



# 2017 INVESTOR WORKSHOP

June 20<sup>th</sup>, 2017



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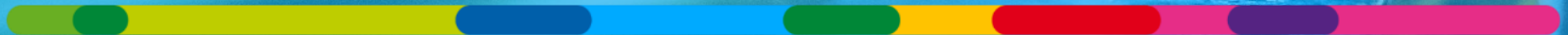
# 2017 INVESTOR WORKSHOP

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**Judith HARTMANN**

**Executive Vice President, Chief Financial Officer**



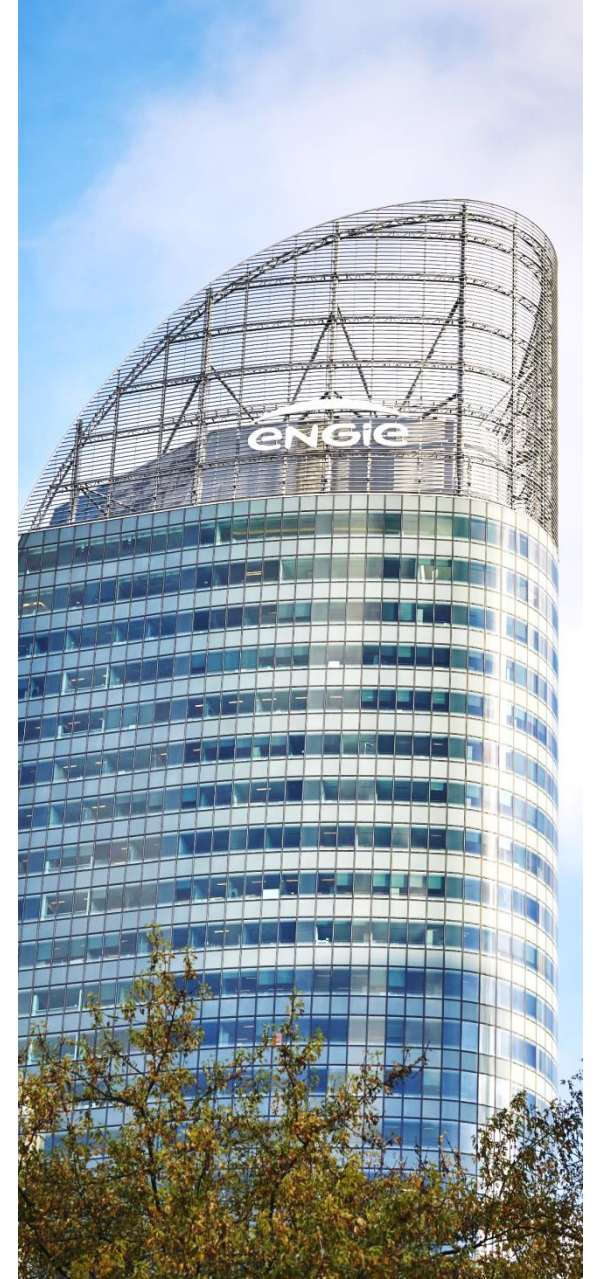


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## KEY MESSAGES

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- Clear strategic priorities
- Transformation ahead of plan
- Guidance confirmed



# TRANSFORMATION PLAN AHEAD OF SCHEDULE



# CUSTOMERS AT THE HEART OF ENERGY REVOLUTION

## KEY DRIVERS



Climate change



New customer mindset



New technologies



DECARBONIZATION



DECENTRALIZATION



DIGITALIZATION

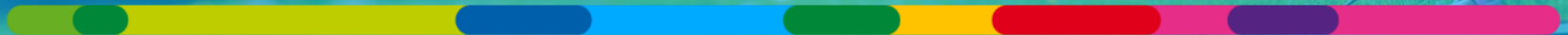
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# Accelerating in Customer solutions

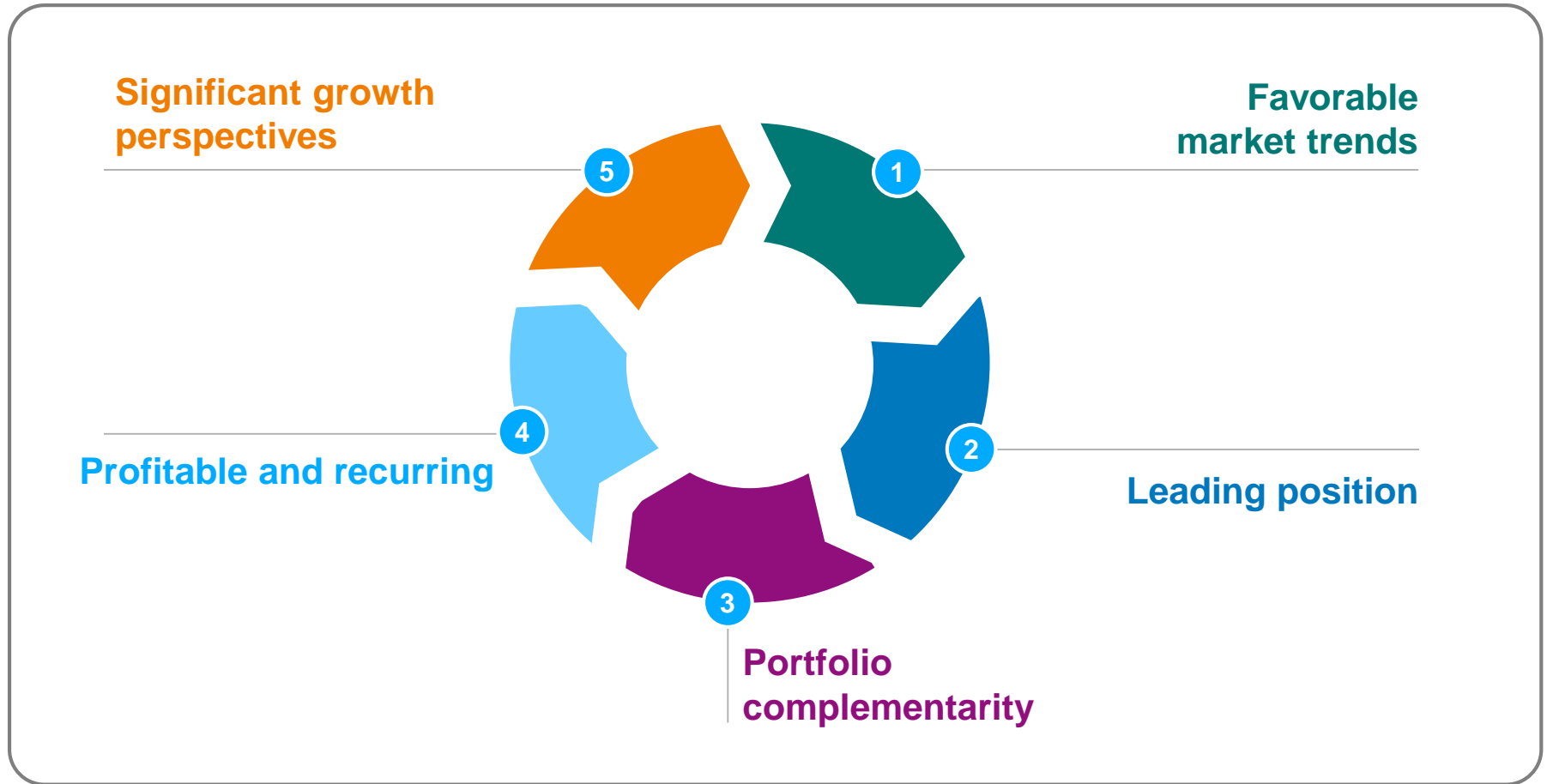
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The logo for ENGie, featuring the word "ENGie" in a white, lowercase, sans-serif font. The "E" is stylized with a white, curved shape above it that resembles a partial globe or a stylized letter. The logo is positioned in the lower-left quadrant of the image.

ENGie



# POSITIVE DYNAMICS





# SUPPORTED BY MEGA TRENDS



ENVIRONMENTAL AWARENESS



ENERGY EFFICIENCY



Customer  
centric



DRIVE FOR PRODUCTIVITY



DIGITALIZATION





# UNIQUE PLATFORM AMONG PEERS

2016 figures



GBPEUR = 0.8518 (average 01/01/2016-31/12/2016 as per Thomson)





# GLOBAL LEADER



## B2C

- ▶ **#1** in France
- ▶ **#1** in Belgium
- ▶ 23 million contracts in 12 countries

### RETAIL CUSTOMERS & SMALL BUSINESSES

Energy contracts & cross-selling services



## B2B

- ▶ **#1** position in Energy services in France, Belgium, Italy and the Netherlands
- ▶ Global leader in B2B services

### BUILDINGS & INDUSTRY

Energy performance solutions



### LARGE INFRASTRUCTURES

Optimization of energy mix



## B2T

- ▶ **#1** in DHC networks (> 250 worldwide)
- ▶ 1M lighting points
- ▶ Global leader for energy solutions in cities

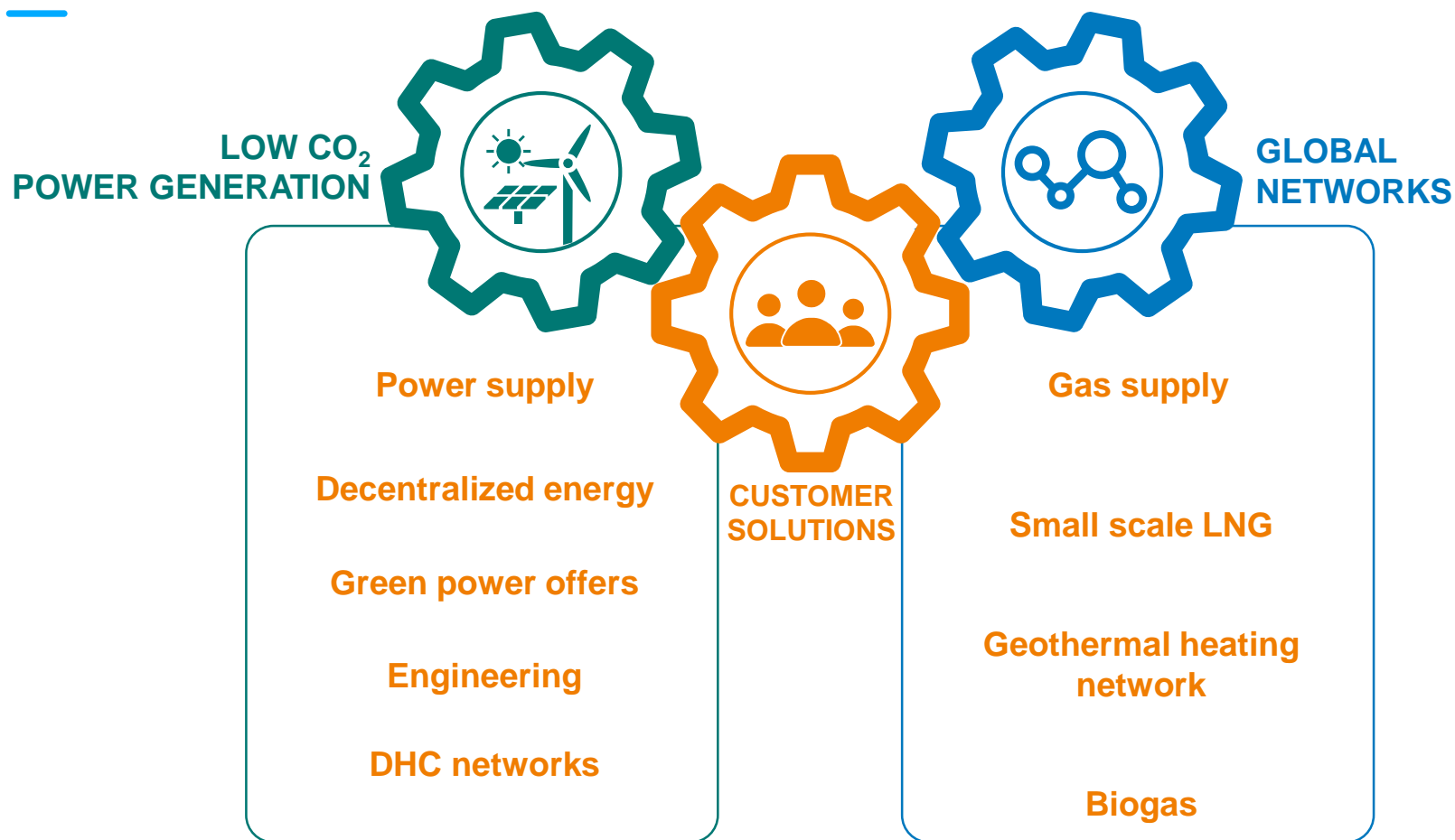
### CITIES & TERRITORIES

Optimize management of territories





# INTEGRAL PART OF PORTFOLIO



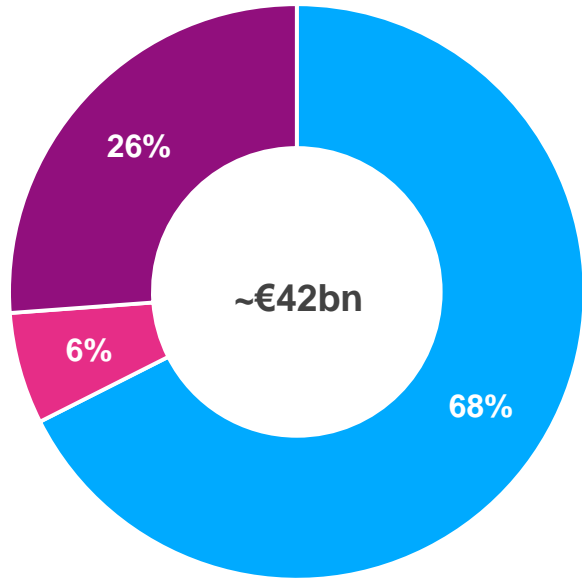
**Complementarity of customer solutions activities with the rest of the Group**





# SIGNIFICANT SIZE

## 2016 REVENUES BY ACTIVITY



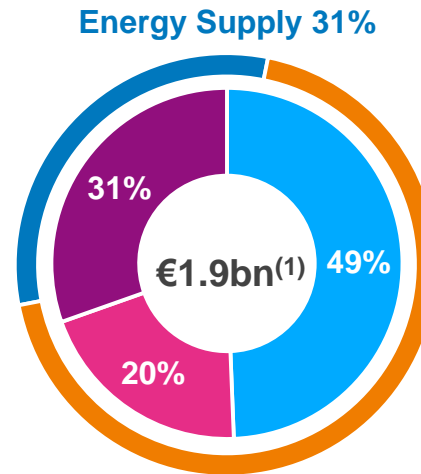
62% of total

■ B2B

■ B2T

■ B2C

## 2016 EBITDA BY ACTIVITY



18% of total

B2B	€0.9bn
Energy efficiency & integrated services	45%
Installations	27%
Engineering	8%
Energy supply	3%
Suez	15%
Other	2%

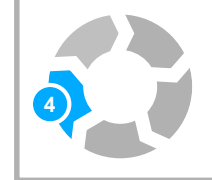
B2T	€0.4bn
District network	89%
Green mobility	7%
Solutions for cities	4%

B2C	€0.6bn
Energy supply	98%
Services	2%

(1) Total including corporate costs

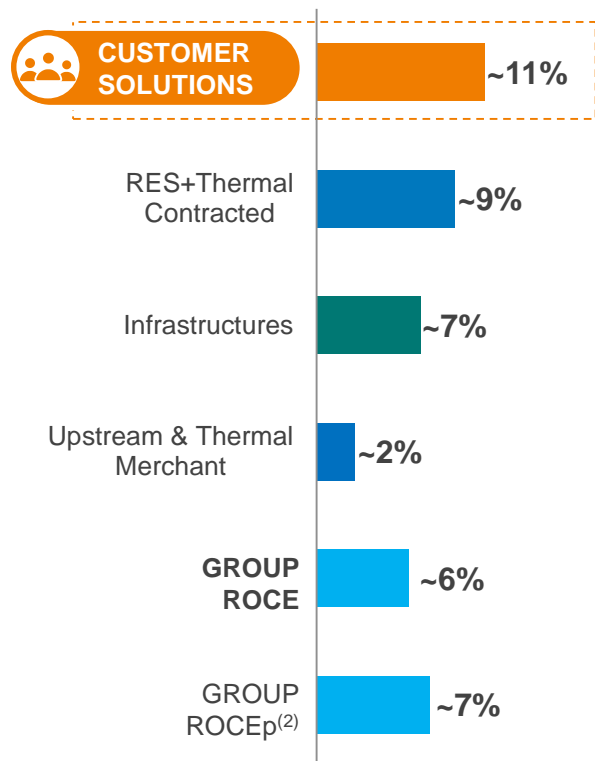




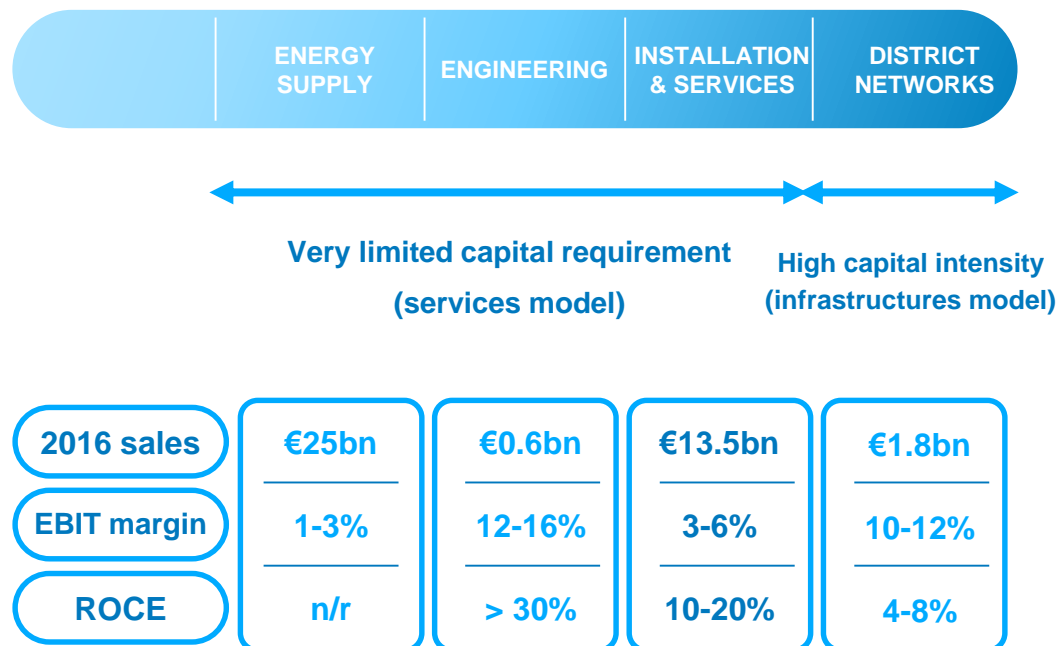


# HIGH PROFITABILITY

## 2016 ROCE<sup>(1)</sup> BY MÉTIER



## CUSTOMER SOLUTIONS



Unaudited figures

(1) ROCE computed on average 2016 industrial capital employed

(2) ROCEp computed on end-2016 productive industrial capital employed (excl. assets under construction)





# SERVICES: RECURRING REVENUE STREAM DRIVEN BY CONTRACT DURATION AND CLIENT MIX

## “ANNUITY” STREAM

Remaining portfolio duration

**>8**

years

**>80%**

Contract renewals

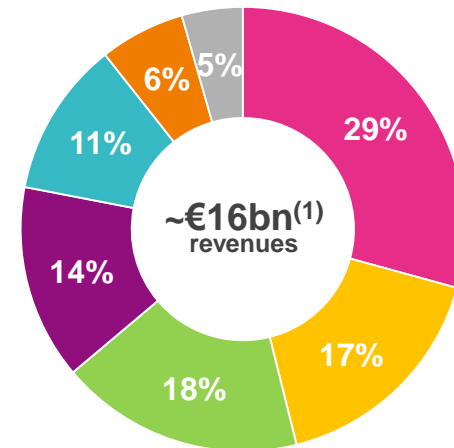
**€5.7bn**

installations backlog

**83%**

of clients < €50m

## DIVERSIFIED CLIENT BASE



- Industry
- Private Tertiary
- Public Tertiary
- Infrastructures
- Public District Networks
- Collective Housing
- Other

