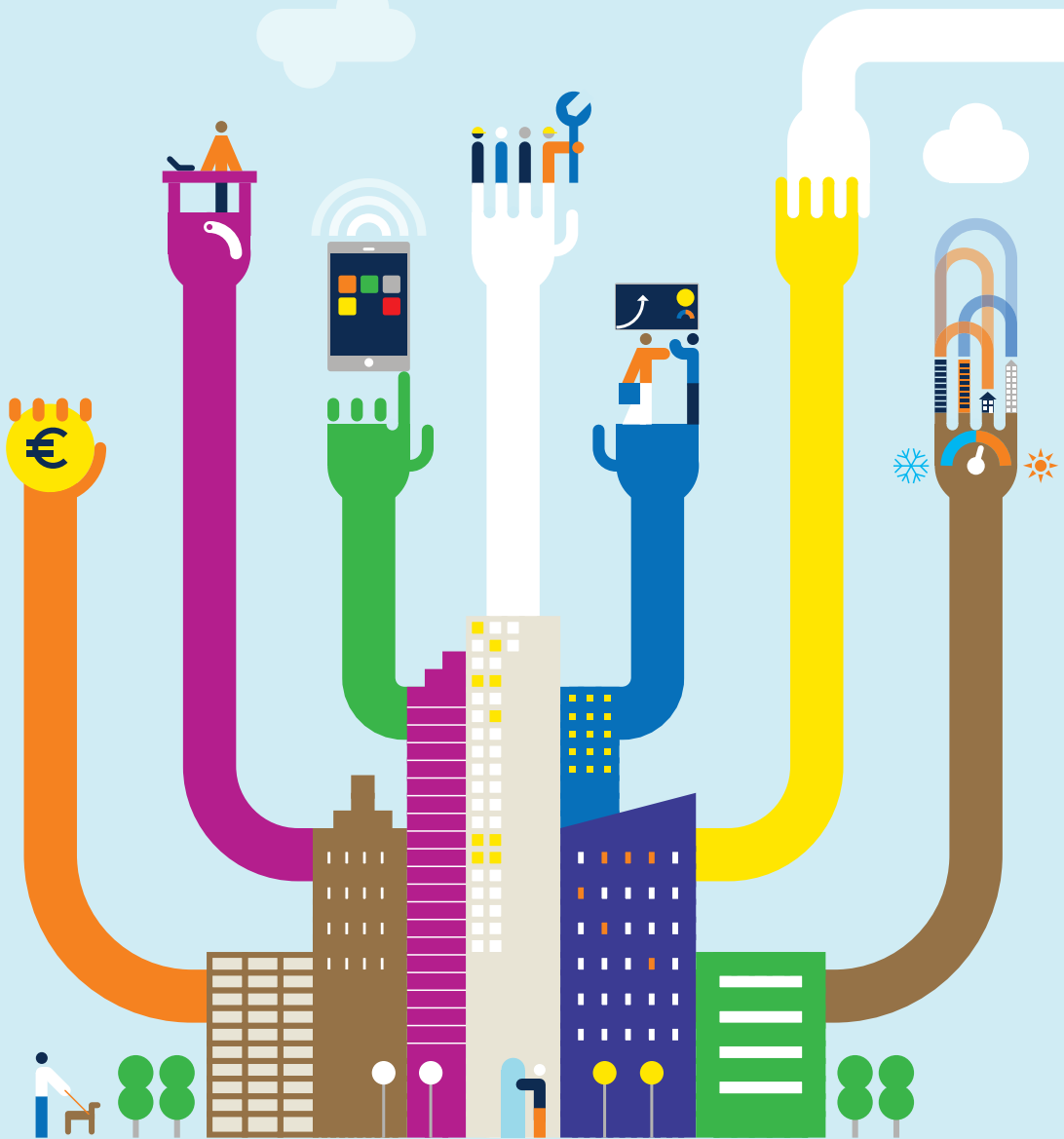


TAKING YOU FARTHER ALONG

# The path toward mastering energy



# Contents

## THE ENERGY TRANSITION IN ACTION

- 02 Challenges and expertise to face them
- 04 Cofely in brief
- 06 Governance
- 08 Key figures
- 10 Innovations and partnerships
- 12 Commitments

## JOINING FORCES EACH DAY ALONGSIDE ENTERPRISES AND COMMUNITIES

- 16 Communities
- 18 Services
- 20 Housing
- 22 Industry
- 24 Infrastructures



---

**MEET US AT**  
**[WWW.COFELY-GDFSUEZ.COM](http://WWW.COFELY-GDFSUEZ.COM)**



@CofelyGDFSUEZ



cofelygdfsuez

# Supporting the energy transition

As we confront growing energy needs, the main two pillars of energy transition in Europe and worldwide are energy efficiency and local production of renewable energies. Convergence between energy and digital technologies today is accelerating this transformation and stimulating higher-performance solutions.

These themes are the very core of Cofely GDF SUEZ know-how. Its employees are designing, building and managing custom solutions for companies and communities: energy efficiency of buildings, local renewable energies, sustainable mobility, public lighting, services outsourcing, etc. Cofely is committed to results over the long-term and is innovating on a daily basis to meet its customers' latest expectations.

Cofely is the benchmark for the BtoB energy services of GDF SUEZ.



## TOWARD A SMARTER WORLD

- Tracking energy performance
- Innovative services
- Smart control
- Digital transformation
- Smart grids



## TOWARD GREENER CITIES

- Local renewable energies
- Heating and cooling networks
- Sustainable mobility
- Interactive dashboards
- Long-term partnerships

# Solutions for each customer

Innovative know-how for communities, services,  
housing, industry and infrastructures.

