12 Responsible consumption and production

6. SDG13 Climate action and
7. SDG17 Partnerships for the Goals

### ENGIE Impact Alignment & Contribution to SDGs

SDGs	ENGIE Impact Services Contribution	How it Makes a Difference
 <b>6 CLEAN WATER AND SANITATION</b>	<b>6.3</b> Promote water reclamation and reuse or recycling <b>6.4</b> Increase water-use efficiency <b>6.5</b> Promote the integration of water resources	<p>ENGIE Impact's <a href="#">Water Management</a> solution assists organizations in managing water and wastewater bills, a foundational activity that helps accurately report on withdrawals and wastewater discharges. Building on this core of analytical data, facility auditors identify sites of abnormally high water usage and conduct water efficiency studies to determine capital investment and behavioral change opportunities for reducing water consumption.</p>
 <b>7 AFFORDABLE AND CLEAN ENERGY</b>	<b>7.1</b> Deliver improved market access or support the delivery of improved market access of energy through physical or technological infrastructure <b>7.2</b> Provide or contribute to the provision of non-GHG emitting low-impact renewable energy <b>7.3</b> Enable energy efficiency and minimize GHG emissions <b>7.3</b> Create systems for energy conservation (e.g., energy audit software, IT enabled energy management)	<p>ENGIE Impact <a href="#">Integrated Energy Sourcing Strategy Solution</a> analyzes the current state of an organization's procurement program across both supply and demand, and compares that to energy goals, whether they be related to cost reduction, price stability, or a renewable energy target. With this information, experts craft a holistic and integrated sourcing strategy to achieve or exceed goals. Energy sourcing strategies span renewable energy, onsite distributed energy resources (DERs), fossil fuel sources, and high-quality environmental attribute certificates (RECs, carbon offsets) to ensure organizations have the right power sources at the right price, all while reducing their carbon footprint.</p> <p>We manage and <a href="#">implement</a> expansive and complex projects to drive short- and long-term success. With both local support and global reach, we have the deep expertise needed to help large businesses, cities and governments manage their most complex projects:</p> <ul style="list-style-type: none"> <li>• Equipment installation &amp; commissioning</li> <li>• Maintenance &amp; performance management</li> <li>• Vendor management</li> </ul>
 <b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b>	<b>9.1</b> Improve market access to physical or technological infrastructure <b>9.4</b> Provide expertise on infrastructure upgrade and retrofit, enabling greater adoption of clean and environmentally sound technologies <b>9.5</b> Increase our investment in both internal and external R&D related to sustainable technologies and create new job roles with a specific focus on R&D	<p>RED, a company of ENGIE Impact, provides technical expertise to deliver market-leading <a href="#">building services and ICT infrastructure engineering solutions</a>, helping global clients accelerate their sustainable transformation. Outcomes such as zero carbon lead to a genuinely sustainable future.</p>
 <b>11 SUSTAINABLE CITIES AND COMMUNITIES</b>	<b>11.6</b> Create solutions for implementing sustainable smart city applications <b>11.B</b> Deliver or support improved human access to infrastructure through physical or technological solutions	<p><a href="#">Cities</a> have authority over land-use zoning, building efficiency, transportation, waste management and water services. As a result, they are well-positioned to implement sustainable policies to meet the needs of their region. While more cities are accelerating their strong climate commitments, implementing massive and complex plans is challenging. ENGIE Impact helps cities address current trends and external pressures while implementing projects and policies that meet the needs of their citizens:</p>

		<ul style="list-style-type: none"> <li>• Decarbonize transportation</li> <li>• Strengthen building requirements</li> <li>• Increase access to green power</li> <li>• Set goals and disclose progress</li> <li>• Build coalitions</li> </ul>
	<p><b>12.5</b> Advise clients on how to reduce waste generation; promote a circular economy</p> <p><b>12.6</b> Advise clients on sustainability reporting</p> <p><b>12.8</b> Provide awareness and education for employees and clients</p> <p><b>12.8</b> Perform waste audits of company buildings</p>	<p>ENGIE Impact delivers costs savings, improved environmental impact, and total transparency to multi-site businesses through comprehensive, total <a href="#">waste management solutions</a>.</p>
	<p><b>13.1</b> Integrate climate mitigation into our client's overall company-wide risk identification, assessment, and management processes</p> <p><b>13.3</b> Provide or facilitate the provision of low impact renewable energy</p> <p><b>13.3</b> Provide technology solutions for mitigation of greenhouse gases</p>	<p>ENGIE Impact has assembled a pool of sustainability experts to design and execute <a href="#">decarbonization solutions</a> in the following areas:</p> <ul style="list-style-type: none"> <li>• Clean Technology and Renewables</li> <li>• Resource Efficiency</li> <li>• Clean Mobility</li> <li>• Circular Economy</li> <li>• Resilience</li> <li>• <a href="#">Scope 3 &amp; Value Chain</a></li> <li>• <a href="#">Policy and carbon market advisory</a></li> <li>• Energy System Planning</li> </ul>
	<p><b>17.17</b> Actively participate in global debate and co-construction of solutions</p>	<p>Please see the next section: Partnerships for the Goals: Engage and participate in coalitions and collaborations</p>

## Taking Action in Support of Broader UN Goals and Issues

### Partnerships for the Goals: Engage and Participate in Coalitions and Collaborations

#### *Driving change through CFO accountability*

As we enter a new chapter of corporate sustainability, investors hold companies increasingly accountable and with rising accountability comes increased need for guidance and principles. As a result, CFOs must actively participate in a dialogue with their peers and sustainability experts to share ideas to best adapt these principles to meet the needs of their operations. In 2020, ENGIE Impact actively participated in the [UNGC CFO Taskforce for the SDGs](#), which will provide new guidance for finance leaders to adopt changes that drive meaningful progress toward sustainable development.

#### *SOS 1.5° project: "Enhancing standards and metrics"*

[SOS 1.5°](#) is a cross-sectorial framework promoted by the World Business Council for Sustainable Development (WBCSD) to help companies transform their operations and align with 1.5°C by helping companies identify the barriers to overcome and actions needed to accelerate the low carbon transition.

Some of ENGIE Impact's experts are secondees for the workstream "Enhancing standards and metrics," coordinating the consolidation of comments from the workstream members on several standards like GHG Protocol, SBTi and CDP.

#### *Mobilizing voluntary carbon markets to drive climate action*

ENGIE Impact experts are mobilizing rapidly evolving carbon markets by working with a range of governments, non-profits and industry leaders, including the [Science Based Targets Initiative's \(SBTi\) Net Zero Expert Advisory Group](#) and the [Taskforce for Scaling the Voluntary Carbon Market \(TSVCM\) Committee](#).

Carbon credits – or offsets – are one way for companies to compensate for their emissions in the near term. Purchasing high-quality voluntary carbon credits allows companies to reduce carbon emissions more quickly, stimulate innovation, help drive investment in much-needed carbon reductions, and unlock more ambitious and impactful climate goals.

To meet this challenge, in 2020 the **Environmental Defense Fund** partnered with ENGIE Impact to bring together influential stakeholders and thought leaders in the field of voluntary carbon markets – including representatives from businesses, environmental groups, and standard-setting bodies. The initiative resulted in a [set of recommendations](#) for aligning voluntary carbon investments with the demands of climate science and the ambitious goals of the Paris Agreement.

#### *Addressing home water consumption*

We recognize that constructive collaboration with other stakeholders is key to trigger the sustainable and systemic changes needed for mitigating water use. For this reason, in 2020 we engaged in a series of high-level governance meetings to identify ideal partners and sought participation in coalitions such as the [50L Home](#) to catalyze action around water conservation and re-use.

#### *Accelerating decarbonization in the transport sector*

ENGIE Impact is a founding member of the [Transportation and Electrification Partnership \(TEP\)](#). The TEP is an unprecedented multi-year partnership among local, regional, and state stakeholders to accelerate transportation electrification and zero-emission goods movement in the greater Los Angeles region in advance of the 2028 Olympic and Paralympic Games.

### **Advocacy: Championing Sustainability Transformation**

ENGIE Impact's editorial mission is to accelerate sustainability transformation, providing frameworks, research and real implementation insights that drive action for some of the world's largest organizations. It is our collective responsibility to facilitate change through education and awareness. Our subject matter experts from across the globe collaborate to create thought leadership that explains why we need to accelerate the sustainability transformation and share actions required to achieve goals. Drawing on decades of experience in climate change, recent publications from our expert's feature topics on [roadmaps to decarbonize heat](#), [critical levers to decarbonize supply chains](#) and [a framework for organizations to evolve financial activities in line with sustainability transformation](#). As the urgency and awareness of the climate crisis has increased, we saw a growth in readership resulting in **105,309 unique page views** for our thought leadership content. A [library of insights](#) is accessible on our website.

As a top sponsor of 2020 Climate Week, ENGIE Impact had the pleasure of hosting two executive roundtable sessions for participants in Asia and Europe and the Americas. Over 30 senior executives from some of the world's most influential brands and governments gathered to collaborate on how organizations can frame their sustainability initiatives, rethink strategies, and update their business case to ensure climate action stays at the top of executive agendas. The conversations throughout the week made one point abundantly clear: a sustainability agenda is a resilient agenda. Our [Global Executive Report](#)—based on a survey of more than 200 executives—found that 75% of executives believe that successful execution of a sustainability strategy will provide a competitive advantage, but only 30% feel they are successfully doing so today.

