



Integrated Management System

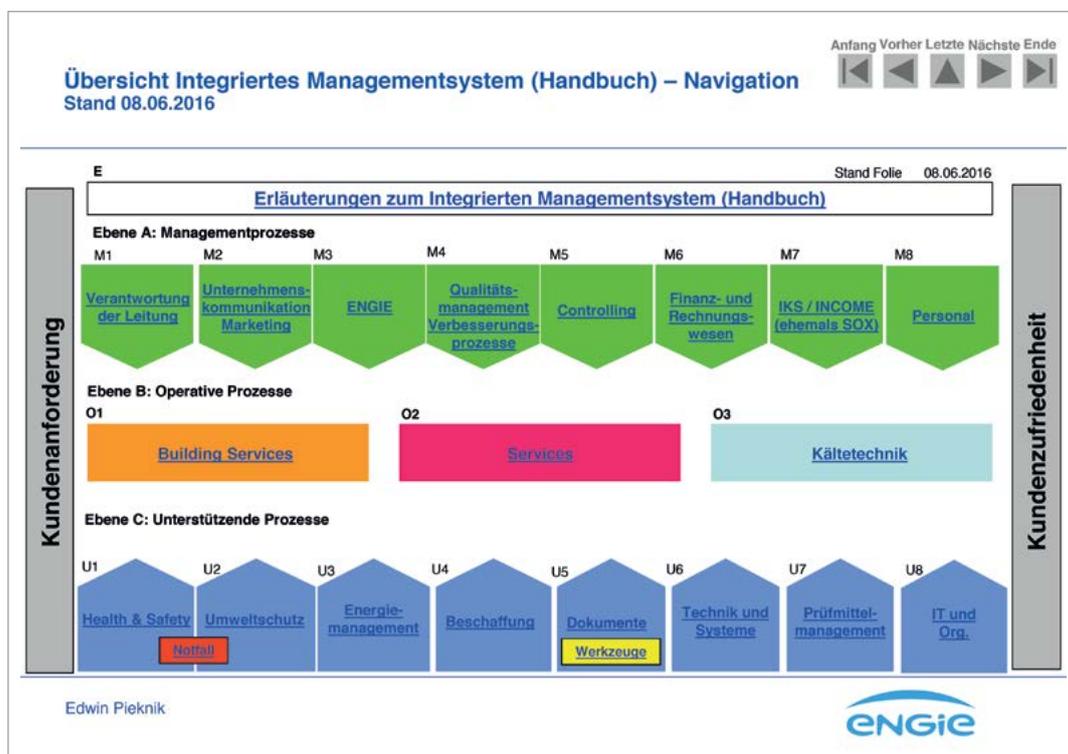
Principles of the quality, safety and environmental policy of
ENGIE Deutschland GmbH

Information Integrated Management System

On the following pages we will present the content and functionality of the Integrated Management System (IMS) of ENGIE Deutschland GmbH (hereafter ENGIE Deutschland). Through consistent and intelligent integration, ENGIE Deutschland has created a platform with this system for interconnecting the different certifications and management systems of the company. As a customer and business partner of ENGIE Deutschland, you will benefit from an end-to-end interconnection of our management systems in the areas of quality, environment, energy, safety and occupational health and safety. ENGIE Deutschland is one of the first companies throughout the industry to have integrated these systems.

Table of Contents

Declaration of commitment of the management	3
1. Certifications of ENGIE Deutschland	4
2. Corporate philosophy and business policy of ENGIE Deutschland (extract)	4
3. The Integrated Management System of ENGIE Deutschland	5
3.1 Organisation of the Integrated Management System	6
3.2 Structure of the Integrated Management System	6
3.3 Screen navigation	6
3.4 Benefits of the Integrated Management System	7
4. Continuous Improvement Process of ENGIE Deutschland	7
5. Demands on our organisation in Terms of Safety and Environment	8
6. Representation of the Integrated Management System	9
7. Status of the Integrated Management System	10
Certificate	11



Declaration of commitment of the management

Our business activity comprises Building Services, Facility Services and Energy Services. We plan and build building and energy technology plants, we develop and implement efficient and economic service solutions for service and energy sectors for optimally supplying our customers.

