



2010

SUSTAINABLE DEVELOPMENT REPORT

GDF SUEZ

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An integrated approach to responsible growth



// Having objectives in terms of social responsibility constitutes a major step forward, demonstrating the integrated financial and extra-financial approach at GDF SUEZ. //

At an international level, 2010 was marked by a series of particularly challenging events on both environmental and social plans. This confirms the importance of managing extra-financial risks within organisations. In order to manage potential failings, most companies have implemented a risk management system they apply throughout their scope of activity as much on financial and operational levels as on social responsibility.

For GDF SUEZ, the world's leader in the utilities sector, - electricity, natural gas, energy and environmental services - sustainable development goes beyond risk management. It relates directly to activities which meet today's environmental and social challenges, including the fight against climate change, conservation of resources and access to energy. It is therefore at the very heart of the Group's business model, by adding value to its positioning and modifying its production methods in order to ultimately make a contribution to the Group's overall value creation.

In a macro-economic context of great uncertainty and increasing demand on environmental issues, the development of GDF SUEZ activities throughout the world requires a fully integrated approach. The Group has therefore adopted sustainable development criteria in terms of investment in all new projects. Their added value is based on taking proper account of the long term sustainability of projects, not only in terms of risks, but also development opportunities for the Group and its stakeholders.

2010 also heralded the official adoption of the ISO 26000 standard on social responsibility guidelines for organisations. In particular, this will clarify the relationship between a company and all of its stakeholders. Fully convinced of the significance of such a standard within a process of responsible growth, GDF SUEZ backed its launch this year in France.

In line with ISO 26000, the GDF SUEZ sustainable development report presents the features associated with the company's social responsibility management and more particularly a range of actions highlighting the application of the sustainable development policy within the Group.

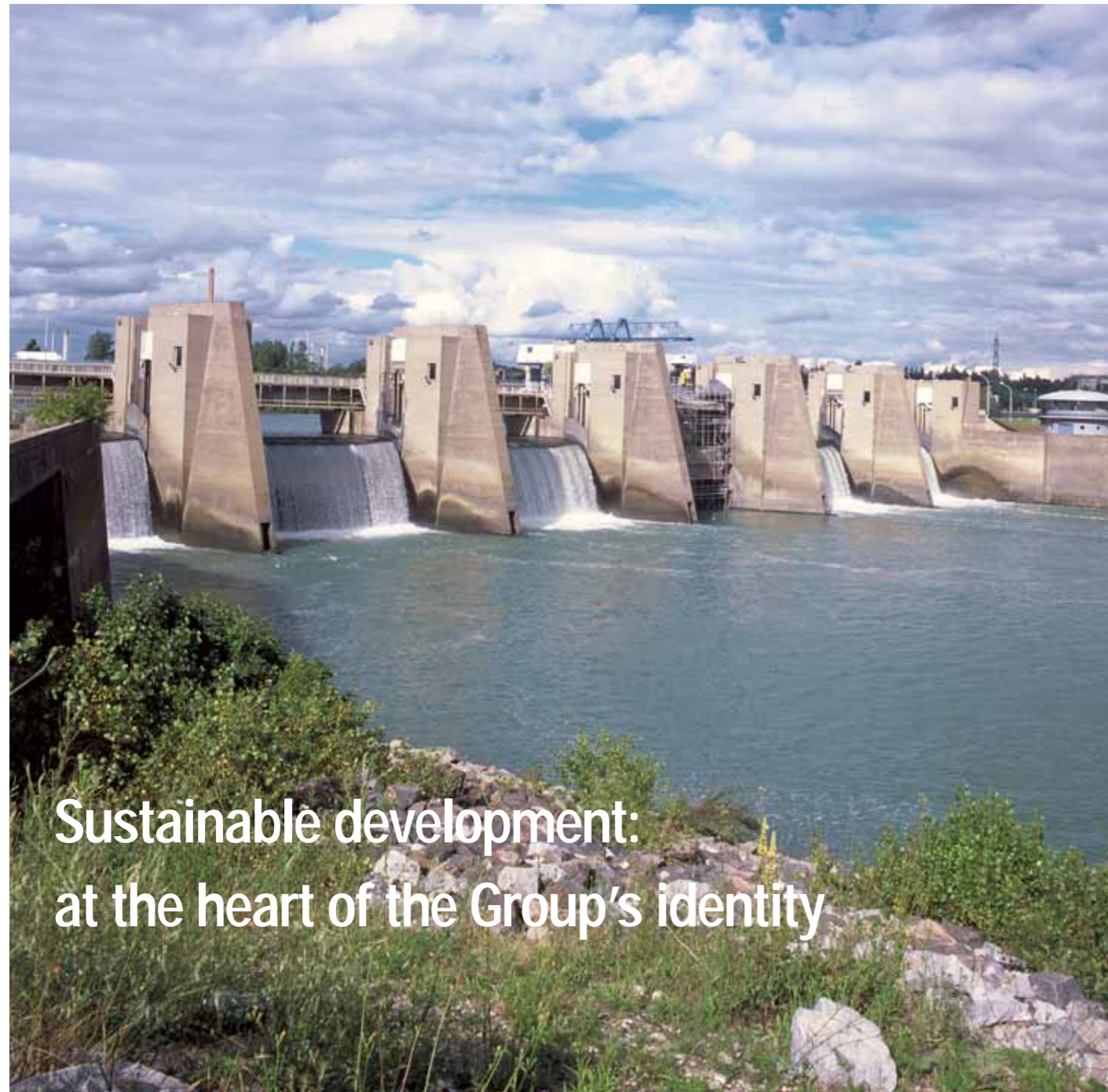
Of these, I would like to highlight two.

First, GDF SUEZ has set 10 quantifiable and dated objectives in terms of sustainable development. Having objectives in terms of social responsibility constitutes a major step forward, demonstrating the integrated financial and extra-financial approach at GDF SUEZ.

The Group has also created an international social programme entitled "*Rassembleurs d'Énergie*" [Energy Gatherers]. Its aim is to support social entrepreneurs working to provide access to energy and essential services for poorer populations. The programme includes the creation of a social fund to finance innovative projects on a social and environmental level as well as a substantial amount of skills sponsorship for employees. Through this initiative, GDF SUEZ confirms its strong commitment to social action.

A stylized handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

Gérard Mestrallet
Chief Executive Officer of GDF SUEZ



**Sustainable development:
at the heart of the Group's identity**



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SUSTAINABLE
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WITHIN GDF SUEZ**

PRESENTATION OF THE GROUP

**A world leader in energy
and environment businesses**

218,350*
employees in nearly
70 countries
• including **62,900**
in electricity and natural gas
• and **155,450** in services

€84.5
billion in revenues in 2010

€11
billion annual investment
in the period 2011-2013

1,100
researchers and experts
in **9** R&D centres

GDF SUEZ places responsible growth at the heart of its activities in order to face major energy and environmental challenges: meeting energy needs, assuring safe supply, fighting climate change and optimising the use of resources.

The Group offers efficient and innovative solutions to residential customers, towns, cities and businesses by basing itself on a diversified gas supply portfolio, flexible electricity generation facilities with low CO₂ emission levels and unique expertise in 4 key sectors: liquefied natural gas, energy efficiency services, independent electricity generation and environmental services.

GDF SUEZ employs 218,350 people around the world and in 2010 generated €84.5 billion in revenues. Listed in Brussels, Luxembourg and Paris, GDF SUEZ is represented in the major international indices: CAC 40, BEL 20, DJ Stoxx 50, DJ Euro Stoxx 50, Euronext 100, FTSE Eurotop 100, MSCI Europe, ASPI Eurozone and ECPI Ethical Index EMU.

** Including International Power.
Figures as of 31 December 2010.*

100,000

new hires between 2011 and 2015 including approximately **50%** in France

No. 1

World's group in the "utilities" sector (Forbes Global 2000)

No. 1

global brand in the utilities sector (Brand Finance Global 500)

No. 6

company in the world (A.T. Kearney – World's Best Companies 2009)

90

million people supplied with drinking water

46

million households provided with waste collection

58

million households provided with waste water services

Electricity

- **No. 1** independent producer in the world
- **No. 1** independent producer in Gulf countries and Brazil
- **5th** largest producer in Europe
- **113 GW*** of installed power production capacity at the end of 2010
- **19 GW*** of power production capacity under construction at the end of 2010
- **50%** increase in renewable energy capacity between 2009 and 2015
- **150 GW** capacity in 2016 including 90 GW outside Europe

Natural gas

- Supply portfolio of **1,200 TWh** at the end of 2010
- **No. 1** buyer in Europe
- **No. 1** transport and distribution network operator in Europe
- **No. 2** storage operator in Europe
- **362** exploration and/or production licenses in 16 countries
- **815 Mbep** of proven and probable reserves
- **51.2 Mbep** of natural gas and liquid hydrocarbons produced in 2010

LNG

- **No. 1** importer in Europe
- **No. 3** importer in the world
- **No. 2** LNG terminals operator in Europe
- A fleet of **18** vessels including two regasifiers

Energy services

- **No. 1** supplier of energy efficiency and environmental services in the world
- **1,300** sites in Europe
- **160** district heating and cooling networks managed around the world
- **35** public-private partnerships across Europe

Environmental services

- **No. 2** provider of environmental services in the world
- **90** million people supplied with drinking water
- **46** million households provided with waste collection
- **58** million households provided with waste water services

REVENUE, WORKFORCE* AND CAPACITIES* BY REGION



Operational organisation

GDF SUEZ's operations are structured in six business lines, five in energy and one in environment.

Energy France

11,000 EMPLOYEES

- Natural gas and power supply in France
- Power production in France
- Energy services to households and businesses in France

Global Gas & LNG

2,450 EMPLOYEES

- Exploration & production
- Supply of natural gas and LNG
- Energy trading
- Supply of natural gas to major accounts in Europe

Infrastructures

17,500 EMPLOYEES

- Natural gas large transport infrastructures
- LNG terminals in France
- Storage in France and abroad
- Natural gas distribution system in France

Energy Europe & International

28,550 EMPLOYEES*

- **8** geographical areas:
 - Europe; Benelux & Germany
 - United Kingdom;
 - North America; Latin America;
 - Middle East, Turkey & Africa;
 - Asia; Australia.
- Power production
- Distribution and supply of natural gas and electricity

Energy Services

75,900 EMPLOYEES

- Management of urban networks in France and internationally
- Management of energy, industrial and commercial facilities
- Complete multi-technical solutions

SUEZ Environnement

79,550 EMPLOYEES

- Water and purification services
- Water treatment engineering
- Waste collection services

* Including International Power.

Figures as of 31 December 2010.

* Including International Power.

Governance

GDF SUEZ pursues its commitment to observing the highest level of compliance in terms of corporate governance, referring to the AFEP-MEDEF Corporate governance code for listed companies.

A set of rules to ensure optimal operations of the Company's governing bodies

The GDF SUEZ Board of Directors has adopted a range of texts stipulating the ways and means for efficient operation of the Board to serve the Company and its shareholders. These rules transparently set out each Director's rights and obligations:

- The Internal Regulations specify the composition and operation of the Board of Directors and the rights and obligations of Directors.
- The Directors' Charter sets out the rules pertaining to the office of Director with respect to compliance with the Company's object, applicable laws and corporate by-laws, the independence of Directors and their duty of expression, conflict of interest and professionalism.
- The Code of Conduct sets out the rules regarding trading in Company stocks, and the prevention of insider trading that are applicable to Directors, Company officers and all employees.

Regularly updated, these documents are available at gdfsuez.com.

Assuring Directors' independence of judgement

GDF SUEZ is administered by a Board of Directors comprising 21 members, including eleven directors designated by the Shareholders' General Meeting in compliance with the provisions of the French commercial code applicable to limited liability companies, six directors representing the French government appointed in accordance with of the provisions of article 2 of the decree of 30 October 1935, taking into account the privatised status of GDF SUEZ and a 36% share held by the French government, three directors representing employees and one director representing shareholder employees elected in accordance with article 8-1 of law n° 86-912 dated 6 August 1986 on privatisation.

The Internal Regulations require the Board to carry out, every year before the Shareholders' General Meeting which is called to approve the financial statements for the previous fiscal year, an evaluation of the independence and expertise of its members using the criteria it has selected.

The process for evaluating the independence of each Board member was reviewed by the Nominations Committee and then by the Board of Directors at its meeting of 13 January 2011.

As a result of the legal provisions applicable to GDF SUEZ as a privatised company referred to above, 9 Directors are considered independent based on the criteria of the Board from the 21 Directors sitting on the Board, it being specified that Directors representing the French government, employees and shareholder employees may not be considered as independent.

Activities of the Board of Directors

The Board meets as often as the Company's interests require. Board meetings are also attended by two non-voting advisers and the Government Commissioner, each having an advisory role.

In 2010 the GDF SUEZ Board of Directors met 11 times, with an attendance rate of 84%.

During these meetings, the GDF SUEZ Board of Directors reviewed Group business and matters relating to company values, strategy, finances, governance, in terms of acceptable risks and key policies.

Committees of the Board of Directors

To assist it in its work, the Board of Directors of GDF SUEZ has established five Committees whose responsibilities are to study specific issues in order to prepare for certain Board deliberations and provide the Board with informed opinions and recommendations on decisions to be taken. Each Committee is chaired by an independent Director.

Audit Committee

The Audit Committee comprises four members: Aldo Cardoso (Chairman), Edmond Alphandéry, Olivier Bourges and Thierry de Rudder.

It has three main functions. The first is to examine in detail the draft financial statements, the relevance and consistency of the accounting principles and policies used, and the content of

Composition of the Board of Directors at 2 March 2011

Gérard Mestrallet	Chairman and Chief Executive Officer	Non-independent – Executive	Elected by the General Meeting
Jean-François Cirelli	Vice-Chairman, President	Non-independent – Executive	Elected by the General Meeting
Albert Frère	Vice-Chairman	Independent	Elected by the General Meeting
Edmond Alphandéry	Director	Independent	Elected by the General Meeting
Jean-Paul Bailly	Director	Non-independent	Representative of the State
Jean-Louis Beffa	Director	Independent	Elected by the General Meeting
Alain Beullier	Director	Non-independent	Employee representative
Bruno Bézard	Director	Non-independent	Representative of the State
Olivier Bourges	Director	Non-independent	Representative of the State
Aldo Cardoso	Director	Independent	Elected by the General Meeting
René Carron	Director	Independent	Elected by the General Meeting
Pierre-Franck Chevet	Director	Non-independent	Representative of the State
Paul Desmarais Jr.	Director	Independent	Elected by the General Meeting
Ramon Fernandez	Director	Non-independent	Representative of the State
Anne Lauvergeon	Director	Independent	Elected by the General Meeting
Pierre Mongin	Director	Non-independent	Representative of the State
Anne-Marie Mourer	Director	Non-independent	Employee representative
Patrick Petitjean	Director	Non-independent	Employee representative
Gabrielle Prunet	Director	Non-independent	Shareholder employee representative
Thierry de Rudder	Director	Independent	Elected by the General Meeting
Lord Simon of Highbury	Director	Independent	Elected by the General Meeting
Total	21 directors	9 independent 12 non-independent	11 elected by the General Meeting 6 representatives of the State 3 employee representative 1 shareholder employee representative

documents disclosed to the public. As part of this, it is also charged with ensuring the follow up of the legal certification by statutory auditors of the annual company financial statements and consolidated financial statements. The second function is to acquaint with internal and external control procedures in order to ensure that such procedures provide appropriate coverage for all risk areas. The third is to conduct a periodic review of the Group's financial position, cash position, and significant commitments and risks, as well as the Group's policy on risk management and the procedures for evaluating and managing those risks.

The Audit Committee met 10 times in 2010, with an average attendance rate of 95%. The statutory auditors were present at 8 of the meetings.

In 2010 the Committee discussed topics relating to finance, internal audit, internal control, external audit and risks.

Strategy and Investments Committee

The Strategy and Investments Committee comprises 4 members: Thierry de Rudder (Chairman), Olivier Bourges, Pierre-Franck Chevet and Anne Lauvergeon.

This Committee is charged with providing the Board of Directors with its opinion on the Company's major strategic directions, in particular on strategy and the Public Service Contract, on all projects relating to external and internal growth, disposals, strategic agreements, alliances or partnerships submitted to the Board. The Committee also addresses matters concerning the creation and modernization of industrial equipments and works on an annual or multi-annual basis, purchasing policy and significant real estate projects.

The Strategy and Investments Committee met 9 times in 2010, with an average attendance rate of 68%.

In 2010 the Committee discussed topics relating to strategy and action plans from the Group and its business lines, acquisition and divestment plans, including those requiring Board approval.

Nominations Committee

The Appointments Committee comprises four members: Jean-Louis Beffa (Chairman), René Carron, Paul Desmarais Jr. and Ramon Fernandez.

The Appointments Committee is charged with reviewing and making recommendations to the Board of Directors on all applications for a position as a Director or non-voting Director, which is then submitted for approval to the Shareholders' General Meeting as well as a position as Committee Member or Committee Chairman. The Committee also makes recommendations to the Board as to who will succeed the Chairman and Chief Executive Officer and the Vice-Chairman and President, as they approach the end of their terms of office.

The GDF SUEZ Appointments Committee met once in 2010 (with an average attendance rate of 80%).

It mainly reviewed and made recommendations to the Board of Directors as to the Directors' independence and recommended to the Board the modification of Internal Regulations in order to extend the of the Appointments Committee' assignments to the review of the composition of the Board Committees.

Compensation Committee

The Compensation Committee comprises five members: Lord Simon of Highbury (Chairman), Jean-Louis Beffa, Olivier Bourges, René Carron and Paul Desmarais Jr.

The Compensation Committee reviews and makes recommendations to the Board of Directors on compensation, retirement schemes

and various monetary rights including, where applicable, awards of stock options for new or existing shares in the Company and performance-based shares to the Chairman and Chief Executive Officer and the Vice-Chairman and President as well as to any other Board members with employment contracts with the Company, as the case may be. In addition, at least once a year, it reviews the conditions for harmonizing the terms and conditions of employment of Gaz de France and SUEZ employees, as well as the competitiveness of such terms and conditions with regard to comparable groups worldwide. This Committee also makes recommendations with regard to the award of stock options and performance-based shares to the Executive Vice-Presidents.

The Compensation Committee met five times in 2010, with an average attendance rate of 80%.

During fiscal 2010, the Compensation Committee provided the Board with its conclusions and made its recommendations in terms of compensation for the two executive corporate officers and allocation plans for Performance Shares to the members of the Executive Committee (with the exception of executive corporate officers) and Group employees, subject to internal and external performance conditions, in compliance with AFEP-MEDEF recommendations. This Committee also examined the assessment of the realisation of performance conditions for stock option plans and previous Performance Shares plans as well as the amount of Directors' fees for the members of Committees of the Board of Directors. The Committee was also informed, pursuant to the provisions of the status of employee directors, of the proposals made by management for changes to their compensation in 2010.

Finally, the Compensation Committee Informed the Board of the results of the study conducted on the convergence of employment conditions between the employees of the former Gaz de France structure and the former SUEZ structure.

Ethics, Environment and Sustainable Development Committee

The Ethics, Environment and Sustainable Development Committee comprises 4 members: Edmond Alphandéry (Chairman), Anne Lauvergeon, Jean-Paul Bailly and Anne-Marie Mourer.

The Ethics, Environment and Sustainable Development Committee's role is to ensure compliance with the individual and collective values on which the Group bases its actions and rules of conduct that every employee must follow.

The Committee met for times in 2010, with an average attendance rate of 75%.

The GDF SUEZ Ethics, Environment and Sustainable Development Committee is kept informed of the development of ethics and compliance systems within the Group in order to ensure that these have been deployed as required and have been subject to application and control procedures, so as to maintain the high standards of conduct that have sustained the Group's reputation.

The Committee examined the annual compliance procedure and the annual report of the Group's Ethics Officer, focusing primarily on the organization of Business lines and subsidiaries, the deployment of the new Ethics Charter and the "Ethics in Practice" guideline, on the development of the network of over 140 ethics officers, and on specific training initiatives. This system integrates a quantified approach in order to create annual indicators of the implementation of the Group's ethical policy.

The Committee also received updates on major legal actions.

As far as compliance management is concerned, the Committee noted that GDF SUEZ has deployed, throughout its business lines, a real-time reporting tool for incidents in its principal areas of risk. This tool was adapted to conform to guidelines laid down by a ruling by the French Supreme Court on 9 December 2009.

It also examined the mapping of Group ethical risks, carried out at its request, as well as the associated action plan which is subject to annual reporting.

Finally, the Committee was also informed of the "Integrity Referential" which defines the Group's anti-fraud and anti-corruption programme by applying the ethics principle stipulated in the Ethics Charter which aims to "establish a culture of integrity" within the Group, the resulting action plan and the implementation schedule.

Regarding sustainable development, the Committee continued its role of vigilance over policy commitments, prospects and action plans, within the ambitious framework it set itself. It therefore presented the deployment of the Group's sustainable development policy through the application of the resulting action plan in 2009. It examined work associated with the "sustainable urban development" approach and the associated research, the processes and actions in the area of corporate responsibility or in terms of social responsibility, diversity and anti-discrimination.

In the context of the different regular processes concerning the treatment of environmental information, inspection methods and internal assessment procedures, the Committee took stock of the annual report on Group environmental performance and the annual report on Health & Safety at Work at both a Group and Business line level.

In terms of governance, the Committee carries out an annual evaluation process of Board of Director operations, in view of presenting improvements to Board operations and to make proposals to the Board concerning resolutions to be taken in this direction.

In 2010 Committee proposals led to improvements taken by the Board of Directors dated 3rd March 2010. These include a larger range of topics in order to prioritise handling strategic subjects and key investment projects, limiting the number of ex cathedra presentations and the production of summary notes in order to encourage open discussions and the arrangement of reflection seminars.

The next annual assessment of Board operations is scheduled for 2011.

Executive compensation

Chapter 7 of the Reference Document 2010 can be downloaded from www.gdfsuez.com and offers detailed information on the subject.

GDF SUEZ reports the compensation of its executive corporate officers on an individual basis covering fixed compensation, retirement plan, variable compensation, options and shares awarded.

All compensation and benefits of the Chairman and Chief Executive Officer and the Vice-Chairman and President are broken down as follows for fiscal 2010:

In euros	Fixed compensation	Variable compensation	Total compensation	Valuation of options granted	Valuation of performance shares granted
Gérard Mestrallet Chairman and Chief Executive Officer	1,405,469 ^(a)	1,917,099 ^(c)	3,322,568	0	0
Jean-François Cirelli Vice-Chairman and President	1,001,285 ^(b)	1,022,501 ^(c)	2,023,786	0	0

(a) Including benefits in kind of €5,469.

(b) Including benefits in kind of €1,285.

(c) Amount paid in March 2011.

All gross compensation, benefits in kind included, for members of the Executive Committee (with the exception of the Chairman & Chief Executive Officer and the Vice-Chairman & President) are broken down as follows for fiscal 2010:

Fixed (in euros)	9,315,616
Variable (in euros)	11,329,008
TOTAL (in euros)	20,644,624
Number of members	17*

* Compensation for the 2 members of the Executive Committee has been calculated relative to their length of service on the Executive Committee, being 2 and 10 months respectively.

Individual shareholders

There are nearly 1 million individual shareholders in the Group. Relations with individual shareholders respond to three broad objectives – to inform, listen to, and meet with shareholders. These relations are

based on the key requirements of quality, reliability, responsiveness, consistency, and traceability of communications and actions. The 2010 realisations in the table below illustrate the approach.

GDF SUEZ and its shareholders in 2010 ⁽¹⁾			
Inform	Letter to Shareholders Financial publicity Website Shareholders e-club	3 highlights: • annual results • shareholders' General Meeting • interim results Continuous information through websites and the e-club	Shareholders' Consultation Committee (12 members)
	Listen	Freephone number Email Internet	
Exchange	Shareholders' General Meeting Meeting shareholders locally Shareholders' Club Shareholders' Forum	120 events organized • conferences • industrial and cultural visits • sports events 13,000 shareholders met	3 work groups 3 plenary meetings 6 web conferences (1) Figures are for France and Belgium

In December 2010 the Group was announced joint winner of the Shareholder Service award with Air Liquide, presented by the *Journal des Finances* and the corporate and financial communication agency Seitosei. In two years GDF SUEZ has become a key player in terms of shareholder policy.

GDF SUEZ received further distinction when it received the special award for shareholder innovation for its innovative IT service for shareholders: private website, online invitation and voting for the Shareholders General Meeting, multimedia e-letter and the "shareholder e-club", the 1st multimedia and interactive club created in France for shareholders.

The Shareholders e-club

Created in November 2010, this e-club is a dynamic extension with the strong relationship the company already enjoys with its shareholders through its Shareholders club. Access via the shareholder page on the Group website (www.gdfsuez.com/fr/actionnaires). This e-club has a threefold objective:

- to make GDF SUEZ events which can become "virtual" available to as many as people as possible and which are currently offered to the 38,000 members of the current shareholder club,
- to make the club accessible for all, any time, anywhere,
- to offer practical and real-life insights to GDF SUEZ business and activities via a selection of multimedia content.

The e-club, media portal for shareholders, includes a full range of digital services designed for individual shareholders:

- e-conferences, expert opinions on Group activities and results,
- e-visits, virtual journeys inside GDF SUEZ industrial sites,
- e-TV, Group news on video,
- e-training, *à la carte* training in the Stock Exchange and finance,
- e-letter, interactive meeting on Group highlights.

It should be noted that this e-letter complies with the strictest international recommendations in terms of access for the disabled. In addition, it comes with an on-demand printing option in order to reduce the number of multiple printouts.

Sustainable development: a strategic challenge

At the end of the last century a feature of globalisation was the integration and development of markets at an international level, unprecedented media interconnection, accelerated flow of information, multiple stakeholders... But this complex universe witnessed the emergence of new tensions, associated with the disappearance of natural resources environmental damage, conflicts with stakeholders (in particular in terms of respect for cultural differences, local populations). The realisation of the need for a more sustainable economic development, taking into account the interests of stakeholders, the environment and requirements of future generations has come to the fore.

Major international bodies, including the United Nations, the Organisation for Economic Co-operation and Development (OECD) or the European Union (EU), are involved with drawing up a practical definition of sustainable development of organisations within markets which are both different and interconnected. The Global Compact, the EU's green book, the guiding principles of the OECD, the international ISO 26000 standard on corporate responsibility were designed to reinforce this involvement.

The development of the international context means the position of the company within society has evolved, with increasing social responsibility. This is not merely conveyed by strong commitments towards internal and external stakeholders, but also a contribution in terms of economic development faced with the threats to the company's long-term development.

This way, sustainable development currently meets 2 major challenges facing the company:

1) The development of sustainable operational and commercial activities

In line with the development of environmental and social conditions, the company deploys new products and production procedures which provide sustainable solutions not only to society in general but also new commercial opportunities for the company itself.

2) Managing non-financial risks

In order to restrict the impacts generated by company activities, the company sets up

appropriate management of non-financial risks (ethical, environmental, social, security...) This risk management leads to a reduction in exposure and, as a result, a reduction in weighted capital costs.

By virtue of the development of new products and procedures designed to meet company challenges in terms of resilience and increasingly efficient and effective management of non-financial processes, sustainable development contributes to the creation of value for the company.

The sustainable development policy at GDF SUEZ aims to integrate these 2 aspects and distributed them within all company entities.

DEVELOPMENT OF SUSTAINABLE OPERATIONAL AND COMMERCIAL ACTIVITIES

Research done by the Group demonstrates that industrial and service customer expectations, in mature economy countries, are increasingly focused on reducing energy consumption, limiting the impact on the environment, the ambition to become a socially responsible company... In order to meet these expectations, new offers and services in energy and the environment are proposed by Group entities, including the energy performance contract or green energy solutions, for example.

By adopting these solutions, customers are integrating the sustainability dimension of their activities in the approach to their own customers while developing their own business model.

In developing countries, where the potential for growth in GDP per head is highest, GDF SUEZ is deploying its activities by mainly participating in the development of local economies; in particular with industrial customers and public authorities. The regulatory context in these countries is changing rapidly and is compelling energy providers to comply with increasingly strict legislation. In addition, industrial and service customer requests are increasingly in line with those in mature economies, including supply of energy with low CO₂ emissions, for example. GDF SUEZ is meeting these expectations by proposing customised solutions and services.



The results of the sustainable development barometer study, which the Group uses for residential customers in France and carried out by TNS Sofres in 2010, demonstrate that residential customers are increasingly concerned with the impact the production of goods and services that they purchase has on the environment and local populations. This shows very clearly that they now expect companies to demonstrate and guarantee compliance with sustainable production rules. This trend has also been observed in other European countries where the Group supplies residential customers, including Belgium or the Netherlands. In order to meet these expectations, GDF SUEZ has developed a range of solutions and services mainly focused on supplying energy with low CO₂ levels.

NON-FINANCIAL RISKS

Managing non-financial risks, including those associated with ethics, corporate governance, the environment, human resources require the creation of appropriate policies, the definition of concrete objectives, their implementation, gauging performance and continuous improvement action plans.

GDF SUEZ has been deploying a policy of risk management to tackle these issues for several years.

Risk management policy

To implement this risk policy, GDF SUEZ has appointed the member of the Executive Committee in charge of the Audit and Risk Division as the Group's Chief Risk Officer. The department's Risk Management division, which reports to the Chief Risk Officer, coordinates the Enterprise Risk Management (ERM) network. Risk Officers working in central management, the business lines, the business units and the functional departments support management in identifying and evaluating risks as well as assessing the means provided for reducing or covering these risks. Depending on their nature, risks are managed by the business lines and/or functional departments (and their networks).

The Strategy and Sustainable Development Department coordinates risk management in its area of responsibility.

The Internal Audit Service of the Audit and Risks Department developed the GDF SUEZ audit program using risk maps to identify the most relevant themes and to assess the hedging of risks. These audit results are then exploited to update the risk mapping.

