SUSTAINABLE DEVELOPMENT REPORT

Extra-Financial Performance Declaration

2021

eranove

PROVIDING ACCES TO ESSENTIAL LIFE SERVICES

SODECI S.A. · CIE · SDE · CIPREL · Awale · KENIE · Smart Energy · ATINKOU · ASOKH · LOUETSI · KEKELI Efficient Power · ORELO

SUSTAINABLE DEVELOPMENT REPORT

Extra-Financial Performance Declaration

2021

Director of Publication
Marc ALBEROLA

CSR coordination:
Cédric A. LOMBARDO
Georges AMAN

Design, layout and writing support: 35° Nord
Photo credits: Eranove, CIE, SODECI, CIPREL, ATINKOU, ASOKH,

Print run: 500 copies

www.eranove.com

This document was printed in Côte d'Ivoire on environmentally-friendly paper sourced from sustainably-managed forests.

Contents

CHAPTER 3

CHAPTER 4

APPENDICES

Continuing to transform our models to provide a rapid response to sustainable development challenges

Editorial

One of the most significant events of 2021 was the Eranove group's capital increase in August, evidence of the soundness of our economic model. The initial injection of 40 million Euros from ECP Power & Water Holding not only enables us to accelerate funding for ongoing projects and propose developments that reflect the reality of African consumers and public authorities. It also points to the confidence of our shareholders. They are all firmly committed to responding to the challenges surrounding access to essential services (electricity, drinking water and sanitation) in Africa, while respecting the sustainable development issues facing the mosaic of countries making up this continent.

Marc Albérola,
CEO of the Eranove Group

These recognitions are also reflected in the activities of our subsidiaries which are founded on innovative, robust and sustainable public-private partnerships. On 1 January 2021, a new 12-year agreement (+ 3 years) between Côte d'Ivoire and Compagnie ivoirienne d'électricité (CIE) came into force, demonstrating the country's ongoing confidence in the company. This continuation of the leasing system for the national power network enshrines the goals shared with all our stakeholders: to continue to support access to electricity and improve product and service quality under economically and financially sustainable conditions within the electricity sector, while proposing a competitive price which is accessible to the Ivorian population as a whole.

Moreover, our independent power production model also passed two critical milestones. In Togo, the Kékéli Efficient Power 65 MW combined cycle plant lit its "first flame", prior to industrial activation. This power plant will meet more than 30% of national demand, avoiding 20% of CO2 emissions thanks to its combined cycle gas and steam production. In Côte d'Ivoire, the start of work of the 390 MW Atinkou station point to deployment of the most efficient combined cycle technology in Sub-Saharan Africa.

We must continue to adapt our models if we are to better meet people's needs. This continent is witnessing the world's strongest demographic growth. Access to electricity and water in rural areas that are not covered by the national interconnected grids is a prerequisite for economic and social development. It can play a part in combating the mass exodus to towns and encourage more inclusive economic development.

Signature of the Moyi Power agreement in the Democratic Republic of Congo (DRC) is a perfect example of this field of possibilities. This 22-year concession will deploy three mini-grids for self-contained solar production with batteries to distribute and sell electricity to more than 460,000 households and local companies. Following an international call for tenders in Senegal and Benin, two proposals were submitted to repeat this success in the field of drinking water in rural areas, benefiting several million people.

Changing the paradigm is also an industrial requirement. The digital transformation of our industrial processes continues, thereby improving both our performance and access to essential life services. Collecting and processing operational data supports knowledge of the condition of the grids. The aim is efficacy across the board. Better efficiency analysis and identification and localisation of service disruption also represent progress in terms of reducing technical losses, average outage times and the carbon impact.

We will continue to respond to the climate challenge by creating value and developing our business models. Our commitment to energy efficiency at our plants, networks and buildings has enabled us to significantly increase people's access to essential services, while still reducing our carbon intensity. To define our new trajectory, we have reviewed our sources of emissions, improved their reliability and increased analysis thereof, and determined our carbon position. As part of a participatory approach involving all our subsidiaries, we will begin developing a detailed, costed and scheduled action plan in 2022. The aim is to accelerate reduction of the intensity of our carbon footprint, and formalise and publish a climate policy for Eranove, the pan-African industrial group.

The Eranove Industrial Group, a pan-African leader in the management of public services and the production of electricity and drinking water

With its head office in France and its activities in Africa, the Eranove Group is developing a unique model that combines an African foothold, expertise throughout the water and power value chains and a strong commitment to public-private partnerships (PPP). Its expertise ranges from structuring and developing projects to production, network management, distribution and marketing.

The Eranove Group's pan-African ecosystem of skills and operational requirements provides effective, efficient, long-lasting and customised solutions to the African challenge of accessing essential services (electricity, water, sanitation, training, information, etc.), in a context where resources are plentiful but the lack of access represents an obstacle to development of the continent's economies.

Present for over **60 years** on the African continent via its subsidiaries

8,334 employees

3.2 million electricity customer

317 million m³ of drinking water produced

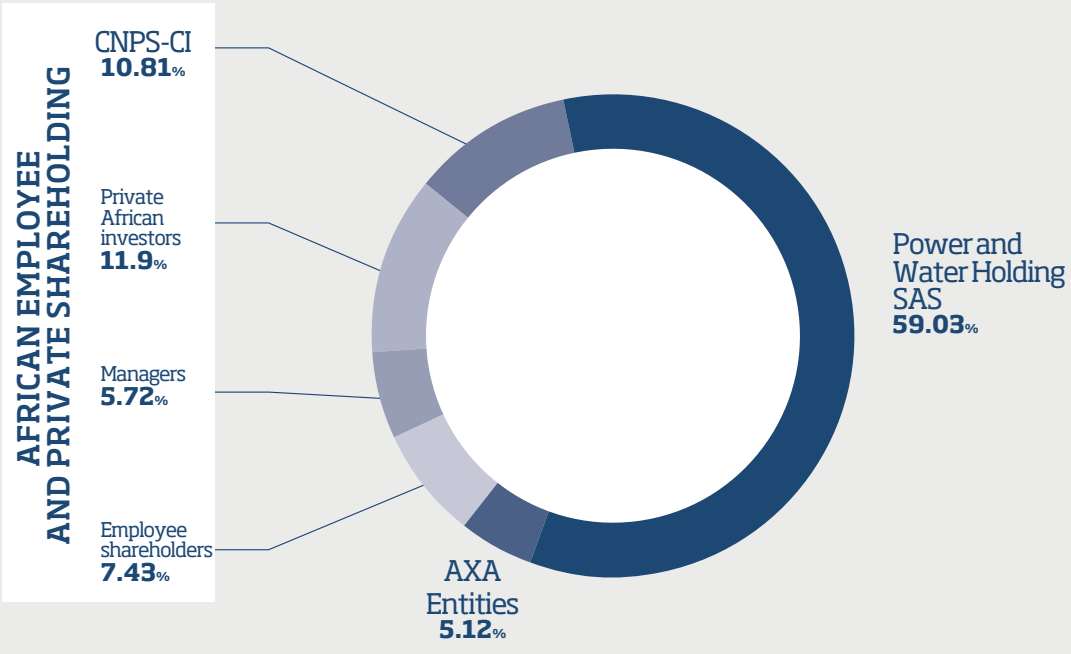
1.7 million water customers

€638 million in revenues from ordinary activities

5,522 GWh of electricity generated

832,000 sanitation customers

SHAREHOLDERS



Data at 31/12/2021

Our credentials in managing public services and producing water and electricity at 31 December 2021

ERANOVE GROUP OPERATIONS
(THROUGH ITS SUBSIDIARIES)

Côte d'Ivoire

Electricity public service management	• 3,255,000 customers • 704 MW (100 MW thermal, 604 MW hydroelectric) operating production capacity • 59,000 km transport and distribution network
Independent power producer	• Combined cycle thermal power plant • 543 MW production capacity
Drinking water and sanitation public service management	• 1,673,000 drinking water customers • 832,000 sanitation customers • 317 million m³ of drinking water produced
Fibre optic - Data transmission	• 918 end users connected • 1,987 km of fibre optic cables in use
Energy efficiency - Energy from renewable sources	• 4,872 tons of CO_2 emissions avoided through energy audits

Sénégal

Drinking water public service management in rural areas	• Service contract management

ERANOVE CONSTRUCTION PROJECTS

Côte d'Ivoire

Independent power producer	• Combined cycle gas/steam thermal power plant (390 MW)

Togo

Independent power producer	• Combined cycle gas/steam thermal power plant (65 MW)

ERANOVE EXCLUSIVE DEVELOPMENT PROJECTS

Mali

Independent power producer	• Hydroelectric power plant (56 MW)

Gabon

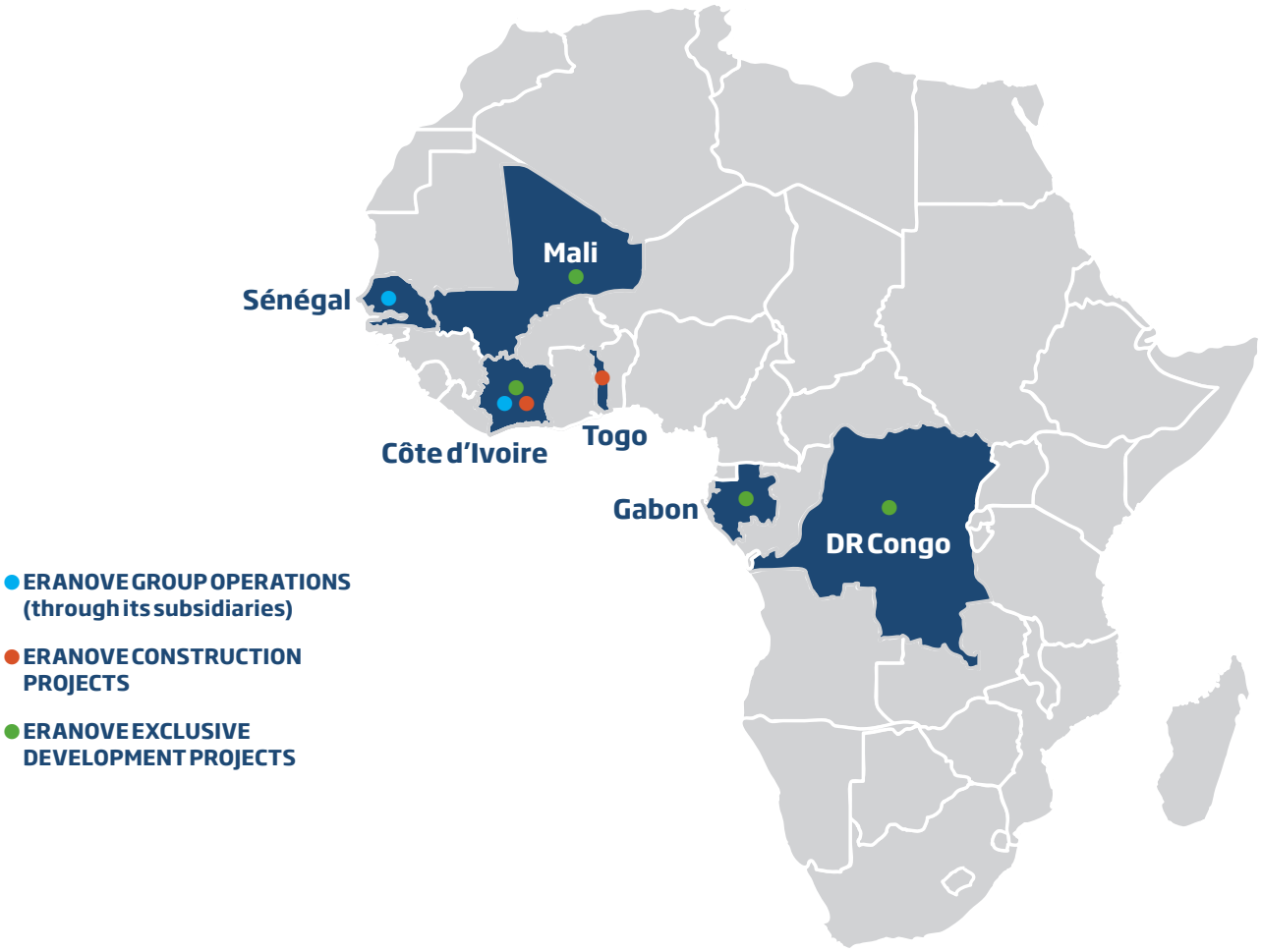
Independent power producer	• Ngoulmendjim hydroelectric power plant (73 MW)
Independent power producer	• Dibwangui hydroelectric power plant (15 MW)
ORELO **Independent drinking water producer**	• Drinking water production plant (140,000 m³/day)

Côte d'Ivoire

CAVALLY **Independent power producer**	• Cavally river hydroelectric development (under review)

Democratic Republic of Congo

MOYI Power **Mini-grids**	• Solar mini-grids in the cities of Gemena, Bumba and Isiro



Extra-Financial Performance Declaration

The Eranove Group is committed to a voluntary sustainable development policy. Each Group company implements measures and actions that are incorporated into the Group's Corporate and Social Responsibility (CSR) policy. The policy aims to control the impacts of significant risks and opportunities in social, environmental, societal and governance matters.

The Group reports its actions and results on a consolidated basis. Initiated for the 2015 fiscal year, it has used this process to present an Extra-Financial Performance Declaration since the 2018 fiscal year, in accordance with the French regulations that transpose European Directive 2014/95/EU[1] on extra-financial reporting.

Describing Activities	Controlling issues and risks	Making commitments
Business model	Risk analysis	CSR policy
	Materiality analysis	Performance indicators
	Risk mapping	GHG reduction targets

1 Directive 2014/95/EU of the European Parliament and of the Council of 22 October 2014 amending Directive 2013/34/EU as regards disclosure of non-financial and diversity information by certain large companies and groups.

Our value creation model

Our main stakeholders

OUR EMPLOYEES

- In the group
- In operating company subsidiaries
- In the EIG (Economic Interest Group)

OUR SHAREHOLDERS

Use of resources

HUMAN CAPITAL

- Trained and mobilised teams
- Fair and sustainable jobs
- Advanced social protection

over 8,300 employees

FINANCIAL CAPITAL

- Stable and engaged shareholders
- Self-financing capability

€638 million revenues from ordinary activities (ROA)

INDUSTRIAL CAPITAL

Leased infrastructure	
ELECTRICITY	**WATER**
100 MW gas-fired thermal power plants	**1,174,000 m³/day** drinking water production
604 MW hydroelectric power plants	**19,000 km** water networks
	SANITATION
59,000 km of power networks	**over 2,400 km** of networks
Group-owned infrastructure	
543 MW combined cycle gas plants	**1,987 km** of fibre optic cables

ENVIRONMENTAL CAPITAL

- Water needs
  5.7 million m³ of water consumed per year
- Raw material needs
  977 million m³ of natural gas/year
- Power needs
  335 GWh/year

Our businesses and activities

OUR VALUE CHAIN:

OUR STRATEGY: making essential life services accessible within a resolutely innovative, efficient and African dynamic is the Eranove Industrial Group's inclusive strategy. Through African private and employee shareholders, subsidiary autonomy, investment in training and expanded digitalisation, the Eranove Group offers solutions of excellence tailored to each ecosystem. It is positioned as a trusted partner thanks to its civic-minded and responsible engagement.

OUR AMBITION: to become a pan-African industrial leader in the management of public services and the production of electricity and drinking water.

Markets, customers, trends

OUR MARKETS

Africa, in the following markets:

- Delegation of public drinking water, electricity, and sanitation services
- Independent power and drinking water production
- Energy efficiency
- Data transmission
- Training

HYPERTRENDS

- Improved rates of access
- Increased consumption by low income individuals and decreased consumption by large customers (efficiency, self-production)
- Market decentralisation
- Climate change
- Digitalisation

OUR SUPPLIERS AND PARTNERS

- Financial institutions
- Local developer partners
- Our suppliers
- Design offices, consultants and research centres

CIVIL SOCIETY

- Nearby residents of infrastructures operated
- NGOs

INSTITUTIONS

- Licensing States, regulators
- Local and regional authorities
- Oversight agencies

ower
tion

Water/power transmission; water/power distribution; marketing

Licensor and customer relationship management

OUR BUSINESSES / OUR PRESENCE: public services manager (electricity, drinking water, sanitation); independent producer of power and water; energy efficiency; data transmission; training.

Presence in six countries on the African continent.

KEY FACTORS IN THE PERFORMANCE AND RESILIENCE OF OUR ACTIVITIES:

African foothold: present for over 60 years and close, trusting relationships with States. **Human capital:** emphasis on developing local expertise. **CSR requirement :** CSR commitment to international standards. **Efficient organisation:** adapted to operational and development needs

OUR CUSTOMERS

African States, individuals, businesses, and authorities

3.25 million electricity customers

1.67 million water customers

832,000 sanitation customers

29 energy efficiency key customer accounts

918 data transmission customers connected

Key impacts and results

FOR OUR EMPLOYEES

- **€119 million** Employee payroll
- **5,198** training sessions attended (1.62% of payroll)
- **ISO 45001** certification
- **€12 million** in social policy spending

FOR COMMUNITIES

- **1.8 million customer** recipients of corporate programmes
- **907** hires
- Nearby local residents included in an **ISO 26000** process
- **€792,000 €** of CSR actions

FOR OUR SHAREHOLDERS

- Economic and financial profitability of activities
- Control over risks and opportunities

FOR OUR CUSTOMERS

- Access to essential services
  55% more customers since 2016
- Product quality
  92% physicochemical compliance
  97% microbiological compliance
  18 hours Average Outage Time
  92.3% availability rate - power production
- Services
  Mobile payment, prepayment, E-branch, customer relations and repair centres

FOR INSTITUTIONS

- Strategic services for economic development
- High performing services (yield)
- A close and trusted partner

FOR THE ENVIRONMENT

- **ISO 14001 and 50 001** certification
- Carbon footprint optimisation
  531 gCO₂e/ kWh of electricity generated
  0.941 kWh/ m³ of water sold
  144 MW hydroelectric projects

Non-financial risk assessment, monitoring and management

Identification, assessment and management of non-financial risks are a long-standing commitment at Eranove. In terms of social, environmental, societal and governance factors, the approach was strengthened by the order on extra-financial performance declarations of July 2017 and its implementing decree. For Eranove, risk is defined as "the possibility of an event happening whose consequences would affect the people, assets, environment and objectives of the company or one of its subsidiaries or its reputation."

This risk-based approach enables Eranove to determine any factors which might cause a discrepancy with expected results and to set up preventive and protective action. A participatory process involving the sustainable development teams and 12 company leaders examined this approach in 2018. It was then updated in subsequent fiscal years and finally reviewed during the 2021 fiscal year.

The teams responsible for sustainable development conducted a review and prioritisation of risks on the basis of the residual risk. Within the Group, the results and conclusions were shared widely with all the sustainable development managers and principal senior staff, before being examined by the Group's senior management and its general secretariat. This review took biodiversity into consideration in terms of risk and set out the opportunities for tackling each risk expressed.

Risk control measures are structured around a set of programmes and actions, in addition to management indicators: key performance indicators checked by an independent third-party body, other results indicators and means indicators. They provide a moderate amount of confidence with regard to risk control.

Occurrence criteria

Colour code				
Classification	Unlikely	Somewhat likely	Likely	Very likely
Classification	Rare	Occasional	Common	Frequent
Likehood ratio index rating (V x I)	1	2	3	4
Observed, confirmed risk				
Frequency, occurence	Rare (less than 10 years)	Uncommon (3 to 10 years)	Common (1 to 3 years)	Frequent (once to several times annually)
Potential, hypothetical risk				
Likelihood	Very low (it should not happen-occurence probability estimated at less than 25%)	Low (it could happen, but occurence probability is estimated at 25 to 50%)	High (it may happen and has an occurence probability estimated at 50 to 75%)	Very high (it will definitely happen soon, occurence probability is higher than 75%)

Impact criteria

Colour code				
Classification	Minor - low	Moderate - Significant	Serious - High	Major
Impact ratio index rating (V x I)	1	2	3	4

Social impact	**Environmental impact**	**Societal impact**	**Other impacts**
Human capital	*Pollution*	*Societal acceptability*	*Strategy*
Social climate and motivation	*Climate*	*Authorisation to operate*	*Financial*
Team rotation, retention	*Biodiversity*	*Corruption claim*	*Brand image*
Health and safety	*Resources*	*Bad governance claim*	*Operational*

AXE 1 - GOVERNANCE AXE 2 – HUMAN RESOURCES AXE 3 – ENVIRONMENT AXE 4 – SOCIETY

Governance - CSR Policy - Area 1 (governance), chapter 1

Issue	Risks (-)	Opportunities (+)	Main action taken within the subsidiaries	Results indicators	Type*	Improvement action initiated for the next 3 years	Report chapter
Anti-corruption measures	▪ Noncompliance with anti-corruption standards and regulations	▪ Confidence among all our stakeholders and our business ecosystem: public and State actors, suppliers, customers, employees and civil society	▪ Involvement of Senior Management ▪ Compliance with the Sapin Law in all entities ▪ Responsibilities structured around an ethics manager and a network of actors ▪ Company ethics and responsibility charter ▪ Significant resources for and monitoring of the anti-corruption programme	▪ Number of individuals trained in/informed about ethics (SOT 132) ▪ Expenditure (in €) committed to the ethics programme (SOT 131) ▪ Scope of an anti-corruption management system in accordance with the Sapin II Law (SOT 192) ▪ Proportion of employees covered by a whistle-blower system (SOT 194) ▪ Reporting of internal and external complaints (SOT 136 to 139)	KPI KPI MI RI RI	→ Continual improvement of anti-corruption management systems with voluntary extension of the scope of ISO 37001 certifications → Management indicators: Reporting of sanctions	1.C
Reputation protection	▪ Occurrence of an event which could cause reputational damage	▪ The reputation of the company, its products and services is a valuable asset	▪ Identification of incidents and accidents which could harm the company's reputation ▪ Deployment of Group information reporting mechanisms	▪ Scope of the accident monitoring procedure (in % of the workforce) ▪ Number of incidents leading to a potential reputational risk reported annually by subsidiaries	IM IR	→ Introduce a system for subsidiaries to report events representing a reputational risk to Eranove → Formalise the reputation management system → Reporting of the monitoring indicator for reporting reputational	1.B.3

Human capital - CSR Politicy - Area 2 (human resources), chapter 2

Issue	Risks (-)	Opportunities (+)	Main action taken within the subsidiaries	Results indicators	Type*	Improvement action initiated for the next 3 years	Report chapter
Matching skills with needs	▪ Unavailability of skills ▪ Misalignment of skills and qualifications with needs and developments, particularly in water/power production technologies, complex project management and process digitalisation	▪ Competitive advantage due to quality of skills ▪ Staff satisfaction, commitment and loyalty through the development of skills and responsibilities	▪ Human resource planning ▪ Training plans (corporate and subsidiaries) ▪ Excellence plans for Group training centres with investments, new training programmes, e-learning, etc.	▪ Expenditure (€) on internal and external training (SOC 320) ▪ Number of training hours per employee (SOC 333) ▪ Deployment of core profession human resource planning ▪ % of payroll devoted to training (SOC 323) ▪ Total workforce, M/F and age group breakdown	MI KPI MI MI KPI	→ Continuous reinforcement of Group training centres and training programmes → Development of upskilling programmes for SPVs → Bursary funding via the Eranove Foundation → Skills development programme for technical managers (department heads to Director level) → Young talent programme	2.A.2 and 2.D
Protecting employee health, safety and security	▪ Workplace accidents and occupational illnesses involving staff ▪ Unavailability of staff because of absenteeism due to various causes ▪ Operational disruption resulting from the aforementioned risks	▪ Company attractiveness due to working conditions ▪ Employee good health ▪ Employee loyalty	▪ Introduction of an occupational health system and an employee health and safety programme on the basis of risk analysis and management indicators ▪ ISO 45001 Health and safety management systems certification (e.g. OHSAS 18001) ▪ Employee security procedures in the field and on assignment ▪ Safety induction session for all new employees	▪ Theoretical working time (SOC 610) ▪ Absenteeism rate (SOC 711) ▪ Frequency (SOC 56) of workplace accidents ▪ Gravity (SOC 56) of workplace accidents ▪ Number of occupational illnesses (SOC 101) ▪ Scope of ISO 45001 health and safety management system certifications (SOC 1012)	KPI KPI KPI KPI RI KPI	→ Occupational risk reduction plan within subsidiaries → Implement the Environmental and Social Management System (ESMS) in all areas with associated audit plans → Formal system for reporting accidents → Analyse safety risks at main sites → Formalise emergency procedures at all main sites	1.D, 2.A and 2.C
Fair remuneration and social protection	▪ Skills loss ▪ Lack of attractiveness ▪ Productivity shortfall	▪ Company competitiveness ▪ Attractiveness and employee loyalty ▪ Employee social protection	▪ Attractive global remuneration policy ▪ Social protection programmes (e.g., health, pension) adapted to the context, the country and regulations ▪ Information about managing the "family budget" ▪ Indirect remuneration system (mutual fund)	▪ Evolution of payroll (€) (SOC 400) ▪ Salary monitoring (€) by socio-professional category and by gender (SOC 410-SOC433) ▪ Social policy expenditure and voluntary funds (€) (SOC 102) ▪ Proportion of staff covered by voluntary social protection (SOC107)	RI RI MI RI	→ Update social protection to competitive standards → Variable remuneration policy associated with performance	2.A and 2.B

Environment - CSR Politicy - Area 3 (environment), chapter 3

Issue	Risks (-)	Opportunities (+)	Main action taken within the subsidiaries	Results indicators	Type*	Improvement action initiated for the next 3 years	Report chapter
Air, water, soil and waste pollution prevention	▪ Noncompliance with regulations, withdrawal of authorisations ▪ Accounts lack risk provision/ guarantee ▪ Upgrading costs and impacts on water and power prices for the final customer ▪ Pollution-generating accidents or incidents	▪ Control of industrial activities and development of expertise ▪ Confidence of local residents and civil society ▪ Authorisations renewed by licensors ▪ Control over the division of regulatory compliance costs between the company and the licensing authority	▪ Introduction and certification of ISO14001 management system ▪ Indicator monitoring ▪ Risk and insurance provision ▪ Audit programme for environmental risks	▪ Air. Monitoring of the quality of emissions into the air (excluding CO_2) ▪ (ENV 720 - ENV 730 - ENV 727) ▪ Environmental incident and accident monitoring ▪ Scope of ISO 14001 certifications (ENV 1010) ▪ Power production and transmission ▪ Drinking water production Provisions and guarantees for environmental risks (ENV 110)	RI MI MI MI	→ **Environmental management: Implement ESMS in all areas with associated audit plan** → **Improve ICPE monitoring indicators and pollution prevention** → **Formalise an accident and near accident reporting system** → **Formalise authority warning and information procedures**	**3.A and 3.B**
Sustainable use of resources	▪ Production losses and impacts on cost prices ▪ Wastage of water, primary energy (gas, HVO, DDO, etc.) and final energy (distribution, networks) resources ▪ Vandalism and unauthorised use of resources	▪ Industrial performance and competitiveness of production and distribution facilities ▪ Value of production assets ▪ Protection and integrity of facilities ▪ Reduced rehabilitation costs	▪ Action programme for improving facility performance (effectiveness, efficiency): investments, maintenance and skills - reduced technical losses	▪ Internal efficiency of water production plants (ENV 320) ▪ Network efficiency (ENV 330)	KPI KPI	→ **Action plan to reduce technical losses;** → **Formalise the authority warning and information procedure**	**3.A.2 and 3.C**
Climate change mitigation and adaptation	**Physical risks:** ▪ Extreme weather events (drought, flooding) impacting production, water and power production capacities and the integrity of production, transmission and distribution work ▪ Exposure of coastal assets (coastal erosion and rising sea levels) **Financial risks:** ▪ Depreciation of production assets ▪ Societal and legal rejection of carbon projects ▪ Difficulty accessing capital and debt ▪ Increased project costs (tax, etc.) ▪ Transition risks (regulations) impacting water and power production capacities	▪ Development of renewable forms of energy (hydro, solar, biomass, etc.) to meet the continent's decarbonised energy requirements ▪ Emergence of a market for energy efficiency ▪ Research, environment and social engineering for projects supporting developments ▪ Emergence of carbon capture and offsetting business models	▪ Assessment of the physical risks of each plant and production site ▪ Development of production and investment capacities ▪ Development of the share of renewables ▪ Development of energy efficiency activities ▪ Research to develop sea water desalination activities	▪ Proportion (%) of renewable electricity production capacities (MW) ▪ Total production of hydroelectric production factories (GWh) (SOC 522) ▪ Proportion (%) of renewable electricity production (GWh) ▪ Kg CO_2e/kWh produced (ENV 713) ▪ $KgCO_2e$/ m^3 water produced (ENV 748) ▪ Power production efficiency (ENV 530) ▪ and Abidjan power production efficiency (ENV 531) ▪ ISO 50001 certification scope (ENV 1102) ▪ Scope of resilience plans against the physical risks of climate change	KPI KPI KPI RI RI KPI KPI MI RI	→ **Commit to reducing short, medium and long-term greenhouse gas emissions (MI)** → **Climate risk resilience plans for production facilities** → **Management: identify procedures for warning and informing the authorities about the evolution of water resources; and formalise water resource monitoring**	**3.B**
Biodiversity and ecosystem service protection	▪ Development risks: delays to or abandonment of projects because of identification of negative impacts & costs of protection measures ▪ Reputational risk: mobilisation of civil society over a poorly understood biodiversity issue	▪ Research, environment and social engineering for projects supporting developments ▪ Group's positive reputation as regards managing biodiversity risks improving the perception of risk among lenders/civil society	▪ Careful handling of biodiversity issues in the development and construction phase, in accordance with IFC performance standards ▪ Construction of a network of partners to enable careful understanding and monitoring of biodiversity issues	▪ Scope of development and construction projects with an environmental and social impact study addressing biodiversity issues (ENV 1204) ▪ Scope of development and construction projects conducted in accordance with biodiversity management requirements (ENV 1206) ▪ Scope of construction projects which have identified the existence of a species listed as being critically endangered (CR) or endangered (EN) on the IUCN red list and for which protection and conservation measures have been implemented (ENV 1209)	RI RI RI	→ **Develop oversight of biodiversity issues**	**3.D**

Relationships with society - CSR Politicy - Area 4 (society), chapter 4

Issue	Risks (-)	Opportunities (+)	Main action taken within the subsidiaries	Results indicators	Type*	Improvement action initiated for the next 3 years	Report chapter
Health and safety of consumers	▪ Noncompliance with public health and WHO standards ▪ Improper use and dangerous connections ▪ Diseases, electrocution connected to our services	▪ Consumer confidence and loyalty	▪ Consumer health and safety investments, maintenance and monitoring programmes at facilities ▪ Water quality monitoring ▪ Prevention, education and information for consumers ▪ Information for authorities ▪ Consolidation of third-party accidents	▪ Water. Number of microbiological tests (SOT 212) conducted ▪ Water. Number of physicochemical tests (SOT 211) conducted ▪ Microbiological compliance rate (SOT 216) ▪ Physicochemical compliance rate (SOT 215) ▪ Number of third-party accidents (SOT 181, 182, 183)	RI RI RI RI MI	→ **Public information campaign about electrical hazards** → **Identify action to warn and inform the Authorities about third-party exposure to health and safety risks**	**2.C and 4.A.2**
Service and product quality, and sustainable price	▪ Societal rejection of price or service quality ▪ ▪ Customer solvency risk, non-payment	▪ Fewer cases of fraud ▪ Renewal of concessions ▪ Customer satisfaction	▪ Competitivity programme to maintain cost prices ▪ Programme to improve product and service quality performance ▪ ISO9001 quality management systems implementation and certification ▪ Performance management	▪ Customer satisfaction indicators ▪ Average water and power outage time (in hours) (SOT 201) ▪ Scope of ISO 9001 certified health and safety management system (SOC 152)	RI RI MI	→ **Identify measures to raise awareness about the sector's structure** → **Product and service quality indicator communication**	**1.D and 4.B.1**
Access to essential services	▪ Fall in market share and volumes sold due to the emergence of a competitor for people not covered by the public utility company ▪ Rejection by public authorities	▪ Rise in the number of customers through increased access to essential services ▪ Support for economic development of companies, communities and households through access to water/power ▪ Growing demand for energy on the continent in terms of volume and access points connected to economic development and population growth benefiting our work	▪ Electricity for All and TFPI access programmes ▪ More mini-grid and rural programme activities	▪ Number of water (SOT 102) ▪ and power (SOT 101) customers	RI	→ **Development of mini-grid market** → **Extension of Electricity for All and TFPI activities**	**4.B.2**
Combating customer fraud	▪ Improper misappropriation of services and fraud ▪ Financial losses ▪ Loss of credibility and confidence among employees and customers	▪ Company profitability ▪ Employee integrity	▪ Programmes and action to combat fraud and detection capacity ▪ Consumer information ▪ Management of actual payments for consumption	▪ Billing ratio (SOT 241)	RI	→ **Continually strengthen detection and surveillance capacities, digitalise checks, billing and payments**	**1.C and 3.A.2**
ESG transparency: environment, social and societal, governance	▪ Extension of timeframes and restrictions to developments and security of activities ▪ Loss of markets	▪ ESG expertise and trust capital facilitating relations with the authorities and choice of markets	▪ Relations with institutions and agencies in countries of operation ▪ Contractual commitments compliance programme ▪ Transparent action and results ▪ Third-party assessment of CSR commitments in key areas	▪ Reporting of CSR/ESG action and publication of SD reports ▪ CSR advocacy and communication programmes ▪ Scope of the "CSR committed" assessment in accordance with the ISO 26000 standard (SOT 173, 177)	MI MI MI	→ **Introduce the ESMS** → **Distribute SD reports at company general assemblies**	**1D.2, 3.D and 4.A.1**
Dialogue with stakeholders	▪ Societal rejection of projects, delays and costs incurred, fraud, losses, action against infrastructure	▪ Quality of relations, constructive dialogue and trust capital with local residents and communities for mutual benefit	▪ Programme of dialogue with local stakeholders: local residents, local communities, customers ▪ Consideration of reasonable expectations and interests	▪ Expenditure on support/sponsorship action and partnerships (€) SOT 121 ▪ Stakeholder mapping and monitoring of dialogue mechanisms ▪ Stakeholder commitment plans introduced for projects	RI MI MI	→ **Management indicators, % of stakeholder commitment plans deployed on projects** → **Introduce a harmonised system for dialogue with communities to manage complaints/grievances**	**4.D**

Our values, sources of innovation

The Eranove Group's values are the foundations of the Group's culture; they are shared by all employees who strive to apply them every day.

PERFORMANCE

For the Eranove Group, the pursuit of good performance for its customers, shareholders, employees and for society is constant and works on many levels: economic, social, financial, technical, human, environmental and societal.

Across the value chain, performance is organized into shared objectives that are part of a continuous improvement strategy.

SKILLS

Eranove Group's main asset is its human capital made up of a mosaic of pan-African expertise.

Thanks to successful recruitment, training and experience-sharing programs, this capital has advanced and constantly developing skills.

AFRICA

The Eranove Group has been operating in Africa, for Africa and through Africa for 60 years. This African identity is expressed through its accountability-focused managerial model and its social policy focused on mutual assistance, sharing and brotherhood.

The Eranove Group's firm footing in Africa ensures a lasting and close relationship with its customers, partners and host communities

RESPONSIBILITY

Eranove is a citizen-focused group, mindful of its rights and duties to society and the environment. It promotes ethical behavior, which acts as a bridge of trust between the company and its ecosystem and plays a role in business longevity.

Each member of the Eranove Group, committed to passing on these values, is aware of his or her role with regards to colleagues, stakeholders and the planet.

RIGOR

The Eranove Group's governance aims for transparency and rigor through strong, ethical and responsible bodies.

Each employee works with integrity and professionalism in line with local regulations, international standards and following ISO-certified practices.

CREATIVITY

Imbued with the cultural context, and operational, technical, human and environmental realities of the places in which it operates, the Eranove Group is able to constantly anticipate its customers' needs and provide innovative, bespoke solutions.

Creativity is brought to bear, both in operations and in projects, in a spirit of openness and idea-sharing.

Our CSR policy

VISION

For the Eranove Group, CSR enhances performance and has a positive impact on all of its stakeholder, employees, customers, partners, suppliers, communities,. The expansion of water and energy services and access to information and training are all opportunities for the compagny's growth, well-being and development. This performance is made possible by stressing our culture and values and sharing them.

Area 1 (governance). Ethical and compliant governance

Area 2 (human resources). Human capital development and responsible employer

Area 3 (environment). Prevention, optimisation of resources and solutions

Area 4 (society). Access to essential services and community development

Commitments

Our governance is based on international best preactices and integrates ESG (Environnemental, Social and Governance) criteria. Ethics and compliance underlie our actions.

We are committed to sustainable jobs in accordance with local and international standards, Health, safety, training and employee share ownership are the drivers of employee development, fulfillment and retention.

We prevent pollution and optimize resources. Our production offers, services and performance provide solutions for the planet.

We respect human rights. Our services are accessible high-quality. We contribute to the development of local communities and involve our suppliersin CSR.

Areas of action

- Strong governance, inclusion of ESG criteria in decision-making
- Measurement of non-financial performance and transparency
- Compliance and the fight against corruption
- Operationnal cross-cooperation and sharing of good ethical practises and CSR

- Health and safety
- Skills development and talent management
- Social dialogue and respect for fundamental labor rights, including among our subcontractors
- Social protection and fair compensation

- Prevention of pollution (water, air, soil)
- Performance and value for money from production to delivery
- Energy efficiency and promotion of self-generation of sustainable energy
- Renewable and/or efficient production and technologies

- Acces to high-quality basic services
- Constructive dialogue with institutions and stakeholders
- Training of our partners and suppliers in CSR measures
- Positive local impact

Values

Skills, performance, rigor, creativitty and responsability are African values. They are expressed in our code of ethics and corporate responsability and guide our actions on a daily basis.

Impacts

Our contribution to the sustainable development of society is strongly grounded on 8 of 17 UN's Sustainable Development Goals. Whenever possible, we emphasize our positive impact.

01

Building on strong governance

CSR Policy - Area 1 (Governance): Ethical and compliant governance

Strong governance bodies

ISO 9001, ISO 45001, ISO 14001 et ISO 50001 **QSE certifications**

Ethics and CSR **at the core of an effective system**

6,579 people have received anti-corruption training since 2016

A - Decision-making with structured bodies

With the support of its majority shareholder, ECP Power and Water Holding SAS, **the Eranove Group has put a governance system in place** based around six committees, including three that report directly to the Board of Directors.

1 – The Board of Directors*

The Board of Directors develops the Group's policies and ensures that these policies are implemented. Its focus is the main strategic, economic and financial policies.

The Eranove Group's Board of Directors is chaired by Mr. Vincent Le Guennou, CEO of ECP Power and Water Holding SAS, and has eight members, in addition to the Chair.

ECP Power and Water Holding, represented by Mr. Jean-Marc Simon

Mr. Brice Lodugnon, ECP Power and Water Holding

Mr. Julien Gailleton, AXA

Mr. Philippe de Martel, AXA

Mr. Marc Alberola, Eranove

Mr. Eric Tauziac, Eranove

Mr. Momar Nguer, ECP Power and Water Holding

Mr. Jens Thomassen, ECP Power and Water Holding

2 – The Board Committees*

Audit Committee

The role of the Audit Committee is to monitor issues relative to the drawing up and control of accounting and financial data, and to ensure the effectiveness of internal risk monitoring systems in this area.

The Audit Committee formed during the Board of Directors meeting on 27 June 2010 is made up of three to five members. The Board of Directors appoints its Chair.