The satisfaction of our customers and the quality of our work determine our subsequent action and the consolidation of our market position. At the same time, ENGIE Deutschland GmbH expressly undertakes to

- ensure the careful utilisation of resources, particularly with respect to all ENGIE companies' obligation to foster sustainable development.
- ensure optimum utilisation of primary and secondary energies while constantly increasing the energy efficiency during energy generation and energy conversion.
- comply with all laws and regulations within the scope of commercial and technical order processing, particularly within the scope of our environmental and energy activities.
- comply with all relevant safety regulations in the interest of protecting our own employees, customers, clients and third parties.

Compliance with relevant safety regulations involves, for example, the prevention of accidents, work-related health risks, occupational diseases, damage to the environment or property and endeavouring to constantly improve the health, safety and environmental protection (HSE) standards.

Customer satisfaction, quality, energy efficiency, environmental protection and safety are among the priorities of our entrepreneurial activity. Constantly increasing customer requirements, rising competition, the tightening of statutory provisions as well as the seizing of new market opportunities require us to continuously improve our performance and capabilities.

Against this background, ENGIE Deutschland GmbH has implemented an Integrated Management System (IMS) according to ISO 9001, ISO 14001, ISO 50001 and BS OHSAS 18001 with the aim of achieving continuous improvements in the areas of quality, energy efficiency, health, safety and environmental protection as well as sustainably strengthening our competitiveness.

The management guarantees the implementation of the integrated management system and calls on all employees and managers to rigorously and continuously strive for these corporate principles in the interest of our customers and business partners.

Cologne, 8th June 2016



Manfred Schmitz
Managing Director
ENGIE Deutschland GmbH

1. Certifications of ENGIE Deutschland

The ENGIE Deutschland is certified according to the

- Quality Management (QM) System DIN EN ISO 9001:2008,
- Environment Management (EM) System DIN EN ISO 14001:2004 and
- occupational Health and Safety Management System BS OHSAS 18001:2007

The QM certification was already obtained in 1994, the certification for EM and safety was obtained in 2007, although individual divisions of the company were already certified considerably earlier in these Management Systems. In addition, it is possible for ENGIE Deutschland to have individual divisions certified according to the Safety

Certificate Contractors (SCC**Version 2011) at any time if necessary. The Energy Services division is also certified according to the Energy Management System ISO 50001:2011.

In addition, ENGIE Deutschland must comply with the

- guidelines of the internal control system (IKS) INCOME based on corporate guidelines by the ENGIE Group, which in terms of the procedure is at least equivalent to a certified Management System. ENGIE Deutschland is also certified or approved in various other areas. Upon request, we will be glad to provide you with the necessary relevant documentation.

2. Corporate philosophy and business policy of ENGIE Deutschland (extract)

Optimal use of energies: This basic principle determines our actions. We want our most valuable resource – energy – to be used optimally in every respect. By this, we not only mean the use of primary and secondary energy in buildings, plants and processes. Energy is also generated between our customers and ourselves as a partner and service provider. And we also want to use this energy as sustainably and efficiently as possible for an optimum partnership at all times while taking all safety and environmental aspects into account.

All-encompassing quality in everything we do is the central approach of ENGIE Deutschland. Our principles are simplicity, speed, customer orientation and enthusiasm. Good interaction is essential. Communication is of primary importance for us – both with our business partners and with our employees. Against the background of constantly increasing customer requirements, rising competition, tightening of statutory provisions as well as the seizing of new, market opportunities ENGIE Deutschland has created an integrated management system that should help to