The 3 major risks identified in terms of sustainable development for the Group are:

- The impact of activities on the environment: emissions in the air, water, ground pollution, impact on biodiversity... The key area is greenhouse gas emissions, more specifically CO₂, which contribute to climate change. In order to combat the risks of air pollution, GDF SUEZ has developed production methods which not only comply with current legislation in the different countries where the Group operates but also to fall well below regulatory thresholds (NOx, SOx etc). In order to limit its impact on climate change, GDF SUEZ is developing generating equipment with increasingly low carbon levels with objectives in terms of deadlines and figures.
- Acceptability of facilities: in order to guarantee the long-term success of its activities, GDF SUEZ aims to ensure local acceptability of its production methods, by respecting current legislation, by contributing to local economic and social development, acting in a socially responsible manner and ensuring exchange and dialogue with

its stakeholders. In its role as energy provider, located in different countries with infrastructures possessing a life cycle of 30 to 40 years, GDF SUEZ participates in local long-term development for partnerships with authorities and promoting local employment.

- The reputation: GDF SUEZ practices are guided by a range of values and ethical rules which Group employees are committed to respecting. The managerial process designed and set up by the Group enables any incident which could harm the general reputation of the company to be avoided.

Other risk factors including human resources and health & safety, have been mapped as transversal risks that require special vigilance.

These elements demonstrate how a company like GDF SUEZ analyses the impacts of its activities and manages them through the development of new operational and commercial activities and the improvement of its production and resource management procedures.

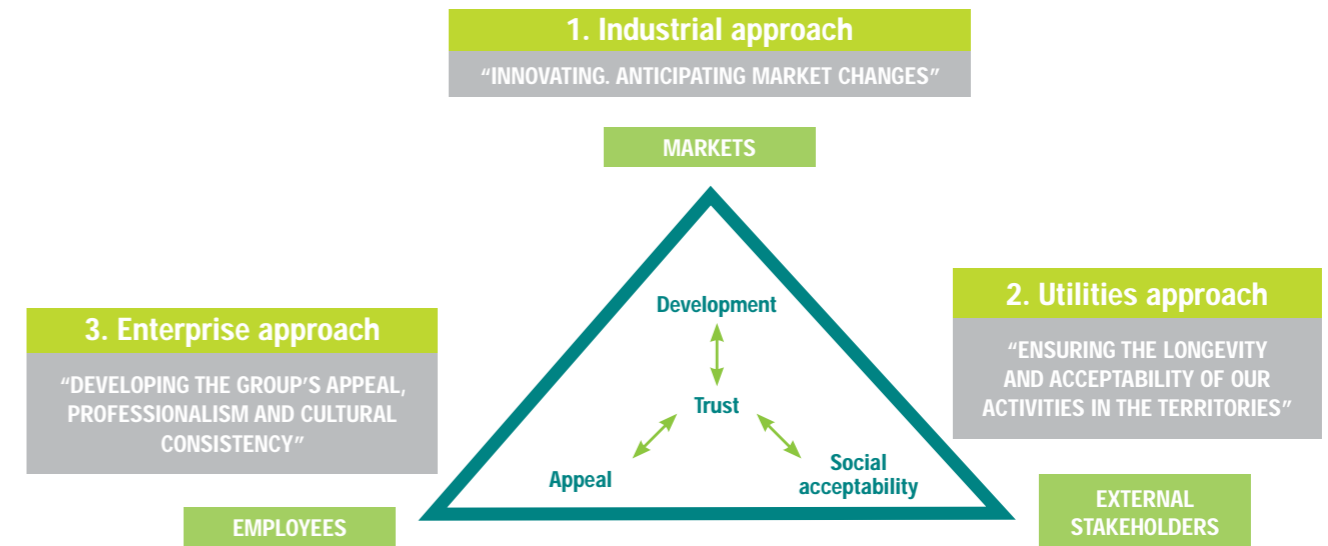


Sustainable Development within GDF SUEZ

POLICY

In September 2009, Gérard Mestrallet and Jean-François Cirelli signed the Group's sustainable development policy that includes an

ambition for responsible growth based on the Group's expertise and businesses (energy, water, waste) so that it would rapidly become a reference in sustainable development. This ambition focuses on three axes:



Orientation No. 1: "Innovating to build on and anticipate the evolution of the energy, water and waste markets"

The energy, water and waste markets respond to major economic, social and environmental challenges, some of which have undergone significant changes. In order to anticipate market evolutions and their impacts on its activities, the GDF SUEZ Group responds to these requirements by innovating to ensure its growth. Its priorities are:

Ensuring quality and guaranteeing continuity of service

One of the specific features of the GDF SUEZ service offer is continuous and uninterrupted supply. Quality (ex.: calorific value and odorization of natural gas, electricity voltage, water quality, etc.) is integral to the specifications for licenses (or in France for public service contracts). Because of this, quality and continuity of service lie at the heart of GDF SUEZ's commitments to its customers, users and local authorities.

Satisfying market expectations and growing

Customers' expectations are increasing and diversifying. To develop its business in a long-lasting way, the Group must strive to achieve high customer satisfaction by developing offers around energy efficiency and CO₂, and must participate in building the city of tomorrow.

Promoting ethical behaviour in business relationships

The corporate aims of GDF SUEZ include compliance with the law and the transparency of stakeholder relations. This includes:

- Respect for national and international regulations, the Group's standards and fair-competition principles (preventing abuse of dominant position, collusion, and unfair practices;



- Responsible procurement (preventing conflicts of interest, care for social, ethical and environmental criteria in the choice of suppliers, analysis of policies on product choices, etc.);
- Customer communication on changes in the prices of commodities (natural gas, electricity and water).

Orientation No. 2: "Guaranteeing continuing success and local acceptability of our activities"

The territorial foundations of the Group's industrial facilities are specific to its business lines (supply of water and energy, sanitation) and essential to its sustainability. To ensure its long-term development, the Group must meet the expectations of its stakeholders. GDF SUEZ conducts this policy at both the local and global levels of the Group for all social and environmental issues.

Guaranteeing awareness and structured dialogue with every stakeholder

To assure its sustainability into the future, the GDF SUEZ Group seeks to build a trust based relationship of trust with its stakeholders by relying on listening and dialogue.

Guaranteeing industrial security and facility safety

Management mechanisms and systems must be deployed throughout the entire Group. This can prevent any assault on the health and safety of users or third parties.

Limiting our exposure to climate change

Fight against climate change is one of the principal challenges facing the 21st century and GDF SUEZ. This includes:

- Curbing greenhouse gas emissions.
- Maintaining a balanced global energy mix, with minimum CO₂ emissions, based on meeting local needs with the most appropriate means of production (nuclear, natural gas, coal-fired plants, renewable energy).
- Increase non-CO₂-emitting capacity (nuclear and renewable energy) and the proportion of these energy sources in the energy mix.

- Improve the energy efficiency of the Group's facilities.

Preserving natural resources and reducing environmental impacts of our activities

Adopting the environmental challenge within Group decision-making processes is designed to limit the risks associated with the environment and promote the success of Group industrial projects. This includes:

- promoting rational use of resources used by business activities;
- conserving biodiversity;
- developing environmental management systems;
- developing external certification based on analyses of risks and challenges.

Fighting corruption

Corruption is the major threat to good governance, sustainable economic development and fair business practices. GDF SUEZ is therefore heavily committed to the fight against corruption.

Behaving as a socially-responsible company

To ensure that its activities have a positive impact on the local economy and allow the most disadvantaged in society access to essential services, the Group forges partnerships of trust with recognized social players (associations, NGOs, etc.) and pursues and develops projects to support disadvantaged customers.

Orientation No. 3: "Developing the attractiveness, efficiency and social cohesiveness of GDF SUEZ"

Developing the Group's human and intellectual capital is a major challenge. GDF SUEZ must be able to depend on its know-how and skills in achieving responsible growth. Moreover, sustainable development values are a powerful lever for the cohesiveness of Group personnel, especially in a post merger context.

Building the Group's culture around sustainable development

The sustainable development strategy is a convergence point for all Group employees.

GDF SUEZ wants to federate its employees around common sustainable development values which lie at the heart of the company's fundamental principles.

Reinforcing the Group's attractiveness and developing its professionalism

Large companies will have to deal with significant challenges in terms of recruitment. The younger generation places critical weight on finding "meaningful work". The opportunity to be part of a socially responsible Group that is committed to the planet's future, with the resources necessary to ensure its position as a world energy leader, is a key distinguishing factor.

The Group's effectiveness is based on employee adaptation to changes in their environment.

- recruit and retain talented employees (including a policy of hiring high-potential employees, recruiting campaigns, partnerships with schools);
- strengthen in-house promotion and training;
- provide every employee with the resources necessary for personal and career development.

Improving "well-being" at work

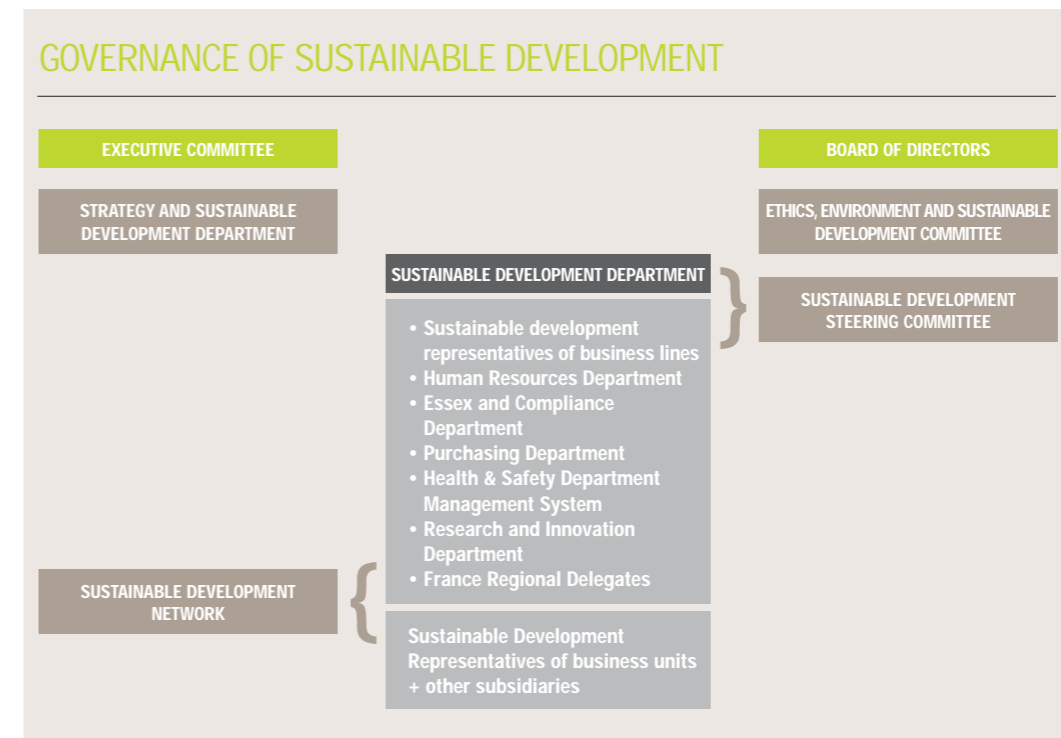
As an international company, GDF SUEZ seeks to be an exemplary employer in terms of working conditions, so that employees can pursue the company's mission and evolve professionally.

Promoting equal opportunity

An international Group must have a diverse workforce. Diversified work teams help better meet customer expectations. To ensure that diversity is effective, the Group reaffirms the principle of equal opportunity in access to employment. It is committed to fighting against any form of discrimination in hiring, access to training and promotion (including professional equality between men and women, integration of the handicapped and individuals of different ethnic origins). In particular, this involves enhancing equal opportunity employment within the company, especially for those who have a lack of training and education.

MANAGEMENT

Implementing a sustainable development governance and management procedure is the ongoing improvement dimension of the process. Integrating sustainable development within GDF SUEZ management means environmental and social criteria can be taken into account by "activity" entities when steering their activities. The system is based on a governance system, the organization of a community, a management system, and reporting tools.





1. Governance

Sustainable development governance is organized around principles and an oversight structure composed of bodies initiated at the highest corporate level. Those bodies are the following:

- the Ethics, Environment and Sustainable Development Committee, of the Board of Directors (see the Corporate Governance section, page 11);
- the Group's Executive Committee, headed by the CEO, decides sustainable development policy issues;
- the Group's Sustainable Development Steering Committee is made up of:
 - the business line sustainable development managers;
 - representatives of the Sustainable Development Department;
 - representatives of headquarters' departments (Human Resources Department, Health & Safety and Management Systems Department, Ethics and Compliance Department, Research and Innovation Department, Purchasing Department and Development France Department).

The Sustainable Development Steering Committee meets every six weeks. Its mission is to oversee the preparation of annual action plans, monitor their implementation, capitalize on experience and feedback from the various business lines as well as discuss major sustainable development strategies (the fight against climate change, societal responsibility, etc.).

- the Sustainable Development Network constituted by employees involved in carrying out the Group's

sustainable development policy. The Network meets quarterly for the purpose of communicating widely on how the policy is being carried out in the business lines and subsidiaries as well as internal and external news about sustainable development.

2. Organisation

The Sustainable Development Department is part of the Group's Strategy and Sustainable Development Department, with a mission to comprehensively integrate sustainable development into the GDF SUEZ Group.

The Sustainable Development Department's missions are as follows:

- proposing Group policies and strategies on sustainable development, promoting their implementation with operational units and functional divisions, and organizing their reporting and external implementation;
- monitoring the sustainable development objectives within the framework of Group's management principles;
- steering necessary "Group" projects to prepare strategies or promote their implementation;
- leading the network of sustainable development correspondents of Group's operational entities and corporate functions;
- managing the Group's external relationships with non-financial rating agencies and international bodies on these matters; with this regard, ensure monitoring and the Group's presence in order to promote its interests;

- promoting the Group's sustainable development image in collaboration with the involved departments;
- taking action to integrate sustainable development values within the Group and create cohesion around them⁽¹⁾;
- leading the major sustainable development partnerships with NGOs;
- providing oversight for Research and Development projects on sustainable development.

The Sustainable Development Department is made up of three units:

- Leadership and Performance, in charge of strategic planning and sustainable development integrating into corporate processes (the Group's mid-term sustainable development business plan, action plans for business lines, management process for Group stakeholders, involvement in developing the sustainable development in marketing, etc.), relationships with non-financial rating agencies and investors (linked with the Communications and Financial Communications Department), leading networks and communication.
- Environment and Climate, in charge of preparing the Group's positioning and strategy in this field, monitoring international negotiations and regulatory changes, managing for project research, and supporting the action plans of the business lines fighting against climate change, biodiversity, pollution, implementing the REACH Regulations, white certificates and environmental reporting).
- Social Responsibility, in charge of social engineering for the Group by supporting its businesses, monitoring actions to help vulnerable customers and, in particular, programs aimed at reducing power and water precariousness, leading solidarity projects to provide access to water, power, and sanitation for emerging countries, developing and managing partnerships with associations and NGOs in sustainable development.

In each business line, a Sustainable Development Manager supported by a dedicated team is in charge of:

- developing the sustainable development policy within the business line;
- carrying out the business line's sustainable development action plans;
- integrating the sustainable development into the business lines' strategic planning process (strategic plan, mid-term business plan);
- raising awareness, mobilizing and educating all our employees about sustainable development;
- capitalizing on the business line's experience.

Each subsidiary in the Group has a sustainable development coordinator who oversees that the subsidiary's action plan is being implemented. He is supported by the business line's sustainable development manager and his team.

The sustainable development corporate sector is itself based on an international network consisting of:

- representatives of the Sustainable Development Department;
- sustainable development managers and teams in each business line;
- corporate sectors (purchasing, human resources, health & safety, communication, international business, research & development, etc.);
- the sustainable development representatives of the business units (BU) and business line subsidiaries;
- the coordinators of the French regional delegations.

3. Management system

The sustainable development management system is integrated within the Group's organization. Its objective is to carry the sustainable development approach within GDF SUEZ in order to contribute to the creation of global value for the Group. It is based around the Group's strategic planning processes and the operational processes of business lines combined with those of functional departments.

Medium-term business plan

The group's medium-term business plan, which comprises strategic and financial activity over a period of several years includes sustainable development.

The objective is to integrate new "sustainable" business opportunities within Group strategy, including constraints associated with non-financial risks, and to convert them into financial value.

This leads to sustainable development being an integral part of strategy and incorporated in the company's balance sheet forecast and income statement.

⁽¹⁾ This mission did not initially figure in the GDF SUEZ Group's organization principles.

SUSTAINABLE DEVELOPMENT TARGETS OF THE GROUP
10 Group sustainable development objectives, quantified and dated, were established at the end of 2010 and validated by the Executive Committee at the start of 2011. These are part of the three sustainable development policy orientations.
Renewable energy Target: Increase the installed capacity in renewable energy by 50% between 2009 and 2015.
Biodiversity Target: Implement a biodiversity action plan in each sensitive site in the European Union by 2015.
Health & Safety Target: Achieve a frequency rate (FR) of less than 6 in 2015.
Gender equality 4 Targets by 2015: - 1 in 3 executive director appointments will be a woman, - 25% female managerial staff members, - 30% female recruitment, - 35% female High Potentials.
Training Target: Maintain the level of two thirds of employees benefiting from at least one training course per year.
Employee shareholders Target: Reach and maintain the level of 3% in corporate capital held by employee shareholders by 2015.
Investment SD criteria Target: Integrate the "investment SD criteria" in 90% of business development projects presented to the Commitments Committee by the end of 2012.
The total of 10 sustainable development targets means GDF SUEZ is one of the world's most efficient groups in terms of requirements in social responsibility management.

Investment

The sustainable development criteria for investment are incorporated in the project analysis procedure. Since 2010, a ten-point evaluation of sustainable development criteria (including ethics, CO₂ emissions, social impact, human resources, environmental ecosystem management, cooperation with stakeholders, health & safety, etc.) now features in the Commitments Committee's review of any new investment proposal. This additional analysis highlights the sustainable development risks and opportunities created for the Group by any new investment.

Annual business line action plans

In the business lines, the application of the policy includes the realisation and application of specific sustainable development action plans. These vary depending on business line activities and features. The impact of certain policy themes will determine the extent to which these will be developed in each business line. Application of the policy is subject to regular exchange between the Sustainable Development Division and business line managers. An annual evaluation is carried out for each business line and a global analysis for the Group as a whole is presented to the Executive Committee and the Ethics, Environment and Sustainable Development committee of the Board of Directors, which issue recommendations in terms of strategy and management of the Group's sustainable development approach.

Scorecard

Pursuing targets at a Group level is measured using monitoring indicators, the most important of which are combined in the Group's scorecard. This allows progress to be monitored from one year to the next.

The sustainable development scorecard:

- represents the Group's sustainable development ambition and policy;
- provides balanced coverage of:
 - the axes of sustainable development policy;
 - areas of sustainable development: quality, health, safety, environment, societal responsibility, human and social responsibility, etc.
- includes quantified data, validated by management and annotated by the operational entities concerned issuing them.

Assessing performances in sustainable development

The sustainable development dimension is assessed at all performance reviews at a pace adapted to each business line. These reviews are conducted at least once a year based on achieving sustainable action plans. Internal control and audit procedures ensure that various implementation aspects are incorporated into their program and tools, in coordination with the Strategy and Sustainable Development Department.

Action plan 2010

For 2010, examples of actions to be addressed are presented in the following table:

INNOVATING TO BUILD ON MARKETS AND ANTICIPATE THEIR EVOLUTION
<p>Satisfying market expectations and growing</p> <ul style="list-style-type: none"> • Increasing the number of product offerings to enable customers to improve their environmental and social performance • Developing the sustainable marketing project • Participating in research on sustainable development and social responsibility
<p>Ensuring quality and guaranteeing continuity of service</p> <ul style="list-style-type: none"> • Sharing best practice • Achieving benchmarks • Developing the network and increasing access standards to the natural gas network
<p>Promoting ethical behaviour in business relationships</p> <ul style="list-style-type: none"> • Implementing the Group's 2009-2010 ethics action plan • Continuing to disseminate the business ethics course • Continuing deploying the sustainable purchasing plan
GUARANTEERING THE SUSTAINABILITY AND LOCAL ACCEPTABILITY OF OUR ACTIVITIES
<p>Creating awareness and structured dialogue with every stakeholder</p> <ul style="list-style-type: none"> • Measuring the sustainable development expectations of populations • Continuing to establish a map of stakeholders in every Group entity and stakeholder sessions • Establishing a Group-level stakeholder management system • Supporting innovation and territorial cohesion • Organizing dialogues with NGOs • Following up and develop partnerships • Identifying and measuring energy and water insecurity • Participating in the establishment of a policy for low-income customers • Ensuring relationships with non-financial rating agencies
<p>Guaranteeing industrial security and facility safety</p> <ul style="list-style-type: none"> • Implementing the Health and Safety agreement signed in February 2010
<p>Limiting our exposure to climate change</p> <ul style="list-style-type: none"> • Strengthening applied research into CO₂ capture projects • Finalizing the carbon strategy • Developing energy conservation actions
<p>Preserving natural resources and reducing environmental impacts of our activities</p> <ul style="list-style-type: none"> • Respecting the commitments made at the Environment Round Table (<i>Grenelle de l'Environnement</i>) • Broadening the scope of environmental management systems • Improving performance in terms of water network yields, and the use of water and energy in industrial processes • Distributing guidelines and action plan for biodiversity preservation in our activities • Implementing sustainable development criteria in the Group's investment choices
<p>Fighting corruption</p> <ul style="list-style-type: none"> • Disseminating and applying the new GDF SUEZ Ethics Charter • Complying with the Ethics and Compliance procedures
<p>Behaving as a socially-responsible company</p> <ul style="list-style-type: none"> • Participating in the local economy and improving local employment and the use of local suppliers • Undertaking solidarity actions with the recognized players (in civil society) to promote access to essential services for the most disadvantaged
DEVELOPING THE ATTRACTIVENESS, EFFICIENCY AND SOCIAL COHESIVENESS OF GDF SUEZ
<p>Building the Group's culture around sustainable development</p> <ul style="list-style-type: none"> • Stress the vital nature of sustainable development to attract the best talent • Continuing to establish sustainable development action plans at the same pace as the medium-term strategic plan • Supporting the activity of internal employee NGOs • Incorporating sustainable development in manager evaluation
<p>Developing professionalism</p> <ul style="list-style-type: none"> • Developing relevant training
<p>Improving "well-being" at work</p> <ul style="list-style-type: none"> • Guaranteeing social dialogue • Encouraging mobility within the Group
<p>Promoting equal opportunity</p> <ul style="list-style-type: none"> • Guaranteeing access to jobs without discrimination • Promoting gender equality

NON-FINANCIAL RATINGS

GDF SUEZ commitments in terms of sustainable development make the organisation an internationally recognised player. This recognition is reflected by its presence in non-financial ratings.

In 2010 the GDF SUEZ Group maintained its integration in the ASPI Eurozone® index (Advanced Sustainable Performance Indices). This is the European reference index for companies and investors committed to sustainable development and social responsibility.

In January 2010 GDF SUEZ received an "A" rating from Innovest, the world leader in social and environmental analysis and rating.

On 17 September 2010 SUEZ Environment joined Advanced Sustainable Performance Indices Eurozone® and Ethibel Sustainability Indices Excellence Europe®, reference indices for socially responsible investors. SUEZ Environment maintains its integration within the Dow Jones Sustainability Indexes (Dow Jones Sustainability World Index and Dow Jones Sustainability Europe Index), following their updates in September 2010.

In Brazil, Tractebel Energia received confirmation for the sixth year running of its position in the ISE index on the Sao Paulo stock exchange, which includes the country's most efficient listed companies in terms of sustainable development. In addition, the 2009 Tractebel Energia Sustainable Development Report received an A+ rating, according to GRI criteria. In particular, the report was rewarded for the approach proposed in terms of risk management and rated 4th in terms of best annual reports by listed Brazilian companies.

AWARDS RECEIVED BY THE GROUP

- "Prix spécial du jury des Trophées du Management de l'Innovation", rewarding group innovation at all levels of the organisation;
- "Prix Gigaton", awarded at the Cancun Conference, in recognition of low levels of CO₂/kWh emissions generated by GDF SUEZ in Europe; the quality of information distributed through the Carbone Disclosure Project, the quality of action plans put in place to fight climate change;
- "Grand Prix de l'Actionnariat Salarié" which rewards best practices in terms of employee shareholders in companies listed on the Paris stock exchange;
- "Grand Prix de l'Action Entreprise et Diversités" which rewards the involvement of GDF SUEZ in the area of diversity and that of all employees implicated in equal opportunities;
- "Trophée du capital humain" in the "Staff Commitment" category for the Forum of Values.

BUILDING THE GROUP'S CULTURE AROUND SUSTAINABLE DEVELOPMENT

Sustainable development is progressively becoming an integral part of the Group's culture, both through its integration in the management process and also through employee training and awareness campaigns.

The Department of Sustainable Development and its network throughout all the business lines, provides training and awareness campaigns in "sustainable development". A training program dispensed in cooperation with GDF SUEZ University treats sustainable development as a business development lever, and is designed for managers in



the Group. Its aim is to integrate the new economic, environmental and social challenges by focusing on:

- understanding the levers that create value by incorporating sustainable development problems in the energy, services and environment markets;
- more clearly understanding the Group's sustainable development policy through an evaluation of best and worst practices in sustainable development.

Awareness sessions for the Group's target audiences are also organized to meet specific needs in terms of sustainable development. Sessions have been organized in 2010 for regional delegates in France, for the marketers in the Global Gas & LNG business line, etc.

In the business lines, awareness campaigns have also been set up as example in GrDF, in the Infrastructures business line, which has created an interactive

module for raising awareness on sustainable development: "Building the future together". This module presents the general challenges facing Sustainable Development, the implications for a company and repositions the whole issue in terms of GrDF strategy, indicating the advantages for the distributor to come on board. The objective for each awareness raising session is to bring together employees from different activities and promote exchange and experience sharing. Awareness centres have been set up in each region (nearly 150 in total) to ensure distribution to all employees. This distribution will take place from September 2010 to September 2011. In 2010 nearly 140 sessions were held, raising awareness among 1,600 employees.





ORIENTATION 1: Innovating to build on and anticipate the evolution of the energy, water and waste markets



27
SATISFYING MARKET EXPECTATIONS AND GROWING

34
ENSURING QUALITY AND GUARANTEEING SERVICE CONTINUITY

35
PROMOTING ETHICAL BEHAVIOUR IN COMMERCIAL RELATIONSHIPS

Satisfying market expectations and growing

Challenges	Responses
Developing innovative and efficient technologies	<ul style="list-style-type: none"> • CO₂ capture and storage • Development of renewable energy • Development of biomethane activity
Offering products and services that incorporate customers sustainable development expectations	<ul style="list-style-type: none"> • 100% renewable energy supply • Sustainable solutions for companies • Energy and environment performance alliance
Building the city of tomorrow	<ul style="list-style-type: none"> • Investing in innovative technologies • Developing intelligent networks • Joint construction with local populations

The economic, social and environmental issues associated with energy, water and waste markets constitute challenges which must be met by GDF SUEZ in order to respond to the growing requirements of its customers and to future world energy needs.

By placing research and innovation at the heart of its strategy, GDF SUEZ is pursuing its ambition of offering efficient and innovative solutions to households, local authorities and companies.

RESEARCH AND INNOVATION

Over 1,100 researchers and experts, driven by a passion for the innovation and development of new technologies, contribute to the operational excellence in all Group businesses. In the area of Sustainable Development, Group Research and Innovation has set three priority objectives:

- the development of solutions which meet the challenges of energy and environmental efficiency for GDF SUEZ residential, corporate and local authority customers,
- the identification and development of high-potential electricity production technologies and those with the lowest levels of greenhouse gas emissions;
- the improvement of industrial safety, security of facilities and quality of service in Group businesses.

Five corporate programs, under the steering of the Research and Innovation Department, have been structured and implemented to prepare the technologies of the future: renewable energy, CO₂ capture and storage, offshore LNG and gas value chains of the future, smart energy and environment and the cities and buildings of the future.

1. CO₂ capture and storage

CO₂ capture and storage is one of the responses to climate change. Based on the scenarios drawn up by the International Energy Agency, the development of renewable energy alone will not happen fast enough to reach the objective of a 50% reduction in greenhouse gases by 2050. Acceleration in emissions reductions by

implementing the capture, transport and storage of CO₂ in electricity generation and in industry is required. The challenges facing R&D include supporting the Group's strategic position in this area and the acquisition of the expertise required for mastering key success factors in this technology and its constantly evolving market. Research and Innovation at GDF SUEZ is focused on post-combustion capture, cryogenic capture (while maintaining an open interest in other technologies), transport and storage. These areas are particularly illustrated by the ROAD and France Nord projects, presented below.

ROAD project (Rotterdam Capture Storage and Demonstration Project), major demonstrator of CO₂ capture and storage in Rotterdam

GDF SUEZ and E.ON are joint developers of the ROAD major industrial demonstrator project in the Netherlands, one of the most ambitious international projects in terms of CO₂ capture, transport and storage and co-financed by the European Union and the Dutch government. The ROAD project includes the implementation of a CO₂ capture demonstrator for a size equivalent to 250 MWe (the equivalent of 1.1Mt CO₂/year), captured CO₂ transport over 25 km (on and offshore) and storage in a depleted offshore field. The objective is to have this complete chain operational by 2015.

Fighting climate change with the "France Nord" CO₂ transport and storage project

In collaboration with several industrial groups and French and European research bodies, GDF SUEZ launched the "France Nord" CO₂ transport and storage project to help limit greenhouse gas emissions. This project will enable the possibility of setting up a pilot CO₂ transport and storage infrastructure in the sediment basin located in the Centre-North of France to be studied. Detailed technical research is being carried out in order to select an appropriate geological location for storing CO₂ in deep saline

aquifers*. They will also focus on defining the most appropriate CO₂ transport infrastructures to connect industrial locations with the storage site. With a budget of €54 million, the France Nord project is 40% financed through the ADEME, via the research demonstrator fund and 60% by the project's partners: six industrial groups (Air Liquide, EDF, GDF SUEZ, Lafarge, Total and Vallourec), three French research bodies (BRGM, IFP and INERIS) and two German research bodies (EIFER in Karlsruhe and GeoForschungsZentrum in Potsdam).

* A saline aquifer is a geological formation comprising porous sedimentary rocks containing salt water (and therefore unfit for consumption).

2. Renewable energy

GDF SUEZ is also preparing for the future by investing in innovative projects on the development and use of renewable energy.