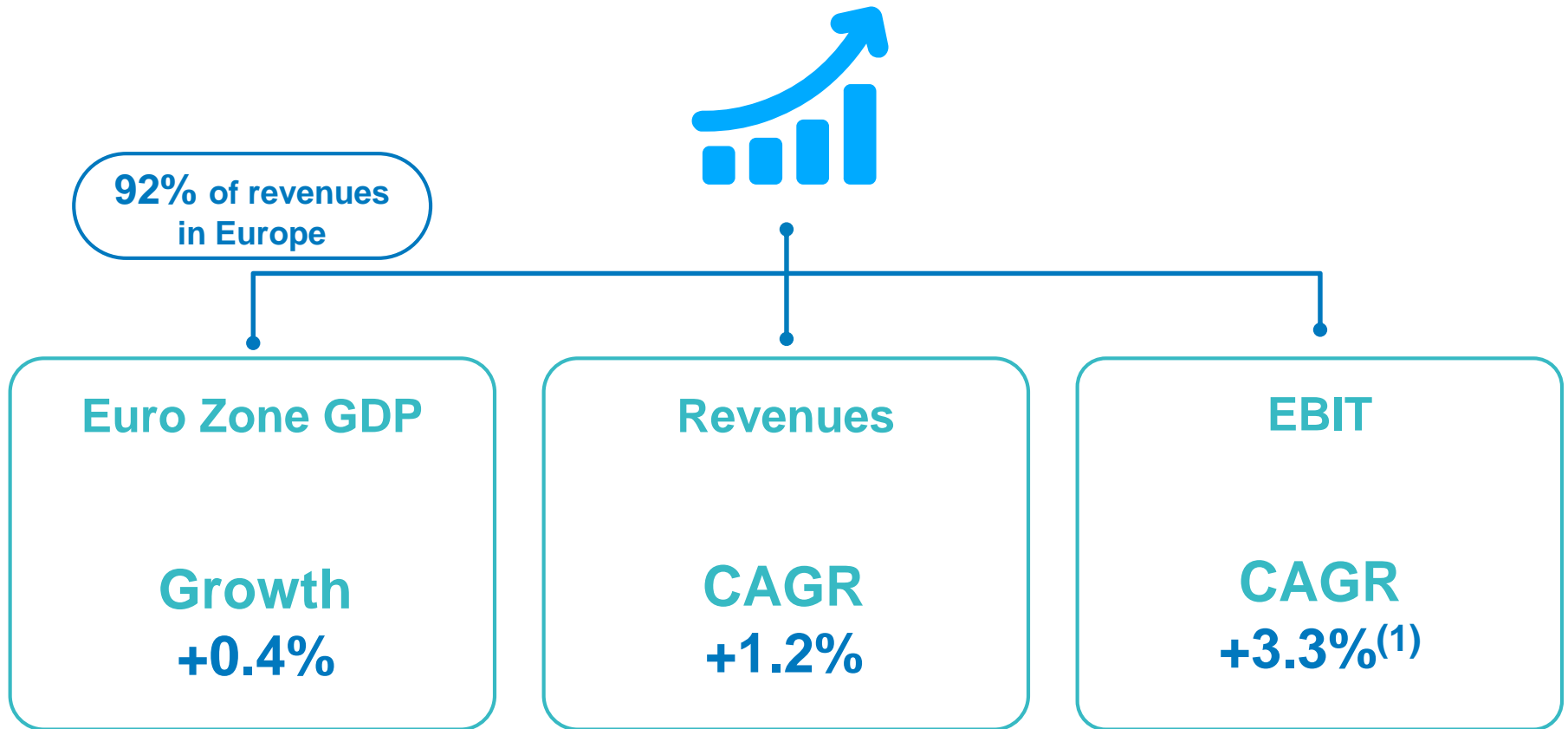
(1) Revenues in B2B and B2T services





# RESILIENT THROUGH ECONOMIC CYCLES

## B2B & B2T SERVICES VS. GDP GROWTH IN EURO ZONE (2008-2016)



(1) Excluding climate effect

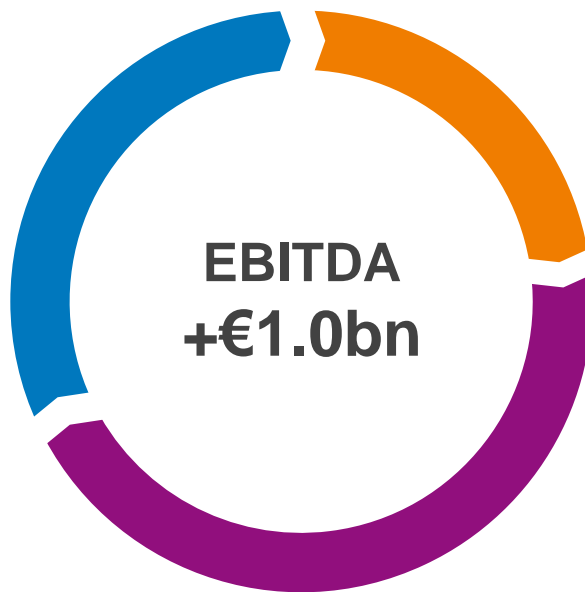




# GROWTH AMBITION: +50% EBITDA BY 2018

## Organic Growth

- Supportive market trends
- Key accounts approach and cross selling



## M&A Contribution

- Tuck-in acquisitions
- Reach critical mass in international development

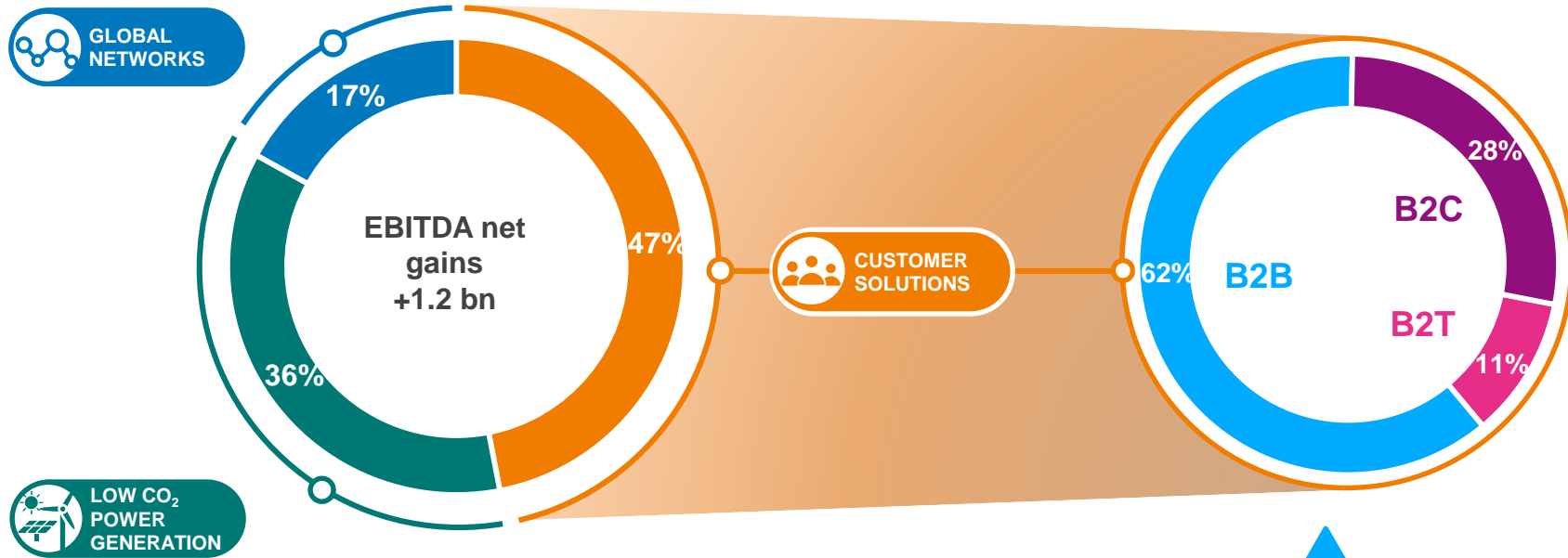
## Lean Program

- Purchasing
- Organization





# LEAN 2018



o/w 27% realised in 2016  
o/w 80% actions identified



**PURCHASE GAINS**



**PERSONNEL COSTS**



**REAL ESTATE**



**PERFORMANCE CULTURE**



**SUBCONTRACTING**



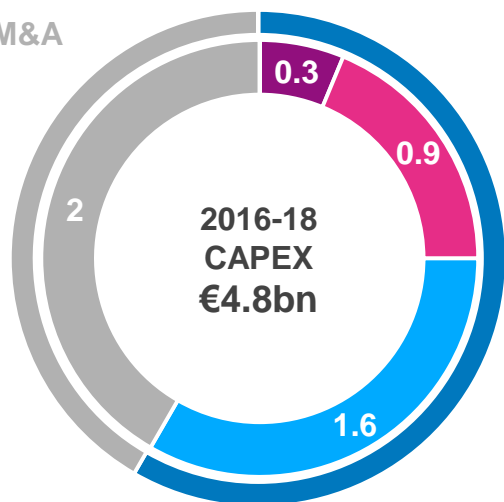


# DRIVING GROWTH THROUGH INVESTMENTS

## CAPEX BREAKDOWN

in €bn

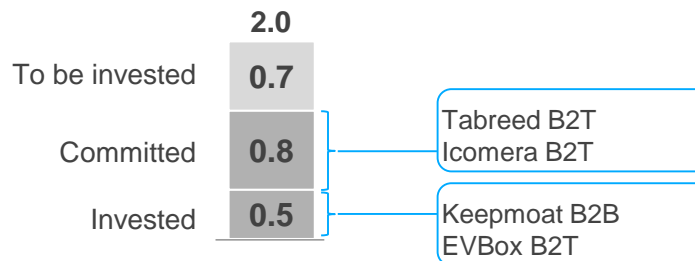
Tuck-in M&A



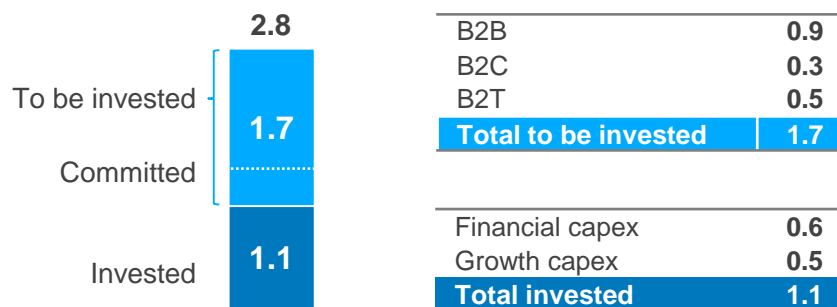
Organic Capex

B2C B2T B2B M&A

## TUCK-IN M&A



## Organic Capex



**COI<sup>(1)</sup> FULL YEAR CONTRIBUTION: €0.4BN**

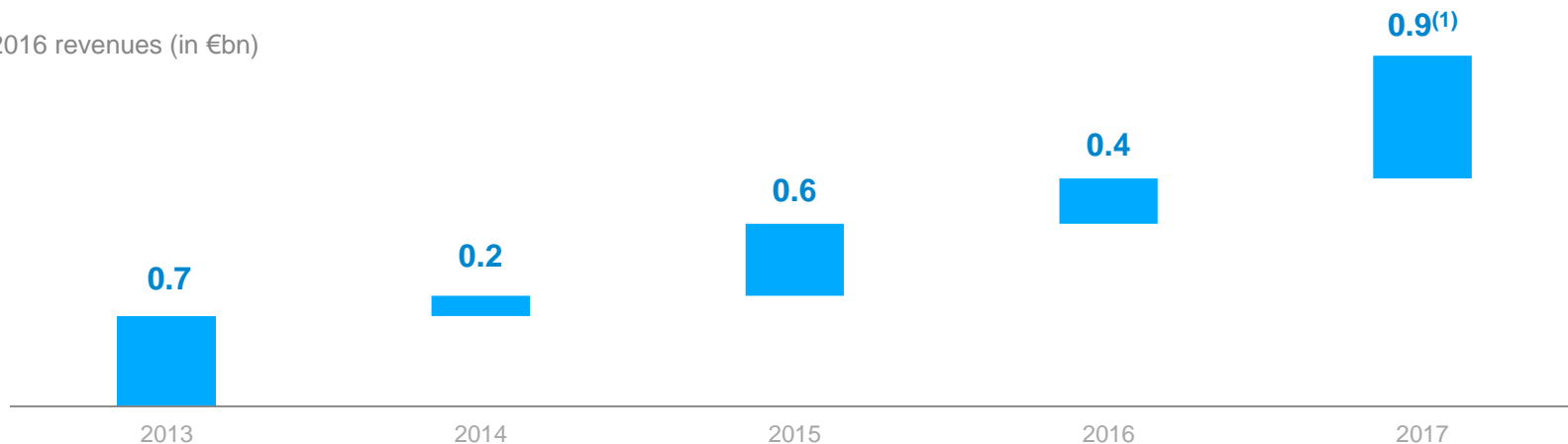
(1) Including share of net income of associates



# M&A: CONSOLIDATION OPPORTUNITY IN A FRAGMENTED MARKET



Contribution to 2016 revenues (in €bn)



Number of acquisitions



Main acquisitions (revenues contribution >€100m)



**33 ACQUISITIONS OVER THE LAST 5 YEARS**  
Average EV/EBITDA pre-synergies: ~ 9X

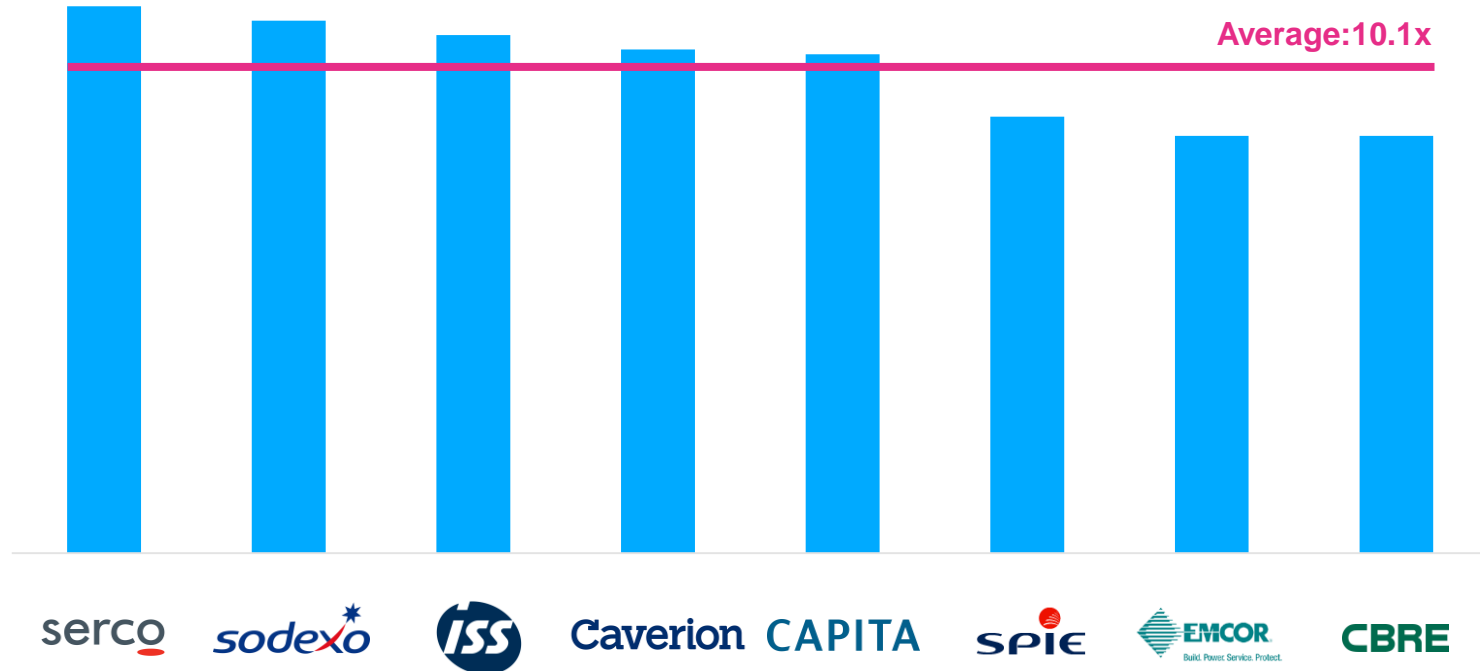
(1) Keepmoat full year contribution





# B2B PEERS TRADING AT HIGH MULTIPLES

EV/EBITDA 18E





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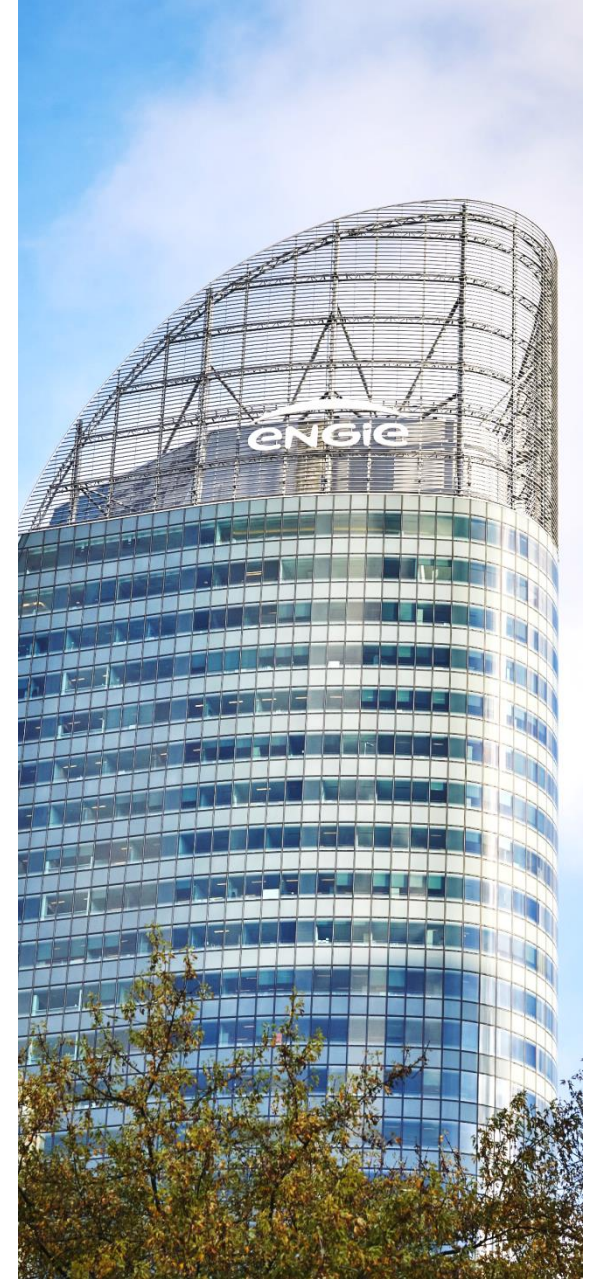
# CONCLUSION

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## – ENGIE Customer Solutions:

- Key to strategy
- Unique positioning
- Profitable, resilient and recurring business model
- Generating growth

**Key pillar of ENGIE's success**



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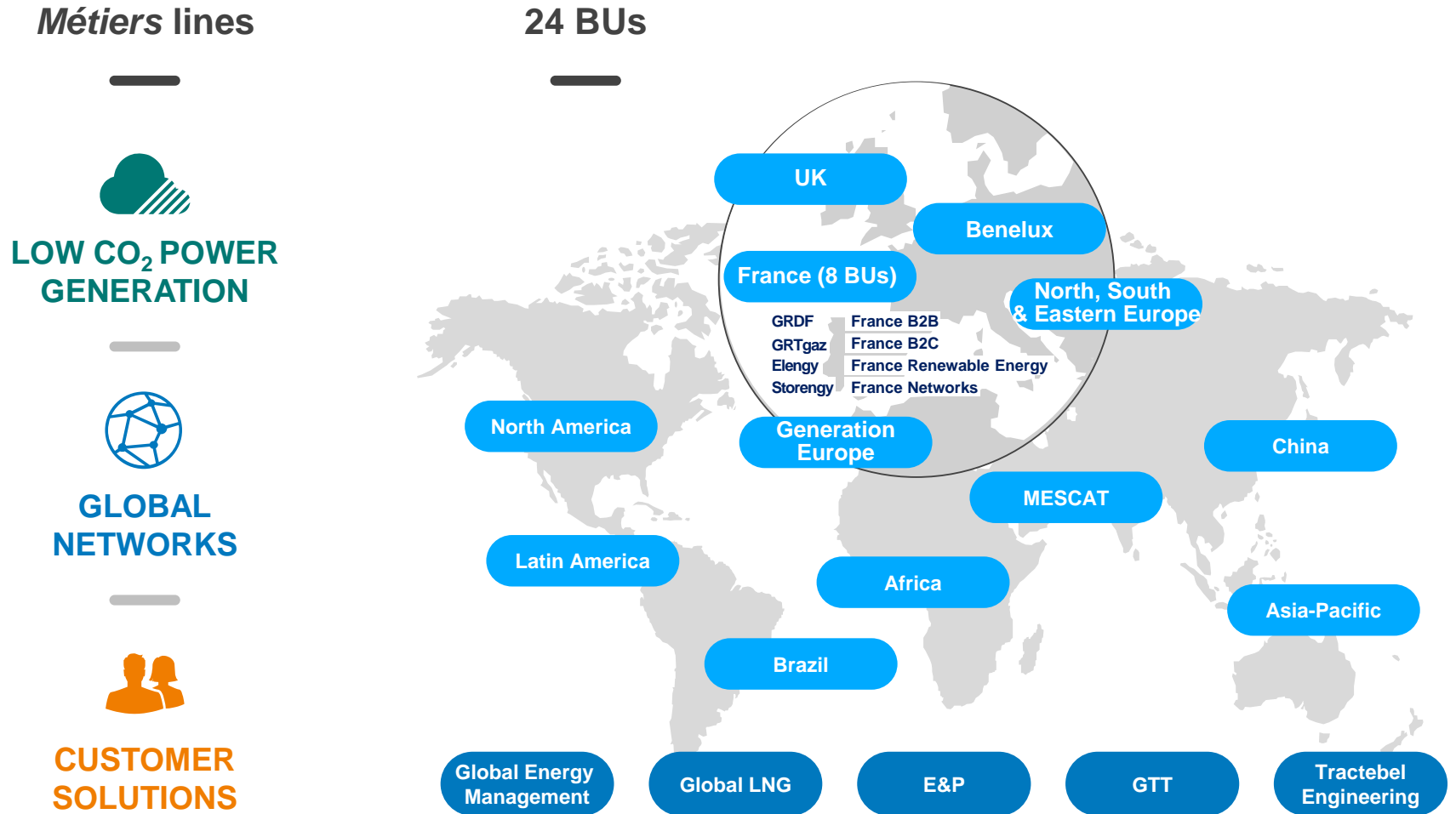
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**Claude TURBET**  
Managing Director, Solutions for Businesses