The Audit Committee is currently chaired by Mr. Brice Lodugnon, ECP Managing Director, with members Mr. Marc Albérola, CEO of the Eranove Group, Mr. Eric Tauziac, Secretary General of the Eranove Group, Mr. Philippe de Martel, AXA Global Head of Corporate Finance, and Mr. Jens Thomassen, Partner at AP Moller Capital.

Strategy Committee

Created during the Board of Directors meeting on 31 October 2012, the Strategy Committee assists and advises the Board of Directors with its main strategic and operational guidelines, and supports its decision-making preparations. It meets at least quarterly and as often as required in the event that projects exceed the conditions initially defined.

The Strategy Committee is composed of five of the company's directors. It is chaired by Mr. Marc Albérola, CEO of the Eranove Group, and members Mr. Brice Lodugnon, ECP Managing Director, Mr Philippe de Martel, AXA Global Head of Corporate Finance, Mr. Julien Gailleton, Principal - Infrastructure Equity at AXA Investment Managers, Mr. Eric Tauziac, Secretary General of the Eranove Group, and Mr. Jens Thomassen, Partner at AP Moller Capital.

Compensation and Appointments Committee

The Compensation Committee assists the Board of Directors in setting and regularly reviewing all the compensation and benefits allocated to the company's executive directors.

Its role also involves assisting the Board of Directors with the composition of the Group's executive bodies.

These committees meet as often as required, and will always meet at least once a year, prior to the meeting of the Board of Directors. The Compensation and Appointments Committee has three directors from the company as members. It is composed of Mr. Jean-Marc Simon, Mr. Jens Thomassen and Mr. Philippe de Martel.

3 – Committees reporting to the CEO*

Executive Committee

The Executive Committee (*Comité de Direction Générale* or CDG) is a decision-making and information body at the Group's senior management level. The Committee meets every Monday and as often as necessary.

The Executive Committee is chaired and led by the CEO of the Eranove Group, Mr. Marc Albérola, and composed of Ms. Pascale Albert-Lebrun, Deputy CEO, Mr. Eric Tauziac, Secretary General, Mr. Ahmadou Bakayoko, Operations Director, and Mr. Ralph Olayé, Director of Development and project management.

Management Committee

The Management Committee (COGES) is the body that oversees the economic and financial results of the Eranove Group entities. Each company in the Group has its own Management Committee.

Its role is to: prepare financial planning for the subsidiaries (business plans, five-year plans, updates); monitor and analyse the results and main components of each subsidiary's balance sheet under local standards and IFRS; manage the main options for the subsidiary financial statements (quarterly and annually); define and monitor corrective actions in cases where results are not in line with forecasts; promote feedback on best economic and financial practice between companies and the Eranove Group.

The Management Committee is composed of the Eranove Group CEO, Marc Albérola, and Deputy CEO, Ms. Pascale Albert-Lebrun, and the CEO of each company and their staff with economic and financial roles (Deputy CEO, Secretary General, CFO, etc.).

Operations Committee

The Operations Committee is a decision-making body where the CEOs of the Group's companies present their action plans for improving their operation, social, environmental, and contractual performance, as well as the advancements achieved in strategy implementation for each subsidiary. It also discusses performance improvement benchmarks.

The Operations Committee is chaired and led by the CEO of the Eranove Group, Mr. Marc Albérola, and composed of Ms. Pascale Albert-Lebrun, Deputy CEO of the Eranove Group, Mr. Eric Tauziac, Secretary General of the Eranove Group, Mr, Ahmadou Bakayoko, Operations Director, Mr. Ralph Olayé, Director of Development and project management, Mr. Mamadou Dia, Group Water and Sanitation Director, and the CEOs of its subsidiaries and the EIG (GS2E).

Engagement Committee

The Eranove Group Engagement Committee oversees the pipeline of projects and development activities to ensure accurate consideration of strategic decisions, in particular setting out technical, financial, legal, E&S, HR and communication data. To this end, the Project Development and Management Department prepares all the necessary documentation.
In the origination phase, the Engagement Committee approves the appraisal of new projects through opportunity notes submitted during quarterly reviews or, if urgency so requires, on an ad hoc basis.
The Engagement Committee assesses the information contained within the files and notes in a collegial manner.
The Engagement Committee ensures in particular that risks are under control and that all the documentation is ready for presentation to the Strategy Committee which reports to the Board of Directors.

The Engagement Committee is chaired and led by the CEO of the Eranove Group, Mr. Marc Albérola, and composed of Ms. Pascale Albert-Lebrun, Deputy CEO of the Eranove Group, Mr. Eric Tauziac, Secretary General of the Eranove Group, Mr, Ahmadou Bakayoko, Operations Director, Mr. Ralph Olayé, Director of Development and Project Management, and Mr. Luc Delamaire, Director of Concessions and Finance.

*** Role and composition of the Board and committees as of 31 December 2021.**

B - Sustainable responsible governance

1. Management fitting cultural realities

The Eranove Group's governance draws on the strong management approach instilled within SODECI by the late Marcel Zadi Kessy in the early 1970s, which has been duplicated within CIE since 1990. For the future head of SODECI and CIE, management of a company in Africa had to take into account its social and cultural environment and use motivational methods related to local values.

Specifically, the recommended principles are as follows:

- Regional offices are structured around four key functions (administrative, sales and marketing, technical and inventory), with no hierarchical link between them and all reporting to a regional director. Women are prioritised within this structure.
- Some managerial roles were cut to promote information sharing, increase the delegation of powers and self-management, and to aid decision-making.
- Community pressure has been counterbalanced both by instilling a principle of straightforward management based on cross-project internal control and by creating various social funds. These social funds have strengthened solidarity links and have played a key role in maintaining a positive social environment and instilling a corporate mindset.

Mr. Vincent LE GUENNOU Chairman of the Eranove Group (left) and Mr. Marc ALBEROLA, Chief Executive Officer of Eranove © ERANOVE

Thanks to this empowerment at local level, all employees are involved in the management of the company: they assume responsibility on the company's behalf, create and analyse management indicators and develop their capacity to anticipate.

Over 50 years later, this intercultural, decentralised and empowering managerial model remains the foundation of the Eranove Group. It drives every employee in their day-to-day decision-making and contributes to enabling the Eranove Group to sustain its performance as a leading pan-African player in the water and electricity sectors.

Capital increase via ECP Power & Water Holding

On 5 August 2021, the pan-African fund manager Emerging Capital Partners (ECP), a major player in capital investment on the continent, A.P. Moller Capital, a fund manager specialising in the infrastructure sector and developing markets, DEG, a development finance institution focusing on the private sector, and Investment Fund for Developing Countries (IFU-Denmark), a Danish development finance institution for investments in the private sector in developing countries, announced the creation of a new company called "ECP Power & Water Holding" which has invested in the Eranove Group.

ECP Power & Water Holding becomes the leading shareholder in the pan-African Eranove industrial group, a major player in managing public services and producing power and drinking water. Emerging Capital Partners (ECP) had been the leading shareholder since 2008.

The creation of the ECP Power & Water Holding company is evidence of the soundness of the Eranove Group's economic model with an initial capital increase of 40 million Euros. Thanks to this operation and long-term assistance, projects will continue to be funded and developed even more quickly with offerings adapted to the constraints and needs of users and the public authorities.

This operation is part of the Eranove Group's long-term strategy to provide power and drinking water to millions of people in Africa. The new company will prioritise investments in clean energy as Eranove seeks to underline its commitment to the green transition and the promotion of sustainable and responsible development across Africa.

2. Business circle-based structure

The introduction of business circles is part of the Group's governance strategy to balance respect for best international practice with the concerns specific to each company. These business circles are places to have discussions and share experiences which can lead to proposals for cross-business projects, promoting continuous improvement. They are composed of liaisons from each subsidiary and are led by an Eranove business expert. Business circle meetings take place according to the needs of each circle, alternating between plenary meetings, external events, informal communications and individual work.

3. Reputational risk reporting

Any incidents and accidents which might affect the work, health, security, safety or environment of the Group's employees, customers or providers are classed as risks which could harm the company's reputation. Any event of this kind must be notified to Eranove by the subsidiary concerned within 48 hours of its occurrence or discovery. The causes of this event are then analysed and recommendations made about how to reduce how often it occurs. These requirements will be extended in 2022 through implementation of a procedure to improve consideration of Eranove's requirements by its subsidiaries. Implementation of two indicators (number of incidents resulting in a potential reputational risk reported and scope of the incident monitoring procedure) is underway. These indicators will be published during the 2022 fiscal year.

C - Putting ethics at the core

At the instigation of its CEO, ethics is at the heart of Eranove's governance system.

For Eranove, a citizen-focussed, responsible group in Africa, for Africa and through Africa, ethical behaviour generates trust between the company and its environment. It represents one of the central conditions for long-term business. Formalised in its ethics and corporate responsibility charter, the Eranove Group has three levels of commitment:

- Group level, by endorsing universal values and the principles of protection for people, property and the environment, and by fostering ethical management systems.
- Within each of the Group's subsidiaries by implementing and encouraging systems to promote ethics and corporate responsibility.
- For each employee, by championing the Group's values every day.

In the field of ethics, commitment is not decreed but is built into each company, taking into account the values, culture and specific priorities of the business. That is why, alongside shared objectives and values, each company is developing its own specific ethics structure and system designed to evolve as part of a continuous improvement approach.

In addition to regulatory compliance, particularly with international agreements and statements, and national laws, notably the so-called "Sapin II" Law, the aim is for these systems to be certified under the ISO 37001 standard on anti-corruption management systems. As a first step towards this goal, CIE consolidated its image as a pioneer in Africa by having its compliance management system assessed according to the ISO 19600 standard in April 2017. In 2019, continuing its commitment, CIE carried out a mock audit according to the ISO 37001 standard. In 2021, the associated document system was reinforced as part of the continuation of the System for Managing Anti-Corruption (SMAC) process and in accordance with benchmark ISO 37001:

- Formulation of the anti-corruption policy and determination of the associated targets.
- Determination of the interested parties.
- Drafting of documents for the System for Managing Anti-Corruption, such as procedures and associated documents. Examples: due diligence, whistleblowing measures, etc.

GS2E is also actively committed to the approach and anticipates certification of its SMAC, in accordance with the ISO 37001 standard, in 2022..

54% **of the workforce covered by a compliance management system assessed according to the ISO 19600 standard in 2021**

Deployment of a system guaranteeing whistleblower anonymity

With a view to strengthening the existing whistleblower system composed of a 4-digit telephone number and an email address, the Compagnie Ivoirienne d'Électricité strengthened its anti-corruption system in December 2020 by acquiring an online platform accessible to all via its website.

With this application, ethics and anti-corruption alerts can be received in compliance with French and Ivorian regulations on personal data. It guarantees the anonymity of those blowing the whistle. Internal and external information campaigns to raise awareness about the Whistle B system were deployed regularly through bi-weekly transmission of information messages via emails and the website.

The communication campaign covers eight anti-corruption themes: bribes, so-called "facilitation" payments, misappropriation, fraud, cases of harassment, extortion and conflicts of interest. Use of the tool remained modest in 2021, indicating that the communication campaign should be strengthened. Of the 223 alerts recorded, 12 came from the system and only two of those involved suspicions of corruption. The others concerned grievances relating to operational issues (repair operations, grid connection, etc.).

Employees embody CIPREL values

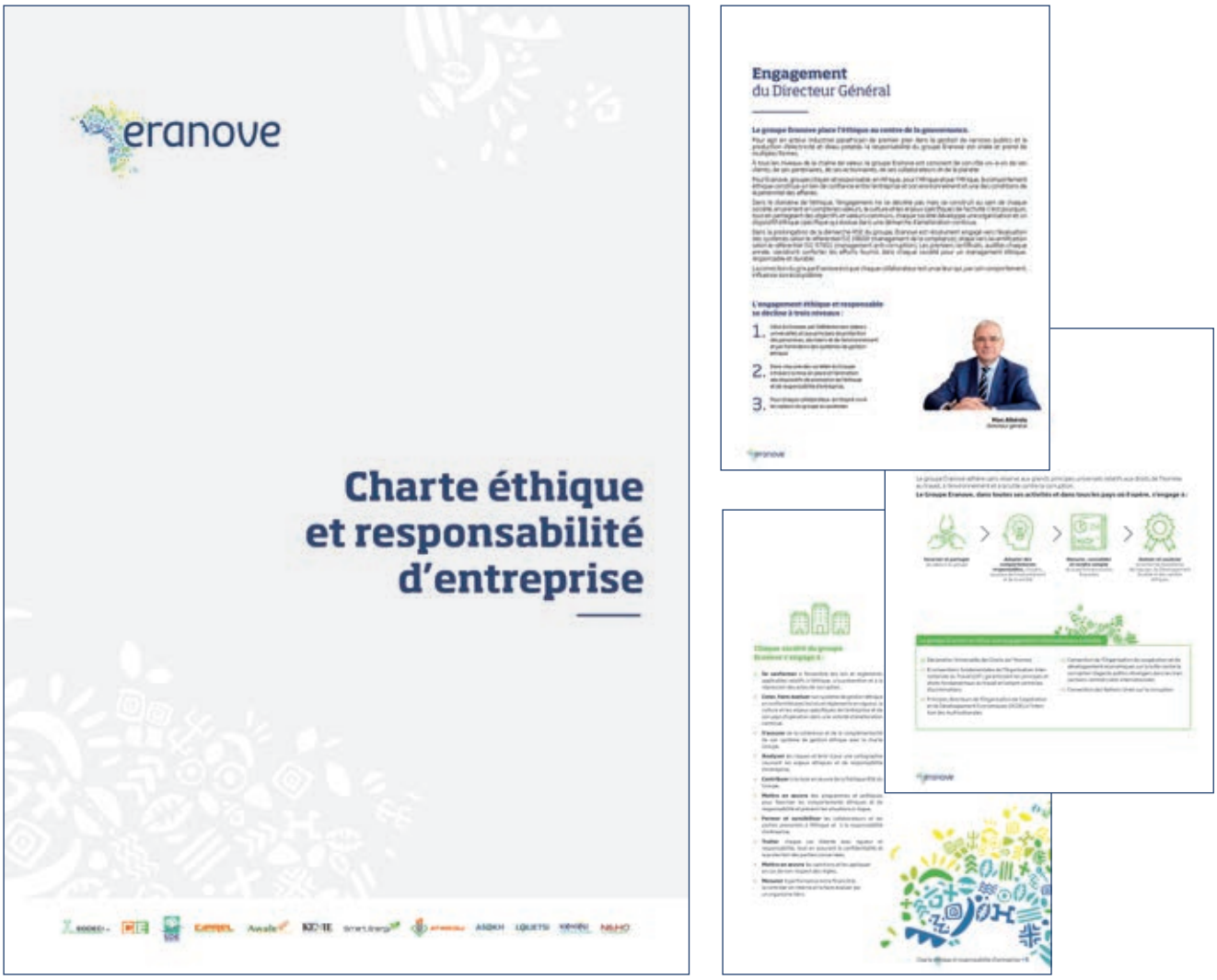
Collective strength, commitment, equity, respect, innovation and enthusiasm for a common vision to achieve shared goals: these values, defined by CIPREL colleagues, are the foundations of their company culture. CIPREL is now seeking to share these values more concretely with its 125 employees to consolidate their ownership.

Every year, men and women from different departments become "Guardians of the Temple" for each of the six values. Any member of staff can be a candidate or vote. Those elected are electronically appointed by their peers to incarnate precise values. For the six months of their term, they showcase these values and employ them with everyone involved. For example, Ambassador Coulibaly Yecligui Séraphin organised seven seminars on "collective strength" in 2021, attended by 92 participants.

With this good practice, CIPREL can better establish its company culture which stems from both its public service role and the link between African traditions and international management standards - the hallmark of the Eranove Group. Each entity can see itself in the values it introduces, upholds and maintains with all staff.

★€398,684
devoted to anti-corruption measures since 2018, including 51% in 2021

★ 6,579
employees trained in and educated about ethics since 2016, including 41% in 2021



D - Assessing and certifying management systems

1. Certifying our QSE processes

The Eranove Group was one of the first in Africa to put in place a quality, safety, environment triple certification (QSE).

Its goal is for each of the Group's operational companies to implement the ISO 9001 quality standard, the ISO 45001 health and safety standard, and the ISO 14001 environment standard of the International Organization for Standardization (ISO). The French Association for Standardisation (AFNOR) conducts regular audits to renew certifications.

These certification programmes form an integral part of Eranove's management system and are crucial to meeting its economic, societal, corporate and environmental objectives. Thus, compliance with the QSE action plans is incorporated into the objectives of the operating companies' managers.

Every year, each entity implements a certificate renewal (with migration based on the new standards) and scope expansion programme. Each entity then monitors the scope of certifications and assessments, whose design is agreed after extensive prior consultation about both the bases and the calculation methods, with a view to constructing a real management tool.

The following dashboard summarises the certification and assessment scopes by "business area" at the end of 2021.

Certifications / assessments dashboard

CSR policy area	Field	Standard / Reference	Business area	Basis	Certification / assessment scope 2021
1	Compliance	ISO 19600	All businesses	Workforce	54%
2	Occupational health and safety	OHSAS 18001 ISO 45001	All businesses	Workforce	18%
3	Environment	ISO 14001	Drinking water production	Water production capacity	61%
			Power production	Power production capacity	96%
			Power transmission	Power network in km	100%
		ISO 50001	Asset management of buildings, power production processes and management of CIE vehicles		
4	Quality	ISO 9001	All businesses	Workforce	45%
	Societal responsibility	ISO 26000	Power production	Power production capacity	96%

[1] The scope of the IS0 45001 / OHSAS 18000 certification refers to the company's total workforce, used as a basis for calculation. The OHS initiatives target operational functions as a priority, which are covered in the majority..

Favourable opinion regarding ISO 50001 certification for CIE areas 1 and 2

In April 2021, CIE obtained certification to ISO standard 50001 which aims to develop and introduce a methodical energy management system to reduce its impact on the climate, conserve resources and improve its bottom line through efficient energy management. The certificate's scope of application extends to management of buildings, power production processes and the company's vehicles.

The sites audited in April 2021 include the estate of the Buyo hydroelectric power plant, CIE headquarters, the Power Production Department (Direction de production d'électricité, DPE) located in Vridi, the site of the Port and the Power Businesses Centre (Centre des Métiers de l'Electricité, CME). This progress was achieved thanks to the Energy team at CIE and the support of technical experts from SMART ENERGY and GS2E who were involved in this project.

CIE has developed a three-year plan to continue implementation of its energy management system. This plan is extended to other sites such as those relating to Electricity Transportation, the bases in the interior of the country, the infirmaries and the Regional Departments. As part of a process which has become essential for the climate and the common good, by obtaining the ISO 50 001 standard for the audited area CIE has demonstrated its maturity and set an example to others as an energy producer applying the principles it upholds with its customers to its own management: consuming less to increase the availability of energy for others.

Alongside this work to maintain gains and extend scope of the ISO 9001, ISO 14001 and migration of the OHSAS 18001 standard to the ISO 45001 standard, some Group companies have confirmed their pioneering positions by committing to receiving ISO 50001 (Energy Management) and ISO 37001 (Anti-corruption Management System) certifications.

CIE is a fine example of this. In April 2021, it obtained the ISO 50001 certificate whose scope covers asset management of the buildings in Areas 1 and 2 (Headquarters, CME, the Port, the dams, Vridi DPE, DME and the Niangon base) and asset management of power production processes and CIE's vehicles.

CIE receives the Ivorian Quality Award

This important national award recognises public and private organisations whose approach to quality is judged to be exemplary. It was presented to the Chair of CIE by Prime Minister Patrick Achi at the Presidential Palace on 5 November 2021, in the presence of the President of the Republic, Alassane Ouattara.

The Ivorian Quality Award recognises CIE's role managing public services in accordance with international standards. The National Day of Excellence again celebrated the work of the Power Production Department (DPE) which had already received the Ivorian Quality Award in 2020 and has now received Quality Security Environment (QSE) certification and been assessed to be at "exemplary" CSR level in accordance with the ISO 26 000 standard.

This award, which was celebrated with colleagues, was an opportunity to encourage CIE's other units to commit to the same approach. The DPE remains committed to the practice of local development of its sites for the well-being of its stakeholders.

2. Committing to CSR processes

Incorporating environmental issues into the Group's main subsidiaries is the natural progression from responsible management and the QSE triple certification introduced more than a decade ago.

Since 2015, all the companies in the Group have followed a set of over 200 CSR indicators across an area representative of the footprint of their activities. Each year, this data is entered into a coordinated monitoring and management tool at Group level. To ensure transparency, completeness and accuracy, Eranove voluntarily chose to build and verify its CSR reporting using an independent third-party organisation in accordance with the Grenelle II Law. Subsequently, adaptation of the directive on extra-financial performance declaration made CSR reporting and its verification by an independent third-party compulsory as of the 2018 tax year.

Reported environmental, social and corporate indicators are built into the management cycle of the subsidiaries. They are presented when the Board of Directors prepares the financial statements, prior to the presentation and approval of the consolidated non-financial scope of the Eranove Group. Since 2018, through its Extra-Financial Performance Declaration, the Group describes its work and, through a risk analysis, proves that its commitments are adapted to its actual area of activity and cover the most important and relevant issues.

This structuring process, presented at the beginning of this report, was built through participation of a panel of high-level actors who are representative of all the companies. The result, which took the form of indicators that cover the most important risks, is a CSR policy organised around four commitments:

Area 1 (governance). Ethical and compliant governance

Area 2 (human resources). Human capital development and responsible employer

Area 3 (environment). Prevention, optimisation of resources and solutions

Area 4 (society). Access to essential services and community development

ISO 26000 assessed

Eranove subsidiaries

Scope	Assessment level at the end of 2021
CIE (Power production service)	*Exemplary*
CIPREL (full scope)	*Exemplary*

At the same time, the Group is encouraging its operational companies to be more socially responsible in accordance with the ISO 26000 standard which sets guidelines and targets in this area.

CIPREL and CIE (power production) are both assessed to be "exemplary". All the young companies which underpin the development of the Eranove Group aspire to achieve the same level for their production units in the future.

02

Developing Human Capital

CSR Policy - Area 2 (Human Resources): human capital development and responsible employer

90%
permanent
employees

1,62%
of payroll
involved in training

Frequency of occupational accidents[3]
down 19%
compared to 2018

CME and CMEAU,
two centres of excellence
for skills development

3 Frequency rate of 8 in 2018 and 6.5 in 2021, in terms of the numbers of accidents with stoppages, excluding travel between the workplace and the home or catering area, for 1 million theoretical hours worked.


CIE
OBLIGATOIRE

A - Promoting sustainable employment

The Eranove Group considers that its most important resource is human. Its staff stands united in their desire to make essential services accessible to African populations. To achieve this, Eranove intends to bring its employees together and push them towards excellence because an investment cannot be profitable if it is not supported by the human capital of the business. Without it, a network cannot maintain high productivity and a plant, whether it produces drinking water or power, cannot guarantee the required level of availability and excellence. Driven by these convictions, the pan-African Eranove industrial group is concerned with the well-being, development, engagement and skills of its 8,300 employees.

Eranove has always relied on its teams and believes that offering a sustainable contract stimulates attracting, motivating and retaining its employees. Hence the large number of permanent contracts representing 90% of employment contracts in 2021.

The Group's social performance is monitored by several indicators, including the unscheduled absenteeism rate due to illness, unauthorised absences, workplace accidents and dismissals. This rate stood at 0.91% in 2021, down 0.25% from 2018. Furthermore, the turnover rate, which compares the number of departures with the number of new hirings, did not exceed 7% in the 2021 fiscal year.

Promoting sustainable jobs, training young people, encouraging social dialogue, providing social protection, and guaranteeing health, fighting gender and other discrimination, etc. These are Eranove's daily social priorities according to a historic Group strategy, developed with our leading shareholder, Emerging Capital Partners, to solidify and sustain our African roots.

1. Respecting national and international laws

In accordance with the legal provisions applicable in the countries where it operates and the principles of the International Labour Organisation (ILO) relating to child labour, the recruitment procedures of the companies of the Eranove Group include a minimum age limit of 18. Naturally, the use of forced labour is prohibited.

> Eranove has always relied on its teams and believes that offering a sustainable contract stimulates attracting, motivating and retaining its employees

The monitoring of overtime, leave and absenteeism, as well as respect of employee working time, complies with the national regulations of each country where the Eranove Group is established.

The organisation of work varies according to the nature of the activities - technical operations, customer management, administration - in compliance with the laws of the countries where it takes place. In Côte d'Ivoire, Mali, Togo, Gabon and Senegal, working hours are eight hours per day, or 40 hours per week, compared to 35 in France. Beyond that, all supervisor, employee and worker hours are considered overtime, in compliance with legal and internal provisions, subject to line manager approval.

2. Recruiting locally and building employee loyalty

The Eranove Group encourages the recruitment of skills in the markets where it operates to establish African roots that encourage local performance.

The Eranove Group is proud that only a very small proportion (0.3%) of its staff come from outside the African continent. More than 99.5% of its employees are African nationals. Evidence that the expertise required to perform the highly technical work which is the foundation of the Group's companies exists in the local employment market. This pan-African human foothold is a core value for the Eranove Group and proposing African solutions for the African continent the condition for its success.

Technicians from CIPREL's thermal power plant

3. Fighting discrimination

The principle of non-discrimination is one of the fundamental principles articulated in the ethical charters of the Group's companies and described in detail in the recruitment policies.

With regards to gender, the number of women in the workforce (22%) reflects the traditionally male character of the Eranove Group's business segments.

Looking to encourage females in all roles, the number of women in technical professions, as well as in the management committees, is specifically monitored by the Human Resources department of the Group's companies. A number of specific activities have been carried out to promote the employment of women. In particular, CIPREL introduced a company day-nursery on 22 December 2018. In 2021, 43% of those enrolled on technical courses at the Centre for Electricity Professions (Centre des métiers de l'électricité, CME) were girls. To contribute to reducing gender disparity in technical and scientific sectors, the Centre opened its doors to the Girls in Stem programme supported by General Electric and Junior Achievement Côte d'Ivoire. The Sciences, Technology, Engineering and Mathematics (STEM) programme aims to foster interest in these subjects among girls, encouraging them to pursue a career in these areas. A variety of information, mentoring and discussion sessions on scientific careers were therefore organised.

The Eranove Group monitors the hiring and integration of people with disabilities. Indicators have been developed with in-house physicians and social workers to ensure proper understanding and classification of practices within the Group's companies.

22%
of women in the workforce

20 %
women on executive committees

Employees with disabilities have always been offered adapted workstations and functions in order to keep them in the workforce under the best conditions.

Since 2016, the Group has also monitored the number of employees with disabilities in its workforce and, since 2017, the number of persons with disabilities hired throughout the year. This has increased by 53% in five years.

165
employees with disabilities in the workforce in 2021, representing2% of the total workforce

In April 2017, CIE and SODECI signed the "Charter on diversity in business", promoting equal opportunities in employment. Respect for diversity and prevention of any form of discrimination and harassment have become important management issues. SODECI has therefore introduced measures to avoid discriminatory recruitment at all stages of the process, from publication of the job advertisement on channels which are accessible to all to collegial deliberation over the definitive choice made between candidates. Staff mobility (transfers and promotions) is also conducted in a climate of complete transparency, in line with the approval of the various unit managers and senior management.

4. Promoting youth employment

With an average age of less than 25, the population of the African continent looks set to remain the world's youngest in the coming decades. If properly exploited, this asset can help seize the "demographic dividend" and provide unprecedented impetus to Africa's economic boom.

Aware of its role in meeting this challenge, the Eranove Group is strongly committed to setting up gateways between training and employment on three levels:

- developing training courses leading to a qualification or certification that are appropriate to the requirements of employers (see chapter 2.D. - Investing in training).
- integrating interns to enable them to enhance their qualifications and develop initial professional experience, and for some, be hired.
- participating in events promoting innovation or young entrepreneurship.
- promoting the hiring of young people.

497[3] interns
in 2021

187
18-25 year-olds hired in 2021 (compared with 75 in 2020)

5. Encouraging social dialogue

The Eranove Group is mindful of the regulations applicable in each country in which it operates, as well as respect for the principles of freedom of association and collective bargaining advocated by the International Labour Organisation (ILO).

Each company has set up its own structures to maintain a high quality of dialogue with trade unions, employee representatives and all employees. They provide frameworks for regular meetings and the search for negotiated agreements, anticipating any crisis that may affect the performance expected from the public service mission.

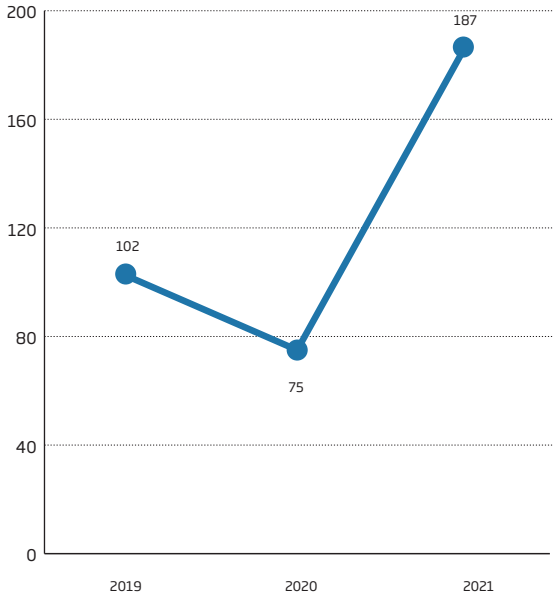
Within CIE and SODECI, a "Permanent dialogue framework" allows for regular discussions with employee representatives. These two companies also have a Company Appeals Body. This conciliatory body intervenes when a dismissed employee wishes, based on new or additional arguments, to request the review of the conditions and reasons for dismissal with a view to reinstatement.

> Each company has set up its own structures to maintain a high quality of dialogue with trade unions, employee representatives and all employees. They provide frameworks for regular meetings and the search for negotiated agreements, anticipating any crisis that may affect the performance expected from the public service mission.

At CIPREL, a college of delegates represents employees, in accordance with the regulations in force in Côte d'Ivoire.

This social dialogue translates into the signing of collective agreements with a twofold concern for economic performance and improvement of working conditions.

Youth employment 2019-2021



Students at the *Centre des métiers de l'électricité* (CME) © CIE

3 Internship contracts signed in 2021.

B - Protecting our employees

"The companies of the Eranove Group supporting their employees at all stages of life"

Inspired by African values, the Eranove Group implemented a social policy extremely early on to ensure a calm environment and to create close ties of solidarity between employees. This policy hinges on various mechanisms and means to cover solidarity, health, retirement and corporate financing.

Preventive health

At CIE, the Occupational Health Department (Direction de la médecine du travail, DMT) has six medical centres and 17 infirmaries, 7 medical ambulances and a strong healthcare staff of nine general practitioners, 31 locum doctors, including specialists, 28 nurses and nine paramedics. At the annual medical check-up, the occupational health division systematically offers HIV/AIDS screening, breast and uterine cancer screening for women over 35 and prostate cancer screening for men over 45, with participation rates ranging from 84 % to 99% depending on the diseases detected. Occupational Health provides daily medical care for CIE workers and their beneficiaries, as well as those from other companies within the Eranove Group in Côte d'Ivoire. No fewer than 92,531 patients were treated in CIE's infirmaries in 2021.

This same approach of preventive medical care enabled SODECI to detect certain chronic illnesses and to treat them rapidly. An initiative to manage workers in fragile health has been implemented. Identification and specific monitoring for these employees improves both their health and living conditions. SODECI's medical facilities registered more than 25,337 consultations in 2021 fostered by a 3-year decentralisation of medical activities (medical centres in Riviera Palmeraie and Yamoussoukro). Malaria is the main reason for a consultation (22%), ahead of respiratory conditions (15.5%) and intestinal illnesses (8%).

Prevention of occupational accidents is an important area of the Eranove Group's preventive health actions. In particular, CIE aims to stamp out electrical workplace accidents through periodic routine training and "safety toolbox talks", the provision of suitable personal and collective protective equipment, and systematic analysis of all electrical accidents with feedback shared with the industry.

Health insurance

All employees of the Eranove Group benefit from a health insurance system which supplements its companies' internal medical systems. The Group's health insurance covers medical expenses in case of employee illness and also covers the spouse and children. Since 2009, this system has been supplemented at CIE and SODECI with pensioners' health insurance (ASMAR) funded by both working people and retirees. Its pioneering nature was recognised internationally with the Compensation & Benefits award in 2017.

CIE and SODECI have also set up a health solidarity fund to deal with long-term diseases such as HIV/AIDS, cancer or kidney failure. Four generators financed by CIE and SODECI were installed in a general clinic to facilitate access and reduce the costs of dialysis sessions.

Concerning SDE, as well as a social security protection system benefiting employees from the time they are hired, a health insurance scheme has been in operation since July 2017. Financed by the company and the employee, it extends access to health care and provides total coverage of their health expenses, particularly in the case of chronic illness.

Supplementary pension

In addition to the national pension, ERANOVE CI, CIPREL, CIE and SODECI employees receive a supplementary pension. In recent years at SODECI, the supplementary pension contribution has increased significantly, due to the growth of the population, and especially to information campaigns for and continuous encouragement of employees to increase their funding for their future retirement.

Mutual funds

As part of its corporate financing, CIE, SODECI and SDE have set up a mutual fund dedicated to the shareholding of employees in the capital of their companies to allow them to save for their retirement. The mutual fund benefits all CIE employees, guaranteeing their participation in the company's capital up to 5.28%. The accumulated savings are made available when the employee leaves the company.

Mutual aid and solidarity

The main companies in the Group have set up a solidarity fund that offers a non-repayable financial contribution to their employees for fortunate or

unfortunate life events. This mechanism is founded on the culture of African support and solidarity.

Furthermore, the water and electricity representatives mutual fund (MA2E), created in 2006, groups together employees from CIE, SODECI and the Water and Electricity Services Group (GS2E) to save and obtain loans at beneficial rates. Projects generating additional funds can be undertaken thanks to this increased loan fund. The total amount of credit granted in 2021 was over CFA Francs 1.5 billion.

Family budget and entrepreneurship training for retirement

Since 2012 at CIE and SODECI, the "Family Budget Management" project aims to help employees with their development throughout their career and reach retirement with complete peace of mind about their future, and transform their household into an agent of development and poverty reduction.

In 2021, 49 SODECI employees followed a training course focusing on income, savings and investment planning.

In 2017, SODECI launched an entrepreneurship training programme specifically aimed at older employees to prevent a deterioration in their standard of living upon retirement.

This voluntary training programme has proved to be just as important as the future pensioners having financial capital from their shareholder fund, thanks to the mutual fund.

Voluntary employee benefits expenditure[4]:
€7.7 million
or 6.45% of payroll, up 10% compared to 2017

Funds used for internal loans[5]:
€4.2 million
or 3% of payroll

Combating Covid-19: CIE and SODECI organise vaccination sessions for their employees

To protect their employees, CIE and SODECI organised COVID-19 vaccination sessions. This initiative resulted in a high vaccination rate (more than 85%) while Africa as a whole posted the world's lowest level of vaccination.

CIE's Occupational Health Department organised information and awareness campaigns about the importance of vaccination. These campaigns were conducted in person (safety toolbox talks, meetings, preventive health visits) and through the company's digital information channels (email, text message). No fewer than 52 vaccination campaigns were performed across CIE's sites in Abidjan and in the country's interior through a public-private partnership with their organisation outsourced from the Ministry for Health, Hygiene and Universal Health Cover (Health Districts, INHP branches). SODECI did likewise at its headquarters. The directors of both companies set an example by being vaccinated and encouraged their employees to do the same.

4 Financial contribution by the company to the funds dedicated to the solidarity, health and retirement of employees (Solidarity Fund, Health Solidarity Fund, Health Insurance for pensioners - ASMAR, etc.)..

5 Funds placed at the disposal of employees to help them undertake personal projects to acquire property or investments to improve their income.

C - Strengthening occupational health and safety

The improvement of occupational health and safety conditions is a major focus of the Group's social policy. The health and safety measures implemented follow the OHSAS 18001[6] or ISO 45001 standards, as well as the preventive measures implemented by the Hygiene, Safety and Working Conditions Committees, safety and environment visits by management and safety toolbox talks". The QSE coordinator and Hygiene, Safety and Working Conditions Committee members ensure that working conditions and the application of safety measures are in line with applicable regulations and the Group's social ambitions. Their recommendations are gradually being formulated within the various departments.

The workplace health and safety commitment of the Group's companies extends to their subcontractors. For CSR 2020 reporting, an indicator monitoring "subcontractor operational accidents" was put in place. It strengthens and widens the existing set of indicators. The main risks impacting the safety of third parties are electrical and road risks. On that point, certain immediate actions were implemented at CIE, in particular the strengthening of accident management procedures and physical and financial care for victims, with CIE social worker follow-up until recovery.

Furthermore, initiatives to promote physical and sporting activities have also been established. CIPREL has an employee gym. Employees took part in a hike for CME's outing in February 2021. Fitness classes were also organised in November 2021 as part of CIE's DCTET and DRTET Health and Safety Week.

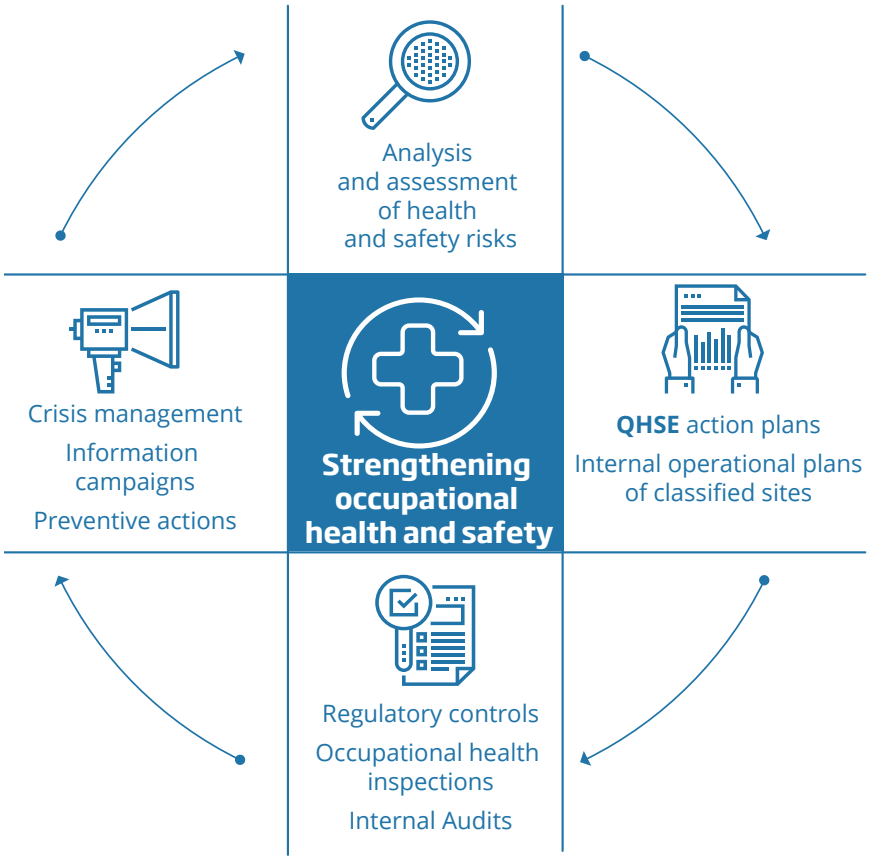
Since January 2020, the Coronavirus pandemic that has spread across the world has not spared the countries where the Eranove Group operates.

In this environment, the Eranove Group has activated business continuity plans, critical to the economies of countries in which it operates. Numerous internal and external prevention actions have been undertaken. Furthermore, in a show of solidarity the Eranove Group companies took an active part in each country's efforts to tackle the crisis. Just as in 2020, the Group experienced declared cases of the virus in 2021. Infected patients were cared for in partnership with the accredited bodies. Psychological follow-up was provided to support infected employees. To protect themselves from the pandemic and reduce the number of serious cases and deaths, employees were made aware of the importance of being vaccinated.