Anfang Vorher Letzte Nächste Ende

M1 Verantwortung der Leitung - Navigation

M1

VAL

Verantwortung der Leitung

Stand: 08.06.2016

M1.1	M1.2	M1.3	M1.4
VAL-001	VAL-002	VAL-003	VAL-004
Verpflichtung der Leitung	Organisation	Management-Reviews	Organigramme
010 Unternehmenskultur / Unternehmensphilosophie 020 Unternehmenspolitik 030 Definition Qualität 040 Verpflichtungserklärung 050 Ziele und Kennzahlen	010 Planung des Managementsystems 020 Verantwortung und Befugnisse 030 Beauftragter der Geschäftsführung (obersten Leitung) 040 Weitere Beauftragte der Geschäftsführung 050 Elektroorganisation 060 IM-Ausschuss 070 Übertragung der Unternehmerpflichten 080 Handwerksrolleneintrag – Betriebsleiter gemäß § 7 Handwerksordnung	010 Managementreview der Geschäftsführung 020 Managementreview der Regionen	010 ENGIE Deutschland 020 Geschäftsbereich / Region – ENGIE Deutschland 030 IM-Ausschuss 040 Projektorganisation IKS/INCOME 050 Geschäftsführung und Business Support 060 ENGIE Deutschland – Geschäftsbereiche 070 Organisationsstruktur – Elektrotechnik

Edwin Pieknik

- permanently ensure quality,
- adapt our services to customer requirements,
- undertake preventive health and environmental protection and
- prevent safety risks.

The strategic aim of ENGIE Deutschland is to be the leading provider of plant technology, building and energy services, while increasing profitability at the same time.

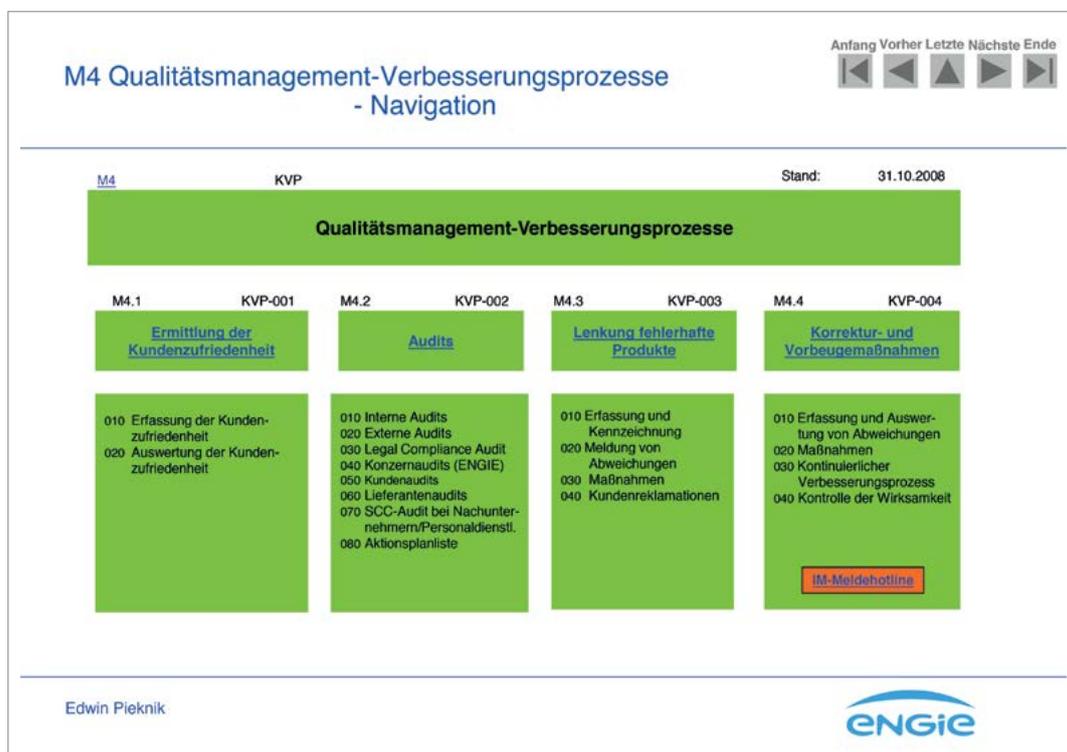
The uncompromising and non-negotiable standpoint of ENGIE Deutschland within the scope of the ENGIE Group charters is sacrosanct:

- for sustainable development,
- for careful handling of deployed resources, especially primary energy,
- for the prevention of health, environmental and safety risks
- for compliance with all statutory provisions that affect our activities.