**ENGIE**

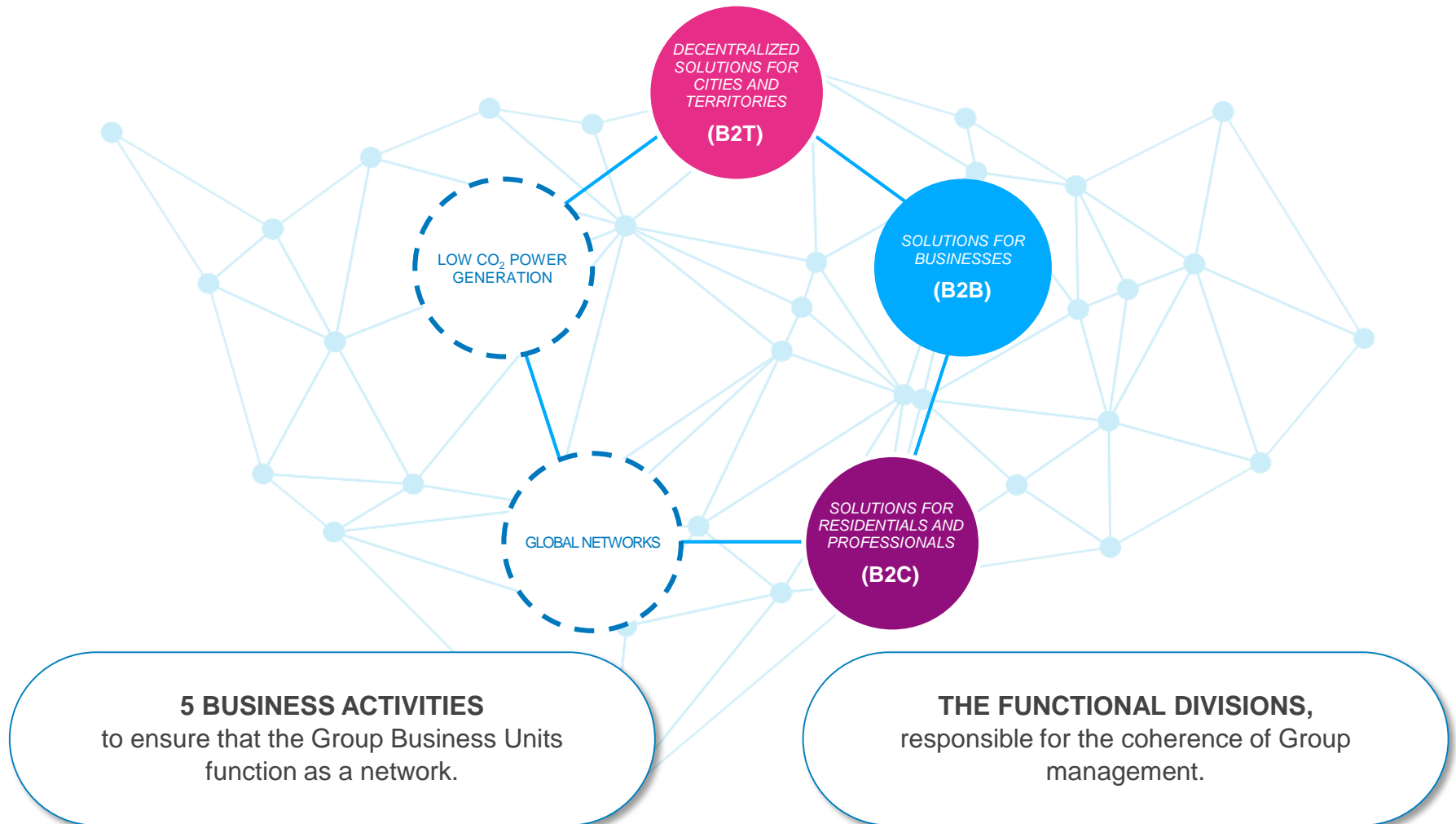


# 24 BUs SUPPORTED BY *METIER* LINES





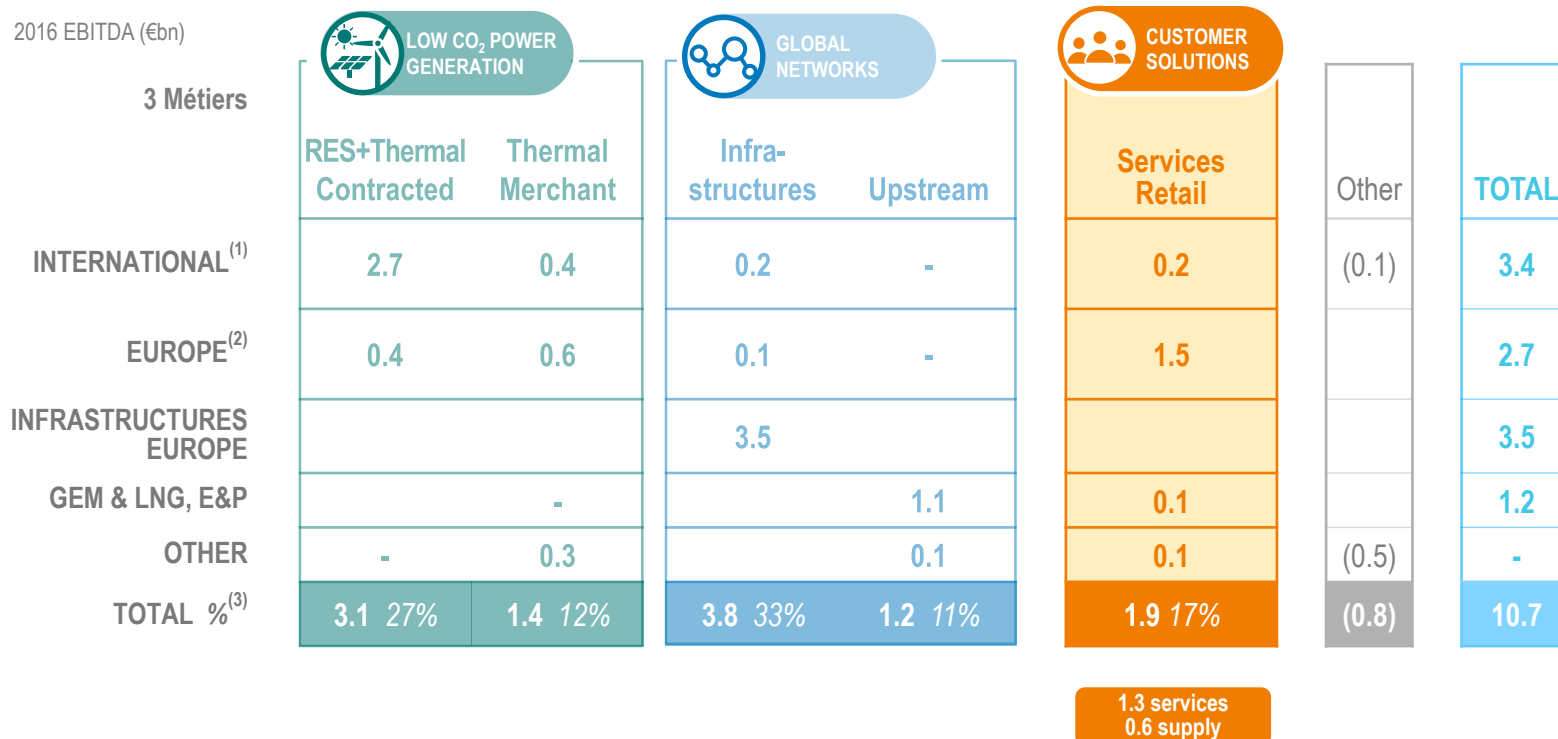
# 5 MÉTIERS ACCELERATING THE STRATEGIC, BUSINESS AND HUMAN TRANSFORMATION



# EUROPEAN STRONGHOLDS AND GROWING INTERNATIONAL POSITIONS

In €bn

2016 EBITDA (€bn)



(1) Included segment: Noram, Latam, Africa/Asia Pacific/ME

(2) Included segment: France, Benelux, Other Europe

(3) Unaudited figures Excluding "Other"

# A WIDE RANGE OF SOLUTIONS TO MEET OUR B2C CUSTOMERS' EXPECTATIONS

## Customers' needs

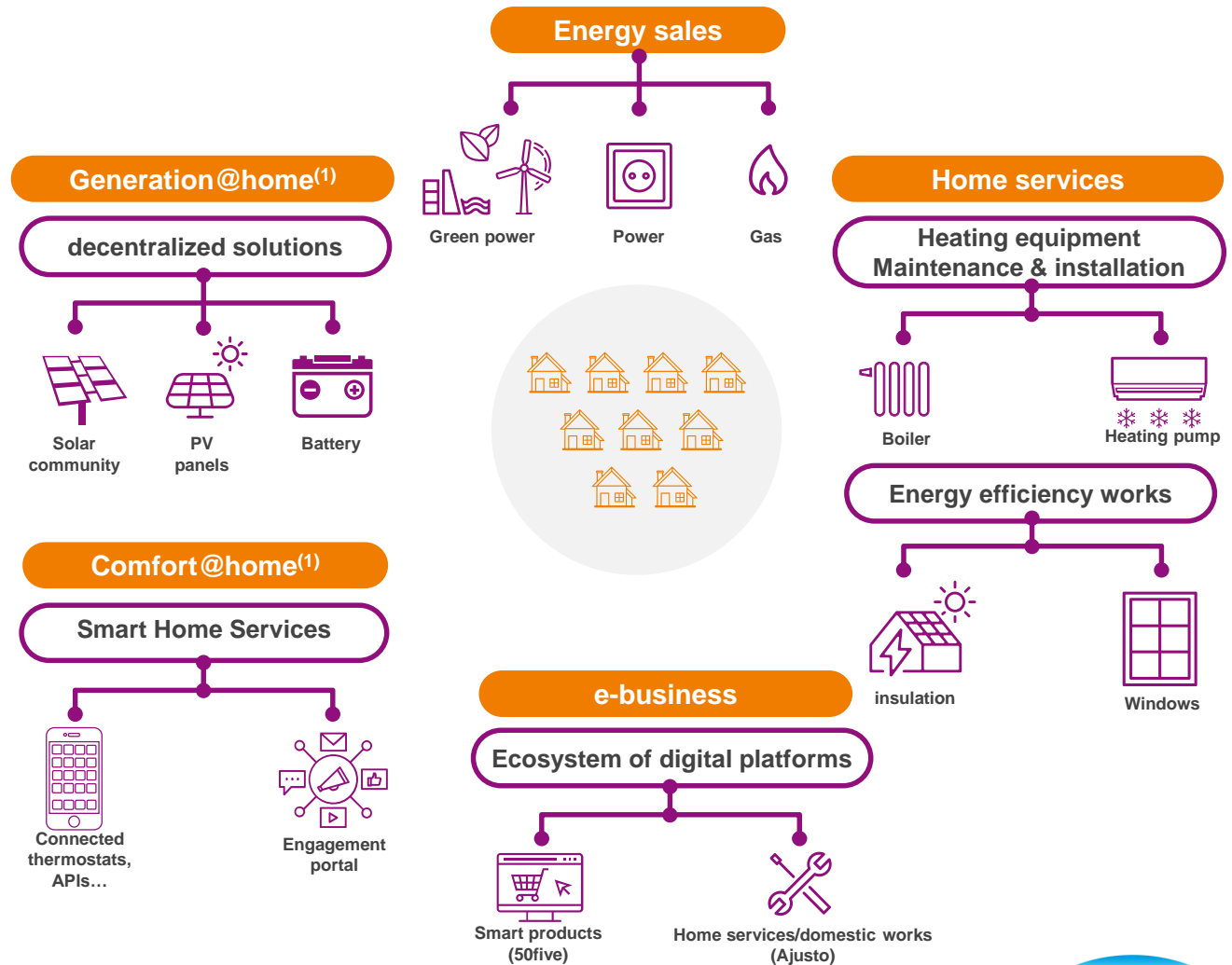
Reduce my energy bill

Steer my comfort

Limit my environmental footprint

More digitalization and connected services

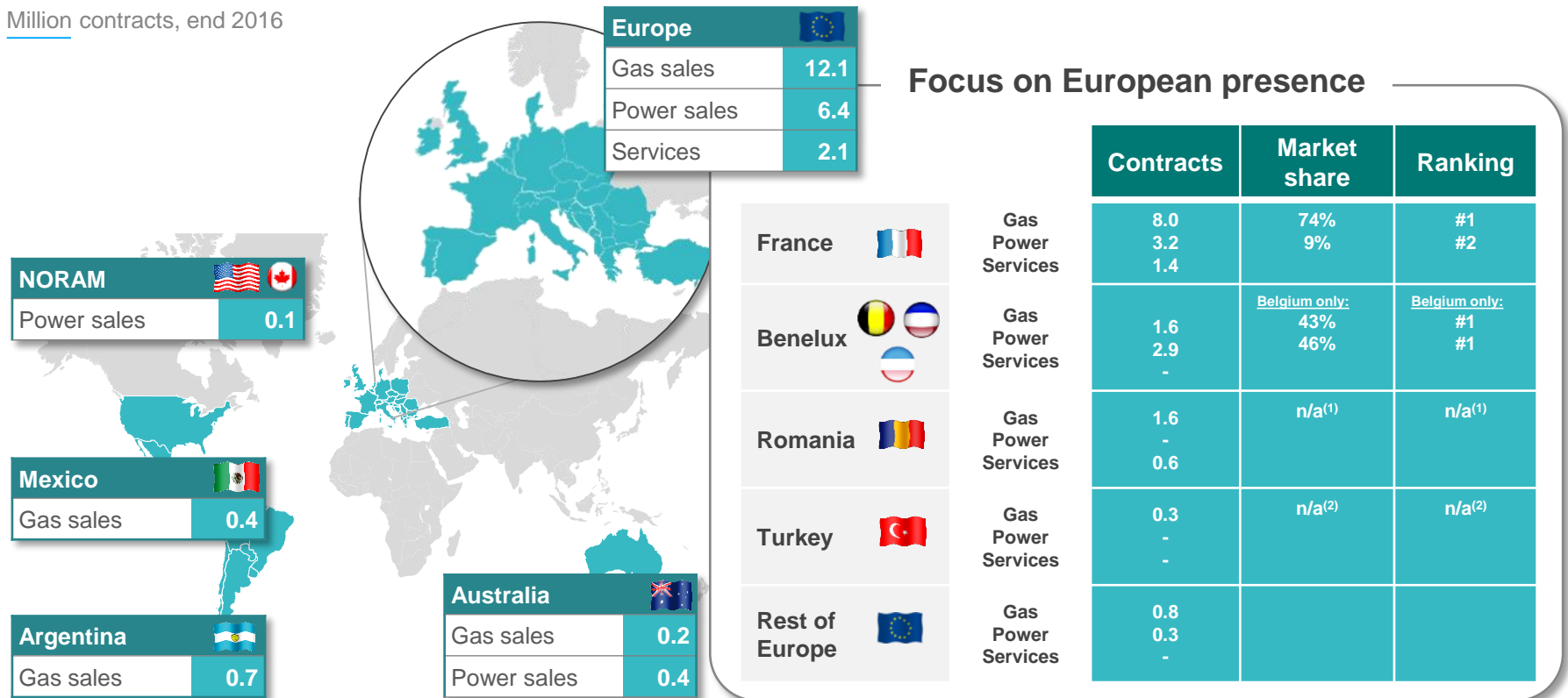
Great customer experience



(1) Key programs

# A STRONG EUROPEAN FOOTPRINT

Million contracts, end 2016

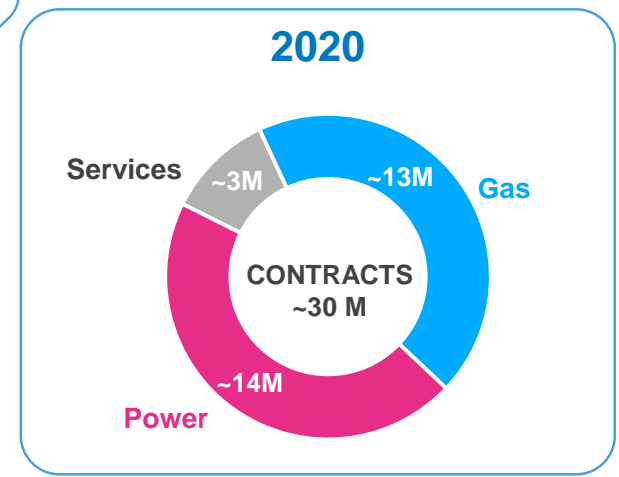
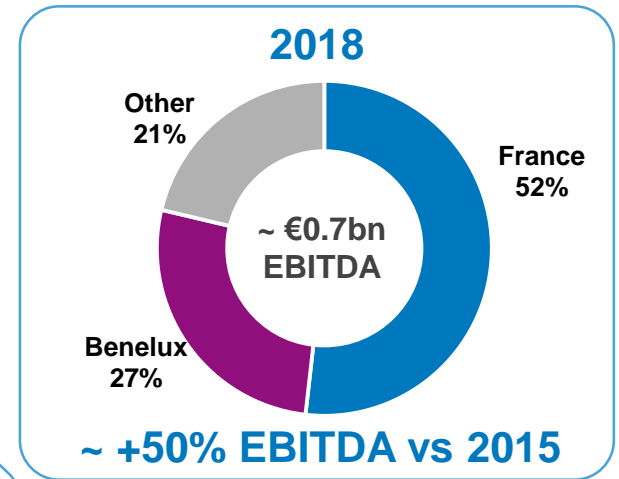
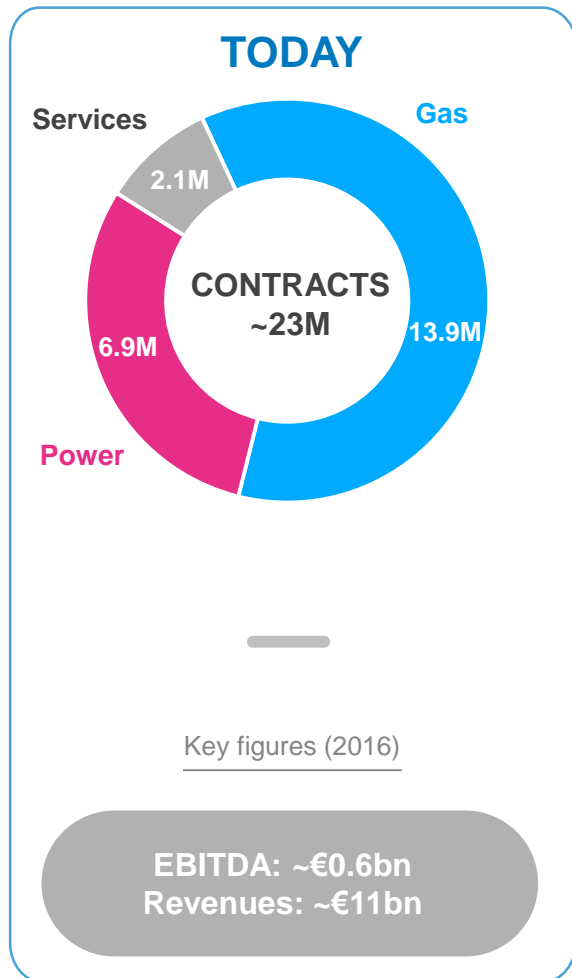


**~23 MILLION CONTRACTS IN 12 COUNTRIES**

(1) Not relevant since Romania is a regulated captive market ; ENGIE is the most important actor in distribution and supply in the south of the country  
 (2) Not relevant since Turkey is a regulated captive market ; ENGIE is the 3<sup>rd</sup> largest gas distribution player



# ENGIE B2C SET TO EXPAND



# B2B CUSTOMER NEEDS AND OUR OFFERS

## Customers' needs

Energy efficiency

Quality  
Workplace

Performance and  
productivity

Flexibility

Innovation

Integrated solutions

Savings

### ENERGY INFRASTRUCTURES

Be the preferred partner for the design, installation and maintenance of major infrastructures



### INDUSTRY

Help our customers to maintain their competitive edge by reducing energy & operating costs, lowering carbon emissions and ensuring resilience of utility supplies



### PRIVATE SECTOR

Deliver tailored and flexible services with high-quality technical services to customers – while improving their sustainability and cost efficiency



### PUBLIC SECTOR

Design, develop, produce and operate solutions for comfort and safety for public bodies in education, healthcare, leisure, ...