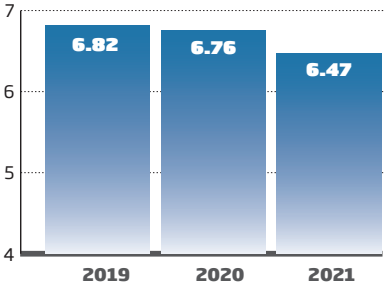
109
workplace accidents with lost time excluding travel (compared to 151 in 2018)

★ 0.23
days of lost time per 1,000 hours worked (severity rate)

★ 6.5
non-travel accidents per million hours worked, down 38% compared to 2015.



Frequency rate
(number of non-travel accidents per million hours worked)



6 Occupational Health and Safety Assessment Series.

The chairs of SODECI's Health and Safety at Work Committees increase their skills

On 5 May 2021, as part of its remit SODECI's Prevention and Working Conditions division (*sous-direction Prévention et conditions de travail*, SDPCT) organised a videoconference for the chairs of the 24 Health and Safety at Work Committees (*Comités sécurité et santé au travail*, CSST). This conference focused on defining the legal framework governing CSSTs and informed participants about new legislation on assigning, structuring and operating CSSTs (Decree No. 2020-955 of 9 December 2020).

It also covered the notification requirement and the worker right of withdrawal in case of grave and imminent danger (Decree No. 2020-956 of 9 December 2020). The role, duties and responsibilities of the employer and its representatives, the chairs of the CSSTs, were also discussed.

Furthermore, the prevention process based on the seven "Vision Zero" golden rules initiated by the International Social Security Association (ISSA) was presented. Within this framework, all the CSST Chairs were invited to sign up to this process so that it can be implemented at SODECI, just as a hundred other Ivorian companies have done.

Fire drill to test the CGIO evacuation plan

The human element is critical in preventing and combating fire. Employee responsiveness and self-control are crucial, so a fire drill was conducted in October 2021 at the Integrated Operational Management Centre (*Centre de gestion intégrée des opérations*, CGIO). This is the strategic site of all SODECI's computational intelligence for customer relations management. This building houses a number of digital tools for network performance. Here, the evacuation exercise was preceded by first-aid training. The aim was to test how quickly and effectively staff could evacuate the site in the event of fire and to check the efficacy of existing assistance processes. During the drill, SODECI's military firefighter task force (*Groupement des sapeurs-pompiers militaires*, GSPM) and the first aid team (*Équipe première intervention*, EPI) were able to test their abilities in the event of an accident.

Pre-simulation training session © SODECI

Fire simulation and evacuation exercise © SODECI

D - Investing in training

In 2021, the Eranove Group continued to act as a catalyst for the mosaic of pan-African expertise, convinced that human skills are the key to success. The group has been investing in training for a long time, through the specific structures of its subsidiaries. Created in 1970, the *Centre des Métiers de l'Électricité* (CME) of the Eranove Group subsidiary CIE has become a reference site at the sub-regional level. In 2021, SODECI's Water Training Centre (*Centre des métiers de l'eau*, CMEAU) became a dedicated department after improving its structure to better achieve its performance goals.

The actions of the Eranove Group focus on business skills, to match human resources with positions.

At CME in 2021:

2,793
CIE employees trained

501
external students on vocational training (Higher Technical Certificate/Diploma, professional degree)

€1.94 million
spent on training, representing 1.62% of payroll (compared with the legal statutory minimum in France of 1.5%)

5,198
employees trained[7]

Each employee having received an average of
★ 26 hours of training

7 Total number of employees having attended formal training session. Note: the same employee trained over "n" sessions is counted "n" times.

03

Protecting the environment and responding to climate change

CSR Policy - Area 3 (Environment): Prevention, optimisation of resources and solutions

Climate ***Air quality*** ***Waste and circular economy*** ***Water*** ***Biodiversity***

7.5 % fewer relative emissions (gCO_2eq/kWh product) over the 2015-2021 period[8]

Environmental management system and ISO 14001 and ISO 50001 certification

Consideration of biodiversity at all development stages of projects

A subsidiary dedicated to energy efficiency: **Smart Energy**

8. Only Scopes 1 and 2 were monitored between 2015 and 2018. Calculation of greenhouse gas emissions has progressively covered the whole of Scope 3 since 2018.

A – Incorporating the environment into the core of our business

1. Overseeing our impact with an environmental management system

Specific environmental issues

Global environmental issues force industrialised countries to change their economic models to transition towards more reasonable consumption by their populations. For its part, Africa is continually endeavouring to improve access to essential services by current generations, while preparing for the needs of future generations. The challenge of the continent's demographic growth means it must mobilise green growth which responds to the needs of the population by enlisting the use of efficient technologies which respect environmental resources.

Africa is home to a wealth of exceptional biodiversity. It is a green continent[9] and is home to 16% of the planet's forests and 25% of its tropical forests. These contribute to purifying the air from pollutant emissions over thousands of kilometres. Their canopies are home to an extraordinary range of flora and fauna, 1.5 million different species according to estimates, which sustain millions of people.

Development of the African continent cannot be constrained by rules and standards proposed by some international players to compensate for overdevelopment across the rest of the planet. By the same token, its industrialisation must not be to the detriment of its environment. Significant technical, financial and political resources are required to achieve such green industrialisation.

> Africa is the continent where the economic and environmental challenges of the 21st century are pushed to their limits. Its ecological and social future is a global issue.

Certified environmental management

With that in mind and at its own scale, the Eranove Group uses an environmental management system to oversee its environmental impact: identification of its environmental impact, implementation of action plans to avoid and reduce impact, and offset it as required, while best managing its available resources.

Impact refers to atmospheric gas emissions, waste, noise pollution and vibration, effluent discharges and biodiversity effects.

In the development phase of new plants, Environmental and Social Impact Assessments (ESIA) establish the initial state of the natural environment, identify and assess environmental impact and then outline the measures to be taken. As a result, actions plans, including the human resources needed for their implementation, are compiled together in an Environmental and Social Management Plan (ESMP).

In the operational phase, the Group's companies use ISO 14001 environmental management systems which prove to be very valuable as certain plants are subject to Installations Classified for Environment Protection regulations (Installations classées pour la protection de l'environnement, ICPE). The French certification body (AFNOR) conducts regular audits to renew certifications.

Each ISO 14001 certified entity maintains an environmental management plan, which ensures that its risks and impacts are monitored and the process is continually improved.

ISO 14001 certification scope:

61%
drinking water production

96%
power production

100%
power transmission

9 FAO and UNEP, 2020. The State of the World's Forests report.

In addition, CIE committed to the ISO 50001 (energy management) certification process with the technical support of its subsidiary Smart Energy.

SMART ENERGY carried out initial energy audits at 11 sites in Scopes 1 and 2 of the Energy Management System.

A conclusive Phase 1 audit was carried out by AFNOR in November 2020. Following this, the certification audit based on the ISO 50001 baseline, 2018 version, was conducted from 18 to 30 April 2021.

The certificate covers asset management of the buildings in Scopes 1 and 2 (Headquarters, CME, the port, the dams, Vridi DPE, DME and the Niangon base) and asset management of power production processes and CIE's vehicles.

After this audit, CIE obtained the ISO 50001 certificate with the following results: 20 noteworthy efforts (NE), 20 opportunities for improvement (OI), 20 observations (O) and 1 minor non-conformity (NC category 2).

2. Enhancing facility performance

Making electricity and water accessible to as many people as possible requires optimised operation and maintenance of production, transport and distribution infrastructure, as well as customer relationship development.

Over the past five years, the Group has demonstrated its performance in power production facilities operation and maintenance, as can be seen from their availability rates: 97.35% for CIPREL and 79.66% for CIE[10].

In 2021, network productivity improvement measures (to reduce network losses) continued at CIE and SODECI. These efforts contributed to reducing the loss of water and energy resources.

★ Overall productivity of the Côte d'Ivoire national electricity distribution network has increased by 3points between 2018 and 2021 (80.32% to 83.67%), due in particular to enhanced maintenance works and anti-fraud measures implemented by CIE.

★ Internal productivity at drinking water production plants (treated/untreated water) increased to 98.4% for SODECI.

★ Productivity of the drinking water distribution network (billed water/drinking water produced) increased to 78% for SODECI, an improvement of 6 points compared to 2019 (72%).

The action taken in respect of fraud prevention and suppression, in partnership with the licensing authorities, has improved the billing ratio, from 79% in 2019 to 89% in 2021 at CIE, and from 72% to 78% at SODECI.

3. Developing our business in a sustainable way

In 2021, the Eranove Group continued its continental strategy of responsible development by involving stakeholders and following local regulations, regional agreements and the most stringent international standards. Further, the Eranove Group is constantly seeking an optimal balance between the impacts and risks of its projects on local populations, fauna and flora on the one hand, and the efficiency of its plants on the other.

Experts, engineers, technicians, financiers, environmentalists, sociologists and various subject matter experts work together during the ESIA phase to maximise the positive impact of projects on local populations. It can bring about job opportunities (priority access to direct jobs, strengthening of the local subcontractor services, development and promotion of indirect/part-time jobs) and improvement or strengthening of basic social infrastructure (education, health and culture).

Thanks to the cooperation implemented, these assessments can also be part of scien-

10 Availability excluding planned maintenance.

tific programmes enhancing knowledge of biodiversity, protection and management of tangible and intangible cultural heritage, avoidance of greenhouse gas emissions, etc.

After several months, or even years, of research, the ESIAs and the Environmental and Social Management Plans (ESMPs) are submitted for approval to the appropriate national authorities, as well as to international financial institutions, in accordance with a participatory process including consultation with all stakeholders. Once approved, these management plans act as roadmaps that Eranove commits to follow throughout the site preparation and then plant construction, operation and maintenance phases.

During the construction phase, the focus is on monitoring quality, hygiene, safety and environment elements (QHSE), paying special attention to monitoring work carried out by designers/constructors in accordance with the rules in force. In the operation phase, environmental and social considerations are part of corporate life with implementation of the CSR policy and management systems certification and assessment in accordance with ISO, QSE and CSR standards.

During both these phases, the ESMPs are all regularly monitored, checked and assessed by the local authorities and our financial partners.

Construction work begins at the ATINKOU power plant

ATINKOU SA (Atinkou meaning «house of light" in the Ebrié language) began construction of a 390 MW capacity power plant located near the village of Taboth in the prefecture of Jacqueville, approximately 800 metres south of the Ebrié lagoon and approximately 30 km west of Abidjan.

The power plant will use economically and environmentally efficient "combined cycle" technology reducing gas consumption and CO2 emissions. It is part of Côte d'Ivoire's vision for clean high quality energy at an accessible price. This power plant will use new generation turbines which consume less natural gas. It will also represent technological progress by introducing the first Class F gas turbines to sub-Saharan Africa. In particular, these innovations will result in greater power production without any additional consumption of gas.

After the Service Order was issued to EPC at the end of 2020, construction of the power plant began with levelling work in February 2021 and has continued with the foundations and concreting the first structures.

Up to 2,500 people will be employed locally during the construction phase of the Atinkou power plant which will eventually produce 2,875 GWh annually, i.e., equivalent to the consumption of approximately one million households.

B – Controlling our impact on climate

1. Understanding the climate issue in Africa

Africa produces fewer GHG emissions than any other continent

According to the development path that humanity decides to follow in the coming decades, the worldwide scientific community expects to see a rise in the average global temperature of +2° to +7°C by the end of the century compared to the mid-19th century (the preindustrial age).

An average increase in the global temperature greater than 1.5° or 2° Celcius would be a major destabilisation factor on society. To reach international targets and limit global warming to the threshold of +1.5°C, global greenhouse gas emissions (GHG) must be reduced by 7.6% per year until 2050[11].

Clearly, measures taken over the next decade to move towards a low-carbon economy will be critical to avoid uncontrolled climate change.

Sub-Saharan Africa still has fewer GHG emissions than anywhere else (4% of global CO2 emissions). Currently, a person south of the Sahara emits an average of 0.8 tonnes of CO2 annually, compared to 6.4 tonnes per citizen in Europe[12] and 15.5 in North America. [13]

Above all, this reduced level of emissions reflects the weakness of economic and industrial development on a continent where everything remains possible. Africa can follow a different, ethical path, both in terms of carbon emissions and human development. This opportunity could even allow it to set an example when it comes to the +1.5° Celsius goal.

On the other hand, if the continent targets and reaches the production and consumption patterns of the most polluting countries, any possibility of containing global warming will be compromised. In other words, the sum of the development choices made by each country on the continent will significantly influence the level of global GHG emissions.

This reality reflects the energy challenge facing a continent that must meet the expectations of the planet's strongest demographic growth. For example, Africa's urban population alone, 41% of the total in 2019 (i.e., 498 million people) will double in 20 years to reach 1 billion citizens in 2040.[14] According to the World Bank, between 2017 and 2025 African cities will welcome 187 million extra citizens, equivalent to the population of Nigeria.

Africa: the continent most vulnerable to climate change

Sub-Saharan Africa is also one of the regions most vulnerable to climate change. It is already feeling the effects with storms, droughts and flooding.

According to the Intergovernmental Panel on Climate Change (IPCC),[15] Africa is exposed for many reasons: the dominance of agricultural activity in the economy, the continent's complex climate system, the significant decline in rainfall expected in North and South Africa, low adaptation capacity due to poverty and weak governance.

In 2008, the UN stated that by 2050 some 250 million people[16] worldwide could join the flow of migrants crossing borders and oceans looking for new livelihoods.7 This amounts to 6 million climate migrants every year. A good number of them are already living in overcrowded cities with little opportunity for employment, housing and basic services.

In his speech at the African Development Bank in Tunis (Tunisia) on 27 October 2009, the late Wangari Maathai, leader of the Kenya Green Belt Movement and winner of the 2004 Nobel Peace Prize, clearly underlined the responsibility incumbent upon African decisionmakers when it comes to their choices with regard to reducing and adapting to climate change. "*In Africa, we are told that the region will be disproportionately affected as it produces very little greenhouse gas and will suffer a huge negative impact... There is no doubt that climate change will exacerbate the situation, however we are putting ourselves in a position of great vulnerability by continuing to neglect our environment* (...). *It is therefore of the highest importance that Africa prepares itself and implements the necessary measures. The responsibility of saving Africa for Africa will certainly fall to African leaders and their citizens.* "

> As a responsible pan-African actor, the Eranove Group is committed to fighting climate change in its mission

The mission of the Eranove Group is to make essential life services accessible to as many people as possible in Africa. In particular, the Eranove Group aims to grow production capacities and customer access to water, electricity, training and the internet.

11 GAP Emissions report 2019, UNEP.
12 European Union (EU) zone.
13 Data from the World Bank data, https://donnees.banquemondiale.org/indicateur/EN.ATM.CO2E.PC?locations=ZG, accessed on 1 April 2021.
14 World Bank.
15 "IPCC - The regional impacts of climate change: an assessment of vulnerability, chapter 2: Africa."
16 Climate: 250 million new migrants by 2050, according to the HCR -https://news.un.org/fr/story/2008/12/145732-climat-250-millions-de-nouveaux-deplaces-dici-2050-selon-le-hcr.

The Eranove Group will not compromise on these development objectives that are essential to improving living standards in Africa, in a long-term sustainable manner, nor on its commitment to moving towards a "low-carbon" world and preparing for climate change.

This means that the Group must optimise the use of limited resources while maximising their impact on development. That means increasing the availability of public services at a price compatible with household budget while adapting to climate change.

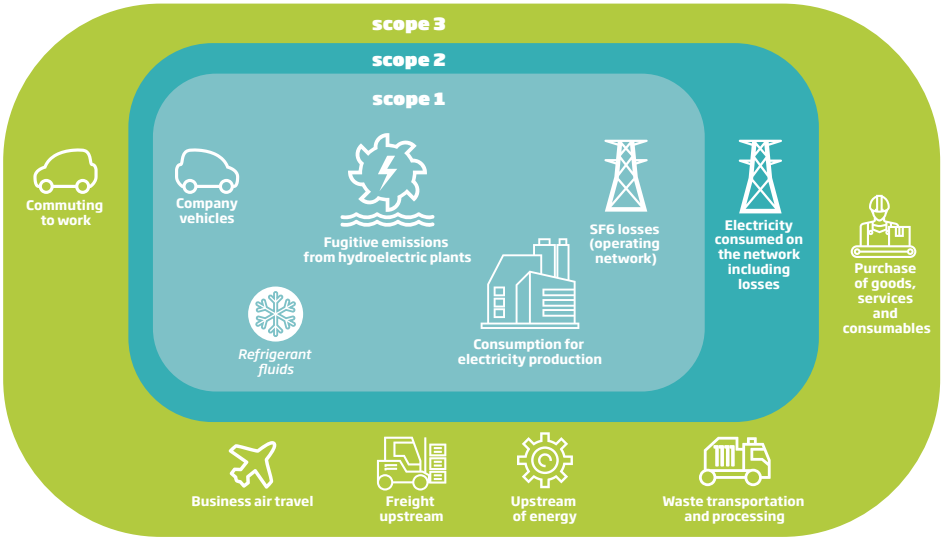
The Group's approach is focussed on efficiency and innovation. At Eranove, the climate challenge is seen as a source of opportunities and federative projects which will allow it to pursue its development of a low-carbon, resilient and value-creating model. Reducing GHG emissions requires a wide range of levers as the objectives sought cannot be achieved with any one sole action.

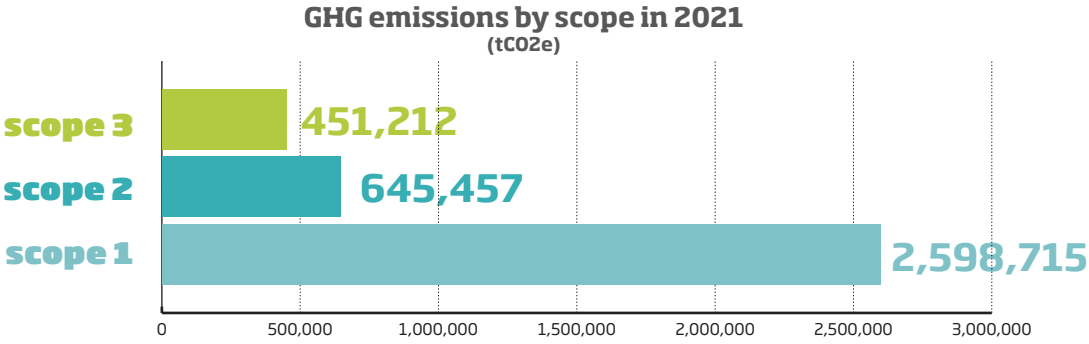
> This quest for efficiency has led to a reduction of 7.5% in six years in the Eranove Group's carbon emissions per kWh produced and it foresees a path to a 25% reduction in the intensity of its emissions (gCO2/kWh) by 2035.

2. Calculating our carbon footprint

Since 2012, the Eranove Group has monitored sources producing significant amounts of GHG emissions by using internationally recognised methodologies (French Environment and Energy Management Agency [Association bilan carbone et Bilan GES de l'Agence de l'environnement et de la maîtrise de l'énergie – ADEME]). Along with its subsidiaries, the Group established a schedule of actions by scope, including identifying any measures taken or planned, and setting reduction targets. Every year, the scope monitored is extended to better reflect the Group's emissions.

In 2021, the Eranove Group requested technical assistance from Carbone 4 to prepare a new GHG assessment over three scopes for a more comprehensive measurement and understanding of its emissions. As well as updating (reviewing emission factors) the carbon footprint calculation across the scope which had already been calculated, emissions from product and service purchasing, fixed assets, upstream energy, upstream freight, waste and commuting were incorporated.





Two thirds of the Group's emissions are caused by direct combustion in the assets operated

Scope 1 (GHG direct emissions): 2,598,715 tCO2e, of which 94% from natural gas consumption. This category includes refrigerated fluids, fuel consumption for electricity production, estimated emissions from hydroelectric plants, company vehicles and SF6 losses (operating network).

Scope 2 (indirect energy emissions): 645,457 tCO2e, including emissions connected to electricity consumed on the network by the Group's companies (excluding those established in Côte d'Ivoire[17]), as well as those from all losses from the Ivorian electricity network under CIE's public service management activities.

Scope 3 (other indirect emissions): 451,212 tCO2e. In 2021, as well as emissions from company vehicles not kept by the entity and business travel, emissions connected to product and service purchasing, fixed assets, upstream energy, upstream freight, waste and commuting have been incorporated.

17 In its "scope 2" guidelines, the GHG Protocol states that companies that are both electricity producers and consumers can omit scope 2 from assets that consume electricity, even if this electricity is extracted from the network and not directly self-consumed. Electricity consumption by the Group's entities in Côte d'Ivoire are therefore not taken into account to avoid double counting of emissions from electricity production on the one hand and emissions from electricity consumption on the other.

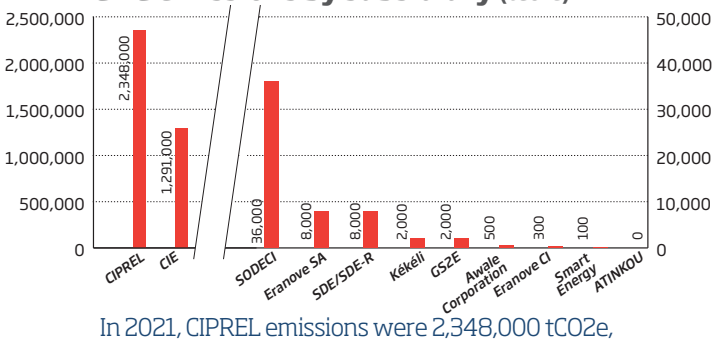
Breakdown of emissions by scope

(tCO₂e, % of total emissions)

3,695,384 tCO₂e

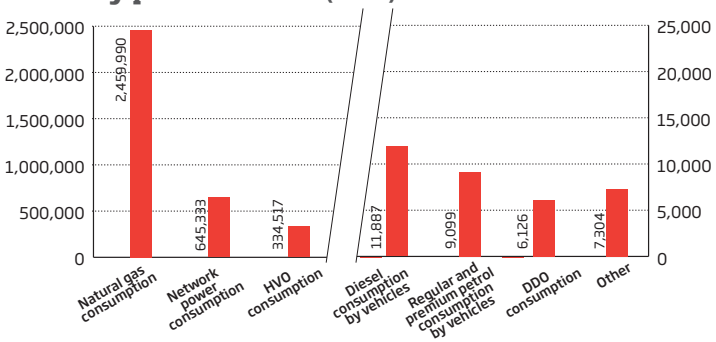
Two thirds of the Group's emissions are caused by direct combustion in the assets operated

GHG emissions by subsidiary (tCO₂e)



In 2021, CIPREL emissions were 2,348,000 tCO2e, 64% of the Group's emissions

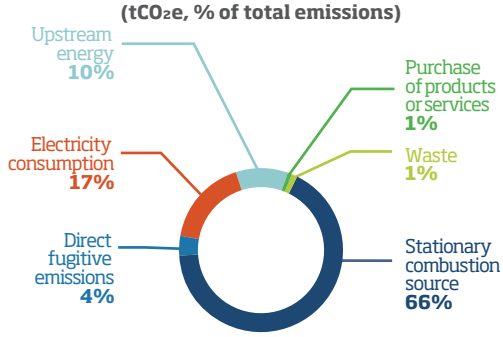
Eranove Group GHG emissions by power source (tCO₂e)



In 2021, natural gas consumption was the source of 67% of the Eranove Group's GHG emissions

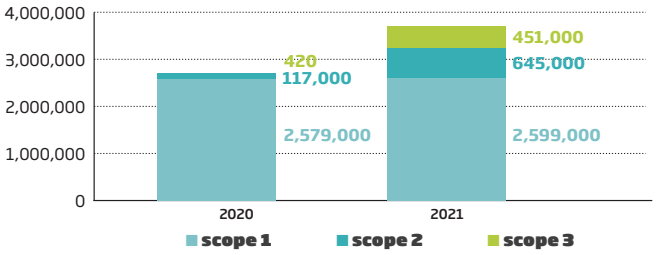
Breakdown of emissions by category

(tCO₂e, % of total emissions)



3,695,384 tCO₂e

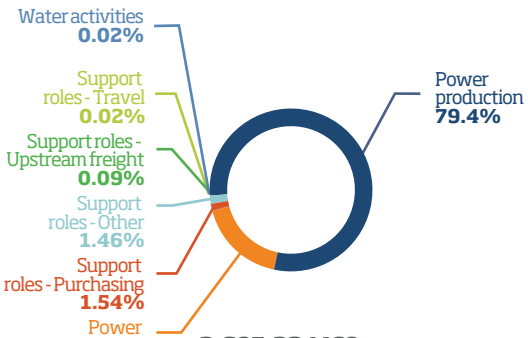
Evolution of emissions by scope between 2020 and 2021 (tCO₂e)



Little comprehensive evolution in Scope 1 in 2021, comprehensive assessment of Scope 2 and significant improvement in Scope 3

Emissions by scope

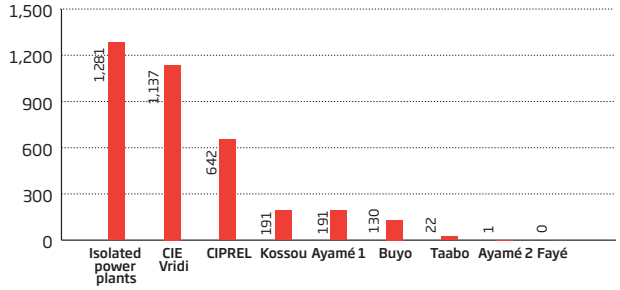
(% of the total)



3,695,384 tCO₂e

Electricity production represents 79% of the Eranove Group's emissions

Relative emissions (gCO₂e/kWh)



The Group average of 531 gCO₂e/kWh is made up of different facility types

NB: In 2021, inclusion of specific emissions factors for hydro power plants whose calculation methods are set out in the note on methodology.

3. Commitment to reduce the intensity of our greenhouse gas emissions in the short, medium and long-term

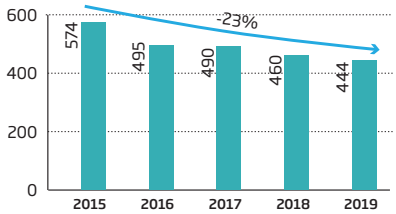
The Eranove Group's GHG emissions from power production have increased by 15% compared to 2020, mainly because of high demand from thermal power plants (CIPREL and CIE Vridi) and the supply of diesel to isolated power plants to address the energy crisis in Côte d'Ivoire during this period. Due to occasional pressures in the supply of natural gas, thermal power plants were supplied with HVO with an unprecedented increase in the volume consumed, rising from 12,000m3 in 2020 to 81,500 m3 in 2021.

Consequently, the carbon intensity of the power produced also increased by 16%. This illustrates the reality of a power network where, in the face of climate and technical hazards, fossil fuels are still the only answer to guarantee production capable of meeting the needs of a population which is nonetheless restrained in terms of its power consumption.

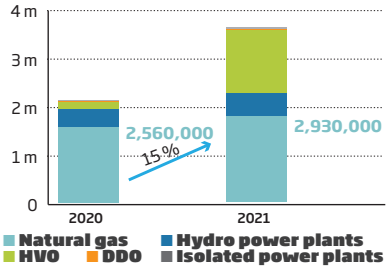
The Eranove Group implements several measures in the identification, design and construction phases of power plants to meet the following objectives:

- Exclude the development of coal power plants and, more generally, open cycle liquid fossil fuel plants.
- Calculate GHG emissions during the plant design phase.
- Incorporate climate change during the plant design phase through:
  - → researching the most efficient available technologies with suppliers.
  - → integrating energy efficiency and solar auto-production.
  - → sizing hydroelectric power plants to ensure their resilience to climate change (extreme weather events and changes to water regimes).
  - → incorporation of built-in mitigation measures and/or offsetting of risks and negative impacts during the build phases (evacuation of the arboreal biomass from the area concerned in the reservoir before water is added to avoid fermentation which encourages gas emission for example).
  - → Registering for carbon credits generated and their potential sale on the regulatory or voluntary market.

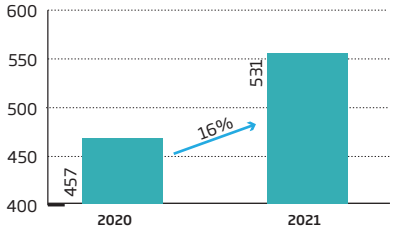
Evolution of the carbon intensity of power produced (gCO_2e/kWh)



Emissions from power production in absolute value (tCO_2e)



Carbon intensity of power produced (gCO_2e/kWh)



Summary of Eranove Group policies - power production

- Do not develop any coal/fuel/HVO/DDO production projects.
- Review GHG emissions of all power production facilities during the ESIAs conducted in the development phase.
- Measure and report GHG emissions by facility and energy source on an annual basis.
- Reduce GHG emissions/kWh by a minimum of 25% between 2015 and 2025, i.e., a decrease of 150 g CO2e e/kWh.
  - → Continued development of renewable energy pipeline projects (hydroelectric, solar, biomass).
  - → Continued work on thermal facility efficiency.
- Target a gradual reduction in Group emissions by 2050 through an ongoing strategy of thermal efficiency and development of renewable energies, and also:
  - → Review alternative fuels (hydrogen, biomethane, pyrogasification).
  - → Review relative or absolute emission projects in a manner proportionate with the reduction potential and the implementation capacity (technical/financial) with trade-offs at each stage.

Action plan

Project	Objectives	Capability	Progress
Renewable energies	• Proactive pipeline development of renewable energy projects: hydroelectric, solar, biomass. • These projects will enable a further reduction in emissions beyond 2025.	• Reduction in Group relative emissions in grams of CO_2 equivalent per kWh.	• Several projects under review
Power increase	• Improvement in CIPREL's thermic productivity would enable an increase in power production for the same consumption of gas and therefore reduce the carbon impact per KWh produced.	• Reduction in CIPREL relative emissions in g CO_2 eq/kWh.	• Memorandum of Understanding signed with the Côte d'Ivoire government. • Technical and financial reviews in progress
Steam cycle	• A steam cycle design on old generation CIPREL turbines with this steam supplied for an industrial process, optimising the power produced by CIPREL with a reduced carbon impact (CIPREL + industrial).	• Reduction in CIPREL relative emissions in g CO_2 eq/kWh.	• Studies in progress

- Every three years, review the Group's climate commitments to strengthen them in accordance with studies, the carbon market and technological advances.
- Conduct climate resilience studies across all hydroelectric facilities.

GHG emissions from drinking water production and distribution

Although the water sector releases fewer GHG than electricity, it is still a significant source of emissions. In 2021, SODECI was one of the country's leading power consumers.

Energy consumption optimisation measures continued during the first half of 2021 with:

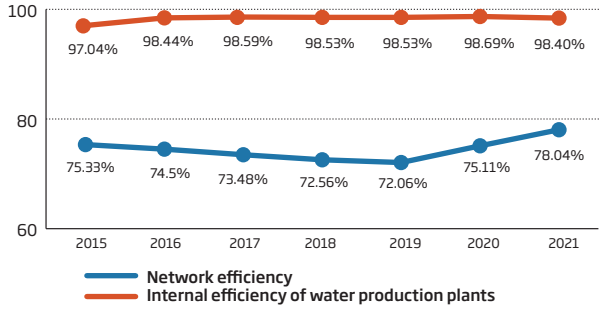
- Energy consumption optimisation of boreholes in Abidjan: the boreholes supplying the city of Abidjan represent 45% of SODECI's overall power consumption. Their consumption optimisation action plan includes performing energy and hydrogeological diagnostic audits of every borehole, and identification and implementation of optimisation measures (electric pump unit replacement, boreholes, regeneration, etc.).
  - → Result: 37% of electric pump units have been replaced or adapted with a resulting overall reduction of 23% in Wh/m3.
- Gradual replacement of "old generation" engines with low energy consumption engines. Two pilot sites, the plants in Zone Est and Bouaké Kan, have been chosen to corroborate the saving targets expected from this project.

★ 0.941 kWh
consumed electricity / m³ of water distributed

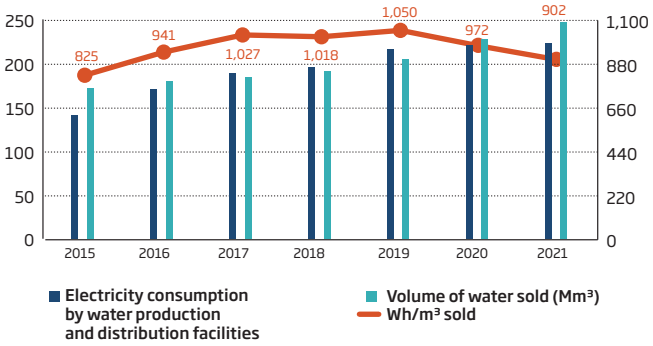
The action plans implemented started a downward trend in relative electricity consumption

The action plans implemented started a downward trend in relative electricity consumption

Technical productivity progression SODECI



Electricity consumption progress for SODECI's drinking water business



Summary of Eranove Group Scope 1 policies, excluding power production

- Reduce carbon emissions from drinking water delivered (g CO2e/ m3water delivered) by at least 25% by 2030 through combined action on network productivity and the energy efficiency of the system.
- Involve all companies in an Energy Management System aimed at reducing all electricity consumption by tertiary sites by 25% by 2030.
- Commit to action plans to increase vehicle fleet efficiency, including a study of the transition to electric, with GHG reduction targets of at least 25% by 2030.

Other contributions to reducing emissions

Through CIE and Smart Energy, the Eranove Group is committed beyond its scope with domestic power and business end consumer measures:

- Action completed by CIE:
  - → In its branches, CIE offers products to control consumption. In the 2021 fiscal year, in two customer service locations (one in Cap Sud and the other at the new branch in Djiby), SmartClim, LED bulbs and neon lights and power-saving devices were offered.
  - → Provision of low energy lamps in the "Electricity for All" programme.
  - → For several years, CIE has run eco-gesture information campaigns via videos and leaflets in the media and on social networks.
  - → e-branch and mobile payments reduce customer trips and therefore contribute to improving their carbon footprint.
- Smart Energy, a CIE and Eranove Group subsidiary created in early 2017, is to support businesses to reach the highest possible levels of energy performance with a personalised approach meeting the specific needs of each client. Its expertise is

structured into three fields of action: energy performance to make substantial savings on energy consumption; energy from renewable sources proposing adapted technical solutions; power-saving equipment sales. The Smart Energy initiative follows the IPVMP protocol (on measures) and complies with the NF EN 16247 standard (energy audits).

4,872 tCO_2
emissions prevented thanks to energy audits carried out by Smart Energy in 2021.

CFA Francs 89 million
in sales of energy efficient consumer products in 2021.

Summary of policies on other contributions to reducing emissions

- Continue support work towards sustainable electricity consumption in the countries where we operate.
- Develop energy efficiency
- Promote digitalisation as an alternative to travel generating a carbon footprint.

CIPREL's carbon trajectory

The company's carbon trajectory has fallen year on year because it is controlled. As a power producer, CIPREL accumulates 2.3 million tonnes of CO2e emissions annually. That is 64% of the Eranove Group's GHG emissions which mainly come from power production.

For CIPREL, the energy transition is not just a necessity. It is also about efficiency and sustainability because the whole issue turns on using less gas while producing more power as energy is a vital lever for development in Africa.

To achieve this, one priority was to recover heat from gas turbine exhaust gases to create steam for supplying steam turbines through combined cycle gas/steam technology.

The Ivorian State therefore approved construction of the combined cycle CIPREL IV project. Capacity of the existing power plant will increase from 321 to 543 MW, i.e., 222 additional MW, half of which will be produced without consuming any additional gas thanks to the steam turbine. This technology will prevent the emission of 500,000 t of CO2 annually. 20% of the site will operate without CO2 and 40% with low emission combustion systems generating 15 times fewer NOx emissions (nitrogen oxides) - three times less than the thresholds set in international standards.

CIPREL is now studying other possibilities to reduce its carbon intensity, i.e., increasing the potential of power produced with constant gas consumption. Two opportunities are therefore being studied.

- The first is to increase the power of the existing fleet by reducing fuel consumption, something which could reduce CIPREL's gas consumption and gCO2e/kWh emissions by 5% kWh.
- The second consists of cogenerating steam electricity by recovering heat from CIPREL's TAG 6000 and turning it into steam to be transmitted to industries which, alongside CIPREL, use steam in their processes.

Finally, CIPREL intends to improve the energy efficiency of its offices to continue reducing its footprint by taking direct action on its own power consumption.

4. Adapting to climate change

Global warming increases the occurrence of intense climate variations around the world: heatwaves, fires, hurricanes, landslides, spatial-temporal droughts, flooding, storms, etc. In 2021, several catastrophes occurred, including Storm Ida which caused flooding in New York, forest fires in California and Siberia, flooding in Belgium, Germany and Hunan Province in China, and droughts in the Horn of Africa.

Climate change is therefore a major challenge for current and future hydraulic infrastructure. There is a significant risk that the global increase in temperatures will increase evaporation, ramp up extreme rainfall and change the temporal and spatial distribution of rainfall in the future. There is also uncertainty over the intensity and speed of the transformation of the climate system, as well as the mitigation policies to be implemented on a global scale.

The challenge is therefore to develop infrastructure which can survive any potential changes so that it retains its usefulness and does not endanger communities or the local environment.

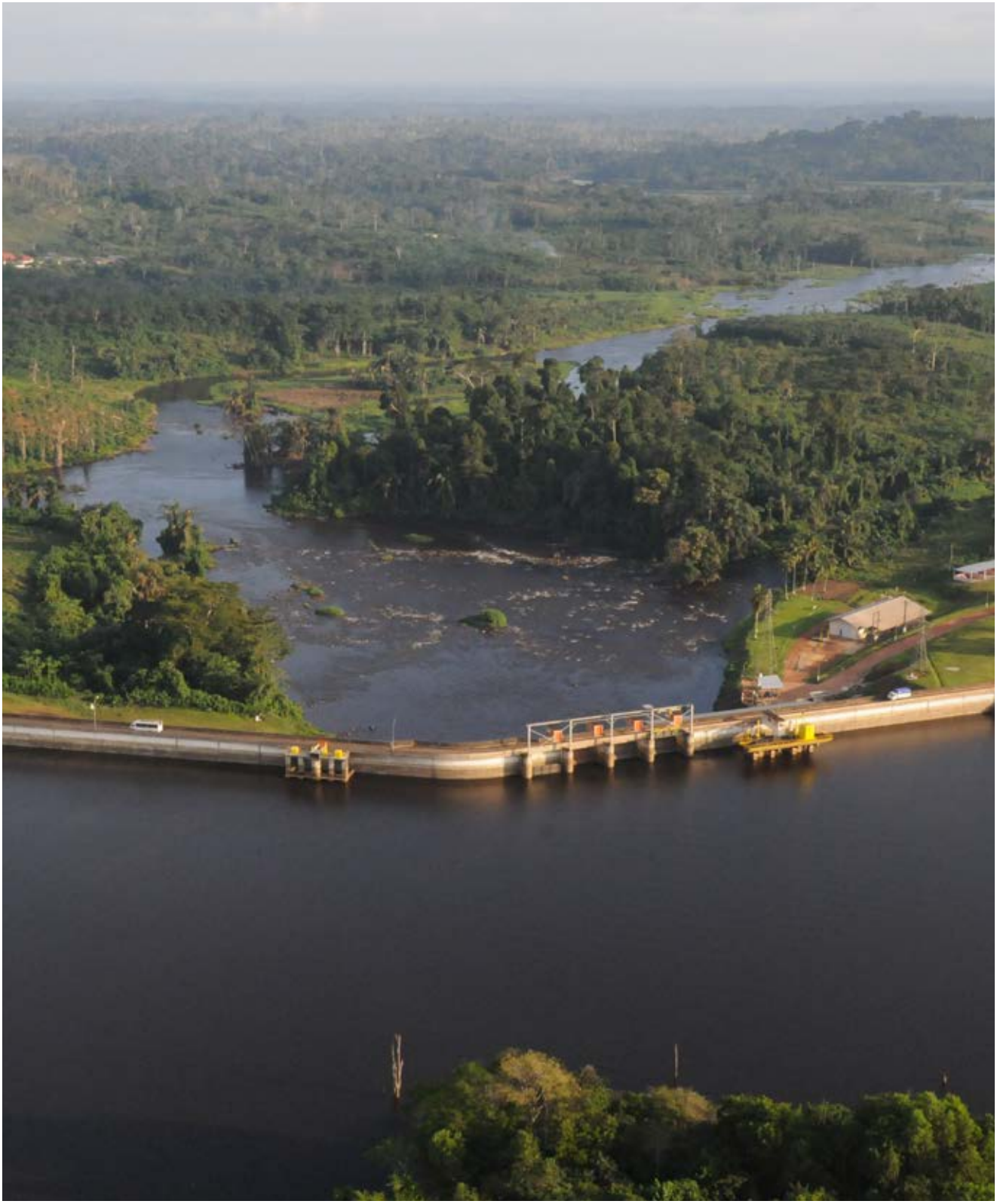
The Eranove Group incorporates resilience to climate change from the very first development stages in its hydroelectric projects. To achieve this, it uses the International Hydropower Association (IHA) climate resilience guide.