### **Public Service Organization Partners**

ENGIE Impact is a trusted technical advisor to regulatory, institutional and multinational organizations worldwide around the planning and operation of power systems and other complex infrastructure, with the goal of co-creating strategies and policies to accelerate sustainability transformation. From growing cities that manage increased consumption of energy, water and waste to regional/national governments and multilateral financial institutions, ENGIE Impact helps entities understand and address environmental and economic impacts of climate change.

Our advisory offering for public service organizations include:

- Strategy development: Storage and H2 strategy; climate change roadmap; elaboration of energy policy development of institutional & regulatory framework.

- Planning: Master planning, techno-economic feasibility of renewable and storage investment, cost-efficient integration of electric vehicles.
- Operations support: Integration of renewable energy, defense plan development, grid code review, development of operational procedures.

Below some of our 2020 projects with public service organizations partners:

### **Americas**

- Technical and Economic Analyses for upgrading transmission and distribution network
- Energy systems of the future in Brazil: Brazil-Energy Planning and Regulation
- Grossmont Union High School District Bus Fleet Electrification Planning

### **Africa**

- Capacity building in the field of renewable energy
- Strategic study on storage for electricity production in Morocco (European Investment Bank)
- Algeria's potential for green hydrogen: Scoping study on the potential for Power-to-X
- Country level stability study of the electricity system for the integration of solar production
- Country level distribution master plan studies
- Power system modelling and network training
- Preparation of a national electrification analysis
- Country level power sector financial recovery plan

### **Europe**

- Study of technical requirements for connections to offshore HVDC grids in the North Sea (European Commission – DG Energy (ENER))
- H2020 – Euniversal: consortium that covers the whole value chain of energy systems. Market enabling interface to unlock flexibility solutions for cost-effective management of smarter distribution grids

### **Middle East**

- Interconnection system performance study
- System planning and operational impact study for integrating renewable energy sources

## **Positive Social Impact**

ENGIE Impact is dedicated to supporting our communities, and our employees are motivated to give back to the world. As a company, we believe in fostering social value and uplifting communities both through partnerships with our clients and by encouraging our employees' community involvement. At ENGIE Impact we strive to empower our employees to become sustainability champions in the office, at home, and in their communities. For this reason, our social impact initiatives are very much locally-driven.

In 2020, our employees took advantage of our Community Service Days benefit in North America and volunteered 4,548 hours of their work time to causes they care about.

Through company sponsored initiatives, during 2020 RED staff donated about \$23,000 USD to a number of charitable causes and initiatives: local food banks and Macmillan in the UK; Save the Children; The Little Wings Foundation in Dubai; Touch Community Services and The Children's Charities Association of Singapore; Helping Hands, Angat Buhay Charityas and Save the Children Philippines; as well as to support the humanitarian response to the typhoon that struck Manila in November 2020.

For 2021, we are in the process of developing an organization-wide giving program that aims at furthering our positive social impact at a global level while promoting local initiatives.

## **Employee Engagement**

Active participation and engagement from our workforce is key to fulfilling our purpose of making sustainability happen today. Our model for integrated engagement is to bring together four mutually reinforcing elements of the employee experience: environmental stewardship, culture, social impact, and health & safety. In 2020 we defined the cornerstones for involving employees in our Corporate Sustainability efforts.



### *Definition of our employee engagement principles: Change aspirations to drive behavior*

- Employee-centered approach: Our employees choose how they participate in sustainability efforts, selecting activities that are personal and meaningful to them.
- Inclusiveness: We empower people to contribute with their time, talent and action, ensuring everyone can find a way to participate. Catalyze action: We combine grassroots passion for the planet with corporate initiatives for greater impact—while infusing our culture with more purpose.
- Action driven and fun: We take and track positive actions that keep key sustainability topics top of mind as a way to learn and develop positive behaviours.
- Alignment and integration: We believe that our purpose of making sustainability happen today cannot be achieved only by business's top-down operational practices. Our employees must be the driving force.

### *Formalization of our employee networks*

ENGIE Impact's employee networks are corporate-recognized workplace groups voluntarily led by employees. These groups allow employees with commonalities to meet, support each other, and produce a particular outcome that helps to improve ENGIE Impact's business and culture. Examples of these commonalities may include race, gender, sexual orientation, disabilities, social causes or shared interests.

ENGIE Impact's employee networks offer unique perspectives allowing us to evolve our purpose-driven, values-led culture to meet the needs of our business and our employees. These networks provide benefits, including but not limited to:

- Offering community-building opportunities for like-minded employees
- Increasing inclusion and cultural awareness
- Increasing employee engagement and overall job satisfaction
- Providing professional development and networking opportunities
- Allowing for productive problem-solving related to workplace culture
- Helping attract and retain diverse talent
- Providing opportunities for cross-functional collaboration

In 2020, we formalized ENGIE Impact's employee networks, creating a framework that ensures sponsorship from at least one executive committee member. In 2021, we will continue supporting the existing networks and the creation of new ones based on the interests and passion of our employees. At the same time, 2021 will be the year of consolidation and action for our already existing employee networks:

- **Team Activate** is an employee engagement program administered by the Corporate Sustainability function. The team consists of about 100 passionate employees across the organization who volunteer to help implement sustainability initiatives in their locations while engaging their co-workers.
- **Ellxvate** is a global employee network of more than 240 women and allies in pursuit of gender equality and women's empowerment. Ellxvate's mission is to empower women to lead courageously and achieve career success by cultivating a community of belonging, connection and growth.
- **Pride@ENGIE Impact** was created to support, empower, and celebrate Lesbian, Gay, Bisexual, Transgender, and/or Queer (LGBTQ+) and ally members at ENGIE Impact and in our communities, through the promotion of unity and inclusion of sexual and gender diversity of expression.

### *Employee participation in shaping our annual business objectives*

ENGIE Impact's Accountability Maps (AMps) are our "guiding star" in aligning the contributions of departments and individuals with our purpose, "Make Sustainability Happen Today." ENGIE Impact's Vision & Roadmap lays out the overall context of WHY and high-level WHAT in our operational plans. The AMp process then takes this and extends it to the more detailed WHAT and adds the HOW: What will we do and how will we know we're successful?

This is a key process driven by our Strategy function to engage our employees, generate ideas and further strengthen employees' connection to our purpose. Each member of ENGIE Impact's Executive Committee works with their teams to create a "bottom up" view of what needs to be done for the coming year (Y+1). This



effort percolates into the definition of the business objectives and department goals as well as individual employee goals.

## Implementing UNGC Ten Principles into Strategies & Operations

Living our Purpose and Values are the foundations that maintain our corporate sustainability strategy and implementation plan. Therefore, incorporating the Ten Principles of the UN Global Compact into strategies, policies and procedures—establishing a culture of integrity—is at the heart of our strategies and operations.

### ENGIE Impact Purpose and Values

ENGIE Impact's purpose is to **make sustainability happen today** and we all perform our jobs adhering to the following values:



#### **We Are Bold**

We dare to try



#### **We Are Open**

We work together with collective strength



#### **We Are Demanding**

We are always willing to go the extra mile



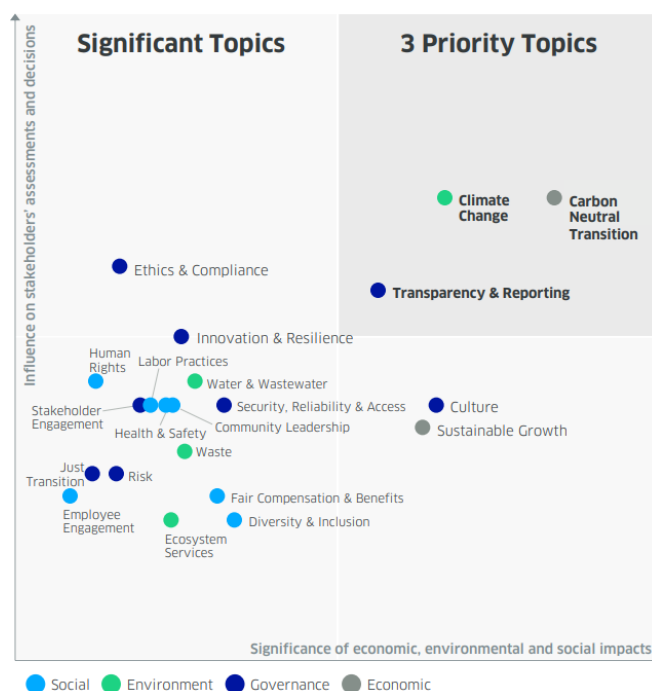
#### **We Are Caring**

We build an environment based on trust and respect

### Materiality Assessment

As part of our continuous efforts to understand our stakeholders, in late 2019 ENGIE Impact engaged our employees, our Executive Committee, clients and even competitors to develop (in 2020) our materiality assessment.

We conducted an extensive series of surveys, interviews and focus groups with internal and external stakeholders to build a clear understanding of their expectations and our priorities (see detailed methodology in Appendix). Through this work, we identified our material topics: 21 environmental, social, governance and economic topics.



Of the material priorities, the following three emerged as **highest** priority:

- **Climate Change:** Reduce and promote the reduction of greenhouse gases in the Earth's atmosphere and build resilience to the consequences of climate change by reducing our own energy and water use and waste.
- **Carbon Neutral Transition:** Offer customers global solutions across the value chain to design, engineer and deliver outcomes that at a minimum enable carbon neutrality.
- **Transparency & Reporting:** Manage and analyze data to design sustainability strategy and programs, track progress to goals, and ensure compliance for ourselves and our clients.