Realisation of a pilot test installation of thin film photovoltaic panels

Laborelec is currently running a series of tests on photovoltaic technologies at its head office in Belgium. The objective is to test the long term performances of different solar panels, mainly thin film, in real conditions and therefore increase the expertise acquired by the company in this area. These tests also enable Laborelec to support the activities developed by GDF SUEZ in photovoltaic energy. For example, this enables the selected photovoltaic modules to be tested before installation and therefore to limit risk factors.

GAYA project launch: industrialization of an innovative biomethane production network

The GAYA project was effectively launched in 2010 and coordinated by CRIGEN. This project is focused on developing an industrial business line in biomethane production through the gasification of biomass, a type of renewable energy with one of the highest potentials for development, with the signature of partner agreements, validation of assistance from the European Commission (ADEME) and the French Agency for the Environment and Energy Management, and the launch of R&D work with partners. It is based on the seven-year construction and operation of a pre-industrial demonstrator platform throughout the business line.

Micro-seaweed project

In 2010 the Research and Innovation Department launched a project on micro-seaweed. The objective is to evaluate the potential of micro-seaweed for core GDF SUEZ activities (energy and environment). A joint project highlights the complementary skills and diversity of the Research and Innovation. CIRSEE, CRIGEN and Laborelec will join forces to explore this innovative area and its connection with our activities in the energy and environment sectors.

3. The city and construction of the future

Sustainable urban development is a major challenge facing the Group. Its complementary expertise in energy supply and energy and environmental services, including water and waste management enable it to position itself as a key player on the market.

With the support of internal and external experts, GDF SUEZ launched a prospective study aimed at identifying the different development possibilities for housing by 2025. This includes the technologies and services which could be offered to the occupants of this housing of the future. This study, designed to provide areas for consideration to different entities within the Group highlighted six prospective scenarios, both contrasting and plausible, in terms of potential development within the residential market by 2025. Several types of identified housing concern the renovation of existing accommodation, a major challenge for the decades to come. By virtue of these prospective analyses, the different entities of the Group now have elements enabling them to prepare, test and adapt their proposals in terms of technical solutions and energy services to the housing and occupants of the future.

SUEZ Environment has therefore set up a strategic partnership with the Spanish company ROS ROCA, for the development of pneumatic household waste collection in France and abroad. This system enables waste to be collected without the need for trucks to enter the city and can be operated all year round. Particularly suited to the development of new urban areas and the renovation of historical centres, pneumatic collection is radically different to traditional collection systems because waste is no longer put out onto the street, trucks are not required and all associated environmental pollution is eliminated.

4. Smart Energy & Environment

The Smart Energy & Environment has been identified as a highly sensitive R&D area as it has an impact on all Group activities. In this context, an observatory bringing together worldwide initiatives in this area has been set up and several demonstration projects are under way.

The GreenLys demonstration project

After more than a year's preparation, GreenLys has received the green light from Authorities following approval from the General Commission for Investment. In the context of the "Call for Manifestations of Interest" (AMI) in intelligent electrical networks and systems (Smart Grids – Smart Metering) launched by ADEME, GDF SUEZ was a leading stakeholder in the consortium for the GreenLys demonstrator project. This consortium of partners from the industrial and research sectors,



including ERDF, GEG, Grenoble-INP, Schneider, Alstom, Atos... also includes local authorities from Grenoble and Lyon.

This demonstrator project is focused on three principal objectives:

- to identify the creation of economic and environmental value through advanced management of demand and distributed production, by integrating the complementary nature of energy types;
- to place the customer at the heart of the Smart Grid concept for greater mobilisation of opportunities for flexible energy demand and local production (1,000 Private customers and 40 Tertiary);
- to build an economic, industrial and commercial division of the temporal deployment of functions associated with Smart Grids: the emergence of economic indicators, technologies, relevant customer segments, associated business models, developments in the regulatory field...

Linear (Local Intelligent Networks and Energy Active Regions), a major phase in research on the construction and implementation of Smart Grids

Linear is the most visible demonstration project on networks and intelligent meters in Belgium and enjoys considerable support from the Flemish government. It allows for the preparation of a possible large scale deployment of intelligent meters in Belgian, a key element in the deployment of Smart Grids concept and solutions for residential customers. The project is a means of acquiring reliable expertise and experience in intelligent network technologies and associated performances.

Laborelec is contributing by developing data collection and supervision methods for field tests, by providing its expertise in the development of a microchip boiler and heat pumps, by testing the concepts developed in its laboratory and by evaluating the impact of these intelligent applications on the quality of the low-voltage electrical network.

Energy storage

Energy storage is one of the answers to the new problems facing electrical systems which are increasingly restricted by new uses and the rapid development of renewable energy. Indeed, in the

majority of cases, these are sporadic, not always foreseeable and rarely programmable. Storing electricity enables energy to be injected or withdrawn on demand, to be moved from one period to another as well as securing, guaranteeing and optimising quality of supply. In this context, the Group is committed to several research projects including SEARCH. Supported by the French National Agency for Research (ANR), CRIGEN associates the French Atomic Energy Commission (CEA), Saint-Gobain and Laboratoire Armines, the French National School of Mining Engineering, Paris, in research on ceramic-based thermal storage for an adiabatic CAES (Compressed Air Energy Storage) and research on mined cavities for storing compressed air.

Smart metering

Via their common Ondeo Systems subsidiary, SUEZ Environment and Lyonnaise des Eaux, have been selected by IBM to equip the 250,000 water meters on Malta with remote reading technology, faced with serious shortages of natural water resources. The SUEZ Environment remote meter reading technology will enable accurate daily monitoring of local consumption. In particular, the system enables real-time monitoring of water consumption and rapid identification of abnormal consumption. This way, the installation of the remote reading system enables Malta to continue modernising its water service and conserve its natural resources. This technology is already in place in a few French cities and is becoming increasingly widespread. Lyonnaise des Eaux has equipped for example the Left Bank of Paris with remote meter readers, in particular.

OFFERS AND SERVICES

In order to meet today's major economic and environmental challenges, the Group offers efficient and innovative solutions to residential customers, local authorities and companies. It creates services and integrated sustainable development offers to limit greenhouse gas emissions from its facilities and its customers' facilities and makes available its expertise in energy efficiency.



1. Serving residential customers

GDF SUEZ accompanies its residential customers by offering responsible and customised comfort, with a range of technical solutions and services adapted to individual needs.

DolceVita loans

In order to help residential customers finance their eco-efficiency home improvements, GDF SUEZ and Solfea Bank have fully reviewed their range of DolceVita loans:

- the DolceVita Natural Gas loan can finance the installation and renovation of a natural gas heating system (condensation or low-temperature boiler, individual immersion heater linked to the natural gas boiler).
- the DolceVita renewable energy loan can finance a heating system using clean energy (e.g.: wood boiler or independent wood-based heater, electrical heat pump, individual solar-powered immersion heater, etc.).
- the DolceVita insulation loan can be used for all heat insulation projects.
- the DolceVita windows loan is available for all customers looking to replace their old windows.
- the DolceVita "I use natural gas in my low-energy building (BBC)" loan finances a BBC natural gas solution in new build properties.

These loans are available to all private individuals, whether they are already a customer of GDF SUEZ or not, to SCI (Civil Property Company) and buy-to-let owners.

The DolceVita ZenBox

With this new energy consumption control and home safety service, GDF SUEZ is also the first Group to offer genuine "multi-fluid" (electricity and gas) eco-efficient solutions throughout part of France, by offering the customer practical methods of saving energy.

This service allows consumers to monitor their multi-fluid consumption, via different modules installed at the customers home which communicate with a "black box". This way, customers can monitor their energy consumption remotely from an Internet portal or mobile phone and be informed if consumption is too high. Consumers can therefore manage their own consumption on a daily basis. Over 600 DolceVita ZenBox subscriptions were taken out in 2010.

The Account Area

In Italy, Italcogim Energia launched the Account Area in February 2010, an IT tool which enables residential and corporate customers to easily

manage their gas and electricity consumption. Users can easily access all information on their consumption and their bill.

The IZgaz website

Finally, in Turkey, IZGAZ launched its new website in 2010 - www.izgaz-gdfsuez.com which includes several very innovative applications. In particular, it allows more information to be provided to the customer and provides the option to sign up to services and to pay online.

2. Serving companies

The Group has developed B2B solutions based on a sustainable development approach, which prioritise synergies between activities in order to offer customers global solutions.

Cofelyvision, a hypervision tool for the facilities

The Cofely France operations teams have designed a "Smart metering" steering tool: Cofelyvision is the leading hypervision solution designed for industrial use. This bidirectional tool enables both remote data collection (remote meter reading, remote monitoring, pre-diagnosis) and real-time on-site intervention (settings, configuration, defining). For the customer, it also offers fully transparent access to the performance of its facilities. The 4,000 French facilities which will be connected to Cofelyvision by the end of 2010 and the prospect of an international deployment enable Cofely to make commitments in terms of energy efficiency. Continuous monitoring of consumption generates energy savings of up to 5%.

Energy Eco-Efficiency Expertise (E4)

With "E4", GDF SUEZ Energy France is developing four solution families for energy management (MDE) and renewable energy, under the brand of Gaz de France Provalys. Covering a full range from upstream consulting to the realisation and delivery of energy solutions, E4 includes the gauging and steering of the performance of multi-location energy flows, full development of energy assets, supervision and realisation of solutions as well as facility and network security. The Gaz de France Provalys mean that GDF SUEZ is recognised as a partner of reference for companies and local authorities looking to transform environmental constraints into performance levers.

AlpEnergie 100: reducing greenhouse gas emissions

AlpEnergie 100 from Gaz de France Provalys offers

electricity from 100% renewable sources (TUV-SÜD certified). It is marketed with a premium, two-thirds of which goes to the "Nature Option Energie" investment Fund. This Fund has two objectives:

- to promote new power production plants that use renewable sources;
- to finance research, development and the construction of this type of facilities.

Customers are provided with supporting communication material to use with their own customers to encourage commitment to developing renewable energy facilities.

Energy audit for facilities

In the United States, GDF SUEZ Energy Resources has developed a service which provides a detailed snapshot of facility energy consumption, including recommendations as to the type of solutions to be implemented to make considerable savings. In particular, the audits carried out are focused on industrial production facilities, lighting, IT facilities, heating, processes, cogeneration facilities, the use of renewable energy...

Support for Energy Efficiency (SEE)

Going under the GDF SUEZ Global Energy brand, GDF SUEZ offers large European customer accounts a range of expert technical services in 10 countries (France Belgium, the Netherlands, Luxembourg, Germany, Italy, Spain, Austria, Czech Republic and the United Kingdom). Centred on energy savings, innovative technologies and facility security, these services exploit the full range of the Group's resources in expertise (DRI CRIGEN, Laborelec...) and handle all issues facing industrial groups in terms of energy and the environment (process, utilities, comfort). This way, in 2010 over 100 services were delivered. The generated average potential energy savings of 20% and associated CO₂ reductions.

3. Serving local authorities

The Group offers global expertise in energy and environmental efficiency for local authorities, highlighted by emblematic achievements and offers from its business lines and subsidiaries.

Eco-hospital for Carcassonne

Axima Seitha and Ineo are part of the collective which will design and construct the future eco-hospital in Carcassonne. The project involves 53,000 m² of environmental design and low-energy buildings. The Group's subsidiaries approach is focused on exploiting sunlight and optimal use of natural light. Heat efficiency will be provided through external wall insulation. Some roofs will be covered in vegetation. All constructions will be BBC-certified (low-energy building) and will benefit from efficient energy management through energy recovery by ventilation and heating systems and the installation of photovoltaic panels. The eco-hospital in Carcassonne will open to the public in 2014.

Solar powered energy for Bari schools

Cofely was selected for the realization and maintenance of 80 photovoltaic panels installed on school buildings in 28 districts in the province of Bari in Southern Italy. These facilities will have a total capacity of 2.3 MW and will enable considerable reductions in the region's CO₂ emissions to be made every year. In Italy, Cofely also manages the supply of green electricity to nurseries in Rome, the University of Catane and residents of the city of Lecce.

Energy performance for Alsace high schools

In association with *Caisse des Dépôts* (French state-owned bank) and the Fidepp (French Investment and Development Fund for Public-Private Partnerships) within a Public-Private Partnership context, Cofely manages the energy performance of 14 high schools in the Alsace region. The project includes reducing the schools' energy consumption and greenhouse gases. With a duration of 20 years, the contract is aimed at generating a 35% reduction in the energy consumption of all the buildings covering a total surface area of 300,000 m² and a 65% reduction in their greenhouse gas emissions. It includes the creation of six biomass boiler rooms, the optimisation of heating and ventilation facilities, the installation of 5000 m² of photovoltaic panels, building insulation and the replacement of woodwork.

Green-e certification

GDF SUEZ Energy Resources North America supplies, over a period of 2 years, the Academy of Natural Sciences in Philadelphia with 100% Green-e-certified renewable energy (the American leader in green energy certification for the tertiary sector).

Urban heating networks

The Energy Services business line is contributing to the development of green urban networks with the commissioning of the Biella heat network in Italy and the integration of biomass for networks in Liptovsky Mikules, Slovakia, Soissons, Aubenas, Maromme and Stains in France.

A greenhouse gas emissions evaluation tool for waste management

SITA has developed a greenhouse gas emissions evaluation tool in association with a waste management service. This tool enables sales teams to calculate emissions generated and prevented by the services they propose in the context of calls for tenders or an existing customer relationship. The tool covers the whole range of services from collection to treatment and recycling, including transfer, sorting and pre-treatment. The calculations take into account the features of the flows to be managed and the facilities involved. Results are presented per flow and per step. Several scenarios can then be presented to customers with priority on the one generating the least amount of emissions.

CUSTOMER SATISFACTION

Customer satisfaction is a priority at GDF SUEZ. It is for this reason that Group divisions carry out very regular surveys in order to identify the strengths and areas for improvement of the services and solutions they propose to residential, corporate and local authority customers. Below are some examples.

The GDF SUEZ Global Energy satisfaction survey

In 2010 a survey was sent to the Group's major customers and prospects throughout Europe in order to gauge their satisfaction and understand their expectations. 165 large account decision-makers from 9 countries answered the survey, (51 National accounts and 73 European accounts). Results show that 87% of customers are satisfied, over half of which (56%) are extremely satisfied or very satisfied with GDF SUEZ Global Energy. 92% of customers were in contact with their Key Account Manager over the previous six months. Sharing common values also contributes to satisfaction. In terms of loyalty, 41% of customers would recommend GDF SUEZ Global Energy, against 28% of prospects to their own supplier.

Customer satisfaction in the Energy France business line

Surveys were carried out in 2010 to measure satisfaction in different customer segments: residential, business, corporate, local authorities.

An annual satisfaction survey was carried out using a representative sample of all Company and Local authority customers (800 interviews). It focused on the image, loyalty, level of general and specific satisfaction (contracts, tenders, invoicing, technical contacts, information, disputes...). The average score in the level of overall satisfaction for 2010 is 7.2/10. For residential and business customers, management through "customer experience" was reinforced in 2010 (monthly grading of satisfaction per contact channel, special system for sharing results with employees, improved integration of information in continuous improvement loop). The results achieved are up on 2009 with an average score of 6.7/10 for phone contact and 7.2/10 for the Internet channel in 2010. These surveys provide feedback on customer issues and are an opportunity to identify areas for improving customer relationships. In terms of quality management, all activities linked to the commercialization of gas, electricity and services offered to residential and business customers were ISO 9001 certified in 2010.

The annual surveys and technical training visits from Storengy

Every year the sales teams from Storengy carry out a satisfaction survey in order to collect opinions and suggestions from customers and prospects. This survey provides the desired improvements to the company's storage service offer. An annual report is also drawn up with each customer in the context of a bilateral meeting.

On the subject of product quality and reliability, Storengy has renewed its ISO 9001 certification for the "Odourisation of gas emitted on the network" process on three audited sites (Etrez, Beynes, Germigny).

The customer satisfaction survey from Elengy

In the context of ISO 9001 certification which applies to customer quality requirements and applicable legislation, Elengy carried out a satisfaction survey with its customers and prospects in July 2010. 93% of responses were either "satisfactory" or "highly satisfactory". Elengy conserved its ISO 9001 certification for its re-gasification activities in LNG terminals and odourisation terminals for gas emitted on the network.

Customer satisfaction surveys after each project for Fabricom

With the aim of continuously improving the quality of services provided to its customers, Fabricom, a subsidiary of the Energy Services business line, has systematically been carrying out customer satisfaction surveys after the closure of each project site for several years. This way, the Fabricom teams are evaluated on criteria including compliance with safety and environmental standards, expertise, respect for deadlines, communication, quality of service or overall project management.

BUILDING THE SUSTAINABLE CITY

The values of a sustainable city relate to its capacity to adapt and transform – over time – to achieve high operating standards and a high quality of life, energy-saving buildings, availability of its networks, safety and shared public spaces. The GDF SUEZ Group is committed to implementing these values by communicating its thinking during the preparation stages of major urban projects. The foundations of a sustainable city must be planned early, even before designing any technical facilities, to ensure that technical factors and benefits are fully integrated into a sustainable vision.

To develop a sustainable city market, the GDF SUEZ Group has created the Sustainable Urban Development Department within the Strategy and Sustainable Development Department. Any approach to sustainable urban development must follow the following principles:

- **Building cities with its inhabitants**

Listen carefully and respectfully to the needs of the various stakeholders when elaborating a project.

- **Paying special attention to human contact and social ties**

It is people who provide services, and GDF SUEZ attaches special importance to inter-personal relationships when rendering a service. GDF SUEZ always strives for a local balance between human and appropriate technological intervention.

- **Highlighting performance in order to progress**

Measuring environmental performance allows everyone to share and progress together.

- **Developing synergies**

For each sustainable urban development, GDF SUEZ draws up a bespoke offer synergising its technologies and organisations while adapting them to the local context.

- **Being exemplary**

The GDF SUEZ Group is raising awareness among all its employees about eco-citizenship, and what it means in practice. The guidelines and programs that GDF SUEZ is implementing for its customers all over the world link the technical issues to contextual ones.

In Nanterre, Cofely and Lyonnaise des Eaux are using waste water to heat an eco-district

Cofely and Lyonnaise des Eaux now recover the heat from waste water to provide heating for the eco-district of the Sainte-Geneviève Centre urban development zone in Nanterre. This is the first procedure supplying an urban network in France. It provides 56% of heat from local and renewable energy and reduces CO₂ emissions by 13,500 tons throughout the contract's 25 years duration. It also allows subscribers to benefit from a reduced level of VAT of 5.5%.

To accompany it in its mission, Cofely has joined forces with Eau et Force (Lyonnaise des Eaux), whose Degrés Bleus can recover the heat from waste water through a heat exchanger installed in a collector. It is then recovered on the purification network of the local authority of Hauts de Seine through the use of heat pumps – total capacity of 800 kW. The additional heat required is generated by a geothermal system utilising a shallow ground layer. Cofely has also built and now operates supply substations and gas production facilities, designed for back-up and

emergency. Work on the facilities began in 2010. They are scheduled to come on line in 2011.

An energy plant and a hot and cold network for the London Olympic Park

On the occasion of the 2012 Olympic Games, London will host over 10,000 athletes and millions of spectators. For this major event, the city has developed over 300 ha of land, near the City, where the Olympic Park is under construction. From the beginning, the construction of this immense urban development has integrated an ambitious policy of sustainable development in terms of environmental protection.

GDF SUEZ has constructed and will be responsible for operating the new ultramodern tri-generation plant which, using renewable energy sources with low CO₂ emissions – natural gas and biomass – will generate heat, cold and electricity. It will therefore provide an efficient heating and air conditioning system with a low carbon footprint for the Olympic Park then for the new buildings and infrastructure of the five "sustainable" districts of Greater London (Stratford) which will come on stream after 2012. A symbol of London's commitment to "clean" Olympic Games, this energy plant and the urban network of the Olympic Park and new "sustainable" districts have been designed, financed and built by Cofely. They will be operated by the Group for 40 years. This project is currently the largest of its kind in the United Kingdom.

Ensuring quality and guaranteeing service continuity

Challenge	Responses
Ensuring quality and guaranteeing continuity of service	<ul style="list-style-type: none"> • Diversification of supply • Increase in storage capacities

GDF SUEZ guarantees its customers a continuous and safe supply of natural gas.

The group has a diversified portfolio of contracts and increases its gas storage capacities to guarantee supply throughout the year.

Long-term contract portfolio diversification

The Group's supply of natural gas throughout the world is 110 billion m³, the equivalent of approximately 1,200 TWh. This supply is principally insured by one of Europe's most diverse portfolios of long-term contracts from more than 10 countries. These contracts provide GDF SUEZ with the necessary visibility to ensure its development and the security of its supply. GDF SUEZ it is also one of the most important players on the European short-term markets. This way it adjusts its supply to its needs by optimising purchase costs.

An increase in storage capacities

In 2010 the Group acquired a 1.5 bn m³ of storage capacity in Germany. The six sites in question are located on the route of the future Nordstream gas pipeline enabling the Group to meet the market's increased need for flexibility.

"Storage Workshops" with customers at Storengy

In order to further develop its interaction with its customers and in particular to improve the process of allocating its storage capacities, the Sales centre at Storengy invites its customers to participate in "Storage Workshops". On the occasion, the annual process, which enables it to allocate storage capacities to Storengy customers, is outlined along with the regular modifications to which it is subject.

A consultation was carried out at the end of 2009 and in May 2010 and two storage workshops were organised in March and June 2010. The consultation and workshops were the occasion for all customers to express their views on expected developments. In order to improve the clarity of the storage sales proposal, to share experiences on the complexity of the underlying industrial tool and to validate the experience and expertise of storage site operators, the Storengy sales team has been organising technical training visits on its sites, principally aimed at its customers and prospects, since 2008.

Promoting ethical behaviour in commercial relationships

Challenge	Responses
Ensuring ethical behaviour in commercial relationships	<ul style="list-style-type: none"> • Adoption of the Integrity reference • Responsible purchasing policy

GDF SUEZ has set an objective of instilling ethics within the Group's strategy, management and business practices and equip itself with means of measuring compliance with this commitment.

ADOPTING THE GROUP INTEGRITY REFERENCE

GDF SUEZ works in a sector which is increasingly aware of the risk of fraud and corruption. The internationalisation of Group locations, competition on the energy, service and water markets and the challenges associated with environmental conservation bring new pressures which can be felt in all sectors of activity and at every level of responsibility.

In order to meet this major challenge and in the context of the deployment of the Group's ethical policy, GDF SUEZ adopted the Integrity reference in 2010, the guiding principle behind the implementation of "instilling a culture of integrity". The Integrity reference is the foundation of the Group's anti-fraud and anti-corruption programme. It expands on and lists the guidelines in the Ethical charter and the guide entitled "The Practical Guide to Ethics" adopted by the Group in 2009. Its objective is to specify other measures that GDF SUEZ has taken to encourage good practice in terms of integrity and, in particular, to prevent risks of fraud and corruption. References are hereby laid down for:

- understanding the challenge of corporate integrity and the risk presented by fraud and corruption,
- identifying fraud and corruption,
- raising awareness of international and French regulations in this area,
- and managing the risk of fraud and corruption within GDF SUEZ.

GROUP BEST PRACTICE

Monitoring the application of the Code of Conduct at Elengy

In 2010 Elengy reviewed the application of its Code of Conduct. An audit was carried out on transparency of information sent to the market and the information in the sales section of the company's website.

Brazil: Tractebel Energia signs up to the Code of Social-Environmental Ethics

Tractebel Energia and all of the countries principle energy suppliers have created and signed a Code of Social-Environmental Ethics.

This obliges new production plants to be built and managed in compliance with environmental, social and economic criteria defined by sustainable development.

The principles the signatories of the Code are committed to concern the reduction and inspection of environmental impact, the preservation of biodiversity and natural resources, respect for local communities, education and health, transparency and dialogue.

A POLICY OF RESPONSIBLE PURCHASING

In terms of non-energy purchasing, GDF SUEZ policy, an integral part of Group of values, the Ethical charter and the company's social responsibility approach must be reflected in the purchasing process and purchaser activity on a daily basis and in particular in establishing healthy relationships with suppliers. Commitment and vigilance in a policy of responsible and sustainable purchasing is one of the Group's ambitions and is developed in business lines and business units. Several support documents, specifically designed for purchasers, support this policy: Group purchasing governance, the purchasing handbook, the practical guide to ethical supplier relations, commitment to social responsibility (RS) and an ethical and sustainable development clause. They are adapted at a business line, business unit and entity level, taking into account local differences. In December 2010 GDF SUEZ signed the French best practice charter between major principals and SME. Created by the *Compagnie des Dirigeants et Acheteurs de France* director and purchaser organisation, this practical code is based on 10 key commitments and includes promoting collaboration with strategic suppliers, selecting these suppliers by evaluating the overall purchase cost and not simply apparent price and taking into account environmental impact.



ORIENTATION 2: Guaranteeing the sustainability and local acceptability of our activities

Creating awareness and structured dialogue with every stakeholder

Challenge	Responses
Creating awareness and structured dialogue with every stakeholder	<ul style="list-style-type: none"> • Creation of a sustainable development panel • Public debates and local authority involvement • Association of communities to finance projects

As part of its contribution to building a future which combines high standards of living with responsible economic growth, the GDF SUEZ Group ensures it develops and maintains strong relations with all its stakeholders.

In order to ensure the sustainability of its activities, GDF SUEZ ensures it meets stakeholder expectations on all areas of social responsibility based around the ISO 26000 standard through guaranteeing awareness and structured dialogue with each stakeholder:

- Shareholders and the financial community who wish to benefit from a source of reliable, transparent and exhaustive information and increasingly take into account non-financial criteria when evaluating companies.
- Customers who expect the company to provide quality products, services and production procedures, local and continuous service and who also examine the company's choices in terms of environmental conservation and human rights protection.
- Suppliers and business partners who are attentive to changing environmental and social standards and certifications and who expect a long-term quality relationship with the company.
- NGOs and consumer associations who increasingly influence all components of sustainable development and who are increasingly receptive to dialogue with companies in the form of partnerships.
- Co-workers, increasingly sensitive to issues of sustainable development within the company, would like the organization to act on issues of diversity, training and employability.
- Authorities who define the legislative and regulatory frameworks in which the Group does business.

LOBBYING IN FRANCE

The GDF SUEZ "Ethics Charter" and the "Practical Guide to Ethics" determine the context of Group lobbying and its practices (refer to page 49). The Group defines lobbying as the promotion of the interests of its entities through providing objective information sent to opinion leaders and/or community leaders within which they operate. It includes raising awareness of the Group, promoting its image, values, activities and services and to defend its interests. The practice of lobbying within the GDF SUEZ Group falls within the context of the ethics charter in order to encourage long-term relationships with its partners. Lobbying, organized in France by the *Direction des Relations Institutionnelles* comprises a continuous process of information based on regular communication of Group news from France and abroad, in particular through the distribution of the "GDF SUEZ Institutional Letter" and the process of isolated proactive actions when legislation or regulations are examined.

TOOLS FOR LISTENING TO STAKEHOLDER NEEDS

The Group uses and develops tools designed for constant listening to its stakeholders as illustrated in the examples below.

A Sustainable Development barometer

For the second year in succession GDF SUEZ has commissioned TNS SOFRES with the realization of its sustainable development barometer which monitors the expectations and attitudes of French people in these areas. A quantitative study in the form of a survey involving 1,000 people was carried

The lobbying policy in France and several examples of actions put in place by the Group to ensure awareness and dialogue with stakeholders are presented here.



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BEING A SOCIALLY RESPONSIBLE COMPANY

Stakeholder:

Individual or group that has an interest in any decision or activity of an organization.

(Source: ISO 26000)

Stakeholder engagement:

Activity undertaken to create opportunities for dialogue between an organization and one or more of its stakeholders with the aim of providing an informed basis for the organization's decisions/company.

(Source: ISO 26000)

out this year. As was the case in 2009, the 2010 results revealed French people's considerable awareness of the challenges of sustainable development. Virtually all those surveyed said they understood what is meant by sustainable development and three quarters said they were affected by it. However, due probably to the economic and financial crisis, public confidence in institutions to take action towards sustainable development is diminishing. In contrast, emphasis is placed on individual initiative.

Respondent expectations of companies remain high and are particularly focused on environmental protection, respect for human rights and the focus on employees at the workplace.

In 2010 GDF SUEZ decided to extend this barometer to gauging the expectations of NGOs. This way, the Group intends to enrich its policy of sustainable development. An internal newsletter has already been created, designed to highlight NGO actions and the partnerships put in place with Group entities.

Satisfaction surveys and feedback on the transport and distribution of gas in France

In 2010 GRTgaz carried out its annual survey in order to gauge stakeholder satisfaction with the previous year's pipeline installation projects. For 2009 operations overall satisfaction went down from 90% to 83%. However, GRTgaz maintains its excellent image with local politicians and inhabitants. GrDF (Gas Distribution Network in France) regularly gauges stakeholder satisfaction with connection, via a barometer, a customer satisfaction survey and opportunities for dialogue with installation companies, via the partnership with Capeb (French Confederation of professionals and small companies in the construction sector including connection improvement committees).

Creation of a sustainable development panel

In September 2010 GrDF organized a meeting with its General Management and 11 experts in the field of sustainable development. Objective: question the company's policy in this area. GrDF would like to enrich its strategic vision with external views, set up a climate of dialogue and co-construction with its stakeholders and demonstrate its readiness for openness and transparency. This initial meeting defined several areas for reflection on the form and the substance, in particular in the areas of precariousness.

AWARENESS RAISING CAMPAIGNS WITH LOCAL POLITICIANS AND AUTHORITIES

Industrial development and standard of living in Thailand

In Thailand, Glow, a subsidiary of GDF SUEZ, has joined forces with four industrial groups (PTT, SCG, Banpu and Dow Chemical) to launch the Community Partnerships Initiative, a joint project with the objective of the long-term conservation of the industrial area of Map Ta Phut. The project aims to become a reference in terms of social responsibility, promoting environmental initiatives which create a balance between industrial development and the standard of living of local communities in terms of health and education.

Local participation in the development of a wind turbine project

In the context of the *Deux Côtes* offshore wind farm, the *Compagnie du Vent*, a subsidiary of GDF SUEZ, applied to the *Commission Nationale du Débat Public* (CNDP), in order to collect opinions from regional stakeholders in the Picardy and Upper Normandy regions on the development of an offshore wind farm designed to be one of the largest in the world.

