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# Integrated Management System

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

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# Integrated Management System Information

On the following pages we present the content and functionality of the Integrated Management System (IMS) of ENGIE Deutschland GmbH\* for the business units Building Technologies and Energy & Facility Solutions. 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 this 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.

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\* ENGIE Deutschland GmbH is certified within a matrix structure with the business units Building Technologies, Energy & Facility Solutions and Refrigeration Services (= ENGIE Refrigeration GmbH as subsidiary company).

# Declaration of Commitment of the Management Board\*

Our business activities include “Building Technologies” and “Energy & Facility Solutions”. We plan and build building and energy technology plants, we develop and implement efficient and economic service solutions for energy and service sectors for optimally supplying our customers.

The satisfaction of our customers and the quality of our work determine how we act and consolidate 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 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, subcontractors 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 health, safety and environmental protection (HSE) standards.

Customer satisfaction, quality, energy efficiency, environmental protection and safety are among the priorities of our business activities. 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 45001 and ISO 50001 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, 04. March 2021



Manfred Schmitz  
CEO  
ENGIE Deutschland GmbH

*\* This Declaration of Commitment is to be used in accordance with the certified management standards for the above-mentioned business areas.*

## 1. Certifications of ENGIE Deutschland GmbH

ENGIE Deutschland GmbH is certified according to the

- Quality Management (QM) System DIN EN ISO 9001:2015,
- Environmental Management (EM) System DIN EN ISO 14001:2015 and
- Occupational health and safety management system DIN ISO 45001:2018.

The QM certification was already obtained in 1994, the certification for EM and occupational health 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 GmbH to have individual divisions certified according to the Safety Certificate Contractors (SCC\*\*Version 2011) at any time if necessary.

The unit “Energy Solutions” as a part of the business unit Energy & Facility Solutions is also certified according to the ISO 50001:2018 Energy Management System.

In addition, the above-mentioned business units of ENGIE Deutschland GmbH are also certified or approved in various other areas. Upon request, we will be glad to provide you with the necessary documents.

## 2. Corporate philosophy and business policy of ENGIE Deutschland GmbH (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 GmbH. 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 GmbH has created an Integrated Management System that should help to

- 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 GmbH 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 attitude of ENGIE Deutschland GmbH within the scope of the ENGIE Group charters is inviolable:

- 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 legal regulations concerning our activities.

With this in mind, we have developed an Integrated Management System that defines the framework conditions for our business activities and enables us to comply with all relevant standards, laws, regulations and requirements of our parent company ENGIE when providing our services.

### 3. The Integrated Management System of ENGIE Deutschland GmbH

After ENGIE Deutschland GmbH 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 procedural instructions of project transfers, project preparation, site management etc. form an integral part, which are also found again in individual tools such as the kick-off-meeting protocol, assembly-kick-off, etc.



## 3.1 Organisation of the Integrated Management System Manual

The integrated management system manual (IMS manual) is divided into three process levels:

- Management processes
- Operative processes
- Supporting processes

Management processes comprise those processes that mainly concern the management and from which higher level control functions originate. The operative processes level is divided into the business units in which ENGIE Deutschland GmbH certifies and operates and through which ENGIE Deutschland GmbH generates its profit.

Supporting processes comprise those processes necessary for supporting operating processes.



## 3.2 Structure of the Integrated Management System Manual

The IMS manual is available to employees via the company's own Intranet in WEB-based form. There is a universal numbering and labelling system for the individual process levels and tools. This is specific for ENGIE Deutschland GmbH and will therefore not be explained in more detail here. By passing on the information in electronic form, combined with the WEB-based online access to the documents, the IMS manual is always up-to-date for the employees. Only in special cases (e.g. construction site) must a transmission by a paper print-out be used.

## 3.3 Screen navigation

The IMS manual is available from the company's Intranet through a user interface. You can navigate to the individual process (sub)levels using a tree structure. Process descriptions can be printed as PDF files. Tools are linked and can be accessed directly from the text documentation or from a structured tool list. A full text search across all areas and a file search via file names are possible.

## 3.4 Benefits of the Integrated Management System

One of the advantages of the Integrated Management System is the integration of individual process steps from the various management systems into integrated, coherent 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 easy access to the IMS manual supports its application during daily work:

- fast access via the company Intranet to the recent version of the IMS manual,
- a screen navigation via a tree structure (as in the WEB-based Internet) for accessing process descriptions or tools (checklists, forms, etc.),
- a facility for full text search for process descriptions and file name search for tools,
- rapid information of our employees with the help of messages from our CIP process.