In April 2021, the NGOULMENDJIM hydroelectric power plant received the results of a climate change resilience study conducted by EDF. This study:

- Identified the impact of climate change on the project's hydrology.
- Conducted sensitivity analysis of the impact of altitude and instream flow on annual production.
- Produced a climate change risk and opportunity register on the basis of economic, environmental and safety performance areas.

In July 2021 the Dibwangui hydropower plant project also received the results of a climate change resilience study contracted with Tractebel. It:

- Updated the hydroclimatology of the research area during the 1960-2019 period.
- Conducted energy simulations in these historic conditions and studied the sensitivity of the results vis-à-vis various design parametres;
- Analysed the impact of climate change on the facility project by applying the procedure recommended in the International Hydropower Association Climate Resilience Guide (IHA, 2019);
- Produced a climate change risk and opportunity register on the basis of economic, environmental and safety performance areas.



3.C - Managing our resources and our waste

Every year, the planet's resources are consumed well beyond their long-term management or restoration limits. Optimised and sensible use of raw materials, waste reduction and, more generally, a circular economy vision are solutions to this issue.

1. Managing water resources

Water layer monitoring

The sedimentary basin of Côte d'Ivoire is composed of three large water layers located in the continental terminal (Abidjan, Sud Comoé and Dabou).

The extraction thresholds have been defined on the basis of hydrogeological modelling studies. In 2021, operation of the various layers stood at 6.02 m^3/s, compared to an average threshold of 6.5 m3/s, in line with requirements. Abidjan water layer operation is strictly monitored to prevent the extraction threshold being reached.

Drinking water production

Drinking water production is one of the core business areas of the Eranove Group.

In 2021, SODECI produced 317 million litres of drinking water, compared to 303 million in 2020, an increase of 4.62%.

SDE production has undergone exceptional decline since 2020 due to the urban water management contract being lost and the rural water management contract not beginning.

Water treatment plants discharge liquid effluents and solid sludges daily with varying physical and chemical characteristics. These discharges come mainly from purging decanters, washing contact basins, coagulating, flocculating and decanting, washing filters, purging lime saturators and emptying reagent containers.

The pollution parameters for these effluent discharges are mainly: pH, suspended matter (SM 5), aluminium, Chemical Oxygen Demand (COD), Oxygen Biological Demand (BOD) and, to a lesser extent, fluorine. The management of these effluents is carried out in compliance with national laws and within the framework of the ISO 14001 environmental plans. The companies in the Eranove Group analyse challenges with their overseers and propose the solutions most appropriate for the situation, including compliance investment programmes.

Drinking water distribution

The distribution network of the city of Abidjan is approximately 19,186 km long with an average age of more than 45 years. This network has a high pressure system following the introduction of new drinking water production plants required to meet growing demand.

Three key actions were implemented to reduce physical losses and improve the performance of the Abidjan network: instrumentation, pressure management and sectorisation.

Used water waste

For SODECI, controlling the impact of direct waste into the environment is a major sustainable development challenge. With growing industrialisation and rapid urbanisation, SODECI has strengthened the sanitation department, extending it to industrial activities. Within the framework of implementing the action plan for used water waste in the natural environment, analysis begun in 2021 across nine manufacturers will continue in 2022 in the industrial areas of Yopougon and Koumassi, and the Treichville discharging station.

Water management in hydroelectric plants

Hydraulic resources

Tracking hydraulic dam storage optimises the use of low carbon hydroelectric energy by CIE's Energy Movements Department (DMF) on behalf of the Ivorian electrical sector. This tracking is carried out every day using daily operational information conveyed from the plants to the DME which is responsible for passing on this information to the licensing authority. This information covers the storage level of each dam depending on the lake sides, daily supply and each group's daily production. Management of hydraulic storage remains extremely dependent on water level hazards due to the climate imbalance observed over the last few years.

The volume of hydraulic resources in Côte d'Ivoire recorded in 2021 was 19,158 million m3, with an overall water level index of 0.96 m3/kWh, which corresponds to a net energy resource of 1,948 GWh in 2021 at national level (including the Soubré dam which is not operated by CIE).

Water discharges

In the hydroelectric plants, polluting water discharges can occur during turbining, operating dewatering wells, disposing of river water, and draining decant water from treatment plants. The measures put in place are installation of an oil separator in the dewatering wells, regular analysis of upstream and downstream water and dewatering wells, plugs placed in manholes leading to measuring collectors before discharge, and sediment sludge collection as waste.

2. Reducing our raw material consumption

Preserving the quantity and quality of resources is especially important, whether in relation to production or distribution activities.

In addition to raw water and fuel resources, the main resources used in the production process, the Group monitors consumption of secondary resources in order to streamline it. This monitoring is shown in the annual indicators (see annex).

This is the case for raw materials used in the production of drinking water and demineralised processed water (chlorine gas, lime, calcium hypochlorite, aluminium sulphate) and in electricity production (SF6 oils and gas, see indicators in appendix).

Oil consumption (in L/GWh):
18.1 l/GWh
51% lower compared to 2016

SF6 consumption:
495 kg
in 2021, a fall of 53% compared to 2017 (1,053kg)

This policy of rationalisation extends even into the company restaurants in the production centres and training centres. Whether food services are subcontracted or not, food waste is avoided by adapting purchases to orders and forecasts, just-in-time preparation and the use of vacuum and cold storage. If there are leftovers, they are distributed to employees or local residents.

3. Optimising our discharge (waste, effluent, atmospheric pollutants, other emissions)

Optimising waste management

Optimising waste management is one of the principles of the Eranove Group's approach to the circular economy. It aims to promote eco-gestures, improve the internal efficiency of the resources consumed, commit to a responsible purchasing process, encourage and promote processing, re-use and recycling of waste produced through local channels, and secure storage of industrial waste in countries where there is no adequate processing solution.

However, in the countries in which the Group operates, operators' attempts to recycle non-hazardous waste are often thwarted by the scarcity of reliable providers and suppliers which are not equipped for recycling. When a new traceable and compliant recycling or returns channel through suppliers is identified, it is referenced in "waste channels files" and shared with all subsidiaries. This was the case in 2019 in Côte d'Ivoire for DEEEs[18] and used batteries. These initiatives are thus helping to promote value creation and the emergence of innovative channels.

As far as hazardous waste is concerned, regulations require it to be monitored with traceability until it is finally disposed of by companies approved by the State. Compliance with the regulations is reflected in each production unit by a waste tracking register. In Côte d'Ivoire, this process is supervised by the Ivorian Anti-Pollution Centre (CIAPOL), which issues a certificate guaranteeing the elimination of the product. In Senegal, some hazardous waste is controlled by the National Department of the Environment and Listed Buildings (Direction de l'environnement et des établissements classés, DEEC).

To encourage collective awareness, all Group companies monitor the waste produced by tertiary activities (paper, printer cartridges, etc.). In 2017, paper monitoring for bill publishing was introduced.

Since 2019, quantities of non-hazardous and hazardous waste produced by Ivorian operating sites are included in CSR reporting.

Waste produced in Ivorian industrial sites in 2021:

Common waste:
1,042 tons

Special waste:
181 solid tons

186,793 m³
liquid

SODECI processes 11 tons of waste in the form of recycled paper

SODECI continues to stand out through its management of paper waste. This increased to more than 11 tonsin 2021, three times more than in 2020 because the work-from-home initiative brought about by the Covid-19 crisis came to an end and sorting operations were strengthened. SODECI is mindful of the impact its work has on the environment and for several years has been part of a circular economy which enables it to add value to its paper waste. After sorting and classifying, documents which are no longer required are destroyed and the resulting small pieces of paper are recycled and transferred to honeycomb cardboard manufacturers. .

18 DEEE: Electric and electronic waste material.

Reducing noise pollution and vibrations

Located in the industrial area of Vridi, the CIE and CIPREL thermal power plants are located away from residential areas. Nevertheless, the operation of combustion turbines by CIE and CIPREL can cause noise pollution and vibrations, sources of stress and fatigue for employees. On a daily basis, the mandatory wearing of personal protective equipment (helmets, ergonomic earplugs) at thermal power plants is part of the work instructions implemented and followed in the QSE process. At least once a year, an external body performs a noise level audit on the production site and in the neighbourhood to check that noise remains below the national regulatory limits or those of the World Health Organisation (WHO).

The Kékéli plant, located in an urban area of Lomé port in Togo, benefited from specific noise management plans in its initial design: anti-noise fittings, noise modelling to comply with relevant standards and awareness campaigns about caution and prevention for the population.

Preventing impacts to soil quality

The assessment of the environmental situation of each site takes into account the sensitivity of the soil and is regularly re-evaluated. CIE analysis, for example, noted a changed in surface water sensitivity in Kossou and Taabo, taking into account the proximity of the expansion of residential areas. Similarly, the sensitivity of soils, subsoils and groundwater was reviewed in Vridi due to the shallow water table.[19] The soil quality impacts of the structures built by the Eranove Group undergo an impact assessment and have an environmental management plan in line with the relevant standards and the expectations of international financial institutions.

Preventing air pollution

Atmospheric pollutants, nitrogen oxides (NOx) and sulphur oxides (SOx) are monitored during thermal electricity production. CIE and CIPREL carry out annual and quarterly studies respectively on GHG emissions and atmospheric pollutants with the company Veritas (NOx, SOx and CO2 monitoring). This monitoring verifies the compliance of emissions compared to the limits set by national orders, and also, as is the case for CIPREL, to international donor standards.

- In 2017, the CIPREL gas turbines were equipped with Dry Low NOx (DLN) systems which lowers maximum temperatures at the heart of the fire during combustion, therefore reducing NOx emissions. The installation of these systems required a two-month shutdown of each turbine and now ensures compliance with international standards in all configurations of gas operation.

- From the outset, the new power plants (Atinkou and Kékéli, under construction) will be equipped with low-emission technology and emissions measuring systems in air flow.

19 1604 - Afnor CSR Energy Performance Assessment - Overview of the environmental situation.

3.D – Contributing to biodiversity conservation

1. Understanding the biodiversity issue in Africa

Human activity causes an unprecedented erosion in biodiversity.[20] Africa has not been spared and has seen a dramatic loss of biodiversity even though it is home to an abundance of fauna and flora. According to experts, by 2100 climate imbalance alone could cause the disappearance of over 50% of some bird and mammal species, and lead to a 20% to 30% fall in the plant and animal life which thrives in lakes, not forgetting a significant loss of plant species.[21] In the shorter term, African biodiversity is threatened by the erosion and degradation of natural habitats, direct overexploitation of fauna and the proliferation of invasive, non-indigenous species. In addition to the consequences for global development, and livelihoods in particular, water supply and food security, such decay in biological diversity reduces the ability of local communities to adapt to and withstand extreme events. This is especially true among rural, impoverished groups who are the first victims of any resulting reduction in ecosystem services.

2. Managing, avoiding, reducing and offsetting our potential negative impact on biodiversity

In response to the challenges of biodiversity, the Eranove Group applies the mitigation hierarchy in its entirety and is committed to avoiding, reducing and/or offsetting the risks to and its direct, indirect and/or cumulative impact on biodiversity. This principle is applied to all project development and management stages without exception, as well as the operation/maintenance stage.

Biodiversity is given particular attention during all project development stages:

- Initial state assessments take place during the scientifically required periods to identify any species of fauna or flora present which might be harbouring a critical habitat, in accordance with the IFC's Performance Standard No. 6 (International Financial Corporation, World Bank) and the AfDB's Operational Safeguard No. 3, international biodiversity standards.
- Environmental and social impact assessments for each project set out all the impacts on biodiversity.
- Biodiversity Action Plans (BAPs) set out concrete measures to avoid, reduce and/or offset any impact over the lifetime of the project to minimise losses and optimise net gains. They incorporate a number of inclusive and participatory scientific approaches to habitat and species conservation, irrespective of their status with the International Union for Conservation of Nature (IUCN).[22]
- During the operation/maintenance phase, an approach to offset any long-term risks and negative impacts, and/or improve any potential positive impacts, on ecosystem services and knowledge is generally applied with all stakeholders (local communities, academic and research institutions, private sector, central and local authorities).

In response to the challenges of biodiversity, the Eranove Group applies the mitigation hierarchy in its entirety and is committed to avoiding, reducing and/or offsetting the risks to and its direct, indirect and/or cumulative impact on biodiversity

In addition to the basic goal of conservation, protection and enhancement, the Eranove Group seeks to make an important contribution to increasing knowledge by inviting academics and environmental organisations to take part in its work in this area.

Finally, the tools prepared by teams of specialists (leading individual consultants and consultancies) are reviewed and approved by independent environmental auditors from banks and funding or investment guarantee institutions. The final stage is approval by a country's environmental authorities and issuance of environmental compliance licences or certificates valid for a given period (3 to 5 years).

Two important initiatives provide an excellent illustration of the ongoing biodiversity work being carried out by the Eranove Group and its investment partners: i) a Manatee Monitoring Programme, part of the Kénié dam hydroelectric development project on the Niger River in Mail; and ii) a strategy for overall biodiversity management

20 Biodiversity means "the variability among living organisms from all sources including, inter alia, terrestrial, marine and other aquatic ecosystems and the ecological complexes of which they are part: this includes diversity within species, between species and of ecosystems." (Convention on Biological Diversity).

21 https://www.banquemondiale.org/fr/news/feature/2019/02/14/biodiversity.

22

(fauna and flora) and protection of a rare species of frog, part of the Taboth combined cycle thermal power plant project in Jacqueville, Côte d'Ivoire.

In 2021, a number of indicators were incorporated into the CSR reporting indicator matrix to better measure consideration of biodiversity issues in development projects (see annex).

The two ensuing results indicators are:

- Number of development and construction projects carried out in accordance with biodiversity management requirements: 100 %.
- Number of construction projects identifying the existence of a species listed as being "in critical danger" or "endangered" on the IUCN red list and for which protection and conservation measures are implemented: 100 %.

Manatee Monitoring Programme in Mali

As part of the Kénié Dam Hydroelectric Development Project on the Niger River in Mali (35 km from Bamako), environmental and social assessments concluded that, within the framework of the Biodiversity Management Plan, there was a need to monitor the manatee, an aquatic mammal living in the country's large bodies of water, throughout the project.

To achieve this, Kénié recruited a leading national fauna expert in Mali. Classed as a vulnerable species internationally, manatees are in the process of disappearing following poaching, climate change and the destruction of its habitats. It is therefore closely monitored by the International Union for the Conservation of Nature (IUCN) and the Conference of the Parties (COP) of the Convention on Biological Diversity.

With technical and scientific support from the IUCN Office in Mali and international NGOs, and private funding to be raised, several initiatives are planned in Kénié to monitor the manatees. They include educating the regional authorities, opinion and religious leaders, fishermen and hunters, women's groups and young people about the importance of protecting manatees. In particular, action will also include training programmes covering conservation techniques and rational management of these animals for forestry staff and local communities.

Atinkou protects a rare species of frog

The Atinkou thermal power plant, 30 km west of Abidjan, is located between the sea and the lagoon in an environment marked by marshland biodiversity. As part of the project, Atinkou has duties vis-à-vis areas impacted by the buildings. A biodiversity survey highlighted the presence of three members of a rare species of amphibian in the Ebrié lagoon. The Morerella Cyanophtalma frog has also been found at three sites in Cote d'Ivoire: the Banco and Azagny national parks, and the swamp forest of Tanoé-Ehy. A national expert has drawn up a plan to monitor and relocate these batrachians to a natural park. More broadly, biodiversity management of the Atinkou facilities, which cover 30 hectares, involves assessment of sensitive habitats and identification of any species to be protected - reptiles, mammals, birds and amphibians. All of the above will apply the "avoid, reduce, offset" mitigation hierarchy (ARO).

04

Providing access to essential services and contributing to local development

CSR Policy - Area 4 (Society):
Access to essential services and community development

3.25 million million customers receiving electricity

1.67 million customers receiving drinking water

832,000 customers benefitting from sanitation services

202,780 new electricity pconnections for low income households

113 667 new water connections for low income households

92 % physicochemical compliance rate
97% microbiological compliance rate

A - Public-private partnerships

1. Developing balanced public-private partnerships

In Sub-Saharan Africa, one in every two people still has no access to electricity and the situation varies greatly depending on the country, as well as between urban and rural areas. In addition to these 600 million Africans without power,[25] 413 million people do not have access to drinking water,[26] while only 28% of the Sub-Saharan population have basic sanitation services.[27] This is therefore the gap the private sector is expected to fill by 2030 as part of the Sustainable Development Goals (SDGs), alongside governments and international donors.

The Eranove Group operates via its subsidiaries or service agreement contracts, in partnership with public authorities. Whether it be independent water and electricity production or public service management contracts, the Eranove Group works within the framework of balanced public-private partnerships (PPPs).

Current Projects

Country	Project Name	Project Types	Capacities
CÔTE D'IVOIRE	ATINKOU	Combined cycle gas/steam thermal power plant	390 MW
	CAVALLY	Hydroelectric development	196 MW
MALI	KENIE ENERGIE RENOUVELABLE	Kénié hydroelectric development	56 MW
TOGO	KEKELI EFFFICIENT POWER	Combined cycle tri-fuel thermal power plant	65 MW
GABON	ASOKH ENERGY	N'Goulmendjim hydroelectric development	73 MW
	LOUETSI ENERGY	Dibwangui hydroelectric development	15 MW
	ORELO	Drinking water production plant	140 000 m³/day
DR CONGO	MOYI POWER	Gemena, Bumba and Isiro solar macro-networks	40 MW solar[28] 600 000 citizens[29]
TOTAL DEVELOPMENT POWER PRODUCTION CAPACITY			795 MW
		including combined cycle thermal power plant (57%)	455 MW
		including hydroelectricity (43%)	340 MW
TOTAL DRINKING WATER CAPACITY			140 000 m³/day
TOTAL SOLAR MACRO-NETWORKS CAPACITY			40 MW solar 600 000 citizens

Assessment of the Eranove Group development projects has continued with important progress made in 2021:

- Kékéli: in Togo, there was a major industrial event at the Kékéli Efficient Power combined cycle thermal power plant on 26 April 2021. On that day, the President of the Republic of Togo, His Excellency Faure Essozimna Gnassingbé, lit the "first flame", a precursor to the plant's industrial commissioning. Having signed the concession agreement with the Republic of Togo and completed the funding in 2019, this project has been developed in record time and is a further illustration of the Eranove Group's ability to deliver on its promises to improve power production capacity in Africa. Kékéli (meaning "daybreak" in the mina language) is a tri-fuel steam cycle power plant located in the port area of Lomé. Its production capacity (65 MW) corresponds to 30% of the country's power capacity and will supply electricity to the equivalent of 250,000 households from 2022.

- Atinkou: 2021 also marks the start of work on the Atinkou combined cycle gas/steam power plant in Côte d'Ivoire. This company, whose name means "the house of light" in the ébrié language, began construction work in 2021 after signature of the concession agreement in 2018 and financing agreements in 2020. Located in Jacqueville, near Abidjan, this 390 MW capacity power plant will use the most modern and efficient combined cycle technology to be implemented in sub-Saharan Africa via a "Class F" turbine. With the CIPREL and Atinkou power plants, Eranove, a pan-African industrial group, is cementing its position as an energy leader in Côte d'Ivoire, the largest market in the West African Economic and Monetary Union (UEMOA). It has a production capacity of nearly 1 GW as an independent power producer (IPP), meaning independently funded and held. The total capacity operated by the Eranove Group in Côte d'Ivoire will therefore rise to 1,640 MW, including its six hydroelectric power plants and the State-owned thermal power plant operated by CIE.

- Kénié: in Mali, since 2015 the Eranove Group has been developing the Kénié hydroelectric power plant project (56 MW) located on the waterfalls bearing the same name, 35 km downstream from Bamako on the Niger River.

25 International Energy Agency / Africa Energy Outlook 2019: https://www.iea.org/reports/africa-energy-outlook-2019#energy-access.
26 The United Nations / Unesco World Water Development Report: http://www.unesco.org/reports/wwdr/2021/fr.
27 http://www.unesco.org/reports/wwdr/2021/fr.
28

- Cavally: assessment of hydroelectric development on the Cavally River continues with a view to concluding a Build, Own, Operate, Transfer (BOOT) construction/operation contract with Côte d'Ivoire and Liberia.

- In Gabon, two hydroelectric power plant projects located in Ngoulmendjim (73 MW) and Dibwangui (15 MW), whose concession contracts were signed in 2016, continue their technical, environmental and social development. Progress was made in three important areas in 2020: the naming of provisional tenderers for the EPC contracts via a call for tenders, receipt of the provisional environmental compliance certificates from Gabon's Ministry for Water, Forests, the Sea and the Environment, and signature of the electricity sale/purchase contracts. These plants, which will be run by two companies launched in 2018, Asokh Energy and Louetsi Energy, will supply electricity to the capital, Libreville, and the south-west of the country. In 2021, authorisation to finance the multilateral and commercial debt was finalised and signed. The Eranove Group is also developing a project for a drinking water treatment and conveyancing plant in Libreville with a capacity of 140,000 m^3 per day, as well as catchment infrastructure and associated transportation.

- In the Democratic Republic of Congo (DRC), alongside the Gridworks and AEE Power Ventures companies, the Eranove Group has obtained a provisional invitation to tender for the design, development, funding, construction, operation, upkeep and maintenance of three solar mini-grids in the towns of Gemena, Bumba et Isiro in the north of the country, for a period of 25 years.

2. Responding to public health issues

All of the Eranove Group's activities meet hygiene, health and safety standards for the operation of its infrastructure and services provided. Great care is demanded of each company in the design, construction, operation and maintenance of installations to prevent any incidents that might have consequences on the health and safety not only of its employees but also its subcontractors, consumers and residents.

The inherent risks of facilities in the water and electricity sectors in terms of hygiene, health and safety are regulated by government contracts, as well as the national and international regulations in force. Their enforcement is the subject of regular checks carried out both internally and by governments.

> All of the Eranove Group's activities meet hygiene, health and safety standards for the operation of its infrastructure and services provided

SODECI, which follows WHO directives on drinking water - the international references on standards and safety - carried out nearly 125,000 microbiological and physicochemical tests on the drinking water distributed in 2021, with a ★physicochemical compliance rate of 92% and a microbiological compliance rate of 97%. The age of some leased facilities, as well as the constant extensions required to meet demand, have led SODECI to implement action plans whenever a compliance gap is found.

In terms of electrical risks, CIE has further strengthened its action in 2021. An extensive information campaign about electrical risks began in June 2020 in the media (radio, tv and online) and through meetings with opinion leaders. The goal is to ensure that these risks are understood and the necessary precautions are followed. In 2021, this annual initiative was escalated to engage the public authorities, as well as inform and warn people about the electrical risks incurred and the need to clear access. The following communication initiatives were carried out:

- Internal information campaign.
- Media editorial partnerships (partnership with the RTI1 programme "HABITAT à la UNE").
- Information campaign through press editorials.
- Digital information campaign on social networks.
- Guided visits with written and audio-visual media outlets.
- Meetings with consumer groups and web influencers.
- Neighbourhood information campaign with opinion and community leaders in areas and neighbourhoods at risk across the country.
- Sponsorship of communication platforms aimed at a young audience (FEMUA music festival,[30] etc.)

74 information campaigns for third parties about electrical risks were conducted in 2021 and external companies benefited from 51 training sessions at CME for 408 staff members.

Furthermore, safety days have targeted communities more specifically, such as the one organised on 15 March 2021 where the occupational safety department provided information for members of the Côte d'Ivoire National Consumer Network (Réseau national des consommateurs de Côte d'Ivoire, RNCCI). In addition, field actions are conducted to secure equipment and restrict resident access near facilities.

In 2020, to further manage this risk, the Eranove Group introduced an indicator on third party accidents connected to the Group's facilities or employees, including road risks. In 2021, CIE recorded 44 third party accidents and six subcontractor accidents. A total of 18 victims received care.

Projet de centrale hydroélectrique à Ngoulmendjim © ASOKH

30 RTI 1 is Côte d'Ivoire's leading general-interest public television channel with a continuous broadcast from Abidjan.

CIE: committed to managing and raising awareness about electrical risks

In the face of electrical risks, including electrocution, CIE has developed a methodology which can be broken down into several areas for targeted action. A specific working group was introduced by senior management to reduce the risks of accidents, knowing that half of all incidents occur on the overhead electricity distribution network, while a quarter of accidents are due to faults in customer facilities.

Unfortunately, these dangers occur in urban and semi-urban settings where residential areas by access routes for electrical facilities are increasing, endangering local residents. In order to reduce the risks as much as possible, CIE has created six committees to address the following points:

• Removal of groups exposed to these risks because of settlements within the footprint of the electricity grid, involving amongst other things precise geo-referencing of the sites concerned, 85% of which has been completed; and information campaigns to warn the various players to take urgent action to clear electric corridors.

• Monitoring of funding for burying overhead networks on the one hand and fixing faults on the network of MV overhead lines on the other. 80% of the annual goal has been completed thanks in particular to the securing of transformers.

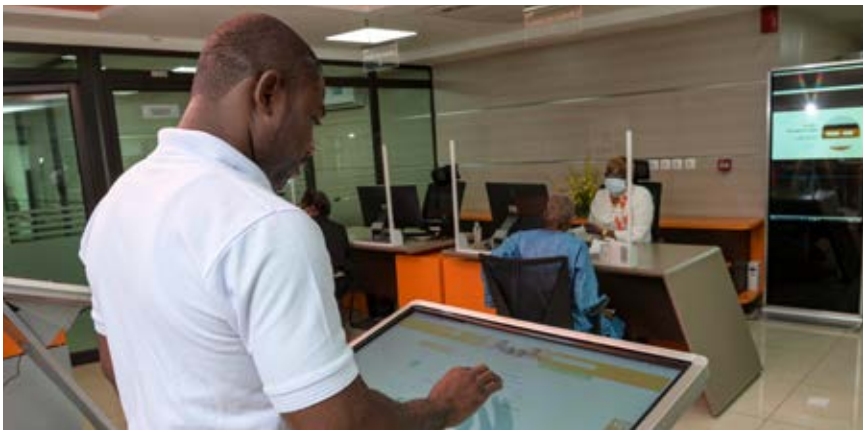
• Additional action in the interior of the country to prevent incidents connected to unauthorised occupancy, including fixing faults on connections not requiring extension to the network of MV overhead lines (over 100,000 identified and 91% tackled).

• A digital, media and television communication campaign on electrical risks, supplemented by meetings with consumer groups - such as the one held on 15 March 2021 with the Côte d'Ivoire National Consumer Network (RNCCI) about the risks surrounding unauthorised settlements within the MV overhead line corridors. Furthermore, media reports have been organised on the ground and a television programme has been broadcast by RTI 1.

• Institutional relations, particularly with the mayors of Abidjan, through correspondence to encourage their support with tackling identified areas at risk which should be cleared.

• Management of legal and insurance risks through prelitigation monitoring work and potentially support with disputes.

B - Serving our consumers



1. Focus on the customer

Improving customer relations is a key element of the Eranove Group's strategy and it continued in 2021, focusing on reliable quality management systems regularly audited in accordance with the ISO 9001 standard (2015 version).

CIE and SODECI are increasing initiatives to modernise customer relations. CIE has 54% prepaid service subscribers and 75.5% of customers using digital payment, while SODECI is working to introduce prepaid services. Always ready to listen, CIE and SODECI's customer relations centres recorded 1,462,982 and 185,493 requests respectively in 2021.

45%
of employees work with ISO 9001 certified systems

CIE continued its "New confidence contract" initiative based on three commitments to cover phone, branch and home customers.

1. Simplification and standardisation of the customer journey in branch This local approach has seen the opening of service points, particularly in shopping centres, and improvement in the average repair time, 2 hours 48 minutes at the end of December 2021, compared to 3 hours 35 minutes at the end of December 2020 (an improvement of 46 minutes).

2. A better customer experience with the launch of the "My online CIE" platform and mobile application, downloaded 206,745 times by the end of December 2021. The digitalisation of customer relations can also be seen through the customer relations centre on WhatsApp, Facebook, email and chat channels, in addition to billing and repair service digitalisation and the installation of smart meters.

3. Customer bill management support (see 4.B.3)

Prepayment penetration:
54%
of CIE customers in 2021 (47% in 2020)

75.5%
of payments made remotely (CIE)

211,965
accumulated accounts created on the "My online CIE" platform

To better serve its customers, the Eranove Group is also working on product quality and, in particular, reducing the average outage time.

Average outage time:
18 hours
in 2021, a fall of 36% compared to 2016 (28 hours)

Information and internet access is now an essential life service in a global environment of digitalisation. Awale, a subsidiary of the Eranove Group and the only telecom operator in Côte d'Ivoire authorised to install fibre optic cables on overhead electrical line carriers (poles, pylons), had deployed 1,987 km of fibre optic cables by the end of 2021. Its offering is particularly competitive in terms of cost, completion time, flow and availability rates.

CIE creates a new framework for discussions with customers

The first CIE Afterwork was launched by the Central Business Department for Marketing and Customer Relations (*Direction centrale commerciale marketing et relations clients*, DCCMRC) in December 2021 at the CIE service point in Playce Marcory. This new discussion framework aims to strengthen relations between customers and CIE, while improving handling of complaints about CIE services. Participants were able to talk directly to CIE managers - including Mr. Mathias Kouassi, Deputy Managing Director responsible for Distribution and Marketing (DGA DC), and Ms. Marie Bitty, Director of the DCCMRC - about the various channels available for their requirements, the digitalisation of bills, incident management, the e-Branch and energy efficiency products.

2. Expanding access to essential services

Access to water and electricity is an essential economic and social necessity. For example, access to electricity stood at 54% in 2019[31] when Africa has so much potential. The continent's water layers contain more than 5,000 billion m^3 of water,[32] while the hydroelectric potential is estimated to be 300,000 MW,[33] i.e., three times current production capacity. Further, the continent possesses the best solar resources in the world but has only installed 5 GW, i.e., less than 1% of the world's capacity.[34]

Activities	Number of customers	Number of consumers (estimate)[35]
Electricity	3,254,969	16 300 000
Drinking water	1,673,010	8 400 000
Sanitation	831,911	4 200 000
Internet	918	4 600
Energy efficiency	29	N/A

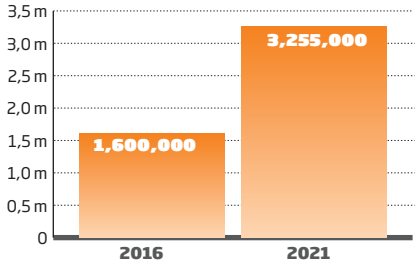
For 60 years, to answer this challenge of access to essential services (electricity, water, sanitation, training, information) and to improve living conditions of populations as well as the customer experience, the Eranove Group has been investing in Africa. The conclusions of its long experience are unequivocal: solutions must be prepared and developed in Africa, without pre-established models as each country has its own specificities, challenges and issues.

The context in which the Eranove Group operates is characterised by the demographic expansion, rural exodus, obsolete or inadequate infrastructure and the impact of the informal economy. The incomes of a vast majority of people, in both rural and urban areas, remain low, insecure and seasonal.

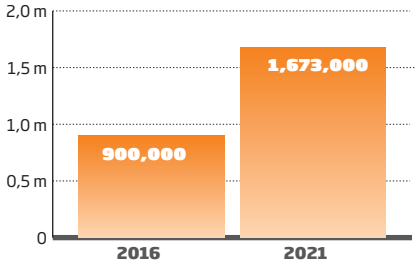
In the face of these issues, the Eranove Group, along with governments and communities, is committed to finding solutions which fall within the framework of public policies to improve access to essential life services.

- **Lower rates or "social tariffs"** These State-subsidised tariff brackets help provide access for the most disadvantaged to basic services and are applied by the Eranove Group's public service companies.
- **Subsidised connections** State-approved and donor-funded, these connections are subsidised for low-income families. They represent a way to reduce the costs of access to drinking water and electricity in the interests of equity. They are being implemented by the Eranove Group's public service companies through calls for tender or CSR partnerships.
- **"Electricity for All" and "Water for All" programmes** In Côte d'Ivoire, large sections of the population have low, seasonal, or irregular income, most often reliant on the agricultural or unofficial economy.

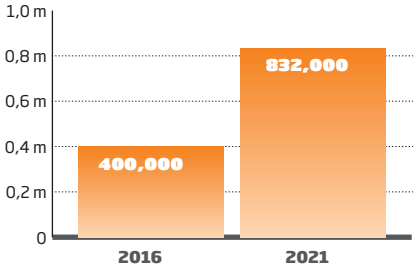
Electricity customers +103% in 5 years



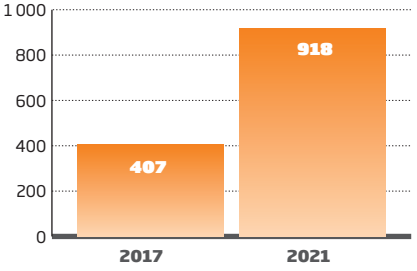
Drinking water customers + 86% in 5 years



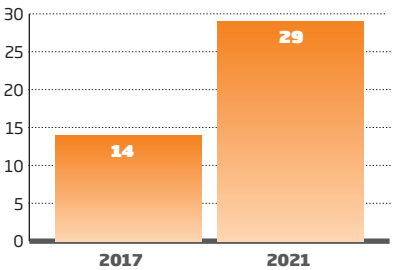
Sanitation customers + 108% in 5 years



Internet access (km of fibre optic cable) + 126% in 4 years



Energy efficiency customers +107% in 5 years



31 AfDB - https://www.afdb.org/en/news-and-events/energie-augmentation-de-12-du-taux-dacces-lelectricite-en-afrique-entre-2015-et-2019-avec-le-soutien-de-la-banque-africaine-de-developpement-42851.
32 http://www.unesco.org/reports/wwdr/2021/fr.
33 World Bank.
34 https://www.iea.org/reports/africa-energy-outlook-2019#energy-access.
35 Calculation assumptions: 5 people per household in Côte d'Ivoire (data from the 2021 General Census of Population and Dwellings [RGPH]).

The limited ability of households to save means that they cannot pay for a standard electricity connection and then cover bimonthly or quarterly bills.

Launched in 2014 by the Ministry for Oil, Energy and Renewable Energies, the "Electricity for All" programme (PEPT) implemented by CIE has connected 1,225,450 households (around 6.51 million people) including 202,780 in 2021. The programme involves CIE representatives crossing Côte d'Ivoire village by village, neighbourhood to neighbourhood, to provide indoor installation kits and to carry out subscriptions and connections so households can benefit from modern electricity services.

To provide light to every household in Côte d'Ivoire by 2030, the "Electricity for All" programme combines energy efficiency (through the installation of energy-saving light bulbs) and technological innovation with automated prepayment meters, rechargeable from €0.76 (CFA Francs 500).

The "Electricity for All" programme offers connection and internal installation by lifting the main access constraints for the most disadvantaged groups.

In terms of water access, technical and financial performance improvement (TFPI) (*Amélioration des performances techniques et financières*, APTF) of the urban hydraulic sector began in 2020. Works began in May in Yopougon in the presence of the Hydraulic Minister, the Yayor and the Director General of the National Office for Drinking Water (*Office national de l'eau potable*, ONEP). In its first phase, the TFPI aims to carry out 165,000 social connections billed at €15.24 (CFA Francs 10,000), compared to €251.54 (CFA Francs 165,000) for standard connections, for the most impoverished groups in the Grand Abidjan area. As of 31 December 2021, 109,121 connections had been completed, including 61,959 in 2021, with 344 km of linear network line laid.

202,780
electricity connections for low-income groups completed in 2021

113,667
water connections for low-income people completed in 2021 by SODECI

"Water for All": a flagship programme in Côte d'Ivoire

The "Water for All" programme enabled nearly 62,000 new connections to be completed in 2021, i.e., an increase of over 31% compared to 2020, the year of the pandemic. Furthermore, 374 km of additional network have been laid with respective totals of 109,000 connections and 718 km of network since the beginning of the project launched in Yopougon by the Hydraulic Minister in May 2020. "Water for All" is a flagship programme from the Ivorian Government that aims to overcome the two main obstacles to access to drinking water: the absence of a distribution network in some villages and the connection cost, billed at CFA Francs 167,000 on average. It is difficult for groups where few have a bank account or any savings to pay. In response, the State is providing a substantial subvention, bringing the cost of connection down to CFA Francs 10,000, and investing in the distribution network. For its part, SODECI is making an initial investment with its own resources which will then be reimbursed by the State.

For SODECI, "Water for All" is inseparable from what it considers to be a crucial acronym: TFPI. In other words: Technical and Financial Performance Improvement. The idea is to guarantee access to drinking water, a public service, for nearly 5 million people, ensuring fulfilment of Target 6 of the Sustainable Development Goals (SDG): "Ensure access to water and sanitation for all." The TFPI programme also aims to improve network efficiency with an eventual target of over 80% across the leased area.

In its first phase, the programme is aimed at nearly 1.6 million people across the Grand Abidjan area, including the towns of Songon, Bassam, Bingerville, Anyama and Bonoua. Alongside the TFPI programme, more places have been connected to the public drinking water network through connections subsidised by the Water Development Fund (*Fonds de développement de l'eau*, FDE). 325,000 connections have been completed since 2019. In total, nearly 190,000 subsidised connections were completed in 2021 benefiting the most vulnerable groups.

Mini-grids

These independent mini-grids enable water and electricity access in areas far from existing infrastructure. Complementary to the interconnected grid, they have proved to be an adequate solution in Africa. Their more limited size makes it easier to use renewable energies, such as solar, and contribute to the continent's low carbon development.

Concession agreement for the Moyi Power consortium for hybrid mini-grids in the DRC

This project has been developed in the Democratic Republic of Congo (DRC) by Moyi Power (meaning "the power of the sun" in the lingala language). Due to its size and critical mass, it is a perfect example of public-private partnerships (PPP) for distributed renewable energy. In June 2021, a 22-year concession agreement was signed by Moyi Power, a consortium composed of Eranove, a British company called Gridworks Partners and a private Spanish company, AEE Power Ventures, with the DRC Government. It covers installation of hybrid electricity mini-grids focusing on solar energy in three towns in the north of the country.

The 600,000 inhabitants of Gemena, Bumba and Isiro, which are not covered by the national power network, will benefit from power production and distribution solutions which are reliable, affordable and clean. The "mini-grids" are based on solar panels combined with a diesel generator to meet demand at peak times.