## Human Rights

ENGIE Impact has adopted all of [ENGIE Group's Human Rights](#) policies and its [Vigilance Plan](#). ENGIE's commitments in the area of human rights is rooted in the United Nations guiding principles on business and human rights (UN, 2011) and the French Sapin 2 law.

ENGIE Impact is [committed](#) to respecting human rights wherever we operate around the world, either through direct action or through our relationships with clients, public authorities, suppliers and communities.

- We respect the fundamental rights of our employees in accordance with the conventions of the International Labor Organization. We reject all forms of forced or compulsory labor, of child labor, and of discrimination and we recognize freedom of association and the right to collective bargaining.
- We reject all forms of harassment and violence in the workplace and provided our employees with a working environment that is respectful of their individual freedoms and privacy.
- We ensure that our activities do not infringe the rights of local communities surrounding our locations.

### Human Rights Principles

#### Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights; and

#### Principle 2

make sure that they are not complicit in human rights abuses.

ENGIE Impact conducts an annual risk assessment of human rights and leverages this assessment to improve our controls and mitigations.

Our 2020 human rights risk assessment concluded that our level of risk in these areas is low due to the nature of our work. We provide sustainability advisory services to large businesses and governments primarily in countries with established regulatory processes and low human rights risks according to standard indexes.

As part of our broader sustainability mission, ENGIE Impact employees must be aware of human rights issues and stay vigilant to ensure that human rights are respected in all circumstances. To support this, in Q4 2020, we made the training, "Human Rights at ENGIE" mandatory for all employees. Our data shows a current completion rate of 38% with continued escalation. We have also shared information on Human Rights with all of our employees through broadly shared video content and other forms of communication.

ENGIE Impact leverages [ENGIE Group's Whistleblower](#) hotline for our grievance mechanism for employees and third parties. Information on this tool is available to employees on our internal SharePoint page and to third parties through a link on our public website.

### Data privacy

ENGIE Impact is committed to respecting regulations relating to the protection of personal data. We follow ENGIE Group's Personal Data Protection Policy ("Privacy Policy"). This Privacy Policy defines the objectives, means and governance that ENGIE Impact entities use to comply with the regulations in this area.

ENGIE Impact has appointed Data Privacy Managers in each of its geographies charged with coordinating personal data protection activities. Our Data Privacy Managers implement the Privacy Policy, provide advice and information of the data controllers, ensure compliance with the regulations on the protection of personal data within their scope and raise employee awareness on privacy issues.

We conduct an annual risk assessment process related to data protection and apply a control framework which is supported by ENGIE Group's annual internal control exercise.

Our data protection activities are included in ENGIE Group's collective annual personal data protection report to the Committee for Ethics, the Environment and Sustainable Development (CEEDD) of the ENGIE Board of Directors.

## Labor

### Creating a great place to work

ENGIE Impact has set the objective to be a Company of Choice by delivering best-in-class employee and client experiences that maximize environmental, social and financial performance. Our employees are key to enabling our clients to achieve a sustainable future. We conduct a brief survey each quarter to gain insight and understanding of how our workforce is doing. Our Executive Committee reviews anonymized results of these surveys to determine our strengths and opportunities based on the feedback. Results and planned strategic actions are broadly shared throughout the organization.

We use these quarterly surveys to calculate and monitor our Employee Net Promoter Score (eNPS). The eNPS is a measure of how likely employees are to recommend ENGIE Impact as a good place to work. The total score works on a scale of -100 to +100 and is calculated by subtracting the percentage of detractors from percentage of promoters. A positive 10-30 score is considered good, while 50 or more is considered excellent.

Our Q4 2020 eNPS was 25. This was in line with our goal. In 2021, our goal is to maintain an eNPS score of 25.

### Learning and Development

Training our staff is key to achieving our objectives, ENGIE Impact nurtures a learning culture that supports current business needs while also preparing our employees for the future. Our learning philosophy combines experiential, social/collaborative and formal learning – the 70:20:10 model for learning and development.

**20%**

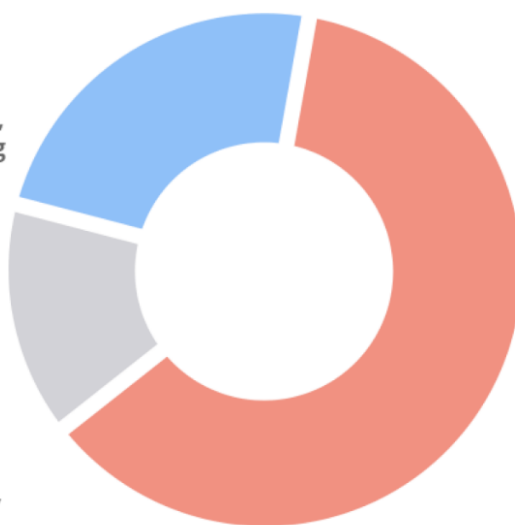
#### **Social Learning**

Communities, networks, coaching and mentoring

**10%**

#### **Formal Learning**

Learning courses, classes, and training programs



**70%**

#### **Experiential Learning**

New and challenging experiences

### Labor Principles

#### **Principle 3**

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

#### **Principle 4**

The elimination of all forms of forced and compulsory labour;

#### **Principle 5**

The effective abolition of child labour; and

#### **Principle 6**

The elimination of discrimination in respect of employment and occupation

In 2020, we launched the ENGIE Impact Learning Academy, a central learning portal available to all our employees. The Academy provides an easy tool to access learning material to:

- Strengthens our leadership
- Enable our businesses through dedicated programs
- Ensures the regulatory and contractual compliance through required trainings on subjects like ethics, human rights and information security
- Onboards and integrates our newcomers

ENGIE Impact places a high value on the long-term career development and success of our employees. As personal and organizational needs shift, the ENGIE Group provides for internal mobility. When an employee's career needs cannot be met internally, we offer outplacement services to accelerate the transition to the next step outside of ENGIE.

## Benefits

ENGIE Impact provides compensation and benefit packages that are in line with local legal requirements, as well as internationally-deemed standards. These are some of the standard benefits to our employees:

	Work Regime
<b>Life insurance</b>	Full Time
<b>Paid Time Off</b>	Full Time and Part Time
<b>Health care</b>	Full Time and Part Time
<b>Disability and invalidity coverage</b>	Full Time
<b>Parental leave</b>	Full Time and Part Time
<b>Retirement provision</b>	Full Time and Part Time

## Health and safety

ENGIE Group attaches the highest importance to health, safety, and security. The protection of individuals is deeply embedded in the Group's DNA. ENGIE's primary objective is no life at risk, for the Group's employees as well as for its temporary workers and subcontractors.

Personal safety is a top priority for ENGIE Impact, which seeks to reduce the frequency rate and severity rate of accidents, both for employees and those of subcontracting companies. This is why we are committed to ENGIE's **"No Life at Risk"** approach to achieve its target of **zero fatal accidents**. Our Health & Safety (H&S) risks are regularly evaluated to understand and control risk factors identified through rigorous incident analysis across ENGIE Group.

We participate in ENGIE Group measures to monitor and control our H&S risks including:

- Audits of health & safety management systems
- Defined health & safety internal controls
- Annual health & safety management reviews

The eight fundamental principles of ENGIE Group Health & Safety policy are as follows:

1. Factoring risks into all decision-making processes
2. Ensuring a participatory approach to preventing situations involving risk
3. Fostering a climate of confidence and dialogue
4. Developing a hierarchy of prevention
5. Promotion comparison, sharing and feedback
6. Ensuring a health and safety level for contractors that is at least equivalent to that enjoyed by our own personnel
7. Demanding compliance with regulations and in-house rules
8. Preparing for crisis management

Our H&S program had good results in 2020. Among the many performance indicators tracked, we finished 2020 with zero Lost Time Incidents (LTIF) and zero High Potential Severity (HiPo) incidents under ENGIE Group standards.

The primary focus of our H&S program in 2020 was COVID-19 management. In March 2020, we shifted more than 90% of our workforce to a work from home model to enable maximum social distancing, and we implemented strong procedures to protect essential workers who needed to continue working in an office environment. We assessed the changing geographical COVID requirements weekly to define expectations for our business organizations. We participated in roundtable discussions and networking with other global corporations to define effective COVID control measures. A successful ergonomics program was put in place to support work from home needs. The ergonomics program provided suitable equipment and reduced risk of repetitive strain injuries.

We also completed our first assessment of H&S capabilities and developed a plan for incorporating ENGIE Group H&S processes throughout our expanding global organization.

### Diversity, Equity & Inclusion

In June 2020, Mathias Lelièvre, ENGIE Impact's CEO, [publicly shared our unwavering belief that we must end racism, hatred and discrimination](#) and our company engaged in a much more structured journey to address Diversity, Equity and Inclusion (DEI). This began an in-depth reflection on how our organization should better address core challenges that affect our business and our lives: inequality in society, diversity in the workplace, environmental justice and much more. One of the key outcomes of this exercise was the reinforcement of the idea that as far as we continue to see our communities impacted by issues of discrimination and racism, an active engagement in DEI is beyond necessary—it's integral to our culture and to our sustainability strategy that we all work towards each day.