## YOUR CHALLENGES

Optimise costs

Reduce the environmental footprint

Support more urbanised, connected cities

Enhance regional attractiveness

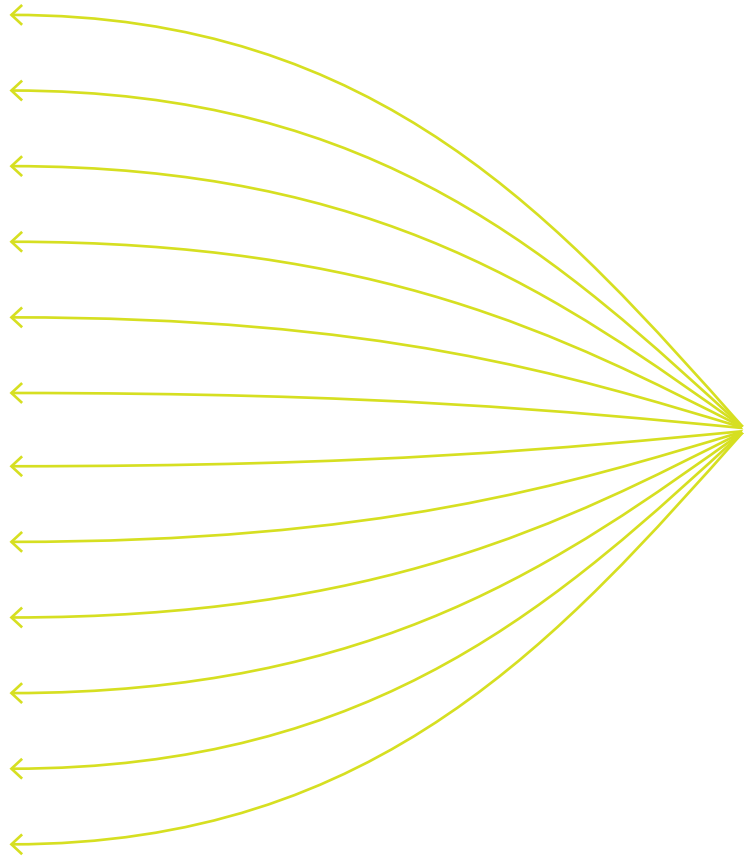
Increase industrial competitiveness

Guarantee occupants comfort and well-being

Design complex and sustainable infrastructures

Build sustainability into apartment buildings

Enhance the value of assets





OUR EXPERTISE

- Local energy production
- Developing renewable energies
- Energy performance of buildings
- Controlling energy consumption
- Smart control of buildings
- Data management
- Energy audits
- Occupant awareness-raising
- Public lighting
- Green mobility
- Urban heating and cooling district networks
- Smart grids and ecodistricts
- Installation and maintenance
- Video protection
- Facility Management
- Services outsourcing
- Optimisation of industrial processes
- Security of regions and infrastructures

# Everywhere in Europe and at the international level

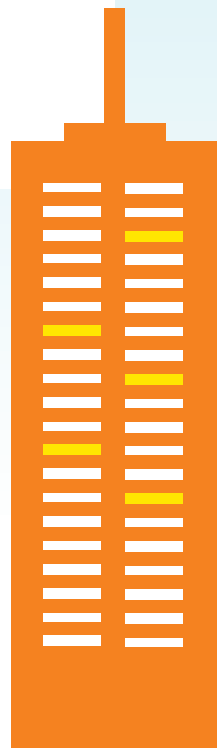


A presence  
in nearly 40 countries.

ALGERIA  
AUSTRALIA  
AUSTRIA  
BELGIUM  
BRAZIL  
CANADA  
CHILE  
CHINA  
CZECH REPUBLIC  
FRANCE  
FRENCH GUYANA  
FRENCH POLYNESIA  
GERMANY  
GREECE

HUNGARY  
ITALY  
LUXEMBOURG  
MALAYSIA  
MOROCCO  
MOZAMBIQUE  
NEW CALEDONIA  
NORWAY  
PHILIPPINES  
POLAND  
PORTUGAL  
QATAR  
REUNION ISLAND  
ROMANIA

RUSSIA  
SINGAPORE  
SLOVAKIA  
SPAIN  
SWITZERLAND  
THAILAND  
THE NETHERLANDS  
TUNISIA  
UNITED ARAB EMIRATES  
UNITED KINGDOM  
UNITED STATES  
VANUATU  
WALLIS AND FUTUNA



---

**500,000 sqm**

of data centres managed  
in Europe.

---

**1 million**

housing units equivalent  
supplied with heat  
in France.

---

**230**

urban heating and cooling  
district networks operated  
throughout the world.

---



---

**700,000**

light points managed  
in France.

---

**20%**

average energy savings  
with performance agreements.

---

**140 million sqm**

managed in services.