The project is part of the wider "Rise" initiative launched by the Congolese Minister for Energy and Hydraulic Resources. Its eventual aim is to cover 1.4 million people in 23 additional locations, in partnership with the United Kingdom. Funding will be through a combination of resources from the Moyi Power consortium and debt and subsidies provided by Development Finance Institutions (DFIs). "This type of PPP combines local African and international expertise to meet the specific needs of users and to optimise natural resources," declared Marc Albérola, CEO of the Eranove Group, upon signature of the agreement. "Mini-grids are a perfect example of the ethical model our Group fosters on the continent: energy can be supplied to areas without it and a lack of infrastructure can be overcome, while still ensuring continued access to power. This innovative solution with great potential works in synergy with the interconnected network to respond to the challenges of development and combat climate change."

3. Encouraging sustainable consumption amongst customers

Smart Energy, a subsidiary of CIE and the Eranove Group created in 2016, supports its customers in improving their energy efficiency, both in terms of their consumption efficiency and their use of renewable energy sources. It develops "measurement" plans to better understand which stations consume the most power and control their activity. Smart Energy also encourages industrial customers to produce their own renewable energy using solar equipment or biomass.

CIE and SODECI, companies in the Eranove Group that are in direct contact with water and electricity consumers, promote efficient use of those resources through messages broadcast on several media outlets (internet, social networks, posters, written press, audio-visual, etc.). The "Save Energy" information and advertising campaign launched by CIE in 2017 encourages consumers to increase their "eco-gestures" to better control their expenses and reduce their carbon footprint. This campaign is run permanently on the CIE website www.cie.ci in Côte d'Ivoire.

For Ivorian consumers to take concrete measures to reduce their consumption, CIE sells energy efficiency products in its branches that have been recognised and tested by Smart Energy. It also assists customers whose consumption is increasing.

Smart Energy retained to execute the contract to redevelop and improve energy performance at the Sogefiha tower

Smart Energy, a subsidiary of the Eranove Group, has been retained to execute the contract to redevelop and improve energy performance at the Sogefiha tower, following an international bidding process. Leading a group of three companies, its services will lead to energy savings of 30% for a public building which is covered in glass windows and consumes a lot of energy through air conditioning. The tower takes its name from the housing management and financing body (*Société pour la gestion et le financement de l'habitat*, SOGEFIHA) and is located in Plateau, Abidjan's business centre. The authorities would like to set an example by improving its energy performance from 254 to 157 kWh per year and per square metre.

These energy efficiency savings, Smart Energy's speciality, will stem from a renovated air conditioning system, a new lighting and glazing system, the introduction of a Building Management System (BMS) and the installation of a solar field. Furthermore, an energy management system will be installed, accompanied by training and awareness activities, to ensure good practice and the sustainability of the energy savings. Expertise France is the project manager and it is funded by the European Union (EU). It is part of a more general programme to improve energy efficiency in public buildings in Côte d'Ivoire run by the General Energy Department (*Direction générale de l'énergie*, DGE) .

C - Integrating innovation

The Eranove Group is committed to a voluntary innovation and digitalisation of key industrial processes strategy, which had a ramp-up in 2018 in five areas: the network, energy efficiency, the digital plant, the digitalisation of service to customers, and training. In particular, implementation involves smart grid deployment with smart metres on water and power networks, as well as innovation application and digital transformation in companies.

Georeferencing the connections of Low Voltage (LV) customers

Billing, collection, LV repair and other services require knowledge of a customer's geographical address. Georeferencing is mainly used to make it easier to locate an LV customer with a view to improving repair times. Launched in 2020, georeferencing has now been rolled out across all Abidjan's regional departments.

The average repair time (ART) was 2 hours 48 minutes by the end of December 2021, compared to 3 hours 35 minutes by the end of December 2020, i.e., an improvement of 46 minutes.

Remote meter management

In the past, a meter had to be read at an LV customer's home to generate a bill. This practice risked mistakes occurring during the reading and upon data entry of the indexes.

With the remote management system, the indexes are read remotely and appear directly in the billing system, therefore removing two potential sources of mistakes. Bills are more reliable with fewer disputes. The system has been adopted by branches in Djibi, Marcory, 2 plateaux, Cocody, Adjamé Sud (including le Plateau) and Bingerville.

Introduction of cheque terminals

There have been problems with implementation of bills paid by cheque as it can take a long time for the payment to be confirmed, sometimes up to a month. With cheque terminals, payment is receipted within 48 hours, making it easier for customers to monitor movements on their bank accounts.

Acoustic leak detection

When this project to identify numerous invisible leaks was launched in 2017 the option of systematic daily searches with acoustic equipment was adopted. This choice has resulted in the detection of more than 5,000 leaks and a reduction in the leak linear index - 0.3 in 2021, compared to 1.18 in 2018.

AWALE revolutionises access to the digital economy

Making essential life services accessible: this is the mission of the Eranove Group which is using Africa's technical potential to improve access to services - electricity but also the Internet with fibre optic services provided by All West Africans Linked by Energy (AWALE). "*We have looked for the right technical positioning on the market, respecting the neutrality of the Internet,*" explains Cédric Lombardo, Sustainable Development Director at the Eranove Group. "*We weren't looking for competition. On the contrary, we wanted the most balanced position in a highly regulated space to provide an answer for everyone through mobile telephone operators such as MTN CI and ORANGE CI, as well as all the other Internet providers.*"

AWALE has nearly 2,000 km of fibre optic cables and, since 2015, has been playing an important role across the entire geographic area of Grand Abidjan and Côte d'Ivoire's provincial towns. Its services supply over 20,000 "housing equivalents" (homes or offices).

"*We use the overhead carriers from Côte d'Ivoire's national electricity transmission and distribution network to deploy the fibre optic cables which we provide to all the telecoms operators,*" explains Daniel Sampah, AWALE Managing Director. "*This has the advantage of optimising use of a passive resource - the overhead electricity network carriers - and reducing visual pollution. This solution enables telecoms operators to make substantial savings in terms of network investment and maintenance infrastructure. We are pooling the costs between the various operators.*"

Access to fibre optic has not only resulted in an improvement in the superfast broadband service but also much lower access costs which are almost no longer billed. Similarly, packages are no longer determined on the basis of communication time but on the basis of the speed requested. "*Fibre optic is progressively democratising access to superfast broadband - and in parallel the entire digital economy and skills,*" continues Daniel Sampah. "*For example, between 2015, when the first AWALE fibre optics were installed, and today, an internet package with some operators has fallen from 45 to 23 Euros a month.*"

D - Fostering closer links with host communities

Since 2014, the Eranove Group has structured its social initiatives around ISO 26000 guidelines; this standard defines the way in which organisations can and must contribute to sustainable development. Stakeholders therefore have a framework within which to express themselves and steer the social initiatives from which they may benefit directly or indirectly.

1. Stakeholder involvement

The Eranove Group's foothold in its operating countries is enriched by regular discussions with stakeholders. Aware of its influential role towards its subsidiaries, subcontractors, suppliers and partners, the Eranove Group encourages them to respect the fundamental principles in terms of responsibility.

In the development of new Eranove Group facilities, stakeholder involvement is incorporated into project design in three areas: public consultation, participatory development of stakeholder engagement plans and the introduction of liaison committees in the impacted communities. For the Kénié hydroelectric dam project on the Niger River in Mali, the French organisation HUDDA arranges communication and information sessions with resident stakeholders on behalf of the Eranove Group.

In 2020, the Eranove Group updated its approach with its suppliers to confirm the inclusion of ethical, social and environmental clauses in all its contracts. Furthermore, its main suppliers were involved in the deployment of ethnical charters and due diligence within the framework of combating corruption.

Eranove Group subsidiaries are encouraged to develop a comprehensive approach to involve their stakeholders - in particular by following the framework proposed by the ISO 26000 standard with stakeholder mapping and an inclusive and regular communication and consultation process.

> Aware of its influential role towards its subsidiaries, subcontractors, suppliers and partners, the Eranove Group encourages them to respect the fundamental principles in terms of responsibility.

CIPREL has established itself as an example in this area with its good practices. In 2019, CIPREL's CSR department and neighbouring communities received training on the Participatory Assessment Process (PAP). Its aim was to help CIPREL assess and improve its CSR efficiency and to better understand the concerns of neighbouring communities in order to strengthen its communication. Following this training course, CIPREL set up a joint monitoring committee (CIPREL/Communities). Every two months, it organised a meeting on priority action with a view to continuously improving stakeholder cohesion and communication. The presentation of CIPREL's activities gave communities a better understanding of the CSR and environmental protection initiatives undertaken.

For its part, CIE's Power Production Department (Direction de la production d'électricité, DPE) identified and prioritised the 408 stakeholder groups according to their influence and potential impact between them and the company's activities. These partners are then invited to voice their expectations, suggestions and recommendations identified during open and participatory discussions. These discussions take place regularly - weekly, monthly, quarterly or annually - according to the specifics of the stakeholders. The expectations expressed are translated into issues and applied in action plans.

Maternity equipment for a rural health centre

A donation of medical equipment has been made to a maternity hospital in the village of Kouahinikro in eastern Côte d'Ivoire on the border with Ghana. This initiative from the Eranove Foundation, in collaboration with SODECI, aims to reduce maternal, neonatal and infant mortality. The donation provided equipment for this new maternity hospital, enabling it to operate across an area covering a total of five villages. Pregnant women will no longer have to travel 7 km, sometimes using inappropriate forms of transport (bicycle, motorbike, tricycle), to reach the health centre in Ghana on the other side of the border. Gynaecological and prenatal consultations and births can now be carried out in Kouahinikro whose maternity hospital has also been equipped and repainted.

2. Participating in the development of host communities

Historically, thanks to its African foothold and stakeholder involvement, the Eranove Group has involved host communities in a common vision of economic and social development.

★ €792,136
committed to societal initiatives[36]

Measures are taken throughout the year and in each company to benefit those living close to operational sites, covering areas ranging from health to sport and including culture, education, the environment, and water and electricity access. All these measures contribute to shared development.

Moreover, the local development measures seek to promote the Group's managerial model with local communities: training in participative village management and assistance with social organisation, tools to identify sources of wealth, promotion of a family savings culture and sustainable management of resources.

36 Amounts released and invested in external support, sponsorship and partnership initiatives in the field of sport, culture, health and education.

Community consideration is incorporated from the facility development phase with, where applicable, a resettlement action plan (RAP) drafted and implemented to compensate those affected by the project. This includes livelihood restoration plans for managers of identified businesses, in accordance with the regulations and in line with local legislation and international standards.

The Group's societal role has been strengthened by the Eranove Foundation launched in 2019. Driven by the values of human respect, good governance, solidarity and commitment to environmental protection, the Foundation's mission is to undertake action in the general interest to benefit local community development, health and education.

The DUH in Taabo funds a banana production project for women from Kokoti-Kouamekro

For Taabo's Hydroelectric Power Plant Department (Direction d'usine hydroélectrique, DUH), located in southern Côte d'Ivoire, supporting the local population and developing a local foothold is a major part of its CSR measures, in accordance with CIE's CSR policy. Within this framework, the CSR & Compliance Unit funded a project for the "Gnanmien Fangan" cooperative led by local women to produce and sell plantain and bananas. This project, 100% organic because it uses natural compost as fertilizer, was launched in March 2021 and aims to create income generating activities for women.

Resurrection of the Nouamou 1 state primary school

Thanks to SODECI and the Eranove Foundation, the Nouamou 1 primary school located in Nouamou in the département of Tiapoum, has undergone something of a metamorphosis. The roof had been damaged but is waterproof again in the event of rain. The buildings housing the six classrooms and a cafeteria have been renovated, new toilets have been installed and 80 tables and chairs delivered, costing a total of CFA Francs 8 million.

This initiative brought a school opened in 1960 back to life and was praised by the administrative, political and traditional authorities who attended the ceremony in November 2021. Artisans from the village were encouraged to contribute and inputs were acquired from regional suppliers. .

Social activities at the Kékéli electric power plant

The Kékéli (meaning "dawn" in the mina language) electric power plant, located in an industrial area a few kilometres from the autonomous port of Lomé and operated by the Eranove Group, organises social activities within the framework of its CSR measures. In 2021, this involved educational initiatives, community relations and a Livelihood Recovery Plan (LRP) for people displaced from the area around the power plant.

Initial environmental and social assessments for the Kékéli project revealed the presence of economically active individuals on the plot of land attributed to the power plant: a tailor and apprentices, four (04) market gardeners and a hairdresser. These Project Affected Persons (PAP) were compensated by the State under the supervision of the Inter-Ministerial Compensation Committee (comité interministériel d'indemnisation, COMEX).

In addition to the compensation received from the State, Kékéli decided to support those affected to help them resume their business activities. An international consultant was recruited for this task. The LRP drawn up by the consultant set out the resources required to support the PAPs (CFA Francs 28.7 million). A subsequent assessment suggests that the PAP are satisfied and are continuing to work.

In terms of education, a fence has been constructed between a primary school and the perimeter of the power plant to protect pupils from the company's construction traffic and the street which separates the school from the power plant. When school began in September, donations were made to the 415 pupils at this school who come from two fishing villages near the power plant, Gbétsogbé and Noudokopé. Kékéli provided kits containing suitable school equipment (bags, books, school textbooks, pens, etc.) to all pupils, from nursery to Year 6. For the holiday season, the school children were given a Christmas tree and gifts. There was no special ceremony because of Covid-19 health restrictions.

Finally, in terms of community relations and following delivery of donations in the form of health equipment and food products in 2020, a 2-day training course was held for 46 members of 7 fishing groups in April 2021. The training session was provided by the Togo Fishing Ministry and covered fishing techniques and good practices. A second activity in July and August involved cleaning the rainwater drainage channels in Gbétsogbé which had become blocked by sand and waste. Kékéli employed the services of a specialist to clean the channels and place gratings and buffers on them as a sustainable solution. In its relations with the two villages, Kékéli is often invited by the chieftaincies and various organised groups to take part in ceremonies. The power plant therefore provided support in the form of food supplies worth CFA Francs 400,000 for the enthronement of the chiefs of Gbétsogbé and Noudokopé in February 2021.

APPENDICES

ANNEXE I - EFPD cross-reference table

EFPD INFORMATION[41]	SECTION IN THE 2021 REPORT
Business model	Extra-Financial Performance Declaration
Presentation of the main risks	Extra-Financial Performance Declaration
Due diligence procedures and key performance indicators	Appendices
Societal impacts of the business	Chapter 2: Developing human capital Chapter 4: Providing access to essential life services and contributing to local development
Environmental impacts of the business	Chapter 3: Protecting the environment and responding to climate change
Climate change	Chapter 3: Protecting the environment and responding to climate change
Circular economy	Chapter 3: Protecting the environment and responding to climate change
Collective agreements entered into within the company and on their impacts on the company's economic performance and employees' working conditions and initiatives to prevent discrimination and promote diversity	Chapter 2: Developing human capital
Fighting food waste	Chapter 3: Protecting the environment and responding to climate change
Fighting discrimination and promoting diversity	Chapter 2: Developing human capital
Disabilities	Chapter 2: Developing human capital
Actions aiming to promote physical and sporting activities	Chapter 2: Developing human capital

41 *Concerning the topics required by Article R. 225-105-1 of the French Commercial Code, the fight against food insecurity, protection of animal welfare and responsible, fair and sustainable nutrition, were deemed as not relevant for the Eranove Group. The company's activities do not relate to the production, sale or distribution of food products.*

ANNEXE II - GRI cross-reference table

GENERAL INFORMATION		SECTION OF THE REPORT
STRATEGIES AND ANALYSIS		
G4-1	Statement from the organisation's head decision-maker	Editorial
G4-2	Description of main impacts, risks and opportunities	Extra-Financial Performance Declaration
ORGANISATION PROFILE		
G4-3	Organisation name	Editorial
G4-4	Main brands, products and services	Editorial
G4-5	Registered office of the organisation	Editorial
G4-6	Location of the organisation	Editorial
G4-7	Ownership and legal status of the organisation	Appendix V
G4-8	Geographical distribution of the organisation's market	Editorial
G4-9	Size of the organisation	Editorial / 2.A
G4-10	Total number of employees by employment contract type and by gender	2.A
G4-11	Percentage of employees covered by a collective agreement	2.A
G4-13	Changes in the organisation during the reporting period	1.A
G4-14	Methodology, processes and precautionary principle within the organisation	Appendix III / 2.C / 4.A.2
G4-15	Codes, policies and other initiatives which the organisation has adopted	1.C / 1.D / 3.B
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
G4-18	Reporting principles and system, process for defining content and aspects scope	Appendix III
G4-19	Relevant aspects identified in the process for defining content	EFPD / 1/ 2/ 3/ 4 / Appendix 3
G4-20	Scope of relevant aspects within the organisation	EFPD / 1/ 2/ 3/ 4 / Appendix 3
G4-21	Scope of relevant aspects outside the organisation	4
STAKEHOLDER ENGAGEMENT		
G4-24	List of stakeholders in dialogue with the organisation	Editorial / EFPD/ 4.D /4.D
G4-25	Stakeholder identification and selection criteria	Editorial / 5.C
G4-26	Method for the involvement of stakeholders and frequency of dialogue	4.A / 4.D
G4-27	Key stakeholder topics and concerns as regards dialogue	Editorial / 4.A / 4.D.1
REPORT PROFILE		
G4-28	Reporting period	Editorial / Appendix III
G4-29	Publication date of most recent report	Appendix III
G4-30	Reporting cycle	Editorial / 1.D
G4-31	Reporting key focus area	Masthead
G4-33	External audits	Appendix V
GOVERNANCE		
STRUCTURE AND COMPOSITION		
G4-34	Governance structure of the organisation	1.A
G4-35	Delegation of powers process	1.A
G4-36	Appointment of economic, environment and corporate managers and their line managers	1.C / 1.D
G4-38	Set out the composition of the higher governance body and its committees	1.A / 1.C
G4-42	Set out the roles of the higher governance body and executive managers in relation to the organisation's development, approval, mission updates, mission values or statements, strategies, policies and goals as regards economic, environmental and corporate impacts.	1.A
ROLE OF THE HIGHER GOVERNANCE BODY IN RISK MANAGEMENT		
G4-45	Set out the role of the higher governance body as regards identifying and managing economic, environmental and corporate impacts, risks and opportunities.	1.A / Appendix 3
G4-46	Set out the role of the higher governance body as regards examining the effectiveness of the organisation's risk management processes in economic, environmental and corporate areas	1.A
G4-47	Indicate how often the higher governance body examines the economic, environmental and corporate impacts.	1.A / Appendix 3

GENERAL INFORMATION		SECTION OF THE REPORT
ROLE OF THE HIGHER GOVERNANCE BODY IN SUSTAINABLE DEVELOPMENT REPORTING		
G4-48	The most senior manager in charge of examining and officially approving the sustainable development report	1.A
COMPENSATION AND INCENTIVES		
G4-52	Compensation calculation process	1.A / 2.A
ETHICS AND INTEGRITY		
G4-56	Description of the organisation's values, principles, standards and rules in relation to conduct	1.C
G4-57	Procedures for obtaining advice on ethical and law-abiding conduct	1.C
SPECIFIC INFORMATION		
Advice on the description of the managerial approach		
G4DMA	Relevance of the aspect and the impacts which justify it	Editorial / EFPD / 1/2/3/4/ Appendix III
G4DMA	Methodology for managing the aspect and its impacts	Editorial / EFPD / 1/2/3/4/ Appendix III
CATEGORY: ECONOMY		
ASPECT: ECONOMIC PERFORMANCE		
G4-EC1	Direct economic value created and distributed	3.A / 4.B.2/ 4.C / 2.A / 2.B / 4.D
G4-EC2	Climate change-related risks and opportunities likely to lead to major changes in business activities, income or expenditure	DPEF / 3.B
G4-EC3	Extended benefit pension scheme coverage	2.B
ASPECT: MARKET PRESENCE		
G4-EC5	Ratios of basic starting salary by gender in comparison with the local minimum wage	2.A
ASPECT: INDIRECT ECONOMIC IMPACTS		
G4-EC7	Development and impact of investment in infrastructure and service support	3.A / 4.B.2 / 4.C
G4-EC8	Substantial indirect economic impacts and the scale of such impacts	3.A / 3.B / 4.B.2/ 4.C
CATEGORY: ENVIRONMENT		
ASPECT: MATERIALS		
G4-EN1	Consumption of materials in weight and volume	3.A / 4.B.3 / 3.B / 3.C
ASPECT: ENERGY		
G4-EN6	Reducing energy consumption	3.A / 4.B.3 / 3.B / 3.C
G4-EN7	Reducing the energy needs of products and services	3.A / 4.B.3 / 3.B / 3.C
ASPECT: WATER		
G4-EN8	Total volume of water taken by source	3.A / 3.B / 3.C
ASPECT: EMISSIONS		
G4-EN19	Reduction of GHG emissions	3.B
ASPECT: EFFLUENTS AND WASTE		
G4-EN22	Total water effluents by type and destination	3.B / 3.C
G4-EN23	Total waste weight by type and processing method	3.B / 3.C
CATEGORY: SOCIAL		
SUB-CATEGORY: DECENT WORKING CONDITIONS AND EMPLOYMENT PRACTICES		
ASPECT: EMPLOYMENT		
G4-LA1	Total number of new hires, and staff turnover rate by age, gender and geographical area	2.A
G4-LA2	Social benefits offered to employees on the main operating sites	2.B
ASPECT: EMPLOYER/EMPLOYEE RELATIONS		
G4-LA4	Minimum notice period in the event of an operational change included in an agreement	2.A
ASPECT: HEALTH AND SAFETY AT WORK		
G4-LA5	Percentage of the total workforce represented in the occupational health and safety joint committees	2.C
G4-LA6	Rate and type of workplace accidents, occupational illnesses, absenteeism, lost workdays by geographical area and by gender	2.C
G4-LA7	Employees who are directly and frequently exposed to specific work-related illnesses as part of their jobs	2.C

GENERAL INFORMATION		SECTION OF THE REPORT
ASPECT: TRAINING AND EDUCATION		
G4-LA9	Average number of employee training hours during the reporting period	2.D
G4-LA10	Employee training and skills development programmes	2.D
ASPECT: DIVERSITY AND EQUAL OPPORTUNITIES		
G4-LA12	Breakdown of employees by professional group, age and gender	2.A
ASPECT: EQUAL PAY FOR WOMEN AND MEN		
G4-LA13	Ratio of basic salary and comparison between women's and men's salaries for each category	2.A
SUB-CATEGORY: HUMAN RIGHTS		
ASPECT: ANTI-DISCRIMINATION		
G4-HR3	Total number of discriminatory incidents and corrective actions implemented	2.A
ASPECT: ASSESSMENT OF SUPPLIER COMPLIANCE WITH HUMAN RIGHTS REGULATIONS		
G4-R10	Percentage of new suppliers checked against human rights-related criteria	4.D.1
G4-R11	Negative impacts on human rights in the supply chain and measures taken	4.D.1
SUB-CATEGORY: SOCIETY		
ASPECT: LOCAL COMMUNITIES		
G4-SO1	Percentage of sites having implemented schemes to involve local communities, impact assessments and development programmes	4.D
ASPECT: ANTI-CORRUPTION MEASURES		
G4-SO3	Communication and training on anti-corruption policies and procedures	1.C
SUB-CATEGORY: RESPONSIBILITY FOR PRODUCTS		
ASPECT: HEALTH AND SAFETY OF CONSUMERS		
G4-PR1	Percentage of product and service categories for which health impacts are assessed with the aim of making improvements	4.A.2
ASPECT: PRODUCT AND SERVICES LABELLING		
G4-PR3	Information on products and services required by organisational procedures	4.A.2

APPENDIX III - Methodological note

General context

Since the 2015 fiscal year, the Eranove Group has conducted CSR reporting, complying voluntarily with Law no. 2010 788 promulgated on 12 July 2010 on national commitment to the environment, known as "Grenelle 2", which brings in greater transparency and non-financial reporting obligations. The approach, which until then had been voluntary, became obligatory for the Group following the promulgation of Order no. 2017-1180 of 19 July 2017, on the publication of non-financial information by certain large companies and groups of companies, which transposes European directive 2014/95/EU. This order introduces the obligation to include an **"Extra-Financial Performance Declaration - EFPD"** in the management report, containing information on how the company is responding to the social and environmental consequences of its business activities.

In its EFPD, the Eranove Group:

- + describes its business activity, in the "business model",
- + proves, via its "risk analysis", that its commitments are in line with the reality of its business and covers the most important and relevant issues,
- + Makes a commitment via its "CSR policy", presents its results with means indicators and key performance indicators.

On this basis, the CSR indicators selected by Eranove have been adapted to meet the regulatory requirements set out by Articles L225-102-1 and R.225-105-2 of the French Commercial Code and to cover the main risks. Key performance indicators are marked with a ✪ in the risk table (see chapter "extra-financial performance declaration").

Moreover, the Eranove Group aims in its report to apply the principles of the Global Reporting Initiative (GRI) with respect to producing sustainable development reports, namely: thoroughness, clarity, timeliness, balance and accuracy.

Finally, the Eranove Group is engaged in a multi-year process of ongoing progress and improvement in order to enhance

its internal reporting system, to make its data reliable and expand the number of actions and indicators it tracks. The objective is to give the most accurate picture possible of its footprint and provide an effective management tool.

Extra-Financial Performance Declaration

METHODOLOGY AND PROCESSES USED TO ANALYSE RISK AND THE CSR POLICY

The process implemented during the 2021 fiscal year to carry out the non-financial risk analysis and analyse the CSR policy followed the following main steps:

METHOD FRAMEWORKS

The risk analysis methodology draws on the definitions and frames of reference of France's Autorité des Marchés Financiers (AMF) and those of ISO 31000: 2018.

- Definition of risk: "Risk means the possibility of an event happening whose consequences would affect the people, assets, environment and objectives of the company or its reputation (Extract from the AMF frames of reference)".
- Frames of reference: the documents below have served as a frame of reference in the risk-definition approach:
  - Risk management and internal control systems - Frame of reference - AMF - 36 pages - 22 July 2010
  - Frame of reference on risk management and internal control systems for small and medium-size companies - AMF - 10 pages - 22 July 2010
  - Standard: ISO 31000: 2018 Risk management - Guidelines

METHODOLOGICAL STARTING POINTS

In year 1 of compliance with the EFPD (Article 225 of the French Commercial Code, Extra-Financial Performance Declaration), several choices were made:

- Identification of events: negative risks [-] or positive risks/opportunities [+], being thorough on overall Group risks and adopting a formulation specific to the business activities and distinctive features of the company and its subsidiaries.
- Performance of an initial qualitative risk rating: principal risks; other risks and voluntary initiatives, pursuant to the law (principal risks).
- Set up a Group policy of Group RIs and MIs to monitor general risk management, with each company being responsible for dealing with risks (contextualisation of risk > subsidiary policies > subsidiary due diligence (action plans, programmes) > subsidiary results.
- Overall approval by a representative panel of directors of the company and of its main subsidiaries.

In year 4 (2021 fiscal year), the teams responsible for sustainable development carried out a risk review and ranking according to the residual risk. This update was widely shared within the Group with its subsidiary heads of sustainable development (CIE, SODECI, CIPREL, SDE, SMART ENERGY, KEKELI, ATINKOU) on Group sustainability days. Then with 12 directors and finally with the Group's Executive Committee. It was approved during a working session with senior management and the general secretariat held on 30 May 2022.

Risk areas have been understood beyond the strict interpretation of the regulations applicable to the EFPD. Therefore, all of the quality/customer risks and governance risks have been taken into account.

In the end, the key performance indicators for the main non-financial risks are presented (indicated by a star) throughout the "Extra-Financial Performance Declaration" (see presentation table of risk analysis results, in the Extra-Financial Performance Declaration chapter) and/or in the additional indicators presented in the appendices of this report. The other risks and opportunities taken into account and voluntary initiatives.

In addition to the main risks, the company endeavours to manage all of its impact, risks and opportunities, and has voluntarily committed to the initiatives it considers useful:

+ Human Capital: includes the other risks, opportunities and voluntary initiatives as follows: headcount management, diversity, adherence to international labour standards.
+ Environmental protection: includes the other risks, opportunities and voluntary initiatives as follows: pollution caused by waste and emissions into the air, consumption of other raw materials and inputs, regulatory changes and restrictions, developing an energy-efficient service offering, support for the development and financing of renewable energy projects, the protection and rehabilitation of the natural environment.
+ Relations with society: includes the other risks, opportunities and voluntary initiatives as follows: contribution to social and economic development, responsible purchasing, promoting our local roots.
+ Governance and business practice: includes the other risks, opportunities and voluntary initiatives as follows: respect for the company's principles of governance, ESG information for investors.

STAGES IN THE PROCESS IMPLEMENTED SINCE THE 2018 FISCAL YEAR

Collection of existing data

The initial risk analysis was conducted based on a large-scale document review (via the group's Share file) with the support of a specialist consultant. The focus was on capitalising on the existing documentation, being thorough, without impacting the operational teams at this stage.

Analysis of the existing information and formulation of an initial plan

Based on the documentation, it was decided to proceed in several stages:

+ identification, formalisation and ranking of the main negative risks [-] and positive opportunities [+];
+ formulation of a Group CSR policy.
+ identification of KPIs (quantitative) and KPNs (qualitative) already piloted, already checked, to be created in the future for a better understanding by third parties or for better management.
+ compliance with ISO 26000, used within the company as a voluntary standard.
+ "communicatory" one-page summary of the policy.

Review of the plan prior to its submission to a panel

The plan was then submitted, debated and amended following exchanges between the team in charge, an external consultant and the top management of Eranove Group to finalise a version that could be put to the panel.

Panel interview

The plan was then submitted to a panel of 12 directors of the main companies and subsidiaries. Notes were taken continuously during the interviews.

Inclusion of notes

Considered by the project team as sufficiently solid and supported, this document was submitted to the panel for information and final observations.

Approval

The risk analysis carried out for the 2018 fiscal year was approved by the Board of Directors in June 2019. Risk mapping, updated (including biodiversity) for the 2021 fiscal year, was approved by the Board of Directors on 14 June 2022.

APPLICABLE TEXTS

+ Law on the Extra-Financial Performance Declaration
+ Order no. 2017-1180 of 19 July 2017 on the publication of non-financial information by certain large companies and certain groups of companies.
+ Decree no. 2017-1265 of 09 August 2017 which implements Order no. 2017-1180 of 19 July 2017 on the publication of non-financial information by certain large companies and certain groups of companies.
+ Decree of 14 September 2018 amending the Decree of 13 May 2013 determining the conditions under which the independent third-party organisation conducts its work
+ "Sapin II" law on the fight against corruption
+ Law no. 2016-1691 of 09 December 2016 on transparency, anti-corruption and modernisation of economic life

CSR reporting methodology: procedure and reporting tools

The CSR reporting project was initiated by the Group's senior management in November 2014 in order to reflect, as comprehensively and accurately as possible, the growing importance of CSR within all entities of the Group.

In this regard, a computerised system for the collection and consolidation of social, environmental and societal data was put in place using software known as OPERA, which has been selected and deployed. The CSR indicators were integrated into this configured software, which includes historical data since 2012.

The list of indicators (bundles of entries into the information system) is the reference framework used by the Group. Each indicator has: a unique numerical identifier, a name, a definition, a calculation methodology (or calculation formula), a unit, the reporting period, the scope covered, the sources and managers, the comments and the annual columns used to report the data.

CHOICE OF INDICATORS

Aware of the importance of CSR reporting, the Eranove Group decided not to reduce the scope of the indicators to the main risks and Articles L225-102-1 and R.225-105-2 of the French Commercial Code, but instead, to broaden the 2020 scope by seeking to reflect the main impacts of its operations.

+ DEFINITION OF GROUP-WIDE ENVIRONMENTAL, SOCIAL AND SOCIETAL INDICATORS

Each year, an initial series defining additional indicators is put forward by the Sustainable Development (SD) team to incorporate regulatory changes and feedback. These series are shared with each operational entity to confirm the feasibility and relevance of the initial definition.

Many working sessions common to the subsidiaries and between each subsidiary, with the SD team within the Sustainable Development circle, ensured that the indicators were consistent with the analysis of the CSR risks and properly reflected the reality of the business line. Definitions were then adjusted and the scopes refined.

For reasons of stability, if a change in the definition of the indicator made in 2021 changes the value of the 2020 indicator, it has been decided not to carry forward the calculation of the 2019 indicator, except as otherwise provided in the commentary.

+ CHANGES IN INDICATORS FROM 2020 TO 2021

This section gives the changes to indicators between the 2020 and 2021 CSR reporting following feedback from members of the Sustainable Management Circle and/or upon request from the independent third-party organisation in charge of verification. These developments include: the new indicators, the reformulation of titles, definitions or calculation modes and the deletion of indicators.

With regards to the collection of corporate indicators (Human Resources):

The definitions and/or calculation formulae were adjusted for the following indicators, with the aim of elimination ambiguities and ensure good reproducibility:

+ Workforce covered by voluntary social security
+ Proportion of the workforce covered by voluntary social security

Creation of an indicator on the proportion of disabled persons in the total workforce:

+ Proportion of disabled persons in the total company workforce

Creation of an indicator on the percentage of payroll spent on training:

+ Proportion of payroll spent on training

Creation of an indicator on the average number of training hours per employee:

+ Number of training hours per employee

Collection of environmental indicators

Adjustment, reformulation of titles, definitions, units and/or calculation modes of the following indicators:

+ Electricity consumption by electricity production plants
+ External electricity consumption by electricity production plants
+ Electricity consumption by headquarters, branches and offices
+ Natural gas consumption
+ DDO consumption
+ HVO consumption
+ Total interconnected installed thermal capacity
+ Total interconnected installed hydroelectric capacity
+ Total electricity production from thermal power plants
+ Total electricity production from hydroelectric power plants
+ Available thermal energy
+ Available hydroelectric energy
+ GHG emissions during electricity production
+ NOx emissions, electricity production
+ SOx emissions, electricity production

Creation of sub-indicators to break down consumption and production by site (Ayamé 1, Ayamé 2, Koossou, Taabo, Buyo, Faye, N'Goulmendjim, Dibwangui, Kenie, Sahofika, Cavally, Vridi, CIPREL, Atinkou and Kékéli) for the following indicators:

+ Electricity consumption by electricity production plants
+ External electricity consumption by electricity production plants
+ Natural gas consumption
+ DDO consumption
+ HVO consumption
+ Total interconnected installed thermal capacity
+ Total interconnected installed hydroelectric capacity
+ Total electricity production from thermal power plants
+ Total electricity production from hydroelectric power plants
+ GHG emissions during electricity production
+ NOx emissions, electricity production
+ SOx emissions, electricity production

Creation of new indicators:

+ Strength of GHG emissions - production and distribution of drinking water
+ - Air quality measurements
+ - Compliant air quality measurements
+ - Air quality measurement rates compliant with national and international regulations

Collection of societal indicators

Adjustment, reformulation of titles, definitions, units and/or calculation modes of the following indicator:

+ Support, sponsorship and partnership expenditure

Creation of 15 sub-indicators to break down availability rates by site (Ayamé 1, Ayamé 2, Koossou, Taabo, Buyo, Faye, N'Goulmendjim, Dibwangui, Kenie, Sahofika, Cavally, Vridi, CIPREL, Atinkou and Kékéli)

Creation of indicators on project E&S expenses, anti-corruption management system scope, warning system scope

REPORTING

*** REPORTING TOOL**

The reporting tool, named OPERA CSR, was updated in response firstly to modifications and addition of the indicators chosen and validated for the 2021 fiscal year, and secondly, to the need to optimise the time frame and quality of reporting results. It now has the following functionality:

+ Connection mode: SaaS (Software as a Service): direct access over the internet with a dedicated payable code for each user
+ Display of a dashboard for monitoring entries and alerts, indicating:
  + the number of indicators for which data has been entered (data alert threshold)
  + the number of indicators to be corrected or justified (variation alert threshold)
  + the number of indicators with incoherent data (coherence alert threshold)
  + the rate of progress of the entry (confidential indicators included)
  + the completion of comments
  + the completion of sources
  + the completion of managers
+ Creation of a collection for entering and consulting data on wages (confidential area), with reduced access to ensure the confidentiality of information
+ Automated calculation of the greenhouse gas emissions indicators in order to facilitate the inclusion of emission factors specific to each country
+ Inclusion of new indicators on voluntary social security, GHG emissions, external electricity consumption by electricity production plants, anti-fraud actions and third party accidents,
+ Automatic reporting of data in a format that can be directly used as an appendix to the Sustainable Development reports (incorporating the name and logo of the entity concerned and the indicators where it is included in the scope), known as "Grenelle reporting".
+ Graphic reporting of data in an Excel format that can be used for presentations or internal materials.

The user manual, updated by the developer AMELKIS (France) according to changes made to the software (V4) was sent during deployment of this new version to each of the users in the entities, in order to ensure proficiency with the tool.

*** REPORTING PROCEDURE**

The reporting procedure (ESA-RSE-REP-2017-12), approved 28 December 2017, describes the eight main stages characterised by well-defined tasks and responsibilities:

N°	STAGES OF THE PROCESS	TASKS	RESPONSIBLE
1	Report request	- Define framework and guidelines of the reporting. - Prepare general scheduling of the report. - Communicate the reporting guidelines and schedule to the companies	ERANOVE Senior Management ERANOVE Sales & Marketing Dept ERANOVE SDD SD CIRCLE ITO
2	Configuration of the Opera tool for reporting	- Identify deletions and additions of indicators - Request software update from the vendor - Perform technical operations to incorporate the updates made - Create the reporting period(s) in the software	ERANOVE SD TEAM ERANOVE RI IS CONTRACTOR SD CIRCLE ITO
3	Reporting data collection and entry by the companies	- Define within the company the reporting guidelines and schedule - Prepare the reporting data indicators - Check the reliability of data produced by employees - Collect data from those responsible for data production - Enter and save the data in the Opera software - Create the reproductions of the company's data - Audit data entry and check the data in Opera	Company CSR manager Dept concerned Eranove SD TEAM
4	Preparation of Group report statements	- For each company, check the effectiveness and comprehensiveness of data entry into the software - Prepare the Group data retrieval statements	Company CSR manager Dept concerned ERANOVE SDD
5	Preparation of the Sustainable Development report (Group) including the EFPD	- Creation of detailed summary with the contributions of subsidiaries - Conduct/update the CSR risk analysis, business model and CSR policy - Write the Group's Sustainable Development report, including the EFPD	ERANOVE SD TEAM ERANOVE SDD ERANOVE Sales & Marketing Dept CSR manager subsidiaries CSR CONSULTANT
6	Check the Group's non-financial CSR reporting	- Perform an internal audit for thoroughness, reliability and consistency of the reporting data (indicator and Group SD report, including the EFPD) - Check and certify the reliability and compliance of the CSR reporting data with current standards	ERANOVE SDD CSR manager companies Senior management - companies Eranove Senior Management ITO
7	Validation of extra-financial reporting by the Board of Directors	- Validation of the company CSR indicators by senior management then by the Company Board of Directors - Validation of the Group's CSR reporting (indicators and SD report, including the EFPD) by Eranove senior management and the Board of Directors - Publication of the report on the verification of the Group's CSR reporting by the ITO	Senior management - company Board of Directors - companies ERANOVE Senior Management ERANOVE Board of Directors ITO
8	Publication of the SD reports of the companies and Group	- Writing the company SD report - Edition, publication and circulation of the company and Group SD reports (including the EFPD)	Company CSR manager Eranove SDD Design and printing contractor

REPORTING SCOPE

In 2021, the information, whatever the domain, social, societal or environmental, published in this report, covers all companies having an operational activity in the Eranove Group, namely: CIE, SODECI, CIPREL, SDE, ERANOVE CI, ERANOVE SA, AWALE CORPORATION, GS2E, and SMART ENERGY and KEKELI EFFICIENT POWER and ATINKOU

Work carried out under management or services contracts is excluded from the reporting system.

For all information, year-on-year comparisons are based on like-for-like scope.

