

2018

Corporate Responsibility Report

We are honored to present ENGIE Insight's 2018 Corporate Responsibility Report, our sixth publication.

2018 was a year to remember—full of successes, challenges and invaluable learning. We intensified our strategy on our core capabilities, helping business customers navigate a new energy and sustainability future.

The best part of 2018 was experiencing sustainability in action first hand by visiting with clients, partners and industry experts across the country during a 10-day, 10-city Coast to Coast Sustainability Tour. I learned that sustainability has made a radical transition for businesses from being a 'nice to have' corporate effort to 'mission critical' for success, and I'm convinced more than ever that sustainability is a fundamental pillar of a successful business strategy.



We, too, are challenged to continually look at our own sustainability transformation and consider what urgent actions we can take to combat climate change, its impacts, and further reduce our own resource consumption from within. By making this commitment, we can better serve our clients on their own sustainability journeys.

I'm pleased to share our 2018 efforts and successes to embrace sustainability. Last year we volunteered 9,003 hours to local communities, delivered \$528 million in cost savings to clients and reduced our own GHG emissions by 23 percent from our 2017 baseline.

So far in 2019, ENGIE has bet big on a zero-carbon future. As one key pillar of that strategy they formed ENGIE Impact, a new business focused on supporting the world's leading businesses, cities and governments with accelerating their sustainability transformations. The world needs these organizations to be bold on sustainability and take these actions now. ENGIE Insight will be part of ENGIE Impact, and I am so excited to be leading this group of passionate and dedicated players. Together we will address these challenges head-on and lead that transformation. I look forward to being able to share ENGIE Impact's corporate responsibility goals and how these go hand in hand with our culture next year.

Mathias Lelievre
President and Chief Executive Officer

A handwritten signature in black ink, consisting of a stylized 'M' and 'L' followed by a horizontal line.

2018 Goals

Our 2018 goals are a continuation of our previous annual goals. Each goal focuses on one of our four key pillars of responsibility—employees, clients, community and environment.

Employees



Achieve 42,000 hours of employee professional development

In 2018, we restructured multiple key training programs to provide increased value to our employees in less time, which effectively reduced our overall training hours. Although we didn't meet our goal of 42,000 employee professional development and training hours, we focused on improving our key leadership development programs and ensuring that our employees receive the most out of the training we offer.

Clients



Deliver \$541M in cost savings to our business clients

In 2018, ENGIE Insight continued to prioritize providing high-level value to our clients across our entire service portfolio, increasingly working to derive methods for holistically measuring value — including cost savings, resource consumption reduction, and other key client metrics. Meanwhile, external market factors and the shift of our Continuous Monitoring services to our sister company ENGIE Services caused a reduction in our final cost savings numbers for the year.

Community



Give back 7,500 volunteer hours

Our community objective to give back drives us as an organization to participate in meaningful community efforts. Last year, we substantially exceeded our goal of 7,500 hours of support for our local communities through concerted engagement efforts aimed at getting our employees out and into their communities. These efforts include our Community Service Day benefit, which offers every employee eight paid hours each year to volunteer with the organization of their choice, as well as the May Month of Service which gives an additional eight volunteer hours to all employees.

Environment



Reduce GHG emissions by 5% compared to 2017 baseline

Last year, we exceeded our goal of reducing greenhouse gas emissions by 5% compared to 2017 baseline by reducing our total greenhouse gas emissions to 2,781 metric tons of CO₂e (mtCO₂e) through office right-sizing strategies and by proactively reducing emissions related to business travel.

About ENGIE Insight

ENGIE Insight works with multi-site businesses that aim to thrive in a sustainable world. With accurate and comprehensive resource data—including energy, water, waste and telecommunications—ENGIE Insight applies technology and expertise to lower costs, drive efficiencies, and reduce environmental impact. Leading customers, including more than 20 percent of the Fortune 500, turn to ENGIE Insight to drive their sustainable resource management initiatives forward.

Our Services

ENGIE Insight provides comprehensive expense and data management, paired with actionable insight from our team of experts, to shape business strategies that increase resource savings and drive efficiency. Our solutions include: expense and data management, supply management, analytics, efficiency services, water and waste solutions, and energy and sustainability resource advising.

In 2019 we will join ENGIE Impact to help businesses, cities and governments accelerate their sustainability transformation worldwide. ENGIE Impact brings together a wide range of strategic and technical capabilities, across resources, to deliver strategy, execution and measurement capabilities that address our clients' most complex sustainability challenges.

Vision, Mission, Values

Vision

Enabling a sustainable world where people, organizations and the environment thrive.

Mission

Architecting the future of energy, carbon, water and waste through data, insight and action.

Values

Passionate.

We are driven and inspired to make our company and the world a better place.

Responsible.

We work with commitment and accountability. This translates to our work with each other, with our clients, with our partners and with the communities where we work and live.

Collaborative.

We believe that diverse perspectives create stronger and more innovative solutions. Serving as trusted partners to our colleagues and clients yields better results.

Agile.

We work in one of the most dynamic industries and companies on earth. We are nimble and creative, embracing what's needed to help build a more sustainable future.

Corporate Responsibility at ENGIE Insight

A company whose purpose is to guide its partners toward a more sustainable future must lead by example. This belief drives corporate responsibility at ENGIE Insight. We have built a reputation around delivering data-driven insights to help multi-site businesses reduce resource consumption—including energy, water, and waste. Our fully managed, technology-optimized solutions enable clients to decrease environmental impact and move their sustainable resource management initiatives forward. Sustainability is our business and for this reason we hold ourselves accountable to the highest standards when it comes to our ethic of corporate responsibility.

Practices that align with social and environmental stewardship are integrated into everything we do—from our safety protocols to our community service benefit, up to the actions of our engaged leadership team. We set tough goals, prioritize meaningful action to reach them and provide full transparency in terms of our performance.