---

**Key figures  
in million  
of Euros:**

---

**15,673**

revenues

---

**1,127**

EBITDA

---

**791**

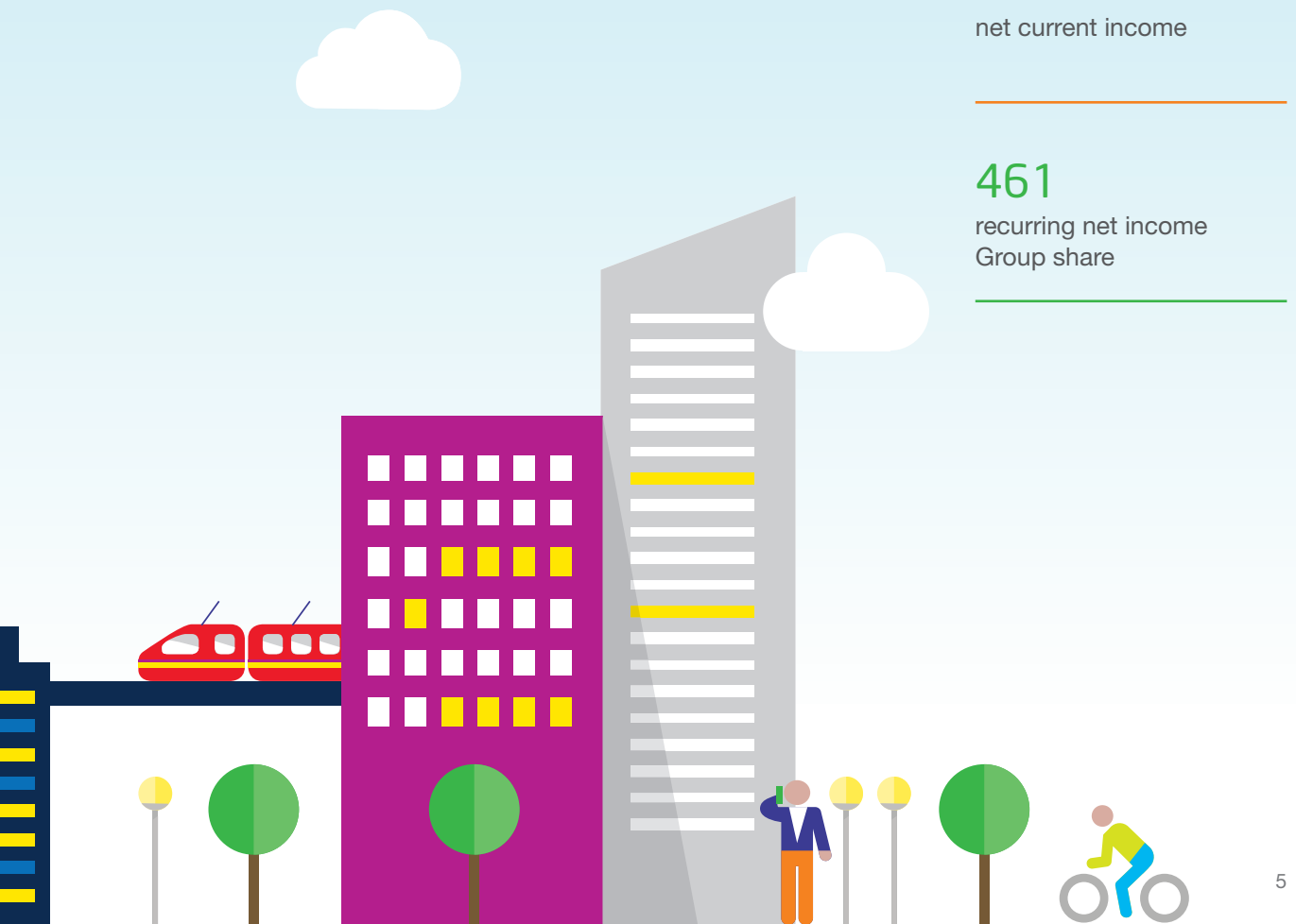
net current income

---

**461**

recurring net income  
Group share

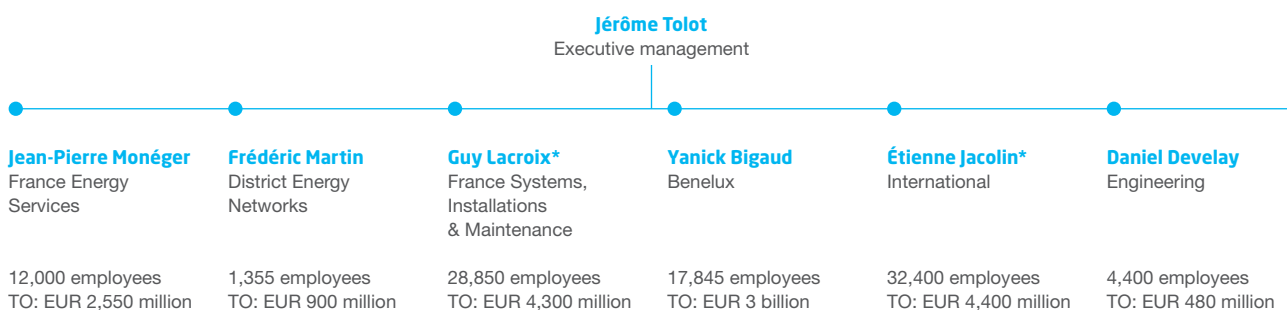
---



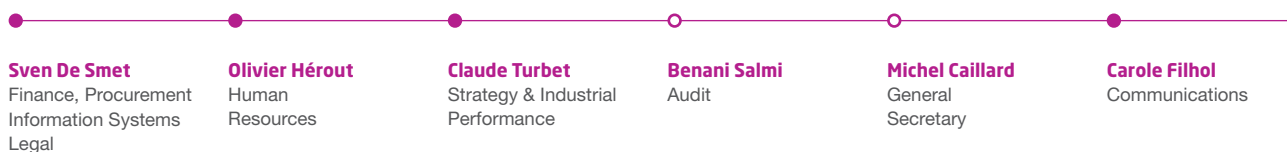
# Corporate gouvernance



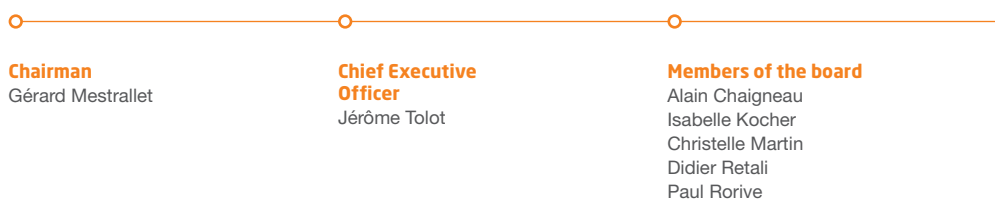
## OPERATING ORGANISATION



## SUPPORT FUNCTIONS



## BOARD OF DIRECTORS



Member of the management committee

\* Deputy General Manager



# Balanced business distribution

## TURNOVER BY SECTOR



Industry



Public tertiary

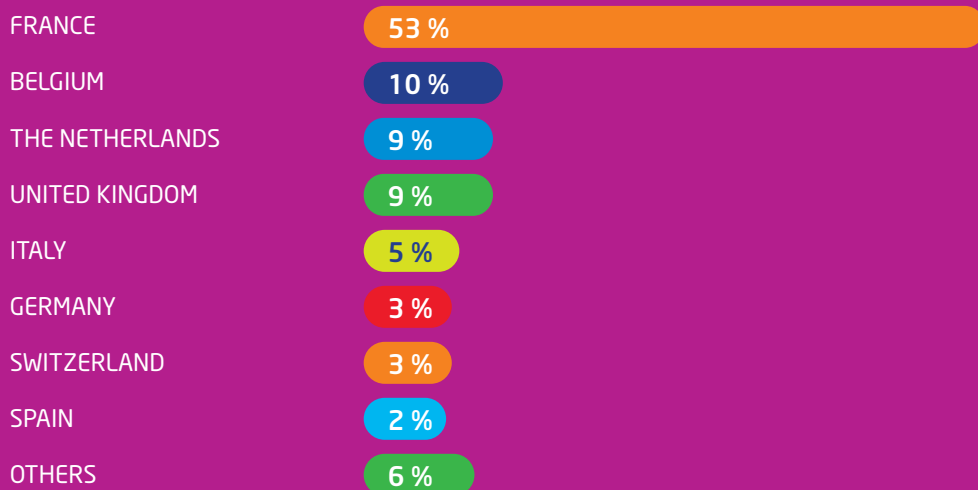


Private tertiary



Infrastructures

## TURNOVER BY COUNTRY

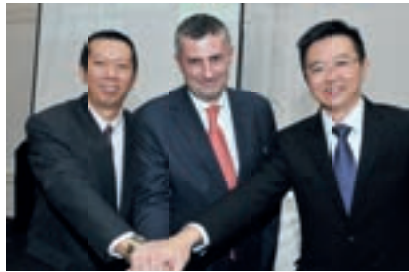


2014 figures.

# Growth driven by the energy transition and targeted acquisitions



January  