## 4. Continuous improvement process of ENGIE Deutschland GmbH

Within the Integrated Management System, there is a defined improvement process that leads to changes in the system and thus in the processes with the help of corrective measures and continuous improvements.

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

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

Continuous improvements are derived among other things from:

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

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 IMS manual is constantly updated. Changes, expansions and new items can be updated daily.



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

Due to its safety and environmental management system, ENGIE Deutschland GmbH is in a position to comply with the following safety, environmental and legal requirements.

This ensures, for example, that:

- annual safety briefings are carried out for employees;
- the necessary preventative care is offered to employees and compulsory provisions are taken care of;
- risk assessments for the construction sites/objects are prepared before starting the work;
- site and object-specific safety instructions for our own employees and temporary workers as well as instructions from subcontractors are given before starting the work;
- ENGIE Deutschland GmbH's own employees and, where applicable, temporary workers/contractors will not work without appropriate personal protective equipment (PPE);
- ENGIE Deutschland GmbH complies with the relevant safety regulations/safety instructions and instructions on the construction site or in the object;
- at ENGIE Deutschland GmbH, the work is monitored by personnel trained and qualified in safety and environmental matters (checking compliance with safety, environmental and instruction regulations, risk assessment measures, etc.);
- a sufficient number of first aiders is available on the construction site/in the object;
- ENGIE Deutschland GmbH uses only tested work equipment;
- only trained, suitable and commissioned employees are deployed on forklifts, lifting platforms, etc.;
- only qualified or trained employees are deployed for electrotechnical work;
- branch-related hazardous substance registers are kept. Only hazardous substances listed at ENGIE Deutschland GmbH are used. If new hazardous substances are used, they are first reported to the Central Department and verified before starting work. Safety data sheets and possibly operating instructions are provided;
- in the case of hazardous work and corresponding risk assessment, permits are issued on instruction by the client and/or ENGIE Deutschland GmbH;
- the disposal regulations of the customer or ENGIE Deutschland GmbH are adhered to. ENGIE's waste is listed in a branch office-related waste register;
- ENGIE Deutschland GmbH has installed a system as part of the CIP process in which near-accidents, accidents and incidents are reported and evaluated with the aid of a fault tree analysis. Findings flow back into the organisation (IM hotline/annual training etc.);
- ENGIE Deutschland GmbH has implemented an emergency plan that can be broken down into large construction sites or objects. In the event of serious accidents or incidents, the parent company ENGIE must be involved without delay.





## 6. Presentation of the Integrated Management System Manual

In this brochure you will find individual illustrations from the IMS manual showing how our system is structured and how to work with this system. Please understand that we are not presenting the entire system to you at this point. But you can be rest assured that our system covers all relevant aspects in terms of quality, adherence to schedules, change management, etc.

We are at your disposal for an information meeting.



The screenshot shows the 'Alle Dokumente' (All Documents) page in the IMS system. The page has a dark blue sidebar on the left with the title 'WERKZEUGE' (Tools) and a dropdown arrow. Below the title, there are several menu items: 'Übersicht' (Overview), 'Liste Arbeitsanweisung Elektro' (List of Electrical Work Instructions), 'IM-Meldungen' (IM Reports) with a right arrow, and 'Login'. The main content area is white and contains a search bar at the top with the text 'Dateisuche:' and a 'go' button. Below the search bar, the title 'Alle Dokumente' is displayed in large blue font. Underneath, there is a section titled 'QM Allgemein' (General QM) and a 'TOTAL: 10 - Dateien' (Total: 10 - Files) label. A filter bar is present with the text 'Filter: Schreiben zum filtern...' and a search icon. To the right of the filter bar, there is a 'Zeige Datensätze:' (Show records:) label and a dropdown menu set to '10'. Below the filter bar, there is a table with columns: 'Name', 'Typ', 'Größe', and 'Link'. The table contains 10 rows of data, each representing a document. The documents are listed with their names, types (docx, xlsx, pdf), sizes (KB, MB), and a 'Download' link. The documents are: DOK-002\_1-Aufbewahrungsfristen\_von\_Dokumenten\_und\_Aufzeichnungen (docx, 64 KB), DOK-003\_2-Standardablagemaske\_Berechtigungen\_und\_Ablageleitfaden\_BT (xlsx, 38 KB), EK-001\_4-Merkblatt\_fuer\_Lieferanten-Nachunternehmer-Werkvertragspartner (docx, 47 KB), EKO-001\_1-IMS-Broschuere (pdf, 2.39 MB), EKO-001\_1e-IMS\_Broschuere\_englisch (pdf, 2.36 MB), EKZ-002\_3-Selbstauskunft\_Lieferanten-Nachunternehmer (docx, 63 KB), M-003\_1\_010-GDF\_SUEZ-Ethik-Kodex (pdf, 920 KB), M-003\_1\_020-GDF\_SUEZ\_Leitfaden\_Ethik\_in\_der\_Praxis (pdf, 1.09 MB), M-003\_1\_030e-Code\_of\_Conduct\_Handling\_of\_the\_Info (pdf, 335 KB), and M-003\_1\_040e-SUEZ\_Activities\_and\_sustainable\_development\_report\_2007 (pdf, 3.69 MB). On the right side of the page, there is a vertical list of links under the heading 'QM - Verantwortung der Leitung' (QM - Responsibility of Management). The links are: 'QM Verantwortung der Leitung Bestellungen', 'QM Verbesserungsprozesse', 'QM Personal', 'QM BUS Projektentwicklung', 'QM BUS ZM', 'QM BUS Sonderfälle Projektentwicklung', 'QM Energy Services', 'QM Energie Management', 'QM HGS', 'QM Refrigeration', 'QM FS', 'Arbeitssicherheit', 'ENGIE Betriebsanweisungen', 'Umweltmanagement', 'Technik und Systeme', 'QM Prüfmittelüberwachung', 'Ergänzende Dokumente', 'Elektroorganisation', and 'Best Practice'. At the bottom of the right sidebar, there is a section titled 'ANSPRECHPARTNER' (Responsible Person) with a dropdown arrow.