Corporate responsibility is a journey, and one we make together as a committed organization. Through our concerted efforts and actions, we strive to build upon the lessons that we learn along the way to shape a more beneficial future for everyone.

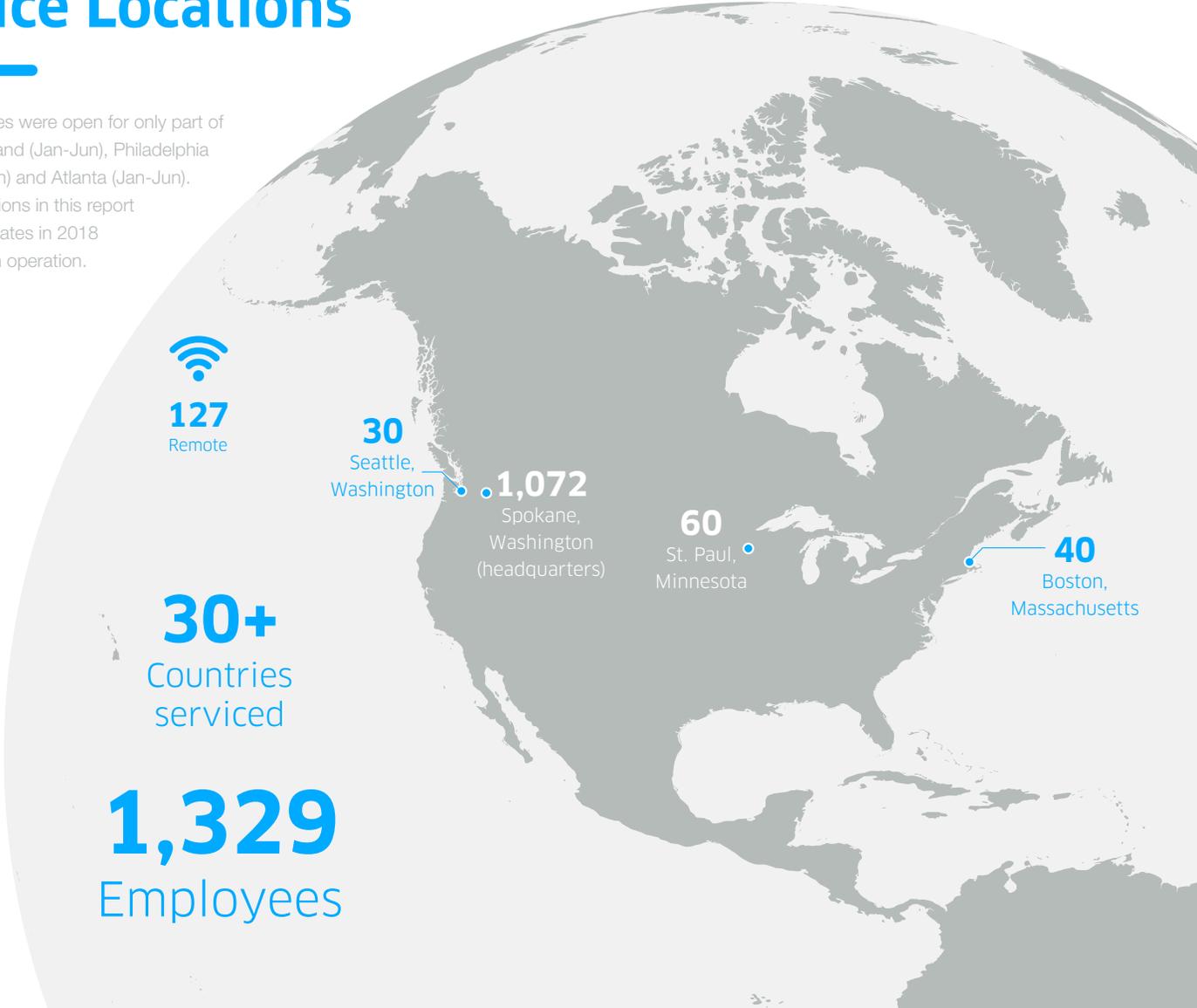
Strategic Memberships/Associations

- Association of Energy Engineers
- CDP
- Edison Electric Institute
- ENERGY STAR®
- International Society of Sustainability Professionals
- Leadership in Energy and Environmental Design
- Professional Retail Store Maintenance Association
- Restaurant Facility Management Association



Office Locations

*Three offices were open for only part of 2018: Portland (Jan-Jun), Philadelphia (Jan - March) and Atlanta (Jan-Jun). GHG emissions in this report reflect the dates in 2018 they were in operation.



127
Remote

30+
Countries serviced

1,329
Employees

Materiality Assessment

In 2017, we completed a materiality assessment following the Global Reporting Initiative’s (GRI) Principles of Stakeholder Inclusiveness and Materiality. The materiality assessment process helps organizations to gain insight into what their stakeholders consider as the most important in relation to environmental, social and governance (ESG) issues.

We identified and prioritized challenges according to their importance to our internal and external stakeholders. In 2017, we surveyed our primary stakeholders—employees, senior leadership and clients—to determine their priorities. We also engaged with our Client Advisory Board (CAB) to review our performance and goals and ensure our corporate responsibility strategy is aligned with their expectations. We also have a proactive program called “Voice of the Client” that allows us to extract insight and information from our clients to ensure that we are building our services to meet their needs.