On the basis of these considerations, we have developed an Integrated Management System which defines the framework conditions for our entrepreneurial action and which enables us to comply with all relevant standards, laws, regulations and requirements of our parent company ENGIE when providing our service.

3. The Integrated Management System of ENGIE Deutschland

After ENGIE Deutschland had decided in 2006 to have all divisions of the company certified uniformly in all the aforementioned Management Systems, an Integrated Management System was implemented in 2007, which is a continual enlargement process and includes all management systems. In this case, “integrated” does not only mean that all management manuals are combined into one document, but all processes within their process steps run in an integrated manner. Thus, for example, safety-relevant and environmentally relevant issues in the procedural instructions of the project transfer, project preparation, site management etc. form an integral part, which are also found again in the individual tools such as the kick-off-meeting protocol, assembly-kick-off etc.



3.1 Organisation of the Integrated Management System

The integrated management system is divided into the three process levels:

- Management processes
- Operative processes
- Supporting processes

At the management process level, those processes that mainly concern the management can be found and from which higher-level control functions originate. The level of the operative processes is divided into the business units in which ENGIE Deutschland operates and with which ENGIE Deutschland generates its profit.

At the level of the supporting processes, those processes necessary for supporting the operating processes can be found.

3.2 Structure of the Integrated Management System

The Integrated Management System is made available to the employees in electronic form via the company intranet. There is a consecutive numbering and labelling system for the individual hierarchical levels and tools. This is specific for ENGIE Deutschland and will therefore not be explained in more detail here. The electronic transmission of the information connected to the documents via online access ensures that the IMS is always available to the employees. It is only necessary to refer to a paper printout in exceptional circumstances (e.g. at a building site).

3.3 Screen Navigation

The Integrated Management System is made available via a user interface from the company Intranet. Starting from this user interface, the underlying process levels or chapters through to the individual procedural instructions and tools can be accessed by clicking on the individually linked fields.

O1 Building Services - Navigation

Anfang Vorher Letzte Nächste Ende

O1 Stand: 08.06.2016

Building Services

O1.1 VER **Vertrieb** O1.2 AAW **Auftragsabwicklung** O1.3 AAS **Sonderfälle der Auftragsabwicklung**

Edwin Pleknik

3.4 Benefits of the Integrated Management System

The principal benefit of the Integrated Management System is the integration of the individual process steps from the different Management Systems in integrated, interrelated processes.

This is not only beneficial for our own employees, but for our customers, too, thanks to integrated processing of all aspects during the order processing.

Ensuring simple access to the IMS supports the application during daily work:

- fast access to the current status of the IMS via the company's own Intranet
- screen navigation with simple user interfaces for retrieving procedural instructions or tools (check lists, forms, etc.),
- central search lists for forms, checklists, operating instructions, etc.,
- rapid information of our employees by means of "Hotline reports" from our continuous improvement process (CIP).

4. Continuous Improvement Process of ENGIE Deutschland

Within the Integrated Management System there is a defined, continuous improvement process, which leads to continuous improvements in the system by means of corrective and preventive measures.

In the course of this process, defined corrective measures normally take place on the basis of:

- IM reports
- Customer complaints
- Accident reports
- Reports about near accidents

Preventative measures are derived among other things from

- Observations from internal and external audits,
- IM reports about near accidents,
- Customer surveys,
- Internal complaints,
- Employee suggestions/suggestions for improvement,
- Results of numerous training courses and meetings.