As a company with more than 20 offices around the world, we embarked on a process to build a DEI program that properly addresses the needs of our employees—spanning many cultures and backgrounds—which we recognize as our greatest asset. We know that the type of transformation we are committed to will never succeed with top down mandates or platitudes. That is why in 2020 we launched our regular executive roundtables to create a space for our employees to push for change, drive progress and make ENGIE Impact a better company. These roundtables are chaired by an Executive Committee member who engages in the discussion and gathers recommendations. These are some of the key learnings so far from our continuous engagement effort:

- We better understood the complexities of systemic racism, and that we all bring very personal experiences to these discussions that need to be understood, acknowledged and leveraged into positive change.
- We went deeper in connecting the dots between tackling issues of inequity, and our purpose and values. Prioritizing DEI at ENGIE Impact will require continued evolution of our culture over time.
- It was clear that there was a need to allocate more resources and ongoing open forums for topics like discrimination and anti-racism—and many expressed the desire for more interaction between colleagues across geographies and ENGIE Impact organizations so that we can all learn from each other.

Rooted in the feedback that we collected, and looking at best practices in the DEI space, many of these ideas are already implemented. However, we refined our focus on a few key areas to balance the need to show tangible progress quickly while developing a strong, lasting foundation:

- **Building a program foundation:** We will work to better understand ENGIE Impact's landscape when it comes to diversity, equity and inclusion issues across our global workforce. This includes establishing baselines, developing our long-term philosophy and strategy, and identifying key metrics for 2021 and beyond.

- **Recruiting and hiring:** We want to ensure we're consciously nurture a diverse workforce by actively recruiting from diverse populations and doing everything we can to remove unconscious bias from the hiring process.
- **Learning:** We improved our training offerings through the ENGIE Impact Academy (internal learning platform) to provide additional resources for learning about antiracism and other social equity topics. Training efforts included members of the executive committee who were engaged in specific actions to learn about tackling DEI issues as a global organization.
- **Supporting employee networks:** We support the development of a robust offering of employee networks that create space for engagement and allyship. In 2020 we launched PRIDE@ENGIE Impact (LGBTQ+) and Ellxvate (women's empowerment).

## Environment

### Operational environmental risks management

The vision of our corporate sustainability program is to *drive leading edge corporate sustainability practices into every aspect of ENGIE Impact's business strategy and operations*.

Every two years we perform a materiality assessment to understand which socio-environmental topics are most relevant for ENGIE Impact and its stakeholders (see dedicated section above). Every year we measure and report on all the material environmental KPIs.

The environmental risks associated with our operations are mainly linked with our ways of working and are predominantly associated with GHG emissions (to a lesser extent waste and water). No other relevant environmental direct impact was identified in our risk assessment.

The risk for the environment is low as both probability and potential environmental impact linked to our operations are limited. All our offices are leased, and environmental performance is integrated in the evaluation of any new office. All lease contracts include the obligation for the landlord to comply with environmental laws and regulations.

Action plans to address our environmental impact are in place and regularly monitored. Every year we calculate and report on our carbon footprint and resource use. Information on progress towards our targets is shared with the Executive Committee at least on a quarterly basis and reported at the [Strategy In Action](#) section of our web page.

In 2021 our focus will be in implementing company-wide processes to assess, monitor and document at the local level (offices) compliance with national, state/province/region and/or local environmental laws and regulations.

### Goals and targets

The data-informed goals we have set are rooted in science and align with mitigation pathways recommended by the Intergovernmental Panel on Climate Change (IPCC). We are also emboldened by the ambition of our parent, ENGIE, to become the leader in the energy and climate transition. Indeed, in 2020 ENGIE has been highlighted as a global leader on corporate climate action, achieving a score of A, the highest in the CDP Climate Change Assessment.

In mid 2020, ENGIE Impact set our own wide-reaching [environmental goals](#).

#### Carbon Negative by 2021

As a leader in the sustainability transformation, our approach to our own decarbonization journey must drive leading-edge sustainability practices. We lead by example as we seek to reduce our emissions internally as quickly and cost-effectively as possible through energy efficiency and changing our ways of working.

In 2020, we defined the steps to reach our carbon negative goal:

### Environment Principles

#### Principle 7

Businesses should support a precautionary approach to environmental challenges;

#### Principle 8

Undertake initiatives to promote greater environmental responsibility; and

#### Principle 9

Encourage the development and diffusion of environmentally friendly technologies.



- **Exhaust all internal carbon reduction opportunities.** By evolving our policies and programs to implement more efficient ways of working, we will make every effort to first reduce our emissions.
- **Adopt leading sustainability standards.** We follow the Greenhouse Gas Protocol to measure our Scope 1, 2 and 3 emissions footprints, as well as leverage our advanced digital tools, greenhouse gas accounting expertise and financial incentives to set and meet data-driven targets rooted in science.
- **Become carbon negative in 2021.** We invest in high-quality greenhouse gas reduction projects and clean energy certificate products to compensate for our remaining emissions reaching carbon neutrality in 2020. Next year (and thereafter) we will continue advancing our mitigation efforts and compensate the residual emissions using high quality environmental attribute certificates (EAC) to avoid and remove more greenhouse gases than what our operations release into the atmosphere.
- **Build and serve markets of tomorrow.** ENGIE Impact works in partnership with our clients and other leading institutions to shape emerging carbon markets. We are working actively to inform new guidance and approaches to support our clients, our communities and ourselves to advance science-based, credible and robust pathways to decarbonization, leveraging both market- and non-market-based approaches.

### *Zero Waste by 2023*

Waste diversion is a critical component of our sustainability strategy. Solid waste landfills are the third-largest source of human-related methane emissions, which are a potent source of GHG emissions. Across all our offices, we are committed to minimizing our own waste generation, maximizing circularity, and increasing diversion in order to achieve zero waste. We will achieve this goal by leveraging our expertise in waste characterizations, zero waste roadmaps and analytics to create a data-driven understanding of how waste is generated and how it can be diverted away from the landfill.

Steps to reach our zero waste goal:

- **Set ambitious, data-driven actions to reach zero waste.** Using findings from waste audits at our largest offices and waste invoice data to build an agile, evidence-based roadmap to drive down waste generation and increase diversion.
- **Leverage technology and high-quality data to gain granular diversion insights.** Pilot sensor technologies and mobile applications to remotely audit waste and diversion rates. Launch a comprehensive regulatory and bill management tracking program to understand additional variables in each location.
- **Build a best-in-class employee engagement program to minimize downstream waste.** Through employee training, instructional office signage and regular data-driven communication, our employees will be essential drivers of our zero waste efforts.
- **Minimize upstream waste.** Develop cross-functional teams to identify upstream opportunities to minimize waste generation by evolving our purchasing practices and engaging our supply chain.

### *Achieve water balance in the United States by 2021 and internationally by 2023*

Access to clean, sustainable water sources is essential to mitigate and adapt to the effects of climate change. Protecting and managing this resource is a priority for ENGIE Impact and an essential part of our corporate sustainability strategy. While managing carbon is a global issue, managing our water footprint is a local one. Therefore, we are working to understand the increasingly urgent water risks in communities where we live and work. Our ambition is to not only be more efficient in our water consumption but restore and replenish watersheds that supply our own local communities.

Steps to reach our water balance goal:

- **Assess global water risks and key local issues.** We will analyze our water footprint and local risks facing our global offices, aligning our investment to areas facing the greatest threats.
- **Identify high-impact water stewardship programs to balance our water footprint.** Conduct deep analyses of local projects that restore natural ecosystems and watersheds. Ensure that every project we pursue directly addresses the most relevant local issues.

- **Catalyze collective action.** Partner with global water stewardship partners to bring clean and healthy water to our highest-risk communities and ecosystems. Work closely with these partners to establish high-quality programs that can be leveraged by our network of international clients.

## Measurement of our 2020 GHG footprint

In 2019 and 2020 we focused on collecting data in the most accessible Scope 3 emission categories (business travel, employee commuting, waste, upstream fuel & energy, work from home).

To measure our carbon footprint, we followed the most widely used standard, the Greenhouse Gas Protocol, in accordance with the following guiding carbon accounting principles:

- **Relevance.** Appropriately reflect emissions of the company and serves decision-making internally and externally
- **Completeness.** Include all GHG emissions sources and activities within boundary and disclose exclusions
- **Consistency.** Allow for meaningful comparisons of emissions over time through consistent methodologies and thorough documentation
- **Transparency.** Create a clear audit trail of relevant assumptions, accounting and calculation methodologies, and data sources
- **Accuracy.** Enable users to make decisions based on directionally accurate emissions quantification with integrity appropriate to the level of data granularity

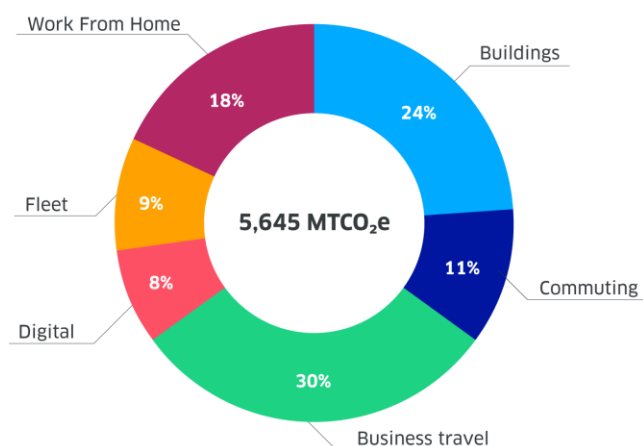
We looked at our Scope 1 and 2 emissions, including heating, cooling, refrigeration, energy purchasing, and fleet. We also looked at indirect Scope 3 emissions, like waste, commute to work, travel for meetings, and even how we use digital tools and working from home. In our commitment to transparent and accurate disclosure, our calculated figures were [verified by a third party](#). To complete our environmental assessment, we also assess our waste generation and water use to account for the associated carbon emissions. In 2021 we plan to increase the maturity our measurement in waste and water.