Challenges to Monitor

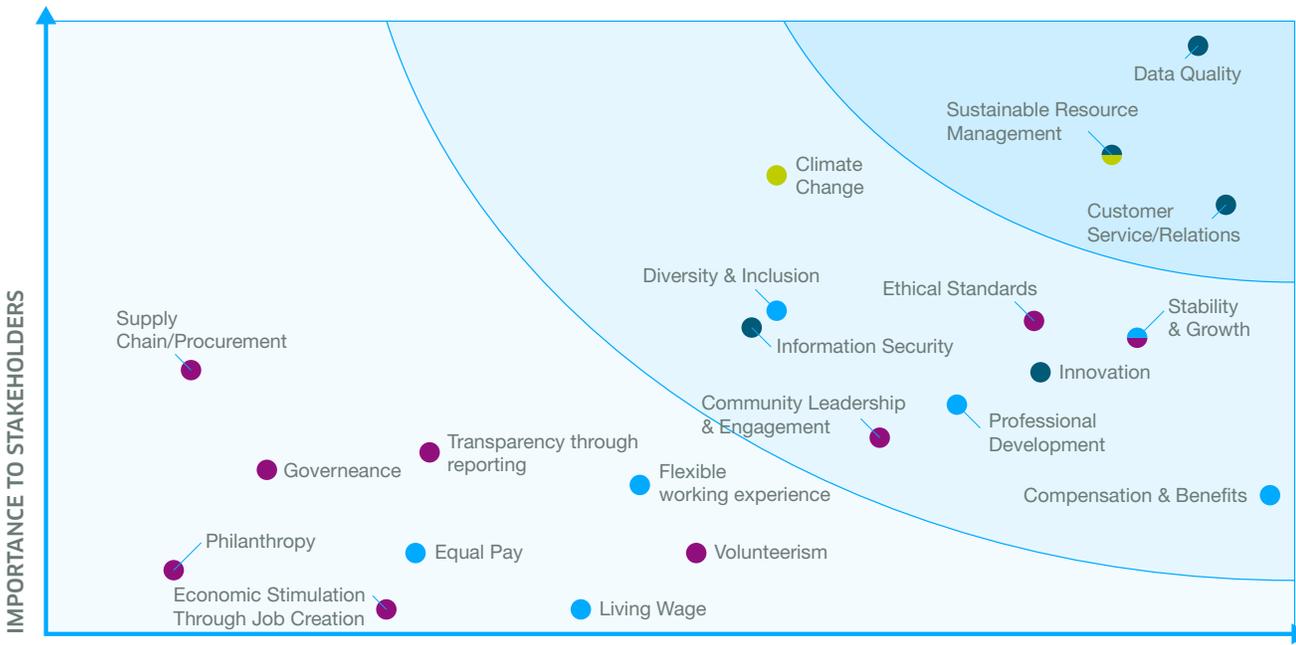
Are monitored closely as they could constitute a risk or an opportunity for ENGIE Insight

Major Challenges

Are currently key to ENGIE Insight creating short-, mid- and long-term value

Crucial Challenges

Are inextricably linked to the development of ENGIE Insight’s business model



IMPORTANCE TO ENGIE INSIGHT

● Employees ● Clients ● Community ● Environment

In conducting the assessment, we surveyed our primary stakeholders—employees, senior leadership and clients—to identify and prioritize challenges according to their importance. We also assessed key challenges based on existing information and internal and external consultations. This led us to determine three crucial material challenges and eight major material challenges. In 2018, we took a closer look at how these material challenges align with our company goals and worked to integrate findings into the strategy and direction of the business.

Crucial Material Challenges

Last year, we implemented actions to better address our three crucial material challenges: data quality, sustainable resource management and customer service/relations.

Data Quality

Data quality is foundational to the resource management solutions we provide to clients. To optimize the accuracy of data that we collect and analyze to drive insights, ENGIE Insight has invested wholly in our in-house, next-generation technology platform, which is designed to improve the excellence and efficiency of our product suites, mitigate operational errors and scale with future demand.

As we move through 2019 and beyond, our new technology platform is positioned to transform ENGIE Insight's business of meeting the growing demand for high-quality data and supporting customers as they navigate the digitization, decarbonization and decentralization revolution. In 2018, we began digitizing our billing processes and completed the first migration of data into this new environment.

Sustainable Resource Management

As an organization focused on helping multi-site businesses reduce their resource consumption, our business model is interconnected to sustainable resource management. The divestiture of our utility solutions division in January 2018 was a key step to an accelerated focus on this core capability. We are dedicated to incorporating a broader focus on sustainability throughout our service portfolio and improving our business solutions to help our clients thrive in a sustainable world. Working closely with our clients last year, our business solutions achieved:

53,218

buildings benchmarked
in ENERGY STAR®
portfolio manager

75

ENERGY STAR certifications.
15 new certifications and 60
re-certifications

\$528M

in cost savings
for clients

Likewise, we must demonstrate to our stakeholder base that we “walk our talk” and actively embrace the same level of commitment to sustainable resource management that is inherent in the solutions we provide. We continue to focus on lowering our energy and water usage, diverting more waste from landfills, improving circular operations and enhancing carbon reporting. In 2018, our company-wide waste and energy reduction initiatives achieved:

67%

waste diversion
rate

23%

decrease in GHG
emissions from 2017

15%

reduction in air miles
traveled compared to 2017

Customer Service/Relations

Providing exceptional customer service and maintaining strong customer relationships is at the heart of our value proposition. Our business is not transactional, but rather is built on long-term partnerships, which are fundamental to the health of our company. We continue to invest in technologies and programs to track, analyze and improve our performance in this area.

Major Material Challenges

Additional material challenges were identified as follows, and are reported on in the remainder of the report:

- Climate Change
 - Diversity & Inclusion
 - Ethical Standards
 - Information Security
 - Innovation
 - Stability & Growth
 - Community Leadership/Engagement
 - Professional Development
 - Compensation & Benefits
- 

Alignment with UN Sustainable Development Goals

In 2015, all United Nations Member States adopted the 2030 Agenda for Sustainable Development, which calls for a “shared blueprint for peace and prosperity for people and the planet, now and into the future.” The driving push of the Agenda is represented by 17 Sustainable Development Goals (SDGs), which serve as an urgent and universal call for action on the part of all countries.