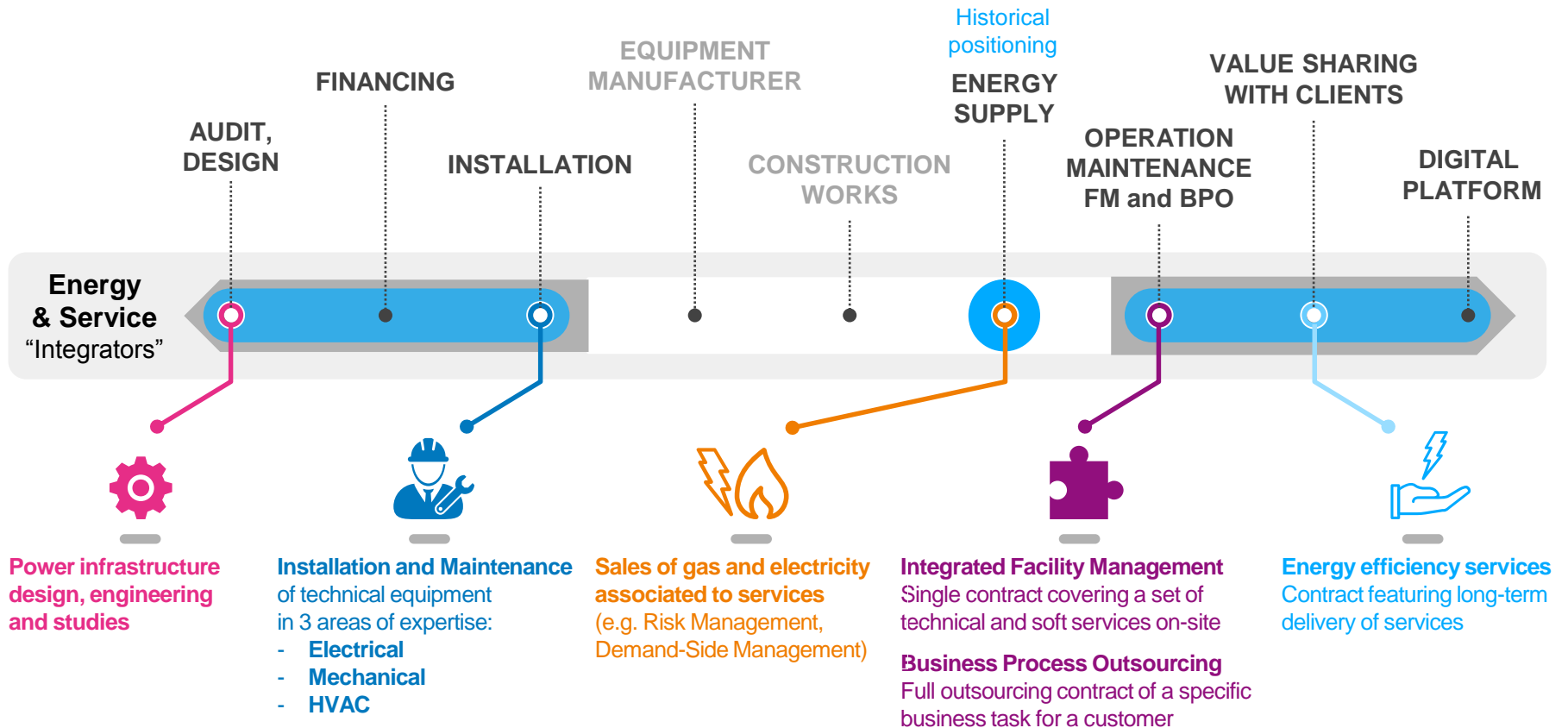
### COMMUNITY HOUSING

Custom services for condominiums based on our building energy performance skills, to help them control their expenses and ensure inhabitants' comfort



# UNIQUE POSITIONING ALONG THE SERVICES VALUE CHAIN

ENGIE has leveraged upon its historical positioning, to expand along the value chain



ENGIE positions on the value chain







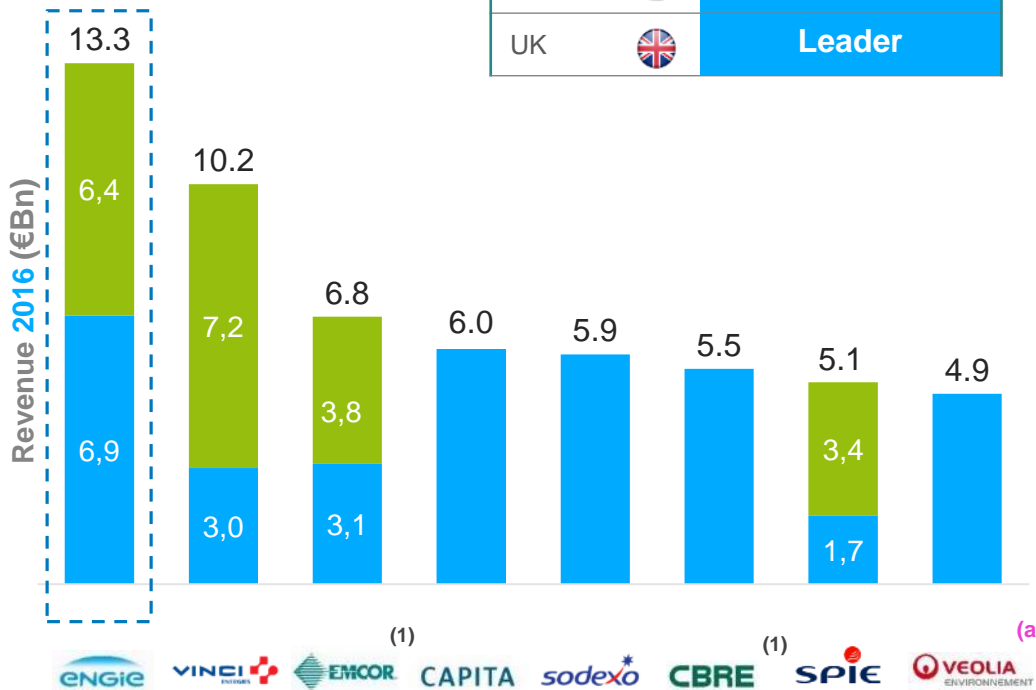
# GLOBAL LEADER IN B2B SERVICES

## Services activities:

- Installation
- Energy Efficiency Services
- Integrated Services
- Engineering

## Position by geography

France		#1
Benelux		#1
Italy		#1
UK		Leader



## Competitive Edge

**Ensure**  
customer Intimacy

**Proven**  
technical Expertise  
(HVAC, Mechanical, Electrical, ...)

**Rely on**  
long experience and a wide range  
of references

**Sustain an**  
entrepreneurial Culture

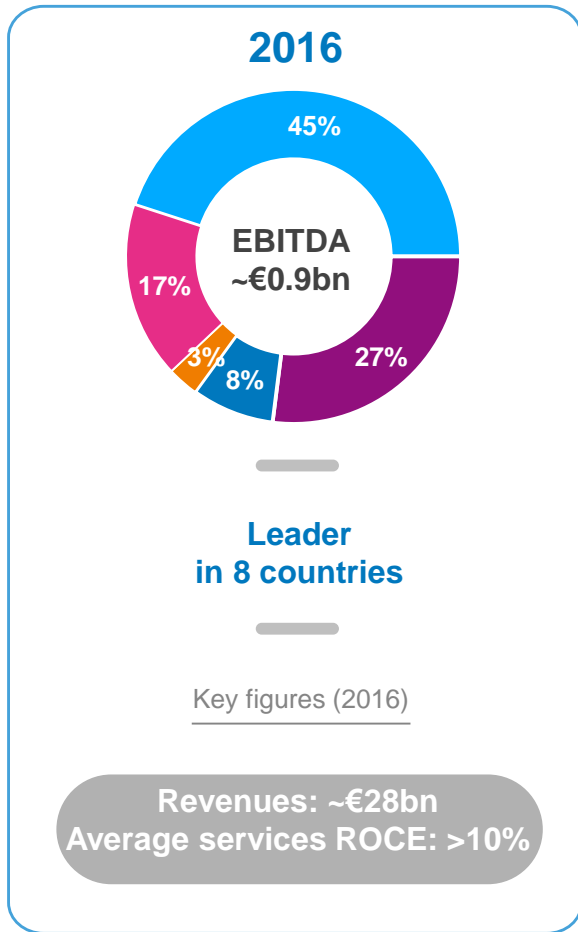
**Strong Presence on-site**  
thanks to a dense & concentrated  
territorial grid

Exchange rates:

(1) 1\$ = 0.9034210 € (a) Including heating and cooling network activities

# ENGIE B2B: TOWARDS AMBITIOUS TARGETS

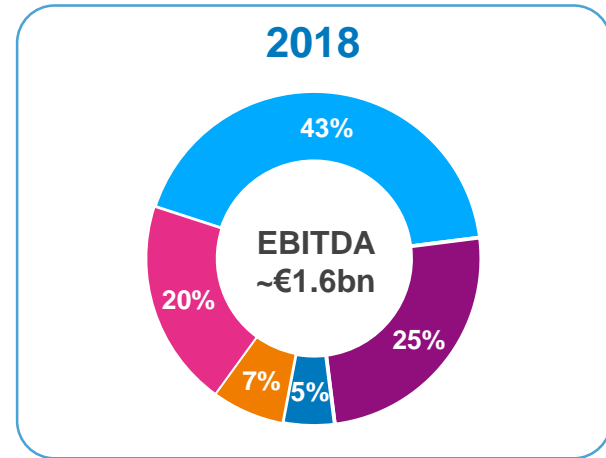
■ Energy services  
 ■ Installations  
 ■ Engineering  
 ■ Energy sales  
 ■ Suez and other



**Develop integrated services for end users**

**Promote energy efficiency**

**Target selected markets outside of Europe**



**2020**

**x2**  
**Revenues from integrated services**

**x2**  
**Countries where ENGIE is leader**

# A PRESENCE ON ALL “VERTICALS” ANSWERING TO TRANSVERSAL CUSTOMERS NEEDS

## Our customers' needs

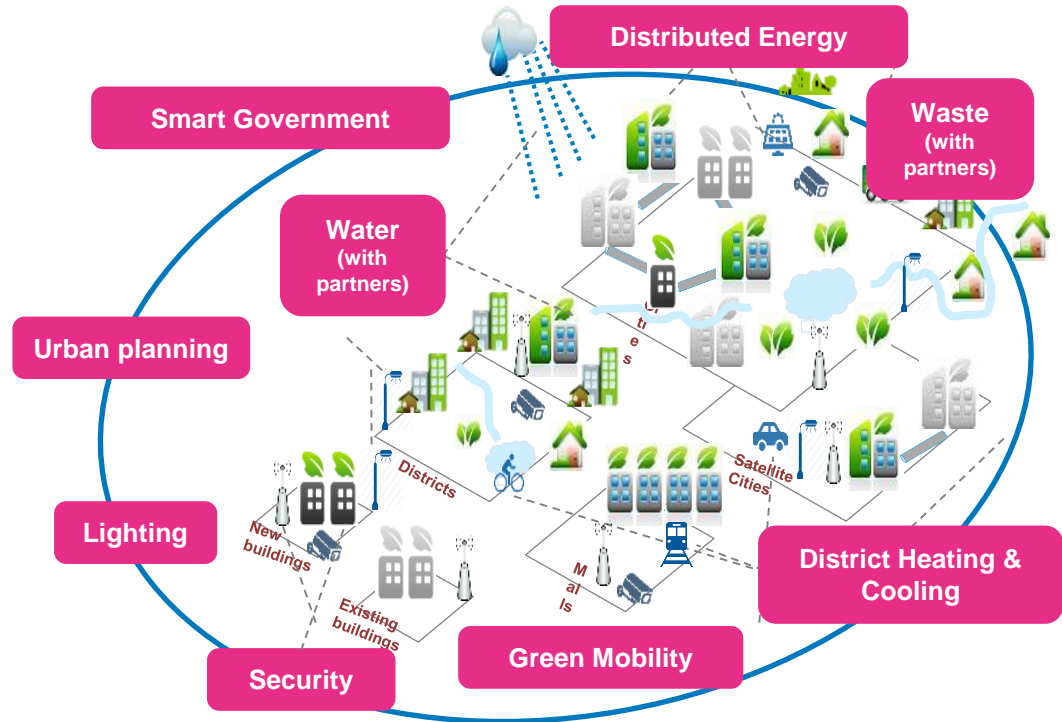
To improve  
**Security and Resilience**

To benefit from  
**Fluid & Green mobility**

To ensure an  
**Enjoyable environment**

To develop the  
**Local attractiveness**

To allow to  
**Reduce costs**



## ICT Infrastructure CityOS<sup>(1)</sup> Data Analytics

**CITIES & TERRITORIES:  
AT THE HEART OF THE  
ENERGY TRANSITION IN A  
FAST CHANGING WORLD**

2% of World Area
50% of World Population
75% of World Energy Consumption
80% of World GHG

(1) Includes city management tools such as dashboards to enable city stakeholders to make informed decisions

# A COMPREHENSIVE RANGE OF SERVICES COVERING THE WHOLE VALUE CHAIN

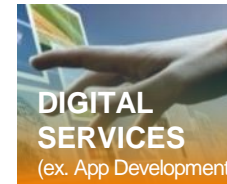
## DISTRIBUTED ENERGY

- ▶ On/Off-grid distributed energy (including.  $\mu$ grids, generation, storage,  $\mu$ CHP), from biogas, geothermal, solar, hydro for urban/rural areas, islands...



## CITIES

- ▶ Individual service through to integrated city propositions across: mobility, energy, security, public lighting, environment, waste, water, social and health, data and digital technology...



## GREEN MOBILITY

- ▶ Either B2C, B2B, B2T solutions
- ▶ LNG, CNG, H2, electricity...



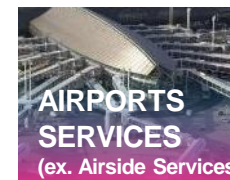
## LARGE SCALE CHP & NETWORKS

- ▶ District heating, district cooling, power, cogeneration...
- ▶ Municipal networks



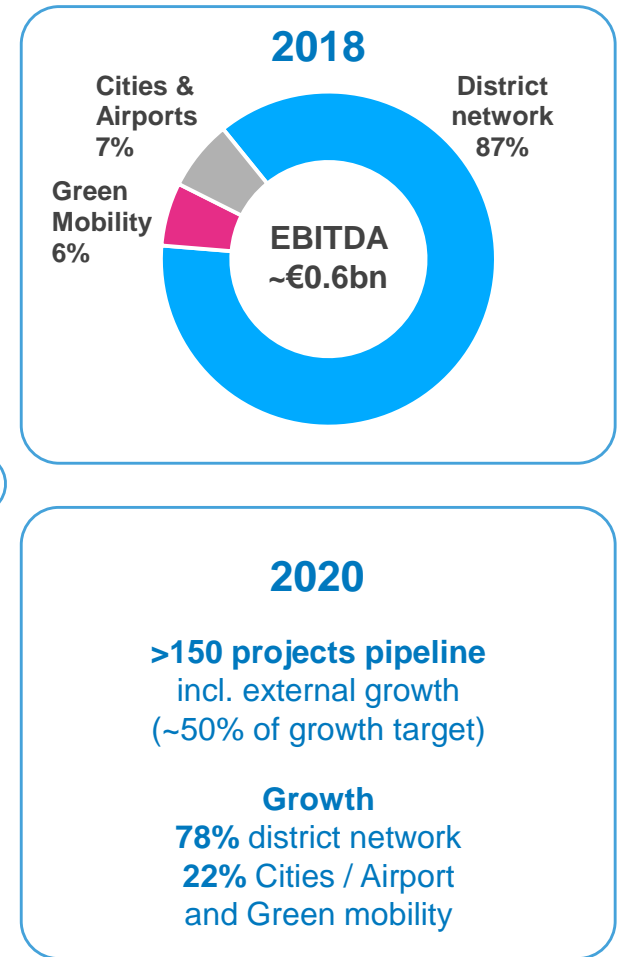
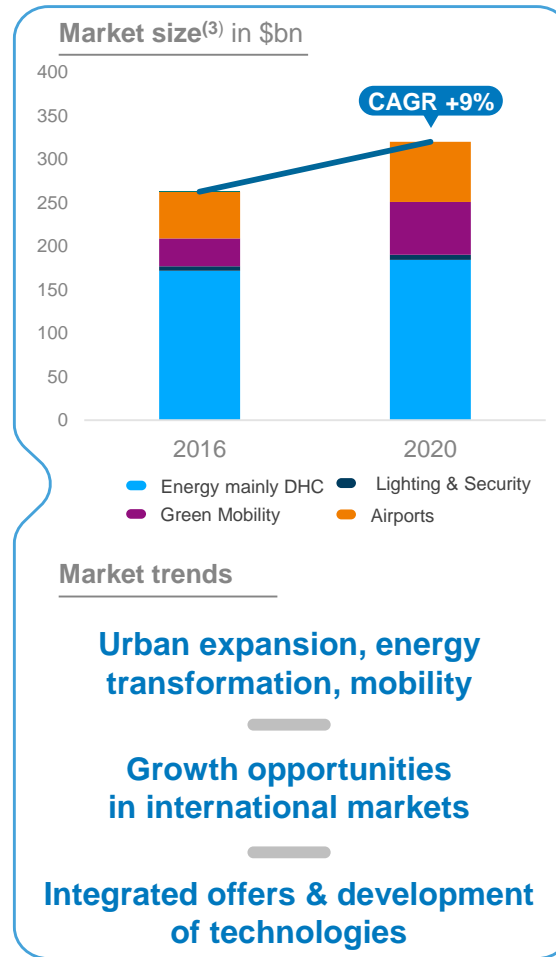
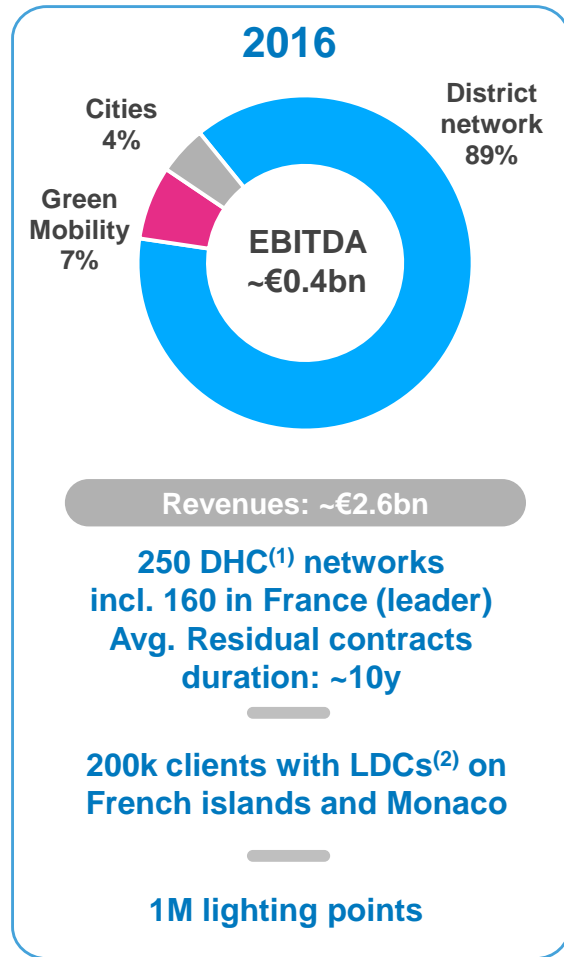
## AIRPORTS

- ▶ Concession contract / PPP for Airport...





# ENGIE B2T: A SOLID PLATFORM OFFERING GROWTH



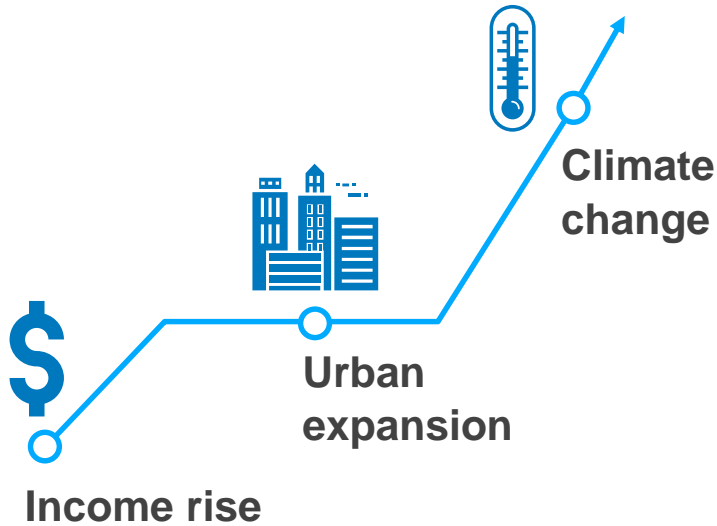
(1) District Heating & Cooling (2) Local Distribution Companies (3) sources: - Transparency Market Research 2015-2023 - Navigant Research - Ibis world (airports)



# DISTRICT COOLING

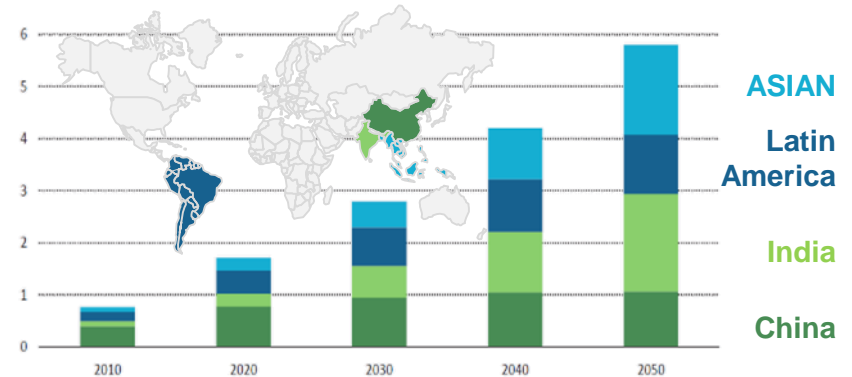
## A BOOMING MARKET BY 2050

### COOLING ENERGY DEMAND GROWTH FACTORS



By 2050 70% of the population will live in cities

Cooling is set to **expand 625%** by **2050** in selected regions of **Asia & Latin America**.