### How we measured working from home

In March 2020, most of our workforce made a rapid shift to work from home (WfH) to maintain our health and safety in the context of COVID-19. Therefore, compared to 2019, WfH became a very material source of our environmental footprint. We strongly believed that moving our people to work from home should not result in a displacement of accounted carbon footprint at the office to non-accounted carbon footprint at home.

To address our WfH environmental footprint we developed an innovative methodology that combines a top-down approach (using statistical data) and a bottom-up approach (based on a survey) to give us more granularity and better insight into the data. This survey was designed and deployed as part of an awareness raising campaign, built around a competition using a gamification technique to increase the participation rate, while raising awareness about the environmental impact of home offices, including mitigation tips.

## ENGIE Impact's 2020 Carbon Footprint



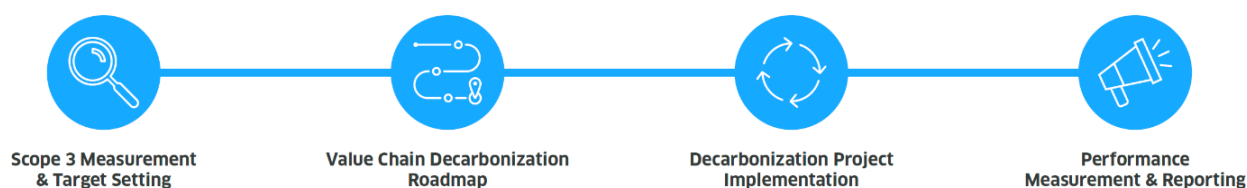
**2.60** MTCO<sub>2</sub>e / Employee

As a services company, we have a small environmental footprint. The majority of it is related to our carbon footprint and resides within Scope 3 emissions, a notoriously difficult category to measure and manage since these areas are not entirely under our control.

While ENGIE Impact offsets all its emissions already for 2019, our carbon goal calls for increased methodological rigor, science-based reduction of our carbon footprint, and an innovative strategy to compensate for our residual emissions. **In 2020, we reached carbon neutrality**, by purchasing and retiring the EACs according to the following approach:

Category	MWh	Tons CO <sub>2</sub> e	RECs	Offsets
<b>Scope 1</b>	-	<b>830</b>		830
<b>Scope 2</b>	-	<b>1,056</b>		
Electricity & District cooling in France	3,566	1,032	3,566	
Steam & District heating	-	24		24
<b>Scope 3</b>	-	<b>3,760</b>		
Business Travel	-	1,688		1,688
Employee Commuting	-	629		629
Work from Home (electricity)	2,155	711	2,155	
Work from Home (not electricity)	-	275		275
Waste Generated	-	8		8
Purchased Goods & Services (not including data transfer)	-	437		437
Data Transfer (Purchased Goods & Services electricity)	39	12	38	
<b>Total</b>	<b>5,760</b>	<b>5,645</b>	<b>5,760</b>	<b>3,891</b>

In line with international standards (e.g., SBTi), in 2021 we will evaluate all 15 Scope 3 categories (as described by the Greenhouse Gas Protocol) and, at a minimum, justified for exclusion. Included categories will be prioritized and measured as part of our footprint.



## Summary of our actions in 2020: carbon, waste and water

### Carbon

Shortly after we launched our Carbon Negative goal mid-2020, we began to model key decarbonization levers that would reveal a pathway to define science-based goals. To do so, we first leveraged our verified GHG emissions baseline and modeled our business-as-usual trajectory over the next ten years. Next, we explored the potential impact of a range of policies and investments to reduce emissions, procure green power and invest in high-quality offsets to meet our accelerated ambitions.

## The baseline analysis surfaced four focus areas to tackle our footprint

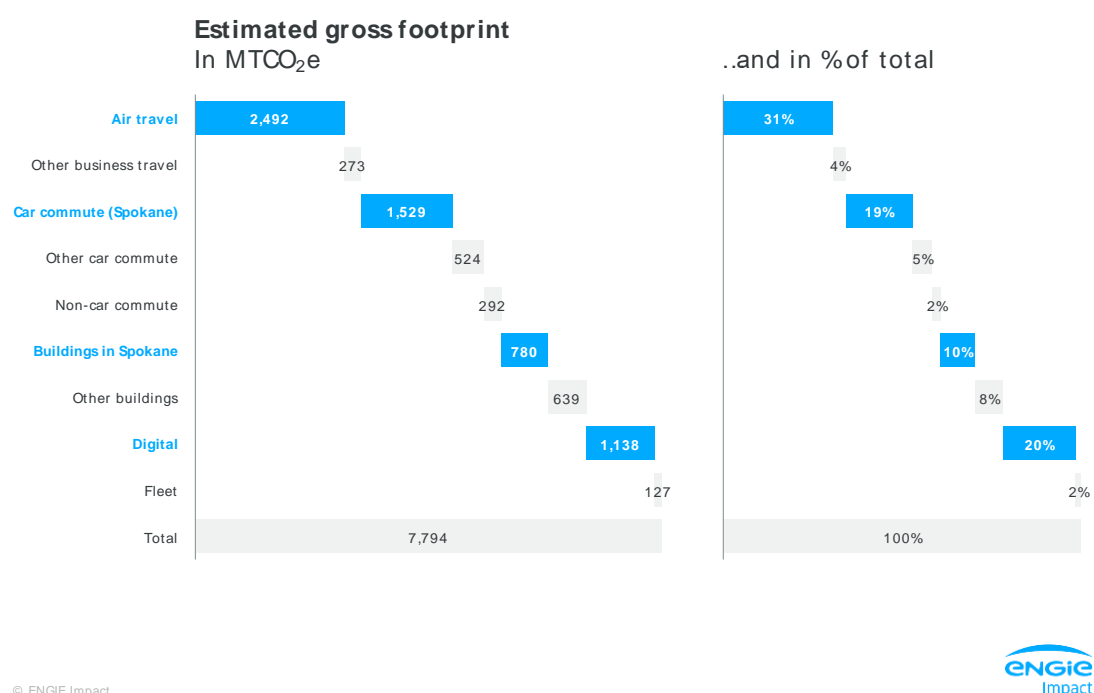


Figure 1: Our 2019 baseline analysis surfaced four focus areas

The COVID-19 pandemic played a critical role in these planning efforts, providing a unique testing ground for some of the key levers, such as business travel, commuting and our digital footprint. Though circumstances will change, this period has enabled us to test and implement organization-wide tools, programs, and trainings that can catalyze emissions reduction without sacrificing productivity.

In 2020 we defined an action plan to address *business travel*, which is the main contributor to our environmental footprint especially due to air travel. As a result of global movement restrictions in 2020, our carbon footprint from this source was reduced but we will be implementing this action plan in 2021 (depending on the evolution of the pandemic). Similarly, our *employee commuting* environmental footprint was also reduced, because most of our workforce has been working remotely since March 2020. During 2020 and into 2021 we are reflecting on how to mitigate the environmental impact of commuting once we return to “business as usual.”

As employees continue *working from home*, we have deployed a new internal engagement program to empower them to live a more sustainable lifestyle. We have committed to embracing hybrid and flexible work arrangements for the longterm. While our *buildings* were temporarily vacated, we rationalized our office space requirements to reduce our square footage, completed renovations to several locations, and opened our first LEED and WELL certified office space in St. Paul, Minnesota (USA). We also partnered with Green Standards to divert 100% of old workplace furniture and equipment out of landfills.

In improving measurement of our *digital* footprint and finding opportunities for mitigation, our team of experts engaged with an ecosystem of key stakeholders, including:

- Our Enterprise IT (Information Technology) department to better understand what can be done to reduce our digital carbon footprint
- Third-party cloud and data center service providers to collect GHG emissions attributed to our share of services
- ICT hardware providers to understand the lifecycle assessment of the products we purchase
- Employees across the globe to promote behavior change concerning digital practices
- Coalitions to support the development and design of engagement and guidance on sustainability best practices

Some of the critical areas of focus launched in 2020 (and continuing in 2021) are listed in the following table:

Critical Areas	Task
<b>IT hardware devices</b>	Evaluate our ICT hardware procurement practices (including monitors, tablets, phones, prints and printers).
<b>Internet (cloud and network services)</b>	Determine total energy consumption.
<b>On-site (building/facilities)</b>	Estimate electricity and HVAC (Heating Ventilation & Air Conditioning) consumption.
<b>End-user behavior</b>	Empower our employees to make informed decisions and effectively use the IT infrastructure (hardware/software) that the company provides, as well as their personal devices.