Anfang Vorher Letzte Nächste Ende

O1.2 Auftragsabwicklung - Navigation

O1.2 AAW

Auftragsabwicklung Teil 1
→ Teil 2

Stand: 21.02.2014

O1.2.1 AAW-001	O1.2.2 AAW-002	O1.2.3 AAW-003
<p><u>Auftragsübernahme</u></p> <p>010 Festlegung Auftragsleiter/-team 020 Übergabe Auftragsunterlagen 030 Prüfung Auftragsunterlagen 040 Vertragsprüfung 050 Durchführung Kick-Off-Meeting</p>	<p><u>Auftragsvorbereitung</u></p> <p>010 Allgem. Auftragsorganisation 020 Organisation der Auftragsplanung 030 Termin-, Kapazitäts- und Kostenplanung 040 Ermittlung der Projektfinanzierung 050 Planung der Baustelle</p>	<p><u>Auftragsrealisierung</u></p> <p>060 Planung der Arbeitssicherheit bzw. des Umweltschutzes 070 Planung der Qualität 080 Überprüfung der Funktionsfähigkeit</p> <p>010 Allgemeine Auftragsbearbeitung 020 Techn. Berechnungen 030 Konstruktive Bearbeitung 040 Plangenehmigungsverfahren 050 Materialdisposition 060 Abweichungen behandeln 070 Änderungen dokumentieren</p> <p>080 Einweisung der Montage 090 AZ-Anforderungen und Rechnungen stellen</p>

Edwin Plechnik

The results of the measures are incorporated constantly into the Integrated Management System. These are evaluated once a year by the management and lead to new goals and measures in the course of a management review.

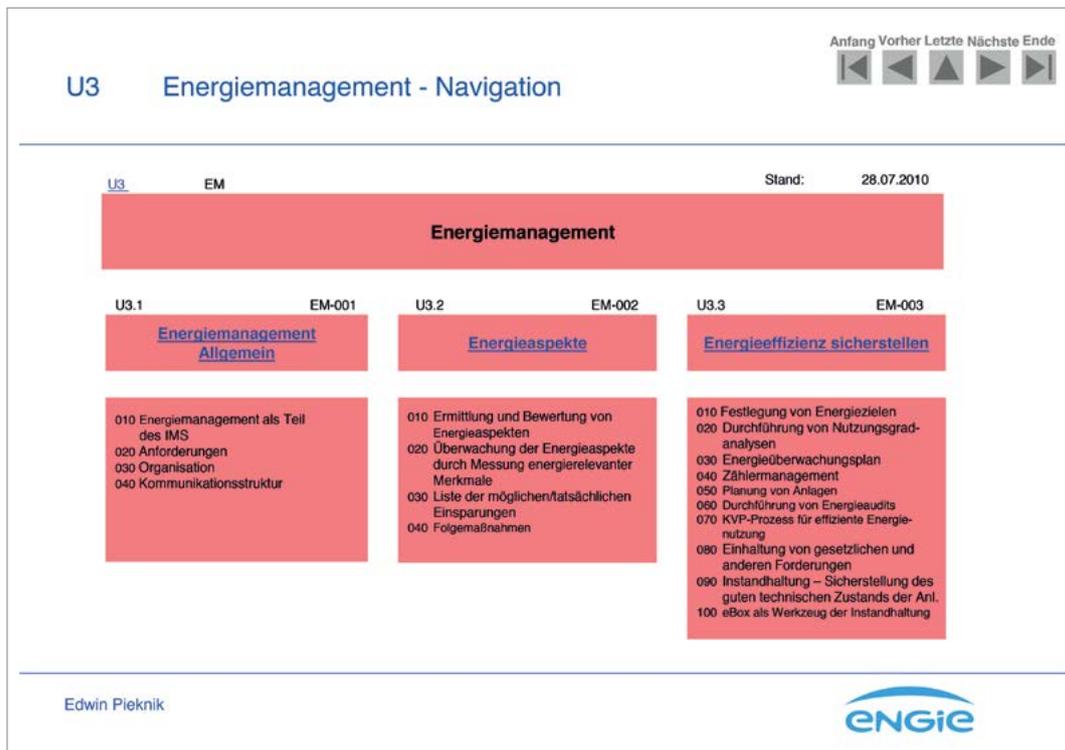
The Integrated Management System itself is currently enlarged and updated about 4 times a year. The number of IM reports within the last few years was at least 150 reports per year. Through the implementation of the safety and environment management system the number of IM reports shows an increasing tendency since near accidents, for example, are also reported and evaluated in this way.