**Facility Management contract** with Alstom in Switzerland.



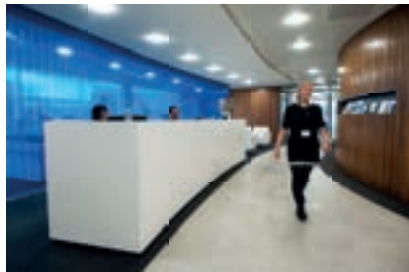
April  
**Acquisition of SMP**, a company specialised in the energy efficiency of data centres in Singapore.



May  
**Acquisition of Ecova**, a company specialised in smart management of energy-related data in the United States.



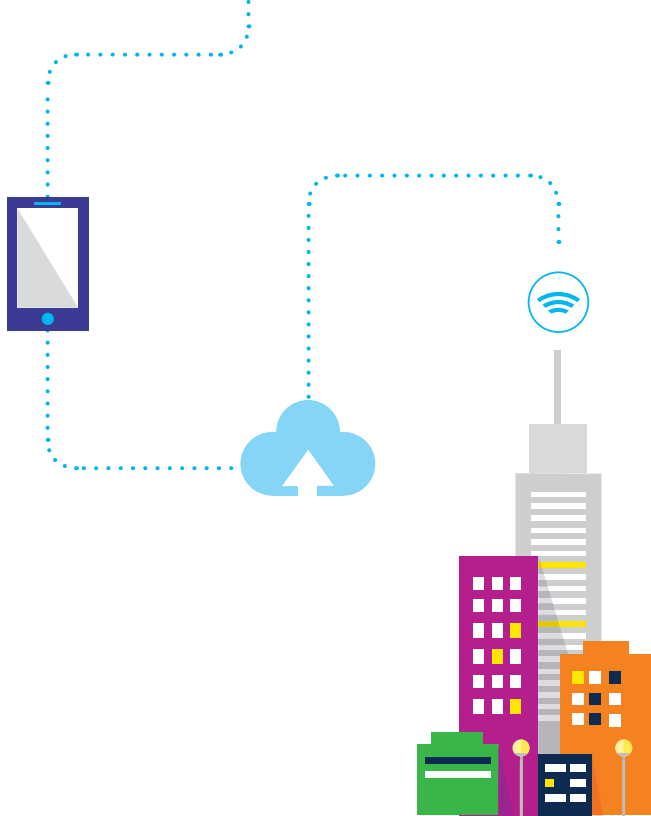
July  
**Acquisition of contract portfolio of Lend Lease FM** in the United Kingdom.



August  
**Facility Management contract** with Telereal Trillium in the United Kingdom.



September  
**Marine geothermal power plant** for the “Euroméditerranée” ecodistrict in Marseilles (France).



**May**  
**Acquisition of HGS,**  
 a service provider specialised in co-generation and specialty gases power plants in Germany.