World final energy use for cooling in the IEA's 2°C scenario, 2010–2050<sup>(1)</sup>

### DISTRICT COOLING

A solution to answer cooling needs while respecting major energy and environmental issues

(1) Source: IEA (2014b) in Exa Joules Source: Green cooling initiative

# MAKING ENGIE #1 WORLDWIDE

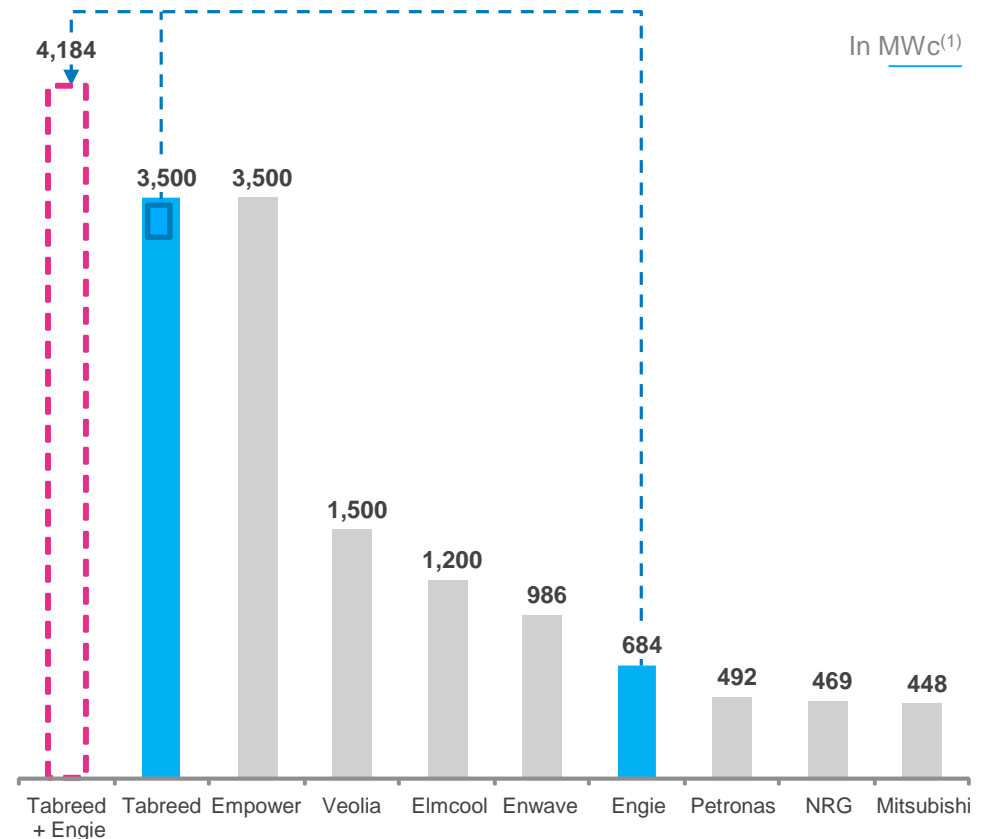
## ACQUISITION OF TABREED (1/2)

### A COMPELLING RATIONALE

By acquiring Tabreed, Engie will:

- Become **#1 worldwide** with dominant positions **in GCC**
- Benefit from **a second development platform to address fast-growing countries** such as India, Turkey and Egypt
- Be referenced **as an undisputable leader on worldwide tender offers**
- Realize **valuable synergies** on purchasing, technologies, operational performance and HR

### ENGIE BECOMING #1 IN DC NETWORKS



Source: Emerton (2017)

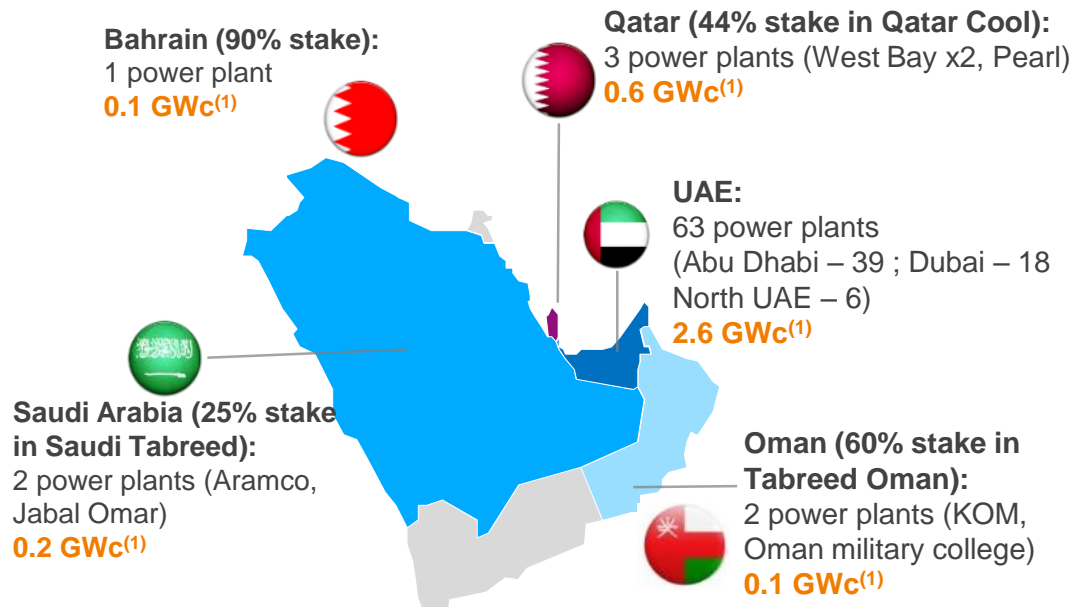
(1) Mega Watt of cooling



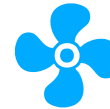
# MAKING ENGIE #1 WORLDWIDE

## ACQUISITION OF TABREED (2/2)

### SIGNIFICANT LOCAL PRESENCE



**71 District Cooling plants**  
~3.5 GWc installed capacity



**90% EBITDA capacity-indexed**



**Solid off-takers**  
60% of revenues from government bodies



**25 years contract lifetime**

(1) Contracted capacity in GWatt of cooling



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# 2017 INVESTOR WORKSHOP

June 20<sup>th</sup>, 2017

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BU France B2B  
Franck Bruel, CEO

The ENGIE logo features the word "ENGIE" in a white, sans-serif font. A white semi-circle is positioned above the letter "E". To the right of the text is a small green diamond symbol.

ENGIE

A horizontal bar composed of several colored segments: green, yellow, dark blue, light blue, green, yellow, red, pink, and purple.

# WHAT DO WE DO

## PRESENCE ON THE WHOLE VALUE CHAIN<sup>(1)</sup>

56%

Installation



35%

Energy efficiency services



9%

Integrated services

An internal organization based on 4 entities

**Cofely**

Energy efficiency  
Multitechnical services  
Facility management  
District heating networks

**Ineo**

Electrical solutions:  
Transport  
Security  
Information  
Telecommunications

**Axima**

HVAC  
Refrigeration  
Fire protection

**Endel**

Industrial Design  
Maintenance  
Dismantling

(1) In % of 2016 revenues





# OUR CUSTOMERS

## 4

### Market segments

Designing and offering efficient energy solutions to the key markets

Industry

Private Tertiary

Public Tertiary

Infrastructures



### FAVOURABLE GLOBAL ENVIRONMENT

Renovation & energy transition

Decentralisation & decarbonisation

Digital revolution



# 2016 KEY FIGURES

€6.8

bn turnover

€0.4

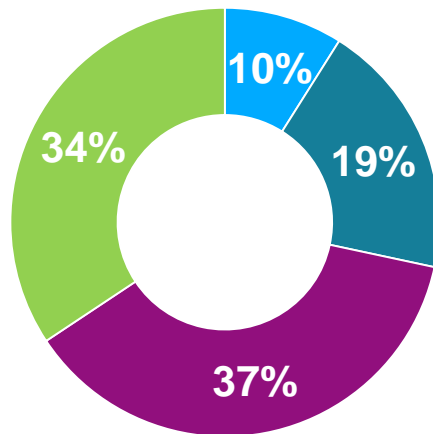
bn EBITDA

19.6%

ROCE

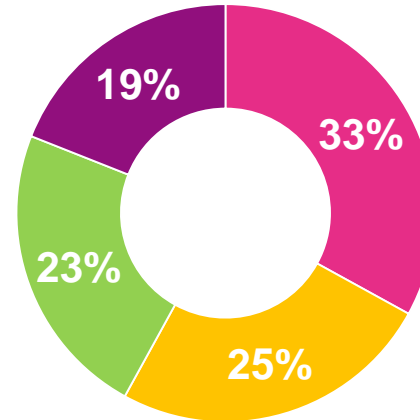
## BREAKDOWN OF REVENUES

BY ENTITY



Cofely Ineo  
Axima Endel

BY MARKET SEGMENT



Industry Public Tertiary  
Private Tertiary Infrastructures

# WHY ARE WE DIFFERENT

 4 leaders, experts in their areas




 Full range of offers

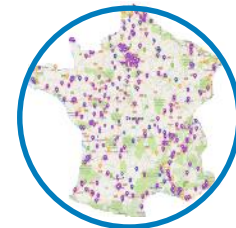


 Skilled pool of experts

**40,214** employees  
o/w **3,000** engineers

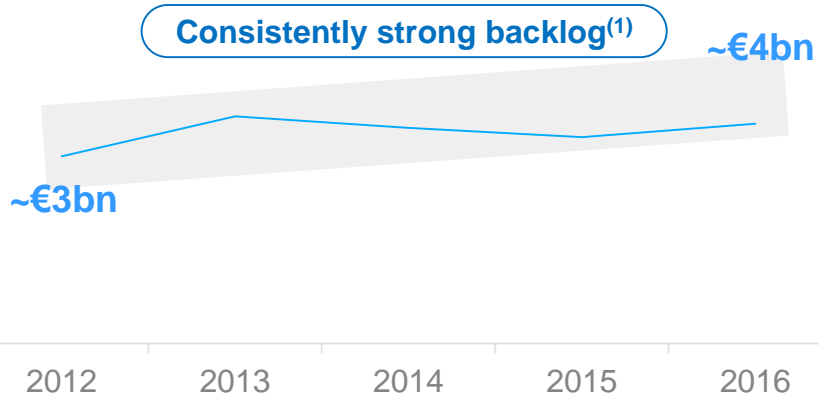
 Territorial network

**900**  
local sites



# RESILIENT BUSINESS PROFILE

## INSTALLATION



Average backlog

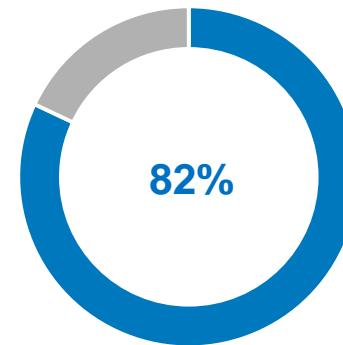


Order book (N+1)

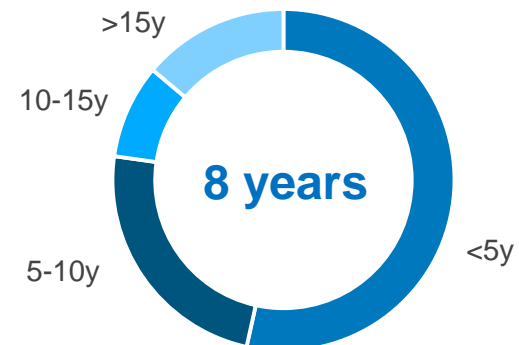


## SERVICES

Rate of renewal



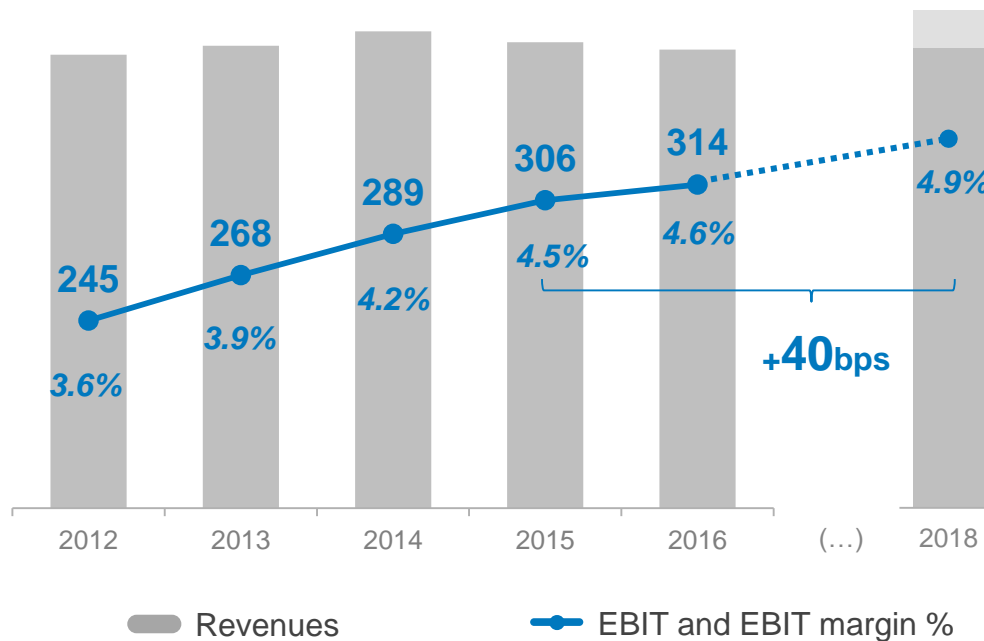
Remaining portfolio duration



(1) Total backlog for Ineo, Axima, Endel, including mainly installation activities

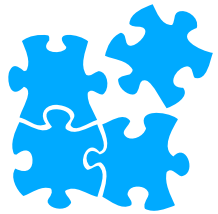
# RESILIENT REVENUES AND GROWING PROFITABILITY

in €m



**EBIT margin increase by 100bps over 2012-2016  
& further improvement in profitability is expected**

# GROWTH DRIVERS & AMBITIONS



## Complex offers

- Energy performance
- Usage performance
- Design-Build-Operate



## Innovation & digital

- Cities
- Dashboarding energy optimization
- Building Information Modelling
- Cybersecurity



## CUSTOMER SOLUTIONS

## GROWTH AMBITION BY 2018 vs 2015



**>25%**  
EBITDA



**+40bps**  
EBIT margin



# CASE STUDY 1: AIRBUS MULTISITES



## ENGIE AXIMA, ENGIE COFELY, ENGIE INEO AND ENDEL ENGIE

- Hard FM maintenance (HVAC, power, heat, cold)
- Supply of utilities
- Fire detection
- Industrial maintenance
- New tertiary works
- Full services in the UK
- **310** people

### CONTRACT PERIOD

**12-year**

### REVENUES IN 2016

**56 M€** o/w **22 M€** on Hard FM contract

## CLIENTS' CHALLENGES

- Decrease energy consumption
- Secure fluids availability

## ENGIE SOLUTIONS

- Centralized monitoring of a national global Energy Performance Contract
- **3 millions of m<sup>2</sup>** managed
- Total Facility Management including the multitechnical management and maintenance

## CLIENTS' BENEFITS

- **16 M€** cumulated savings over 2015-2020



# CASE STUDY 2: MARINE SECTOR



## KEY FIGURES

**100 M€ annual revenues**

- o/w Cruise: €38M
- o/w Navy: €37M
- Main BU Players:
  - ENGIE Axima: €50M
  - ENDEL ENGIE: €25M
  - ENGIE Ineo: €17M
  - ENGIE Cofely: €8M

## CLIENTS' CHALLENGES

Navy: maximize ship's operational availability and respect specific health and safety regulation

Commercial Marine: accelerate construction phases and reduction of global costs

## ENGIE SOLUTIONS

Military Maintenance in Operational Condition for 2<sup>nd</sup> rank military Marine

HVAC "Plug-In" installation specialist for STX in France and other Shipyards in Europe

Multi-Technique maintenance for on-shore Buildings and provide utilities on boat docks

## CLIENTS' BENEFITS

Capabilities to embark reliable suppliers for international contract





## CASE STUDY 3: IBM



### ENGIE COFELY

- **20 years of partnership** with IBM
- 1996: 1<sup>st</sup> FM contract in France with 120 persons transferred from IBM ; cost + contract fee model
- 2002: 2<sup>nd</sup> FM contract extended to Belgium and Luxembourg and security ; GMP (Guaranteed Maximum Price) model
- 2012: 3<sup>rd</sup> FM contract extended to Spain (data center) ; Fixed Price + Variable Budget model
- 2016: 4<sup>th</sup> FM contract splitting security ; guaranteed savings



### ENGIE SOLUTIONS

- **Full FM contract, multi-sites**
- **Additional projects** in the context of a lead consultant/construction manager framework agreement: dynamic offices laying out, **data centers** technical installations...

### REVENUES

- **28 M€** in 2016 (total for Europe), third largest client of ENGIE COFELY



# CASE STUDY 4: RENOVATION OF 140 PARIS SCHOOLS



## CLIENTS' CHALLENGES

Reduce energy consumption

## CONTRACT

March 2016: ENGIE & Artelia won an Energy Performance Contract with the *City of Paris* for the renovation of **140 schools** & **21,000 schoolchildren**

**DURATION: 15-year**

## REVENUES:

**30 M€** for works o/w **20 M€** for ENGIE Cofely  
**0.8 M€/year** for O&M (12 M€ total)

## ENGIE SOLUTIONS

- Contribute to **reducing by 30%** the energy consumption of the buildings
- Building retrofits and deployment of some innovative digital solutions (Vertuoz pilot)
- Energy efficiency actions: insulation of facades, creation of LED lighting and installation of remote-controlled thermostatic valves

## REMUNERATION

- Based on energy savings
- Savings of ~1 M€/year for the customer

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# 2017 INVESTOR WORKSHOP

June 20<sup>th</sup>, 2017

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**BU France B2C**  
Hervé-Matthieu Ricour, CEO

**ENGIE**



# A LEADER IN ELECTRICITY AND GAS SUPPLY IN FRANCE

## LEADING ENERGY SUPPLIER IN FRANCE

### GAS



**8.0m**  
contracts

(74% market share)

### ELECTRICITY



**3.2m**  
contracts

(9% market share)

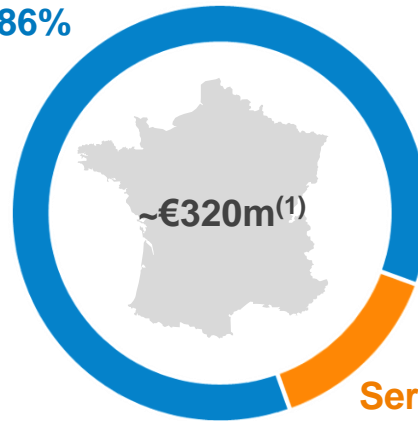
### SERVICES



**1.4m**  
contracts

## 2016 EBITDA

Energy sales  
~86%



Services  
~14%

## A GRANULAR NETWORK IN FRANCE

3,300 field technicians



> 200 local branches

(1) Average weather conditions in France, except one off and affiliates under voluntary liquidation process, proforma Solfea equity consolidated