The local stakeholders who participated in this exchange, from 28 April to 10 September 2010, made an active contribution to a major project in terms of regional development. The debate's conclusions enabled the *Compagnie du Vent* to put forward 14 proposals in favour of economic development and job creation, fishing, tourism, wildlife and hunting.

On 26 January 2011 the government announced a call for tenders for the installation of a 3,000 MW offshore wind farm. The call for tenders concerns 5 areas, including the area of Tréport for 750 MW which corresponds to the area where *La Compagnie du Vent* led its research on the *Deux Côtes* project.

Association of communities to finance projects

In order to encourage local involvement around its projects, bring together stakeholders and guarantee long-term return on investment, GDF SUEZ is seeking to involve the population of the communities concerned with the financing of its projects.



The concept is a simple one: through a specially created company, which becomes a shareholder of the project, local stakeholders can invest a sum of money with a fixed return, via a current account contribution, based on the economics of the project. The projects proposing this approach have received full approval by local authorities, which have resulted in short lead times.

To date, this approach has been set up for three wind turbine projects and it has been proposed for two other farms. Projects proposing participative investment represent a total of 146 MW, or 15% of GDF SUEZ production in France.

Communication to Mayoral associations

GDF SUEZ is a member of *Mairie 2000* (Town Hall 2000), an information and training association for local politicians, one of whose founder members is the Mayor's Association of France. In this way, the Group contributes to the organization of seminars for local mayoral associations with interventions from Group experts on energy-based topics including energy efficiency in buildings, the development of renewable energy, energy management...

Educational campaign on sustainable development

Through 'Citizen Energy' meetings, Cofely ran an educational campaign on sustainable development and its challenges for local politicians and the decision-makers. A range of meetings held throughout France resulted in the creation and launch of Citizen Energy Trophies. These trophies reward local communities who implement local strategies of energy and environmental performance as well as the production and distribution of local renewable energy. The initiative has extended to Italy and is soon to be rolled out in other European countries.

DEVELOPMENT OF COLLABORATION WITH SCHOOLS AND UNIVERSITIES

HEC Chair in Business and sustainability

GDF SUEZ and the HEC Business School in Paris have launched the Chair in Business and sustainability. This chair is designed to contribute towards a better understanding of the relationship between sustainable development and corporate



performance. It is based on three principle orientations: the development of business models based on sustainable development; the organizational implications of shifting from volume strategies to value strategies; the support and duplication of social entrepreneurial initiatives.

For GDF SUEZ, the vocation of the Business and sustainability chair is both to develop expertise in innovative and effective business models and to reinforce the training of HEC Paris students in these areas. This HEC chair is placed under the responsibility of Rodolphe Durand, professor at HEC Paris. In 2010 MBA students were therefore able to work on case studies proposed by the group and to make proposals for new business models or the duplication of social entrepreneurial initiatives.

Fondaterra

GDF SUEZ this is a strategic partner of Fondaterra, European foundation for regional sustainable development. A voluntary association set up in September 2004, Fondaterra has been a partnership foundation with the University of Versailles Saint-Quentin-en-Yvelines (France) since 2009. In order to support the development of local subsidiaries and markets associated with Green Growth, Fondaterra develops joint public/private

projects at a regional level. In the context of its wider public interest mission, it runs transverse actions with regional benefits based on low-energy buildings, urban development, sustainable mobility and adapting regions to ecological change with two specific target groups: higher education and research institutes and authorities. For this, it benefits from special partnerships with the ADEME and the *Conférence des Présidents d'Université* (CPU). Based on experimenting with and supporting change, the projects proposed by Fondaterra constitute an impressive reserve of tools and innovations in which the Group participates.

Eco-Ecole

In May 2010 GDF SUEZ signed a 3-year partnership with Eco-Ecole in France. It is an international education program for the environment and sustainable development for elementary schools, high schools and colleges. Developed by the Foundation for Environmental Education in Europe and under the auspices of the French Ministry of Education, with support from the French Ministry for Ecology, Sustainable Development, Transport and Housing, the objective of Eco-Ecole is to realize practical improvements in the environmental footprint of participating academic institutions.

MAIN PARTNERSHIPS AND MEMBERSHIPS OF THE GROUP IN THE DOMAIN OF SUSTAINABLE DEVELOPMENT

Name	Status	GDF SUEZ commitment
United Nations Global Compact	GDF SUEZ has been a member of the United Nations Global Compact since 2000 Gérard Mestrallet, CEO of GDF SUEZ, is the President of the French network of the Global Compact	The Group is committed to respecting the 10 principles of the Global Compact. GDF SUEZ publishes an annual Communication on Progress report presenting the actions undertaken as part of this commitment.
WBCSD (World Business Council for Sustainable Development)	Member	GDF SUEZ is co-chair of the Urban Infrastructure Initiative work group. The Group participates in Focus Areas: Development, Energy & Climate... GDF SUEZ has been an active member of the Energy Efficiency in Buildings project.
EITI (Extractive Industries Transparency Initiative)	Member	Each year, the Group is committed to publishing the payment information concerning member countries of the EITI in which it exercises Exploration & Production activities.
CSR Europe (Corporate Social Responsibility Europe)	GDF SUEZ is a founder member of CSR Europe	The Group sponsors the European "ENTREPRISE 2020" project alongside the European Commission. The Group chairs a working group on "New Business Models at the Base of the Pyramid" and on employment for seniors. The Group participated in the creation of a CSR toolbox.
ORSE (Observatoire sur la responsabilité sociétale des entreprises - a branch of CSR EUROPE France)	Member	The Group participates in: - the "Sustainable Purchasing" work group, - the work group working on the CSR Europe/ORSE Guide on the proactive commitment between companies and stakeholders.
Comité 21	Member of the Board of Directors	The Group participates in work groups on Agendas 21 and local authorities, sustainable marketing, education in sustainable development.
EPE (Entreprise pour l'environnement - a branch of Member WBCSD in France)	Member	The Group was one of the sponsors of the "Biodiversity & Business" conference in October 2010.
FONDDRI (Foundation for Sustainable Development and International Relations)	Vice-Presidency held by Françoise Guichard, Director for Sustainable Development	The Group participates in areas including the "Climate" and "Biodiversity" clubs.
EUROGAS (European Gas Association)	President: J.F. Cirelli Vice-Chairman, President of GDF SUEZ	The Group takes part in commissions and work on activity positioning.
MEDEF (Mouvement des Entreprises de France / Confederation of French Industries)	Member	The Group participates in a variety of commissions (including corporate social responsibility, non-financial performance, climate change, biodiversity...).
AFEP (Association Française des Entreprises Privées / French Association of Private Corporations)	G. Mestrallet is a member of the Board of Directors	The Group participates in areas including the Sustainable Development Committee.
Emmaüs France	3-year partnership	The Group is committed to anti-exclusion measures by conducting various actions including energy audits, recovery/recycling of material and property, donation of vehicles, etc.
UICN France (International Union for Conservation of Nature)	3-year partnership	Promotes incorporation of biodiversity conservation into the Group's activities.
Fondation pour la Recherche sur la Biodiversité (biodiversity research foundation) (FRB)	Member of the Strategy Committee	The Group finances of the flagship programme "Biodiversity modelling and development scenarios".

Guaranteeing industrial security and safety of facilities

Challenge	Responses
Guaranteeing industrial security and facility safety	<ul style="list-style-type: none"> • Ensuring nuclear safety • Ensuring security of facilities

Industrial security and safety of facilities are major priorities for GDF SUEZ.

In order to meet its high requirements in these areas, the Group is pursuing its previously undertaken procedures and is developing dedicated new actions.

NUCLEAR SAFETY

For GDF SUEZ, nuclear safety is a major challenge. In 2010 the Doel plant confirmed its high level of achievement in terms of nuclear safety with a successful OSART audit (Operational Safety Review Team) from the IAEA (International Agency for Atomic Energy).

This result is not only of the utmost importance for internal organization at GDF SUEZ but it also confirms the Group's excellent services in terms of Nuclear Safety with regards to the Belgian public and Safety Authorities. This positive evaluation is also a key step in the context of approval for the 'Long Term Operation' application for authorization to operate Belgium's first nuclear power plants Doel 1, Doel 2 and Tihange 1 beyond 2015. The OSART highlighted that Nuclear Safety of installations is one of the Group's key priorities. In addition, other external experts, in particular from WANO (World Association of Nuclear Operators), recognized the efforts made. These often result in very practical improvements in terms of operational safety, by virtue of feedback, training, system performance monitoring processes...

All this external expert opinion boosts the process of continuous improvement instigated by the Group through recommendations or suggestions. These have been integrated into special action plans which are already being drawn up in order again to demonstrate the Groups operational excellence in the Nuclear Safety during the future OSART follow-up (in Doel in 2012) and WANO Review (in Tihange in 2011).

EXAMPLES OF FACILITY SAFETY ACTIONS

Storengy has launched a "Destination Project Security" project safety procedure with external companies

In the context of renovation and development projects for storage locations, Storengy has set up a special "Destination Project Security" approach with external companies. This approach aims to bring together all stakeholders who intervene in storage locations with a focus on durability and participation, around the themes of prevention and security, therefore reducing the number of incidents and accidents.

GrDF organizes the National Conference on Industrial Safety

GrDF, the French natural gas distribution system operator, held the 3rd National Conference on Industrial Safety in Lyon on 17th and 18th June 2010. This meeting was the occasion for exchanges amongst the different stakeholders: public construction companies, local authorities, regional institutes, civil emergency services, the SNCF, researchers. The end objective is to contribute to the improvement of industrial safety.

The Energy Services Business Line strengthens security at several dams in French Polynesia

The Marama Nui dams in French Polynesia and the associated electricity production facilities, managed by subsidiaries of the Energy Services business line underwent modernization work in 2010 to reinforce safety levels at the facilities. This work will continue into 2011.

New safety record at the combined heat and power generation plant in Shotton in the United Kingdom

A key milestone was reached at the combined heat and power generation plant in Shotton on 3rd March 2010 Shotton (210 MW), in North Wales: the plant celebrated over nine consecutive years without a shut-down leading to operational loss.



In addition, during a safety audit, the Royal Society for the Prevention of Accidents ('RSPoA') awarded the plant a maximum score of 5. The plant was also commended by the RoSPA when it received the Gold Award for the 6th time for its excellent safety level performance.

A new safety passport for the Roselectra power plant in Italy

In 2010 the Roselectra power plant in Tuscany (435 MW) underwent extensive general servicing in order to further improve the level of safety at the facilities. This operation lasted two months, involving 51 different subcontractors employing 231 people.

Intense Health & Safety certification programme at SUEZ Environment in 2010

Following Degrémont services (France) and Spain in 2009, it was the turn of Degrémont India to receive OHSAS 18001 certification and for Degrémont Australia to be AS/NZS certified. Palyja in Indonesia and Nuove Acque in Italy are OHSAS 18001 certified. In the United Arab Emirates, the QSE management system at Trashco Dubai received 3 certifications: ISO 9001, ISO 14001 and OHSAS 18001. In France, Ondeo Industrial Services received MASE certification in 2010 and the Bordeaux regional centre of Lyonnaise des Eaux renewed its OHSAS 18001 certification.

THE REACH REGULATIONS

Within the framework of the European REACH regulation, GDF SUEZ registered several chemical substances in 2010, including combustion sub-products, substances produced on-site or recovered waste. Other substances will be registered based on tonnages produced.

Online training modules have been created in several languages to raise awareness among all our European staff of the new chemical risk management ushered in by the implementation of REACH. Approaches have also been proposed to Group suppliers in order to ensure the continuity of activities: identification of uses, exchanges with suppliers, extensive verification of Safety Data Sheet content, monitoring the authorization process and candidate substances, etc.

Limiting exposure to climate change

Challenge	Responses
Limiting our exposure to climate change	<ul style="list-style-type: none"> • Diversifying the energy mix • Developing renewable energy • Optimizing energy efficiency

Due to the nature of its industrial activities, GDF SUEZ has developed an appropriated management system to limit its impacts on the environment.

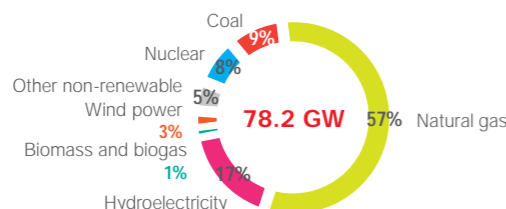
By developing renewable energy and optimizing the energy efficiency of its generation facilities, GDF SUEZ contributes to fighting climate change.

TOWARDS AN INCREASINGLY CARBON-FREE MIX

GDF SUEZ has the most diversified energy mix and gas portfolio in the market.

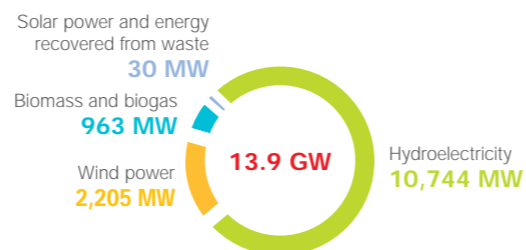
This flexibility allows it to adapt continually to market fluctuations and take full advantage of gas-electricity convergence while focusing on solutions with the lowest carbon emissions. This mix also allows it to be ranked among the least-emitting power producers in Europe in terms of CO₂ per MWh produced.

Breakdown of electricity generation capacity per fuel at the end of 2010*

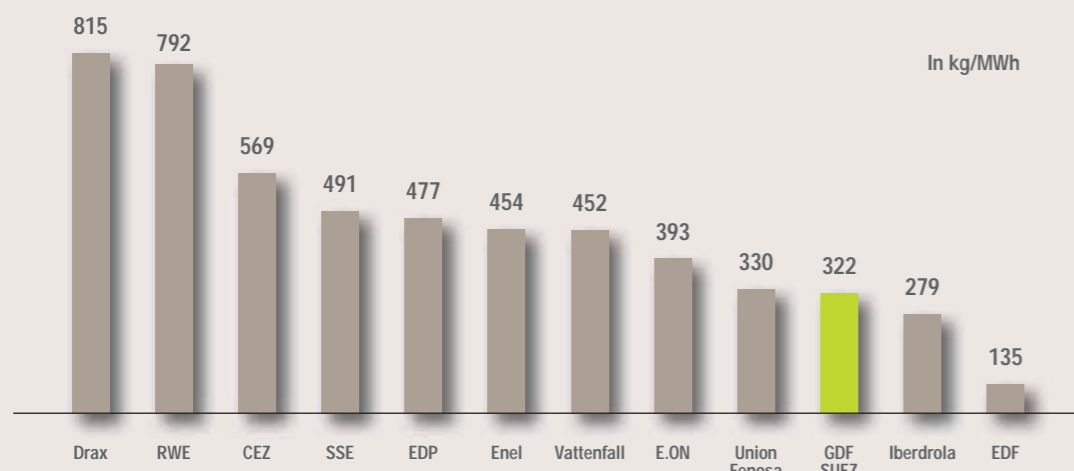


* Integrating 100% capacity of assets held by the Group, regardless of the level held, with the exception of International Power.

Breakdown of electricity generation capacity in renewable energy at the end of 2010*



EMISSIONS IN UNITS OF CO₂ OF EUROPE'S MAIN ELECTRICITY PRODUCERS IN 2009



Source: Climate change and electricity – European carbon factor – PWC – November 2010 (European emissions from electricity generation)

DEVELOPING RENEWABLE ENERGY

In the sector of renewable energy, GDF SUEZ had a cumulative global capacity of 13,942 MW at the end of 2010. At 10,744 MW, the Group is the main hydroelectric operator in France and Brazil where it is developing major projects. GDF SUEZ also has a production capacity of 963 MW in the biomass and biogas in Europe, where it is the leader, in the United States and South America. There is a particular focus on wind turbines with a capacity of 2,205 MW, making the Group the leading operator on the Belgian and French markets and number two in Portugal. Several projects are also being run in Europe, Canada, Latin America and Morocco. GDF SUEZ is also present in the solar energy sector, including the production of photovoltaic cells and modules in France and Belgium and investments of several dozen MW in France and Portugal.

Wind Farms

In France, GDF SUEZ, through its subsidiaries *Maïa Eolis*, *La Compagnie du Vent*, *Erelia*, *CN'AIR* and *Eole Generation*, has brought on line 320 MW of wind farm production capacity in 2010. At the end of 2010 GDF SUEZ had an installed capacity of 922 MW in onshore wind farms, making it the national leader in wind turbines with 16% of the market.

The farms which came on-line in 2010 include two of the largest farms in France: the Hauts Pays windfarm (78 MW in the Haute-Marne region) which obtained the *Chantier Bleu* label for projects demonstrating a high level of quality and safety and which respect the environment, as well as the Germinon farm (75 MW in the Marne region). GDF SUEZ is pursuing its wind turbine development with 150 MW in construction at the end of 2010.

In Poland, GDF SUEZ and Polish Energy Partners signed an agreement in 2010 for the acquisition of the Pagow wind farm, in the south-west of the country. This installation will develop a capacity of 51 MW. Its construction will begin in 2011, and will come on line the following year.

Biomass plants

In the Netherlands, GDF SUEZ inaugurated the new biomass installation of the Gelderland power plant in Nimègue in 2010. The plant runs on coal and biomass with a total capacity of 590 MW. The conversion of the installation means around a quarter of the annual volume of coal burned can be replaced by biomass and takes biomass capacity at the plant from 44 MW to 180 MW. The power station will supply 250,000 Dutch households with green electricity and will generate a reduction of 750,000 tonnes of CO₂ per year.

Electrabel, a subsidiary of GDF SUEZ, and Ackermans & van Haaren jointly launched the conversion of the Belgian plant of Rodenhuize 4 in 2010, originally supplied with blast furnace gas, heating oil then coal, in a 100% biomass unit with a capacity of 180 MW. The biomass used will primarily be constituted of wood pellets supplied by certified producers of sustainable forestry management. In the long-term, the Rodenhuize plant will supply enough electricity to meet the annual needs of 320,000 households.

At the end of 2009, Michelin signed a supply and operating contract with Cofely for its Cholet location in France. With a duration of 15 years, the agreement intends to reduce the environmental impact and the site's energy bill.

In this context, Cofely is committed to modernizing the existing "trigeneration", installing a biomass 10 MW boiler room, renovating the compressed air production facility and supervising all on-site fluids. The biomass boiler room, which came online in September 2010, will enable CO₂ emissions to be reduced by over 12,000 tons per year. Responsible forestry products will be supplied through a partnership between Cofely and *Bois Energie Maine Atlantique*, a collective of regional companies.

Cofely has just won contracts for 10 projects for the construction and operation of wood boiler rooms, with a total capacity of 100 MW. These projects are part of the call for 'Biomass heat industry agriculture and tertiary' projects (BCIAT) set up by the French Ministry for Ecology, Sustainable Development, Transport and Housing. Managed by ADEME, through the Heating fund, they aim to develop heat generation from biomass in industry, the private service sector and agriculture, for facilities with an annual production of over 1,000 tonnes of oil equivalent (toe).

By generating steam from biomass, Cofely makes a significant contribution to environmental conservation. To supply all the boiler rooms, Cofely will have access to 270,000 tonnes of wood per year. Replacing fossil fuels with this biomass will mean a reduction of 155,000 tonnes of CO₂ emissions into the atmosphere every year.

Hydroelectric energy

In Brazil, the Group brought the Sao Salvador hydroelectric plant into operation in 2010 and pursued construction work at the plants of Jirau (3,450 MW) and Estreito (1,080 MW). Hydroelectric energy represents 17% of the Groups energy mix and 78% of its renewable energy. Using this energy makes a significant contribution to the efforts made by the Group to limit the impact of its activities on climate change.

Solar energy

In the context of a public-private partnership signed with SyDEV (*Syndicat Départemental d'Énergie et d'Équipement de la Vendée*), Ineo will be responsible for the development, design, financing, construction and maintenance, over 20 years, of four onshore solar farms at Avrillé, Givrand, La Roche-sur-Yon and Talmont-Saint-Hilaire. This public-private partnership, unique in France, will enable the state-owned *Régie d'Électricité* of the Vendée region to produce the equivalent of 16 GWh per year by October 2012, or the consumption of 5,500 households. Annual CO₂ emissions will be reduced by 4,600 tons. Unsurprisingly, solar farms will cover a surface area of around 20 Ha, 10 of which will be allocated to the installation of 64,000 solar panels. The design of the four farms required innovative technical solutions which had to be adapted to the specific constraints of landfill centres and particular attention was required to respecting local wildlife, in particular protecting the nesting sites of the Black Kite.

Through its local Generg subsidiary, GDF SUEZ is involved in two solar energy production projects in Portugal for a total capacity of 18 MW. The first, at Ferreira do Alentejo – 12 MW –, gave rise to the country's second-largest solar facility. In operation since March 2009, the plant can produce an annual 2009 21 GWh and supply 9,000 local people. The second unit, in Porteirinhos, is a photovoltaic plant with a capacity of 6 MW, currently under construction.

Geothermal

GDF SUEZ has joined forces with Supreme Energy in Indonesia for two feasibility research projects for the exploitation of geothermal resources in the south of the island of Sumatra. According to initial results of the research, each project could generate 220 MW electrical energy.

An operator on the Paris heating network and a Group subsidiary, CPCU intends to increase its share of renewable energy in heat generation on its network to 60%. In the context of the *Grand Projet de Renouveau Urbain* (GPRU) urban development project in North Eastern Paris, CPCU decided to exploit geothermal energy and is currently constructing a new geothermal well at Porte d'Aubervilliers. 46% of primary energy on the CPCU network already comes from energy recovery from waste, renewable and local energy. Geothermal energy will lead to a reduction of 14,000 tonnes of CO₂ emissions per year in this part of the French capital, which will benefit from heat, 75% of which originates from renewable energy.

OPTIMISING ENERGY EFFICIENCY

The Group is an active player in the improvement of energy efficiency by providing effective solutions in different sectors of energy generation and use.

1. Production plants

The Maxima plant in Lelystad (Netherlands)

GDF SUEZ, inaugurated the new Maxima plant in Lelystad, comprising two ultramodern gas turbine plants, each with a capacity of 435 MW. Capable of an annual production equivalent to the electricity required for around 1.6 million households, the two units offer latest generation technology and a very high energy yield of nearly 60%, with minimum impact for the environment.

The Heron II plant in Greece

Brought on line in December 2010, Heron II is a combined-cycle power station jointly run by GDF SUEZ and GEK TERNA. It is currently the country's most modern and most efficient plant in its category, with an energy yield of 58%, compared to a national average of 54%.

2. Heating networks

Through its subsidiary Cofely, the Group, manages, in France, 65 urban networks in Île-de-France, Brittany/Pays-de-Loire and Burgundy/Franche-Comté, the equivalent of 920,000 households. Cofely is also an active player in urban network management in London, Amsterdam, Barcelona, Lisbon, Monaco and a total of over 130 cities in Europe. The increasing use of renewable energy is a key area in Cofely's strategy. This means that the share of biomass in Cofely heating networks in France has doubled in three years.

3. Buildings

With the creation of six biomass boiler rooms, the optimization of heating and ventilation facilities, the installation of 5000 m² of photovoltaic panels, building insulation and the replacement of woodwork, Cofely provide energy for 14 high schools in the Alsace region.

GDF SUEZ signed the commitment Manifesto to take action on the energy efficiency of its commercial building park as part of its activities in WBCSD at the end of 2009. Since then, Real Estate Management has taken a range of steps which will lead to the publication of the Group's Green Real Estate policy, which will apply to the period of 2010-2020 to sales premises occupied by the Group. The survey of the buildings (between 4 and 5 million m² around the world) has continued and energy audits on 420 000 m², or approximately 60% of the buildings owned in France, were carried out in 2010.

Preserving natural resources

Challenge	Responses
Ensuring the conservation of resources and ecosystems	<ul style="list-style-type: none"> • Protecting biodiversity • Conserving water • Reducing air pollution

GDF SUEZ is committed to implementing practical initiatives to help conserve and protect natural resources.

2010 was declared "International Year of Biodiversity" by the United Nations in order to alert and inform public opinion on the status and consequences of the decline in biodiversity throughout the world. Conserving water resources and reducing air pollution are the other major challenges facing the planet.

PROTECTING BIODIVERSITY

In France, the Group is joining forces with *France Nature Environnement*, in the context of a three-year reflection on the conservation of natural environments and biodiversity in France. In the long-term, the objective of this reflection is to define a method of taking into account and promoting biodiversity in the design and management of Group sites and facilities, to look into the potential contribution of GDF SUEZ facilities to ecological continuity and develop tools for raising awareness of biodiversity.

In 2010, GDF SUEZ pursued its actions with the French committee of the IUCN (International Union for Nature Conservation) as part of its three-year partnership initiated in 2008.

Actions in 2010 mainly focused on strengthening awareness and training of GDF SUEZ staff on biodiversity issues. The IUCN France supported the group in drawing up its "biodiversity" guidelines. In addition, GDF SUEZ participated in the creation of the training tool for the "Companies and biodiversity" work group of the IUCN France Committee, distributed to GDF SUEZ employees. The Group supported the work of the French committee on the Black List of endangered species in France and on local issues and biodiversity.

As 2010 marked the end of the initial phase of the partnership between GDF SUEZ and the French committee of the IUCN, this was renewed for 3 years from 2011 and will begin by drawing up an action plan which will define how to apply the 'biodiversity' guidelines.

GDF SUEZ is also participating in the activities of the Foundation for Research on Biodiversity (FRB) through its Strategic Orientation Council (COS) and is offering financial support for its flagship programme "Modelling and scenarios of biodiversity", launched in July 2010.

The "SUEZ Environment contribution to the conservation and restoration of biodiversity"

SUEZ Environment has strengthened its analysis and comprehension of the risks and opportunities associated with managing ecosystems and biodiversity on its sites.

A manual entitled "SUEZ Environment contribution to the conservation and restoration of biodiversity" was published at the end of the year. The objective is to specify the challenges the company will have to face and to highlight some examples of practical steps taken to cement partnerships with experts or to raise public awareness.

A study of interactions of GrDF activities with biodiversity

In 2010 GrDF began building up a method for integrating conservation of biodiversity in the management of its operations on the natural gas network: connections, extension work and maintenance. This project is part of a scientific partnership with the *Muséum National d'Histoire Naturelle (MNHN)*. At the end of 2010 the major principles of the planned method were validated by the 'Network' activity teams and the MNHN. The identification and description phase of the various operations conducted on the network is complete. Next steps: test their capacity in terms of the ecological sensitivity of the environment to define the threshold above which a specific action plan will be put in place, then test the method in the field. By the end of the procedure, the Network engineering Department at GrDF will have a practical guide and an IT tool to assist in deciding and evaluating actions to be put in place during on-site work to avoid, reduce or even compensate for potential impacts on biodiversity.

SITA commits to green and blue corridors

In 2010 SITA France implemented specific biodiversity action plans on 46 sites.

The company also made them available to the wider public in the context of the "Footpaths of Biodiversity". SITA has reinforced its approach promoting biodiversity by integrating it within regional plans for green and blue corridors, originating from the *Grenelle de l'Environnement*.

Brazil: Tractebel Energia for the management of the Fritz Plaumann Forest Park

Tractebel Energia received the 2010 *Brasil*

Ambiental award for its management of the Fritz Plaumann Forest Park. Created on the initiative of the American Chamber of, this in Brazil, this prize awards environmental conservation projects and application of ecologically responsible practices by Brazilian companies. Located in the far south of the country, on the Uruguay River, the Fritz Plaumann Park covers 741 ha and is a sanctuary of biodiversity. It has been co-managed by Tractebel Energia since 2005, in partnership with Consórcio Ita, the environmental agency FATMA and ECOPEF.

CONSERVING WATER

In addition to the expertise built up in this sector of water by SUEZ Environment, the Group is proactive in its recommendations for sustainable water resources management. In particular it integrated the CEO Water Mandate, an initiative of the United Nations Global Compact, which brings together companies committed to working together on water management. As for all those who signed the CEO Water Mandate, GDF SUEZ is committed to making its operations more efficient in terms of water management, working with its suppliers to improve their own water management as well as implementing a partnership with its stakeholders to tackle problems of sustainable water resources management and publishing fully transparent reports on progress made.

Saving the resource... and protecting the natural environment

Water is a rare commodity in the Mexican city of San Luis Potosi. To ensure better resource management, local authorities have decided to recover purified urban water by using them to supply the Federal Electricity Commission (CFE) power plant.

Put in place by Degrémont Mexico for the plant's cooling towers, this now means daily savings of 21,600 m³ of drinking water. The savings could amount to a daily 38,000 m³ of water which is not taken from natural resources and would therefore promote renewal of ground water.

In addition, before the San Luis Potosi purification station was put into operation in 2006, the Tenorio lagoon was the destination for all of the region's waste water. This lack of treatment meant the site was highly polluted and had a considerable impact on wildlife.

Today, five years after the waste water processing plant came into operation, wildlife has returned to the site.

Storengy committed to conserving water resources

When taking off gas from underground storage in ground water, part of the underground water is led away and recovered in large quantities at certain sites. On its four most productive sites, Storengy has set up a project with the objective of treating this water so that it can be discharged to the natural environment. En 2010, regulation and characterization studies were carried out on discharge outlets in collaboration with Safège and Ondéo IS, subsidiaries of SUEZ Environment, as well as with DREAL Centre and DRIEE Ile-de-France. Feasibility studies for the treatment procedure to be implemented were also carried out. This project will continue into 2011 with the conclusion of current studies, the start of the realization phase and the beginning of the administrative procedure to start up the new facilities in 2013. This way, they will enable large quantities of water to be recycled (10,000 m³ per year).

REDUCING AIR POLLUTION

In addition to greenhouse gases, other industrial emissions in the air can have a considerable impact on the environment. These emissions include pollutants such as NOx, SO₂, particles and VOC (Volatile Organic Compounds). These pollutants also have an impact on health.

2010 was a key step in terms of the evolution of European legislation in this area. The new directive on industrial emissions was introduced. It came into force at the start of 2011. The IED directive replaces and merges the seven previous directives including IPPC (Integrated Pollution Prevention and Control), the LCP directive (Large Combustion Plants), the Waste Incineration directive, the VOC directive (Volatile Organic Compounds) and three directives on titanium dioxide. It is set to become the consolidated reference directive in terms of industrial pollution. It has an impact on both GDF SUEZ Group facilities, as well as those of its industrial customers. It will have to become law (early 2013 at the latest) in European Union member countries.

GDF SUEZ is committed to implementing the best available technologies on its various energy production and incineration sites to reduce its emissions as far as possible.