In curating our own vision for 2030, we considered these larger SDGs as we developed our sustainability targets. ENGIE Insight identified seven of these SDGs as most relevant to our business, and in 2018 we formulated our corporate responsibility strategy with these goals in mind. The icons below are used throughout the remainder of this report to identify initiatives pertaining to specific SDGs.



Ensure healthy lives and promote well-being for all at all ages



Ensure access to affordable, reliable, sustainable and modern energy for all



Ensure inclusive and quality education for all and promote lifelong learning



Ensure sustainable consumption and production patterns



Achieve gender equality and empower all women and girls



Take urgent action to combat climate change and its impacts



Ensure access to water and sanitation for all

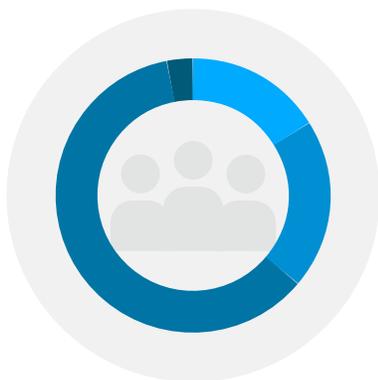
Employees



Empowering an Engaged Workforce

ENGIE Insight's employees are our most valuable asset. Our ability to continually improve the solutions we provide to clients is dependent on an engaged, driven and empowered workforce.

We are a performance-based culture and offer goal-based incentive programs, generous employee benefits and competitive salaries. Our comprehensive benefit package includes medical, dental, vision, life, AD&D, short- and long-term disability insurance. We also offer flexible spending accounts and 401(k) with a generous employer match.



GENERATIONAL DISTRIBUTION

- Silent Generation - 0%
- Baby Boomers - 16%
- Generation X - 20%
- Generation Y - 60%
- Generation Z - 3%



GENDER DISTRIBUTION

- All Employees**
 - Female - 58%
 - Male - 42%
- Management**
 - Female - 48%
 - Male - 52%



ETHNICITY DISTRIBUTION

- American Indian/Alaska Native - 1%
- Asian - 3%
- Black or African American - 1%
- Hispanic or Latino - 3%
- Native Hawaiian/
Other Pacific Islander - 0%
- White - 78%
- Two or More Races - 0%
- Not Specified - 18%

405

New Hires

230

Promotions

138

Temporary to Hire
Conversions

36,734

Training &
Development Hours

\$61,856

Employee Tuition Costs
Reimbursed

SDG Action Plan

SDG: **4**

MATERIAL TOPICS: Sustainable Resource Management, Climate Change, Ethical Standards, Innovation, Diversity & Inclusion, Community Leadership & Engagement

In 2015, the United Nations General Assembly set forth 17 Sustainable Development Goals (SDGs) for the year 2030 covering social, economic and environmental development issues and unified by an underlying commitment to ending poverty. To increase employee awareness and engagement around these goals, ENGIE Insight launched a campaign in 2018 highlighting seven of the SDGs that most closely align with our company, including what they mean for our employees, clients, communities, and environment. Beginning in March, a monthly all-staff email focused on one of the seven SDGs—defining the goal, emphasizing our role in advancing it and offering take-home ideas to encourage action on the part of individuals. Employees were also prompted to engage in local events, surveys and open discussions to communicate what ENGIE Insight is doing to help achieve these goals.

Well-Being Action Campaign

SDG: **3**

MATERIAL TOPICS: Community Leadership & Engagement, Professional Development

To reaffirm our commitment to safety and quality of life in the workplace, ENGIE Insight launched a company-wide communications and engagement campaign featuring a monthly speaking series to promote human health and well-being. Each week, “Our Healthy Lives” focused on a different aspect of human health—including nutritional, financial, mental, emotional, occupational and physical health—and engaged employees with practical ways to integrate these principles into their daily lives.

Workplace Harassment Training

SDG: **12**

MATERIAL TOPICS: Ethical Standards, Diversity & Inclusion

In 2018, ENGIE Insight launched an all-company workplace harassment training across our North American offices to ensure that all employees embody an ethical code of conduct. The mandatory training focused on workplace harassment education, as well as diversity, equity and inclusion (DEI), and required employees to complete an interactive, timed module with a variety of scenarios. We achieved 100% compliance and will continue to administer this training on an annual basis.

Pulse Survey

SDG: **12** **13**

MATERIAL TOPICS: Stability and Growth, Diversity & Inclusion

At ENGIE Insight, employee satisfaction is more than just a data point. To that end, we launched quarterly pulse surveys to engage employees and create a feedback loop with leadership about the employee experience. The surveys seek to measure engagement among employees and larger teams and to understand how organizational changes and company initiatives affect employee satisfaction. The goal of the surveys is to provide insight for guiding real action that drives continuous employee experience improvement. This additional data has also enabled us to focus on key actions that make a difference to our employees. As a result, we’ve seen a marked improvement in our engagement scores this year.

Clients



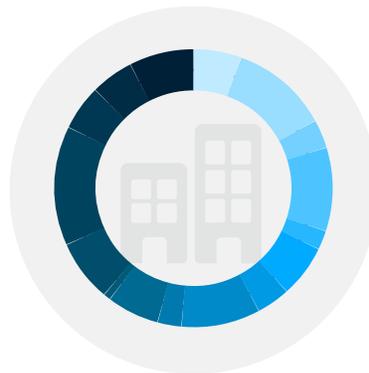
Helping Businesses Thrive

ENGIE Insight is dedicated to helping our clients in achieving their climate and sustainability goals. As corporate responsibility engagement and reporting continues to be a crucial business strategy, ENGIE Insight is a valuable partner to business clients that aspire to reduce their resource consumption and waste production. Our expertise, guidance and solutions are already trusted by leading customers—including more than 20 percent of Fortune 500 companies—to move their sustainable resource management initiatives forward. Our commitment to client success is shown through our 97 percent client retention rate.