For each of the indicators, the companies concerned are specified if the indicator does not cover full scope.

For certain indicators, changes in results are not presented in relation to year n-1, but are shown as percentages or annual average growth rates, compared to years in which major initiatives were introduced. Data for 2019, 2020 and 2021 is available in the appendix.

DISCLAIMER AND METHODOLOGY LIMITATIONS

Severity rate and frequency of lost time are calculated on the basis of theoretical hours worked, calculated from the workforce number at the end of the month, multiplied by the monthly timetable for a 40-hour (Côte d'Ivoire and Senegal) or 35-hour (France) working week, and multiplied by 12 months. For example (35 hours/week * 52 weeks/year/12 months a year) 151.67 hours/month in France and (40 hours/week * 52 weeks/year/12 months a year) 173.33 hours/month in Côte d'Ivoire and Senegal. Using this method, the theoretical working time takes into account the changes in the workforce throughout the year.

The following are taken into account when calculating the absenteeism rate: absences for occupational accidents, unauthorised absences, sick leave, and dismissals.The occupational accidents calculation includes CME and CMEAU student interns.

With regards to water production and distribution, the network efficiency takes into account the revenue from water invoiced to the customer and on drinking water provided to the network (this means treated water from plants and, for SDE, water from boreholes connected to the network after chlorination). Technical efficiency from distribution is from Dakar and Abidjan, where water discharges entering the respective capitals is measured.

The total energy consumption indicator is the sum of electrical energy consumption, and those from natural gas, DDO/HVO and Fuel Oil/Diesel oil consumption

ENV 410 = (ENV415+ENV420+ENV425+ENV430)
+ENV440*0,00901067+(ENV450+ENV460)
*0,01+((ENV470+ENV475) /1000) *0,00985833

Conversion factors are based on PCI data and density resulting from the GHG assessment on the ADEME website (http://www.bilans-ges.ademe.fr/):

- Natural gas: 49.6 GJ/t. – 654 kg/m^3
- - HVO/DDO: 40 GJ/t – 900 kg/m^3
- - Fuel oil / Diesel oil: 42 GJ/t – 845 kg/m^3

Calculation of Eranove Group's greenhouse gas emissions
The calculation of greenhouse gas emissions was carried out with the support of Carbone 4 from the ADEME Base Carbone database (http://www.bilans-ges.ademe.fr/), the IEA and the IPCC. This support progressed the emission factors used to calculate the 2020 carbon footprint and allowed for a complete assessment of scope 2 and a significant improvement to scope 3.

For electricity consumption of headquarters, branches, offices and facilities:

- Côte d'Ivoire electricity = 0.465 kgCO_2e/kWh
- Senegal electricity = 0.958 kgCO_2e/kWh
- France electricity = 0.061 kgCO_2e/kWh
- Togo electricity = 0.391 kgCO_2e/kWh

For fuel:

- Petrol= 2.70 kgCO_2e/l
- Road diesel =3.09 kgCO_2e/l. ;

For DDO and HVO:

- Heavy fuel oil = 3.16 kgCO_2e/l.;

For natural gas:

- Natural gas = 2.26 kg CO_2e/m^3

For fuel oil/diesel oil used in generators:

- Diesel = 3.099 kgCO_2e/l.

The Eranove Group's GHG report has been drawn up according to the standards and guidelines of GHG Protocol (https://ghgprotocol.org/) and the ADEME GHG assessment (https://www.bilans-ges.ademe.fr/).

The GHG emissions calculation is based on 3 parameters, called "scope":

- Scope 1: direct emissions related to industrial processes, energy production, SF6 and refrigerant leaks from air conditioning, mobile combustion (from owned vehicles), and estimated emissions from hydroelectric power plants
- Scope 2: emissions related to electrical energy consumption and to the energy networks
- - Scope 3: other indirect emissions, namely, upstream energy, purchases of products and services, fixed assets, upstream freight, home to work trips, operational waste

When it comes to GHG, for the energy section of our operations, Eranove is an energy producer, energy transmitter, energy distributor and marketer all at the same time.

On a methodological level, we count CIE which brings together all business lines and network losses in scope 1, since it is an integral part of its industrial process. The calculation of network losses is used to assess the actions taken to reduce network losses. It does not mean additional emissions as it would for a company operating outside the energy sector. GHG emissions are calculated as follows: emission factors related to energy production = emission factors from energy sold + emission factors related to network losses.

For other entities in the Group (including energy-producing companies), emissions related to network losses are counted in scope 2 since the entities have no levers for action on the network. In its "scope 2" guidelines, the GHG Protocol states that companies that are both electricity producers and consumers can omit scope 2 from assets that consume electricity, even if this electricity is extracted from the network and not directly self-consumed. This "guideline" prevents any double counting between electricity production emissions on the one hand and electricity consumption emissions on the other. On this basis, electricity consumption of Côte d'Ivoire subsidiaries has not been taken into account in the calculation of associated GHG emissions. This also prevents double counting emissions related to CIE network losses. These losses are recorded:

- In scope 1 for production assets operated by Eranove
- In scope 2, for the additional electricity transmitted by CIE only, namely electricity from independent producers, Azito and Aggreko

Moreover, Eranove uses the scope 3 measure voluntarily in order to lead useful reduction measures and to be as true as possible to the reality of its emissions.

APPENDIX IV - 2019 to 2021 performance indicators

Corporate indicators

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
1 - COMPANY HEADCOUNT							
SOC110	**Total company workforce**				**9,010**	**7,822**	**8,334**
SOC111	Total workforce, Managers (MA)	Total number of the company's Managers (MA), consisting of those on current permanent contracts and those on current temporary contracts. NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors.	No. of individuals	Total workforce on current permanent and temporary contracts at the time of reporting. NB: Managers whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported. Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract.	1,056	1,065	1,148
SOC112	Total workforce, Supervisors (S)	Total number of the company's Supervisors (S), consisting of those on current permanent contracts and those on current temporary contracts. NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors.	No. of individuals	Number of Supervisors on current permanent and temporary contracts at the time of reporting. NB: Supervisors whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported. Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract.	4,103	3,462	3,638
SOC113	Total workforce, Workers (W)	Total number of the company's Workers (W), consisting of those on current permanent contracts and those on current temporary contracts. NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors.	No. of individuals	Number of Workers on current permanent and temporary contracts at the time of reporting. NB: Workers whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported. Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract.	3,851	3,295	3,548
SOC1201	**Percentage of women in the workforce**				**22.67,%**	**23.18,%**	**21.96,%**
SOC121	Total workforce, female Managers (MA)	Total number of the company's female Managers (MA), consisting of those on current permanent contracts and those on current temporary contracts. NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors.	No. of individuals	Number of female Managers on current permanent and temporary contracts at the time of reporting. NB: Female Managers whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract.	297	300	298
SOC122	Total workforce, female Supervisors (S)	Total number of the company's female Supervisors (S), consisting of those on current permanent contracts and those on current temporary contracts. NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors.	No. of individuals	Number of female Supervisors on current permanent and temporary contracts at the time of reporting. NB: Female Supervisors whose last day of work is the last day of reporting (for example: 31/12/N) are counted in the numbers at the time of reporting and included in the number reported Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract.	1,196	1,072	1,099
SOC123	Total workforce, female Workers (W)	Total number of the company's female Workers (W), consisting of those on current permanent contracts and those on current temporary contracts. NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors.	No. of individuals	Number of female Workers on current permanent and temporary contracts at the time of reporting. NB: Female Workers whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract.	550	441	433
SOC130	**Total workforce, Expatriate**				**7**	**7**	**8**
SOC131	Total workforce, expatriate Managers (MA)	Total number of the company's Managers (MA) on current permanent contracts and temporary expatriate contracts. The concept of an expatriate has nothing to do with nationality. It reflects the nature of the signed contract. NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors.	No. of individuals	Number of expatriate Managers on current temporary and permanent contracts at the time of reporting NB: Expatriate Managers whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract.	7	7	8
SOC132	Total workforce, expatriate Supervisors (S)	Total number of the company's Supervisors (S) on current permanent contracts and temporary expatriate contracts. The concept of an expatriate has nothing to do with nationality. It reflects the nature of the signed contract. NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors.	No. of individuals	Number of expatriate Supervisors on current temporary and permanent contracts at the time of reporting. NB: Expatriate Supervisors whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract.	0	0	0
SOC133	Total workforce, expatriate Workers (W)	Total number of the company's Workers (W) on current permanent contracts and temporary expatriate contracts. The concept of an expatriate has nothing to do with nationality. It reflects the nature of the signed contract. NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors.	No. of individuals	Number of expatriate Workers on current temporary and permanent contracts at the time of reporting NB: Expatriate Workers whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported. Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract.	0	0	0

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
SOC140	**Total workforce by age bracket**				**9,010**	**7,822**	**8,334**
SOC141	Total workforce aged 18-25	Total number of employees as of the reporting date aged 18 years or more and strictly less than 26. NB: until his or her 26th birthday, an employee is still 25 years old.	No. of individuals	In Excel, use the formula 'n =DATEDIF ([Date of birth];"dd/mm/2021";"y") which will give the age and classify by age bracket. NB: To help with age classification, select 2 decimal places after the comma.	189	138	262
SOC142	Total workforce aged 26-35	Total number of employees as of the reporting date aged 26 years or more and strictly less than 36. NB: until his or her 36th birthday, an employee is still 35 years old.	No. of individuals	In Excel, use the formula 'n =DATEDIF ([Date of birth];"dd/mm/2021";"y") which will give the age and classify by age bracket. NB: To help with age classification, select 2 decimal places after the comma.	3,058	2,405	2,739
SOC143	Total workforce aged 36-45	Total number of employees as of the reporting date aged 36 years or more and strictly less than 46. NB: until his or her 46th birthday, an employee is still 45 years old.	No. of individuals	In Excel, use the formula 'n =DATEDIF ([Date of birth];"dd/mm/2021";"y") which will give the age and classify by age bracket. NB: To help with age classification, select 2 decimal places after the comma.	3,232	3,092	3,194
SOC144	Total workforce aged 46-55	Total number of employees as of the reporting date aged 46 years or more and strictly less than 56. NB: until his or her 56th birthday, an employee is still 55 years old.	No. of individuals	In Excel, use the formula 'n =DATEDIF ([Date of birth];"dd/mm/2021";"y") which will give the age and classify by age bracket. NB: To help with age classification, select 2 decimal places after the comma.	1,751	1,510	1,529
SOC145	Total workforce aged 56 and over	Total number of employees as of the reporting date aged 56 years or over.	No. of individuals	In Excel, use the formula 'n =DATEDIF ([Date of birth];"dd/mm/2021";"y") which will give the age and classify by age bracket. NB: To help with age classification, select 2 decimal places after the comma.	780	677	610
SOC150	**Total workforce by contract type**				**9,010**	**7,822**	**8,334**
SOC151	Total workforce on temporary contracts	Total number of employees on temporary contracts at the close of the reporting period	No. of individuals	Number of employees on temporary contracts. Employees on temporary contracts whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported.	472	364	802
SOC152	Total workforce on permanent contracts	Total number of employees on permanent contracts at the close of the reporting period	No. of individuals	Total workforce on permanent contracts. Employees on temporary contracts whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported.	8,538	7,458	7,532
SOC160	**Total workforce by country**				**9,010**	**7,822**	**7,532**
SOC161	Total workforce, France	Total number of temporary and permanent employees working in France	No. of individuals	Number of employees on permanent and temporary contracts at the close of the reporting period.	26	25	27
SOC162	Total workforce, Côte d'Ivoire	Total number of temporary and permanent employees working in Côte d'Ivoire	No. of individuals	Number of employees on permanent and temporary contracts at the close of the reporting period.	7,759	7,752	8,250
SOC163	Total workforce, Senegal	Total number of temporary and permanent employees working in Senegal	No. of individuals	Number of employees on permanent and temporary contracts at the close of the reporting period.	1,225	17	18
SOC164	Total workforce, Mali	Total number of temporary and permanent employees working in Mali	No. of individuals	Number of employees on permanent and temporary contracts at the close of the reporting period.	0	0	0
SOC165	Total workforce, Democratic Republic of Congo	Total number of temporary and permanent employees working in DR Congo	No. of individuals	Number of employees on permanent and temporary contracts at the close of the reporting period.	0	0	0
SOC166	Total workforce, Saudi Arabia	Total number of temporary and permanent employees working in Saudi Arabia	No. of individuals	Number of employees on permanent and temporary contracts at the close of the reporting period.	0	0	0
SOC167	Total Togo workforce	Total number of temporary and permanent employees working in Togo	No. of individuals	Number of employees on permanent and temporary contracts at the close of the reporting period.		28	39
2 - WORKFORCE WITH A DISABILITY - COMPANY							
SOC210	**Total workforce, Côte d'Ivoire**	**A person affected by a disability means "any individual whose physical or mental integrity is temporarily or permanently reduced (...), compromising his or her autonomy, ability to attend school or occupy a job", (extract from the Ivorian Labour Code)** **NB: Whether or not an employee has a disability is decided by the occupational health division,**	**No. of individuals**		**99**	**155**	**165**
SOC250	Number of disabled persons hired	Total number of disabled persons hired on temporary or permanent contracts into the Company workforce during the reporting period. NB: The disability is assessed and certified by a company doctor specialising in occupational medicine. The recruitment of disabled persons may, under certain conditions, be subject to a tax credit.	No. of individuals	Number of first temporary or permanent contracts recorded for disabled persons during the reporting period. NB 1: if the same individual has several contracts throughout the same period, this person is only counted once. It is not the date on the first contract that prevails but rather the date the employee begins work. NB2 Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract.	0	0	0

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
SOC260	Number of disabled persons in the workforce	Total number of employees on temporary or permanent contracts suffering from a physical infirmity, whether or not this was acquired after hiring NB: The disability is assessed and certified by a company doctor specialising in occupational medicine.	No. of individuals	Number of disabled persons employed on temporary or permanent contracts at the end of the reporting period (for example on the 31/12/N) NB 1: disabled employees whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported. NB 2: this number equates to the total of previous indicators SOC230 + SOC 240	99	155	165
SOC213	Proportion of disabled persons in the total company workforce	Percentage of employees on temporary or permanent contracts suffering from a physical infirmity, whether or not this was acquired after hiring, in the total company workforce during the reporting period	%	SOC 210 (Total disabled workforce / SOC 110 (total company workforce)	1.10,%	1.98,%	1.98,%
3 - TRAINING							
SOC310	**Total number of training sessions**				**7,250**	**5,315**	**5,198**
SOC311	Number of training sessions followed by managers	Total number of Managers having attended formal training sessions, NB: A single managerial employee trained during n sessions is accounted for n times, Training of employees leaving the Company in the course of the year is counted,	No. of individuals	Number of Managers having participated in training sessions by the end of the reporting period. The trained workforce is counted based on attendance sheets. NB: For companies with a training centre, do not omit the training sessions carried out outside theses centres. For long training courses (over several years), the trained workforce is counted at the end of the training.	1,341	802	788
SOC312	Number of training sessions followed by supervisors	Total number of supervisory employees having attended formal training sessions, NB: A single supervisory employee trained during n sessions is accounted for n times, Training of employees leaving the Company in the course of the year is counted,	No. of individuals	Number of Supervisors having participated in training sessions by the end of the reporting period. The trained workforce is counted based on attendance sheets. NB: For companies with a training centre, do not omit the training sessions carried out outside theses centres. For long training courses (over several years), the trained workforce is counted at the end of the training	3,515	2,433	2,708
SOC313	Number of training sessions followed by workers	Total number of Workers having attended formal training sessions, NB: A single Worker trained during n sessions is accounted for n times, Training of employees leaving the Company in the course of the year is counted,	No. of individuals	Number of Workers having participated in training sessions by the end of the reporting period. The trained workforce is counted based on attendance sheets. NB: For companies with a training centre, do not omit the training sessions carried out outside theses centres. For long training courses (over several years), the trained workforce is counted at the end of the training	2,394	2,080	1,702
SOC340	**Total number of in-house training sessions (CME, CMEAU)**				**6,361**	**4,570**	**4,036**
SOC341	Number of in-house training sessions followed by managers	Total number of Managers who attended training sessions for which the direct costs were invoiced by the Group's training centres (CME Bingerville, CME Dakar, CMEAU Abidjan). The number of training sessions attended is linked to the number of employees present at the various sessions. NB: A single managerial employee trained during "n" sessions is counted "n" times. Training of employees leaving the Company in the course of the year is counted.	No. of individuals	Number of Managers having participated in in-house training sessions by the end of the reporting period. The trained workforce is counted based on attendance sheets. NB: For long training courses (over several years), the trained workforce is counted at the end of the training.	866	276	353
SOC342	Number of in-house training sessions followed by supervisors	Total number of Supervisors who attended training sessions for which the direct costs were invoiced by the Group's training centres (CME Bingerville, CME Dakar, CMEAU Abidjan). The number of training sessions attended is linked to the number of employees present at the various sessions. NB: A single managerial employee trained during "n" sessions is counted "n" times. Training of employees leaving the Company in the course of the year is counted.	No. of individuals	Number of Supervisors having participated in in-house training sessions by the end of the reporting period. The trained workforce is counted based on attendance sheets. NB: For long training courses (over several years), the trained workforce is counted at the end of the training	3,127	2,218	2,023
SOC343	Number of in-house training sessions followed by workers	Total number of Supervisors who attended training sessions for which the direct costs were invoiced by the Group's training centres (CME Bingerville, CME Dakar, CMEAU Abidjan). The number of training sessions attended is linked to the number of employees present at the various sessions. NB: A single managerial employee trained during "n" sessions is counted "n" times. Training of employees leaving the Company in the course of the year is counted.	No. of individuals	Number of Workers having participated in in-house training sessions by the end of the reporting period. The trained workforce is counted based on attendance sheets. NB: For long training courses (over several years), the trained workforce is counted at the end of the training	2,368	2,076	1,660
SOC350	**Total number of external training sessions**				**889**	**745**	**1,183**
SOC351	Number of external training sessions followed by managers	Total number of Managers who attended training sessions for which the direct costs were invoiced by training centres external to the Group (local or foreign companies or providers). The number of training sessions attended is linked to the number of employees present at the various sessions. NB: A single managerial employee trained during "n" sessions is counted "n" times. Training of employees leaving the Company in the course of the year is counted.	No. of individuals	Number of Managers having participated in external training sessions by the end of the reporting period. The trained workforce is counted based on attendance sheets. NB 1: For long training courses (over several years), the trained workforce is counted at the end of the training. NB2: GS2E passes on available personnel data to CIE and SODECI for consideration in their respective reporting	475	526	446

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
SOC352	Number of external training sessions followed by supervisors	Total number of Supervisors who attended training sessions for which the direct costs were invoiced by training centres external to the Group (local or foreign companies or providers). The number of training sessions attended is linked to the number of employees present at the various sessions. NB: A single managerial employee trained during "n" sessions is counted "n" times. Training of employees leaving the Company in the course of the year is counted.	No. of individuals	Number of Supervisors having participated in external training sessions by the end of the reporting period. The trained workforce is counted based on attendance sheets. NB 1: For long training courses (over several years), the trained workforce is counted at the end of the training. NB2: GS2E passes on available personnel data to CIE and SODECI for consideration in their respective reporting	388	215	695
SOC353	Number of external training sessions followed by workers	Nombre total de salariés OE ayant été présents aux sessions de formations dont les coûts directs ont été facturés par les centres de formation du groupe (CME Bingerville, CME Dakar, CMEAU Abidjan). Le nombre de formation suivies est lié au nombre de salariés présents lors des différentes sessions. NB : un même salarié OE formé sur « n » sessions est comptabilisé « n » fois. Les formations des salariés sortis de l'entreprise en cours d'exercice sont à comptabiliser.	No. of individuals	Number of Workers having participated in external training sessions by the end of the reporting period. The trained workforce is counted based on attendance sheets. NB 1: For long training courses (over several years), the trained workforce is counted at the end of the training. NB2: GS2E passes on available personnel data to CIE and SODECI for consideration in their respective reporting	26	4	42
SOC320	**Total training expenses**	**All expenses generated by training and campaigns delivered to employees up to the end of the reporting period; these expenses only include the direct costs of training hours delivered in the Group's training centres or in external centres and companies, either within the country or internationally. NB: training expenses are to be reported using the invoices received from providers and the payment statements of temporary staff (freelance) where applicable.**	**€**	**Total expenses for training delivered during the reporting period for both in-house and external training Total training expenses = In-house training expenses S0C 321 + External training expenses S0C 322 NB: does not take into account expenses directly linked to training (excludes accommodation, catering and transport)**	**2,910,807**	**2,179,407**	**1,940,223**
SOC321	In-house training expenses	All expenses generated by the in-house training delivered to employees up to the end of the reporting period; these expenses only include the direct costs of training hours delivered in the Group's training centres (CME Bingerville, CME Dakar, CMEAU Abidjan) NB: in-house training expenses are to be reported using the invoices issued by the Group's training centres.	€	Total expenses for training delivered during the reporting period for all in-house training. NB: does not take into account expenses directly linked to training (excludes accommodation, catering and transport).	724,903	481,826	528,690
SOC322	External training expenses	All expenses generated by external training delivered to employees up to the end of the reporting period; these expenses only include the direct costs of training hours delivered in external centres and companies, either within the country or internationally. NB: external training expenses are to be reported using the invoices received from providers and the payment statements of temporary staff (freelance) where applicable.	€	Total expenses for training delivered during the reporting period for all external training. NB:1 does not take into account expenses directly linked to training (excludes accommodation, catering and transport). NB2: GS2E passes on available personnel data to CIE and SODECI for consideration in their respective reporting	2,185,904	1,810,112	1,411,534
SOC323	Proportion of payroll spent on training	Percentage of all expenses generated by training provided to employees compared to total payroll in the reporting period	%	SOC 320 (Total training expenses) / SOC 400 (Total company payroll	2.62,%	2.23,%	1.62,%
SOC330	**Number of training hours**				**177,531**	**375,904**	**217,703**
SOC331	Hours of in-house training	Total sum of hours spent by all temporary and permanent employees in training sessions in Eranove Group training centres during the reporting period.	No. of hours	Number of participant hours at a session or meeting = length of the session or meeting * number of participants Total number of training hours = accumulated total hours for all formal sessions or meetings. Or: Total sum of training hours minus (-) the total sum of external training hours. NB 1: A 2-hour training session with 5 employees is counted as 10 hours and not 2. Hours are calculated based on attendance sheets or tracking documents NB 2 training by interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors are not counted.	153,415	169,255	180,952
SOC332	Hours of external training	Total sum of hours spent by all temporary and permanent employees in training sessions in external centres and companies (outside the Group's training centres) during the reporting period.	No. of hours	Number of participant hours at a session or meeting = length of the session or meeting * number of participants Total number of training hours = accumulated total hours for all formal sessions or meetings. Or: Total sum of training hours minus (-) the total sum of in-house education and training hours. NB 1: A 2-hour training session with 5 employees is counted as 10 hours and not 2. Hours are calculated based on attendance sheets or tracking documents NB 2 training by interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors are not counted.	24,116	206,649	36,751
SOC333	Number of training hours per employee	Average number of employee training hours in the reporting period	No. of hours	SOC 330 (Total training hours) / SOC 110 (Total company workforce)	20	48	26

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
4 - SALARIES							
SOC400	Total payroll of the business	Sum of gross compensation paid to all employees of the business, excluding in-kind benefits and employer contributions.	€	Total amount paid in employee salaries, excluding in-kind benefits and employer contributions, such as those reported externally: - For France, gross social security, - For Côte d'Ivoire, Senegal and Togo, declarations to social security agencies.	111,033,966	97,541,960	119,407,436
SOC410	✪ Amount of gross annual salaries		€		122,355,532	105,319,781	125,825,909
SOC411	✪ Gross annual pay, Managers	Sum of compensation paid to all Managers in the Company's workforce before deductions of mandatory contributions. In-kind benefits are taken into account in this amount.	€	Sum of all annual gross salaries paid to Managers during the reporting period.	42,122,079	41,121,892	54,051,984
SOC412	✪ Gross annual pay, Supervisors	Sum of compensation paid to all Supervisors in the Company's workforce before deductions of mandatory contributions. In-kind benefits are taken into account in this amount.	€	Sum of all annual gross salaries paid to Supervisors during the reporting period.	50,140,400	40,816,208	45,948,145
SOC413	✪ Gross annual pay, Workers	Sum of compensation paid to all Workers in the Company's workforce before deductions of mandatory contributions. In-kind benefits are taken into account in this amount.	€	Sum of all annual gross salaries paid to Supervisors during the reporting period.	30,093,053	23,381,681	25,825,780
SOC420	**✪ Amount of gross annual pay, women**		**€**		**27,468,394**	**24,463,718**	**24,897,073**
SOC421	✪ Gross annual pay, Female Managers	Sum of compensation paid to all FEMALE Managers in the Company's workforce before deductions of mandatory contributions. In-kind benefits are taken into account in this amount.	€	Sum of all annual gross salaries paid to female Managers during the reporting period.	9,634,455	9,354,777	10,533,294
SOC422	✪ Gross annual pay, Female Supervisors	Sum of compensation paid to all FEMALE Supervisors in the Company's workforce before deductions of mandatory contributions. In-kind benefits are taken into account in this amount.	€	Sum of all annual gross salaries paid to female Supervisors during the reporting period.	13,566,472	11,778,142	11,152,875
SOC423	✪ Gross annual pay, Female Workers	Sum of compensation paid to all FEMALE Workers in the Company's workforce before deductions of mandatory contributions. In-kind benefits are taken into account in this amount.	€	Sum of all annual gross salaries paid to female Workers during the reporting period.	4,267,467	3,330,799	3,210,904
SOC430	**Average gross annual pay**		**€**		**394,761**	**455,226**	**679,562**
SOC431	Average gross annual pay, Managers	Average compensation paid to all Supervisors in the Company's workforce before deductions of mandatory contributions. In-kind benefits are taken into account in this average.	€	Amount of gross annual salaries, Managers / "Number of Managers paid"	595,068	717,790	1,046,140
SOC432	Average gross annual pay, Supervisors	Average compensation paid to all Supervisors in the Company's workforce before deductions of mandatory contributions. In-kind benefits are taken into account in this average.	€	Amount of gross annual pay, Supervisors / "Number of Supervisors paid"	105,671	101,764	122,714
SOC433	Average gross annual pay, Workers	Average compensation paid to all Workers in the Company's workforce before deductions of mandatory contributions. In-kind benefits are taken into account in this average.	€		104,631	93,989	113,215
SOC440	**Average gross annual pay, women**		**€**		**402,956**	**330,728**	**313,984**
SOC441	Average gross annual pay, Female Managers	Average compensation paid to all Female Managers in the Company's workforce before deductions of mandatory contributions. In-kind benefits are taken into account in this average.	€	Amount of gross annual salaries, female Managers / "Number of female Managers paid"	561,536	529,855	451,883
SOC442	Average gross annual pay, Female Supervisors	Average compensation paid to all Female Supervisors in the Company's workforce before deductions of mandatory contributions. In-kind benefits are taken into account in this average.	€	Amount of gross annual pay, female Supervisors / "Number of female Supervisors paid"	111,305	78,162	100,042
SOC443	Average gross annual pay, Female Workers	Average compensation paid to all Female Workers in the Company's workforce before deductions of mandatory contributions. In-kind benefits are taken into account in this average.	€	Amount of gross annual salaries, female Workers / "Number of female Workers paid"	69,263	63,046	69,717
5 - OCCUPATIONAL ACCIDENTS							
SOC500	**Occupational accident**	**Unforeseen event experienced by the employee causing injuries out of or in the course of work, whatever the cause.**		**Documents justifying an occupational accident are declarations to the National Social Security Fund (CNPS) in Côte d'Ivoire, the Social Security Fund in Senegal, National Social Security Fund (CNSS) in Togo and at net-entreprises.fr in France.**			
SOC510	Occupational accidents, with and without time lost, other than during commuting	Accidents involving employees with and without lost time, excluding accidents during trips between home and the workplace and the location of meal breaks. NB: a commuting accident is an accident that occurs: -Between the home and the workplace, -Between the workplace and the place where the employee goes to take his or her meal break.	Number	Total occupational accidents with lost time for temporary and permanent employees, and accidents without lost time for temporary and permanent employees at the close of the reporting period. NB: does not include commuting accidents.	133	111	114

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
SOC520	Occupational accidents, besides commuting, with lost time	Accidents to employees with medically prescribed, paid lost time (allocation paid by the social security agency as compensation for wages suspended by the employer), excluding accidents during trips between home and the workplace and between the workplace and the location of meal breaks, as well as fatal occupational accidents.	Number	Total occupational accidents with lost time of 1 day or more for temporary and permanent employees during the reporting period. NB: does not include occupational accidents without lost time and occupational accidents leading to immediate or delayed death of the employee. Only occupational accidents declared and accepted by social security agencies are reported.	127	109	109
SOC525	Commuting accident	Accidents to employees with medically prescribed, paid lost time (allocation paid by the social security agency as compensation for wages suspended by the employer), occurring during trips between home and the workplace and between the workplace and the location of meal breaks, excluding fatal occupational accidents.	Number	Total occupational accidents with lost time of 1 day or more for temporary and permanent employees during the reporting period occurring during trips from home to workplace or workplace to location of meal breaks. NB: does not include occupational accidents without lost time and occupational accidents leading to immediate or delayed death of the employee. Only occupational accidents declared and accepted by social security agencies are reported.	55	51	54
SOC530	Occupational accidents causing a death	Occupational accidents other than during commuting causing immediate or delayed death of the employee.	Number	Total occupational accidents other than commuting causing immediate or delayed death of the employee during the reporting period.	0	3	2
SOC540	Number of workdays lost	Sum of medically prescribed days lost for accidents excluding during commuting and enabling employees to interrupt their activities with the payment of daily compensation for wage	Days	Total number of days (calendar days) not worked by permanent and temporary workers due to an occupational accident (except lost time due to commuting accidents between home and the workplace and the workplace and location of meal breaks) during the reporting period. NB: -Only includes days of lost time that took place over the period. -For deaths, only the lost workdays prior to death (if applicable) are counted.	3,204	2,683	3,829
SOC550	✪ Severity rate	The severity rate represents the number of paid days of lost time per 1,000 hours worked, i.e. the number of days lost for temporary disability per 1,000 hours worked.	Days	Severity rate: Number of workdays lost by permanent and temporary employees (SOC 540) X 1,000 / total number of theoretical hours worked per year (SOC 610)	0.17	0.17	0.23
SOC560	✪ Frequency rate	The frequency rate is the number of accidents other than during commuting with lost time greater than one day, occurring in a given time period per million hours of work.	Number	Frequency rate: Number of occupational accidents other than during commuting with days lost by permanent and temporary employees (SOC 520) / total number of theoretical hours worked per year (SOC 610) * 1,000,000	6.82	6.76	6.47
6 - WORKING TIME							
SOC610	**✪ Company theoretical working time**		**Hours**		**18,622,580**	**16,122,182**	**16,841,723**
SOC611	Managers, theoretical working time	Time to be worked by Managers (temporary and permanent) per regulations in force.	Hours	Senegal, Côte d'Ivoire and Togo: Managers' total at month end *173.33 during the reporting period France: Managers' total at month end *151.67 during the reporting period	2,072,861	2,108,041	2,303,812
SOC612	Supervisors, theoretical working time	Time to be worked by Supervisors (temporary and permanent) per regulations in force.	Hours	Senegal, Côte d'Ivoire and Togo: Supervisors' total at month end *173.33 during the reporting period France: Supervisors' total at month end *151.67 during the reporting period	8,426,703	7,121,413	7,347,232
SOC613	Workers, theoretical working time	Time to be worked by Workers (temporary and permanent) per regulations in force.	Hours	Senegal, Côte d'Ivoire and Togo: Workers' total at month end *173.33 during the reporting period France: Workers' total at month end *151.67 during the reporting period	8,123,016	6,892,728	7,190,680
SOC620	**Company overtime**		**Hours**		**642,558**	**466,336**	**655,041**
SOC621	Manager overtime	Working time authorised by written agreement of management carried out by Managers beyond the statutory duration of working hours in force.	Hours	If applicable: Total manager overtime (temporary and permanent) at the close of the reporting period	0	0	0
SOC622	Supervisors overtime	Working time authorised by written agreement of management carried out by Supervisors beyond the statutory duration of working hours in force.	Hours	If applicable: Total supervisor overtime (temporary and permanent) at the close of the reporting period	286,239	189,787	297,512
SOC623	Worker overtime	Working time authorised by written agreement of management carried out by Workers beyond the statutory duration of working hours in force.	Hours	If applicable: Total worker overtime (temporary and permanent) at the close of the reporting period	356,319	276,549	357,529

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
7 - ABSENTEEISM							
SOC700	**Total time of absence (TTA)**	**Absenteeism is the duration of lawful and unlawful absences by temporary and permanent employees over a given period. Lawful absences: statutory leave, maternity leave, unpaid leave, dismissals, exceptional statutory leave, sick leave, occupational and travel accidents. Total duration of lawful and authorised absences by employees.**	**Hours**	**SOC710 + SOC720 + SOC730 + SOC740 + SOC750 + SOC760 + SOC770 + SOC780**	**3,209,795**	**1,872,497**	**1,898,296**
SOC710	Absences for statutory leave (ACL)	Duration of statutory annual leave taken with compensation by employees of the company on temporary or permanent contracts	Hours	Total statutory leave (according to the definition of the national Labour Code) taken by temporary and permanent employees by the close of the reporting period. Côte d'Ivoire, Senegal and Togo: 8 hours per day (40 hours/week) France: 7 hours per day (35 hours/week) NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors.	2,869,731	1,596,388	1,634,130
SOC720	Absences for maternity leave (ACM)	Duration of maternity or paternity leave taken by employees on temporary or permanent contracts.	Hours	Côte d'Ivoire, Senegal and Togo: Number of days maternity/paternity leave taken by employees * 8 hours France: Number of days maternity/paternity leave taken by employees * 7 hours NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors.	112,263	94,332	94,694
SOC730	Absences for unpaid leave (ACS)	Duration of statutory annual leave taken without compensation for personal reasons by employees on temporary or permanent contracts	Hours	Côte d'Ivoire, Senegal and Togo: -Number of concerned employees * number of days taken as unpaid leave * 8 hours France: -Number of concerned employees * number of days taken as unpaid leave * 7 hours NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors	5,778	406	1,944
SOC740	Absences due to dismissals (AMP)	Duration of absences of employees on temporary or permanent contracts having received a temporary suspension of the employment contract as a disciplinary measure.	Hours	Côte d'Ivoire, Senegal and Togo: -Number of days dismissal * 8 hours France: -Number of days dismissal * 7 hours NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors	7,064	4,248	1,716
SOC750	Absences for exceptional permission (APE)	Duration of absences authorised to employees on temporary or permanent contracts by the employer based on family event duly justified by the employee and non-deductible from the statutory leave. These absences are defined by the Labour Code, collective agreements or internal regulations: marriage, death, birth, etc.	Hours	Côte d'Ivoire, Senegal and Togo: Number of exceptional permission days' leave taken * 8 hours France: Number of exceptional permission days' leave taken * 7 hours NB 1: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors NB2: GS2E passes on available personnel data to CIE and SODECI for consideration in their respective reporting	26,748	15,370	14,779
SOC760	Absences due to illness (AAM)	Length of time of interruptions of work recommended by a doctor (occupational health division or other) for employees on temporary or permanent contracts during the reporting period.	Hours	Côte d'Ivoire, Senegal and Togo: -Number of days sick leave * 8 hours France: -Number of days sick leave * 7 hours NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors	146,637	125,793	104,681
SOC770	Absences for occupational and commuting accidents (ATT)	Length of absences of employees on temporary or permanent contracts for occupational and commuting accidents.	Hours	Côte d'Ivoire, Senegal and Togo: (Number of days lost time by temporary and permanent employees due to an occupational accident + Number of days lost time by temporary and permanent employees due to a commuting accident) * 8 hours France: (Number of days lost time by temporary and permanent employees due to an occupational accident + Number of days lost time by temporary and permanent employees due to a commuting accident) * 7 hours NB: -Only includes days of lost time for the year n-1. -For deaths, only the lost workdays prior to death (if applicable) are counted. NB: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors	34,480	30,726	36,312
SOC780	Unauthorised absences (ANA)	Length of unlawful and unexcused absences by employees on temporary or permanent contracts	Hours	Côte d'Ivoire, Senegal and Togo: Number of non-authorised days of absence by temporary and permanent employees * 8 hours France: Number of non-authorised days of absence by temporary and permanent employees * 7 hours NB1: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors. NB2: GS2E passes on available personnel data to CIE and SODECI for consideration in their respective reporting	7,096	5,234	10,040

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
SOC711	✪ Rate of absenteeism	The quotient of the number of hours of absence (apart from ACL, ACM, ACS,APE) in relation to the number of theoretical work hours of employees on permanent and temporary contracts current at the close of the reporting period.	%	Absenteeism rate = (AMP(SOC740) + AAM(SOC760)+ATT(SOC770)+ANA(SOC780)) / TTT(SOC610)	1.05,%	1.03,%	0.91,%
SOC712	Attendance rate	The ratio corresponding to the gap between the time of theoretical work time of employees under permanent and temporary contracts and the total length of absences (except ACL, ACM, ACS, APE).	%	Attendance rate = 1-Rate of absenteeism	98.95,%	98.97,%	99.09,%
8 - HIRES							
SOC810	**Workforce hires, Company**				**643**	**501**	**907**
SOC811	Number hired on temporary contracts	All individuals who signed a temporary employment contract for the reporting period.	No. of individuals	Total number of temporary contracts recorded during the reporting period. NB: if the same individual has several contracts throughout the same period, this person is therefore counted several times. It is not the signature date on the contract that prevails but rather the date the employee begins work.	331	258	679
SOC812	Number hired on permanent contracts	All individuals who signed a permanent employment contract for the reporting period.	No. of individuals	Total number of permanent contracts recorded during the reporting period. NB: if the same individual has several contracts throughout the same period, this person is therefore counted several times. It is not the signature date on the contract that prevails but rather the date the employee begins work. A temporary contract converted to permanent is counted as a permanent hire and an expired temporary contract.	312	243	228
SOC815	Number of women hired	Number of women out of all people hired on temporary and permanent contracts in the reporting period	No. of individuals	Total women hired = (Total number of women hired on temporary and permanent contracts) NB: if the same individual has several contracts throughout the same period, this person is therefore counted several times. It is not the signature date on the contract that prevails but rather the date the employee begins work. A temporary contract converted to permanent is counted as a permanent hire and an expired temporary contract.	80	114	105
SOC816	Percentage of women hired	Percentage of women out of all people hired on temporary and permanent contracts in the reporting period	%	The quotient of the number of women hired compared to company-wide hires. Percentage of women hired = (SOC 815 / SOC 810) * 100	12%	23%	12%
SOC813	Number of young people aged between 18 and 25 hired	All individuals who signed a permanent or temporary employment contract in the reporting period and, at the date of contract signature, were 18 or older and strictly less than 26 years NB: until his or her 26th birthday, an employee is still 25 years old.	No. of individuals	Total number of permanent and temporary contracts recorded during the reporting period signed by young people who, at the date of contract signature, were 18 or older and strictly less than 26 years NB: if the same individual has several contracts throughout the same period, this person is therefore counted several times. It is not the signature date on the contract that prevails but rather the date the employee begins work. A temporary contract converted to permanent is counted as a permanent hire and an expired temporary contract.	102	75	187
SOC814	Number of interns hired	All individuals who signed an intern contract during the reporting period	No. of individuals	Total number of signed intern contracts (whether certificate course, subsidised, paid or unpaid)	1,990	1,021	497
9 - DEPARTURES							
SOC910	**Workforce departures, Company**				**587**	**235**	**340**
SOC920	Dismissals				13	15	43
SOC921	Number of dismissals on temporary contracts	Number of temporary employees dismissed. NB: Departures during an employee's trial period are also counted.	No. of individuals	Total number of temporary employees dismissed during the reporting period. NB: if an individual has been dismissed and reinstated in the same year, then dismissed again, this person is counted twice. It is not the signature date on the dismissal decision that prevails but rather the date the decision is communicated to the employee. All dismissal reasons are counted.	0	0	0
SOC922	Number of dismissals on permanent contracts	Number of permanent employees dismissed. NB: Departures during an employee's trial period are also counted.	No. of individuals	Total number of permanent employees dismissed during the reporting period. NB: if an individual has been dismissed and reinstated in the same year, then dismissed again, this person is counted twice. It is not the signature date on the dismissal decision that prevails but rather the date the decision is communicated to the employee. All dismissal reasons are counted.	13	15	43