Managing ethical compliance

Challenge	Response
Ensuring ethical compliance within the Group	<ul style="list-style-type: none"> • Compliance management for the steering of ethical performance

To be able to measure how closely its practices conform to its ethics principles, the Group has based its ethics governance on structural elements.

DEDICATED ORGANIZATION AND STRUCTURES

As part of the Secretary General, the Ethics and Compliance Department oversees that the Group's objectives in this field are being met. It provides the basic wording and references in this field, drives implementation by the business lines and by central services, and organizes internal and external reporting.

The Ethics and Compliance Department also runs a global network of nearly 140 ethics officers who relay its missions throughout the Group's various entities. To do so, it provides any support that managers and ethics officers need to disseminate a proper understanding of the ethics rules to their teams. Also available are various training modules in business ethics, awareness courses in transversal managerial responsibility including ethics, the translation of basic texts into the most commonly spoken languages in the Group (21 for the Ethics Charter and the Practical Guide to Ethics) and educational presentations to help people understand and incorporate the principles.

THE INVOLVEMENT OF THE GROUP'S MANAGEMENT CHAIN

Ethics is driven and supervised at the highest corporate echelons, by the CEO and by the Secretary General who is a member of the Ethics and Executive Committee of the Group. The Directors of GDF SUEZ constitute the front line in guaranteeing that its ethics are applied. However, ethics and compliance responsibilities are set out for every level of manager.

Each business line director has appointed a business line compliance officer selected from their respective executive committees.

The Ethics Steering Committee, which is made up of managers from the Ethics and Compliance Department and the ethics officers of the

various business lines, drives and oversees the implementation of ethics action plans and verifies that the proposed measures are operationally workable.

The Compliance Committee, chaired by the Group Compliance Officer drives and verifies the implementation of compliance procedures. It notes breaches and ensures the appropriate treatments have been applied. It reports to governance bodies and Executive Management on the application and oversight of GDF SUEZ ethics mechanisms.

ETHICS STEERING

An annual compliance procedure governs the Group's implementation of ethics policy throughout its entities. Ethics officers prepare a report on the state of progress and organization of ethics in their entities. The ethics officers' reports, with a compliance letter from the manager of the entity, are sent to the CEO via each business line's ethics officer. The Group Compliance Officer uses these to produce GDF SUEZ's annual compliance report. The Ethics and Compliance Department has implemented a reporting procedure for ethics incidents: INFORM'Ethics, deployed in business lines and business units. Incidents are reviewed by the Compliance Committee, which can demand any audits and special investigations it considers necessary.

Finally, in terms of risk management the review of ethical risks and associated action plans drawn up in the context of the Group's ERM approach have been integrated into the Group risk review.

These different ethics steering instruments will soon be integrated within the Management Reporting Criteria of Group Ethics Compliance which will therefore be a unique starting point for all those seeking information on procedures in force.

Being a socially-responsible company

Challenge	Responses
Being a socially-responsible company	<ul style="list-style-type: none"> • Help for low-income customers • Installing trust-based partnerships

As a company committed to sustainable development, help for low-income customers, access to essential services for populations at risk, prevention through assistance with managing consumption and the creation of trust-based partnerships with NGOs and associations are key priorities for GDF SUEZ.

HELP FOR LOW-INCOME CUSTOMERS

The Group is particularly responsible for access to energy and water for poorest populations. In this context, it has developed economically viable solutions tested in several countries with support from sponsors, social entrepreneurs and companies. In all areas where the Group serves private individuals, it is particularly focused on lowest-income populations.

The GDF SUEZ solidarity policy focuses on three areas: respecting legal obligations in terms of assistance to impoverished customers, setting up complementary procedures and respecting ethical principles defined by the Group.

1. In France

In the residential market, GDF SUEZ has implemented an annual €5.8 million Household Support Fund (FSL) to reduce bills. This commitment was reaffirmed as part of the 2010-2013 Public Utility Contract signed at the end of 2009.

In order to strengthen its presence in terms of solidarity and proximity with local populations, GDF SUEZ entered into a partnership with the National union of community social action centres (UNCCAS) in July 2009 and helped 300,000 customers in difficulty with the *Tarif Spécial de Solidarité* (TSS), which, for the Group, represents approximately €16 million in lowest-income households. In 2010 the Energy France business line also strengthened its social partnership mechanism by developing its Social Mediation Partners (SMP) network. By the end of 2010 there was a total of 223 PMS in the network.

In addition, GDF SUEZ set up a programme aiming to raise awareness amongst families in poorer areas about gas safety at home (ISIGAZ). Through this programme, 160,000 households in priority urban areas benefited from mediator visits from partner associations to raise awareness of household security and offer advice in terms of saving energy. The programme involves local mediator associations visiting council tenants in priority neighbourhoods. On 31 December 2010, after 5 years, ISIGAZ was able to inform 640,000 people in 100 cities and 115 neighbourhoods

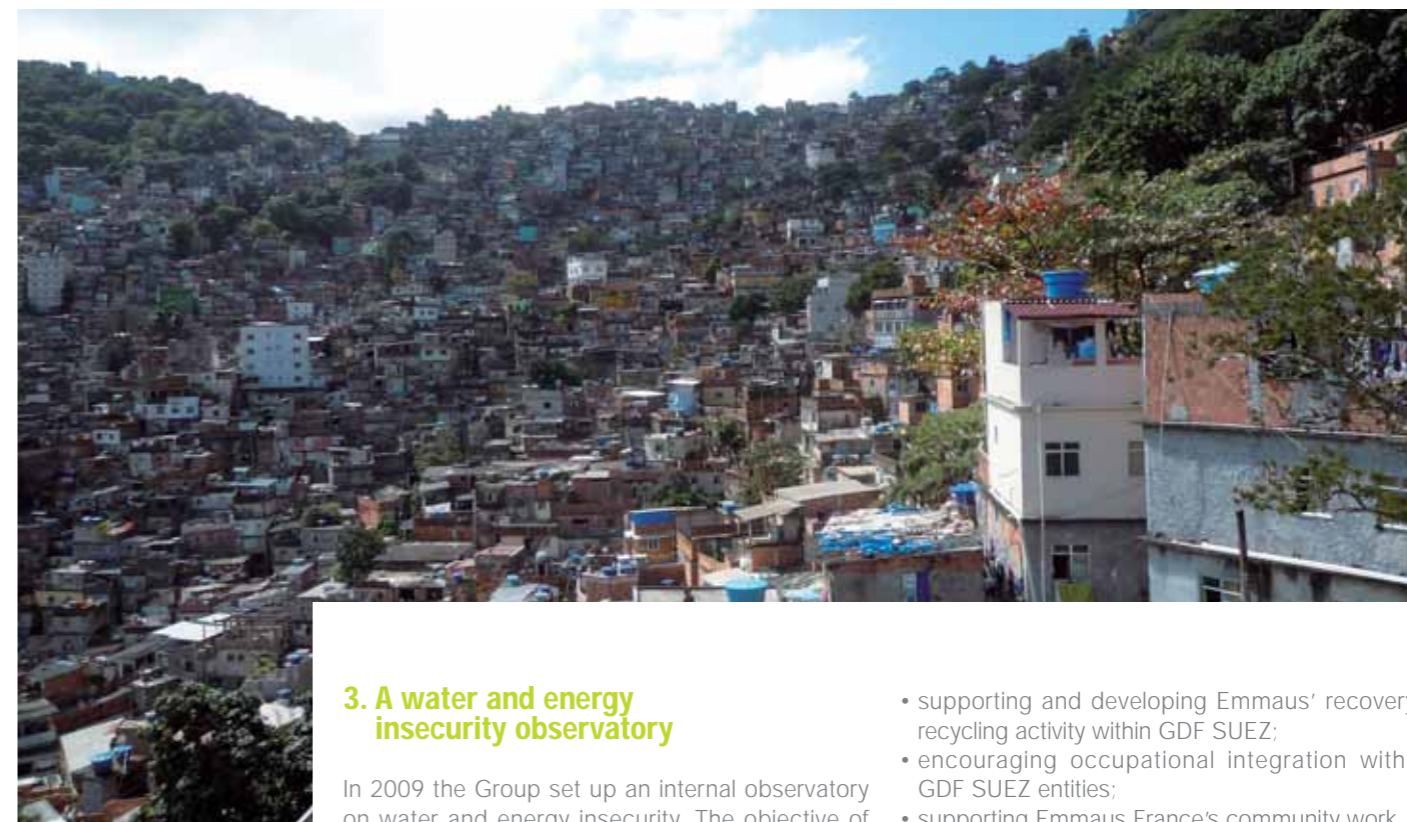
(60 conventions). This program trained over 300 mediators in 45 partner organizations and achieve 80% invitations to enter social housing in priority urban, i.e. 4/5 households targeted were visited. A publication entitled "ISIGAZ Social meetings around a flexible hose" was created by the *Reporters d'Espoirs*, association which constitutes a "human" report on the program launched in 2005.

2. International

GDF SUEZ also offers assistance to low-income customers internationally. This includes the Hungarian subsidiary Egaz Degaz, at GDF SUEZ Energy Romania or Italcogim Energy in Italy.

Since 1997 in Morocco, Lydec, a subsidiary of SUEZ Environment, has been delegated manager of public water, purification and electricity services in the district of Casablanca, with a population of 5 million, 20% of which live in conditions unfit for habitation. Lydec ensures access to energy, water and purification for impoverished communities in Casablanca. These actions are part of the national Moroccan programme called *Initiative Nationale pour le Développement Humain* (INDH). This programme aims to eradicate unfit housing and social exclusion. By the end of 2010, operations in Lydec's INDH-INMAE project are complete or in progress for 32,000 households.

In the islands of Vanuatu, UNELCO, a GDF SUEZ subsidiary, has been providing 80% of the Vanuatu islands' population with electricity since 2007, extending over 900 km in the Pacific. This involves 3000 sites and a total of 116,000 people. This programme included a prior needs analysis, the selection of the most appropriate technology (individual solar for 48,000 people, collective solar or wind turbine for 45,000, small diesel and coco-fuel and 19,000, large diesel and coco-fuel for 4,000), as well as a special study to ensure the economic viability of the business model and the presentation of the project to public financiers. The conditions of the project consisted of ensuring significant social impact, offering decentralized solutions, rendering local communities responsible for the project and to begin with prototypes (Port Olry, coco-fuel).



3. A water and energy insecurity observatory

In 2009 the Group set up an internal observatory on water and energy insecurity. The objective of this structure is to study, measure and understand the mechanisms of energy and water insecurity with the aim of taking action in all countries where GDF SUEZ is present.

This conservatory organized a large conference on 23 November 2010 which brought together experts in the field of identifying and fighting all forms of insecurity. The event was also an opportunity to present different innovative experiences in terms of reducing insecurity conducted by subsidiaries of the group in France, Belgium, Morocco and Indonesia. The Observatory's 2011 programme will include a new public website and the second international conference with participation from Group customers who are themselves in a situation of insecurity.

SETTING UP TRUST-BASED PARTNERSHIPS WITH ASSOCIATIONS AND NGOS

1. A partnership with Emmaüs to eliminate social exclusion

Committed to the fight against marginalization and poverty, GDF SUEZ has partnered itself with Emmaüs France. An initial three-year agreement was signed for 2006-2009, then renewed in February 2010 for another three. The new agreement focuses on four areas:

- educating the people served by the Emmaüs groups on the need to better control their energy consumption;

- supporting and developing Emmaüs' recovery/recycling activity within GDF SUEZ;
- encouraging occupational integration within GDF SUEZ entities;
- supporting Emmaüs France's community work.

This year GDF SUEZ employees again volunteered to help out at the *Emmaüs* exhibition at Porte de Versailles in 2010 and a large collection of clothing, called WANTED was held in various GDF SUEZ Group entities during the sustainable development week.

2. Constructive partnerships to reach objectives for the new millennium

The Group was one of the first companies to launch projects to reach millennium objectives. GDF SUEZ is a partner of a variety of organizations to ensure education for all. The Group is a partner of Global Business Coalition (GBC), an international coalition of Companies against AIDS, tuberculosis and malaria. It is present on the ground to provide real solutions to ensure a sustainable environment for its customers and sets up, on a daily basis, numerous actions to support small and medium-sized enterprises.

3. Ongoing support for employee associations

To offer access to drinking water or energy for the planet's most impoverished populations: this is the mission of Aquassistance, Energy Assistance and Codegaz, three humanitarian associations made up of GDF SUEZ employees. They pursued their activities in 2010 and developed new projects.



ORIENTATION 3: Developing Group attractiveness, efficiency and social cohesiveness



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DEVELOPING THE GROUP'S ATTRACTIVENESS AND EFFICIENCY



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DEVELOPING SOCIAL COHESION WITHIN THE GROUP

Developing the Group's attractiveness and efficiency

Challenge	Responses
Developing the Group's appeal and efficiency	<ul style="list-style-type: none"> • Providing the Group with the resources it needs • Guaranteeing efficient and relevant recruitment • Employee's loyalty and talent development

Human Resources policies are one of the key components of GDF SUEZ development and commitment to the company.

Whether recruiting, developing talents, increasing employee loyalty, managing business growth through upstream management of jobs and skills, distributing the industrial and social message to all employees or setting an example in terms of social and environmental responsibility, the approaches implemented reflect a constant drive towards dialogue, continuous improvement, sharing best practices and adapting to a constantly changing environment.

Strategic workforce planning committees, associated with social partners, have been set up at a European and national levels. They are the driving force behind the social approach arising from the agreement and oversee sharing local experiences, the current status and prospective analyses of jobs within the Group.

PROVIDING THE GROUP WITH THE RESOURCES IT NEEDS AT ALL TIMES

Rapidly changing environment, technologies, job descriptions and user expectations oblige companies to implement proactive job and skill management policies. In this context, GDF SUEZ is developing an ambitious strategy to equip itself with the resources and expertise which are crucial to reaching its economic and social objectives. This approach is part of the Group's Medium Term Business Plan (PAMT).

3. A policy of expertise during deployment

With support from Senior Executive Management, the Global Gaz & GNL set up the first phase in its policy of identifying 'experts' in 2010. In technical areas, the entity identified 4 "Top Experts" – from a total of 16 for the Group – and 42 "Key Experts" – from a total of 464 at a GDF SUEZ level. The Experts identified utilize their talents in 2 activities: GNL and Exploration & Production. The four "Top Experts" of the entity are directors, in compliance with the policy in place.

1. A Strategy and Skills approach in Europe

In order to formalize the implementation of upstream management of jobs and skills within Group companies, the Group has launched a "Strategy and Skills" approach. This approach, launched at the end of 2010 will continue in 2011. It will help the business units to improve their planning in terms of requirements for jobs and skills faced with changing markets, technologies, products and organizations. In particular, they provide the Group and its entities with the opportunity to develop a proactive employment policy, anticipate problems linked to the demographic pyramid and to ensure employee employability is maintained.

Collective actions for development have been drawn up and proposed to experts. This way, the e2B from Expertise to Business training programme, set up in recent months, is particularly focused on Key Experts looking to develop a business dimension within their activities.

2. A GPEC accord at a European level

Signed by the Group and its social partners in February 2010, the agreement focused on strategic workforce planning (GPEC), aims to share developments in mid-term employment with European social partners from a quantitative and qualitative point of view and strengthen specific guidance actions for each employee's career development.

4. HR networks in France and Europe

The GDF SUEZ Group is committed to optimising its internal employment management. In France, through the creation of regional HR networks, initiated in April 2009, professionals in the area can share their issues and take common initiatives in the labour market area. The focus of these initiatives (training sessions, adaptation courses, mobility...) is on the development of transversal employment management, both social and local within the Group and also to meet different requirements in terms of skills, prior to external recruitment options. Following the success of the approach in France, Human Resources Management decided to expand it to HR networks in other European countries in October 2010. Initial countries include Germany, Belgium and the Netherlands. Italy, the United Kingdom and Spain will follow in a second phase. These different networks are each sponsored by a member of the Executive HR Committee. A Human Resources Director from business units participates

in each network meeting in his/her region in order to put forward Group HR policies.

MANAGE DEVELOPMENT WITHIN THE GROUP BY GUARANTEEING RELEVANT AND EFFICIENT RECRUITMENT

Major foreseeable departures and Group growth will require the recruitment of over 100,000 new employees by 2015. The political will of the Group is to diversify its recruitment, whether young graduates, experienced employees or young people from education/work experience programs. A perspective which requires efficient tools to be in place in order to organize successful recruitment, in the interests of all concerned.

1. Group recruitment principles and professionalization through "RecruitING"

Based on recruitment principles announced in 2009, with the Group's objective to become an employer of choice, GDF SUEZ designed and distributed implementation tools to all units in 2010, with an objective of professionalizing recruitment practices.

With the objective of optimizing its recruitment methods in France, the group set up the "RecruitING" guide in July 2010. It enables its users to understand and gather information on the challenges facing recruitment, to update and verify their knowledge, anticipate and prepare a recruitment process. Practical guides are available for recruiters. In the near future they will be able to exchange their experiences using a Web 2.0 type area.

"RecruitING" is also accessible to all users via a special section of the Intranet Horizon.

2. A unique publication tool for employment for the whole Group

Optimizing and professionalizing the recruitment process requires rationalized tools for the HR division. It is for this reason that, at the end of 2010, the Group confirmed its selection of a unique job posting publication tool worldwide (Taleo), both externally and internally. A project has been launched to adapt this tool to activity requirements and offer them functions adapted to suit their operational needs.

3. Mutualising for greater efficiency and reduced cost: the France recruitment mobility platform

Within the context of the Group's Efficio programme, the GDF SUEZ Group HR Director led a program to optimize the recruitment process in France. This has led to the setting up of a Recruitment Mobility Platform. It enables users looking for employment to have access to standard and optional search services in order to optimize the applicant pre-selection process, both for internal mobility (priority) and external recruitment.

TALENT RETENTION AND LOYALTY

Mobility, career management, employee shareholding and well-being at the workplace are the key points of the policy implemented by GDF SUEZ in order to enable all employees to develop their potential, further their career development and to retain the best talent within the Group.

1. A mobility policy serving long-term group employment

In close association with Group requirements, the GDF SUEZ work mobility policy, set up in the second semester of 2010, comes in response to a threefold challenge of strengthening integration within the Group, opening up its career facilities and acting as a vector for long-term performance. Along these lines, it pursues 5 clearly defined objectives:

- promoting the Group's appeal and the involvement and loyalty of its employees;
- optimizing the match between internal skills and job requirements;
- strengthening cultural integration, cooperation and promoting diversity;
- developing each person's employability;
- encouraging the sharing of know-how and developing innovation.

This policy is based around several key principles which include the transparency of the internal employment market, with priority given to employees of the Group, the right to confidentiality, reciprocal commitment and the clarity of transfer conditions from one entity to another.

It has been approved by the European Enterprise Committee.



The "Jobs Guide" on Intranet

A new version of the "Jobs Guide", comprising 300 job description sheets was made available online on Intranet Horizon in October 2010. Fully interactive, it is also available on CD-Rom and from the Human Resources Department, and was distributed to the Group's 200,000 employees.

A project which promotes mobility within the Group's major projects

An international group needs to continuously optimize its resources and promote transversal operations between its different companies. In order to promote this mix, the Global Gas & GNL and Energy Europe and International entities, have implemented a special approach for managing internal mobility, a project resulting from conclusions drawn from a working party comprising HR and entity managers.

This project involves supervising short term missions (in particular young employees) and longer missions (employees with a minimum of 3 years experience).

The program is managed and monitored by a group of managers and HR managers who meet every 6 weeks. Those benefiting from the programme commit to returning to their original Business Unit following a medium-duration mission. For a long-duration mission, this return is encouraged.

This is a pioneer initiative. Indeed, for the first time, Managers and HR managers have implemented a joint inter-entity approach.

"Mouveau Meetings", to energize internal mobility

In order to raise employee awareness of the challenges and opportunities offered by internal mobility, Human Resources at INEO have set up "Mouveau Meetings". They enable employees to exchange experiences with the different stakeholders of internal mobility – managers and Human Resources – to discover together jobs within the company and

to collect information on jobs to be filled within INEO and on methods of implementation.

Setting up of an expatriation policy within the Global Gas & GNL entity

With 4% of its employees on expatriation or impatriation contracts, the Global Gas & GNL entity is particularly concerned with the challenges facing international mobility. However, the practices of the various business units in this area were still very mixed. In this context, an approach has therefore been undertaken to provide a common reporting criteria which aims to facilitate movements and create guidelines for negotiations, ensure consistency and equitable treatment, conserve flexibility in every Business Unit and create a more efficient operating process with Syner'Expat France, the Group's centre of expertise in charge of the MOE in international mobility to and from France.

This approach has been set up around five key points: a comparison of practices, a clarification of objectives pursued, points to be arbitrated in the management committee, the validation of a policy, communication of the key points of this policy to employees.

The selected approach means the founding principles can be combined with the need to leave a certain room for manoeuvre for the business units, which means the approach is assured in the long-term.

Identifying, developing and promoting best talent

GDF SUEZ has put several approaches in place which aim to allow the best talents to be developed within the different entities of the Group. This way, the Leaders For Tomorrow (LFT) program has the dual objective of detecting and promoting high internal potential and prioritising diversity within management teams. The 2000 Leaders for Tomorrow currently identified represent 36 nationalities working in 37 countries.



2. Link: an international employee shareholder plan

"Link 2010" is a flagship operation within the Group, which aims to have 3% of its capital held by its employees. Its success marks their confidence in its future.

An operation aimed at increasing capital, reserved for employees, was launched in February 2010: Link, in the presence of Country Link Managers and Link Managers. Accessible to all Group employees, Link allows them to associate themselves with GDF SUEZ growth by becoming shareholders. Set at €19.78 per share on 6 July 2010, there was a 20% discount on the share price compared to the average price recorded over the previous 20 days.

In the end, 67,000 employees decided to take part in the operation and subscribe to Link, supplying a personal contribution of €1500: 25 million shares were issued, increasing capital by €490 million. In Europe, participation was strongest in France, Belgium, Italy and Germany. Outside Europe, participation was highest in Brazil, Chile, Argentina and the United States. This very high level of participation in the 2010 employee shareholding program was supported by commitment from the network of 500 Link Managers and Link Country Managers.

With support from local Group communication managers, they informed employees of how the operation worked in every participating entity and country.

A further reason for satisfaction: reservation via Internet. Over 90% of employees used this solution to respond to the offer. This result shows resounding support for extending the values and practices of sustainable development to all Group activities.

Link was also rewarded with the Grand Prix Trophy for Employee Shareholding, awarded by a jury of independent experts. This award recognizes best practices in terms of employee shareholding in companies listed on the Paris stock exchange.

3. Delivery of free share allocation plans

Following the commitments taken, free share allocation plans allocated in 2008 by the Suez and Gaz de France groups were delivered in 2010 to employees in the countries concerned. Employees received between 10 and 15 shares based on their time in the Group.

4. Deployment of PERCO

As part of the extension of the Group agreement to France dated 25 November 2009, in view of consolidating its promotion, a special document on PERCO – Savings plan for collective retirement – was sent to all employees of French GDF SUEZ companies in 2010. This Savings Plan offers a common approach to the 350 subsidiaries of the Group in France, regardless of size and type of activity. Via collective bargaining, each company can define support measures.

This Plan received the Compensation & Benefits Trophy awarded by the Observatory for Remuneration & Social Advantages club in the Innovation and Social cohesion category.

Developing social cohesion within the Group

Challenge	Responses
Developing social cohesion within the Group	<ul style="list-style-type: none"> • Making GDF SUEZ a leader in the field of social responsibility • Setting an example in terms of Health & Safety • Making the social project available to all, through dialogue and negotiation

For GDF SUEZ, social responsibility is a key priority, an integral part of the company project.

MAKING GDF SUEZ THE LEADING INTERNATIONAL GROUP AND A REFERENCE IN THE FIELD OF SOCIAL RESPONSIBILITY

In real terms, it can be defined as fixing quantified objectives and implementing action plans in the different entities of the Group. Company approaches are based around five major areas: professional equality, integration of disabled employees, youth employment, senior employment and fighting discrimination. The involvement of GDF SUEZ in these different areas strengthens employee adhesion and pride in belonging to the Group.

The first edition of the in-house "Club Solidario" newsletter, highlighting the steps taken in different regions came out in February 2010. This newsletter is designed for all those involved in Human Resources in the Group and is published in three languages.

1. Professional gender equality

Four objectives for gender equality in figures

In order to reinforce its commitment in terms of gender equality, GDF SUEZ has set itself four objectives in figures by 2015:

- 1 in 3 executive director appointments will be a woman,
- 35% of High Potentials detected will be women,
- 25% of managerial staff will be women,
- 30% of new recruits will be women.

Defined from a benchmark of best practices in the field, these objectives are the results of considerable cross-division reflection within the Group during 2010. Validated by the Executive Committee, there have become part of monitoring indicators. Monitoring the development will be insured by a steering committee, chaired by a member of the Executive Committee and comprising representatives of operational entities and functions. This structure will also be responsible for setting up the necessary action to be taken to achieve these objectives.

All Group entities and several management divisions directly concerned (Human Resources, Senior Executive Management) are closely associated with this approach, which comes in addition to action already taken by the Group since 2008, in favour of women in employment. GDF SUEZ has therefore set up a female network (Women in Networking), which now includes over 500 members in 4 countries and a mentoring programme, launched in 2010 in France and about to expand internationally. The Group has also set up an innovative and ambitious policy terms of parenting, with an increased number of available places in its company crèches and a dedicated parenting website. Finally, partnerships have been set up with several organizations which are very committed to promoting gender equality at work, including Women's Forum or the Prix HEC *Trajectoires au Féminin*.

A Partnership with the "Elles bougent" ['women on the move'] association

The Energy Services entity of GDF SUEZ signed a partnership with the "Elles bougent" association in February 2010. Set up 4 years ago, this French Association aims to encourage female students or pupils to choose technical career paths or sectors which traditionally have not employed many women. The association's industrial partners include Alstom, SNCF, Bosch, Dassault, Thalès, Renault or Safran and a large amount of higher education institutes. The association regularly holds events to enable young women to meet female engineers and technicians employed in large industrial partner companies and discover their jobs.

SUEZ Environment committed to recruiting female staff in Morocco

In the context of its Diversity Plan, SUEZ Environment has signed an agreement with the Moroccan Association *Espace Point de Départ* – ESPOD, whose goal is to promote female employment. In partnership with ESPOD, GDF SUEZ will lead the GEDES project – *Genres et Droits Economiques et Sociaux* – in the Casablanca region, which aims to facilitate access to employment for women, to assist with their integration in new forms of the economy and to raise their awareness of their economic and social rights.

2. Employment for Seniors

A France agreement for seniors

In December 2009 GDF SUEZ signed an agreement on employment and careers for seniors, one of the main objectives being to maintain employees aged 55 and over in work. For all employees aged between 45 and 55, the agreement stipulates a second-half career interview during which employees can discuss their expectations and their plans for the future. 50% of these interviews will take place before the end of 2012.

This seniors agreement as for France and confirms the Group's social ambition. This includes a commitment to increase the number of employees aged 55 and over by 30% by the end of 2012. It sets qualitative objectives:

- to better anticipate and prepare career development by making the second-half career interview standard practice. Lists of employees concerned have already been drawn up and the first interviews took place end of 2010/start 2011. They will include a feedback element. The approach will then be extended and interviews will take place over two years, in 2011 and 2012;
- to promote and facilitate all forms of knowledge and skill transfer (tutorial system, in-house trainers, in-house consulting),
- to improve employability all career long giving employees aged 50 and over access to vocational training, for example.

Areas for progress have already been highlighted. They concern recruitment of employees aged 50 and over, improved working conditions and prevention of insecurity, end of career guidance and the transition between work and retirement.

3. Disability

The Group's desire to integrate people with disabilities has been conveyed by many years of commitment, both internal and external, and a range of actions taken on a daily basis.

The disability network

To facilitate initiatives and work done on the ground and to bring them together through joint initiatives: objectives of the Group Disability Network, created by GDF SUEZ and which ran several campaigns focused on the recruitment of disabled persons in 2010.

This way, in the context of the Alternance 2010 campaign, GDF SUEZ led an operation which, through the creation of a special website, led to a sharp increase in the number of applications from disabled persons for positions in the Group.

The Group Disabled Network also oversaw a partnership between the Ile-de-France region and the 'ADAPT' (Association for the social and vocational integration of the disabled). Within the



context of this partnership, the members of the Network also participated in the employment forum organized on 17 November 2010 in Paris. On the occasion, over 300 CVs from disabled persons were submitted in all areas of Group activity.

Cofely Services receives the CAP48 Award for Employment in 2010

In Belgium, Cofely Services received the CAP48 Award for Employment for its "Integration of the disabled" project, launched in 2008 with two partners: IRSA and Manpower Unlimited. Since 2006 CAP48, in collaboration with RTBF, the magazine "Trends/Tendance and Régie Média Belge", has organized the Citizen Entreprise award, which rewards initiatives by public or private companies to promote the disabled in areas of employment, accessibility and solidarity. In 2010 Cofely Services was the winner in the 'Employment' category for its action taken to promote the integration of the deaf and hard of hearing.

Designed to enable teachers and their deaf and hearing impaired pupils to have more direct contact on the ground, the "Integration of the disabled" project originated from contact with Cofely Services via the training in electricity department of IRSA (Royal Institute for the Deaf and Blind), seeking companies willing to train teachers and take in students on internships.

The proposal was met favourably by Cofely Services and the project rapidly took off, in the context of a genuine corporate project, with on-site visits, logistical assistance and the organization of 900 training hours.

Five hearing-impaired people are now employed by Cofely Services, including on-site work. Special steps were taken to help with the integration: special safety signs, sign language lessons, team preparation in a games playing context. Faced with the success of this initial recruitment, for the employees concerned and the company as a whole, Cofely Services intends to extend its initiative in the coming years.

Degrémont signs an agreement with AGEFIPH

In September 2010 Degrémont signed a national two-year agreement with AGEFIPH to promote the integration of the disabled. In the context of this agreement, Degrémont undertakes to implement an action plan in order to raise employee awareness about the integration of disabled workers through

training sessions and regular information campaigns. The company is also committed to developing its collaboration with the special sector of activity by integrating it into its Purchasing policy. Progress in this action plan will be measured on a regular basis by setting up progress indicators.