## Waste

We began implementing our waste strategy by analyzing waste audit data across North American location from previous on-site characterizations to estimate waste generation and diversion rates. With that foundational understanding of the baseline, our experts are better positioned to deliver tailored programs and identify ideal waste-diversion vendors for each U.S. location. Given the evolving conditions of remote work due to COVID-19, we will use our historic waste invoice data and resume waste audits once employees return to offices. We

## Quantifying our digital footprint

Amidst the COVID-19 pandemic, people scaled back their carbon-intensive travel and commuting. Simultaneously there was a surge in digital activity as global workforce moved to working from home. To meet our carbon goal, ENGIE Impact adopted a rigorous approach to calculate our own digital carbon footprint and initiated a series of actions to mitigate it.

The GHG protocol serves as a foundational guide but the Information, Communication and Technology (ICT) sector is evolving rapidly, often making historical analysis insufficient as a solid base for carbon calculation. In ENGIE Impact's case, our in-house carbon team took an innovative approach that goes beyond a top-level summary of carbon footprints, allowing for actions that require data granularity. Since 2019 we defined digital as a sub-set of our emissions and are pursuing accurate reporting of our digital carbon footprint.

An initial screening assessment for ICT products and services identified the significant emissions sources and helped strategically focus our efforts towards the most material areas. As with many organizations, our digital footprint comprises several categories: (1) end-user hardware devices and upkeep, (2) on-site servers, (3) third-party cloud services and data centers, (4) data flow over the internet, (5) proprietary software solutions developed for our clients, and (6) e-waste. To build a solid foundation, for 2020 we focused on the first four categories as data was more readily available for more detailed emissions calculations. We found that varying local regulations and vendor contracts across the globe posed an obstacle in our e-waste collection efforts, requiring a more in-depth analysis. E-waste and software design will be a core focus in 2021.

are actively appointing 'waste champions' at each location to drive waste assessments and further analyze data to identify partners best suited to meet our unique needs.

Despite the challenges that COVID-19 brought to the waste industry, we relentlessly pursued our targets leveraging expertise and collaboration. In Q4 2020, we ramped up digital sustainability efforts to systematically address e-waste. Our experts analyzed the impact of remote work on waste generation and diversion efforts and, in response, began to develop innovative solutions such as a Remote Waste Audit app. Depending on the results, we plan to start deploying this app to a larger group of employees in 2021.

To kick off remote waste reduction initiatives, in 2020 we partnered with [TerraCycle](#) to bring the Zero Waste Box program to our team members in North America. Staying on track to meet our goal, we will continuously enhance our zero-waste strategy in 2021 to introduce employee education programs, new technology and zero waste procurement policies.

## Water

The first step in implementing our water strategy was a review of our water footprint and a scan of our water risks across our North American and global locations. The next step is collecting granular cost and consumption data to create a water baseline for office locations. With most offices closed due to COVID-19, it became difficult to collect the necessary data. Our experts are assessing the best approach to measure the environmental impact that was displaced from offices to homes during work hours to stay on track to meeting our goals. Working closely with global water stewardship partners, we will analyze discovery reports to identify high-risk locations, create a water baseline for each international office and drive forward mitigation strategies.

## Environmental incidents to report

Significant spills	
i. Location of spill	Spokane
ii. Volume of spill	30 pounds of R-22
iii. Source of spill	HVAC

## Ethics, Compliance and Fight Against Corruption

In 2020, ENGIE Impact's ethics and compliance program focused on aligning globally with ENGIE Group's standards and processes. We adopted all ENGIE Group [Ethics & Compliance](#) policies including the Group's Ethics Charter.

The following key actions were completed to support policy implementation:

- Establishment of a global ethics and compliance network across ENGIE Impact.
- Integration of ENGIE Group's internal controls and audit processes for ethics and compliance.
- Implementation of a tracking system for online ethics and compliance training to ensure completion of required courses.

### Anti-Corruption Principles

#### Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.

On August 6, 2020, ENGIE Group completed the ISO 37001: 2016 Anti-Bribery Management System Certification.



## Communication of ethical principles

ENGIE Impact's Executive Committee sets the tone and expectations for ethics and compliance by directly communicating the importance of our ethics principles. These principles are then infused in our culture through multiple touchpoints including:

- Employee onboarding
- Online trainings
- Customized webinars
- Multi-channel communications campaigns

Our goal is to ensure that every ENGIE Impact employee is aware of our ethics principles and can easily access information on our policies and procedures.

## Ethics risks

ENGIE Impact evaluated our Ethics & Compliance risks as part of ENGIE's annual risk management process. Our likelihood of a major Ethics & Compliance incident is low due to the nature of our services and the geographies in which we currently operate. If an incident were to occur the damage to our reputation and business could be very significant.

In 2021, we will continue to expand our global operations, and we may expand our services in geographies with a higher risk level for corruption on common indices. This could increase our ethics and compliance risks. We are preparing our teams to ensure that ethics and compliance policies and processes are followed in all circumstances.

## System to prevent corruption and bribery

ENGIE Impact leverages [ENGIE Group's system](#) to prevent corruption and bribery. We are not subject to any local regulations in the area of anti-corruption, human rights or embargo that impose additional requirements.

ENGIE Group's systems include:

- Robust ethics policies
- Due diligence requirements for third party relationships
- Requirements for contract provisions related to ethics, safety, and social and environmental responsibility
- Code of Conduct with respect to lobbying
- Whistleblower hotline and system for management of investigations
- Audit and control requirements

## Ethics & compliance training

ENGIE Impact requires all employees complete 60 minutes of online training on our Ethics and Compliance systems. Our current data shows a minimum completion rate of 80% with an upward trend.

In addition to online training, the Ethics and Compliance network has conducted targeted trainings for leaders and employees with roles that are at higher risk. We plan to increase these targeted trainings over the course of 2021 with a focus on the ENGIE Vigilance Plan, Gift & Hospitality, and anti-corruption policies and processes.

## Measurement of Progress

General Disclosure	
Metric	2020
Organizational profile	
Name of the organization	<a href="#">ENGIE Impact Sustainability Transformation New York</a>
Activities, brands, products, and services	
Location of headquarters	
Location of operations	22
Ownership and legal form	<a href="#">Press Release</a>
Markets served (geographical location, sectors served, type of customers)	<a href="#">Who We Serve</a>
Significant changes to the organization	N/A
Strategy	
Statement from senior decision-maker	<a href="#">2020 Statement</a>
Ethics and integrity	
Values, principles, standards, and norms of behavior	<a href="#">Values</a>
Governance	
Governance structure	<a href="#">Leadership</a>
Chair of the highest governance body	<a href="#">Mathias Lelièvre</a>
Composition of the highest governance body	<a href="#">Leadership</a>
Executive-level responsibility for economic, environmental, and social topics	<a href="#">Chief Sustainability &amp; Legal Officer</a>
Stakeholder engagement	
List of stakeholder groups	<a href="#">Determining Our Priorities</a>
Identifying and selecting stakeholders	
Approach to stakeholder engagement	
List of material topics	<a href="#">Materiality Matrix</a>
Explanation of the material topic and its Boundary	
Reporting practice	
Reporting period	Fiscal Year 2020
Contact point for questions regarding the report	<a href="#">Contact Us</a>

People	
Metric	2020
<b>Purpose and values</b>	
Purpose (5 point scale; average of 4 questions on purpose alignment) - Q1 - Y+1	3,8
Values (5 point scale; of alignment around our 4 values measured separately) - Q1 - Y+1	3,9
Sustainability (5 point scale; perception about integrating leading-edge sustainability practices) - Q1 - Y+1	3,7
<b>Human Rights</b>	
Total number of hours devoted to training on human rights policies or procedures	218
Percentage of employees trained in human rights policies or procedures	38%
<b>Employment</b>	
Employee Net Promoter Score (eNPS) - Q4 reporting year	25
Total number of employees	2.176
Gender	
Male	1.099
Female	1.077
by Location	
Americas	1.463
Europe and Middle East	555
Asia Pacific	158
by employment type: full-time	
Male	1.066
Female	1.031
by employment type: part-time	
Male	33
Female	46
Total number and rate of new employee hires during the reporting period	426
Male	239
Female	187
Total number and rate of employee turnover during the reporting period	239
Male	119
Female	120
Benefits provided to employees	<a href="#">Careers</a>
Life insurance	Only full time
Health care	Both full and part time
Disability and invalidity coverage	Only full time
Parental leave	Both full and part time
Retirement provision	Both full and part time
Total number of employees that were entitled to parental leave	
Male	997

Female	962
Average hours of training that the organization's employees have undertaken during the reporting period	
Male	5.134
Female	7.236
Programs for upgrading employee skills and transition assistance programs	
% of employees with access to ENGIE Impact Academy (eLearning platform)	100%
% of active learners	51%
% of our employees that had at least 1 training	94%
Percentage of employees receiving regular performance and career development reviews	100%
Diversity of governance bodies and employees: Gender	
Manager	44%
Male	65%
Female	35%
STS/Skilled Salary Workers	19%
Male	55%
Female	45%
WET/Workers & Technicians	37%
Male	68%
Female	32%
Diversity of governance bodies and employees: Age	
Under 30	24%
Male	49%
Female	51%
30-50 years	57%
Male	47%
Female	53%
Over 50	19%
Male	55%
Female	45%
Incidents of discrimination and corrective actions taken	None
Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	None
Health and Safety	
Events and situations with high potential of severity (HiPo)	0
Frequency rate (FR) of occupational accidents	0
Prevention Rate (PR)	0
Severity rate (SR) of occupational accidents	0