**June**  
**Creation of Cofely Besix Mannai Facility Management**  
 in Qatar.



**June**  
**Sanofi's co-generation plant starts operations**  
 in Italy.



**October**  
**Acquisition of Keppel FMO,**  
 Keppel's Facility Management subsidiary in Singapore.



**October**  
**Obtaining the "Diversity" Label**  
 for all of Cofely in France.



**December**  
**Green energy for 3 million households**  
 thanks to the offshore wind substations in the North Sea.

# Convergence of the energy and digital worlds



## SMART GRID EXPERIENCE IN TOULOUSE

Cofely Ineo has designed and built the first smart electric grid on a business-zone scale near Toulouse. Being tested since September 2014, this smart grid interconnects all the electric facilities together and in real time tracks and controls electrical production, consumption and storage. Fifty per cent of this site's energy needs are covered by electricity produced locally from renewable wind and photovoltaic sources. ●



## BIOGAS HEATING SYSTEM

Cofely Services is going to build and operate an urban heating network fired mainly by biogas at Pont à Mousson (in the East of France). Biogas is generated from the natural deterioration of organic wastes. With this new facility, renewable energies will be covering 85 % of local needs. As a first in the region, this solution will avoid the emission of 68,000 tonnes of CO<sub>2</sub> during the 27 years of the contract, and cut the energy bill by at least 10 %. ●



## ICE SLURRY GENERATOR

Refrigeration equipment places a high demand on the electric supply circuits. The ice slurry generator Cofely Axima has designed is a veritable real technological breakthrough. It “hydro-scrapes” the ice so its energy can be stored, thereby reducing the user's cooling needs and the equipment's corresponding electric power supply requirements. This is an opportunity that targets major consumers of cold power, like supermarkets, food processing industries, logistic depots, etc. ●



## ENERGY MANAGER: A NEW PROFESSION

Monitoring and controlling energy consumption makes it possible to consume better, and less. This is why the tracking/control function is at the very heart of the energy transition; and the new energy manager profession was created to meet this need. The energy manager analyses the data to detect and correct building energy consumption as precisely as possible, then monitors the site in real time on the basis of data sent by field information systems, Cofely Vision in particular for control, and Vertuoz for customers's dashboards. ●



**A SPECIALISED  
AIR QUALITY ROBOT**

Cofely Services has signed a partnership with Partnering Robotics, a French start-up that has created a robot called Diya One. This robot is not a humanoid. It is used to collect large quantities of data about indoor air (humidity, air flows, temperatures, etc.). With this partnership combining the robot's infinite capacity with human intelligence, Cofely Services teams will be able to design and manage new services for building occupants: air purification, reduced energy consumption, calls for help, etc. ●



**DEEPKI:  
NEW DATA ANALYSIS SOFTWARE**

Deepki is a Cofely Services "spin-in" company it is developing a computer program that can remotely identify energy savings possible in building complexes. With the existing data, at lower cost, this program is already being used to design a real property energy efficiency strategy by comparing the energy efficiencies of various buildings in the complex.



**SMART IMPULSE:  
WIN-WIN PARTNERSHIP**

The Smart Impulse start-up uses its innovative meter to identify the electricity consumption of each type of device in a given building from a single measuring point, whatever the use of the device or type of building (offices, rail stations, etc.). This meter is a non-intrusive device that allows Cofely's teams to manage consumption over time and make long-term energy efficiency gains.



**TED:  
REAL-TIME REMOTE EXPERTISE**

Cofely Endel has developed a remote assistance service based on sharing expertise and making it available remotely in real time to its industrial customers. TED signals incidents occurring on the sites and optimises the response times. With this remote service, the expert receives the information directly and can handle the problem right away.



# A social and responsible development



## WORKSITE GENDER EQUALITY: A GLOBAL APPROACH

Two years after its launch, Cofely Ineo's programme that promotes equal professional and employment opportunities for men and women, especially at its workites, is beginning to bear fruit. Ambitious, personalised training and integration plans have been instituted in partnership with several training centres in France.

Whether by professional reconversion (veterinary's assistant, sales person, graduate student in psychology, etc.) or through a regular school curriculum, 85 women of all ages and backgrounds have benefited from this programme and learned a new profession. Other entities in France have engaged in this same process. ●

## GREEN: FLAX RESIDUES FROM LINEN TO HEAT A CITY

In France, Cofely Services uses flax waste to heat the city of Grandvilliers. This local resource is used mainly by the textile industry, and the wastes are a profitable biomass, mainly from the cuttings. The city swimming pool, middle school, and hospital, as well as individual dwellings, are now getting renewable heat at stable cost. ●

## RESPONSIBLE EMPLOYER: TRAINING FOR JOBSEEKERS

To meet the qualified manpower shortage, Cofely Endel has engaged in training jobseekers in the welding professions. This bold programme, launched in 2012, has allowed 12 young jobseekers to train for the welding professions with qualification certificates in hand, placing them in very high demand in the labour market. ●



## DIVERSITY: OVERSEAS NATIVES

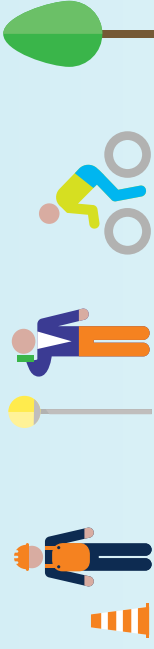
Since it is so deeply entrenched overseas, Cofely has perfected a programme to bring young people back home for training in France, and give them the qualifications they need for a “Baccalaureate+2” Associate Degree.