5. Demands on our Organisation in Terms of Safety and Environment

The safety and environment management system enables ENGIE Deutschland to comply with the following safety, environmental and legally relevant requirements.

This ensures, for example, that

- annual safety briefings are carried out for employees;
- employees are offered the necessary medical check-ups, and examinations are carried out;
- risk assessments are prepared for the building site before starting the work;
- building-site specific briefings are conducted for the company's own employees, subcontract workers and possibly subcontractors before starting the work;
- employees at ENGIE Deutschland and possibly subcontract workers /subcontractors will not work without the appropriate personal protection equipment (PPE);
- at ENGIE Deutschland the appropriate safety regulations/ safety instructions are complied with at the building site;
- at ENGIE Deutschland the work is monitored by personnel that are trained in safety and environmental issues and qualified personnel (checking compliance with safety, environmental and instruction regulations, measures from the risk assessment etc.);
- a sufficient number of first aid officers is provided at the building site;
- at ENGIE Deutschland, tested tools are solely used;
- only qualified or trained employees are deployed on forklifts, hydraulic lift etc.;
- only qualified or trained employees are deployed for electrical work;
- branch-related hazardous substance registers are kept. Only hazardous substances listed at ENGIE Deutschland



are used. If new hazardous substances are used, they are first reported to the Central Department (UM-B) and verified before starting work. Safety data sheets and possibly operating instructions are provided;

- In cases of hazardous work and a corresponding risk assessment, work is carried out with permits authorized by the customer and/or by ENGIE Deutschland;
- the prescribed disposal regulations of the customer or ENGIE Deutschland are complied with. Hazardous waste is listed in a branch-related waste register;
- ENGIE Deutschland has installed a system within the CIP-process, in which near accidents, accidents and incidents are reported and assessed by means of a fault tree analysis. Information flows back into the organisation (IM report hotline/annual training courses etc.);
- A contingency plan is implemented at ENGIE Deutschland, which can be broken down right up to large building sites. In the event of serious accidents and incidents, the parent company ENGIE must be involved within 12 hours.

6. Representation of the Integrated Management System

In this brochure you can find individual slides from the IMS showing how our system is structured and how to work with this system. We hope you will understand that we cannot present the entire system to you here. But you can be rest assured that all relevant aspects in terms of quality, change management etc. are included in our system.

We ask for your understanding that the IMS system is in German language only and will gladly meet you for an informative discussion.

Anfang Vorher Letzte Nächste Ende

U1.1 Arbeitsschutzmanagement - Navigation

U1.1 HSA
Stand: 09.05.2014

Arbeitsschutzmanagement

U1.1.1 HSA-001	U1.1.2 HSA-002	U1.1.3 HSA-003
<u>Allgemein</u>	<u>Gefährdungsbeurteilung</u>	<u>Arbeitssicherheit sicherstellen</u>
010 Arbeitsschutzmanagement als Teil des IMS 020 Anforderungen 030 Organisation 040 Kommunikationsstruktur 050 SCC-Zertifizierung von Organisationseinheiten	010 Anforderungen 020 Neue Gefährdung 030 Gefährdung beurteilen 040 Maßnahmen planen 050 Maßnahmen umsetzen 060 Kontrollen	010 Sicherheitsunterweisungen 020 Sicherheitsschulungen 030 Betriebsarzt – Vorsorgeuntersuchungen 040 Arbeitsmittelmanagement 050 Gefahrstoffmanagement 060 Erlaubnisscheine 070 Umgang mit Leiharbeitern 080 Umgang mit Nachunternehmern 090 Koordination mit dem Auftraggeber 100 Kontrolle des Arbeitsschutzes u. KVP-Prozess 110 Arbeiten nach SCC-Regelwerk – SCC-Zertifizierung 120 Alleinarbeit – Einzelarbeitsplätze

*) Hinweis: Alle weiteren Maßnahmen, welche die Arbeitssicherheit und den Umweltschutz betreffen (Abfallmanagement, Gefahrgutmanagement, Einhaltung von gesetzlichen Forderungen usw.) sind dem Kapitel U1.1.3 – Umweltschutz sicherstellen zu entnehmen.