CLIENT RETENTION RATE

- Client Retention - 96.7%



INDUSTRY DISTRIBUTION

- Accommodations/Lodging - 5.64%
- Comms & Prof Services - 11.40%
- Edu. & Pub. Admin - 3.51%
- Finance/Insurance - 9.48%
- Fitness & Recreation - 2.24%
- Grocery/Convenience - 6.28%
- Healthcare - 3.94%
- Manufacturing - 9.05%
- Quick Serve Restaurant - 2.88%
- Real Estate - 6.07%
- Rental & Leasing - 0.64%
- Restaurant - 7.35%
- Retail - 13.84%
- Utility/Mining/Transport - 5.43%
- Wholesale - 5.01%
- Other - 7.24%



CLIENTS/SITES SUPPORTED

959 Total Clients
702,000 Commercial Sites Supported

\$25.4B

Total Expenditures Processed (USD)

\$528M

Cost Savings for Clients (USD)

455

Completed Client Waste Audits

5.7M

Estimated Tons of Clients' Waste Diverted

Next-Generation Technology Platform

SDG: **13**

MATERIAL TOPICS: Data Quality, Stability and Growth, Customer Service and Relations, Innovation

To better serve our customers and help meet the growing demand for sustainable resource management solutions, ENGIE Insight has invested in the development of a comprehensive in-house resource management software system. This next-gen technology platform is designed to improve the excellence and efficiency of our product suites, mitigate operational errors and scale with future demand. As we continue to help companies unlock data-driven insights to reduce resource consumption and lower costs, we are positioned to transform ENGIE Insight's 'business as usual' by improving our ability to guide customers as they navigate the digitization, decarbonization and decentralization revolution.



C2C Sustainability Tour

SDG: **12 13**

MATERIAL TOPICS: Sustainable Resource Management, Customer Service/Relations, Climate Change, Community Leadership & Engagement

In July, ENGIE Insight executives spent two weeks traveling to 10 cities across the U.S. to observe, report and discuss the current state of sustainability. Along the way, our executive team met with business leaders, innovators and influencers to discuss trends shaping the market, explore challenges that organizations are facing, and observe inspiring examples of sustainable actions—from microgrids and IoT innovations to electric vehicles and green buildings. It quickly became clear that companies are increasingly leveraging sustainability as a business strategy to reduce risks, decrease environmental impact, achieve climate targets, and become more profitable than ever.

Greenhouse Gas Inventory Software

SDG: **7 12 13**

MATERIAL TOPICS: Sustainable Resource Management, Climate Change, Stability & Growth

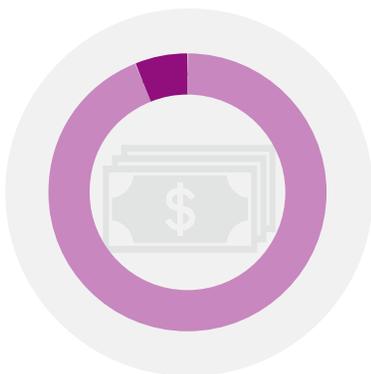
ENGIE Insight's Carbon Manager Software – paired with expert analysis and advising services – assists our clients in measuring and managing their carbon emissions. We strive for continuous improvement on our software and deliverables to enhance the client experience. For example, in 2018, ENGIE Insight worked to re-imagine our GHG Inventory deliverable, so it now has enhanced dynamic data visualizations and tables, which allow our clients to more clearly and efficiently spot trends and glean additional insights from their data. These updates were rolled out for the 2019 reporting season and so far client feedback has been very positive.

Community



Caring for Communities

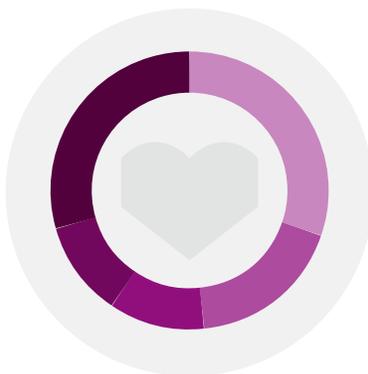
We are dedicated to uplifting our communities through meaningful involvement programs. Our employees are personally motivated to give back to the communities where they live and work. ENGIE Insight believes that social value can be created in local communities through partnerships with our clients and by supporting employee efforts that seek to improve neighborhoods and benefit residents.



COMMUNITY INVESTMENT

\$243,142 Total Value to Communities

- Value of volunteer hours - 94%
- Monetary Donations - 6%



ORGANIZATION DISTRIBUTION

- Children and Families - 30%
- Education - 18%
- Hunger - 11%
- Environmental Stewardship - 11%
- Other - 29%



ELEVATING IMPACT

57 Employees Logged an Additional 3,921 Volunteer Hours Outside Working Hours

9,003

Volunteer Hours

59%

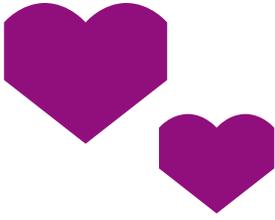
Employees who
Volunteered

4.33

FTE Equivalent of
Volunteer Hours

262

Organizations Served



Giving Back to Our Communities

SDG: **3** **4** **5** **6** **7** **12** **13**

MATERIAL TOPICS: Community Leadership & Engagement

ENGIE Insight is dedicated to supporting the local communities where our employees live and work. In 2018, we set a goal as an organization to give back 7,500 volunteer hours to our communities. To help achieve this target, 59% of our employees participated in ENGIE Insight's Community Service Day benefit, which offers every employee up to 16 paid hours each year to volunteer with the organization of their choice. Combining this effort with our sponsored local volunteer events, we gave back 9,003 hours of our time to 262 local organizations, allowing us to exceed our 2018 goal.