The first class completed this work-study programme in 2014, when sixteen students working at various Cofely entities graduated with a “BTS” higher technician’s degree in industrial maintenance. On the strength of this success, a second class was launched in October 2014. ●



## VOLUNTARIO: FAVOURING SOLIDARITY ACTIONS

Voluntario is an initiative of Cofely Services in Belgium. It lets employees donate their time to non-profit associations, either as individuals during their off-hours, or as a group with their own team during working hours. Their assignments may involve environmental work, maintenance projects, construction, etc. Voluntario has replaced the annual “team building” exercise, and is appreciated by volunteers as a gratifying experience. In 2014, more than 10% of Cofely Services staff in Belgium went to work for more than 20 such associations. ●



**2,450**  
work-study employees

**1.5 million**  
hours of training

**2.9 TWh**  
of heat produced from the biomass in Europe,  
including 300 heating plants in France

**2.7 million**  
tonnes of CO<sub>2</sub> avoided by Cofely in France

**5.5**  
accident frequency rate

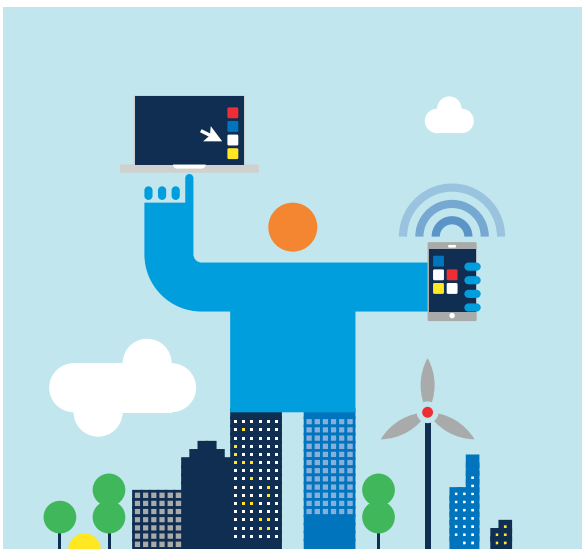
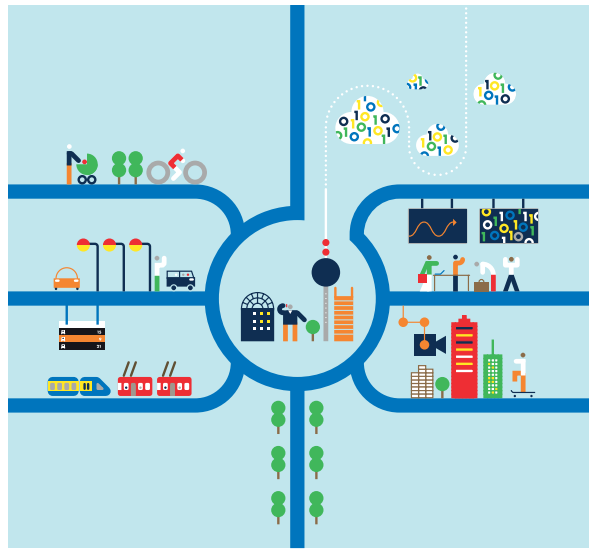
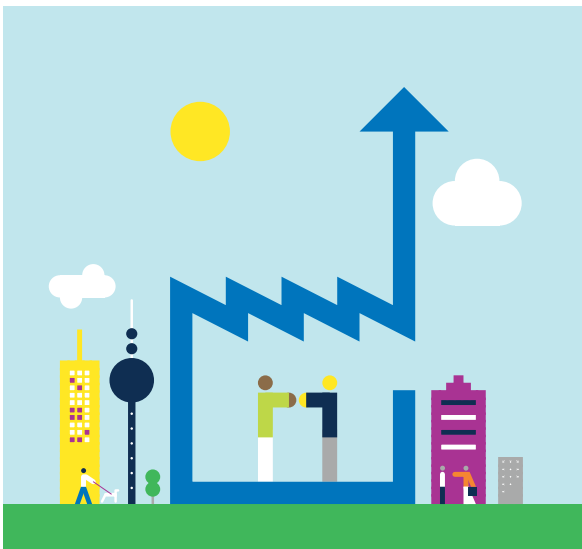
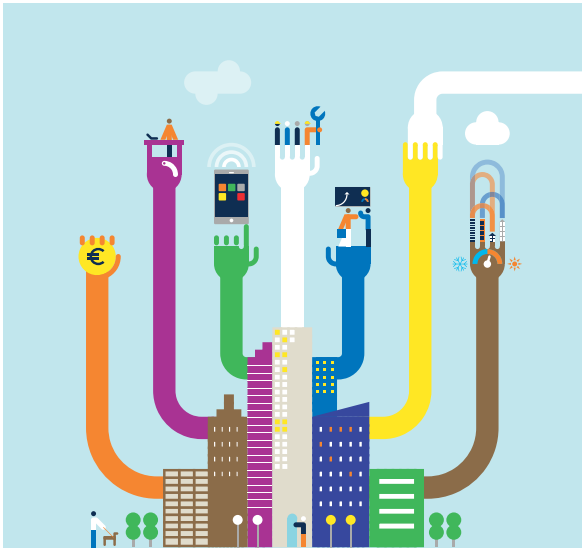
**Diversity Label**  
renewed and extended to all Cofely  
entities in France

# Joining forces each day alongside enterprises and communities



- 18** Communities
- 20** Services
- 22** Housing
- 24** Industry
- 26** Infrastructures





# Helping public officials transform initiatives into high-performance, sustainable projects



## INNOVATIVE TRAFFIC SUPERVISION SYSTEM FOR MARSEILLES

The Marseilles urban community has chosen MyNavineo, Cofely Ineo's innovative Computer Aided Dispatch, Automatic Vehicle Location (CAD/AVL), to supervise and regulate the traffic of its 600 buses and 32 tramways, for ten years. This system also optimises schedule planning, promotes on-time arrivals and departures, and generally improves service quality for the 602,000 daily travellers. ●



## "TOMORROW'S SCHOOL" IN BELGIUM

"Tomorrow's School" is a comprehensive development project for 165 school institutions in the Flemish region, most of them expected to be completed by 2016. The project involves creating 625,000 sqm of new construction (90%) and renovation projects. Cofely Fabricom has already been entrusted with the multi-technical services of some thirty-one sites under public-private partnerships. ●





## NEW GEOTHERMAL RESOURCES IN THE GREATER PARIS REGION

Thrifty, ecological, efficient: a geothermal heating network is being developed in the Paris region in the cities of Rosny-sous-Bois, Noisy-le-Sec and Montreuil.