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
SOC930	**Voluntary departures**				**91**	**60**	**69**
SOC931	Number of departures of temporary employees	Number of temporary employees who of their accord left the company employing them during the reporting period NB: Departures during an employee's trial period are also counted.	No. of individuals	Total number of temporary employees having voluntarily broken their contract during the reporting period (resignations and contractual breaches by the employee).	13	5	13
SOC932	Number of departures of permanent employees	Number of permanent employees who of their accord left the company employing them during the reporting period NB: Departures during an employee's trial period are also counted.	No. of individuals	Total number of permanent employees having voluntarily broken their contract during the reporting period (resignations and contractual breaches by the employee).	78	55	56
SOC940	**Departures due to contract termination**				**483**	**160**	**228**
SOC941	Number of departures of temporary employees at termination	All employees who left the headcount because their temporary employment contract came to its planned termination.	#personnes	Total number of temporary employees whose exit from the company was related to the expired term of their employment contract. NB an employee whose temporary contract terminates on 31/12/N and signs another contract starting 01/01/N+1 is not considered as a departure.	312	31	98
SOC942	Number of departures of permanent employees at termination	All employees who left the headcount because their permanent employment contract came to its planned termination.	#personnes	Total number of permanent employees whose exit from the company was related to the expired term of their employment contract and are of standard retirement age. NB an employee whose permanent contract terminates on 31/12/N is not considered as a departure for year N but rather N+1.	171	129	130
SOC950	**Turnover rate**	**Workforce renewal rate following voluntary departures or dismissals and employee hires.**	**%**	**Turnover rate = [(Number of departures during year N + Number of new starters during year N)/2] / Workforce numbers as of 31 December in year N-1*100 Turnover rate = [(SOC 910 + SOC 810)/2] / [(SOC 110 N-1)]*100 NB1: The number of departures depends on total dismissals, voluntary departures and contract terminations. NB2: The number of new starters depends on the total of temporary and permanent hires NB3: Internal transfers are not counted as departures.**	**6.83,%**	**4.70,%**	**7.48,%**
10 - OCCUPATIONAL DISEASES							
SOC101	✪ Occupational diseasess	Total number of employees on temporary and permanent contracts declared by the occupational health doctor as being affected by occupational diseases in the reporting period.	No. of individuals	Occupational diseases are arranged in a table provided by the social security agency which also sets out the conditions for contraction of these diseases. Occupational disease diagnosed by the company doctor is supported by a medical certificate.	0	0	0
11 - EXPENDITURE IN RESPECT OF SOCIAL POLICY							
SOC102	**Expenditure in respect of social policy**		**€**		**12,752,935**	**10,213,306**	**11,923,547**
SOC103	Voluntary expenditure by the company on employee benefits	Voluntary financial contribution by the company to the funds dedicated to the solidarity, health and retirement of employees (Solidarity Fund, Health Solidarity Fund, Health Insurance for pensioners: ASMAR, FCP, etc.) NB: The following mandatory contribution are excluded: training expenses	€	Total allocated funds for solidarity, health and retirement of employees (FCP, PS Managers, SF, HSF, ASMAR, etc.) NB: only voluntary employer contributions are reported, not mandatory contributions	7,733,652	6,728,868	7,702,968
SOC104	Funds used for internal loans:	Total amount of loans granted to employees notably through mutual insurance companies, to help them to implement personal projects to acquire property or make investments to improve their income.	€	Total fund allocated for MA2E, FCP-SDE, FPH-SDE, etc.	5,019,283	3,484,438	4,220,579
SOC105	**Voluntary social security protection**						
SOC106	Workforce covered by voluntary social security	Total number of employees on temporary and permanent contracts as of 31/12/n benefiting from voluntary company contributions to funds dedicated to employee solidarity, health and retirement in the reporting period	No. of individuals	Total number of temporary and permanent employees benefiting from voluntary financial contributions by the company to funds dedicated to the solidarity, health and retirement of employees (Solidarity Fund, Health Solidarity Fund)		7,704	8,128
SOC107	Proportion of the workforce covered by voluntary social security	Percentage of temporary and permanent employees benefiting from voluntary company contributions in funds dedicated to employee solidarity, health and retirement in the reporting period	%	SOC 106- Workforce covered by voluntary social security / SOC 110- Total company workforce		98,%	98,%

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
12 - GENDER PROMOTION							
SOC171	**Governance**						
SOC172	Number of Executive Committee (EXCO) members	Total number (men and women) of Executive Committee members	No. of individuals	Sum of designated EXCO members at the close of the reporting period	132	117	123
SOC173	Number of female members on the Executive Committee	Number of female members on the Executive Committee	No. of individuals	Sum of designated female EXCO members at the close of the reporting period	23	24	24
SOC174	Proportion of women on the Executive Committee	Percentage of women on the Executive Committee.	%	(SOC173-Number of female members on the Executive Committee / SOC172- Number of Executive Committee members) * 100	17.42%	20.51%	19.51%
SOC175	**Technical business lines**						
SOC176	Number of employees with technical expertise	Total employees (men and women) on temporary and permanent contracts with technical expertise (business lines with operational and maintenance activities) in the reporting period, NB 1: The list of technical business lines is available from the human resources department of each entity NB 2: not included are interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors,	No. of individuals	Total employees on temporary and permanent contracts with technical expertise at the close of reporting, NB: Employees whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract,	3,228	2,749	2,793
SOC177	Number of female employees with technical expertise	"Total female employees on temporary and permanent contracts with technical expertise (business lines with operational and maintenance activities) in the reporting period, NB 1: The list of technical business lines is available from the human resources department of each entity NB 2: not included are interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors,"	No. of individuals	Total female employees on temporary and permanent contracts with technical expertise at the close of reporting, NB: Female employees whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract,	158	114	130
SOC178	Proportion of females with technical expertise	Percentage of female employees with technical expertise (business lines with operational and maintenance activities) in the reporting period,	%	"=SOC 177-Number of female employees with technical expertise/SOC176-Number of employees with technical expertise*100	4.89,%	4.15,%	4.65,%
13 - CERTIFICATION SCOPE							
SOC1005	**Number assigned and certifiable**						
SOC1006	Number assigned	Total number of the company's employees, consisting of those on current permanent contracts and those on current temporary contracts assigned to the economic interest grouping GS2E (Water and Electricity Services Grouping)	No. of individuals	Total number of the company's employees on temporary and permanent contracts (current at the close of the reporting period) assigned to the economic interest grouping GS2E NB1: Employees whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported. Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract. NB2: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors.	276	340	668
SOC1007	Total certified number	Total number of the company's employees, consisting of those on current permanent contracts and those on current temporary contracts. NB 1: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors. NB2: employees assigned to GS2E are counted in the GS2E workforce (and extracted from the CIE and SODECI numbers)	No. of individuals	CIE, SODECI and other entities: [(SOC 110- Total company workforce) - (SOC 1006-Assigned employees)] GS2E: [(SOC110-Company workforce) + (Total number assigned to CIE and SODECI)]	9,010	7,822	8,334
SOC1010	**Occupational health and safety certification scope**						
SOC1011	Number of OHSAS 18001 / ISO 45001 certified services	Total number of employees on temporary or permanent contracts from departments or sub-departments certified OHSAS 18001 / ISO 45001 at the close of reporting NB 1: not included are contracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors. NB2: employees assigned to GS2E are counted in the GS2E workforce	No. of individuals	Total number of employees (on temporary and permanent contracts at the close of reporting) from departments or sub-departments covered by a current OHSAS 18001 / ISO 45001 certificate at the close of reporting. NB1: Employees whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract. NB2: For GS2E, staff made available must be counted in the workforce.	2,476	1,339	1,502
SOC1012	OHSAS 18001 / ISO 45000 certification scope	Ratio of the number of employees from OHSAS 18001 / ISO 45001 certified services to the total certifiable number at the close of reporting	%	[Number of OHSAS 18001 / ISO 45001 certified services (SOC 1011) / Total certifiable number (SOC 1007)]*100	27,%	17,%	18,%

Environmental indicators

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
1 - PROVISIONS & GUARANTEES FOR ENVIRONMENTAL RISKS							
ENV110	Provisions and guarantees for environmental risks	Amount planned in the budget to manage environmental risks	€	Amount planned for known and identified environmental risks linked to the company's activities	2,435,820	4,573	0
2 - WATER CONSUMPTION							
ENV200	**Water consumption**				**8,773,640**	**5,290,679**	**5,733,179**
ENV210	Water consumption by headquarters, branches, offices	The quantity of drinking water, taken by meters, consumed in administrative and sales facilities, i.e. head offices, sales branches and offices or according to invoices	m^3	Total water consumption, taken by meters, of all sales branches, offices and other administrative centres. NB: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year. Exclude: -free water for staff and pensioners' accommodation, -electricity and water production centres.	463,468	333,022	308,100
ENV220	Water consumption by thermal power plants	The quantity of water used by thermal electric power plants.	m^3	Total water consumption, taken by meters, of all thermal electricity production sites. NB: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.	229,264	236,325	261,830
ENV230	Water consumption by water production plants	The quantity of water used in water production plants for operating needs (washing of decanters, filters, etc.).	m^3	Quantity of water used in plants for operational needs = (water production from plants * (100-internal productivity of water production plants ENV320)) / 100	8,080,908	4,721,332	5,163,249
3 - WATER PRODUCTION & DISTRIBUTION							
ENV350	**Drinking water production capacity**						
ENV351	✪ Drinking water production capacity	Total capacity of boreholes and drinking water production plants. The total sum of the maximum capacities (or theoretical capacities) of all the production units installed.	m^3/day	Total sum of the maximum capacities (or theoretical capacities) of all the production units installed.	1,723,127	1,173,352	1,174,672
ENV300	**Production and distribution of water**						
ENV301	Raw water, plants	Quantity of raw water used for drinking water production	m^3	Volume of raw water used for drinking water production.	364,850,162	310,699,898	322,308,883
ENV302	Borehole water	Quantity of raw water coming out of the company's drilling operations (besides wells supplying water production plants)	m^3	Volume of raw water produced by the company's drilling operations and supplying the network (besides wells supplying water production plants)	134,975,220	0	0
ENV310	Treated water, plants	Quantity of water treated to be bacteriologically and chemically clean enough to drink.	m^3	Sum of treated water production by all plants	356,191,768	306,558,908	317,145,634
ENV315	✪ Total water produced	Quantity of drinking water produced and connected to the network.	m^3	Sum of treated water production by all plants (ENV 310) and borehole water connected to the network, besides wells supplying water production plants (ENV 302)	491,166,988	306,558,908	317,145,634
ENV320	✪ Internal efficiency of water production plants	The ratio of the quantity of treated water produced by the plants to the quantity of raw water used by these plants.	%	Average efficiency of all plants in % = (Sum of volume of "Treated water, plants" from water production plants over a given period) / (Sum of volume "raw water, plants" from water production plants during the reporting period) x100	97.6,%	98.7,%	98.4%
ENV330	✪ Network efficiency	The ratio of the quantity of water invoiced to customers to the quantity of water put into the water system by the production plants and operating wells.	%	Efficiency of the drinking water network (%) =(ENV 341 total volume of water in m3 sold to customers during the reporting period / (ENV 310 volume of treated water from plants during the reporting period + ENV 302 borehole water during the reporting period) x100	73.89%	74.27%	78.04%
ENV341	Volume of water sold	Quantity of water as read on meters and invoiced to customers.	m^3	Total in m3 invoiced to customers during the reporting period NB: does not equate to volume collected.	362,928,425	227,666,000	247,505,000

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
4 - ENERGY CONSUMPTION							
ENV410	**Total energy consumption**				**7,870,108**	**8,560,985**	**8,813,123**
ENV415	Electricity consumption by electricity production plants	Total quantity taken from meters, of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from all electricity production sites (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.	64.4	74.1	65
ENV415.01	Electricity consumption by electricity production plants of the Ayamé 1 dam	Total quantity taken from meters of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the AYAME 1 dam (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.2
ENV415.02	Electricity consumption by electricity production plants of the Ayamé 2 dam	Total quantity taken from meters, of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the AYAME 2 dam (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.2
ENV415.03	Electricity consumption by electricity production plants of the KOSSOU dam	Total quantity taken from meters, of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the KOSSOU dam (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			1.2
ENV415.04	Electricity consumption by electricity production plants of the TAABO dam	Total quantity taken from meters, of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the TAABO dam (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			1.1
ENV415.05	Electricity consumption by electricity production plants of the BUYO dam	Total quantity taken from meters, of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the BUYO dam (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			1.0
ENV415.06	Electricity consumption by electricity production plants of the FAYE dam	Total quantity taken from meters, of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the FAYE dam (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
ENV415.07	Electricity consumption by electricity production plants of the N'GOULMENDJIM dam	Total quantity taken from meters, of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the N'GOULMENDJIM dam (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV415.08	Electricity consumption by electricity production plants of the DIBWANGUI dam	Total quantity taken from meters, of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the DIBWANGUI dam (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV415.09	Electricity consumption by electricity production plants of the KENIE dam	Total quantity taken from meters, of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the KENIE dam (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV415.10	Electricity consumption by electricity production plants of the SAHOFIKA dam	Total quantity taken from meters, of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the SAHOFIKA dam (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV415.11	Electricity consumption by electricity production plants of the CAVALLY dam	Total quantity taken from meters, of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the CAVALLY dam (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV415.20	Electricity consumption by electricity production plants of the Vridi power plant	Total quantity taken from meters, of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the VRIDI power plant (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.7
ENV415.21	Electricity consumption by electricity production plants of the CIPREL power plant	Total quantity taken from meters of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the CIPREL power plant (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			60.3

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
ENV415.22	Electricity consumption by electricity production plants of the KEKELI power plant	Total quantity taken from meters, of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the KEKELI power plant (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.3
ENV415.23	Electricity consumption by electricity production plants of the ATINKOU power plant	Total quantity taken from meters, of electricity consumed by all electricity production plants excluding generator shutdowns.	GWh	Total GWh taken from meter(s) from the electricity production site of the ATINKOU power plant (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV416	External electricity consumption by electricity production plants	Total quantity taken from meters of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from all power production sites (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.		0.8	3.3
ENV416.01	External electricity consumption by electricity production plants of the AYAME 1 dam	Total quantity taken from meters, of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from the power production site of the AYAME 1 dam (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.16
ENV416.02	External electricity consumption by electricity production plants of the AYAME 2 dam	Total quantity taken from meters, of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from the power production site of the AYAME 2 dam (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.50
ENV416.03	External electricity consumption by electricity production plants of the KOSSOU dam	Total quantity taken from meters, of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from the power production site of the KOSSOU dam (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.94
ENV416.04	External electricity consumption by electricity production plants of the TAABO dam	Total quantity taken from meters of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from the power production site of the TAABO dam (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
ENV416.05	External electricity consumption by electricity production plants of the BUYO dam	Total quantity taken from meters of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from the power production site of the BUY0 dam (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			1.10
ENV416.06	External electricity consumption by electricity production plants of the FAYE dam	Total quantity taken from meters, of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from all power production sites of the FAYE dam (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV416.07	External electricity consumption by electricity production plants of the N'GOULMENDJIM dam	Total quantity taken from meters of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from the power production site of the N'GOULMENDJIM dam (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV416.08	External electricity consumption by electricity production plants of the DIBWANGUI dam	Total quantity taken from meters of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from the power production site of the DIBWANGUI dam (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV416.09	External electricity consumption by electricity production plants of the KENIE dam	Total quantity taken from meters of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from the power production site of the KENIE dam (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV416.10	External electricity consumption by electricity production plants of the SAHOFIKA dam	Total quantity taken from meters of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from the power production site of the SAHOFIKA dam (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV416.11	External electricity consumption by electricity production plants of the CAVALLY dam	Total quantity taken from meters of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from the power production site of the CAVALLY dam (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
ENV416.20	External electricity consumption by electricity production plants of the VRIDI power plant	Total quantity taken from meters of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from the power production site of the VRIDI power plant (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV416.21	External electricity consumption by electricity production plants of the CIPREL power plant	Total quantity taken from meters of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from the power production site of the CIPREL power plant (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV416.22	External electricity consumption by electricity production plants of the KEKELI power plant	Total quantity taken from meters of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from the power production site of the KEKELI power plant (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV416.23	External electricity consumption by electricity production plants of the ATINKOU power plant	Total quantity taken from meters of electricity consumed by all electricity production plants during generator shutdowns only.	GWh	Total GWh taken from meter(s) from the power production site of the ATINKOU power plant (general auxiliary consumption: bridge crane, lighting, engine power take-off, etc.) during generator shutdowns. NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.			0.0
ENV420	Electric power consumption by headquarters, branches, offices	Total quantity taken from meters, of electricity consumed by all sales branches, offices and other administrative centres.	GWh	Total GWh taken from meter(s) from sales branches, offices and other administrative centres. NB: does not equate to GWh collected. NB: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year. Exclude: -Free electricity for staff and pensioners' accommodation, -Electricity and water production centres.	61.41	40.37	42.34
ENV425	Electricity consumption by sanitation plants	Total quantity taken from meters, of electricity consumed in the maintenance and operation of sanitation and drainage networks and plants.	GWh	Total GWh taken from meter(s) from all sites with sanitation operations NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.	1.7	1.3	1.0
ENV430	Electricity consumption by water production and distribution plants	Total quantity taken from meters, of electricity consumed by all water production and distribution plants.	GWh	Total GWh taken from meter(s) from all water production and distribution sites (auxiliary consumption). NB1: Includes consumption by plant offices if they cannot be isolated (otherwise count in ENV 420) NB2: For data not available at fiscal year-end, consider a rolling year (the last 12 months of invoices) for year n and state the scope as to why the rolling year was required and the rolling year calendar was used. Data calculated on a rolling year basis should not be reprocessed the following year so that year n-1 reporting is a calendar year.	432	221	223
ENV440	Natural gas consumption	Total quantity of natural gas used by gas turbines, mechanically measured.	m^3	Total natural gas consumed in m3 during the reporting period by gas turbines, mechanically measured. NB: For periods where mechanical measurement is not possible, estimate with GWh products.	873,326,866	949,969,227	977,939,995

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
ENV440.20	Natural gas consumption of the VRIDI power plant	Total quantity of natural gas used by gas turbines, mechanically measured.	m³	Total natural gas consumed in m3 during the reporting period by gas turbines, mechanically measured. NB: For periods where mechanical measurement is not possible, estimate with GWh products.			148,109,063
ENV440.21	Natural gas consumption of the CIPREL power plant	Total quantity of natural gas used by gas turbines, mechanically measured.	m³	Total natural gas consumed in m3 during the reporting period by gas turbines, mechanically measured. NB: For periods where mechanical measurement is not possible, estimate with GWh products.			829,829,284
ENV440.22	Natural gas consumption of the KEKELI power plant	Total quantity of natural gas used by gas turbines, mechanically measured.	m³	Total natural gas consumed in m3 during the reporting period by gas turbines, mechanically measured. NB: For periods where mechanical measurement is not possible, estimate with GWh products.			1,648
ENV440.23	Natural gas consumption of the ATINKOU power plant	Total quantity of natural gas used by gas turbines, mechanically measured.	m³	Total natural gas consumed in m3 during the reporting period by gas turbines, mechanically measured. NB: For periods where mechanical measurement is not possible, estimate with GWh products.			0
ENV450	HVO consumption	Total quantity of heavy vacuum oil (HVO) used by gas turbines, mechanically measured.	m³	Total HVO consumed in m3 during the reporting period by gas turbines, mechanically measured (gas substitution in case of interrupted supply).	2,941	11,983	81,480
ENV450.20	HVO consumption of the VRIDI power plant	Total quantity of heavy vacuum oil (HVO) used by gas turbines, mechanically measured.	m³	Total HVO consumed in m3 during the reporting period by gas turbines, mechanically measured (gas substitution in case of interrupted supply).			2,615
ENV450.21	HVO consumption of the CIPREL power plant	Total quantity of heavy vacuum oil (HVO) used by gas turbines, mechanically measured.	m³	Total HVO consumed in m3 during the reporting period by gas turbines, mechanically measured (gas substitution in case of interrupted supply).			78,865
ENV450.22	HVO consumption of the KEKELI power plant	Total quantity of heavy vacuum oil (HVO) used by gas turbines, mechanically measured.	m³	Total HVO consumed in m3 during the reporting period by gas turbines, mechanically measured (gas substitution in case of interrupted supply).			0
ENV450.23	HVO consumption of the ATINKOU power plant	Total quantity of heavy vacuum oil (HVO) used by gas turbines, mechanically measured.	m³	Total HVO consumed in m3 during the reporting period by gas turbines, mechanically measured (gas substitution in case of interrupted supply).			0
ENV460	DDO consumption	Total quantity of Distillate Diesel Oil (DDO) used by gas turbines, mechanically measured.	m³	Total DDO consumed in m3 during the reporting period by gas turbines, mechanically measured (gas and HVO substitution or in the case of transition from gas or HVO).	408	576	1,840
ENV460.20	DDO consumption of the VRIDI power plant	Total quantity of Distillate Diesel Oil (DDO) used by gas turbines, mechanically measured.	m³	Total DDO consumed in m3 during the reporting period by gas turbines, mechanically measured (gas and HVO substitution or in the case of transition from gas or HVO).			116
ENV460.21	DDO consumption of the CIPREL power plant	Total quantity of Distillate Diesel Oil (DDO) used by gas turbines, mechanically measured.	m³	Total DDO consumed in m3 during the reporting period by gas turbines, mechanically measured (gas and HVO substitution or in the case of transition from gas or HVO).			1,723
ENV460.22	DDO consumption of the KEKELI power plant	Total quantity of Distillate Diesel Oil (DDO) used by gas turbines, mechanically measured.	m³	Total DDO consumed in m3 during the reporting period by gas turbines, mechanically measured (gas and HVO substitution or in the case of transition from gas or HVO).			0
ENV460.23	DDO consumption of the ATINKOU power plant	Total quantity of Distillate Diesel Oil (DDO) used by gas turbines, mechanically measured.	m³	Total DDO consumed in m3 during the reporting period by gas turbines, mechanically measured (gas and HVO substitution or in the case of transition from gas or HVO).			0
ENV470	Consumption of Fuel Oil/Diesel Oil by emergency generators	Total quantity of fuel oil/diesel oil used by emergency generators	m³	Total fuel oil/diesel consumed in m3 during the reporting period by emergency generators (used in case of power supply fault), charged by actual use or stock withdrawals,	5,357	50,527	355,653
ENV475	Consumption of Fuel Oil/Diesel Oil by electrical generators/ electricity production	Total quantity of fuel oil/diesel oil used by electrical generators	m³	Total fuel oil/diesel consumed in m3 during the reporting period by generators of isolated power plants and to start up operational plants (used in case of power supply fault), charged by actual use or stock withdrawals.	10,327	2,337,102	5,763,086
ENV480	**Total consumption of vehicle fuel**				**6,434,182**	**5,904,949**	**6,630,896**
ENV481	Diesel consumption by vehicles	Total quantity of diesel used by operational vehicles.	l	Total quantity in litres of diesel fuel consumed by operational vehicles. NB: Excludes contract vehicles, all vehicles for personal use, short-term rental vehicles (less than a week)	5,005,248	3,905,122	3,835,723
ENV482	Regular and premium petrol consumption by vehicles	Total quantity of regular/premium petrol used by operational vehicles.	l	Total quantity in litres of regular/premium petrol fuel consumed by vehicles used in operations. NB: Excludes contract vehicles, all vehicles for personal use, short-term rental vehicles (less than a week)	1,428,934	1,999,828	2,795,173

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
5 - ELECTRICITY PRODUCTION & DISTRIBUTION							
ENV510	**✪ Total interconnected capacity in use**		**MW**		**1,247**	**1,247**	**1,295**
ENV511	Total interconnected installed THERMAL capacity	Total capacity of interconnected thermal production equipment in operation, on an actual capacity basis. This is the total sum of the maximum (or theoretical) power of all generators installed on the network.	MW	Sum of the power of the interconnected thermal production equipment for a given period on an actual capacity basis in MW.	643	643	691
ENV511.20	Interconnected installed THERMAL capacity of the VRIDI power plant	Total capacity of interconnected thermal production equipment in operation, on an actual capacity basis. This is the total sum of the maximum (or theoretical) power of all generators installed on the network.	MW	Sum of the power of the interconnected thermal production equipment for a given period on an actual capacity basis in MW.			100
ENV511.21	Interconnected installed THERMAL capacity of the CIPREL power plant	Total capacity of interconnected thermal production equipment in operation, on an actual capacity basis. This is the total sum of the maximum (or theoretical) power of all generators installed on the network.	MW	Sum of the power of the interconnected thermal production equipment for a given period on an actual capacity basis in MW.			543
ENV511.22	Interconnected installed THERMAL capacity of the KEKELI power plant	Total capacity of interconnected thermal production equipment in operation, on an actual capacity basis. This is the total sum of the maximum (or theoretical) power of all generators installed on the network.	MW	Sum of the power of the interconnected thermal production equipment for a given period on an actual capacity basis in MW.			48
ENV511.23	Interconnected installed THERMAL capacity of the ATINKOU power plant	Total capacity of interconnected thermal production equipment in operation, on an actual capacity basis. This is the total sum of the maximum (or theoretical) power of all generators installed on the network.	MW	Sum of the power of the interconnected thermal production equipment for a given period on an actual capacity basis in MW.			0
ENV512	Total interconnected installed HYDROELECTRIC capacity	Total capacity of interconnected hydroelectric production equipment in operation, on an actual capacity basis.	MW	Sum of the power of the interconnected hydroelectric production equipment for a given period based on real capacity in MW.	604	604	604
ENV512.01	Interconnected installed HYDROELECTRIC capacity of the AYAME 1 dam	Total capacity of interconnected hydroelectric production equipment in operation, on an actual capacity basis.	MW	Sum of the power of the interconnected hydroelectric production equipment for a given period based on real capacity in MW.			20
ENV512.02	Interconnected installed HYDROELECTRIC capacity of the AYAME 2 dam	Total capacity of interconnected hydroelectric production equipment in operation, on an actual capacity basis.	MW	Sum of the power of the interconnected hydroelectric production equipment for a given period based on real capacity in MW.			30
ENV512.03	Interconnected installed HYDROELECTRIC capacity of the KOSSOU dam	Total capacity of interconnected hydroelectric production equipment in operation, on an actual capacity basis.	MW	Sum of the power of the interconnected hydroelectric production equipment for a given period based on real capacity in MW.			174
ENV512.04	Interconnected installed HYDROELECTRIC capacity of the TAABO dam	Total capacity of interconnected hydroelectric production equipment in operation, on an actual capacity basis.	MW	Sum of the power of the interconnected hydroelectric production equipment for a given period based on real capacity in MW.			210
ENV512.05	Interconnected installed HYDROELECTRIC capacity of the BUYO dam	Total capacity of interconnected hydroelectric production equipment in operation, on an actual capacity basis.	MW	Sum of the power of the interconnected hydroelectric production equipment for a given period based on real capacity in MW.			165
ENV512.06	Interconnected installed HYDROELECTRIC capacity of the FAYE dam	Total capacity of interconnected hydroelectric production equipment in operation, on an actual capacity basis.	MW	Sum of the power of the interconnected hydroelectric production equipment for a given period based on real capacity in MW.			5
ENV512.07	Interconnected installed HYDROELECTRIC capacity of the N'GOULMENDJIM dam	Total capacity of interconnected hydroelectric production equipment in operation, on an actual capacity basis.	MW	Sum of the power of the interconnected hydroelectric production equipment for a given period based on real capacity in MW.			0
ENV512.08	Interconnected installed HYDROELECTRIC capacity of the DIBWANGUI dam	Total capacity of interconnected hydroelectric production equipment in operation, on an actual capacity basis.	MW	Sum of the power of the interconnected hydroelectric production equipment for a given period based on real capacity in MW.			0
ENV512.09	Interconnected installed HYDROELECTRIC capacity of the KENIE dam	Total capacity of interconnected hydroelectric production equipment in operation, on an actual capacity basis.	MW	Sum of the power of the interconnected hydroelectric production equipment for a given period based on real capacity in MW.			0
ENV512.10	Interconnected installed HYDROELECTRIC capacity of the SAHOFIKA dam	Total capacity of interconnected hydroelectric production equipment in operation, on an actual capacity basis.	MW	Sum of the power of the interconnected hydroelectric production equipment for a given period based on real capacity in MW.			0
ENV512.11	Interconnected installed HYDROELECTRIC capacity of the CAVALLY dam	Total capacity of interconnected hydroelectric production equipment in operation, on an actual capacity basis.	MW	Sum of the power of the interconnected hydroelectric production equipment for a given period based on real capacity in MW.			0
	✪ Proportion of electricity production capacities (MW) that are renewable		%		48%	48%	47%

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
ENV520	**✪ Total interconnected electricity production**				**5,139**	**5,592**	**5,522**
ENV521	Total electricity production from THERMAL power plants	Total electricity production delivered from interconnected thermal production equipment.	GWh	Total gross energy delivered from interconnected thermal production equipment.	3,276	3,694	4,053
ENV521.20	Total electricity production from THERMAL power plants of the VRIDI power plant	Total electricity production delivered from interconnected thermal production equipment.	GWh	Total gross energy delivered from interconnected thermal production equipment.			404
ENV521.21	Total electricity production from THERMAL power plants of the CIPREL power plant	Total electricity production delivered from interconnected thermal production equipment.	GWh	Total gross energy delivered from interconnected thermal production equipment.			3,649
ENV521.22	Total electricity production from THERMAL power plants of the KEKELI power plant	Total electricity production delivered from interconnected thermal production equipment.	GWh	Total gross energy delivered from interconnected thermal production equipment.			0
ENV521.23	Total electricity production from THERMAL power plants of the ATINKOU power plant	Total electricity production delivered from interconnected thermal production equipment.	GWh	Total gross energy delivered from interconnected thermal production equipment.			0
ENV522	✪ Total production from HYDROELECTRIC power plants	Total gross electricity production delivered from interconnected hydroelectric production equipment.	GWh	Total gross energy delivered from interconnected hydroelectric production equipment.	1,863	1,897	1,470
ENV522.01	Total production from AYAME 1 HYDROELECTRIC production plants	Total gross electricity production delivered from interconnected hydroelectric production equipment.	GWh	Total gross energy delivered from interconnected hydroelectric production equipment.			72.48
ENV522.02	Total production from AYAME 2 HYDROELECTRIC production plants	Total gross electricity production delivered from interconnected hydroelectric production equipment.	GWh	Total gross energy delivered from interconnected hydroelectric production equipment.			91.31
ENV522.03	Total production from KOSSOU HYDROELECTRIC production plants	Total gross electricity production delivered from interconnected hydroelectric production equipment.	GWh	Total gross energy delivered from interconnected hydroelectric production equipment.			117.97
ENV522.04	Total production from TAABO HYDROELECTRIC production plants	Total gross electricity production delivered from interconnected hydroelectric production equipment.	GWh	Total gross energy delivered from interconnected hydroelectric production equipment.			591.82
ENV522.05	Total production from BUYO HYDROELECTRIC production plants	Total gross electricity production delivered from interconnected hydroelectric production equipment.	GWh	Total gross energy delivered from interconnected hydroelectric production equipment.			596.02
ENV522.06	Total production from FAYE production plants	Total gross electricity production delivered from interconnected hydroelectric production equipment.	GWh	Total gross energy delivered from interconnected hydroelectric production equipment.			0
ENV522.07	Total production from N'GOULMENDJIM production plants	Total gross electricity production delivered from interconnected hydroelectric production equipment.	GWh	Total gross energy delivered from interconnected hydroelectric production equipment.			0
ENV522.08	Total production from DIBWANGUI production plants	Total gross electricity production delivered from interconnected hydroelectric production equipment.	GWh	Total gross energy delivered from interconnected hydroelectric production equipment.			0
ENV522.09	Total production from KENIE production plants	Total gross electricity production delivered from interconnected hydroelectric production equipment.	GWh	Total gross energy delivered from interconnected hydroelectric production equipment.			0
ENV522.10	Total production from SAHOFIKA production plants	Total gross electricity production delivered from interconnected hydroelectric production equipment.	GWh	Total gross energy delivered from interconnected hydroelectric production equipment.			0
ENV522.11	Total production from CAVALLY production plants	Total gross electricity production delivered from interconnected hydroelectric production equipment.	GWh	Total gross energy delivered from interconnected hydroelectric production equipment.			0
	✪ Proportion of electricity production (GWh) that is renewable		%		36%	34%	27%
ENV530	✪ Total electricity production efficiency	Ratio of power put onto the transmission network (net production) to power coming out of the alternator (gross production) of a generator. The difference between the two levels of power is consumed by the auxiliaries of the generator (various ancillary equipment necessary to the operation of the generator).	%	Electricity production efficiency = Total net production / gross production * 100 NB: Losses correspond to the energy extracted for internal plant consumption.	99.1,%	98.9%	98.9%
ENV531	✪ Electricity production efficiency, Abidjan	Ratio of power produced in Abidjan put onto the transmission network (net production) to power coming out of the alternator (gross production) of a generator. The difference between the two levels of power is consumed by the auxiliaries of the generator (various ancillary equipment necessary to the operation of the generator).	%	Electricity production efficiency, Abidjan = Total net production, Abidjan / gross production, Abidjan * 100 NB: Losses correspond to the energy extracted for internal plant consumption in Abidjan.	99.1,%	99.0%	99.1%

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
ENV550	**Available energy**				**9,430**	**8,974**	**8,173**
ENV551	Available THERMAL energy	Energy that can be produced by all thermal production equipment according to the operational and technical conditions of the facility.	GWh	for thermal production equipment: AVAILABLE ENERGY = EMP-EINP-EIP EMP = theoretical producible energy (maximum) for the reporting period, EIP = total planned unavailable energy for the period EINP = total unplanned unavailable energy for the period.	4,475	4,814	4,924
ENV552	Available HYDROE-LECTRIC energy	Energy that can be produced by all hydroelectric production equipment according to the operational and technical conditions of the facility.	GWh	for hydroelectric production equipment: AVAILABLE ENERGY = EMP-EINP-EIP EMP = theoretical producible energy (maximum) for the reporting period, EIP = total planned unavailable energy for the period EINP = total unplanned unavailable energy for the period.	4,955	4,159	3,249
ENV560	**✪ Rendement global électricité**	**This is the ratio of gross production (energy out of the alternator) to energy actually consumed by the final customer. Therefore, this ratio factors in production, transmission and distribution losses. Note: customers supplied directly by the transmission network experience only production and transmission losses.**	**%**	**Total electricity system efficiency according to the definition of national Ivorian statistics.**	**83.08,%**	**82.54%**	**83.67%**
6 - CONSUMPTION OF RAW MATERIALS & INPUTS							
ENV600	**Consumption of raw materials and inputs**						
ENV610	Oils	Quantity of oils used in operating the plants.	l	Total in litres of oil consumed.	78,224	131,365	100,055
ENV620	Chlorine gas	Quantity of chlorine gas used in operations.	t	Total in tonnes of chlorine gas used for operations.	682	0	0
ENV630	Lime	Quantity of lime used in operations.	t	Total in tonnes of lime used for operations.	13,582	25,909	10,727
ENV640	Calcium hypochlorite	Quantity of calcium hypochlorite used in operations.	t	Total in tonnes of calcium hypochlorite used for operations.	3,227	4,453	1,948
ENV650	Aluminium sulphate	Quantity of aluminium sulphate used in operations.	t	Total in tonnes of aluminium sulphate used for operations.	9,468	10,623	14,201
ENV660	SF6 gas	Quantity of SF6 gas used in operating and maintaining the plants.	kg	Total in kg of SF6 gas used for operations. NB: The measurements are obtained by weighing the SF6 cylinders, the difference in weight over a period makes up the SF6 losses (Transmission).	613	570	495
ENV670	Calcium carbonate	Quantity of calcium carbonate used in operations.	t	Total in tonnes of calcium carbonate used for operations	980	2,838	979
ENV680	Refrigerant fluids	Quantity of refrigerant fluids present in air conditioning equipment installed in headquarters, offices, branches, facilities and operational plants.	kg	Total kg of refrigerant fluids present in air conditioning equipment (split, chest, DRV, roof top). The quantities present in equipment are determined by the average load. - Split: 1 kg of fluid - Chest: 5 kg of fluid - DRV: 9 kg of fluid - Roof top: 26 kg of fluid Source: Restitution matrix of GHG related to refrigerant fluids. The matrix leverages data (average load, annual leakage rate, GWP) from the ADEME Base Carbone database (http://www.bilans-ges.ademe.fr/)		8,797	10,449
ENV681	Refrigerant fluid losses	Estimated quantity of refrigerant fluids leaked from air conditioning equipment installed in headquarters, offices, branches, facilities and operational plants.	kg	Estimated total kg of refrigerant fluids leaked from air conditioning equipment (split, cupboard, DRV, roof top). Leaks are quantified on the basis of the annual leakage rate. - Split: 5% - Chest: 6% - DRV: 10% - Roof top: 5% Source: Restitution matrix of GHG related to refrigerant fluids. The matrix leverages data (average load, annual leakage rate, GWP) from the ADEME Base Carbone database (http://www.bilans-ges.ademe.fr/)		485	340
7 - ATMOSPHERIC POLLUTANTS: CO2, N0x, SOx							
ENV710	**Greenhouse gas (GHG) emissions**		**tCO2e**		**2,581,463**	**2,601,594**	**3,695,384**
Scope 1	Direct emissions from stationary combustion sources		tCO2e				2,442,636
Scope 1	Direct emissions from mobile thermal engine sources		tCO2e				17,005
Scope 1	Direct emissions from non-energy processes		tCO2e				0
Scope 1	Direct fugitive emissions		tCO2e				139,074
Scope 1	Emissions due to land use, land-use change and forestry (LULUCF)		tCO2e				0
Scope 2	Indirect emissions from electricity consumption		tCO2e				645,457
Scope 2	Indirect emissions from steam, heat or cold consumption		tCO2e				0
Scope 3	Upstream energy		tCO2e				369,158
Scope 3	Product or service purchasing		tCO2e				49,619
Scope 3	Property fixed assets		tCO2e				7,283