4. Employment for young people

An active policy promoting education/work experience programmes

In 2010 GDF SUEZ pursued its voluntary-based policy in favour of education/work experience programmes and its campaigns are part of the government recruitment objectives to employ 1 in 5 young people using this approach between now and 2015. This way, on 31 December 2010, there were 3,938 education/work experience contracts in the Group, representing 3.6% of the workforce.

Several very specific steps were taken in order to achieve this result. For instance, the Group launched a recruitment campaign for young people through a national media plan and a large-scale internal communication operation. Activity Days were held to promote equal opportunities and attract young talent from diverse backgrounds. In addition, GDF SUEZ has been actively involved in the construction project of the *Ecole Vaucanson*, a higher education institute for apprenticeships.

Several other initiatives and approaches were also launched in 2010. The Group was associated with the AGIR project, the goal of which is to provide greater guidance for young people on professionalization contracts. In conjunction with the FACE Foundation, GDF SUEZ also took part in the creation and deployment of an employment guidance plan designed for young people seeking recruitment. Finally, in the context of the *Espoir Banlieues* plan, the Group is involved in innovative projects focused on long-term employment integration in city neighbourhoods.

United Water invests in employment opportunities for young people from ethnic minorities

United Water renewed its contract with the United Negro College Fund, one of the oldest funds promoting assistance with university education for ethnic minorities in the United States. The UNCF offers financial assistance with university fees for young people with insufficient resources. Specifically,

A high turnout for the National Disabled Week

Several entities in the GDF SUEZ Group in France were involved in the National week for the employment of the disabled from 15 to 21 November 2010 and. The Group organized a series of events throughout France in Paris, Lyon, Marseille, Valence, Nantes, Montigny les Metz...

With a strong presence on the Employment Forums held during the Disabled Week, GDF SUEZ recruiters were able to collect a considerable number of CVs and communicate the Group's involvement. Handichats and Handicafés® were able to provide immediate answers to visitor questions.

The focus of the campaigns was also to inform and raise awareness amongst employees. For example, the event organized by Storengy and Inéo, "One day, one activity in action", enable disabled workers to be part of a team for a day. Omega Concept and GrDF also showed films and slideshows showing career paths of employees with disabilities. A "Disabled" guide was sent to the home address of 5,500 employees of Axima-Seitha. Elengy, GDF SUEZ SA and SITA offered their staff to get to an event on the subject of integration and employment support. The Compagnie Nationale du Rhône (CNR) took part in the 'Mental disability and employment' conference at the Lyon Chamber of Commerce. GrDF focused on literary creation and encouraged its staff to take part in a story writing competition on the subject of disability: "Pens at the ready".

At Group level, the "Handidays de GDF SUEZ SA" were held in November at four locations in France: Saint-Herblain, Saint-Denis, Montigny-lès-Metz and Villeurbanne. Employees were able to experience disability through role-play workshops, stands held by companies which employ the disabled and mini theatrical interpretations. These 'Handidays' were the subject of a film to raise awareness, designed for management.

Finally, for the originality of their campaigns, the Lyonnaise des Eaux Rhône-Saône and the CNR were nominated for the Handiplus 2010 trophies from MEDEF Lyon-Rhône in the category "Support for employment" for the former and 'Partnership with the protected sector' for the latter.



United Water will participate in the scholarship program developed by UNCF to manage different types of financial aid and company internships.

5. Anti-discrimination

A "Diversity" label at the end of 2011

GDF SUEZ SA and the Energy Services entity launched a quality standard process in 2010, run by the French standardization agency, the *Association Française de Normalization* (AFNOR), with the objective of achieving the "Diversity" label by the end of 2011.

In addition, the Group is involved in France in the fields of sourcing and employment opportunities for the most vulnerable sections of the community, through local missions, *Pôle Emploi* [national employment agency] and *Mozaik RH*, an association which promotes diversity in recruitment. A "Sourcing Diversity" agreement was signed with different partners, including the Association to Facilitate Employment of Young Graduates or the gender equality organization, *Forces Femmes*.

In Belgium, GDF SUEZ participates in several recruitment forums focused on vulnerable sections of the community and has set up a volunteer based apprenticeship policy with Synerjob.

Support for employment initiatives

The Group's involvement in the FAPE (*Fondation Agir Pour l'Emploi*) employment foundation alongside its partners (companies and trade unions) and in particular the company's doubling of employee donations, means several job seeker projects have been supported and over 10,000 jobs created in 15 years.

Anti-discrimination training

In France and other European countries including Germany, Belgium, Spain, Norway and the Netherlands, GDF SUEZ launched training/awareness raising courses entitled "Equal treatment and anti-discrimination", in collaboration with FACE and the consultancy, Altidem. A deployment plan is scheduled for the 9 business units in Belgium.

"Diversity" award for GDF SUEZ

Bernard Accoyer, President of the National Assembly, presented the GDF SUEZ Group with the

2nd edition of the "Company and Diversity" Action award on 13 October 2010. This award recognizes the Group's efforts and steps taken in the field of diversity, in particular promoting entering the job market and employment guidance.

SPECIAL CHALLENGE FACING SOCIAL RESPONSIBILITY: HEALTH & SAFETY AT WORK (HSW)

For several years GDF SUEZ has recorded a regular reduction in the number of industrial accidents, in both frequency and gravity, the result of a process of continuous improvement. However, with a frequency rate of 9.7, the objective of 9 at the end of 2010 was not reached.

Faced with this specific challenge, objectives have been set for the next 5 years. They are focused on reducing industrial accidents and improving HSW. They also take into account the professionalization of Health & Safety management and manager training in particular.

1. The HSW agreement is detailed in the 2010/2015 action plan

The HSW action plan defines the implementation of the Group's Health & Safety policy, based on the agreement on the fundamental principles in the field of health and safety signed on 23 February 2010 with European trade union organizations.

Now at an international level, this action plan describes the progress required, the procedures for progress to be implemented and sets the outlook for the end of 2015. There are 3 major focal points: the reduction in the number of industrial accidents, the improvement of working conditions and improvements in industrial safety management. Management systems consolidation steps are also scheduled. In addition, several levers designed to contribute to a standardized culture of proactive and shared health and safety at a Group level have been identified.

This means that members of the health and safety division in France and abroad have carried out 41 management systems audits in order to evaluate their maturity level and compliance with Group requirements.

These audits are being carried out in parallel with an external certification program of Group subsidiaries, which received a particularly high level of support in 2010.

Management reviews were also extended to business lines with the BUs in 2010. They enabled full reports on implement actions and fixed the outlook for future years. Finally, a specialized tool, *Assistance et Développement aux Ambitions des Managers* (ADAM), was developed in 2010. It allows for self-diagnosis of the efficiency of management methods put in place by Management Committees to reach the objectives set. Created in-house, the ADAM received the European Foundation for Quality award.

Increased manager responsibility

The Group's improved performances in terms of health and safety are primarily due to increased manager responsibility. They therefore have feedback forms on risks of accidents, which enable them to make long-term improvements to their methods of prevention. They also include management good practice sheets for well-being at the workplace, with the objective of facilitating a common culture of health and safety amongst all members of the Group. The method also includes manager safety visits which provide managers with the opportunity to verify that all employees are aware of and understand the principles of health and safety and that the steps implemented meet current requirements.

Priority is also put on training. This is why special effort has been made in terms of Quality Safety Environment training, which represents nearly 30% of total training hours. For managers, GDF SUEZ University has set up modules enabling members of staff to build on a fundamental basis in terms of management of health and safety at work and in industry. Human and organizational factors are also taken into account. This approach includes a special module designed for health and safety professionals. In 2010 a total of 1,251 managers were trained, 50% in France and 50% internationally.

Finally, health and safety results are integrated in the manager's variable compensation, a minimum of 10%.

Communication to all Group employees

The development of a genuine culture of health and safety within the Group is also dependent on proper communication. For this reason, a magazine specialized in these challenges is regularly distributed to all GDF SUEZ employees. Entitled *Reflex*, 240,000 copies are published in 8 languages in order to communicate the correct daily health and safety procedures to all staff. Exchanging expertise is also promoted through expertise clubs, the *Prevention News* newsletter, the Intranet and Group and business line annual health and safety conventions.

A library of Health & Safety good practice sheets

One of the three challenges facing health and safety policy is to promote quality of life at work. As a result,

one objectives set in the Group action plan is to create a diagnosis and implement an action plan for psycho-social risks, musculoskeletal risks and addictions in all Group entities.

In order to provide tried and tested channels for improvement, Group Human Resources Management and Health & Safety Management and Management System (D3SM) have researched good practices in and outside the Group, in collaboration with ESSEC, [higher education institute] Human Resources Management Masters programme students.

This involved interviewing 145 managers, prevention experts or Human Resources managers from all entities and 9 European countries. They shared the experience of psychosocial risks and quality-of-life at work. They described the practices implemented within their entity, in particular. In addition, interviews were also held with 53 companies, institutions and public health and safety bodies in France and Quebec. All this information was compiled in a study report, submitted in July 2010 and which led to a selection of best practices based on criteria of effectiveness.

These good practices are listed on forms on the Group Health & Safety Intranet. This way, it will propose a collection of information aimed at providing prevention experts and managers with real tools and the associated key success factors. It is expanded as knowledge of practices in the field expands.

These good practices will also provide Group companies in France with directions for implementing the "Agreement on preventing psychosocial risks through Quality of life at Work" signed in February 2010.

Constructive dialogue with social partners

In 2010 dialogue with employee representatives and trade unions on the subject of health and safety continued, both locally and at a Group and activity level. This way, the Health & Safety Director Committee monitored the results and the deployment of the Group agreement, analysed the causes of serious accidents and preventive action put in place and expressed an opinion on Group development projects.

2. A Group France agreement on psychosocial risks

Well-being at work is one of the important challenges facing a health and safety policy. On 18 February 2010, the Group and all trade unions signed an agreement setting out a reference framework for all the Group's companies in France to implement an initiative for the prevention of psychosocial risks and workplace stress by improving quality of life in the workplace. The six topics defined by the National agency for improving conditions at work (ANACT) were included in the agreements: social relations, work content, physical working

environment, organization of work, possibilities for achievement and development at work, work-life balance and life outside work. Trade unions and employee representative bodies will be involved in implementing preventive and remedial measures.

In this context, for instance, all business units in the Energy Services entity – Cofely and Fabricom in Belgium, Tracetebel Engineering, Cofely in France and Ineo – have created a health and safety booklet and a special free phone number designed to prevent psychosocial risks.

SHARING CORPORATE INDUSTRIAL AND SOCIAL PRINCIPLES WITH EMPLOYEES BY DEVELOPING QUALITY SOCIAL DIALOGUE

For GDF SUEZ, social dialogue and negotiation are the foundations of social cohesion which is essential for the Group's long-term economic and industrial performance. The international agreement signed in 2010 is a symbol of the importance attributed to this dialogue.

1. An international agreement on Fundamental Rights, Social Dialogue and Sustainable Development

GDF SUEZ and the International Federation of Chemical, Energy, Mine and General Worker's Unions (ICEM), the Building and Wood Workers' International (BWI) and Public Services International (PSI) the first international agreement on Fundamental Rights, Social Dialogue and Sustainable Development on 16 November 2010. Part of the Group's commitment to social development, this agreement covers 3 main areas:

- to construct a social project to support sustainable employment (Guaranteed equal opportunities, Respect for trade union rights, Training, Health & Safety, Employment stability and durability);
- to demonstrate eco-responsibility to support sustainable performance;
- to respect existing commitments.

The agreement also includes a mechanism for conflict resolution and a monitoring authority.

2. Corporation structures at a European level

The Group's European Works Council (EWC) held 4 plenary meetings in 2010. The EWC has 64 members, 24 of whom are French, and it represents 179,000 employees across the 20 countries where the Group operates in Europe. Its objectives include developing and reinforcing social dialogue in Europe, guaranteeing balanced representation between the Member States and the Group's major businesses, and developing social dialogue at the level of these major businesses.

This dialogue relies on a working group per business line (Energy, Environment and Services) or per topic (jobs, training, mobility, diversity – Health & Safety – Social guarantees – Social reporting). As well as a 14-member secretary representing nine countries at a monthly meeting.

13 meetings of the EWC secretariat and eight working party meetings were held in 2010. A three-day training seminar bringing together the 120 members of the EWC (members and deputies) was organized around three topics: knowledge of Group business lines and activities, presentation of the European energy situation and further research into the subject of employee representation in Europe.

3. Negotiation and cooperation at the heart of social relations

Whether agreements signed at an international level (Fundamental Rights, Social Dialogue and Sustainable Development), at a European level (Forecast management of jobs and skills, Fundamental principles of Health & Safety) or at a French level (Quality of life at the workplace), GDF SUEZ puts negotiation with its partners at the heart of its human resources and industrial relations policy. This way the Group promotes cooperation and dialogue in the joint interests of its economic development and employee well-being. This approach, in operation for several years, is the driving force behind GDF SUEZ sustainable growth.

Performance Indicators



2010 Environmental reporting procedures

The information on environmental reporting in this document comes from the GDF SUEZ 2010 Reference Document.

To ensure the transparency and reliability of published data, GDF SUEZ has initiated a process that progressively verifies, through its independent auditors, the quality of certain published environmental and corporate indicators. This approach had been used by Gaz de France since 1999 and by SUEZ since 2001.

GDF SUEZ conducts its environmental reporting using a dedicated tool that allows data to be reported following a defined methodology. This tool, called CERIS, is an environmental reporting IT solution used to manage the network of environmental correspondents, to handle the management and documentation of the scope of environmental reporting, for the data entry, monitoring and consolidation of indicators, as well as to publish reports and provide or produce the documentation necessary for gathering data and monitoring data reporting. CERIS is deployed in each of the business lines and thus covers the entire GDF SUEZ organization. Some entities which do not yet have direct access to CERIS fill out an Excel version that is then imported into the tool. The procedures for defining the scope of environmental reporting are used to gather data on the performance and impact of the facilities over which the Group has technical operational control. The legal entities included within the scope of reporting are those whose operations are relevant in terms of environmental impact (thus excluding the energy trading and financial and engineering activities) and that are consolidated either fully or proportionately (based on the rules of financial consolidation). They report the performance and impact of the facilities where they hold technical operational control, including facilities operated for third parties. This rule was established to ensure maximum compliance with the Global Reporting Initiative (GRI) guidelines. It involves a structure of stakeholders or partners (from the business world, audit companies, human rights, environmental and labor organizations, and government representatives), which creates a shared framework for disclosing sustainable development data. In addition, 100% of the impacts reported are consolidated

when the entities are fully consolidated. For entities proportionately consolidated, the environmental impacts are consolidated in proportion to the Group's level of financial consolidation whether it has 100% technical operational control or whether this is shared with other shareholders. In addition, based on consolidated revenue, relevant revenues (after excluding revenue generated by businesses deemed not relevant in terms of environmental impacts) are estimated for each legal entity. The coverage of these relevant revenues by each of the environmental management indicators is reported. The procedures of environmental data reporting encompasses a general procedure based on a standard guideline to be implemented at the appropriate levels of the reporting process. The implementation of the procedures throughout the Group is based on a network of duly authorized environmental correspondents and coordinators. These procedures and guidelines at Group and business line level describe in detail the environmental data collection, control, consolidation, validation and transmission phases at different levels of the organization, as well as the rules for defining the scope of consolidation. They include technical documents that provide methodological guidelines for calculating certain indicators. Depending on its activities, each entity is assigned a profile that determines the indicators that it must use. The list of the entities included in the scope of environmental reporting is attached to the procedures and guidelines. The definitions of the indicators used to measure environmental performance of Group's businesses have been revised based on the auditors' comments. They also take into account the comments by line managers represented in a dedicated work group. The entire documentation is available from the Group upon request.

The following should be noted about the data published in this report and in the annual Sustainable Development Report:

1. Concerned about what becomes of the waste generated by its activities, GDF SUEZ Group has indicators on its waste recovery. These are based on definitions of waste and recovery established by local regulations.

2. The reliability of the scope covered by environmental reporting is a GDF SUEZ priority which evolves in an international context of business disposals and acquisitions. The scope is determined on June 30 of the fiscal year. For disposals after that date, the entity is expected to complete the environmental questionnaire with the data available on the last day of the month prior to the disposal. Acquisitions made after June 30 are not taken into account, unless the head of the business line has requested an exception be made, and subject to the data being available.

3. Data related to LNG vessels' activity, including impacts and consumption, have been incorporated as operating sites and are therefore reported as such. The vessels included in the calculations are those in which GDF SUEZ has majority ownership or those operated by a subsidiary in which GDF SUEZ has a majority stake, as well as long-term chartered vessels (> 2 years). This leads to a list of 17 ships: Maran Gas Coronis, LNG Lerici, Grace Cosmos, Cheikh Bouamama, Lalla Fatma N'Soumer, BW SUEZ Everett, BW SUEZ Boston, Matthew, Tellier, Provalys, GDF SUEZ Global Energy, Gaselys, BW GDF SUEZ Paris, BW GDF SUEZ Brussels, GDF SUEZ Neptune (SRV), GDF SUEZ Point Fortin, and GDF SUEZ Cape ANN (SRV). The possible ISO14001 certification of vessels is also taken into account.

4. Environmental indicators for the Cartagena site are not reported due to the particular structure of the contract: the Group has production capacity, but does not bear the industrial risks of operation.

5. For the sake of consistency, the factor for converting thermal energy produced (GWth) into electric energy (GWhe) is set at 0.44 for all Group businesses.

6. It should be noted that only leachates from class 2 storage centers are reported.

7. Significant environmental impacts resulting from subcontractors during services performed at one of the Group's facilities are included in the Group's impacts except when a specific contractual clause provides that the subcontractor is liable for impacts generated at the site while providing the service. Data provided by subcontractors is not subject to systematic internal verification before being included in Group data and is the responsibility of the subcontractors alone.

8. Regulations and legal obligations related to the environment may differ from one country to another, and certain data may thus be sometimes more difficult to gather (e.g. water consumption in the United Kingdom).

9. In 2009, GDF SUEZ introduced a new calculation tool for natural gas transmission and distribution pipeline losses. Compared to the 2008 data, this constituted a breakthrough for calculating methane emissions of GrDF, which now uses the gas pipeline emission factor method. The year 2009 therefore marked a new time T=0 for measuring GrDF's emissions, with a notable impact on the Group's CO₂ eq. In 2010, the deployment of this tool continued in our facilities outside France.

10. Water used in the regasification circuits of LNG terminals was returned to its natural environment at 100%. The consumption of surface water for industrial use at these sites is therefore nil.

The conformity between the Group's environmental performance indicators and NRE law (New Economic Regulations) and the Global Reporting Initiative guidelines is documented in the summary table of environmental performances. It is published in the annual Sustainable Development Report.

Environmental indicators

✓ Moderate assurance
 ✓✓ Reasonable assurance

Verified	Published indicators	Units	GDF SUEZ 2009	GDF SUEZ 2010	BEF 2010
Environmental management systems ⁽¹⁾					
		%Revenue			
✓✓	Relevant revenue covered by EMAS certification	%Revenue	6.3%	7.6%	
✓✓	Relevant revenue covered by ISO 14001 certification (non EMAS)	%Revenue	42.6%	44.5%	27.3%
	Relevant revenue covered by other external EMS certification	%Revenue	5.3%	13.5%	60.1%
	Relevant revenue covered by an internal certification (but not by a certified EMS)	%Revenue	17.2%	18.9%	0.9%
	Environmental expenses (CAPEX and OPEX)	k€	2,847,782	5,690,145	4,645
	Fines paid (for incidents with an environmental impact)	k€	1,507	784	-
Renewable – Net installed capacity (electric and thermal)					
✓✓		MWeq	12,591	13,357	4,495
Share of renewable resources in installed capacities					
		%	18.5%	18.8%	64.5%
Renewable – Electricity and heat generated					
✓✓		GWheq	50,009	61,434	17,075
	Energy generated – share of grand hydraulics	%	81.8%	82.2%	91.6%
	Energy generated – share of small hydraulics	%	2.1%	1.7%	2.6%
	Energy generated – share of wind turbines	%	3.5%	4.4%	5.8%
	Energy generated – share of geothermal	%	0.1%	0.1%	0.0%
	Energy generated – share of solar	%	0.0%	0.0%	0.0%
	Energy generated – share of biomass	%	8.4%	7.9%	0.0%
	Energy generated – share of biogas	%	1.8%	1.4%	0.0%
	Energy generated – share of the incineration of the biodegradable part of waste	%	2.3%	1.8%	0.0%
Energy recovered from waste treatment					
✓✓	Electricity sold (incineration, CET and STEP)	GWheq	2,677	3,458	-
✓✓	Heat sold (incineration, CET and STEP)	GWth	1,469	1,652	-
Primary energy consumption – Total (self-consumption excluded)					
✓✓		GWh	391,214	403,092	14,348
	Share of coal/lignite	%	21.7%	24.5%	0.0%
	Share of natural gas	%	68.8%	66.8%	70.7%
	Share of fuel oil (heavy and light)	%	3.5%	2.6%	0.0%
	Share of substitute fuels	%	2.2%	3.1%	29.3%
	Share of biomass	%	3.6%	4.1%	0.0%
	Share of waste (not biomass)	%	0.1%	0.1%	0.0%
	Share of other fuels	%	0.2%	0.2%	0.0%
Electricity consumption – Total					
✓✓		GWh	6,036	6,520	-
Energy efficiency of fossil fuel power plants (including biomass)					
✓✓		%	43.8%	43.9%	49.3%
Total GHS Emissions					
		t eq CO₂	98,231,210	111,410,449	6,634,419
Total GHS Emissions (not third-party emissions and land vehicles)					
✓✓		t eq CO₂	97,405,418	109,324,454	5,401,006
	GHS Emissions per unit of activity – Energy generation ^{(5) (7)}	kg eq CO ₂ /MWh	354.8	351.3	223.7
	GHS Emissions per unit of activity – Exploration, Production of gas ⁽²⁾	kg eq CO ₂ /MWh	6.8	7.1	-
	GHS Emissions per unit of activity – Gas storage ^{(3) (6)}	kg eq CO ₂ /MWh	2.9	1.2	-
	GHS Emissions per unit of activity – Gas transport (not LNG vessels) ^{(3) (6)}	kg eq CO ₂ /MWh	0.9	0.9	-
	GHS Emissions per unit of activity – LNG vessels ⁽³⁾	kg eq CO ₂ /MWh	1.5	1.5	-
	GHS Emissions per unit of activity – Gas distribution ⁽⁴⁾	kg eq CO ₂ /MWh	2.4	3.7	-
	GHS Emissions per unit of activity – Incineration	kg eq CO ₂ /T	335.6	386.1	-
	GHS Emissions – Vehicle fleet	t eq CO ₂	792,350	846,845	17,488
Total NOx Emissions					
✓		t	136,663	106,515	1,554
	NOx Emissions per unit of activity – Energy generation ⁽⁵⁾	g/MWheq	511	416	64
	NOx Emissions per unit of activity – Exploration, Production of gas ⁽²⁾	mg/MWh	33,410	7,029	-
	NOx Emissions per unit of activity – Gas storage ⁽³⁾	mg/MWh	3,187	2,807	-
	NOx Emissions per unit of activity – Gas transport (not LNG vessels) ⁽³⁾	mg/MWh	1,296	707	-
	NOx Emissions per unit of activity – LNG vessels ⁽³⁾	mg/MWh	222	326	-
Total SO₂ Emissions					
✓		t	168,883	184,924	1,770
	SO ₂ Emissions per unit of activity – Energy generation ⁽⁵⁾	g/MWheq	651	761	73
Total particle Emissions					
✓		t	7,613	7,924	48

BEEI 2010	B3G 2010	BI 2010	BES 2010	SE 2010	Coverage 2010	Ref. NRE	Ref. GRI
18.51%			1.7%	0.2%	97.6%	3	4.8
48.49%	13.8%	79.4%	29.5%	64.9%	97.7%	3	4.8
1.14%	5.3%		5.8%	2.7%	98.1%	3	4.8
28.28%	68.1%	11.2%	10.9%	21.5%	98.7%	3	4.8
3,510,755	9,883	148,307	123,367	1,893,187	92.9%	5	EN30
34	-	-	-	750	98.9%	8	EN28
7,743	-	-	228	891	97.2%	1	EN5 - EN6
14.9%	-	-	2.1%	68.2%	96.8%	1	EN5 - EN6
41,527	-	-	889	1,944	97.3%	1	EN5 - EN6
83.9%			0.0%	0.0%		1	EN5 - EN6
1.0%			25.4%	0.0%		1	EN5 - EN6
4.0%			3.1%	0.0%		1	EN5 - EN6
0.0%			6.8%	0.0%		1	EN5 - EN6
0.0%			0.2%	0.0%		1	EN5 - EN6
11.0%			29.3%	0.0%		1	EN5 - EN6
0.0%			6.8%	42.5%		1	EN5 - EN6
0.0%			5.3%	55.6%		1	EN5 - EN6
-	-	-	63	3,394	99.5%	1	EN6
-	-	-	233	1,419	96.0%	1	EN6
333,625	2,588	3,022	45,873	3,635	96.1%	1	EN3
28.9%	0.0%	0.0%	5.5%	0.0%		1	EN3
63.1%	95%	99.7%	81.9%	12.2%		1	EN3
2.1%	21.5%	0.3%	8.2%	73.6%		1	EN3
1.3%	0.0%	0.0%	0.5%	14.3%		1	EN3
4.4%	0.0%	0.0%	3.4%	0.0%		1	EN3
0.0%	0.0%	0.0%	0.5%	0.0%		1	EN3
0.3%	0.0%	0.0%	0.0%	0.0%		1	EN3
1,722	118	487	355	3,838	95.7%	1	EN3
43.9%	29.1%	-	42.6%	-	96.2%	1	EN5 - EN6
82,182,065	1,749,426	1,693,542	9,871,072	9,279,925	97.7%	1	EN16
82,144,743	1,745,809	1,658,071	9,686,385	8,688,439	97.6%	1	EN16
351.3	693.7	-	442.5	700.7		1	EN16
1.8	7.1	-	-	-		1	EN16
2.3	-	1.0	-	-		1	EN16
1.0	-	0.8	-	-		1	EN16
4.3	-	0.5	-	-		1	EN16
6.5	-	2.2	-	-		1	EN16
				386.1		1	EN16
31,258	1,196	20,729	184,687	591,486	99.6%	1	EN16
77,217	4,047	943	18,064	4,691	98.6%	1	EN20
395	-	-	836	1,588		1	EN20
6,825	21,619					1	EN20
1,153		2,923				1	EN20
1,030		430				1	EN20
529		260				1	EN20
176,413	1,257	19	5,135	330	98.6%	1	EN20
917	382	-	238	112		1	EN20
7,272	106	-	428	71	95.7%	1	EN20

Environmental indicators

✓ Moderate assurance
 ✓✓ Reasonable assurance

Verified	Published indicators	Units	GDF SUEZ 2009	GDF SUEZ 2010	BEF 2010
✓	Total water consumption for the industrial process	Mm³	76.80	70.99	0.51
	Surface water	Mm ³	44.90	40.14	-
	Underground water	Mm ³	7.15	6.09	-
	Water from the public network	Mm ³	24.74	24.77	0.51
✓	Total water consumption for cooling circuits	Mm³	152.36	110.32	-
	Evaporated surface water	Mm ³	138.51	94.59	-
	Underground water	Mm ³	8.04	9.97	-
	Water from the public network	Mm ³	5.81	5.77	-
✓✓	Linear loss index	m³/km/day	13.5	12.91	-
✓✓	Annual pollution load treated – tonnes of DBO5/year	t	489,664	691,795	-
			0		0
✓	Total quantity of waste and non-hazardous by-products discharged (including sludge)	t	6,415,606	6,843,677	1,784
	Fly ash, APC residues	t	2,975,623	3,131,016	-
	Ash, clinker	t	2,141,481	2,328,439	-
	Desulphuration by-products	t	260,888	278,721	-
	Sludge (purification and drinking water production plants)	t	667,156	842,840	-
✓	Total quantity of waste and recovered non-hazardous by-products (including sludge)	t	5,082,930	5,406,842	1,684
✓✓	Total quantity of waste and hazardous by-products discharged (not including radioactive waste)	t	522,770	556,441	648
✓✓	Total quantity of waste and hazardous by-products discharged (not including radioactive waste)	t	17,198	17,308	264
	Tonnage of recovered waste (energy and material) / Tonnes of treated waste	%	41.31%	41.12%	
	CET – Energy sold (biogas) / waste for landfill	kWh/t	47.02	46.76	-
	Incineration – Energy sold / incinerated waste with energy recovery	kWh/t	386.56	414.21	-
	Quantity of leachates collected	m ³	3,707,964	3,786,068	-
✓	Quantity of leachates treated (externally or internally)	m ³	3,771,681	3,786,068	-
	Purification – Recovered sludge / Production of STEP sludge	%	49.43%	45.22%	
	Radioactive gas emissions				
	Rare gas	TBq	12.52	5.05	-
	Iodines	GBq	0.10	0.07	-
	Aerosols	GBq	0.01	0.01	-
	Radioactive nuclear waste	m³	291.6	275.30	-
	Liquid radioactive discharge – beta and gamma Emitters	GBq	12.36	10.08	-
	Liquid radioactive discharge – Tritium	TBq	108.38	102.57	-
	Share of “green” fleet in truck fleet	%	89.27%	97.58%	-
	Share of “alternative fuel” fleet in truck fleet	%	4.59%	4.33%	-

BEEI 2010	B3G 2010	BI 2010	BES 2010	SE 2010	Coverage 2010	Ref. NRE	Ref. GRI
45.34	0.05	4.48	12.61	8.01	97.7%	1	EN8
33.80	-	0.00	6.34	-		1	EN8
2.83	0.01	2.22	1.03	-		1	EN8
8.72	0.05	2.26	5.23	8.01		1	EN8
109.61	-	-	0.69	0.02	96.1%	1	EN8
94.59	-	-	0.00	0.00		1	EN8
9.50	-	-	0.47	-		1	EN8
5.52	-	-	0.22	0.02		1	EN8
-	-	-	-	12.91	98.8%	-	-
-	-	-	571	691,224	99.9%	2	EN26
4,277,361	11,944	22,210	163,626	2,366,752	97.8%	1	EN22
2,807,153	-	-	52,164	271,699		1	EN22
1,088,025	-	-	76,521	1,163,893		1	EN22
278,721	-	-	0	-		1	EN22
-	-	-	2,645	840,195		1	EN22
3,956,609	3,442	7,066	138,528	1,299,512	97.3%	1	EN22
27,274	107,874	12,880	13,059	394,706	98.1%	1	EN22
13,737	1,126	332	1,849	-	97.1%	1	EN22
			19.17%	41.13%	100.0%	1-2	EN6
-	-	-	-	46.76	100.0%	1-2	EN6
-	-	-	14,484.06	396.94	97.6%	1-2	EN6
-	-	-	-	3,786,068	100.0%	1	EN22
-	-	-	-	3,786,068	100.0%	1	EN22
			100.00%	45.01%	100.0%	1-2	EN22
					95.6%	1	EN24
5.05	-	-	-	-	95.7%	1	-
0.07	-	-	-	-	95.6%	1	-
0.01	-	-	-	-	95.7%	1	-
275.30	-	-	-	-	95.7%	1	-
10.08	-	-	-	-	95.7%	1	-
102.57	-	-	-	-	95.7%	1	-
0.00%				97.74%	99.2%	1	EN29
0.00%				4.33%	99.3%	1	EN29

(1) Revenue is calculated based on shares of activities covered in each activity multiplied by the consolidated revenue per activity.
 (2) Ratios calculated based on generation of energy (natural gas and oils).
 (3) Transport/storage/terminals ratio based on m³ transported/injected and taken off by storage/regasified, and heating power of gas (kWh/m³).
 (4) Ratios calculated based on quantities of distributed gas adjusted for climatic variations (representing 0.4% of quantities of gas distributed for France).
 (5) Ratios calculated based on the quantity of electrical and thermal power generated.
 (6) As a result of the update to the calculation method, the 2009 data has been adjusted in the table above.
 (7) Due to a technical problem, the total figure for the Group published in the reference document is incorrect. The value presented here is the correct one.