Geothermal heat comes from the earth's own internal heat, and it meets heating needs at a cost that is competitive in the long-term. The greater Paris area (Ile de France) is drawing this local renewable energy from underground heat resources available in some areas.

Cofely Réseaux, which already operates eight geothermal heating networks in the Paris area, has been retained by the cities of Rosny, Noisy and Montreuil to create a geothermal station and a joint 11-kilometre distribution network for the three towns. This sustainable urban development tool will service apartment and administrative buildings (schools, aquatic sports centre, etc.), or the equivalent of 11,300 housing units. It is one way to cut the energy bill and avoid emitting 15,500 tonnes of CO<sub>2</sub> each year — as much as 8,500 vehicles. ●

# Combating climate warming while saving on energy



## LELY CAMPUS IN THE NETHERLANDS

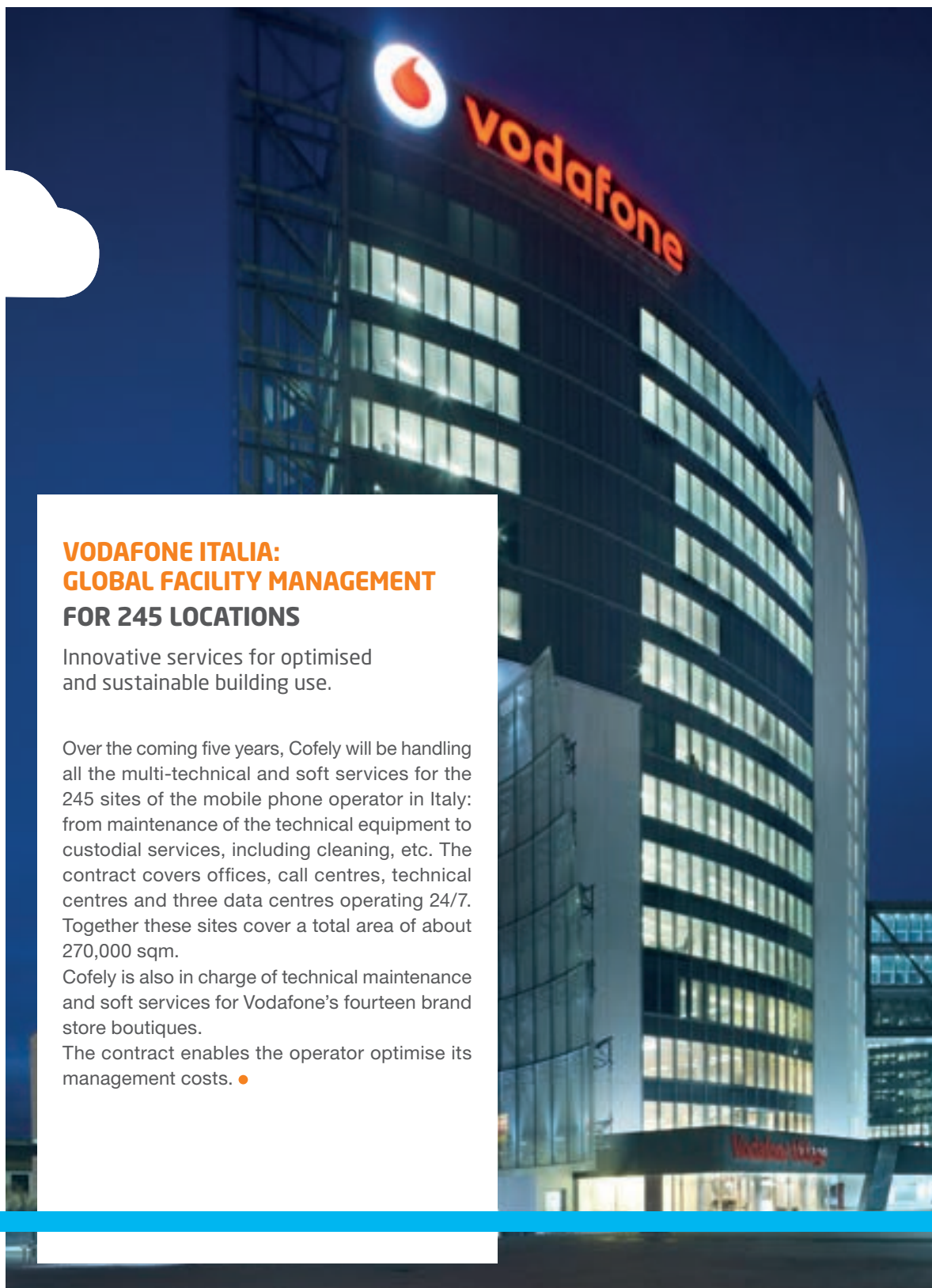
Cofely Netherlands was awarded the construction, maintenance and management of all energy systems for the new buildings of the Lely Campus in Maassluis. The Lely Group, a world player in agricultural technology, decided to have the most sustainable industrial building in Europe. The installations include an ATES system that will generate substantial energy savings. ●



## GULF DATA HUB IN DUBAI

The *Gulf Data Hub* (“GDH”) is a new data centre in Silicon Oasis, Dubai. Cofely Besix FM has received a contract for managing its facilities, including mechanical, electrical and plumbing maintenance along with the soft services: cleaning, parasite extermination and landscaping, over a total area of 14,000 sqm. This is the first data centre Cofely is operating in the Middle East. ●





## **VODAFONE ITALIA: GLOBAL FACILITY MANAGEMENT FOR 245 LOCATIONS**

Innovative services for optimised and sustainable building use.