Edwin Plekniek

7. Status of the Integrated Management System

As indicated in point 3 above, our IMS is constantly being improved, it is not a finished system. Since it was not possible to transfer and integrate all areas of the existing management systems simultaneously during the introduction stage of the IMS, the existing QM, safety and environmental documents will continue to remain valid at our company until the relevant processes in the IMS have been completely integrated and the existing old documents are declared invalid.

Do you have any questions concerning our Integrated Management System?

Our sales employees will be pleased to help you at any time. Alternatively, please contact:

Edwin Pieknik
 Head of Management Systems
 ENGIE Deutschland GmbH
 Landsberger Str. 368
 80687 Munich
 T +49 89 74641-251
 F +49 89 74641-400
 edwin.pieknik@de.engie.com

U1.2 Notfall-Unfall-Krisenmanagement

Anfang Vorher Letzte Nächste Ende

U1.2 NOT
Stand: 18.07.2014

Notfall-, Unfall- und Krisenmanagement

U1.2.1 NOT-001	U1.2.2 NOT-002	U1.2.3 NOT-003
<u>Notfall- und Brandschutzorganisation</u>	<u>Unfallmanagement</u>	<u>Krisenmanagement</u>
010 Notfall- und Brandschutzorganisation sicherstellen 020 Brandschutz- und Evakuierungsheller 030 Erstellung Explosionschutzdokument	010 Verhalten im Falle eines Unfalls - Ersthelfer 020 Definition von Unfällen und Vorfällen 030 Meldung von Unfällen 040 Anbieten von Schonarbeitsplätzen 050 Beinaheunfälle 060 Unfallanalyse 070 Erfahrungsaustauschberichte	010 Das Krisenmanagement von NECST 020 Verfahrensweise 030 Meldung von schweren Unfällen oder Vorfällen an NECST 040 Hilfe International 050 Der Notfallplan von ENGIE Deutschland 060 Pandemieplanung

Edwin Pieknik



Management Service

CERTIFICATE

The Certification Body
of TÜV SÜD Management Service GmbH

certifies that



ENGIE Deutschland GmbH
Aachener Str. 1044
50858 Köln
Germany

has established and applies a
Quality, Environmental, Occupational Health and Safety Management System
for the following scope of application:

**Building Services Engineering and Installation, Fire Protection
Engineering and Installation, Facility Services, Energy Services**

**including the sites and scope of application
see enclosure.**

Performance of audits (Report No. 70018907)
has furnished proof that the requirements under:

**ISO 9001:2008
ISO 14001:2004
OHSAS 18001:2007**

are fulfilled.

The certificate is valid in conjunction
with the main-certificate from **2016-06-08** until **2016-12-22**.
Certificate Registration No.: **12 100/104/116 20834/02 TMS**.

Product Compliance Management
Munich, 2016-06-10



Deutsche
Akkreditierungsstelle
D-ZM-14143-01-03
D-ZM-14143-01-04
D-ZM-14143-01-05

Page 1 of 3

ENGIE Deutschland stands for a sustainable energy future and improved energy efficiency. We generate, buy, distribute, deliver and save energy. As a service provider with profound technical know-how, we plan, install and operate building technology and energy technology systems and plants, and support these via comprehensive services. With a successful company history spanning more than 100 years and the reach of the worldwide ENGIE Group, we are a partner that gets the most out of energy every day – and this includes optimising the energy of the people working together with us.

© 2016 ENGIE Deutschland GmbH



ENGIE Deutschland GmbH
Aachener Str. 1044 | D-50858 Cologne
T +49 221 46905-0 | F +49 221 46905-480

info@de.engie.com
engie-deutschland.de



Optimal use of energies.