Units of measurement

- %Revenue = percentage of revenue
- Nb = number
- W = Watt = unit of measurement of power or energy per unit of time = 1 joule/second
- Wh = watt hour = unit of measurement of the energy generated by 1 W of power for 1 hour = 3,600 joules
- We = Watt electrical / Whe = Watt hour electrical = unit of measurement of electrical power and energy
- Wth = Watt thermal / Wtht = Watt hour thermal = unit of measurement of thermal power and energy
- Weq = Watt equivalent = unit of measurement of electrical and thermal power (For 2008 GDF SUEZ set the equivalence at 1 Whth = 0.44 Wheq)
- Wheq = Watt hour equivalent = unit of measurement of electrical and thermal power (For 2008 GDF SUEZ set the equivalence at 1 Whth = 0.44 heq)
- Bq = Becquerel = unit of measurement of radioactivity
- t = Tonne = 1,000 kilograms
- t.eq.CO₂ = tonnes equivalent CO₂ (1 T CH₄ = 21 T CO₂)
- kg.eq.CO₂ = kilograms equivalent CO₂ (1 kg CH₄ = 21 kg CO₂)
- m³ = cubic metre
- k = Kilo = 10³
- M = Méga = 10⁶
- G = Giga = 10⁹
- T = Tera = 10¹²

2010 Social reporting procedures

The information on social reporting in this document comes from the GDF SUEZ 2010 Reference Document.

Tools used

Magnitude, a financial consolidation application, was used to produce social data for 2010. This business software collects, processes, and reports data entered by local companies that are subsidiaries of the GDF SUEZ group. The financial consolidation method is applied to each of these entities, including during the HRD phase: full consolidation (FC), proportional consolidation (PC), and equity method consolidation (EMC). The workforce analyses in this report relate exclusively to fully consolidated entities, companies which GDF SUEZ controls in both capital and management terms, and do not take into account proportionately consolidated entities. Once a company is fully consolidated in GDF SUEZ's financial statements, its social data is completely integrated, regardless of the amount of the company's capital owned.

Scope of reporting

A scope of reporting percentage is attributed to each indicator, corresponding to the indicator coverage as a percentage of Group workforce (workforce of companies fully consolidated in the GDF SUEZ financial statements).

If a company happens not to have communicated its data or has entered information that contains inconsistencies, we exclude the data in question from the scope of reporting.

Certain low reporting percentages for 2008 are due to the fact that some indicators were not requested from all of the Group in that year. Harmonization of Group workforce reporting did not come into effect until January 1, 2009.

Workforce data for the Agbar group retroactively cover the entire year based on this group's administrative scope at the time it was fully consolidated.

Methods for the consolidation of indicators

The quantitative corporate data in this report comes from the Group's financial consolidation software. After being collected the data was processed and consolidated according to clearly defined procedures and criteria. Structural data, employee turnover, working conditions, training and safety data were consolidated by aggregation.

The following points should be noted with respect to the data published in this report:

1. The total number of employees in business lines is 3,395 less than the published total. This difference is due primarily to the number of employees at head offices in Paris and Brussels and to the number of employees in financial sector activities who are not attached to one of the six operational business lines.

2. The geographical breakdown of employees corresponds to that of the IFRS financial reporting scope. Also, although the companies in the global gas and LNG business line are located in Africa, they are considered part of Europe.

3. Indicators for 2008 have been restated to the extent possible on a pro forma basis for the current Group.

In order to harmonize the workforce concept in 2008, the "workforce under work-based learning contracts and internships" indicator has been added to the workforce of the former Gaz de France.

The same restatement was carried out for the female workforce.

4. In the socio-professional breakdown, administrative employees are recognized under "senior technicians and supervisors" for greater consistency.

5. Although it is a core feature of business culture in France, the French concept of *cadres* (managers) is sometimes difficult to understand in other countries where GDF SUEZ is present. This can lead to a slight underestimation of the number of managers because some entities may take only their director level management into account.

6. The employee turnover indicator only takes account of dismissals and resignations. It is calculated on the basis of yearly movements compared to the average annual workforce.

7. Given the timelines involved, the data relating to training and hours worked is not always final and therefore reflects the most recent situation and, in some cases, a forecast of the workforce, training expenses and hours worked by year-end.

8. With respect to the number of people with disabilities, the figures cited represent the total number of persons with declared disabilities at the end of the period for the business line concerned. These figures provide the best information possible on the integration of people with disabilities into GDF SUEZ companies. We do not consider it relevant to provide a scope definition for this indicator.

2010 Health and Safety reporting procedures

Scope

With respect to health and safety data for 2010, the analyses in this report relate exclusively to fully consolidated companies that GDF SUEZ controls in terms of both capital and management. They do not incorporate proportionately consolidated entities. Once a company is fully consolidated in GDF SUEZ's financial statements, its corporate data is completely integrated, regardless of the amount of the capital held.

Note that the Environment and Energy France business lines incorporate data from entities acquired into their reports three years after their consolidation by the Finance department. This rule was laid down in the health & safety reporting procedure.

Methods for checking and consolidating indicators

After being collected, the quantitative health and safety data in this report is checked and consolidated according to clearly defined procedures and criteria.

For the Infrastructures business line, in consolidating the data for the GrDF distribution BU, which operates jointly with ErDF, only the "natural gas" part of hours worked is taken into account.

The following points should be noted with respect to the data published in this report:

1. In contrast to social reporting, health and safety reporting includes the data of entities acquired specifically for the Environment and Energy France business lines. This situation produces a slight difference in the scope of the workforce covered by the two types of reporting;

2. The frequency and severity data provided by the Global Gas & LNG business line takes into account interim workers and subcontractors, whereas the other business lines do not. This is specific to the Exploration & Production BU.

Social indicators

✓ Moderate assurance
 ✓✓ Reasonable assurance

Energy France Business Line					
	GRI	2010	2009	2008	
Workforce per geographical area					
France	✓✓ LA1	11,033	10,787	10,104	
Belgium	LA1	11,033	10,787	10,081	
Other European Union	LA1			23	
Other countries in Europe	LA1				
Total Europe	LA1	11,033	10,787	10,104	
North America	LA1				
South America	LA1				
Asia – Middle East – Oceania	LA1				
Africa	LA1				
% of reporting		100%	100%	100%	
Distribution of workforce per CSP					
Managerial staff members	✓✓ LA1	2,436	2,242	1,137	
Non-managerial staff members	✓✓ LA1	8,597	8,545	5,328	
% of reporting		100.0%	100.0%	64.0%	
Share of women in the Group					
Proportion of women in the workforce	✓✓ LA13	31.4%	32.8%	33.0%	
% of reporting		100.0%	100.0%	100.0%	
Proportion of women in managerial staff	LA13	27.7%	26.5%	23.2%	
% of reporting		100.0%	100.0%	18.1%	
Distribution of workforce per type of contract					
Permanent (CDI)	LA1	93.4%	94.3%	98.6%	
Other	LA1	6.6%	5.7%	1.4%	
% of reporting		100.0%	100.0%	54.2%	
Demographic pyramid on permanent workforce					
under 25	✓ LA1	6.0%	6.2%	5.3%	
25-29	✓ LA1	14.3%	14.6%	11.3%	
30-34	✓ LA1	15.0%	14.9%	16.7%	
35-39	✓ LA1	16.5%	16.9%	16.9%	
40-44	✓ LA1	13.8%	13.0%	12.7%	
45-49	✓ LA1	12.6%	12.7%	14.7%	
50-54	✓ LA1	13.9%	13.8%	16.1%	
55-59	✓ LA1	7.0%	7.0%	5.8%	
60-64	✓ LA1	0.8%	0.7%	0.4%	
65 +	✓ LA1	0.0%	0.1%	0.1%	
% of reporting		100.0%	100.0%	38.7%	
Movements of personnel and labour					
Turnover	✓ LA2	5.13%	5.96%	0.90%	
% of reporting		100.00%	100.00%	18.30%	
Voluntary turnover	✓ LA2	3.65%	4.17%	2.40%	
% of reporting		100.00%	100.00%	97.80%	
Hiring rate	✓ LA2	11.37%	13.65%	10.30%	
% of reporting		100.00%	100.00%	97.80%	
Permanent hiring rate	LA2	48.77%	55.72%	61.60%	
% of reporting		100.00%	100.00%	18.30%	
Percentage of disabled workers		1.94%	1.62%	1.31%	
Professional development					
Percentage of trained workforce	✓✓ LA10	58.51%	73.46%	75.90%	
% of reporting		100.00%	100.00%	97.80%	
Proportion of women in trained workforce	LA10	34.89%	33.57%	31.30%	
% of reporting		100.00%	100.00%	94.40%	
Percentage of managerial and non-managerial staff in trained workforce:	LA10				
- Managerial staff members	LA10	23.87%	21.24%	32.90%	
- Non-managerial staff members	LA10	76.13%	78.76%	67.10%	
- % of reporting		100.00%	100.00%	18.30%	
Training costs per person trained (€)		1,407	1,480	934	
% of reporting		100.00%	100.00%	18.30%	
Number of training hours per person trained	LA10	39	33	32	
% of reporting		100.00%	100.00%	97.80%	
Number of training hours per woman trained		30	27	31	
% of reporting		100.00%	100.00%	94.70%	
Training costs per hour of training (€)		36	44	23	
% of reporting		100.00%	100.00%	18.30%	
Distribution of hours of training per theme:					
- Job skills		52.70%	58.25%	40.00%	
- Quality, environment, safety		17.57%	15.25%	30.70%	
- Languages		3.24%	2.34%	4.10%	
- Other		26.49%	24.17%	25.20%	
- % of reporting		100.00%	100.00%	18.30%	
Work conditions					
Days of absence per person	LA7	16	19	11	
% of reporting		100.00%	100.00%	97.80%	
Overtime	LA7	0.84%	1.20%	1.51%	
% of reporting		100.00%	100.00%	18.30%	
Health & Safety at Work					
Number of fatal accidents (employees)*		1	0	0	
Frequency rate		12.7	14.3	14.9	
Severity rate (based on France Reporting Criteria)		0.52	0.46	0.33	
Severity rate (based on OIT referential)		0.36			
% of reporting		100%	100%	100%	

Energy Europe & International Business Line			Global Gas & LNG Business Line			
	2010	2009	2008	2010	2009	2008
Workforce per geographical area						
France	25,002	24,279	23,919	2,452	2,310	1,909
Belgium	103	114	133	1,028	984	699
Other European Union	7,215	7,603	7,561	23	20	18
Other countries in Europe	10,646	10,915	11,271	1,216	1,162	1,058
Total Europe	0	0	0	167	139	101
North America	17,964	18,632	18,965	2,434	2,305	1,876
South America	2,035	2,012	2,009	0	1	0
Asia – Middle East – Oceania	3,263	2,259	2,076	4	3	4
Africa	1,740	1,376	869	14	1	
% of reporting	100%	100%	100%	100%	100%	100%
Distribution of workforce per CSP						
Managerial staff members	4,998	5,142	5,693	1,302	1,211	807
Non-managerial staff members	20,004	19,137	18,201	1,150	1,099	372
% of reporting	100.0%	100.0%	99.9%	100.0%	100.0%	61.8%
Share of women in the Group						
Proportion of women in the workforce	26.1%	27.5%	27.5%	30.1%	30.8%	28.7%
% of reporting	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Proportion of women in managerial staff	22.7%	21.1%	20.0%	30.3%	31.4%	35.0%
% of reporting	100.0%	100.0%	66.1%	100.0%	100.0%	2.6%
Distribution of workforce per type of contract						
Permanent (CDI)	96.3%	96.0%	94.1%	95.0%	95.6%	100.0%
Other	3.7%	4.0%	5.9%	5.0%	4.4%	0.0%
% of reporting	100.0%	100.0%	66.5%	100.0%	100.0%	37.4%
Demographic pyramid on permanent workforce						
under 25	3.0%	3.6%	5.4%	1.0%	1.9%	2.3%
25-29	12.8%	13.6%	15.1%	11.1%	11.1%	15.6%
30-34	15.9%	15.5%	13.9%	16.3%	16.2%	22.9%
35-39	15.0%	15.0%	13.8%	17.0%	15.8%	18.5%
40-44	15.9%	16.1%	14.2%	12.8%	11.9%	12.6%
45-49	13.4%	13.6%	14.4%	12.1%	13.2%	11.3%
50-54	12.9%	13.1%	12.9%	14.9%	16.0%	9.8%
55-59	8.6%	8.0%	8.5%	11.8%	11.2%	6.3%
60-64	2.2%	1.4%	1.6%	3.0%	2.6%	0.4%
65 +	0.3%	0.1%	0.2%	0.0%	0.1%	0.1%
% of reporting	100.0%	100.0%	64.4%	100.0%	100.0%	36.2%
Movements of personnel and labour						
Turnover	5.37%	9.80%	5.60%	3.34%	2.53%	2.20%
% of reporting	100.00%	100.00%	60.20%	100.00%	100.00%	2.60%
Voluntary turnover	2.76%	2.30%	3.40%	2.68%	2.12%	1.40%
% of reporting	100.00%	100.00%	94.40%	100.00%	100.00%	100.00%
Hiring rate	8.42%	10.38%	14.10%	13.34%	15.01%	13.70%
% of reporting	100.00%	100.00%	94.40%	100.00%	100.00%	100.00%
Permanent hiring rate	71.83%	73.92%	75.00%	76.16%	78.31%	0.00%
% of reporting	100.00%	100.00%	60.20%	100.00%	100.00%	2.60%
Percentage of disabled workers	0.70%	0.64%	0.25%	1.55%	1.34%	0.00%
Professional development						
Percentage of trained workforce	83.80%	77.35%	79.00%	90.71%	81.99%	60.60%
% of reporting	81.92%	94.47%	70.30%	100.00%	86.56%	100.00%
Proportion of women in trained workforce	25.18%	27.88%	28.10%	30.18%	30.96%	34.60%
% of reporting	81.92%	94.47%	71.00%	100.00%	86.56%	92.10%
Percentage of managerial and non-managerial staff in trained workforce:						
- Managerial staff members	19.99%	20.98%	25.50%	55.17%	57.83%	70.00%
- Non-managerial staff members	80.01%	79.02%	74.50%	44.83%	42.17%	30.00%
- % of reporting	81.92%	94.47%	62.40%	100.00%	86.56%	2.60%
Training costs per person trained (€)	1,135	958	1,626	2,677	2,193	2,243
% of reporting	81.92%	91.55%	65.70%	100.00%	70.96%	2.60%
Number of training hours per person trained	55	54	68	34	20	38
% of reporting	81.92%	94.04%	70.30%	100.00%	52.69%	100.00%
Number of training hours per woman trained	43	55	68	29	27	36
% of reporting	81.92%	94.04%	71.00%	100.00%	52.69%	92.10%
Training costs per hour of training (€)	21	18	23	78	111	54
% of reporting	81.92%	91.55%	64.00%	100.00%	52.69%	2.60%
Work conditions						
Days of absence per person	11	11	14	10	15	16
% of reporting	100.00%	99.98%	73.60%	100.00%	99.21%	85.50%
Overtime	3.48%	3.01%	4.15%	2.51%	2.15%	0.00%
% of reporting	100.00%	99.98%	65.40%	100.00%	99.21%	2.60%
Health & Safety at Work						
Number of fatal accidents (employees)*	0	2	2	0	0	0
Frequency rate	1.6	2.2	2.2	1	2.3	0
Severity rate (based on France Reporting Criteria)	0.07	0.08	0.06	0.01	0.09	0
Severity rate (based on OIT referential)	0.05			0.01		
% of reporting	100%	100%	100%	100%	100%	100%

Social indicators

✓ Moderate assurance
 ✓✓ Reasonable assurance

		Infrastructure Business Line		
	GRI	2010	2009	2008
Workforce per geographical area				
France	✓✓ LA1	17,500	17,341	17,395
Belgium	LA1	17,436	17,274	17,343
Other European Union	LA1	64	67	52
Other countries in Europe	LA1	0	0	0
Total Europe	LA1	17,500	17,341	17,395
North America	LA1	0	0	0
South America	LA1	0	0	0
Asia – Middle East – Oceania	LA1	0	0	0
Africa	LA1	0	0	0
% of reporting		100%	100%	100%
Distribution of workforce per CSP				
Managerial staff members	✓✓ LA1	3,518	3,393	3,146
Non-managerial staff members	✓✓ LA1	13,982	13,948	14,207
% of reporting		100.0%	100.0%	99.8%
Share of women in the Group				
Proportion of women in the workforce	✓✓ LA13	21.9%	20.9%	20.1%
% of reporting		100.0%	100.0%	100.0%
Proportion of women in managerial staff	LA13	26.9%	25.2%	-
% of reporting		100.0%	100.0%	0.0%
Distribution of workforce per type of contract				
Permanent (CDI)	LA1	95.5%	96.0%	100.0%
Other	LA1	4.5%	4.0%	0.0%
% of reporting		100.0%	100.0%	95.8%
Demographic pyramid on permanent workforce				
under 25	✓ LA1	4.9%	4.9%	4.7%
25-29	✓ LA1	9.5%	9.0%	8.6%
30-34	✓ LA1	11.1%	10.8%	10.4%
35-39	✓ LA1	12.7%	12.0%	12.2%
40-44	✓ LA1	12.2%	12.4%	12.7%
45-49	✓ LA1	16.7%	18.8%	21.0%
50-54	✓ LA1	24.6%	24.8%	24.7%
55-59	✓ LA1	7.8%	6.8%	5.6%
60-64	✓ LA1	0.5%	0.4%	0.1%
65 +	✓ LA1	0.0%	0.0%	0.0%
% of reporting		100.0%	100.0%	95.8%
Movements of personnel and labour				
Turnover	✓ LA2	0.84%	0.37%	-
% of reporting		100.00%	100.00%	0.00%
Voluntary turnover	✓ LA2	0.74%	0.23%	0.10%
% of reporting		100.00%	100.00%	100.00%
Hiring rate	✓ LA2	7.11%	6.66%	5.40%
% of reporting		100.00%	100.00%	100.00%
Permanent hiring rate	LA2	58.77%	57.12%	-
% of reporting		100.00%	100.00%	0.00%
Percentage of disabled workers		2.24%	2.05%	0.00%
Professional development				
Percentage of trained workforce	✓✓ LA10	77.58%	66.68%	54.60%
% of reporting		100.00%	99.99%	100.00%
Proportion of women in trained workforce	LA10	17.90%	16.77%	16.60%
% of reporting		100.00%	99.99%	95.30%
Percentage of managerial and non-managerial staff in trained workforce:	LA10			
- Managerial staff members	LA10	17.91%	18.15%	
- Non-managerial staff members	LA10	82.09%	81.85%	
- % of reporting		100.00%	99.99%	0.00%
Training costs per person trained (€)		1,827	1,603	
% of reporting		100.00%	99.99%	0.00%
Number of training hours per person trained	LA10	36	38	37
% of reporting		100.00%	99.99%	100.00%
Number of training hours per woman trained		29	30	29
% of reporting		100.00%	99.99%	95.30%
Training costs per hour of training (€)		51	42	
% of reporting		100.00%	99.99%	0.00%
Distribution of hours of training per theme:				
- Job skills		52.75%	52.40%	
- Quality, environment, safety		23.69%	24.20%	
- Languages		1.70%	1.57%	
- Other		21.86%	21.83%	
- % of reporting		100.00%	99.99%	0.00%
Work conditions				
Days of absence per person	LA7	20	21	10
% of reporting		100.00%	99.99%	99.39%
Overtime	LA7	2.47%	2.41%	-
% of reporting		100.00%	99.88%	0.00%
Health & Safety at Work				
Number of fatal accidents (employees)*		4	2	1
Frequency rate		4.4	3.4	5
Severity rate (based on France Reporting Criteria)		0.09	0.2	0.28
Severity rate (based on OIT referential)		0.08		
% of reporting		100%	100%	

			Energy Services Business Line		Environment Business Line			
			2010	2009	2008	2010	2009	2008
Workforce per geographical area								
France			75,872	76,766	77,883	79,554	65,895	65,382
Belgium			39,473	39,701	40,483	34,792	32,398	32,835
Other European Union			10,426	10,278	10,263	2,092	2,050	2,219
Other countries in Europe			19,809	20,387	21,548	30,104	19,167	19,877
Total Europe			2,797	2,927	2,939	81	78	80
North America			72,505	73,293	75,233	67,069	53,693	55,011
South America			337	367	11	3,347	3,281	3,250
Asia – Middle East – Oceania			784	868	719	252	269	222
Africa			2,196	2,182	1,920	4,892	4,582	3,381
% of reporting			100%	100%	100%	100%	100%	100%
Distribution of workforce per CSP								
Managerial staff members			13,282	13,050	11,295	10,665	8,649	8,358
Non-managerial staff members			62,590	63,716	58,474	68,889	57,246	57,024
% of reporting			100.0%	100.0%	89.6%	100.0%	100.0%	100.0%
Share of women in the Group								
Proportion of women in the workforce			12.0%	11.8%	11.8%	19.4%	18.5%	18.2%
% of reporting			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Proportion of women in managerial staff			13.8%	13.2%	13.0%	25.6%	24.2%	23.7%
% of reporting			100.0%	100.0%	89.6%	100.0%	100.0%	100.0%
Distribution of workforce per type of contract								
Permanent (CDI)			93.5%	93.4%	92.6%	91.3%	92.3%	91.8%
Other			6.5%	6.6%	7.4%	8.7%	7.7%	8.2%
% of reporting			100.0%	100.0%	94.2%	100.0%	100.0%	100.0%
Demographic pyramid on permanent workforce								
under 25			4.6%	5.1%	6.0%	3.1%	3.6%	4.2%
25-29			11.8%	11.9%	11.9%	9.4%	9.6%	9.7%
30-34			13.1%	12.8%	12.5%	12.3%	11.7%	11.9%
35-39			13.2%	13.4%	14.0%	15.0%	15.2%	15.8%
40-44			15.3%	15.5%	15.6%	16.7%	16.9%	17.2%
45-49			15.0%	14.7%	14.2%	16.6%	16.5%	15.9%
50-54			13.2%	13.2%	13.0%	13.7%	13.6%	13.0%
55-59			10.5%	10.3%	9.9%	9.6%	9.3%	8.9%
60-64			3.1%	2.9%	2.6%	3.2%	3.2%	2.9%
65 +			0.3%	0.3%	0.2%	0.5%	0.5%	0.5%
% of reporting			100.0%	100.0%	88.2%	100.0%	100.0%	98.9%
Movements of personnel and labour								
Turnover			7.26%	6.26%	7.50%	6.46%	7.39%	8.40%
% of reporting			100.00%	100.00%	90.40%	100.00%	98.43%	99.50%
Voluntary turnover			3.79%	3.61%	5.90%	3.03%	3.31%	5.20%
% of reporting			100.00%	100.00%	100.00%	100.00%	98.43%	99.50%
Hiring rate			13.22%	12.69%	19.20%	20.61%	15.70%	19.50%
% of reporting			100.00%	100.00%	100.00%	100.00%	98.43%	99.50%
Permanent hiring rate			56.73%	57.10%	56.40%	36.41%	46.14%	57.40%
% of reporting			100.00%	100.00%	90.40%	100.00%	98.43%	99.50%
Percentage of disabled workers			1.63%	1.54%	1.43%	1.52%	1.49%	1.46%
Professional development								
Percentage of trained workforce			64.33%	59.57%	61.10%	61.20%	59.73%	57.20%
% of reporting			86.02%	88.80%	88.10%	98.15%	98.02%	99.00%
Proportion of women in trained workforce			10.31%	10.58%	9.80%	19.13%	18.70%	19.70%
% of reporting			86.02%	88.80%	87.60%	98.15%	98.02%	100.00%
Percentage of managerial and non-managerial staff in trained workforce:								
- Managerial staff members			18.13%	16.83%	15.90%	15.03%	15.11%	15.60%
- Non-managerial staff members			81.87%	83.17%	84.10%	84.97%	84.89%	84.40%
- % of reporting			86.02%	88.80%	78.50%	98.15%	98.02%	99.00%
Training costs per person trained (€)			687	744	1,068	532	579	820
% of reporting			85.67%	88.80%	78.50%	98.15%	97.98%	98.60%
Number of training hours per person trained			26	29	27	26	23	24
% of reporting			86.02%	88.80%	88.10%	90.56%	98.02%	99.00%
Number of training hours per woman trained			26	29	27	25	26	22
% of reporting			86.02%	88.80%	87.60%	90.56%	98.02%	100.00%
Training costs per hour of training (€)			26	26	39	22	25	35
% of reporting			85.67%	88.80%	78.50%	90.56%	97.98%	99.40%
Distribution of hours of training per theme:								
- Job skills			45.94%	47.49%	46.00%	28.37%	30.61%	31.10%
- Quality, environment, safety			34.64%	31.77%	30.90%	36.64%	41.65%	39.70%
- Languages			2.93%	3.39%	4.10%	5.19%	4.14%	6.40%
- Other			16.50%	17.35%	19.00%	29.81%	23.59%	22.90%
- % of reporting			86.02%	88.80%	78.50%	90.56%	98.02%	99.40%
Work conditions								
Days of absence per person			12	12	14	12	12	15
% of reporting			100.00%	100.00%	100.00%	100.00%	100.00%	99.00%
Overtime			2.90%	2.83%	2.49%	4.36%	4.89%	4.96%
% of reporting			100.00%	99.99%	90.40%	100.00%	100.00%	99.40%
Health & Safety at Work								
Number of fatal accidents (employees)*			2	3	0	5	4	2
Frequency rate			7.9	8.6	9.6	16.3	15.4	17.5
Severity rate (based on France Reporting Criteria)			0.38	0.39	0.42	0.68	0.64	0.65
Severity rate (based on OIT referential)			0.23			0.43		
% of reporting			100%			100%		

Statutory auditors' report on the review of selected Environmental and social indicators

This Statutory Auditor's opinion relates to the environmental and social data published in the GDF SUEZ 2010 Reference Document. The page numbers cited refer to that report and not to this brochure.

This is a free translation into English of the original report issued in the French language and is provided solely for the convenience of English speaking readers.

At the request of GDF SUEZ and in our capacity as the company's Statutory Auditors, we performed a review in the aim of providing assurance on the environmental and social indicators selected by GDF SUEZ and identified by the symbols ✓ or ✓✓ in sections 3.2.2, 3.2.5 and 4.8 of the Reference Document for fiscal year 2010 and at the Group level (the "Data").

The Data, which is the responsibility of GDF SUEZ management, has been prepared in accordance with the following internal reporting criteria:

- Set of procedures relating to environmental data reporting,
- Set of procedures relating to social data reporting, available for consultation at the Sustainable Development Department (Environment Climate), the Human Resources department (HR Controlling) and the Health, Safety and Management Systems Department, as summarized in sections 3.2.4, 4.8.1 and 4.8.2 of the Reference Document (hereinafter the "Reporting Criteria").

It is our responsibility, based on the work performed, to express a conclusion on this Data. The conclusions expressed below relate solely to this Data and not to the entire sustainable development report.

Nature and scope of our work

We conducted our procedures in accordance with the applicable professional guidelines.

Moderate assurance

- We conducted the following procedures in order to provide moderate assurance that the selected Data(1), identified by the symbol ✓, did not contain any material anomalies. A higher level of assurance would have required more extensive work. We have assessed the Reporting Criteria with respect to its relevance, reliability, objectivity, clarity and its completeness. We met with the persons responsible for the application of the Reporting Criteria at the Sustainable Development Department (Environment Climate), the Human Resources Department (HR Controlling) and the Health, Safety and Management Systems

Department at the head office, and within the branches: Energy France business line, Energy Europe & International, Global Gas & LNG business line, Infrastructures, Energy Services business line and SUEZ Environment.

- For the environmental data, we selected 32 entities(2) for which the following procedures were carried out: substantive tests at 65 sites belonging to these entities and analytical reviews and consistency tests at 32 selected entities. For the social data, we performed our procedures at 28 selected entities(3).

In addition, we have carried out analytical reviews and consistency tests for 3 additional(1) entities for environmental reporting and 14 additional entities(2) for social reporting.

We examined, on a sampling basis, the calculations and verified the Data reporting at different consolidation levels.

Reasonable assurance

For the indicators(3) identified by the symbol ✓✓, the degree of precision applied to the measurement and the more extensive nature of our work than that previously described, particularly in terms of the number of samplings, enable us to express reasonable assurance.

To assist us in conducting our work, we referred to the environment and sustainable development experts of our firms under the responsibility of Mr. Eric Duvaud for Ernst & Young, Mr. Eric Dugelay for Deloitte & Associés and Mrs. Emmanuelle Rigaudias for Mazars.