Over the coming five years, Cofely will be handling all the multi-technical and soft services for the 245 sites of the mobile phone operator in Italy: from maintenance of the technical equipment to custodial services, including cleaning, etc. The contract covers offices, call centres, technical centres and three data centres operating 24/7. Together these sites cover a total area of about 270,000 sqm.

Cofely is also in charge of technical maintenance and soft services for Vodafone's fourteen brand store boutiques.

The contract enables the operator to optimise its management costs. ●



# Optimising a building's energy to enhance its value and improve its occupants' well-being



## PARIS HABITAT

Residential buildings account for nearly 30% of energy consumption in France and are thus at the core of the challenges facing climate change.

Paris Habitat has renewed its confidence in Cofely Services, to manage some 18,000 residential units. These contracts include an energy efficiency commitment and a comfort level guarantee to tenants. ●



## SMART ENERGY BOX 10+5 IN ITALY

Cofely has launched "System House", a tool for cutting energy bills for co-owned properties. The product integrates Smart Energy Box 10+5, a thermal condensation power installation that improves energy efficiency, with a broad range of available power to meet the thermal constraints of each type of building. Efficiency can also be monitored and controlled remotely to prevent failures. ●



## JAGIELLONIAN UNIVERSITY IN POLAND

First public-private partnership for residences for 50,000 students in Cracow.

Jagiellonian University was first established in Cracow in the 14th century, making it the oldest and most prestigious university in Poland. It has signed a partnership contract with Cofely, in association with Bouygues Construction. This public-private partnership (PPP) is a first in the university field in Poland. Its object is to modernise three student residences along with corresponding sports facilities. Cofely teams will operate and maintain the site for 25 years. The first restored buildings are to be opened for use during 2015. ●



# Providing solutions to increase site energy and operating performance



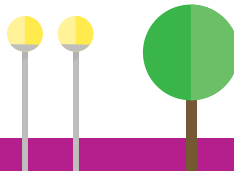
## BP'S SULLOM VOE TERMINAL IN UNITED KINGDOM

BP has selected Cofely to operate the power station of its Sullom Voe terminal in the Shetland Islands for eleven years. This is one of the largest oil and natural gas terminals in Europe. Cofely's primary responsibility will be to ensure reliable supplies of power and steam – as well as nitrogen and compressed air to the terminal. Cofely will also support an upgrade programme to increase the reliability of the power station and ensure compliance with future legislative changes. ●



## NEW MILUPA PLANT IN GERMANY

Cofely is building the energy power plants at Fulda for the new Milupa production plant, a Danone baby food subsidiary. The 10-year contract includes supply of electricity, heating, cooling, steam, hot water, compressed air and nitrogen. ●





## **AIRBUS** **AN HISTORIC CONTRACT**

Cofely becomes the leading service provider of the industrial concern in France.

After several years of collaboration, the leader of Europe's aeronautical industry has expanded the services outsourced to Cofely, which has now become its leading multi-technical service provider in France. Airbus has outsourced 95% of its activities on seven sites — those of Toulouse; Nantes and Saint Nazaire; Intespace in Toulouse; Airbus Defence & Space in Toulouse; Airbus Defence & Space in Saint Médard-en-Jalles; and Airbus Helicopters in Marignane.

This new three-year contract integrates the installation of the building management system equipments as well as the maintenance of electrical installations. ●



# Executing major projects that require multi-technical skills



## NEW TRAMWAY IN ALGERIA

For the construction of the Sidi Bel-Abbes tramway, Cofely Ineo will provide, among others, the electric power supply, signalling, centralised technical management, fibre optic network, and an Operations Assistance System and Traveller Information. The tramway is scheduled to start service in early 2017. ●



## SUSTAINABLE MOBILITY IN THE NETHERLANDS

After commencing the deployment of a network of more than 1,000 terminals in Rotterdam, Cofely was awarded with the contract for the installation, operation and maintenance of 1,500 charging terminals for the province of Gelderland. The new terminals developed are more intelligent and efficient than the existing ones. ●

## **NEW RAIL STATION OF MONTPELLIER – SOUTH OF FRANCE**

Installation and maintenance services for future high-speed rail station.

Réseau Ferré de France has retained the joint venture proposal, under Icade leadership, for this new high-speed rail station that will put Paris within less than three hours from Montpellier. Built under a public-private partnership, this new 3,500 sqm site is to start operations at the end of 2017 and will handle 3.5 million travellers per year by 2030. The Cofely teams in this joint venture will mainly provide both high and low voltage electrical facilities, and then take charge of maintenance and servicing of the station for 15 years (heavy maintenance and repair, supply of energy and fluids). ●



# Our values

drive

commitment

daring

cohesion



Tour Voltaire  
1, place des Degrés  
F-92059 Paris La Défense Cedex  
Tél.: +33 1 41 20 10 00  
Fax: +33 1 41 20 10 10

[cofely-gdfsuez.com](http://cofely-gdfsuez.com)