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# DELIVERING SUSTAINABLE GROWTH THROUGH 4 LEVERS

---

1

CONSOLIDATE THE POSITION OF LEADER IN FRANCE

2

IMPROVE CROSS-SELLING  
& LEVERAGE ON MULTI CHANNEL APPROACH

3

DEVELOP NEW OFFERS WITH STRONG FOCUS ON DIGITAL

4

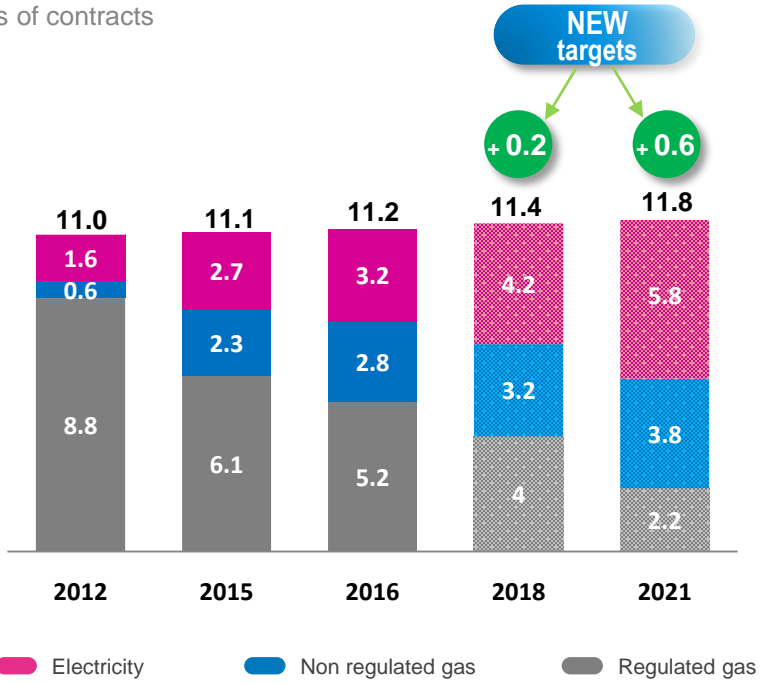
CONTROL COSTS AND MARGINS



# CONSOLIDATE LEADERSHIP POSITION IN FRANCE

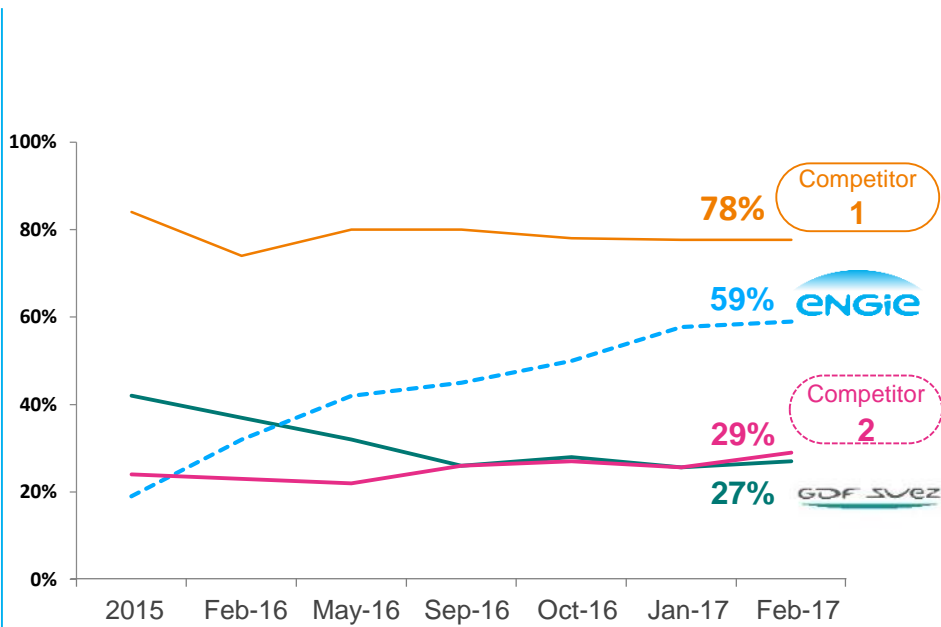
## AMBITIONS TO SECURE OUR LEADERSHIP

Millions of contracts



**Pioneer in energy transition & home services**

## BRAND RECOGNITION



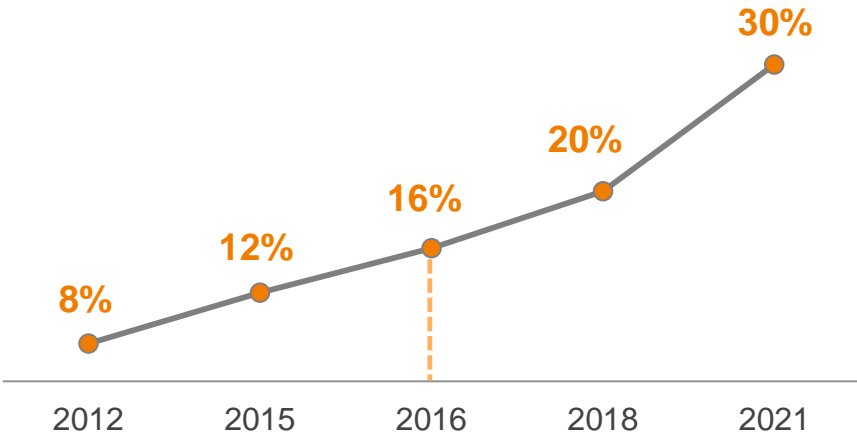
**Growing reputation through media campaigns**



# IMPROVE CROSS-SELLING & LEVERAGE ON MULTI CHANNEL APPROACH

## CROSS-SELLING OF SERVICES ON TRACK

% energy customers with one or several services contracts



- Leader in boiler maintenance
- New offers (GENIE)
- Insurance services

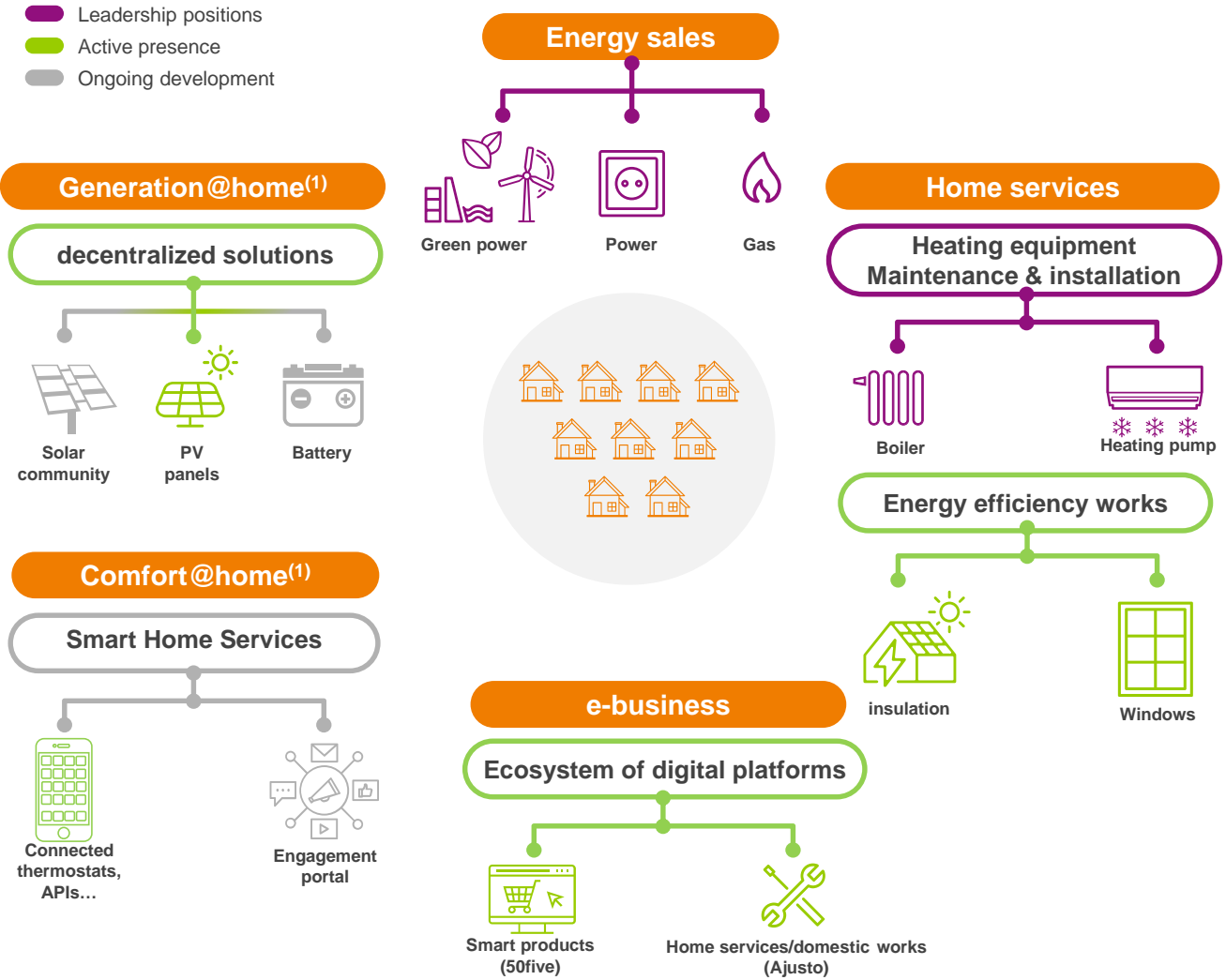
## MULTI CHANNEL APPROACH

	✓				✓	
	✓		✓	✓	✓	
	✓	✓	✓	✓		
	✓	✓	✓	✓	✓	✓





# A WIDE RANGE OF SOLUTIONS TO MEET OUR CUSTOMERS' EXPECTATIONS



(1) Key programs



# PRODUCTS LAUNCHED IN 2017

	Products	Value for customer	ENGIE's differentiation
<b>Elec'Car</b>	<b>Green mobility offers</b>	<ul style="list-style-type: none"> <li>• -50% consumption (off peak hours)</li> </ul>	The only green mobility offers
<b>Elec'Charge</b>		<ul style="list-style-type: none"> <li>• Charging station package</li> </ul>	
<b>My Power</b>	<b>Electricity self consumption</b>	<ul style="list-style-type: none"> <li>• Self-consumption rate up to 90%</li> <li>• Guarantees and services</li> </ul>	Most competitive offer

# UPDATE ON PRODUCT LAUNCHED IN 2016

	Products	Value for customer	ENGIE's differentiation	
<p><b>Bienchezmoi.fr</b></p> <p><b>Manouvellechaudiere.fr</b></p>	Digital Platforms	<ul style="list-style-type: none"> <li>Reactive and well-qualified professionals</li> <li>Reactive and simple</li> </ul>	Increase in digital audience and synergies on lead strategies on internet	Update June 2017
"Elec Week-end" for consumers	Innovative offers	<ul style="list-style-type: none"> <li>-30% on electricity price on week-end</li> </ul>	Unique offer for Linky customers	
Green Electricity plan for SOHO <sup>(1)</sup>	Green Electricity contracts	<ul style="list-style-type: none"> <li>-20% consumption on 1<sup>st</sup> year</li> <li>Fixed price on the 2 following years</li> </ul>	ENGIE's electricity for SOHOs only green	All new electricity contracts are green – offer extended to residential clients

(1) SOHO: Small Office Home Office

## CASE STUDY 1: DECENTRALIZED AND GREEN SOLUTIONS (1/2)

**Our objective:** Helping our customers (residential and professional) to become players of the energy transition

### Decentralized production



« **My Power** »: Auto-consume your electricity thanks to the installation of photovoltaic panels on your house's roof



All electricity offers are green at the same price



#### Elec'Charge

your own fast recharge at home

#### Elec'Car

green electricity at half price during night time

#### Elec'Week-end

save on the weekend and follow your consumption

#### ENGIE

1<sup>st</sup> green electricity supplier in France

with **600,000** customers since launch

**+10% increase** in electricity sales since launch

## CASE STUDY 1: DECENTRALIZED AND GREEN SOLUTIONS (2/2)

***I choose the electricity sourcing...***  
(solar, wind, hydro)



Eget, Pyrenees



Frasnes, Belgium



Fitou, Narbonne



***... and its origin***  
(specific geographical site)

### – Growing client expectations to have more « local » energy and more traceability:

- Possibility for each client to follow, on a dedicated website, the output of the chosen production site and the local weather to understand the impact on production

**The offer perfectly illustrates decentralisation and digitalization  
of the renewable energy production**

## CASE STUDY 2: HOME SERVICES SOLUTIONS

Our objective: bring more comfort & tranquility to enable clients to save energy

### DIGITAL TO CARRY OUR OFFERS

- **Online store:** partners' products coming along with expert advice to increase users' comfort
- **MaNouvelleChaudière:** the full digital solution to replace your boiler

### EQUIPMENT

- **Thermal:** installation of systems, boilers, heat pumps, hot water tanks
- **Water:** softener, improve both your comfort and your thermal performance
- **Air:** mechanical ventilation, ensure the quality of your ventilation

### EVERYDAY SERVICES



**Maintenance**  
of your installations



**Emergency service:**  
plumbing, locksmithing, home  
appliances (GENIE)

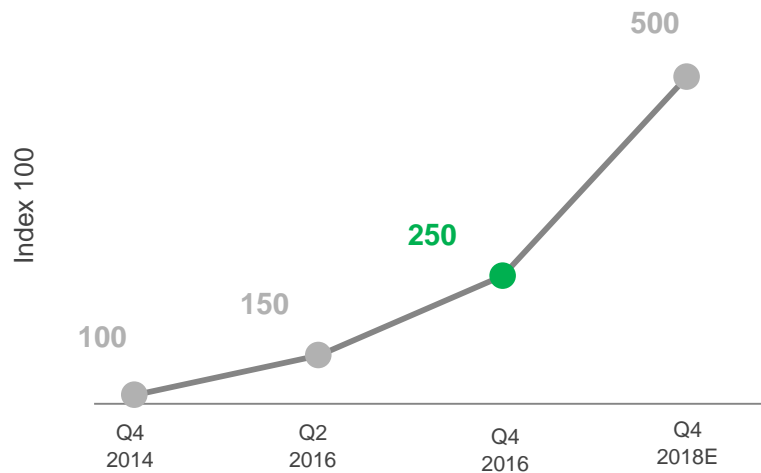


**Tranquility of mind:**  
protection through our range  
of insurance products

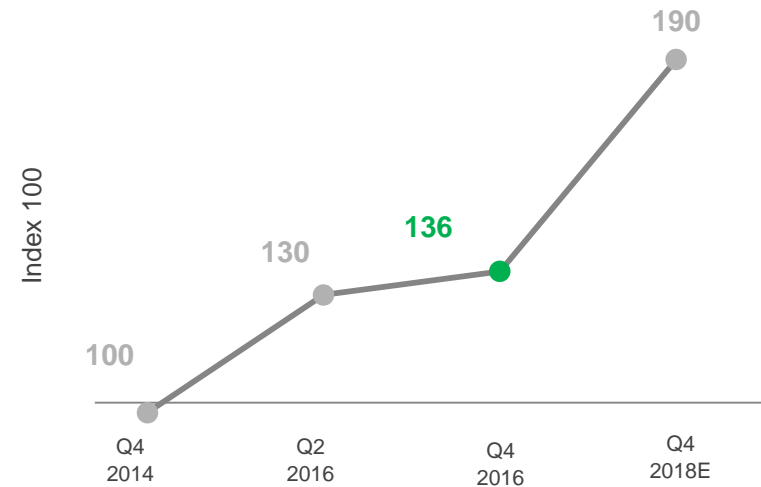
# DEVELOP DIGITAL OFFER AND CUSTOMER RELATION

## STRONG RESULTS IN DIGITALIZATION OF SALES AND CUSTOMER SUPPORT

### Increasing sales through internet



### Increasing customer self-care

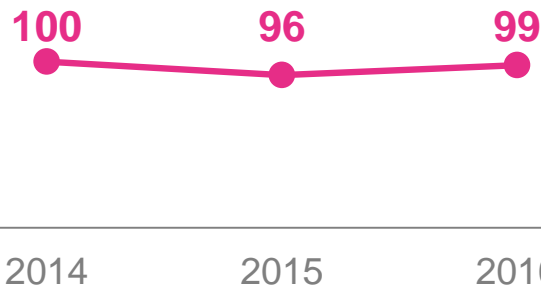




# CONTROL COSTS AND MARGIN

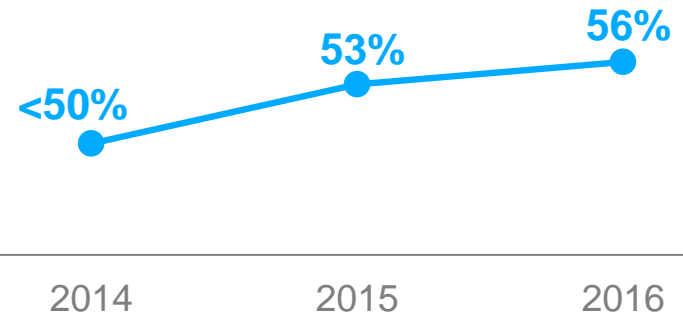
## STABLE COST TO ACQUIRE (CTA)

Unitary acquisition cost  
(Index 100, average on all channels)



## INCREASING % SALES ON HIGH-VALUE CUSTOMERS

% sale on high-value customers



## Lean 2018

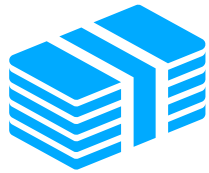
### Project

- IT expenses
- Cash Collection
- Procurement
- Self care

### Identified actions

**>70%**

# OUR AMBITION IN FRANCE B2C BY 2018



EBITDA growth  
**+20%**  
vs. 2015<sup>(1)</sup>



**Grow** market share  
~12% electricity clients  
~x2 clients in services



Development of  
**new offers**



## Consolidate leadership

**Maintain**  
#1 position  
in gas supply

**Undisputed**  
#1 challenger  
in electricity supply

**Sustain**  
#1 position  
in green electricity offers

(1) At average climate

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# 2017 INVESTOR WORKSHOP

June 20<sup>th</sup>, 2017

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BU North, South & Eastern Europe  
Etienne Jacolin, CEO



ENGIE





# BU NORTH, SOUTH & EASTERN EUROPE OVERVIEW

## Strong positions in customer solutions

- Mostly B2B
- Selective in B2C (Italy, Romania)
- DHC networks

## Low CO<sub>2</sub> activities

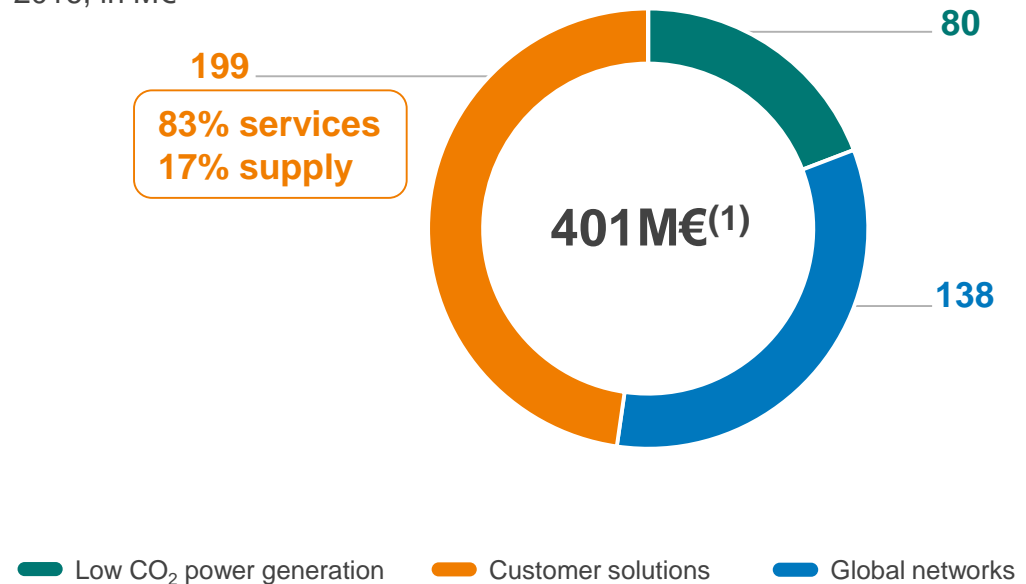
- 1.2 GW, mainly wind & hydro

## Global networks

- Mainly distribution in Romania

## BU EBITDA by strategic segment

2016, in M€



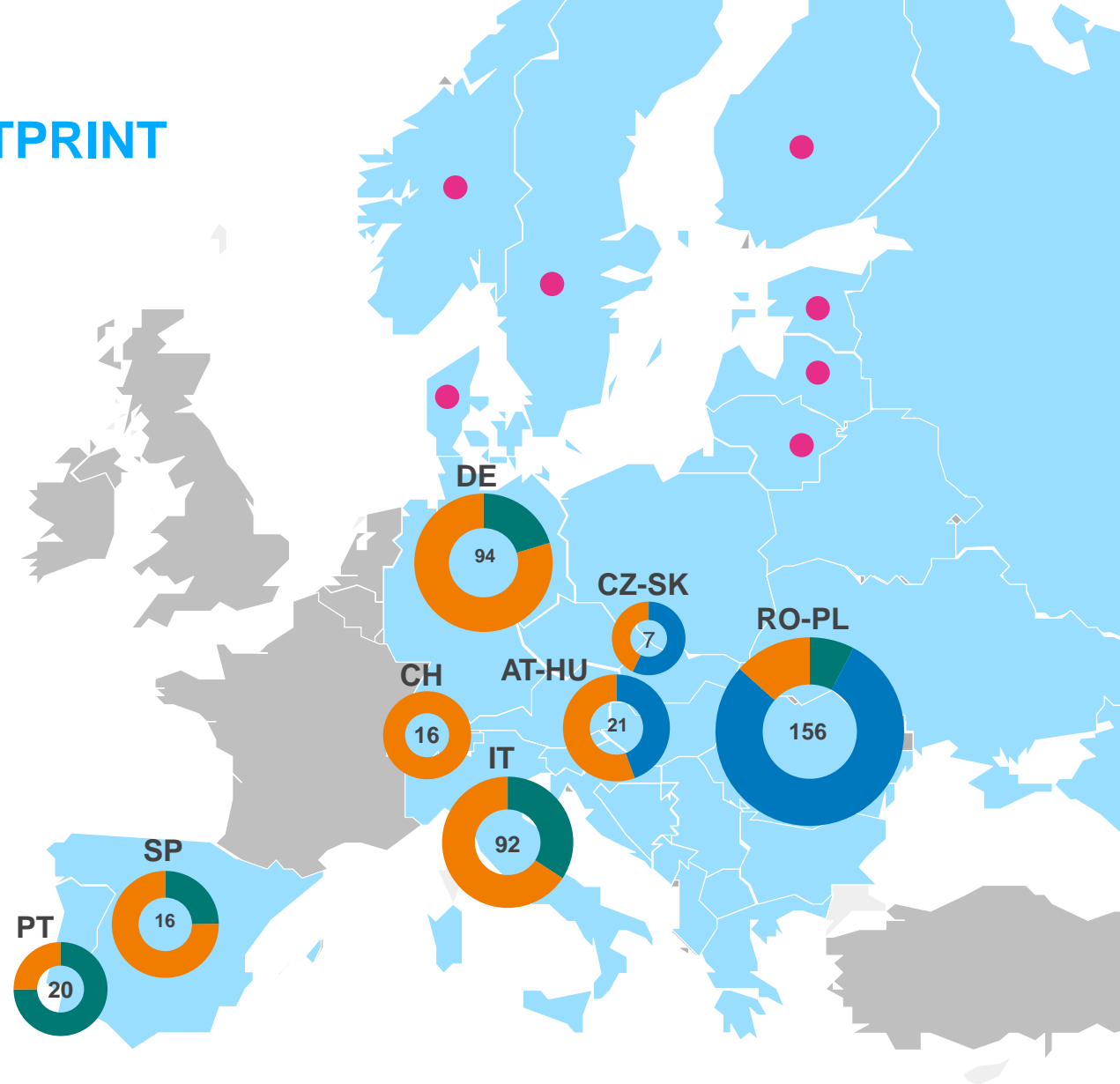
(1) including Other for €(15)m

# A DIVERSIFIED FOOTPRINT

401 M€ 2016 EBITDA

- Customer solutions
- Low CO<sub>2</sub> power generation
- Global networks

- Country within BU
- Potential new country
- Country outside BU



POSITION OF MARKET CHALLENGER IN MOST COUNTRIES & LEADER IN ROMANIA



# ZOOM ON B2X: CUSTOMER OFFERING

Existing

## B2B



### Installation & O&M for industry/tertiary

- Presence in all countries



### Facility management



### Specific offering to public administration

- Cities, hospitals, universities

## B2T



### DHC

- 45 DHC in portfolio
- Incl. world class references (Barcelona, Lisbon)



### Public lighting

- ~75k lighting points already in portfolio (IT, SK)

## B2C



### Commodity sales

- 1.7 M gas contracts in Romania
- 0.7 M gas contracts & 0.1 M power contracts in Italy
- Equity participations in German Stadtwerke



### Traditional home services

- RO: ~650k contracts in 2016

New areas under development



### Integrated offers

with digital & energy efficiency



### Development of BIM



### Decentralized generation



### City verticals

- Security, traffic management, air quality, 3D modeling, dashboards...