Comments on the procedures

GDF SUEZ continued to improve the reliability of environmental and social data reporting process. We have the following comments on the reporting process:

Environmental reporting

The level of supervision at Group level has been strengthened. However, the internal control

process still needs to be improved at the level of certain entities for the following indicators: Industrial water consumption, NOx emissions and SO₂ emissions.

Social reporting

The harmonization of social reporting tools and procedures contributed to improving the collection of Group data for fiscal year 2010. Nevertheless, the strengthening of the internal control system over the past several years should be pursued for all the entities, particularly for the "percentage of trained workers" and "number of days of sick leave" indicators used for calculating the "work-related accident severity rate".

Conclusion

Moderate assurance

The indicator "Industrial water consumption" presents a significant uncertainty due to the numerous anomalies that were identified during our work. These have been corrected for the sites covered by our work. Based on our review and subject to the above-mentioned qualification, we did not identify any anomalies likely to call into question the fact that the Data identified by the symbol ✓ was prepared, in all material aspects, in accordance with the above-mentioned Reporting Criteria.

Reasonable assurance

In our opinion, the Data identified by the symbol ✓✓ was prepared, in all material aspects, in accordance with the above-mentioned Reporting Criteria.

Signed in Neuilly-sur-Seine, March 10, 2011

The Statutory Auditors

DELOITTE & ASSOCIÉS

Jean-Paul Picard Pascal Pincemin

ERNST & YOUNG & Autres

Christian Mouillon Charles-Emmanuel Chosson

MAZARS

Thierry Blanchetier Philippe Castagnac

(1) The Data is as follows [the contribution to Group data from the entities selected for our work is mentioned between parentheses. It includes the procedures carried out during our on-site visits and also additional work carried out at the entity level]: SO₂ emissions (22%); NOx emissions (55%); Dust emissions (42%); Industrial water consumption (72%); Cooling water process consumption (74%); Non-hazardous waste and sub-products discharged (61%); Non-hazardous waste and sub-products recovered (56%); Quantities of leachates treated (96%); Effective monthly average (74%); Age pyramid; Employee turnover rate (in relation to number of resignations and dismissals) (64%); Employee resignation rate (in relation to number of resignations) (62%); Hiring rate (in relation to total number of hirings under indefinite term and fixed-term contracts) (69%); Number of fatal accidents (92%); Work-related accident frequency rate (FR) (in relation to the number of accidents with paid sick leave) (81%); Work-related severity rate (SR) (in relation to number of days of paid sick leave) (83%).

(2) BEEI Energy Europe & International: Electrabel SA (BU and Saint Ghislain, Knippegroen, Ruien sites), Electrabel Nederland (BU and Eems site), Tractebel Energia (Itasa, Machadinho, Cana Brava, Jose Gelazio, Rondonopolis, Passo Fundo, Ponte de Pedra, Salto Osorio, Salto Santiago sites), SENA (Northeastern Power Company, Hopewell sites), Glow (Glow Energy Phase 1, Phase 2, Phase 4, Glow SPP1, SPP2, SPP3, Glow IPP), E-CL (Tocopilla GT, Tocopilla CCGT, Tocopilla conventional, Arica), Kraftwerk Farge GmbH, Senoko (Senoko Conventional, Senoko CGT, Senoko PP), Enersur (ILO 1 and 2 sites), Sohar PC, Rosignano Energia Spa, GDF SUEZ Teesside Ltd., Baymina; Global Gas & GNL business line: DEP (GDF SUEZ E&P UK, GDF SUEZ E&P Norge AS, E&P Deutschland, GDF SUEZ E&P Netherland); GNL(BU); Energy France business line: SHEMA, Cycosfos - Infrastructures: Storengy; Energy Services business line: Cofely Deutschland GmbH, Cofely Italie (BU and Spinetta Marengo site), Cofely Nord Est, Finergaz (>20MW, <20MW); Suez Environment: Agbar (Mataro site), Degremont (Nice Hallotis, Durango), United Water (Springfield, Deleware), Lyonnaise des Eaux France (BU and Dunkerque site), Sita France (BU and Beator, Le Teich, Orisane sites), Sita Sverige AB (BU and Kovik), SWIRE Sita (Pillar Point, Went sites), Sita UK (BU and Incinerator Isle of Man and Runfold landfill II sites), Teris France, Australia (Hallam site).

(3) Energy Europe & International: Electrabel, N-Allo, SENA, Tractebel Energia Consolidated, GDF SUEZ Energy Romania, Global Gas & LNG business line: GDF SUEZ E&P Deutschland GmbH; Energy France business line: Savelys, CNR; Infrastructures: Storengy, GRTGaz, GrDF; Energy Services business line: Groupe Ineo, Cofely Netherland NV, Cofely Limited, Cofely Italia, Cofely Deutschland, Cofely Espana, Cofely IDF Tertiaire, Cofely Sud Est; Suez Environment: Sita France, Sita UK, Sita Waste Services, Sita El Beida, Lyonnaise des Eaux France, LYDEC, United Water, Agbar, Sita Sverige AB.

Financial progress report

In millions of euros	Note*	31 December 2010	31 December 2009
NON-CURRENT ASSETS			
Intangible assets, net	10	12,780	11,420
Goodwill	9	27,567	27,989
Property, plant and equipment, net	11	78,703	69,665
Available-for-sale securities	14	3,252	3,563
Loans and receivables at amortized cost	14	2,794	2,426
Derivative instruments	14	2,532	1,927
Investments in affiliated companies	12	1,980	2,176
Other assets		1,440	1,696
Deferred tax assets	7	1,669	1,419
TOTAL NON-CURRENT ASSETS		132,717	122,280
CURRENT ASSETS			
Loans and receivables at amortized cost	14	1,032	947
Derivative instruments	14	5,739	7,405
Trade and other receivables	14	21,334	19,748
Inventory		3,870	3,947
Other assets		6,957	5,094
Financial assets at fair value through income	14	1,713	1,680
Cash and cash equivalents	14	11,296	10,324
TOTAL CURRENT ASSETS		51,940	49,145
TOTAL ASSETS		184,657	171,425
Shareholders' equity		62,205	60,285
Non-controlling interests		8,513	5,241
TOTAL EQUITY	16	70,717	65,527
NON-CURRENT LIABILITIES			
Provisions	17	12,989	12,790
Borrowings and debt	14	38,179	32,155
Derivative instruments	14	2,104	1,792
Other financial liabilities	14	780	911
Other liabilities		2,342	2,489
Deferred tax liabilities	7	12,437	11,856
TOTAL NON-CURRENT LIABILITIES		68,830	61,993
CURRENT LIABILITIES			
Provisions	17	1,480	1,263
Borrowings and debt	14	9,059	10,117
Derivative instruments	14	5,738	7,170
Trade and other payables	14	14,835	12,887
Other liabilities		13,997	12,469
TOTAL CURRENT LIABILITIES		45,109	43,905
TOTAL EQUITY AND LIABILITIES		184,657	171,425

N.B.: Amounts in tables are expressed in millions of euros. In certain cases, rounding may cause non-material discrepancies in the lines and columns showing totals and changes.

Prepayments and instalments received as well as certain other accounts which were previously included under "Trade and other payables" are now under "Other liabilities". Comparative 2009 data will be re-processed in order to apply this new presentation.

* Notes appear in Chapter 11 of the GDF SUEZ 2010 Reference Document available at gdfsuez.com.

Income statement

In millions of euros	Note*	31 December 2010	31 December 2009
Total revenue		84,478	79,908
Purchases		(44,672)	(41,406)
Personnel costs		(11,755)	(11,365)
Depreciation, amortization and provisions		(5,899)	(5,183)
Other operating income and expenses		(13,356)	(13,607)
CURRENT OPERATING INCOME	4	8,795	8,347
Mark-to-market on commodity contracts other than trading instruments		(106)	(323)
Impairment of property, plant and equipment, intangible assets and financial assets		(1,468)	(472)
Restructuring costs		(206)	(179)
Scope of consolidation		1,185	367
Other non-recurring elements		1,297	434
INCOME FROM OPERATING ACTIVITIES	5	9,497	8,174
Financial expenses		(2,810)	(2,638)
Financial products		589	1,010
FINANCIAL INCOME	6	(2,222)	(1,628)
Income tax expense	7	(1,913)	(1,719)
Share in net income of affiliated companies	12	264	403
NET INCOME		5,626	5,230
Net income Group share		4,616	4,477
Non-controlling interests net income		1,010	753
Earnings per share (euros)	8	2.11	2.05
Diluted earnings per share (euros)	8	2.10	2.03

* Notes appear in Chapter 11 of the GDF SUEZ 2010 Reference Document available at gdfsuez.com.

Status of cash flow

In millions of euros	31 December 2010	31 December 2009
NET INCOME	5,626	5,230
- Share in net income of affiliated companies	(264)	(403)
+ Dividends received from affiliated companies	273	376
- Net depreciation, amortization and provisions	7,331	4,726
- Scope of Consolidation, other non-recurring elements	(2,592)	(801)
- Mark-to-market on commodity contracts other than trading instruments	106	323
- Other items with no cash impact	121	217
- Income tax expense	1,913	1,719
- Financial income	2,222	1,628
Cash generated from operations before income tax and working capital requirements	14,736	13,016
+ Tax paid	(2,146)	(1,377)
Change in working capital requirements	(258)	1,988
CASH FLOW FROM OPERATING ACTIVITIES	12,332	13,628
Acquisitions of property, plant and equipment and intangible assets	(9,292)	(9,646)
Control of subsidiaries obtained net of cash and cash equivalents acquired*	(737)	(475)
Acquisitions of shares in affiliated companies and joint ventures*	(139)	(286)
Acquisitions of available-for-sale securities	(510)	(902)
Disposals of property, plant and equipment and intangible assets	405	336
Control of subsidiaries lost net of cash and cash equivalents acquired*	412	55
Disposals of shares in affiliated companies and joint ventures*	1,239	1,295
Disposals of available-for-sale securities	847	685
Interest received on non-current financial assets	39	80
Dividends received on non-current financial assets	128	235
Change in loans and receivables originated by the Group and other	(176)	447
CASH FLOW FROM INVESTING ACTIVITIES	(7,783)	(8,177)
Dividends paid	(3,918)	(4,028)
Repayment of borrowings and debt	(7,424)	(12,897)
Change in financial assets at fair value through income	16	(993)
Interest paid	(1,565)	(1,293)
Interest received on cash and cash equivalents	141	149
Increase in borrowings and debt	8,709	14,887
Increase/decrease in capital	563	84
Purchase/sale of treasury stock	(491)	0
Issuing of perpetual subordinated securities by SUEZ Environment	742	0
Changes in shareholdings in entities under management control*	(455)	(191)
CASH FLOW FROM FINANCING ACTIVITIES	(4,282)	(4,282)
Effect of changes in exchange rates and other	106	107
TOTAL CASH FLOW FOR THE PERIOD	972	1,274
CASH AND CASH EQUIVALENTS AT BEGINNING OF PERIOD	10,324	9,049
CASH AND CASH EQUIVALENTS AT END OF PERIOD	11,296	10,324

* In application of IAS 27 revised, cash flows linked to changes in share parts in entities under control must now be presented under "Cash flow from financing activities" in the cash flow table. In this context, the Group revised the presentation of acquisitions and disposals of consolidated securities in the cash flow table. Until 31 December 2009, the rows "Acquisitions of entities net of cash and cash equivalents acquired" and "Disposals of entities net of cash and cash equivalents disposed" included cash flow effects linked to acquisitions/disposals of entities under exclusive or joint control, acquisitions/disposals of affiliated companies and changes in share parts in entities under exclusive or joint control. From 1st January 2010, changes in share parts in entities under control are presented under "Changes in shares in entities under control" in this section "Cash flow from financing activities". Acquisitions and disposals of affiliated companies and joint ventures are presented separately from cash flows linked to acquisitions/disposals of entities under control. Cash flows linked to control obtained and lost on the subsidiaries are presented under "Control of subsidiaries obtained net of cash and cash equivalents acquired" and "Control of subsidiaries lost net of cash and cash equivalents disposed" respectively. The comparative information for fiscal year 2009 has been reprocessed in order to present the relevant cash flows based on this new presentation.

Application of the UN Global Compact principles



The United Nations Global Compact asks companies to embrace, support and enact, within their sphere of influence, a set of core values in the areas of human rights, labour standards, the environment, and anti-corruption.

GDF SUEZ has been a member of the Global Compact since its launch in 2000, and meets its commitments, which are consistent with its values and priorities with regard to sustainable development.

Principles of the Global Compact		Correspondence
Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights ; and	Pages 11, 14-16, 17-19, 35, 37-41, 49, 57-60
Principle 2	Make sure that they are not complicit in human rights abuses	Pages 11, 17-19, 35, 37-41, 49, 57-60
Labour Rights		
Principle 3	Uphold the freedom of association and the effective recognition of the right to collective bargaining	Pages 11, 17-19, 35, 37-41, 49, 57-60
Principle 4	The elimination of all forms of forced or compulsory labour	Pages 11, 17-19, 35, 37-41, 49, 57-60
Principle 5	The effective abolition of child labour	Pages 11, 17-19, 35, 37-41, 49, 57-60
Principle 6	The elimination of discrimination in respect of employment and occupation	Pages 11, 17-19, 57-60
Environmental Law		
Principle 7	Businesses are asked to support a precautionary approach to environmental challenges	Pages 11, 14-16, 17-19, 27-29, 47-48
Principle 8	To undertake initiatives to promote greater environmental responsibility	Pages 11, 14-16, 27-33, 44-48
Principle 9	To encourage the development and diffusion of environmentally friendly technologies	Pages 11, 17-19, 27-33, 38-45, 44-48
Anti-corruption measures		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	Pages 11, 17-19, 35, 49

Glossary

ADEME

Agence de l'Environnement et de la Maitrise de l'Energie, the French Agency for Environment and Energy Management. A government agency created in 1990 which provides solutions to businesses, local authorities and private individuals for sustainable development issues.

Agenda 21

Action program for the 21st Century signed by 150 heads of government at the Rio Conference (1992), carried out at municipal and local authority level.

Bilan carbone

Method developed by ADEME to calculate GHG emissions, also known as a "carbon audit" or "carbon footprint analysis".

Biodiversity

A concept referring to the biological diversity of life (genes, species and ecosystems), a hierarchy of objective entities organized in constantly evolving systems, driven by a dynamic and performance functions. Biodiversity is affected by the social, economic, legal and political activities and structures of human society.

Biogas

Any gas resulting from the fermentation of waste, such as methane and carbon dioxide. Biogas can be recovered and processed at landfill sites as well as in special fermentation facilities (digesters) so they can be used, for example, in the production of electricity and heat.

Biomass

Any organic material of vegetable or animal origin used for energy purposes (electricity and heat) or for agriculture.

Business Unit

A corporate unit or departmental division based on strategic segments.

CO₂

Carbon dioxide, a gas emitted by humans and animals when breathing and in plant respiration, and most notably in the combustion of organic compounds. CO₂ is incriminated as the principal greenhouse gas in global warming.

CO₂ capture and storage (CCS)

A method of recovering CO₂ emitted by fossil fuel based power plants, and injecting the gas into underground cavities to prevent releasing carbon into the atmosphere.

Cogeneration

A technique by which a single fuel is used to simultaneously produce heat and electricity.

Comité 21

Le Comité 21 ("21 Committee") is a network of players committed to the operational implementation of sustainable development principles. Its mission is to create conditions for exchanges and partnerships between its members in all sectors so they

can "own" and implement, together, sustainable development principles at regional level.

Eco-efficiency

Refers to the energy savings generated by adapting equipment and facilities (buildings, heating and ventilation systems, lighting systems, etc.) and changing the behaviour of users.

Ecological footprint

The amount of productive land and sea necessary to produce the resources consumed by a population and assimilate the waste that it produces.

Ecosystem

A complex system made up of plants, animals and micro-organisms and their non-living environment whose interactions form a unit.

EFA

Energy Flow Analysis.

EMS

Environmental Management System. Method of managing an entity (company, department, etc.) aimed at evaluating and reducing the environmental impact of its activities.

Energy efficiency

Relationship between the amount of energy recovered and energy consumed.

Energy Saving Certificate

A certificate given to any person or legal entity reflecting the number of kWh saved. It can be resold to energy suppliers. Energy saving certification is regulated by ADEME.

Environmental impact

Modification of the environment, detrimental or beneficial, resulting partially or totally from the activities, products or services of an organism.

Extra-financial rating agency

An agency that rates businesses based on social and environmental criteria. For example: Vigéo, SAM, EIRIS, Ethibel, Innovest, etc.

GHG

Greenhouse Gas. Gases such as CO₂ and methane, which absorb some of the sun's rays and contribute to global warming.

Global Compact

A United Nations initiative launched in 1999 at the Davos Forum, which encourages businesses to adopt and respect 10 basic values in the field of human rights, employment standards, environmental standards, and anti-corruption measures.

Governance

System by which an organization makes and implements decisions in pursuit of its objectives (source ISO 26000).

Greenhouse Effect

Rise in global temperatures due to solar heat retention by certain gases in the atmosphere. A natural phenomenon reinforced by emissions of CO₂ and other greenhouse gases due to human activity.

GRI

Global Reporting Initiative. An international initiative launched in 1997 to develop a reporting framework and rules aimed at companies concerned about sustainable development.

IHA

Founded by UNESCO in 1995, the International Hydropower Association is a non-governmental body that promotes and disseminates best practices and knowledge about hydroelectricity.

ISO 9001

An international set of standards for quality management systems across organizations.

ISO 14001

International set of standards for implementing an effective environmental management system created in 1996. Companies that apply for certification are audited by an accredited independent international body.

ISO 26000

The ISO 26000 International standard provides guidance to all types of organizations, regardless of their size or location. It defines terms, principles, practices, core subjects relating to social responsibility as well as the integration of social responsibility throughout the organization. The standard is intended to assist organizations in contributing to sustainable development in encouraging to go beyond legal compliance.

ISRS7

Isrs7 is a leading international system based on the International Safety Rating System for measuring, improving and demonstrating health & safety, environmental and business performance.

LCA

Life Cycle Analysis.

LNG

Liquefied Natural Gas. Gas turned into liquid phase by lowering its temperature to -163°C, reducing it to one six-hundredth of its original volume.

NRE Law

Law on New Economic Regulations. French law on "new economic regulations" passed in 2001 that requires listed companies to publish social and environmental data in a dedicated report.

OSART

The Operational Safety Review Team, created in 1981 by the International Atomic Energy Agency, conducts audits of nuclear power plants to produce recommendations and suggestions for improving safety as well as practical measures to share among nuclear power operators.

REACH

Registration, Evaluation, Authorization and Restriction of Chemicals.

Recycling

The process of treating industrial and household waste so that the resulting material can be reintroduced into the production cycle of a product.

Renewable energy

Energy produced from natural elements (sun, wind, water, earth) generating little or no waste and pollutants.

Social Responsibility

Responsibility of an organization for the impacts of its decisions and activities on society and the environment, through transparent and ethical behaviour that contributes to sustainable development, including health and the welfare of society; takes into account the expectations of stakeholders; is in compliance with applicable law and consistent with international norms of behaviour; and is integrated throughout the organization and practised in its relationships (source ISO 26000).

SRI

Socially Responsible Investment. Individual or collective investment based on social, environmental, ethics and corporate

governance criteria, aiming at a financial return.

Stakeholder

Individual or group that has an interest in any decision or activity of an organization (source ISO 26000).

Sustainable development

Development that meets the needs of the present without compromising the ability of future generations to meet their own needs (source ISO 26000).

UNEP

United Nations Environment Programme. A United Nations body created in 1972 to coordinate environmental actions, assist countries in developing environmentally sound practices, and promote sustainable development.

Waste recovery

The transformation of household or industrial waste into energy and reusable materials.

WBCSD

The World Council of Sustainable Development is an international platform for companies to explore the new opportunities provided by sustainable development issues, and to share knowledge, experience and best practices in this field.

Zero-rate eco-loan

France's Grenelle for the Environment is committed to zero-rate loans for financing home energy improvements and thereby reducing energy consumption and greenhouse gas emissions.

GRI Index

PART I: DECLARATION OF GROUP PROFILE				
	Description	Level of information communication	Reference	Reason for partial level of communication
1. Strategy and analysis				
1.1	Message from the CEO	Total	p. 02-03	
1.2	Description of key risks and opportunities	Total	p. 14-16	
2. Profil organisationnel				
2.1	Name of the organization	Total	cover, p. 02-03	
2.2	Products and/or services	Total	p. 06-07, 31-33	
2.3	Operational structure	Total	p. 06-07	
2.4	Head Office:	Total	4 th cover	
2.5	List of countries where located	Partial	p. 06-07	Not carried out
2.6	Ownership structure and legal form	Total	4 th cover	
2.7	Markets	Total	p. 06-07	
2.8	Size of organization	Total	p. 06-07	
2.9	Significant decisions concerning location and changes over the operating period	Partial	p. 64-65, 70-71	
2.10	Distinctions	Total	p. 24, 59, 60	
3. Reporting parameters				
3.1	Reporting period	Total	p. 64, 70	
3.2	Date of most recent report	Total	Sept. 10	
3.3	Reporting cycle	Total	Annual	
3.4	Contact person(s)	Total	3 rd cover	
3.5	Process for preparing report content	Total	p. 01, 02-03	
3.6	Scope	Total	p. 64-65, 70-71	
3.7	Restriction of report scope	Total	p. 64-65, 70-71	
3.8	Reporting base for joint ventures, etc.	Total	p. 64-65, 70-71	
3.9	Data estimation methods, calculation basis	Partial	p. 64-65, 70-71	Confidential information
3.10	Reformulation	Partial	p. 64-65, 70-71	Confidential information
3.11	Changes to reporting methods	Total	p. 64-65, 70-71	
3.12	Standard information	Total	p. 82-83	
3.13	Insurance policy	Total	p. 76-77	
4. Governance and commitment				
4.1	Governance structure	Total	p. 08-11	
4.2	Is the head of the highest governing body also a member of the Executive Committee?	Total	p. 02-03, 12	
4.3	Independent members of the highest administrative body	Total	p. 09	
4.4	Mechanisms made available to shareholders and employees	Total	p. 8-13; more information at http://www.gdfsuez.com/en/group/publications/publications/Reference document 2010	
4.5	Compensation of directors	Total	p. 12; more information at http://www.gdfsuez.com/en/group/publications/publications/Reference document 2010	
4.6	Prevention of processes that could lead to conflict of interest	Total	p. 08-13; more information at http://www.gdfsuez.com/en/group/publications/publications/Reference document 2010	
4.7	Expertise of the highest governing body	Total	p. 08-13; more information at http://www.gdfsuez.com/en/group/publications/publications/Reference document 2010	
4.8	Internal codes of conduct, missions, values	Total	p. 17-25, 35, 49, 50, 53-56	
4.9	Process at Board of Directors level	Total	p. 10-11, 14-15, 19-21, 22-24	
4.1	Evaluation of the performance of the highest governing body	Total	p. 8-13; more information at http://www.gdfsuez.com/en/group/publications/publications/Reference document 2010	
4.11	Explanation of the precaution principle	Total	p. 14-16; more information at http://www.gdfsuez.com/en/group/publications/publications/Reference document 2010	
4.12	Charters, principles and external development of initiatives to which the organization subscribes	Partial	p. 41	Not carried out
4.13	Significant memberships to national or international associations	Partial	p. 27-29, 41, 46, 47, 51	Confidential information
4.14	List of stakeholders involved in the organization	Partial	p. 13, 24, 27-29, 32, 37-41, 47, 51, 53-62	Confidential information
4.15	Basis for identifying and selecting stakeholders	Partial	p. 11, 37-41, 47, 50-51, 53, 60-61, 65-66	Confidential information
4.16	Collaborative approaches with stakeholders	Partial	p. 37-41, 47, 65-66	Confidential information
4.17	Key aspects of collaboration with stakeholders	Partial	p. 42-43, 47, 63-66	Confidential information

PART II: Declaration of the Managerial approach				
	Description	Level of information communication	Reference	Reason for partial level of communication
4. Governance and commitment				
	Economic performance	Total	p. 78-80	
	Market presence	Total	p. 2-5	
	Indirect effects on the economy	Total	p. 14-16	
Declaration on EN management approach				
	Material	Total	p. 68-69	
	Energy	Total	p. 66-67	
	Water	Total	p. 68	
	Biodiversity	Total	p. 47-48	
	Emissions, effluents and waste	Total	p. 66-69	
	Products and services	Partial	p. 30-33, 44-46, 47-48	
	Compliance	Total	p. 35	
	Transport	Partial	p. 68-69	
Declaration on LA management approach				
	Employment	Total	p. 53-62, 72-75	
	Work/management relations	Total	p. 53-56	
	Health & Safety at Work	Total	p. 60-62	
	Training and education	Total	p. 53-62, 72-75	
	Equal opportunities	Total	p. 22, 57-60	
Declaration on HR management approach				
	Investment and acquisition practices	Total	p. 22, 35	
	Non-discrimination	Total	p. 60	
	Freedom of association and collective bargaining	Partial	p. 62	
	Child labour	Partial	p. 35, 49	
	Forced or compulsory labour	Partial	p. 35, 49	
	Good safety practices	Total	p. 42-43	
	Rights of local populations	Total	p. 37-41	
Declaration on SO management approach				
	Community	Total	p. 37-41	
	Corruption	Total	p. 49	
	Public policy	Total	p. 37	
	Anti-competitive behaviour	Partial	p. 35	
	Compliance	Total	p. 35, 49	
Declaration on PR management approach				
	Health & Safety of customers	Total	p. 42-43	
	Labelling of products and services	Partial	p. 34	
	Marketing communications	Total	p. 30-33	
	Compliance	Total	p. 35, 49	
PART III: ECONOMIC PERFORMANCE				
Indicators				
EC1	Direct economic value	Partial	p. 78-80	
EC2	Financial implications of climate change	Partial	p. 14-16, 45-46	
EC6	Policies, practices and proportion of expenditure towards local suppliers	Partial	p. 35	
EC7	Local hiring	Total	p. 54-58	
EC8	Investments in infrastructure development	Total	p. 45-48	
EC9	Understanding and description of significant direct economic impacts including extent of impact	Total	p. 14-16	
Environmental				
EN1	Material used by weight or volume	Total	p. 66-69	
EN2	Percentage of material that has been recycled	Partial	p. 68-69	
EN3	Direct energy consumption	Total	p. 66-67	
EN5	Energy saved due to energy efficiency	Total	p. 66-67	
EN6	Initiatives aimed at increasing energy yield or the use of renewable energy	Total	p. 27-29, 30-33, 44-48	
EN8	Total water consumption	Total	p. 68-69	
EN11	Location and size of sites owned, leased, managed or close to protected zones and those with high biodiversity potential	Partial	p. 47-48	
EN12	Description of significant impacts by activities, products and services on biodiversity in protected zones and those with high biodiversity potential	Partial	p. 47-48	
EN13	Protected or restored habitats	Partial	p. 47-48	

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	Description	Level of information communication	Reference	Reason for partial level of communication
EN14	Strategies, actions in progress and future plans for managing impacts on biodiversity	Total	p. 47-48	
EN16	Direct and indirect greenhouse gas emissions	Partial	p. 66-67	
EN17	Quantity of other pertinent indirect greenhouse gas emissions	Partial	p. 66-67	
EN18	Initiatives to reduce greenhouse gas emissions and the reductions achieved	Total	p. 27-29, 30-33, 44-48	
EN20	Atmospheric emissions of NOx and SOx	Total	p. 66-67	
EN22	Total weight of waste	Partial	p. 68-69	
EN26	Initiatives aimed at mitigating environmental impact	Total	p. 27-29, 30-33, 44-48	
EN28	Monetary value of significant penalties	Total	p. 66-67	
EN29	Transports: significant environmental impacts	Partial	p. 68-69, 47-48	
Social: Employment rights and practices				
LA1	Total workforce by type of job, contract and geographic region	Total	p. 06-07, 72-75	
LA2	Staff turnover	Partial	p. 72-75	
LA7	Percentage of workplace accidents, occupational sickness, work days lost and rates of absenteeism	Partial	p. 72-75	
LA9	Health and Safety areas covered by formal agreements with unions	Total	p. 60, 62	
LA10	Average number of training hours per annum, employee and occupational category	Total	p. 72-75	
LA11	Programs for managing skills and experience to enhance the employability of the company's personnel and assist in retirement strategies	Total	p. 55-56, 58	
LA13	Breakdown of employees by gender	Partial	p. 57, 72-75	
Social: Human rights				
HR1	Percentage and total number of significant investment accords that take human rights into account	Partial	p. 35, 49	
HR2	Selection of suppliers based on impact on human rights	Partial	p. 35, 49	
HR3	Total number of employees trained in policies and procedures on human rights appropriate to their activities, including the percentage of employees trained	Partial	p. 72-75	
HR6	Child labour	Partial	p. 35, 49	
HR7	Forced or compulsory labour	Partial	p. 35, 49	
HR8	Percentage of security staff trained in the organization's policies or procedures on human rights appropriate to their activities	Partial	p. 72-75	
Social: Solidarity				
SO1	Programs and practices of commitment and management of impacts on local populations	Partial	p. 35, 50-51	
SO3	Employees trained in anti-corruption policies and procedures	Partial	p. 72-75	
SO5	Public policy positions and participation in the development of public policies and lobbying	Total	p. 37	
Social: Product responsibility				
	Description	Level of information communication	Reference	81
PR1	Policy aimed at improving impacts on health & safety during the useful lifetime of the products	Partial	p. 42-43	
PR3	Information on products and labelling	Partial	p. 43	
PR5	Customer satisfaction	Total	p. 32-33	
PR6	Marketing communications	Total	p. 37, 41	



Statement GRI Application Level Check

GRI hereby states that **GDF SUEZ** has presented its report "GDF SUEZ Sustainable Development Report 2010" to GRI's Report Services which have concluded that the report fulfills the requirements of Application Level B+.

GRI Application Levels communicate the extent to which the content of the G3 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3 Guidelines.

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

15 April 2011, Amsterdam

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The "+" has been added to this Application Level because GDF SUEZ has submitted (part of) this report for external assurance. GRI accepts the reporter's own judgment for choosing its assurance Provider and for deciding the scope of the assurance.

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Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 5 April 2011. GRI explicitly excludes the statement being applied to any later changes to such material.

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Our values

drive

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daring

cohesion



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