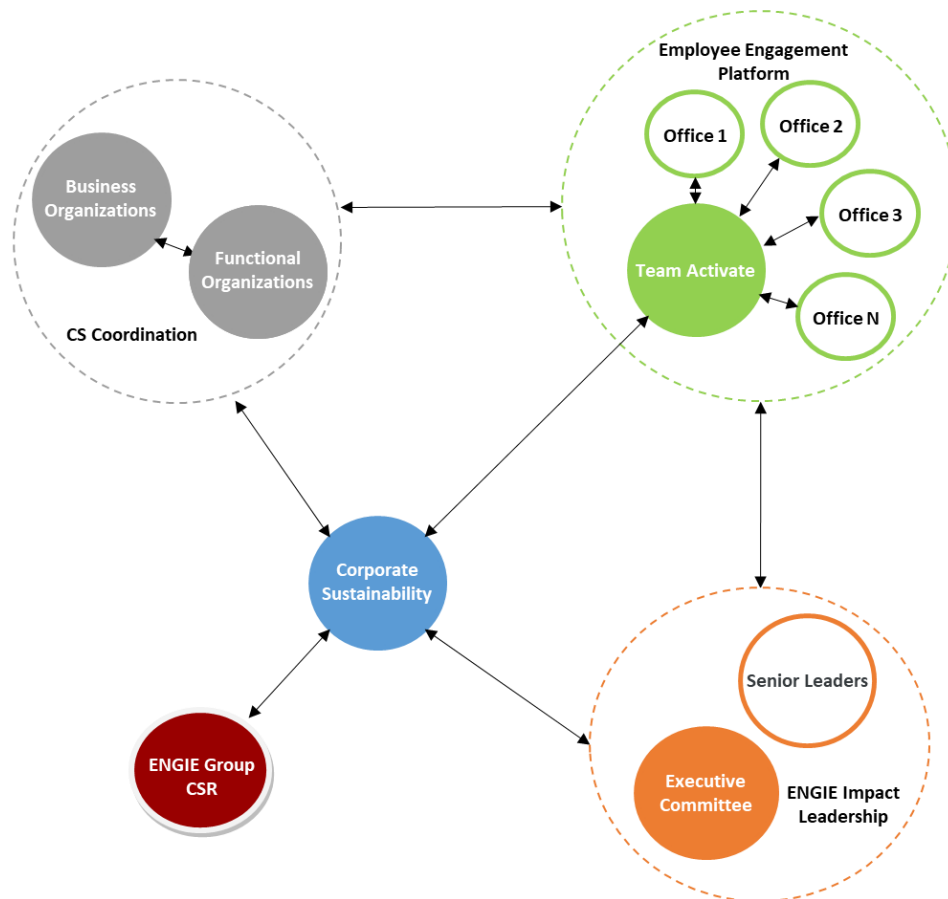
Planet	
Metric	2020
<b>Energy</b>	
Electricity consumption within the organization in kWh	3.512.236
Total consumption within the organization in kWh	4.857.804
Total Renewable Energy Certificates (RECs) bought	5.767
<b>Emissions</b>	
Direct (Scope 1) GHG emissions in metric tons of CO2 equivalent.	830
a. Gases included in the calculation	CO2, CH4, N2O
b. Base year for the calculation	2019
Energy indirect (Scope 2) GHG emissions	
a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent	1.056
b. Gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent	0
Other indirect (Scope 3) GHG emissions	
a. GHG emissions intensity in metric tons of CO2 equivalent.	3.760
Carbon offsets in metric tons of CO2 equivalent.	3.891
External assurance	<a href="#">Verification Statement</a>
<b>Effluents and Waste</b>	
Significant spills	
i. Location of spill	Spokane
ii. Volume of spill	30 pounds of R-22
iii. Source of spill	HVAC
Prosperity	
Metric	2020
<b>Possitive social impact</b>	
Total number of volunteer hours	4.548
Total number of employees who volunteered	404
Company promoted employee charitable contributions	USD 23,000
<b>Ethics and fight against corruption</b>	
Total monetary value of financial and in-kind political contributions made directly and indirectly by the organization	none
Operations assessed for risks related to corruption	100%
Communication and training about anti-corruption policies and procedures	
a. Percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to	100%
b. Percentage of employees that the organization's anti-corruption policies and procedures have been communicated to	100%
c. Percentage of governance body members that have received training on anti-corruption	100%
d. Percentage of employees that have received training on anti-corruption	80%

## Appendix

### Corporate Sustainability Governance

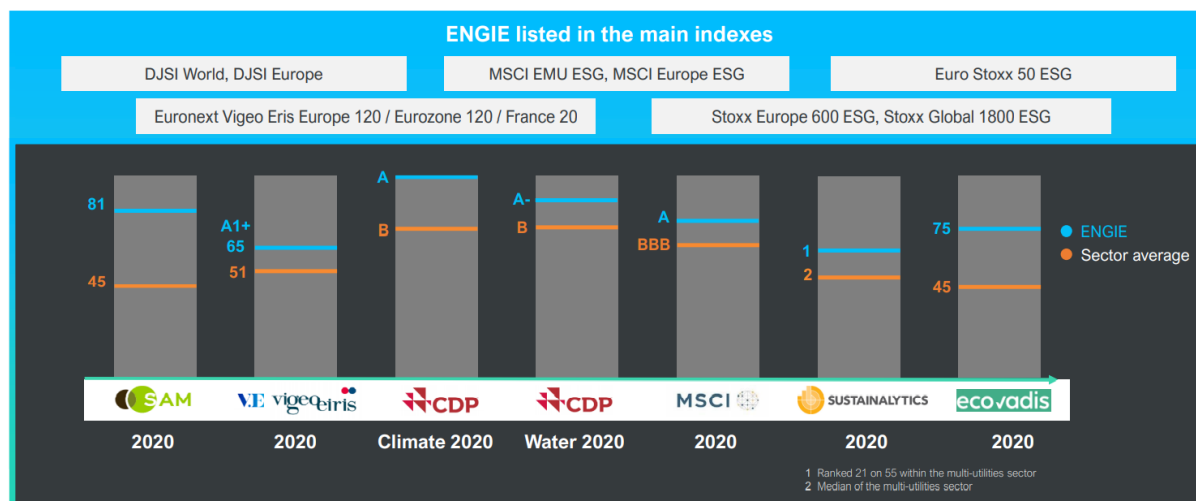
Governance Tier	Responsibilities	Structure/Composition	Meeting Frequency
<b>Executive Committee and Senior Leaders</b>	Final decision-maker on Corporate Sustainability (CS) strategies, goals and objectives. Responsible for “tone at the top” on prioritization of CS. Individual ExCom members ensure resources are provided within their boundaries to support strategies. Performance and risk oversight.	Senior leaders, from multiple corporate functions and geographies	Quarterly Review in ExCom Meeting
<b>CS Coordination</b>	<b>Business Organizations</b> <i><b>Decentralized at business operations Level</b></i> Each operational unit appoints a representative who is <b>empowered to implement CS employee engagement and community actions</b> within its perimeter and responsible for coordination of measures needed to support organization-wide CS objectives.	At least one representative from each operational unit	Quarterly Meeting Ad hoc exchanges
	<b>Functional Organizations</b> <i><b>Coordination at Corporate Level</b></i> Each function appoints a representative who is <b>responsible for obtaining functional support needed to implement organization-wide CS initiatives</b> and empowered to implement CS initiatives within their respective function.	At least one representative from each function	Quarterly Meeting Ad hoc Subgroups and exchanges
	<b>Regions and Offices</b> In identifying representatives, care is taken to ensure representation from all of our regions/offices. Where there is a gap, a geographic / office representative may be appointed.		Ongoing
<b>CS Function</b>	Develops CS strategy. Coordinates implementation of CS strategy and activities across the business, connecting teams responsible for brand, communications, human capital, facilities and infrastructure, procurement and risk. Coordinates with ENGIE Group Manages implementation, measures progress, and reports on tactical integration of CS strategies	CS team	Ongoing





## ENGIE Group Sustainability Performance

[ENGIE 2020 Integrated Report](#)



Source: [ENGIE Corporate Governance Update](#), March 2021 (p. 16)

## ENGIE Impact Materiality Matrix Methodology

A materiality analysis consists of identifying the economic, environmental, social and governance challenges that substantively influence the assessments and decisions of stakeholders and therefore impact the activities and the performance of the company or one of its entities. According to GRI G4, these impacts refer to the effect an organization has on the economy, the environment, and/or society, which in turn can indicate our contribution to sustainable development. Impacts can be positive or negative, actual or potential, and direct or indirect with no specific terms and regardless of intention.