### Comfort at home

(connected objects and bundled offers)



### E-services

Pilot project in Bucharest (Ajusto)

# B2B - REINFORCE CORE BUSINESS IN ENERGY EFFICIENCY & DECENTRALIZED SOLUTIONS

## Market drivers

- **Europe remains world 1<sup>st</sup> market for energy efficiency**
  - Dynamic growth in mature markets (DE, IT)
  - Specific niches (eg. data centers)
- **Auto consumption for industrials is gaining further momentum**
  - Cogeneration, rooftop PV
- **Customers expect price, quality & transparency**

## Strategy execution

- **Installation backlog represented ~60% of 2016 revenues and reached a historical level (+23% in Q1 yoy)**
- **Development of energy efficiency and decentralized solutions in installation business**
  - Datacentre of T-Systems in Biere (Germany)
  - DSM in Switzerland
- **Reinforce customer anchorage in FM and O&M**
  - Athens Opera and National Library (Stavros Niarchos)
- **Pan European tenders leveraging Group scale & expertise**



# B2T - A TARGETED MARKET WITH STRONG POTENTIAL AHEAD

## Market drivers

- **DHC: continuous development**
  - Efficient & sustainable energy solutions to meet urban development challenges
- **Lighting business: further potential ahead**
  - Existing regulation imposing phase-out of old lamps
  - Entry point to upsell more services

EU District Heating Market

~+5% CAGR  
Over next 6 years

From 575 TWh in 2016

EU Street & Roadway Lighting Market

~+4% CAGR  
Over next 6 years

From \$2.8bn in 2016

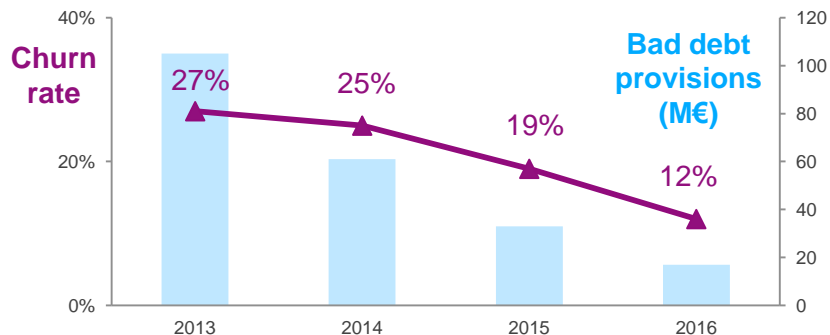
## Strategy execution

- **Expand local footprint through further DHC development**
  - Greenfield developments (Aosta, Lisbon, Barcelona) & selective acquisitions
  - Taking over Stadwerke of Gera
- **Develop offering towards cities**
  - Ongoing acquisition of >150k lighting points
- **First steps in green mobility**
  - Development of CNG ongoing in Romania, LNG/CNG refueling stations in Italy,...

# B2C - ZOOM ON ITALY: A RESTRUCTURED PORTFOLIO POISED FOR GROWTH

## Basics are right

- **Significant improvement of business operations over 2015-2016**
  - Improvement of cash-in curve, reduction of churn rate & bad debt provisions
  - Performance enhancement: -20% in opex 2016 vs 2015
  - Upgraded IT capabilities
- **Market is promising**
  - Attractive gross margin levels
  - Upcoming liberalization phase by 2019



## We are growing

- **Strong organic growth over last months**
  - From 1,500 to 10,000 contracts/month thanks to improved sales network
  - Cross selling: commodities, services (dashboards, maintenance) & appliances (boiler, thermostat,...)
- **Selective partnerships or acquisitions could be considered**

# OUR AMBITION IN NORTH, SOUTH & EASTERN EUROPE BY 2018

## EBITDA BREAKDOWN

- Customer solutions
- Low CO<sub>2</sub> power generation
- Global networks



### CUSTOMER SOLUTIONS



**>>50% EBITDA**

### GROWTH AMBITION BY 2018 vs 2015



**+150bps EBIT margin**  
in B2B & B2T services  
(from 3.5% to >5%)



**Growth of client portfolio**

**X2 B2C power sold**



# CASE STUDY 1: DECENTRALISED GENERATION AND SUPPLY FOR DANONE



## MILUPA / DANONE

raised the factory production of milk powder (x2). Outsourcing of the utility part of the project

## CONTRACT PERIOD

**10** years

## INVESTMENT

**20** M€

## CLIENTS' CHALLENGES

reactivity, reliability, quality

## ENGIE'S SOLUTION

- BOOT (Build/Own/Operate/Transfer)
- O&M contract (facility technical services) and utilities operation: steam, electricity, ice water chillers, waste water treatment, compressed air...

## CLIENTS' BENEFITS

- **CAPEX savings** allowing DANONE to invest more in the core business
- **Full O&M risk transfer to ENGIE** as unique technical expert and service provider
- **Ongoing energy performance**



# CASE STUDY 2: DECENTRALISED GENERATION: SISSLERFELD BIOMASS PROJECT



## DSM, NOVARTIS AND SYNGENTA

- 1 Biomass boiler (37 MWth) for steam & electricity generation (7 MWe)
- 3 Gas boilers for peak and back up

## CONTRACT PERIOD

- Steam sale: 20 year steam contracts
- Electricity sale: 20 year PPA to Swiss Grid (subsidized tariff scheme)

## INVESTMENT

**55 M€**

## CLIENTS' CHALLENGES

Decarbonisation  
switch from fossil fuel-fired power plant to a brand new wood-fired combined heat & power plant with no extra cost

## ENGIE'S SOLUTION

Design/Build/Finance/Own/  
Operate/Transfer

## CLIENTS' BENEFITS

- **Guaranteed plant performance**
- **CO<sub>2</sub> reduction** of 35,000 tons per year
- **RSB Certified biomass sourcing plan**, supplied by forests within 100km radius
- **Deconsolidated solution for the client**



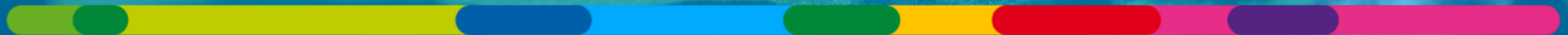
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# 2017 INVESTOR WORKSHOP

June 20<sup>th</sup>, 2017

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**BU North America**  
Frank Demaille, CEO



# NORAM BU Overview

## Customer solutions

- Services turnover ~€0.5bn
- Electricity contracts
  - 97k for B2B
  - 95k for B2C

## Low CO<sub>2</sub> activities

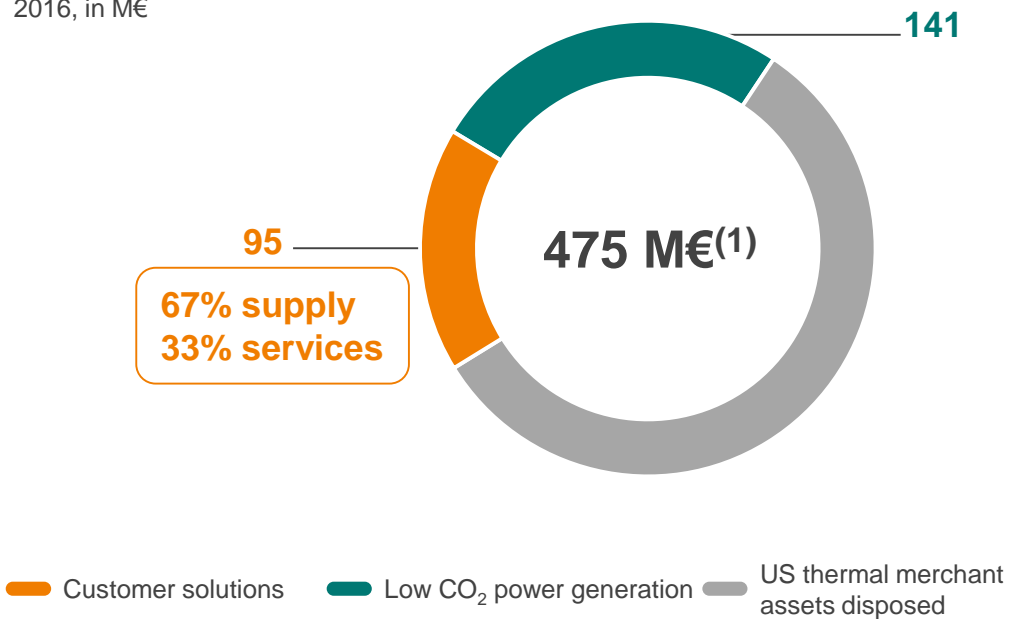
- 2.4 GW contracted gas fleet
- 800 MW renewables

**3,635 employees**

o/w 2,500 in customer solutions

## BU NORAM EBITDA by strategic segment

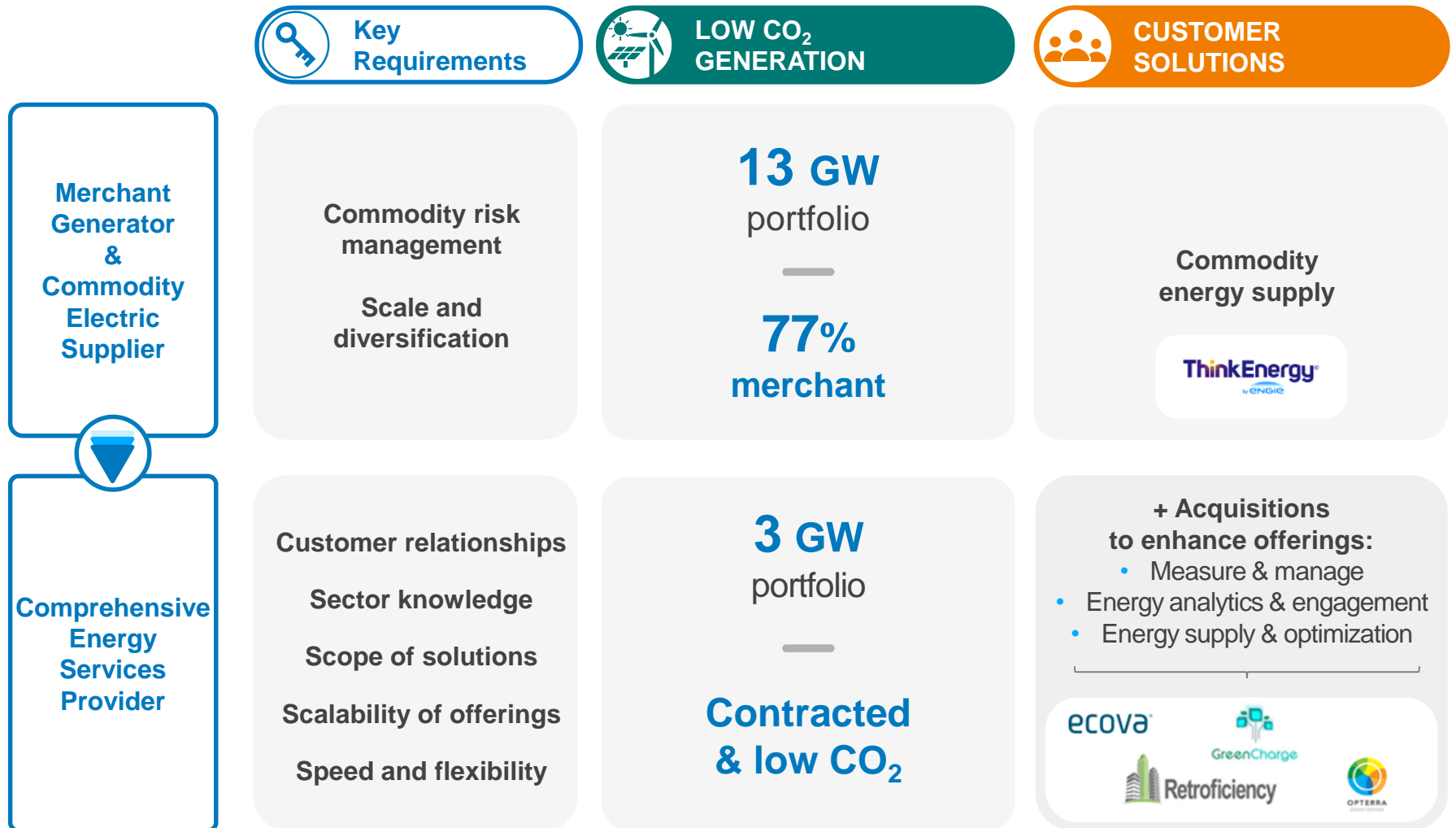
2016, in M€



(1) Includes the contribution from recently divested merchant assets



# Transformation From a merchant generator to a solutions driven BU



# FAVORABLE ENVIRONMENT FOR CUSTOMER SOLUTIONS

## EXTERNAL MARKET DRIVERS

Clients seeking **low cost**, **resilient** and **green** energy

**Digitalization** of energy services; customers expecting immediate, **personalized** service

Interest in **“One-stop shop”**

**Financial constraints** hindering investment

Rapidly improving **competitiveness** of **renewable** and **storage** technologies

Rising **T&D costs**

## ENGIE'S B2X SOLUTIONS

▶ **Integrated** energy solutions for low cost, sustainability and resilience

▶ **Digital platform** for customer capture and retention

▶ Focused on **outcomes**, not complexity

▶ Financing **mechanisms**

▶ **Renewables** and **storage capabilities** for on-site and off-site options

▶ **Grid services** solutions

# ALREADY WELL PLACED ACROSS NORTH AMERICA IN CUSTOMER SOLUTIONS

## SERVICES

Energy management, facilities operations and maintenance, and energy and water infrastructure design & construction services

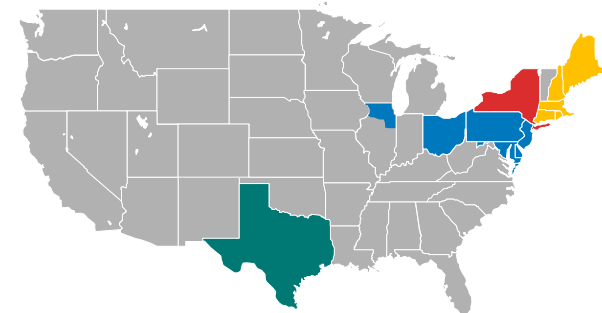
- **>1,000** public sector and commercial and industrial **energy management projects**
- **150 sites** with **energy storage** projects (electric bills cut up to 30%, grid stability)
- **>25m sq.ft.** of **buildings** managed
- Active in **8 airports** in North America
- Serving **customers that utilize >8% of the commercial electric load** in the US
- **Ecova's** energy and sustainability management portfolio of **over 700,000 sites**

**All US States and selected Canadian Provinces serviced**

## SUPPLY

One of the largest non-residential energy suppliers in the US, serving commercial, industrial & institutional customers in 14 markets

- **#3 largest non-residential retailer in the US**
- **97,000 customer accounts** with a peak demand ranging from 50kW to >150 MW
- Energy **supply to ~50% of Fortune 100 companies**
- **Think Energy**, the retail electricity provider to residential and small business customers



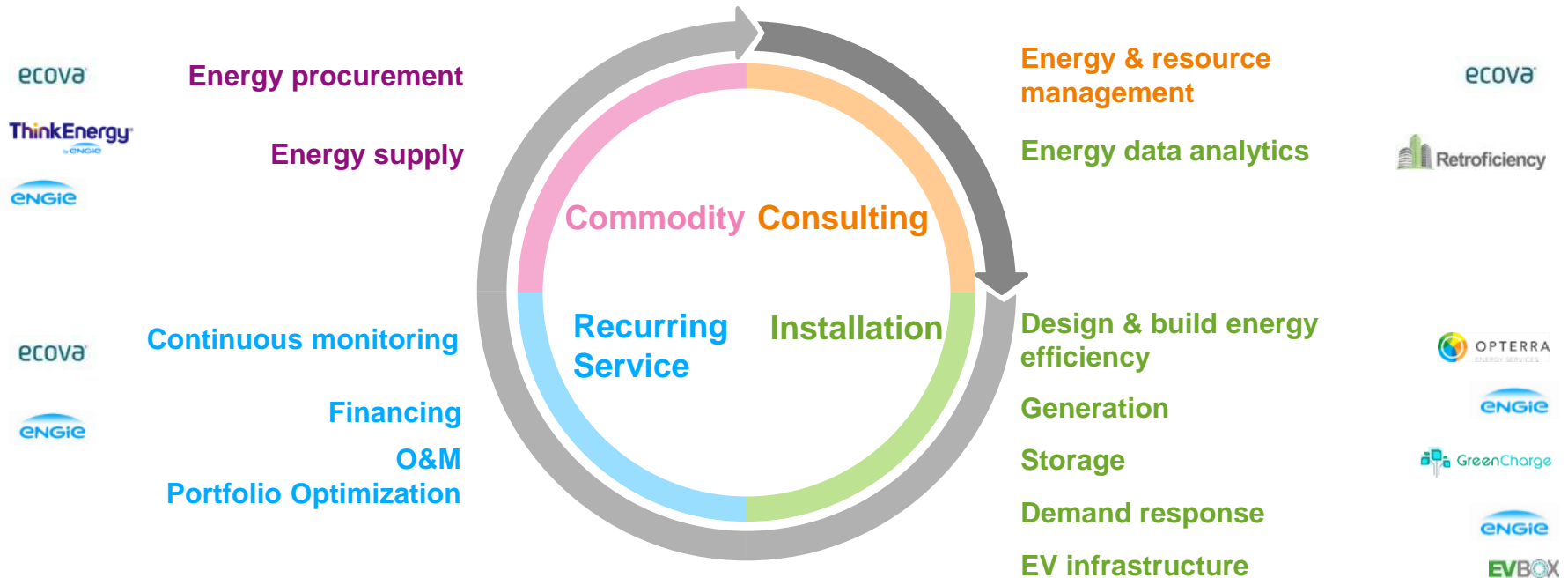
ISO-NE  
ERCOT

NYISO  
Regulated Solutions

PJM

# ENGIE UNIQUE VALUE PROPOSITION IN A FRAGMENTED COMPETITIVE MARKET

## ACTION INSIGHTS



### Competitive edges

- Full range of energy solutions
- Access to best technical / financial partners
- Strong balance sheet
- Technology agnostic approach
- Commodity supply and price risk management expertise