Name	Typ	Größe	Link
DOK-002_1-Aufbewahrungsfristen_von_Dokumenten_und_Aufzeichnungen	docx	64 KB	<a href="#">Download</a>
DOK-003_2-Standardablagemaske_Berechtigungen_und_Ablageleitfaden_BT	xlsx	38 KB	<a href="#">Download</a>
EK-001_4-Merkblatt_fuer_Lieferanten-Nachunternehmer-Werkvertragspartner	docx	47 KB	<a href="#">Download</a>
EKO-001_1-IMS-Broschuere	pdf	2.39 MB	<a href="#">Download</a>
EKO-001_1e-IMS_Broschuere_englisch	pdf	2.36 MB	<a href="#">Download</a>
EKZ-002_3-Selbstauskunft_Lieferanten-Nachunternehmer	docx	63 KB	<a href="#">Download</a>
M-003_1_010-GDF_SUEZ-Ethik-Kodex	pdf	920 KB	<a href="#">Download</a>
M-003_1_020-GDF_SUEZ_Leitfaden_Ethik_in_der_Praxis	pdf	1.09 MB	<a href="#">Download</a>
M-003_1_030e-Code_of_Conduct_Handling_of_the_Info	pdf	335 KB	<a href="#">Download</a>
M-003_1_040e-SUEZ_Activities_and_sustainable_development_report_2007	pdf	3.69 MB	<a href="#">Download</a>

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## 7. Status of the Integrated Management System Manual

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As indicated in point 3 above, our IMS manual is constantly being improved and 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.

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## Do you have any questions about our integrated management system?

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Our local sales staff will be happy to assist you.  
Alternatively, please contact:

[Michaela Krull](#)

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### HSQE-THEMEN

Klicken Sie auf eine zu Ihrem Thema passende Kategorie.

Health  
&  
Safety

Qualität  
&  
Umwelt

Elektro-  
organisation

Krisen-  
management

### HSQE-SYSTEME

Integriertes  
Management-  
system (IMS)

AugeNet-Portal



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:

**Engineering and construction of  
fire protection systems, Building Technologies, Services  
of Energy & Facility Solutions**

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

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

**ISO 9001:2015  
ISO 14001:2015  
ISO 45001:2018**

are fulfilled.

The certificate is valid in conjunction  
with the main certificate from **2021-03-23** until **2022-12-22**.

Certificate Registration No.: **12 100/104/117 20834/02 TMS.**

Head of Certification Body  
Munich, 2021-03-24



Deutsche  
Akkreditierungsstelle  
D-ZM-14143-01-00

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ENGIE Deutschland GmbH is Europe's leading brand for the efficient use of energies. We shape the technology, supply and management of buildings, facilities and processes so that all energies are used optimally – including the people who work with us. Our extensive technical expertise, close partnerships with our customers, our long tradition reaching back more than 100 years and the strength of the global ENGIE Group all combine to generate integrated solutions which make efficiency an everyday matter.

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