Environment



Engaging in Environmental Responsibility

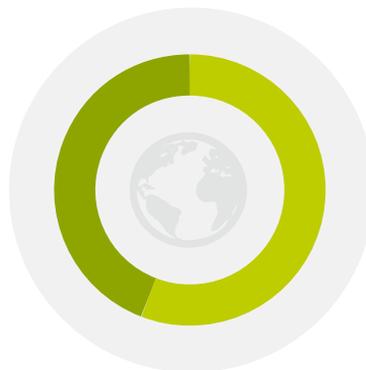
At the heart of our business is a deep-rooted belief in engaging in responsible actions that minimize environmental impact. Sustainable business practices are not only vital to supporting a healthy environment, but also demonstrate commitment to our purpose and contribute to a more engaged workforce and a stronger culture of responsible behavior.



GHG EMISSIONS SCOPES

2,781 mtCO₂e Total GHG Emissions

- Scope 1 - 90.70 mtCO₂e
- Scope 2 - 919.70 mtCO₂e
- Scope 3 - 1,770.30 mtCO₂e



GHG EMISSIONS OFFSET

- Green-e certified
- RECs - 2,991 MWh
- VERs - 2,361 MWh



WASTE COMPOSITION

- Landfill - 30%
- Recycling - 68%
- Compost - 2%

18,616

Therms of Heating
Fuel Consumed

2,890

MWh of Electricity
Consumed

5.65M

Employee Air Miles
Traveled

B

CDP Score

\$10,468

Mass Transit
Assistance

Eco Challenge

SDG: **3** **4** **6** **7** **12** **13**

MATERIAL TOPICS: Sustainable Resource Management, Climate Change, Community Leadership & Engagement

Thousands of people from around the world participated in the 2018 Fall EcoChallenge, a 21-day sustainability engagement program that encourages individual employees to consider their impact on their communities and the environment outside of work. Over 400 ENGIE Insight employees made the transition from intention to action by participating in all nine challenge categories, which included waste, food, health, transportation, energy, community, nature, water and simplicity. ENGIE Insight offices enjoyed a friendly competition for highest percent participation and most points scored.

Internal Waste Audits

SDG: **12** **13**

MATERIAL TOPICS: Sustainable Resource Management, Climate Change

Consistent with our business solutions that help customers reduce resource consumption, produce less waste and thrive in a sustainable world, ENGIE Insight as a company is likewise dedicated to achieving the highest level of sustainable performance possible. To hold ourselves accountable, the Seattle Zero Waste (SZW) committee conducted waste audits in 2018 at each of our four U.S. office locations to capture pertinent data concerning our waste generation and management. The audits revealed that ENGIE Insight has a 67% diversion rate, with an average of 181.25 pounds of waste generated per person each year—or less than ½ pound of waste generated by each person per day. To further improve our diversion rate, ENGIE Insight is adopting site-specific recommendations from the SZW at each office location on proper material sorting practices and waste reduction strategies.

ENGIE Insight Spokane Wins Platinum Award for Reducing Automobile Commuting

SDG: **12** **13**

MATERIAL TOPICS: Climate Change, Stability & Growth, Sustainable Resource Management, Community Leadership & Engagement

In February of this year, ENGIE Insight's Spokane office was recognized as the first-ever Platinum Commute Trip Reduction (CTR) Champion at the Spokane Way to Go awards for its 2018 efforts to decrease individual automobile use for commuting. Spokane's CTR recognition program aims to increase awareness and support for trip reduction efforts and recognize excellence in employer strategies and practices. The program also seeks to promote greater use of commute alternatives by dramatizing the link between individual automobile use, traffic congestion and Spokane's air quality problems.

ENGIE Insight's employee transportation coordinators in Spokane earned the Platinum status through efforts that included:

- Coordinating a visit from the Spokane Transit Authority to present Vanpool to employees;
- Implementing monthly drawings to reward employees who choose an alternative to driving alone;
- Creating a two-month sponsorship of the Spokane County CTR initiative;
- Providing subsidized bus passes for ENGIE Insight employees; and
- Participating in key networking events and involvement with the Spokane CTR office.

Governance

ENGIE Insight's commitment to corporate responsibility begins with our business practices. From a multi-tiered and transparent governance structure to strong data security practices, we understand the unique needs of our industry and how to meet those needs responsibly.

Governance Structure

As a wholly owned subsidiary of ENGIE Group, ENGIE Insight's business practices receive oversight from several key groups with ultimate accountability to our parent company. We also hold ourselves accountable through a rigorous code of ethics.

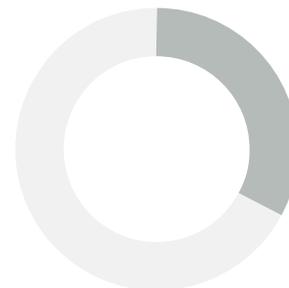
Executive Committee

- Mathias Lelievre, President and Chief Executive Officer
- Martin Sieh, Chief Operating Officer
- Paige Janson, Chief Commercial Officer
- Vincent Manier, Chief Financial Officer
- Bryan Long, Chief Digital Officer
- Christine Uri, Chief Legal and Human Resources Officer

Ethics

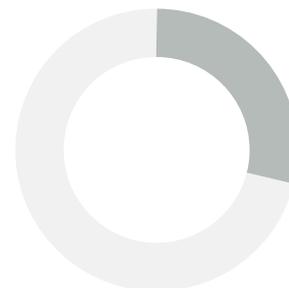
In keeping with its values and commitments, ENGIE Insight's parent company, ENGIE Group, seeks in all circumstances to act in accordance with the laws and regulations in force in the countries where it operates. To achieve this goal, ENGIE Group established a code of conduct that underpins the day-to-day strategic decisions, management and professional practices of ENGIE Group. It also introduced the tools needed to measure compliance with this commitment. A key tool available to all employees is ENGIE's ethics hotline, a safe and secure way for individuals to report unethical behavior or conduct.