# GROWTH AMBITIONS AND PRIORITIES

## B2B

### Build on C&I Stronghold

- Comprehensive energy & sustainability offerings
- Decentralized energy (CHP, community solar, storage)

## B2T

### Grow Communities/Territories Segment

- Energy efficiency, resilient energy, smart lighting
- Energy communities; aggregation services to utilities / ISOs<sup>(1)</sup>

Be the largest and most trusted sustainable resource provider,  
**who guarantees performance and integrates industry leading technologies/services**

## B2C

### Grow Consumer Business

- Energy cost management
- Prosumer optimization; aggregation services to utilities/ISOs

**Develop a leading all-digital engagement platform, associating price and quantity**

Build business model around  
**originating** and **optimizing**  
energy solutions

**Digitalizing** our business  
processes to increase flexibility  
and scalability

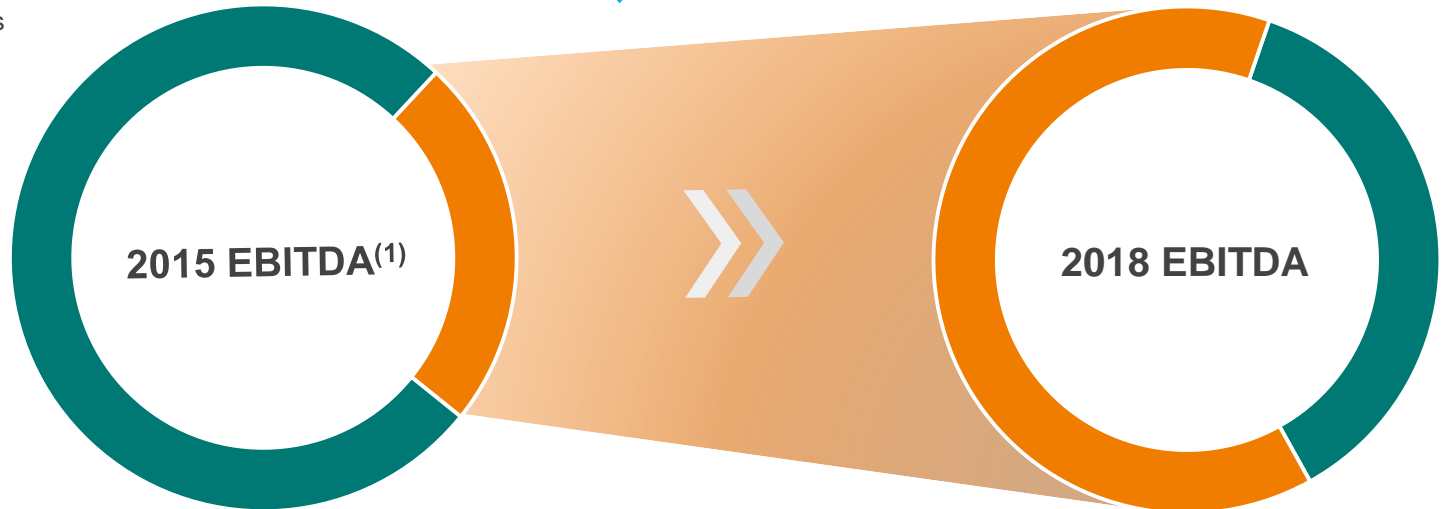
**Technology** consortia,  
partnerships and internal  
innovation to drive transformation

(1) Independent System Operators

# OUR AMBITION IN NORAM BY 2018

## EBITDA BREAKDOWN

- Customer solutions
- Low CO<sub>2</sub> power generation



### CUSTOMER SOLUTIONS

### GROWTH AMBITION BY 2018 vs 2015

**> x2**  
EBITDA  
customer solutions

**> x2**  
Services revenues

**x4**  
Number of B2C  
electricity contracts

(1) Pro forma disposal of US merchant power generation assets





# CASE STUDY 2: LOS ANGELES UNIFIED SCHOOL DISTRICT (LA USD)



## LA USD (CALIFORNIA)

- OpTerra working with LA USD for 9 years
- Partnered with Green Charge Networks to win \$11.5m contract in 2016 on 4 sites: lighting upgrades, EMS controls, transformer upgrades, HVAC retrofits, energy storage.
- 9 sites currently under development

## SCOPE

**>700k students**  
**>1,100 schools**

## CLIENTS' CHALLENGE

Integrated energy storage solutions within an overall energy efficiency and optimization package

## ENGIE'S SOLUTION

Complimentary energy offerings from energy services and retail businesses

## CLIENT'S BENEFITS

- Piloting innovative technology
- Efficient and easy contracting process
- Pre-paid "PEA" program
  - GCN owns, operates & maintains ESS
  - District invests \$300k upfront
  - \$350k savings
  - 5.5-year payback

EMS = Energy Management System  
HVAC = Heating, Ventilation and Air Conditioning

PEA = Power Efficiency Agreement  
ESS = Energy Storage System

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# 2017 INVESTOR WORKSHOP

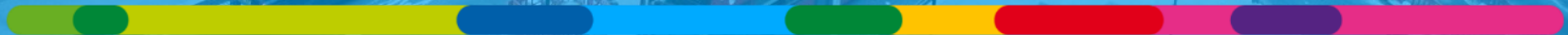
June 20<sup>th</sup>, 2017

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**BU United Kingdom**  
Wilfrid Petrie, CEO



**ENGIE**



# UK BU OVERVIEW

## Customer solutions

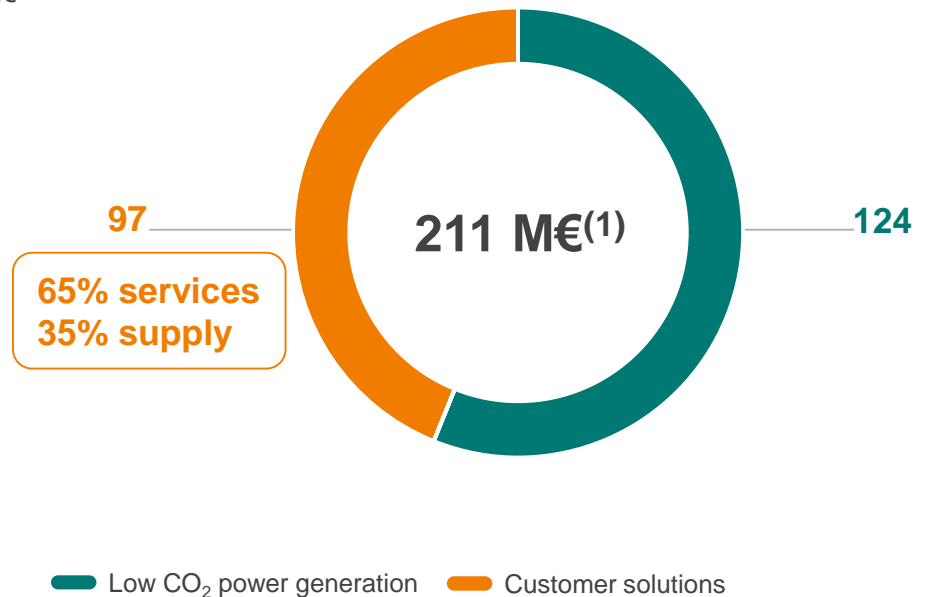
- 25 million m<sup>2</sup> of managed premises
- 32,000 business customer sites
- 170 councils served

## Low CO<sub>2</sub> activities

- **2 GW** – UK's largest pumped storage facility (First Hydro)
- **75 MW** wind and solar portfolio
- **355 MW** of embedded generation managed for customers

## BU UK EBITDA by strategic segment

2016, in M€



(1) Total includes Other €(10)m

# OUR UK BUSINESS TODAY



**20,000**

Employees in the UK



**£3.3 bn**

Revenue<sup>(1)</sup> in 2016



**4%**

UK Energy Generation



**N°1**

Regeneration / District Energy



**Top 5**

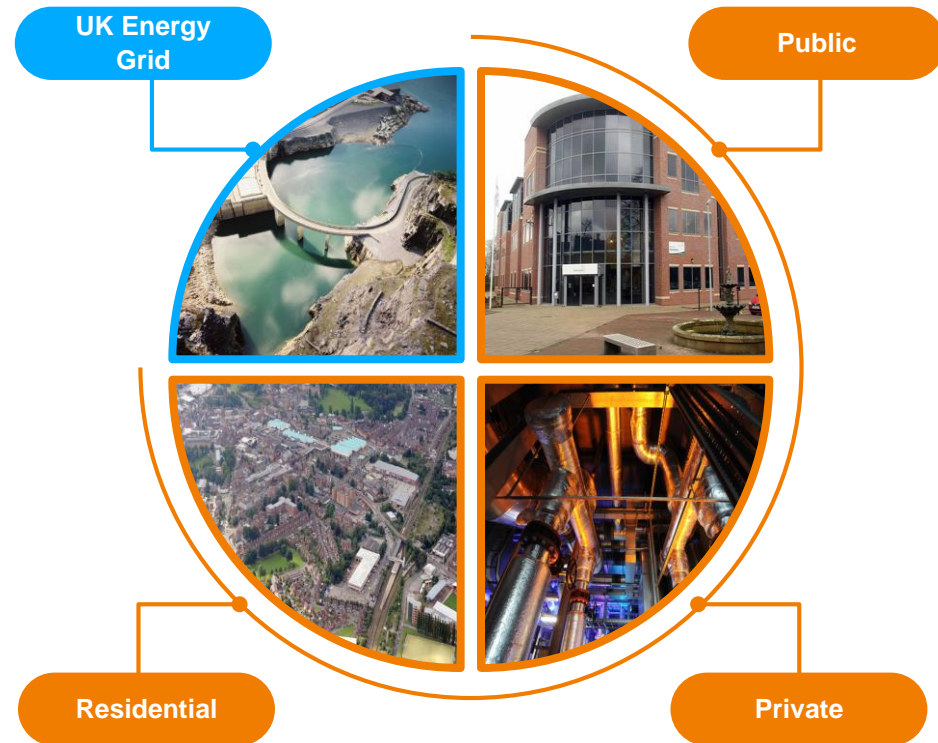
Facilities Management



**Top 7**

Energy Supply

## KEY CUSTOMER GROUPS



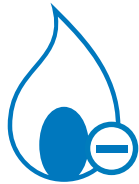
Customer Solutions

(1) 2016 Revenue pro forma Keepmoat

# STRATEGY & COMPETITIVE ADVANTAGES



**Lead the way in innovative services  
and sustainable energy to our chosen customers**



**There is more value  
in reducing consumption  
than supplying a commodity**

The UK has a business  
of 35% EBITDA in energy combined  
with 65% EBITDA in services



**There is more value  
in providing integrated  
solutions with end results**

The UK market is mature  
to outsourcing  
ENGIE is the player in the market  
with capabilities across the value chain



**Our portfolio of customers  
is balanced**

By strengthening our local government  
base through the acquisition of  
Keepmoat Regeneration we have  
increased our resilience



# ACTIVITIES IN CUSTOMER SOLUTIONS



**PRIVATE**

- Energy Supply
- Facilities Management
- Technical Services
- Business Services

 **£1.6 bn<sup>(1)</sup>**  
2016 revenue



**PUBLIC**

- Regeneration (Keepmoat)
- District Electricity, Heating & Cooling
- Facilities Management
- Smart Government

 **£1.2 bn**  
2016 revenue



**RESIDENTIAL**

- Energy Supply
- Connected Services
- Maintenance

 **START UP**

(1) Excludes First Hydro





# PRIVATE: CREATING MORE VALUE FROM COMBINING ENERGY & SERVICES

## MARKET DRIVERS



Energy Supply



Facility Management



ENERGY EFFICIENCY



OUTSOURCING

## ENGIE

ENGIE has unique position in UK market

Ability to offer private & public sector clients energy supply, technical services and facility management

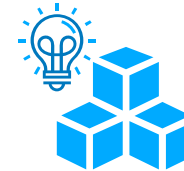
Target: to increase integrated energy & services contracts from 15% in 2016 to 50% in 2019

Revenue from combined Energy & Services offers in 2016: ~£200m in Private Sector

## ADDITIONAL GROWTH POTENTIAL



On-site generation



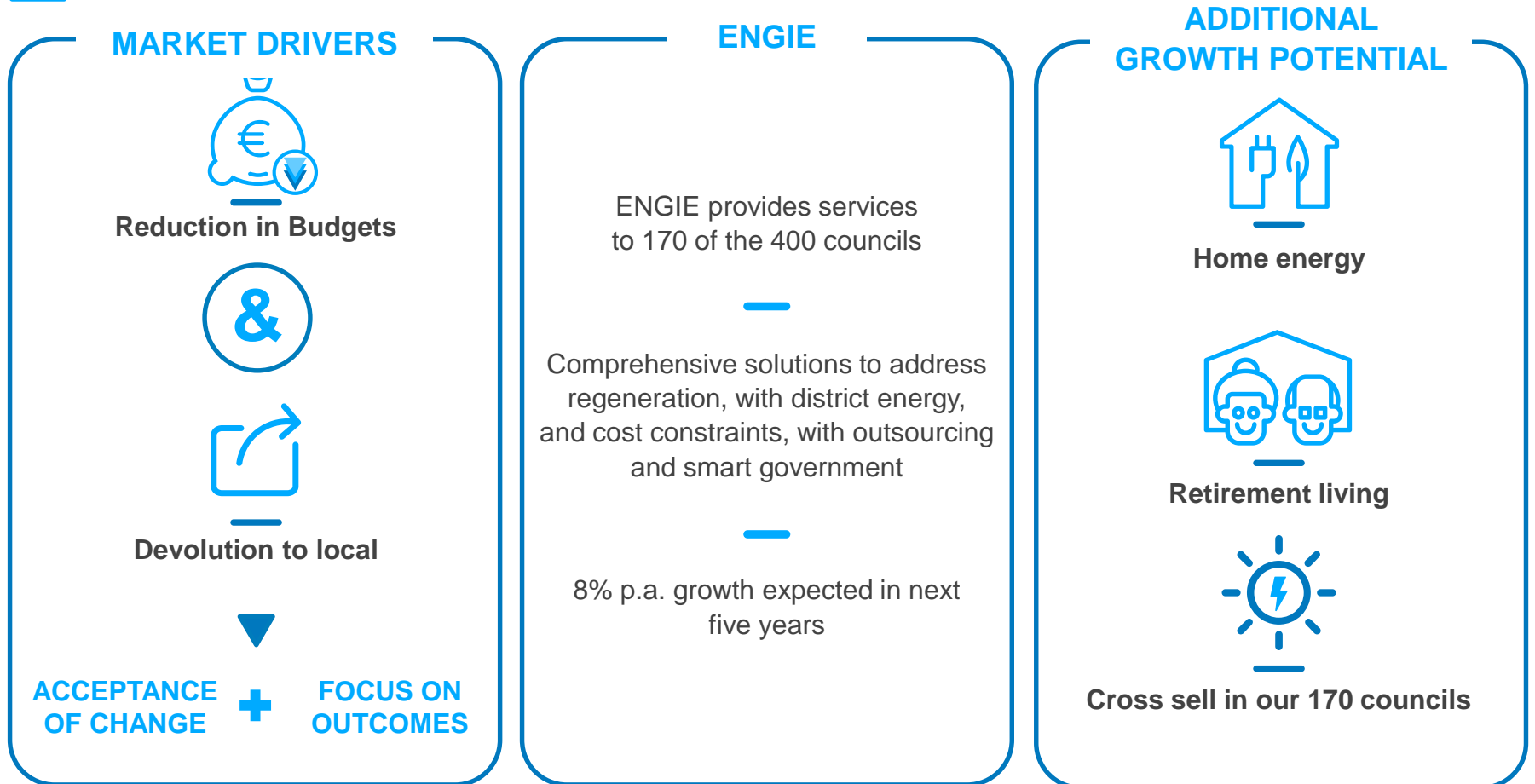
Smart building solutions



Cross sell energy and facility management

ENGIE uniquely positioned to offer energy & services

# PUBLIC / THE PLACE: STRONG GROWTH IN A STABLE MARKET



**ENGIE in the UK is a leader in regenerating places**



# RESIDENTIAL / HOME ENERGY: LEVERAGING EXISTING UK & GROUP EXPERTISE

## MARKET DRIVERS



**Customer:** Fair pricing & new products



**Connected:** Technology advances



**Community:**  
Direct offers from councils

## ENGIE

B2C is a natural extension of our B2B energy supply activities in the UK

Key differentiator is the combination of energy & services

Not trying to create a 'Big 7' –  
No legacy issues of the Big 6

## ADDITIONAL GROWTH POTENTIAL



**Customer:** direct sales in cities,  
innovative products



**Connected:** more connected devices,  
leverage ENGIE's €1.5 bn investment  
(e.g. acquisition of EV Box)



**Community:** white label offerings & JV  
partnerships, Keepmoat Regeneration

Home energy expands our energy & services proposition for cities & communities

# OUR AMBITION IN THE UK BY 2018

## EBITDA BREAKDOWN

- Customer solutions
- Low CO<sub>2</sub> power generation



### CUSTOMER SOLUTIONS



**+50%** EBITDA  
(in local currency)

### GROWTH AMBITION BY 2018 vs 2015



**No 1 in Places**  
>£1.5bn revenue



**Private: >35%**  
of revenue from integrated  
Energy & Services



**Home: 25%**  
of revenue from additional  
services (value over growth)

# CASE STUDY – PUBLIC / THE PLACE

## WAKEFIELD: IMPROVING THE LIVES OF COMMUNITIES



### TODAY

- Healthcare
  - ENGIE has 30-year PFI for Facilities Management at Mid-Yorkshire NHS Trust which began in 2007
  - £14m p.a , 387 staff providing 15 different services
- Local Authority
  - ENGIE awarded 10-year, £20m p.a contract by Wakefield Council in December 2016, employing 800 people
  - Facilities and energy management services across 500 council buildings and >100 schools with energy savings guaranteed
- Regeneration
  - Eco-refurbishment of 8-storey tower block (Low Cross Court)
  - Installation of 64 PV panels, insulation & new gas-fired boiler plant Security - new door entry and CCTV systems

### TOMORROW

- Retirement Communities
  - Walton – Design, Build of 129 retirement dwellings Phased development with full completion in 2024
- On-site generation
  - Pinderfields hospital – Project to install a CHP (Combined Heat & Power)
- Home Energy
  - Direct sales to SMEs and residential customers

# CASE STUDY – PRIVATE FORD MOTOR COMPANY: COMBINING ENERGY & SERVICES



## KEY CONTRACT FEATURES

- Long-standing relationship with Ford Motor Company across **UK portfolio** of manufacturing, office and research (5 locations)
- **Energy** supply: 0.5 TWh p.a.
- **Services:** Energy data management, demand side response (DSR) and multiple energy efficiency measures and projects – including:
  - 2014: £5m Bridgend boiler modernisation
  - 2015: Full ESOS compliance, DSR audit and project works

## CLIENT'S CHALLENGES

**Reducing costs and increasing energy efficiency**

Global Ford Motors **target of 25% reduction in energy usage** to be achieved by 2016

## ENGIE'S SOLUTION

Full energy management solution with guaranteed savings over 5 year period

Team of four energy experts employed alongside Ford's own engineering team

## CLIENT'S BENEFITS

**25% reduction** in energy usage target achieved early by 2015

**Zero capital investment**, immediate savings



# CASE STUDY – PRIVATE BRITISH LIBRARY: ENERGY EFFICIENT, SMART BUILDINGS



## KEY CONTRACT FEATURES

- St: Pancras: Largest public sector building built in modern times (**110,000m<sup>2</sup> over 14 levels & 76 plantrooms**)
- ENGIE has provided Technical Services & Energy Efficiency since 2008 (**contract extended in 2016**)
- Also storage site in Boston Spa, Yorkshire with fully automated robotic solution and low oxygen controlled environment

## CLIENT'S CHALLENGES

Reducing costs and increasing energy efficiency

## ENGIE'S SOLUTION

Programme of energy management solutions

### New Digital Services from 2016:

- Building Information Management (BIM) retrofit implementation
- Work with Living Maps to create an 'indoor mapping' solution using augmented reality, proprietary mapping software to bring Library to life for visitors

## CLIENT'S BENEFITS

**23%**

reduction in energy consumption from a range of energy efficiency measures

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# DISCLAIMER

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## Forward-Looking statements

This communication contains forward-looking information and statements. These statements include financial projections, synergies, cost-savings and estimates, statements regarding plans, objectives, savings, expectations and benefits from the transactions and expectations with respect to future operations, products and services, and statements regarding future performance. Although the management of ENGIE believes that the expectations reflected in such forward-looking statements are reasonable, investors and holders of ENGIE securities are cautioned that forward-looking information and statements are not guarantees of future performances and are subject to various risks and uncertainties, many of which are difficult to predict and generally beyond the control of ENGIE, that could cause actual results, developments, synergies, savings and benefits to differ materially from those expressed in, or implied or projected by, the forward-looking information and statements. These risks and uncertainties include those discussed or identified in the public filings made by ENGIE with the Autorité des Marchés Financiers (AMF), including those listed under “Facteurs de Risque” (Risk factors) section in the Document de Référence filed by ENGIE (ex GDF SUEZ) with the AMF on 24 March 2017 (under no: D.17-0220). Investors and holders of ENGIE securities should consider that the occurrence of some or all of these risks may have a material adverse effect on ENGIE.

# FOR MORE INFORMATION ABOUT ENGIE

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