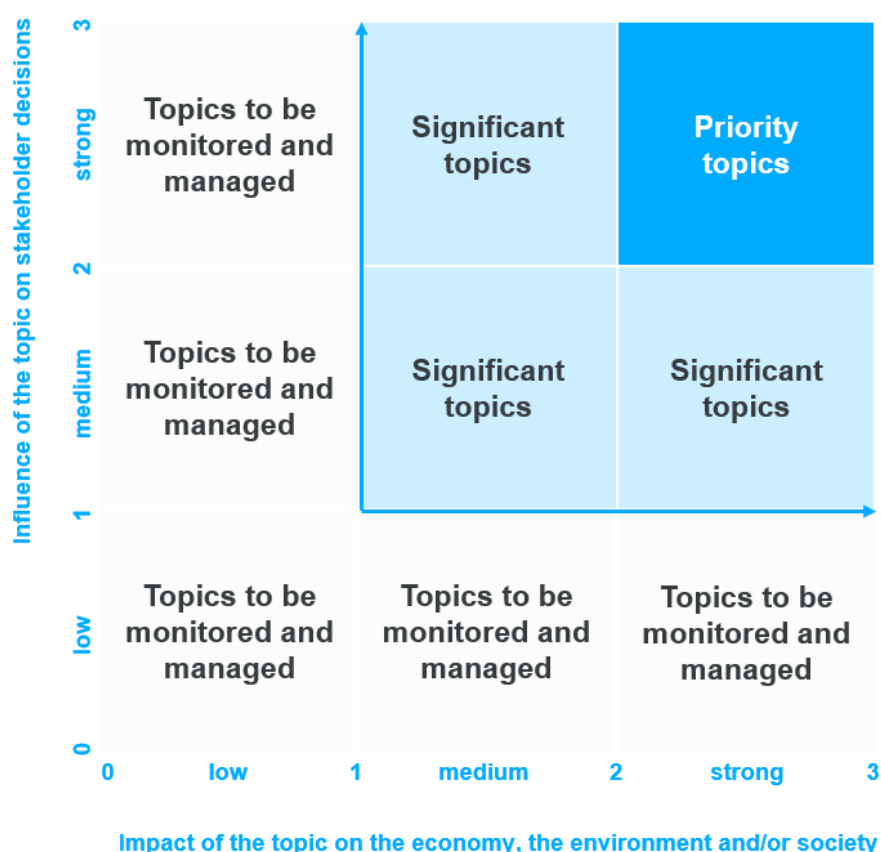
These material topics are assessed according to two dimensions: the vertical axis reflects the assessment made by the external stakeholders on *the influence of these topics* and the horizontal axis reflects the assessment made by the internal stakeholders and executive leadership on the *impact of these topics on the economy, the environment and/or society*.

This holistic and inclusive process helps us identify and prioritize the sustainability issues that matter most to our business and stakeholders and present the greatest opportunities for positive economic, environmental, and social impacts. Building a materiality matrix and updating it regularly every two years allows ENGIE Impact to list shared challenges, identify new ones, and consistently prioritize them, according to an evaluation made by stakeholders and the organization. This work also allows us to feed a dialogue with stakeholders and to measure the evolution of their expectations.

ENGIE Impact distinguishes three levels of material topics:

1. The “priority topics,” having an assessment of **strong influence and strong impact** (in practice greater than 2) on the two axes
2. The “significant topics” having an assessment of **strong influence or strong impact** on one of the two axes or medium importance or impact (in practice between 1 and 2) for the two axes
3. The “topics to be monitored and managed” having an assessment of **low importance or low impact** (in practice those having an assessment between 0 and 1) for one or two axes

The most important or material topics – hence the name of materiality matrix –include at minimum the priority topics and some significant topics to be addressed by policies and followed by specific action plans and objectives.



The methodology is based on five successive steps:

1. Examine the pertinence to conduct a materiality analysis at the perimeter of the BU (or at a finest level)
2. Establish the list of potential topics of the BU (or at a finest level)
3. Identify and consult the stakeholders
4. Build the materiality matrix with the stakeholders (the “assessment”)
5. Finalize the materiality matrix with executive leadership

ENGIE Impact has elected to build one materiality matrix inclusive of all separate legal entities.

A list of potential topics for materiality assessment was defined based primarily on prior materiality assessments performed by individual entities and ENGIE Group, global standards, and peer analysis. A total of 21 topics were identified for materiality assessment.

ENGIE Impact has gathered its stakeholders into five categories:

1. Business community: customers, industrial partners, suppliers and subcontractors
2. Financial community: investors, financial analysts, financial and non-financial rating agencies, individual shareholders
3. Civil society: NGOs, associations, professional federations, local communities, academia
4. Human resources: employees, executive leadership
5. Public authorities: local authorities, national and international authorities, regulatory authorities

To identify our stakeholders, we completed a stakeholder mapping exercise. We took care to ensure a minimal and balanced number of stakeholders questioned within each stakeholder category. Our stakeholder engagement exercise was realized within three formats:

1. Individual interviews
2. Focus groups
3. Online questionnaires (treated completely anonymously)

As part of the individual interviews and focus groups, we asked stakeholders to amend the proposed list or propose new issues deemed more relevant. This adjustment phase is an essential part of the process for inaugural assessments.

Each topic is assessed on a scale from 0 to 3 by the stakeholders within two dimensions:

1. For the assessment of the significance of topics, the note 0 corresponds to the answer “not significant,” the note 1 to the answer “slightly significant,” the note 2 to the answer “significant,” the note 3 to the answer “very significant.”
2. For the evaluation of the impact of topics on the economy, the environment and/or society, the note 0 corresponds to the answer “no impact,” the note 1 to the answer “low impact,” the note 2 to the answer “substantial impact,” the note 3 to the answer “very big impact.”

To consolidate the assessment obtained on each topic, the two following calculations were made:

1. Calculate the arithmetic average of the assessments by stakeholder's category on each of two dimensions (significance of the topic and impact of the topic on the economy, the environment and/or society).
2. Calculate the arithmetic average of the five categories previously calculated.

Each assessment evaluated was placed on a draft materiality matrix representing the unique point of view of the stakeholders. This matrix consisted of a working base to be proposed to executive leadership.

The ENGIE Impact executive leadership team was questioned to assess each topic on the two dimensions: the significance of its influence on stakeholder decisions and its impact on the economy, the environment and/or society and to comment or react directly on the materiality matrix issued from the previous step. No adjustments were made to the draft matrix.

Table of 21 Stakes 2019 ENGIE Impact

	Material Topic	Definition
Economic	<b>Enabling the Zero Carbon Transition</b>	Offering customers global solutions: technological, digital and with financing, to reduce energy consumption and improve energy efficiency. Work across the value chain in strategy, design, engineering, energy-efficient asset construction, digital platforms, operations management, financing syndication and outcome assurance to enable the zero-carbon transition.
	<b>Sustainable Economic Growth</b>	With respect to economic performance, revenue generation, EBITDA and cashflow to maintain a thriving and sustainable business. On a global scale, promote inclusive and sustainable economic growth by creating the conditions to allow a greater number of people to have quality jobs that stimulate the economy while not harming the environment.
	Material Topic	Definition
Environmental	<b>Climate Change &amp; GHG Emissions</b>	Working to reduce and promote the reduction of greenhouse gases in the Earth's atmosphere, the cause of Climate Change, and helping to adapt to the consequences of climate change.
	<b>Ecosystem Services</b>	The benefits that people derive from an ecosystem, for example the production of goods (e.g., food); regeneration processes (e.g., purification of water); stabilizing processes (e.g., moderation of weather extremes); life-fulfilling functions (e.g., aesthetic beauty and cultural value); conservation of options (e.g., maintenance of ecological systems for the future).
	<b>Hazardous Materials &amp; Waste Management</b>	Working to reduce and promote the reduction of waste to landfill through diversion and minimization practices, including noise, landscape, odors, etc.
	<b>Water &amp; Wastewater Management</b>	The application of a systematic approach to create and deliver water efficiency upgrades, behavioral changes and integrated demand side management to holistically and continuously manage water usage, provide efficient wastewater treatment.
	Material Topic	Definition
Social	<b>Building Trust through Community Leadership</b>	Building trust based relationships with local communities, other stakeholders and the rest of the society, working towards shared interest through participation on boards, community education, program creation and support, creating networks / collaboration, community engagement via program design, maintaining relations with political decision-makers. Serving smallholder farmers, building social dialogue with local communities. Hiring full and part time workers in local communities as well as secondary job creation.

	<b>Diversity &amp; Inclusion</b>	Support and nurture diversity through inclusion and non-discrimination based on race, color, creed, gender (including gender identity and gender expression), religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, sexual orientation, membership in workers' organizations including unions, or political affiliation or any other consideration made unlawful by federal, state, or local laws.
	<b>Employee Engagement</b>	The efforts of our organization to fully involve employees in forwarding sustainable development and corporate responsibility. Employee contribution of time, energy, skills, knowledge, and creativity to support these efforts.
	<b>Fair Compensation &amp; Benefits</b>	Guaranteed living wage, equal pay, benefits, variable rewards, and a flexible working experience.
	<b>Human Rights</b>	Respect internationally recognized human rights, achieve and maintain strong relationships with communities where ENGIE Impact has presence, based on recognition, trust, mutual respect and shared values, through proactive engagement and responsible and transparent management of social impacts and opportunities.
	<b>Labor Practices</b>	Prohibiting the violation of employee's labor rights which include interference and restraining labor rights, employer domination, discrimination on the basis of labor activity, discrimination in retaliation for going to the National Labor Relations Board, and refusal to bargain with representatives of employees.
	<b>Occupational Health, Safety &amp; Wellbeing</b>	Improvement of working conditions through promoting health, safety and wellbeing at workplaces to prevent and fix deficiencies and help solve work-related problems. Applies to employees, contractors, and subcontractors.

As part of our continuous efforts to understand our stakeholders, ENGIE Impact engaged employees, our board, clients and even competitors to develop our materiality assessment, which helps us gauge what is most important to them. We conducted an extensive series of surveys, interviews and focus groups with internal and external stakeholders to build a clear understanding of their expectations and our priorities. As a result of this work, we identified our material priorities, including 21 environmental, social, governance and economic topics. We acknowledge that there are many issues that deserve focus, and we are committed to transparency along our journey to address these topics.