EXECUTIVE COMMITTEE COMPOSITION



GENDER

33% FEMALE
67% MALE



GENERATION

29% GEN X
71% GEN Y



ETHNICITY

100% WHITE

ENGIE Group's Ethical Principles

ENGIE Group bases its ethics and compliance policy on four simple and specific action principles:

1. Act in accordance with laws and regulations.
2. Behave honestly and promote a culture of integrity.
3. Be loyal.
4. Respect others.

Risk Management

ENGIE Insight's risk management includes an enterprise risk management process, safety, crisis, and business continuity program management, and consistent application of risk appetite tools and assessments. Risk management is applied to all business lines and significant activities, and involves cross functional senior team members to identify, prioritize, and mitigate key risks.

The enterprise risk management process is incorporated into ENGIE Insight's strategic planning process, and key mitigations are monitored throughout the year by senior management. Risks and new mitigations are evaluated annually for alignment with ENGIE Insight's risk appetite, and reported to ENGIE, who provides management oversight.

ENGIE Insight practices the precautionary principle by assessing the social and environmental risk of major business decisions. The impacts to stakeholders and the environment are considered and prevention of harm is integrated into risk assessment and decision-making.

Supply Chain

ENGIE Insight is a services company and does not manufacture or sell material products. Our supply chain is limited in scope to basic office supplies and workspace materials. Because of this, we do not formally track or manage our supply chain. Wherever possible, we choose the responsible option when we purchase. In addition, we collaborated with our parent company to implement a business-wide procurement platform in 2018 for providing deeper insight into our supply chain data.

Safety

ENGIE Insight strives to provide a safe working environment, ensuring that all employees are able to complete their work in a safe manner that prevents injury to themselves and others and prevents damage to material goods and property. Employees drive our business, and ENGIE Insight is firmly committed to employee safety. Safety is a top priority and everyone's responsibility.

ENGIE Insight has an active Safety Team at each office location, whose goal is to ensure that our employees experience a safe work environment. The team's partner and search for solutions to close gaps with applicable rules, processes and policies to achieve an injury-free workplace, and educate staff on key safety considerations and actions.



Looking Forward

As we move into our new ENGIE Impact identity, we will focus this year on developing the global strategy for our corporate responsibility efforts, emphasizing a comprehensive approach to goal setting and formulating a clear-cut plan to reach objectives.

Governance

Development of a cohesive integrated approach to Corporate Sustainability as ENGIE Impact

Employees

37,000 Professional development hours

Clients

\$518.5M Client savings

Community

8,000 Volunteer hours

Environment

3% (83 mtCO₂e) GHG emissions reduction from 2018 baseline

End Notes

Employees

- Employee demographics are based on employee headcount on December 31, 2018.
- Gender and ethnicity data are sourced from volunteer self-identification at time of hire.
- The Silent Generation are those born between 1925 and 1945; Baby Boomers are those born between 1945 and 1964; Generation X are those born between 1965 and 1980; Generation Y are those born between 1981 and 1996; Generation Z are those born 1997 to the present.
- Training & development hours are calculated based on training length and attendance. Individual development efforts are based on the most reliable available data.

Clients

- Client waste diversion is estimated by applying the average recycling rate per square foot per month per client industry segment multiplied by the square footage of client sites and the months of 2018 service.

Community

- All community involvement hours are currently based on ENGIE Insight's Community Service Day and the May Month of Service benefits and are tracked through ADP.
- Value of volunteer hours is calculated using the 2018 estimated value of volunteer time from Independent Sector.
- Fundraising activities are tracked by local teams and verified where possible by the non-profit receiving the donations.
- Elevating Impact awards employees who are committed to non-profit organizations in their free time. To celebrate and encourage additional volunteering outside of work, ENGIE Insight gives employees money to donate to the organization of their choice upon reaching certain volunteer hour thresholds.

Environment

- All offices are leased sites located in shared, single-meter buildings. ENGIE Insight's facility GHG emissions are estimated based on percent of total occupied square footage.
- Scope 1 and Scope 2 GHG emissions are calculated based on the following standards, protocols and/or methodologies: Defra Voluntary 2017 Reporting Guidelines, Energy Information Administration 1605B, The Climate Registry: General Reporting Protocol, The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition), US EPA Climate Leaders: Indirect Emissions from Purchases/ Sales of Electricity and Steam, US EPA Climate Leaders: Direct Emissions from Stationary Combustion, and US EPA Climate Leaders: Direct Emissions from Mobile Combustion Sources
- Scope 3 GHG emissions are calculated based on the following standards, protocols and/or methodologies: U.S. EPA (2018) Emission Factors for Greenhouse Gas Inventories, Defra Voluntary 2017 Reporting Guidelines, U.S. EPA's Waste Reduction Model (WARM)
- Scope 1, 2 and 3 business are third-party verified by Point380 according to a limited level of assurance
- Remote employee energy and waste emissions are measured using a 2017 self-reported survey on home office space square footage. 48% of remote employees responded to the survey.
- Waste composition data were gathered through waste audits conducted in each office location between June and September of 2018.

Governance and Ethics

- Executive Leadership Team gender and ethnicity data are sourced from voluntary self-identification at time of hire.

Materiality Table

Material Topic	Explanation (Includes definition from 2017 assessment)	GRI Standards
Data Quality	The continued success and credibility of our business depend on the consistency, quality and reliability of the data that we manage. Individuals' trust in the data serves as the linchpin of our relationship.	
Sustainable Resource Management	As a global provider of scalable solutions to help organizations sustainably manage energy, carbon, water and waste, ENGIE Insight is expected to manage our resources sustainably.	204 Procurement Practices 302 Energy 303 Water and Effluents 305 Emissions 306 Effluents and Waste
Customer Service/ Relations	The continued success of our business depends on the satisfaction of our clients. We value our client relationships and consider excellence in customer service a foundational element of the solutions that we provide. Every aspect of our work is driven by our commitment to serving clients effectively and collaboratively.	
Climate Change	It is our vision to enable a sustainable world where people, organizations and the environment thrive. Our future depends on proactively working to reduce and promote the reduction of greenhouse gases in the earth's atmosphere, the cause of climate change.	305 Emissions
Stability & Growth	Our ability to venture into new markets and introduce new products is dependent on financial stability, which is measured and reported to stakeholders as revenue generation, EBITDA and cashflow. ENGIE Insight maintains stability, and thus a thriving and sustainable business, through the proactive management of our business processes.	
Ethical Standards	<p>Ethics is at the core of who we are and what we do every day at ENGIE Insight. We must be trustworthy and reliable in all circumstances in order to be successful in our mission. Our clients, partners and all employees expect and require that we hold ourselves to the highest standards in this area.</p> <p>We follow the four foundational principles established by ENGIE as a guide to our practices:</p> <ul style="list-style-type: none"> • Acting in accordance with laws and regulations, • Establishing a culture of integrity, • Behaving fairly and honestly, and • Respecting others. 	205 Anti-corruption 206 Anti-competitive Behavior 307 Environmental Compliance 419 Socioeconomic Compliance
Innovation	An innovation culture is key in driving the energy and sustainability market forward. We work in one of the most dynamic industries and companies on earth. We must be nimble and creative, embracing what's needed to help build a more sustainable future.	
Diversity & Inclusion	Our ability to attract and retain top talent is key to our business success and is dependent on our investment in maintaining a culture of belonging and a safe and inclusive work environment that enables our employees to thrive. We also believe that diverse perspectives create stronger and more innovative solutions.	405 Diversity and Equal Opportunity 406 Non-discrimination

GRI Content Index

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	102-2	Activities, brands, products, services	Our Services	p. 4
	102-3	Location of headquarters	Office Locations	p. 6
	102-4	Location of operations	Office Locations	p. 6
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	102-8	Information on employees and other workers	Employees	p. 11
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	102-10	Significant changes to the organization and its supply chain	About ENGIE Insight	p. 2, 4
	102-11	Precautionary Principle or approach	Governance	p. 20
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	102-14	Statement from senior decision-maker	Executive Introduction	p. 2
	102-15	Key impacts, risks, opportunities	Governance	p. 20
	102-16	Values, principles, standards, and norms of behavior	Vision, Mission, Values	p. 5
	102-17	Mechanisms for advise and concerns about ethics	Governance	p. 20
	102-18	Governance structure	Governance	p. 19
	102-21	Consulting stakeholders on economic, environmental, and social topics	Materiality Assessment	p. 7
	102-22	Composition of the highest governance body and its committees	Governance	p. 19
	102-23	Chair of the highest governance body	Governance	p. 19
	102-29	Identifying and managing economic, environmental, and social impacts	Materiality Assessment	p. 7
	102-30	Effectiveness of risk management processes	Governance	p. 20
	102-31	Review of economic, environmental, and social topics	Materiality Assessment	p. 7
	102-40	List of stakeholder groups	Materiality Assessment	p. 7
	102-42	Identifying and selecting stakeholders	Materiality Assessment	p. 7
	102-43	Approach to stakeholder engagement	Materiality Assessment	p. 7
	102-44	Key topics and concerns raised	Materiality Assessment	p. 7
	102-46	Defining report content and topic boundaries	About This Report	p. 26
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GRI Standards	GRI Disclosure	Disclosure	Reference and Remarks	Report Page Number
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GRI 103: General Management Approach	103-1	Explanation of the material topic and its boundary	Materiality Assessment	p. 7
GRI 201: Economic Approach	201-1	Financial implication and other risks and opportunities due to climate change	2019 CDP's Climate Change Disclosure	
GRI 302: Energy	302-1	Energy consumption within the organization	Environment	p. 17
GRI 305: Emissions	305-1	Direct (Scope 1) GHG emissions	Environment	p. 17
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	306-2	Waste by type and disposal method	Environment	p. 17
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	403-2	Hazard identification, risk assessment, and incident investigation	Governance	p. 20
	403-6	Promotion of worker health	Employee Case Studies: Well-Being Action Campaign	p. 12
	404-2	Programs for upgrading employee skills and transition assistance programs	Employees	p. 11
GRI 405: Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	Employees, Governance	p. 11, 19
GRI 413: Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	Community	p. 15

About this Report

Our 2018 Corporate Responsibility report marks our sixth year of annual reporting on sustainability and social responsibility initiatives.

Scope and Boundary

The report summarizes our activities including our material challenges for our company's 2018 fiscal year operations. Throughout the report, ENGIE Group refers to ENGIE Corporation, our parent company; ENGIE Insight is the Affiliated Company this report covers. The prior report was published in 2018, and covered 2017 impacts and actions.

Location

Our business initiatives are spread throughout our corporate locations across the United States. All ENGIE Insight sites are leased offices.

Reporting Initiatives

The report has been prepared in accordance with the GRI Standards: Core. This report is available to the public at engieinsight.com/responsibility.

Comparability Notations

As part of a consolidation effort, three sites were closed in 2018 (Philadelphia, PA; Portland, OR; Atlanta, GA).

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