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
Scope 3	Waste		tCO2e				20,846
Scope 3	Upstream transportation of merchandise		tCO2e				3,435
Scope 3	Business travel		tCO2e		995	226	805
Scope 3	Rented or leased upstream assets		tCO2e				0
Scope 3	Investments		tCO2e				0
Scope 3	Client trips		tCO2e				0
Scope 3	Downstream goods transportation and distribution		tCO2e				0
Scope 3	Use of products sold by the company		tCO2e				0
Scope 3	Transformation of products sold		tCO2e				0
Scope 3	End of life disposal of sold products		tCO2e				0
Scope 3	Franchises		tCO2e				0
Scope 3	Rental or leasing of downstream goods		tCO2e				0
Scope 3	Commuting		tCO2e				66
Scope 3	Other indirect emissions not included in other categories		tCO2e				0
	Carbon strength of electricity produced		gCO2e/kWh		444	457	531
	Carbon strength of water sold		gCO2e/m³			322	440
ENV714	Greenhouse gas emissions during electricity production	Quantity of greenhouse gas emissions into the atmosphere during electricity production.	% gaz sec	Instant actual measurement of atmospheric emissions in operating conditions taken by an external specialised body NB1: Retain the highest number from data entered NB2: Volatile Organic Compounds are not included in the measurements taken in accordance with operational authorisation requirements.	12.04,%	6.06%	4.18%
ENV714.20	Greenhouse gas emissions during electricity production from the Vridi power plant	Quantity of greenhouse gas emissions into the atmosphere during electricity production.	% gaz sec	Instant actual measurement of atmospheric emissions in operating conditions taken by an external specialised body NB1: Retain the highest number from data entered NB2: Volatile Organic Compounds are not included in the measurements taken in accordance with operational authorisation requirements.	3.07,%	4%	2.16%
ENV714.21	Greenhouse gas emissions during electricity production from the CIPREL power plant	Quantity of greenhouse gas emissions into the atmosphere during electricity production.	% gaz sec	Instant actual measurement of atmospheric emissions in operating conditions taken by an external specialised body NB1: Retain the highest number from data entered NB2: Volatile Organic Compounds are not included in the measurements taken in accordance with operational authorisation requirements.	21,%	8.12%	6.20%
ENV714.22	Greenhouse gas emissions during electricity production from the KEKELI power plant	Quantity of greenhouse gas emissions into the atmosphere during electricity production.	% gaz sec	Instant actual measurement of atmospheric emissions in operating conditions taken by an external specialised body NB1: Retain the highest number from data entered NB2: Volatile Organic Compounds are not included in the measurements taken in accordance with operational authorisation requirements.			0.0,%
ENV714.23	Greenhouse gas emissions during electricity production from the ATINKOU power plant	Quantity of greenhouse gas emissions into the atmosphere during electricity production.	% gaz sec	Instant actual measurement of atmospheric emissions in operating conditions taken by an external specialised body NB1: Retain the highest number from data entered NB2: Volatile Organic Compounds are not included in the measurements taken in accordance with operational authorisation requirements.			0.0,%
ENV750	**Education on reducing GHG emissions**						
ENV751	GHG emissions to be avoided due to energy audits	Quantity of GHG that will not be emitted thanks to energy efficiency efforts or the transition to renewable energies.	tCO2e	Total estimated savings on customers' annual electricity consumption if the recommended equipment or operational actions in audit reports are implemented. These savings are assessed over the reporting period, estimated in kWh and returned in t Co2e (expressed as a negative). Methodologies are stated in each audit report and internal calculator.	627	2,251	4,872

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
ENV720	**✪ NOx emissions, electricity production**	**Discharges of nitrogen oxide (NOx) during electricity production (results of the highest analyses).**	**mg/Nm³**	**Highest number from the results of analyses carried out during the reporting period by a specialist organisation (i.e. Veritas). If no reading has been taken during the reporting period: provide the last result available.**	**227**	**224**	**262**
ENV720.20	✪ NOx emissions during electricity production from the VRIDI power plant	Discharges of nitrogen oxide (NOx) during electricity production (results of the highest analyses).	mg/Nm³	Highest number from the results of analyses carried out during the reporting period by a specialist organisation (i.e. Veritas). If no reading has been taken during the reporting period: provide the last result available.	198	190	204
ENV720.21	✪ NOx emissions during electricity production from the CIPREL power plant	Discharges of nitrogen oxide (NOx) during electricity production (results of the highest analyses).	mg/Nm³	Highest number from the results of analyses carried out during the reporting period by a specialist organisation (i.e. Veritas). If no reading has been taken during the reporting period: provide the last result available.	255	257	320
ENV720.22	✪ NOx emissions during electricity production from the KEKELI power plant	Discharges of nitrogen oxide (NOx) during electricity production (results of the highest analyses).	mg/Nm³	Highest number from the results of analyses carried out during the reporting period by a specialist organisation (i.e. Veritas). If no reading has been taken during the reporting period: provide the last result available.			0
ENV720.23	✪ NOx emissions during electricity production from the ATINKOU power plant	Discharges of nitrogen oxide (NOx) during electricity production (results of the highest analyses).	mg/Nm³	Highest number from the results of analyses carried out during the reporting period by a specialist organisation (i.e. Veritas). If no reading has been taken during the reporting period: provide the last result available.			0
ENV730	**✪ SOx emissions, electricity production**	**Discharges of sulphur oxide (SOx) during electricity production (results of the highest analyses).**	**mg/Nm³**	**Highest number from the results of analyses carried out during the reporting period by a specialist organisation (i.e. Veritas). If no reading has been taken during the reporting period: provide the last result available.**	**23**	**25**	**1**
ENV730.20	✪ SOx emissions during electricity production from the VRIDI power plant	Discharges of sulphur oxide (SOx) during electricity production (results of the highest analyses).	mg/Nm³	Highest number from the results of analyses carried out during the reporting period by a specialist organisation (i.e. Veritas). If no reading has been taken during the reporting period: provide the last result available.	45.2	30.4	0.9
ENV730.21	✪ SOx emissions during electricity production from the CIPREL power plant	Discharges of sulphur oxide (SOx) during electricity production (results of the highest analyses).	mg/Nm³	Highest number from the results of analyses carried out during the reporting period by a specialist organisation (i.e. Veritas). If no reading has been taken during the reporting period: provide the last result available.	1.2	18.9	1.9
ENV725	✪ Air quality measurements	Air quality measurements taken	Number	Total number of air quality measurements taken per campaign in the reporting period			0
ENV726	✪ Compliant air quality measurements	Air quality measurements taken compliant with national and international regulations	Number	Total number of air quality measurements compliant with national and international regulations taken per campaign in the reporting period			0
ENV727	✪ Air quality measurement rates compliant with national and international regulations	Air quality measurements taken compliant with national and international regulations	Number	Total number of air quality measurements compliant with national and international regulations taken per campaign in the reporting period			0
8 - EQUIPMENT CONTAINING PCBS							
ENV800	**Total number of transformers containing PCBs**						
ENV830	Total number of transformers used	Total number of transformers used at the close of the reporting period	Number	Total transformers used by Distribution, Transmission and Production at the close of the reporting period.	13,555	11,104	15,416
ENV810	Number of transformers contaminated with PCBs to be decontaminated	Total number of transformers identified at the end of the period for which the fluid (oil), used as dielectric fluid or lubricant, has a PCB content of between 50 and 500 ppm which can be treated and reduced by specialised organisation to put these appliances back into use at the end of the period	Number	Total transformers from Distribution, Transmission and Production, whose fluid (oil) has a PCB content between 50 and 500 ppm listed at the close of the reporting period. NB: decontamination is carried out by authorised specialist service providers.	285	284	283
ENV820	Number of transformers contaminated with PCBs to be disposed of	Total number of transformers identified at the end of the period for which the fluid (oil), used as dielectric fluid or lubricant, has a PCB content greater than 500 ppm, such that these devices must be removed and isolated from operations and then placed at the disposal of a company specialising in the elimination of PCBs at the end of the period	Number	Total transformers from Distribution, Transmission and Production, whose fluid (oil) has a PCB content greater than 500 ppm listed at the close of the reporting period. NB: disposal is carried out by authorised specialist service providers.	3,1	31	31
ENV840	Rate of transformers containing PCBs	Ratio of the number of transformers contaminated with PCB to be decontaminated and disposed of over the total number of transformers used	%	Sum (transformers to be decontaminated (ENV 810) + transformers to be disposed of (ENV820))/total number of transformers used (ENV830)	2.33,%	0.84%	2.04%
ENV850	Number of transformers with PCB sent for disposal	Number of transformers contaminated with PCB sent to authorised centres during the reporting period.	Number	Total transformers sent to authorised centres for disposal in France, in the framework of the agreement signed with the Basel and Stockholm Regional Convention Centre for the disposal of PCBs.	0	0	6

	Indicators		Unit	Calculation method or formula	2019	2020	2021
9 - CONSUMPTION OF PAPER & COMPUTER PRODUCTS, WASTE PRODUCTION							
ENV900	**Consumption of paper & computer products**						
ENV910	Office consumption of paper	Quantity of paper reams purchased and/or use for printing or note-taking during the reporting period	kg	Total number of paper reams purchased x weight of one ream (Weight of a ream of 500 sheets of A4 paper: 2.6 kg; weight of a ream of 500 sheets of A3 paper: 5 kg)	145,785	127,980	156,568
ENV911	Paper consumption for invoice production	Quantity of paper used for producing customer invoices (outsourced service)	kg	Total weight of customer invoices produced during the reporting period (specify calculation method in the comments).	91,364	70,996	87,163
ENV920	Consumption of printer toners (ink)	Quantity of ink cartridges (toner) used for printing by all the printers in the company, whether they are leased and for shared use or allocated specifically to individuals.	kg	Number of cartridges purchased x weight of each cartridge (cartridge weight according to the model - see article details at www.amazon.com)	4,240	3,820	6,265
ENV950	**Waste production by industrial entities**						
ENV951	Common industrial waste	Quantity of industrial waste assimilated to household refuse by industrial entities (drinking water production plant, thermal and hydroelectric power plant) during the reporting period. NB: Quantities are recounted based on declarations made to the relevant authorities (Côte d'Ivoire: Anti-Pollution Centre of Côte d'Ivoire (CIAPOL) / Senegal: Department of the Environment and Listed Buildings (DEEC))	t	Total in weight of common industrial waste produced during the reporting period.	269.27	1,062.52	1,042.12
ENV952	Special liquid waste	Quantity of liquid waste (used oil, used HVO/DDO, used water, etc.) posing a risk to the environment and human health produced by industrial entities (drinking water production plant, thermal and hydroelectric power plant) during the reporting period. NB: Quantities are recounted based on declarations made to the relevant authorities (Côte d'Ivoire: Anti-Pollution Centre of Côte d'Ivoire (CIAPOL) / Senegal: Department of the Environment and Listed Buildings (DEEC))	m^3	Total volume of dangerous liquid waste produced during the reporting period	96,163.64	159,325.95	186,793.46
ENV953	Special solid waste	Quantity of solid waste (used filters, soiled cloths and gravel, chemical products, used batteries, etc.) posing a risk to the environment and human health produced by industrial entities (drinking water production plant, thermal and hydroelectric power plant) during the reporting period. NB: Quantities are recounted based on declarations made to the relevant authorities (Côte d'Ivoire: Anti-Pollution Centre of Côte d'Ivoire (CIAPOL) / Senegal: Department of the Environment and Listed Buildings (DEEC))	t	Total in weight of dangerous solid waste produced during the reporting period.	149.69	275.07	181.06
10 - CERTIFICATION SCOPE							
ENV1010	**Environment certification scope (ISO 14001)**						
ENV1020	**ISO 14001 - drinking water production**						
ENV1021	Production capacity of ISO certified drinking water plants	Total capacity of boreholes and drinking water production plant covered by ISO 14001 certification current at the close of the reporting period	$m^3/j.$	Total sum of maximum (or theoretical) capacities of all drinking water production units (borehole and plants) operated by ISO 14001 certified departments/sub-departments	1,339,795	716,320	717,640
ENV1022	ISO 14001 certification scope - Drinking water production	Ratio of the drinking water production capacity of ISO 14001 certified entities to the drinking water production capacity at the close of the reporting period	%	[Drinking water production capacity of ISO 14001(ENV1021) / Water production capacity(ENV351)] * 100	78,%	61%	61%
ENV1030	**ISO 14001 - Sanitation**						
ENV1031	ISO 14001 certified sanitation network	Length of operational sanitation and drainage network covered by ISO 14001 certification current at the close of the reporting period	km	Total length of unitary used water and rainwater networks operated by ISO 14001 certified departments/sub-departments as of 31/12/N	0	0	0
ENV1032	ISO 14001 certification scope - Sanitation	Ratio of the length of operational sanitation and drainage network operated by ISO 14001 certified entities to the length of operational sanitation and drainage network at the close of the reporting period	%	[length of ISO 14001 (ENV 1031) certified unitary used water and rainwater networks / Sanitation networks operated as of 31/12/N (SOT 234)] * 100	0,%	0%	0%
ENV1040	**ISO 14001 - electricity production**						
ENV1041	Electricity production capacity of ISO certified power plants	Total capacity of interconnected hydroelectric and thermal production equipment operated based on actual capacity, of plants covered by ISO 14001 certification current at the close of the reporting period	MW	Sum of the power from interconnected hydroelectric and thermal equipment operated by ISO 14001 departments at the close of the reporting period (based on actual capacity)	1,247	1,247	1,247
ENV1042	ISO 14001 certification scope - electricity production	Ratio of the electricity production capacity of ISO 14001 certified entities to the electricity production capacity at the close of the reporting period	%	[Electricity production capacity of ISO 14001 certified entities (ENV 1041) / Total capacity of electricity production (ENV 510)] * 100	100,%	100%	96%

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
ENV1050	**ISO 14001 - electricity transmission**						
ENV1051	ISO 14001 certified transmission networks	Number of kilometres of operating High Tension (HTB and THT) lines and cables used for transmitting electricity covered by ISO 14001 certification current at the close of the reporting period	km	Sum (number of km of lines and cables used) of HTB and THT operated by ISO 14001 departments at the close of the reporting period	6,022	7,063	7,435
ENV1052	ISO14001 certification scope - electricity transmission	Ratio of the transmission networks operated by ISO 14001 certified entities to the total transmission networks operated at the close of the reporting period	%	[Transmission networks operated by ISO 14001 certified entities(ENV 1051) / Transmission networks operated (SOT 231)] * 100	100,%	100%	100%
11. BIODIVERSITY							
ENV1200	**BIODIVERSITY**						
ENV 1201	Projects in development	Total number of projects in development at the close of the reporting period	Number	Total number of projects in the development phase at the close of the reporting period			8
ENV 1202	Projects under construction	Total number of projects under construction at the close of the reporting period	Number	Total number of projects under construction at the close of the reporting period			2
ENV 1203	Projects with an environmental and social impact study addressing biodiversity challenges	Number of projects in development and under construction with an environmental and social impact study addressing biodiversity challenges, following national, sub-regional and international regulatory requirements and best practices (Environmental codes, IFC performance standard no. 6, and/or EIB standard 4, and/or ADB operational safeguard 3) at the end of the reporting period	Number	Total number of projects in the development phase and under construction with an environmental and social impact study addressing biodiversity challenges, following national, sub-regional and international regulatory requirements and best practices (Environmental codes, IFC performance standard no. 6, and/or EIB standard 4, and/or ADB operational safeguard 3) at the end of the reporting period			10
ENV 1204	Rate of projects in development or under construction with an environmental and social impact study addressing biodiversity challenges	Ratio of projects in development and under construction with an environmental and social impact study addressing biodiversity challenges, following national, sub-regional and international regulatory requirements and best practices (Environmental codes, IFC performance standard no. 6, and/or EIB standard 4, and/or ADB operational safeguard 3) on projects in development and under construction at the end of the reporting period	%	ENV 1203/ (ENV 1201+ ENV 1202)			100,%
ENV 1205	Projects conducted in accordance with biodiversity management requirements	Number of projects in development and under construction conducted in accordance with national, sub-regional and international regulatory requirements and best practices on biodiversity management, protection, conservation and value (Environmental codes, IFC performance standard no. 6, and/or EIB standard 4, and/or ADB operational safeguard 3) at the end of the reporting period	Number	Total number of projects in the development phase and under construction conducted in accordance with national, sub-regional and international regulatory requirements and best practices (Environmental codes, IFC performance standard no. 6, and/or EIB standard 4, and/or ADB operational safeguard 3) on biodiversity management, protection, conservation and value at the end of the reporting period			10
ENV 1206	Rate of projects in development and under construction conducted in accordance with biodiversity management requirements	Ratio of projects conducted in accordance with national, sub-regional and international regulatory requirements and best practices on biodiversity management, protection, conservation and value (Environmental codes, IFC performance standard no. 6, and/or EIB standard 4, and/or ADB operational safeguard 3) on projects in development and under construction at the end of the reporting period	%	ENV 1205/ (ENV 1201+ ENV 1202)			100,%
ENV 1207	Number of projects under construction having identified a threatened species	Total number of projects under construction having identified a threatened species in critical danger or in danger on the IUCN red list	Number	Number of projects under construction having identified a threatened species in critical danger or in danger on the IUCN red list			1
ENV 1208	Number of projects under construction having identified a threatened species in critical danger or in danger on the IUCN red list with protection and conservation measures in place.	Number of projects under construction having identified a threatened species in critical danger or in danger on the IUCN red list with protection and conservation measures in place on projects under construction at the end of the reporting period	Number	Total number of projects under construction having identified a threatened species in critical danger or in danger on the IUCN red list with protection and conservation measures in place at the end of the reporting period			1
ENV 1209	Rate of projects under construction having identified a threatened species in critical danger or in danger on the IUCN red list with protection and conservation measures in place.	Number of projects under construction having identified a threatened species in critical danger or in danger on the IUCN red list with protection and conservation measures in place on projects under construction at the end of the reporting period	%	ENV 1208 / ENV 1207			100,%

Corporate indicators

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
1 - NUMBER OF CUSTOMERS							
SOT100	**Number of Customers**				**5,183,221**	**5,069,783**	**5,760,837**
SOT101	Number of Electricity Customers	Natural or legal persons having signed a subscription contract for the supply of electricity, which contract was current at the reporting date or in the reporting period.	Number	Total number of electricity subscription contracts current at the reporting date or in the reporting period.	2,538,154	2,915,688	3,254,969
SOT102	Number of Water Customers	Natural or legal persons having signed a subscription contract for the supply of drinking water, which contract was current at the reporting date or in the reporting period.	Number	Total number of drinking water subscription contracts current at the reporting date or in the reporting period.	2,060,261	1,453,974	1,673,010
SOT103	Number of Sanitation Customers	Natural or legal persons having signed a subscription contract for the supply of drinking water and paying a fee for sanitation.	Number	Total number of water subscription contracts paying a fee for sanitation.	583,597	698,239	831,911
SOT104	Number connected to high speed internet	Number of end-user individuals and businesses connected, via a service agreement for the construction of aerial optic fibre, to lease FTTH access, Last miles and high speed CPL access for internet and other services, provided on behalf of a telecoms operator.	Number	Total number of end-user customers (homes and businesses) connected to "last miles" and high speed CPL access (power-line communication), FTTH homes and businesses (Fibre to the Home) according to their contracts with telecoms operator during the reporting period	269	694	918
SOT108	Number of Energy Performance customers	Natural or legal persons who have already subscribed to an energy diagnostic or optimisation contract with Smart Energy	Number	Total number of customers having already signed a contract with Smart Energy at the close of the reporting period (NB a customer who has signed n contacts is counted only once)	31	23	29
SOT105	Subsidised connections to the electricity grid	Number of subsidised connection operations (subsidised connections to the grid existing before the "Electricity for All" programme) carried out during the reporting period	Number	Discounted electricity connection operations (subsidised connections to the grid existing before the "Electricity for All" programme) to help households access electricity, according to the defined criteria in a subsidised connection framework memorandum, are counted.	0	0	0
SOT106	Subsidised water connections	Number of subsidised connections to drinking water carried out during the reporting period.	Number	Subsidised connections are to supply water to low income households according the conditions set out by the concessioning authority	93,342	127,689	113,667
SOT107	PEPT subsidised connections to the electricity grid	Number of connection operations performed during the reporting period under the Electricity For All Programme (PEPT) carried out during the reporting period. NB: The connections taken into account are those reported in the IS.	Number	Electricity network connection operations carried out based on relaxed connection formalities and payment method of these operational costs for the benefit of households without an electricity subscription are counted. The Electricity for All Programme (PEPT), created by the Côte d'Ivoire government, began in 2014, is covered by a "Electricity For All Programme framework" which defines the targets and eligibility criteria for the programme.	202,991	254,836	202,780
2 - SERVICE QUALITY							
SOT200	**Availability of the electricity service**						
SOT201	✪Average duration of electricity cuts	Average annual duration of electricity cuts during the reporting period, excluding exceptional incidents and scheduled shutdowns for works	Heure	The average outage time is calculated based on following formula: For a given year i: (TMC)i=(END)i/(PM)i Or: (END)i: Non-distributed Energy for the year i. The volume of non-distributed energy due to an operation or network incident. (PM)i: Average Power for the year i (PM)i=(Energy delivered to distribution)i/(24x(number of days in the year)i)	18	16	18
SOT202	Availability of electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100	95.4,%	97.7%	92.3%
SOT202.1	Availability of Ayamé 1 dam electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			98.8,%

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
SOT202.2	Availability of Ayamé 2 dam electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			87.40,%
SOT202.3	Availability of Kossou dam electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			97.00,%
SOT202.4	Availability of Taabo dam electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			97.90,%
SOT202.5	Availability of Buyo dam electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			97.70,%
SOT202.6	Availability of FAYE dam electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			0.00,%
SOT202.7	Availability of N'GOULMENDJIM dam electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			0.00,%
SOT202.8	Availability of DIBWANGUI dam electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			0.00,%

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
SOT202.9	Availability of KENIE dam electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			0.00,%
SOT202.10	Availability of SAHOFIKA dam electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			0.00,%
SOT202.11	Availability of CAVALLY dam electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			0.00,%
SOT202.20	Availability of Vridi power plant electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			96.90,%
SOT202.21	Availability of CIPREL power plant electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			97.40,%
SOT202.22	Availability of KEKELI power plant electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			100.00,%
SOT202.23	Availability of ATINKOU power plant electricity generators excluding planned shutdowns	Performance measurement of electricity generators defined by the ratio between how long the generators are operational and the how long these generators would have worked ideally, i.e. 100% of the time, excluding intermittent power. NB: availability excluding planned shutdowns.	%	Besides annual planned shutdowns by the operators of a given production generator, other shutdowns still take place due to unforeseen circumstances (alarm raised for various reasons, out of order generator, etc.): these are accidental shutdowns. Availability excluding planned shutdowns is the rate calculated with accidental shutdowns only according to the following formula: Availability excluding planned shutdowns = (Number of hours of accidental shutdowns / Total number of hours of normal operation without shutdown - Number of hours of planned shutdowns) * 100			0.00,%

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
SOT210	**Distributed water quality**						
SOT211	Number of physical and chemical analyses conducted	Number of physical and chemical analyses conducted in-house on the water distributed during the reporting period.	Number	Total number of physical and chemical analyses (except continuous analysers) conducted by in-house laboratories on the water distributed during the reporting period.	85,273	107,991	116,835
SOT212	Number of microbiological analyses conducted	Number of microbiological analyses conducted in-house and externally on the water distributed during the reporting period.	Number	Total microbiological analyses conducted by in-house and external laboratories on the water distributed during the reporting period.	15,653	7,944	8,051
SOT213	Number of compliant physical and chemical analysis results	Number of physical and chemical analyses compliant with applicable standards conducted during the reporting period.	Number	Total compliant physico-chemical analysis results. The reference of compliance is: - Côte d'Ivoire: The retained levels are those stated in the "Guidelines for water quality", from the WHO directives on the quality of drinking water for human consumption. - Senegal: Directives on the quality of drinking water for human consumption.	74,252	97,452	107,874
SOT214	Number of compliant microbiological analysis results	Number of microbiological analyses compliant with applicable standards conducted during the reporting period.	Number	Total compliant microbiological analysis results. The reference of compliance is: - Côte d'Ivoire: The retained levels are those stated in the "Guidelines for water quality", from the WHO directives on the quality of drinking water for human consumption. - Senegal: Directives on the quality of drinking water for human consumption.	15,160	7,552	7,850
SOT215	✪ Physico-chemical compliance rate	Ratio of the number of physical and chemical analyses on the water distributed that are compliant out of the number of physical and chemical analyses conducted during the reporting period	%	Number of compliant physico-chemical analyses (SOT 213) / Number of physico-chemical analyses conducted (SOT 211) * 100	87.08,%	90.24%	92.33%
SOT216	✪ Microbiological compliance rate	Ratio of the number of microbiological analyses on the water distributed that are compliant out of the number of microbiological analyses conducted during the reporting period	%	Number of compliant microbiological analyses (SOT 214) / Number of microbiological analyses conducted (SOT 212) * 100	96.85,%	95.07%	97.50%
SOT230	**Networks operated**						
SOT236	Total power networks operated	Total number of kilometres of electricity transmission and distribution lines and cables operated at the end of the reporting period	km	Total power networks = SOT 231 + SOT 232	53,977	57,020	59,908
SOT231	Electricity transmission networks operated	Number of kilometres of High Tension (HTB and THT) lines and cables used for transmitting electricity operated at the close of the reporting period	km	Sum (number of km of lines and cables used) of HTB and THT operated as of 31 December	6,022	7,063	7,435
SOT232	Electricity distribution networks operated	Number of kilometres of low and medium voltage (BT and HTA) lines and cables used for transmitting electricity operated at the close of the reporting period	km	Total length of BT and HTA lines in the electricity distribution network operated as of 31 December	47,955	49,957	52,473
SOT233	Drinking water networks operated	Length of the drinking water network operated at the close of the reporting period	km	Total length of disconnected networks operated as of 31 December	32,324	17,884	19,208
SOT234	Sanitation networks operated	Length of the sanitation and drainage network operated at the close of the reporting period	km	Total length of unitary used water networks and length of rainwater networks operated as of 31 December	2,398	2,398	2,398
SOT235	Aerial optic fibre networks operated	Length of the electric power network's aerial optic fibre network operated at the close of the reporting period	km	Total length of national power network's aerial optic fibre communications network (ADSS- All Dielectric Self-Supporting Cable et OPGW- Optical Ground Wire) operated as of 31 December	1,436	1,811	1,987
SOT240	**The fight against fraud**						
SOT241	✪ Invoicing ratio	Ratio of energy/drinking water invoiced to customers compared to energy/drinking water delivered on the distribution network during the reporting period	%	Drinking water: ratio of invoiced drinking water (ENV 341) / drinking water delivered (ENV 315) Electricity: ratio of invoiced energy / energy delivered (ENV 520)		82,%	84%
3 - SUPPORT, SPONSORSHIP AND PARTNERSHIP ACTIONS							
SOT120	**Support, sponsorship and partnership actions**						
SOT121	Support, sponsorship and partnership expenditure	Amounts released and invested in support, sponsorship and partnership initiatives in the field of sport, culture, health and education. NB: Only take external expenses into account	€	Total actual accounting expenditure during the reporting period in the company accounts related to sponsorship and partnership actions in the field of sport, culture, health and education	508,045	1,234,416	792,136
SOT125	**Project E&S expenses**						
SOT 126	Project E&S expenses	Amounts spent over the reporting period on E&S during project development	€	Total actual E&S expenses recorded in the company accounts during the reporting period (initial and further studies, management plans, CAPEX, complaint management system, social actions, and E&S creditors due diligence) during project development			570,261

4 - ETHICS							
4 - ETHICS							
SOT130	**Promoting ethics**						
SOT131	✪ Expenditure on promoting ethics	Amount spent on the implementation of strategy, projects or initiatives aiming to promote ethics and to fight corruption,	€	Total actual accounting expenditure during the reporting period in the company accounts (based on paid invoices) aimed at promoting ethics, preventing and eliminating corruption, NB: All expenses (board expenses, communications, etc.) are to be recorded,	60,298	84,376	201,266
SOT132	✪ Individuals trained/educated on ethics	Number of individuals trained/educated on anti-corruption.	Number	Total temporary or permanent employees trained/educated, If an individual has been trained in two modules then he/she is counted twice, NB: where a training session brings together participants from several entities (for example in the framework of the Ethics Circle), each entity reports its own trained employees, based on the attendance sheet,	542	1,561	2,730
SOT135	Ethics alert process						
SOT136	✪ Number of internal complaints received	Number of internal complaints and alerts (from employees) received and followed up for processing by those in charge of ethics	Number	Total internal complaints and alerts received by those in charge of ethics during the reporting year through all channels available to this end (post, email, telephone, meeting, suggestions box, etc.). These complaints are recorded and tracked.	4	27	120
SOT137	✪ Number of internal complaints resolved	Number of internal complaints and alerts (from employees) resolved by those in charge of ethics	Number	Total internal complaints and alerts resolved during the reporting year, These complaints and alerts, recorded and tracked by those in charge of ethics, are considered as resolved upon confirmation of action put in place either by the complainant or the concerned entity	1	27	115
SOT138	✪ Number of external complaints received	Number of external complaints and alerts (from customers, suppliers, etc.) received and followed up for processing by those in charge of ethics	Number	Total external complaints and alerts received by those in charge of ethics during the reporting year through all channels available to this end (post, email, telephone, meeting, suggestions box, etc.). These complaints are recorded and tracked.	26	104	145
SOT139	✪ Number of external complaints resolved	Number of internal (from employees) and external (from customers, suppliers, etc.) complaints and alerts resolved by those in charge of ethics	Number	Total external complaints and alerts resolved during the reporting year, These complaints and alerts, recorded and tracked by those in charge of ethics, are considered as resolved upon confirmation of action put in place either by the complainant or the concerned entity,	21	98	144
SOT190	**Anti-corruption management system and warning system scope**						
SOT191	Employee workforce covered by an anti-corruption management system	Total number of employees covered by an anti-corruption management system as of 31/12/n. NB1: not included are interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors. NB2: employees assigned to GS2E are counted in the GS2E workforce	Number	Total permanent and temporary employee workforce as of 31/12/N from departments or sub-departments covered by an anti-corruption management system at the close of reporting. NB1: Employees whose last day of work is the last day of reporting (for example: 31/12/N) are included in the reported number Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract. NB2: For GS2E, staff made available must be counted in the workforce as of 31/12/N.			8,207
SOT192	Anti-corruption management system scope	Ratio of the number of employees to total workforce as of 31/12/N covered by an anti-corruption management system at the close of reporting	%	[SOT 191 (Employee workforce covered by an anti-corruption management system) / Total certifiable workforce (SOC 1007)]*100			98 %
SOT193	Employee workforce covered by a warning system	Total number of employees covered by an ethics warning system as of 31/12/N. NB 1: not included are interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors. NB2: employees assigned to GS2E are counted in the GS2E workforce	Number	Total permanent and temporary employee workforce as of 31/12/N from departments or sub-departments covered by a warning system at the close of reporting. NB1: Employees whose last day of work is the last day of reporting (for example: 31/12/N) are included in the reported number Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract. NB2: For GS2E, staff made available must be counted in the workforce.			8,332
SOT194	Warning system scope	Ratio of the number of employees as of 31/12/N covered by an ethics warning system at the close of reporting	%	[SOT 193 (Employee workforce covered by a warning system) / Total certifiable workforce(SOC 1007)]*100			99.98,%
5 - COLLECTIVE AGREEMENTS							
SOT141	Total number of collective agreements signed	Total number of collective agreements signed in the reporting period with the trade unions	Number	Only takes into account agreements signed specifically during the reporting period	1	1	0
SOT142	Number of collective agreements signed concerning health and safety aspects	Number of collective agreements concerning health and safety signed during the reporting period with the trade unions	Number	Only takes into account agreements signed specifically during the reporting period	0	0	0

	Indicators	Definition	Unit	Calculation method or formula	2019	2020	2021
6 - CERTIFICATION SCOPE							
SOT150	**Quality certification scope (ISO 9001)**						
SOT151	Number of ISO 9001 certified services	Total number of employees (made up of those with a current permanent contract and those with a current temporary contract) from ISO 9001 certified departments at the close of the reporting period NB1: not included are interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors. NB2: employees assigned to GS2E are counted in the GS2E workforce	No. of individuals	Total number of employees (on current temporary and permanent contracts at the close of reporting) from departments or sub-departments covered by a current ISO 9001 certificate at the close of reporting. NB1: Employees whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract. NB2: For GS2E, staff made available must be counted in the workforce.	4,439	3,306	3,735
SOT152	ISO 9001 certification scope	Ratio of the number of employees from ISO 9001 certified services to the total certifiable number at the close of reporting	%	[Number of ISO 9001 (SOC 151) certified services / Total certifiable number (SOC 1007)]*100	49,%	42%	45%
SOT155	Compliance management certification scope (ISO 19600)						
SOT156	Number of services assessed for ISO 19600	Total number of employees on temporary or permanent contracts from ISO 19600 assessed departments or sub-departments at the close of the reporting period NB1: not included are interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors. NB2: employees assigned to GS2E are counted in the GS2E workforce	No. of individuals	Total number of employees (on temporary and permanent contracts at the close of reporting) from departments or sub-departments covered by a current OHSAS 18001 / ISO 19600 assessment certificate at the close of reporting. NB1: Employees whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract. NB2: For GS2E, staff made available must be counted in the workforce.	4,506	4,376	4,486
SOT157	ISO 19600 certification scope	Ratio of the number of employees from ISO 19600 assessed services to the total certifiable number at the close of reporting	%	[Number of ISO 19600 (SOT 156) assessed services / Total certifiable number (SOC1007)]*100	50,%	56%	54%
SOT160	**Anti-corruption certification scope (ISO 37001)**						
SOT161	Number of ISO 37001 certified services	Total number of permanent or temporary employees from ISO 37001 certified departments or sub-departments at the close of the reporting period NB1: not included are interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors. NB2: employees assigned to GS2E are counted in the GS2E workforce	No. of individuals	Total number of employees (on current temporary and permanent contracts at the close of reporting) from departments or sub-departments covered by a current ISO 37001 certificate at the close of reporting. NB1: Employees whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported Inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract. NB2: For GS2E, staff made available must be counted in the workforce.	0	0	0
SOT162	ISO 37001 certification scope	Ratio of the number of employees from ISO 37001 certified services to the total certifiable number at the close of reporting	%	([Workforce of ISO 37001 certified services (SOT161) / Total certifiable workforce (SOC 1007)]*100	0,%	0%	0%
SOT170	**CSR certification scope (ISO 26000)**						
SOT171	**ISO 26000 - drinking water production**						
SOT172	Production capacity of drinking water plants assessed for ISO 26000	Total capacity of boreholes and drinking water production plants covered by a current ISO 26000 assessment at the close of the reporting period	m^3/day	Total sum of maximum (or theoretical) capacities of all drinking water production units (borehole and plants) operated by ISO 26000 assessed departments/sub-departments	695,155	0	0
SOT173	ISO 26000 assessment scope - Drinking water production	Ratio of the drinking water production capacity of ISO 26000 assessed entities to the drinking water production capacity at the close of the reporting period	%	[Drinking water production capacity of ISO 26000(SOT 172) assessed entities / Water production capacity(ENV 351)] * 100	40,%	0%	0%
SOT175	**ISO 26000 - electricity production**						
SOT176	Production capacity of power plants assessed for ISO 2	Total capacity of interconnected hydroelectric and thermal production equipment operated based on actual capacity, of plants covered by a current ISO 26000 assessment at the close of the reporting period	MW	Sum of the power from interconnected hydroelectric and thermal equipment operated by ISO 26000 assessed departments at the close of the reporting period (based on actual capacity)	1,247	1,247	1,247
SOT177	ISO 2600O assessment scope - power production	Ratio of the electricity production capacity of ISO 26000 assessed operating entities to the total number of electricity production capacity at the close of the reporting period	%	[Electricity production capacity of ISO 26000 (SOT 176) assessed entities / Total capacity of electricity production (ENV 510)] * 100	100,%	100%	96%

7-THIRD PARTY IMPACT							
SOT180	**Accident**						
SOT181	Third party operational accident	Accident with bodily injury (physical damage) caused voluntarily or not as a result of company equipment with the victim being a third party during the reporting period.	Number	Total accidents with bodily injury caused voluntarily or not as a result of company equipment with the victim being a third party (other individuals, subcontractor) during the reporting period.		27	42
SOT182	Subcontractor operational accident	Accident with bodily injury (physical damage) caused voluntarily or not as a result of company equipment with the victim being a subcontractor during the reporting period	Number	Total accidents with bodily injury caused voluntarily or not as a result of company equipment with the victim being a subcontractor during the reporting period.		7	7
SOT183	Third party traffic accident	Accident with bodily injury (physical damage) caused voluntarily or not by company employees (temporary or permanent) with the victim being a third party (another individual, subcontractor) during the reporting period. NB: Accidents involving vehicles covered by company insurance are included.	Number	Total accidents with bodily injury caused voluntarily or not by company employees with the victim being a third party (another individual, subcontractor) during the reporting period.		6	5
SOT184	Accident caused by a subcontractor	Accident with bodily injury (physical damage) caused voluntarily or not by a subcontractor during delivery of a services contract on behalf of the company with the victim being a third party (another individual) during the reporting period.	Number	Total accidents with bodily injury caused voluntarily or not by a subcontractor during delivery of a services contract on behalf of the company with the victim being a third party (another individual) during the reporting period.		0	1

ERANOVE

Report of the independent third-party on the verification of the consolidated non-financial performance statement included in the management report - Year ended December 31, 2021

MAZARS
61, Rue Henri Régnault
92 400 Courbevoie
France
Tel : +33 (0) 1 49 97 60 00
Fax : +33 (0) 1 49 97 60 01
www.mazars.fr

ERANOVE
Public limited company with a share capital of €11,041,992
Head office : Tour W 102 Terrasse Boieldieu, 92800 Puteaux
RCS Nanterre 450 425 277
Report of the independent third-party on the verification of the consolidated non-financial performance statement included in the management report
Year ended December 31, 2021

TO THE SHAREHOLDERS

In our capacity as an Independent Third Party, member of Mazars Group, statutory auditors of Eranove and accredited by COFRAC Inspection under number 3-1058 (scope of accreditation available on www.cofrac.fr), we carried out work aimed at formulating a reasoned opinion that expresses a limited level of assurance on the historical information (observed and extrapolated) of the consolidated extra-financial performance statement, for the financial year ended December 31, 2021 (hereinafter respectively the "Information" and the "Statement"), presented in the management report of the group in application of the provisions of Articles L. 225-102-1, R. 225-105 and R. 225-105-1 of the Commercial Code.

CONCLUSION

Based on the procedures we performed, as described in the "Nature and scope of our work" and the evidence we collected, nothing has come to our attention that causes us to believe that the consolidated non-financial statement is not presented in accordance with the applicable regulatory requirements and that the Information, taken as a whole, is not presented fairly in accordance with the Guidelines, in all material respects.

PREPARATION OF THE NON-FINANCIAL PERFORMANCE STATEMENT

The absence of a generally accepted and commonly used framework or established practices on which to base the evaluation and measurement of the Information permits the use of different, but acceptable, measurement techniques which may affect comparability between entities and within the time.
Consequently, the Information must be read and understood with reference to the entity's procedures (hereinafter the "Guidelines"), the significant elements of which are presented in the Statement.

LIMITS INHERENT IN THE PREPARATION OF THE INFORMATION

The Information may be subject to uncertainty inherent in the state of scientific or economic knowledge and the quality of the external data used. Some information is sensitive to the methodological choices, assumptions and/or estimates used for their preparation and presented in the Statement.

THE ENTITY'S RESPONSIBILITY

The Board of Directors is responsible for:

- selecting or setting appropriate criteria for the preparation of the Information;
- preparing the Statement with reference to legal and regulatory requirements, including a presentation of the business model, a description of the principal non-financial risks, a presentation of the policies implemented considering those risks and the outcomes of said policies, including key performance indicators ;
- and implementing internal control procedures deemed necessary to the preparation of information, free from material misstatements, whether due to fraud or error.

The Statement has been prepared by applying the Entity's Baseline as mentioned above.

RESPONSIBILITY OF THE INDEPENDENT THIRD PARTY

On the basis of our work, our responsibility is to provide a report expressing a limited assurance conclusion on:

- he compliance of the Statement with the requirements of article R. 225-105 of the French Commercial Code;
- the fairness of Information (observed or extrapolated) provided in accordance with article R. 225 105 I, 3° and II of the French Commercial Code, i.e., the outcomes, including key performance indicators, and the measures implemented considering the principal risks (hereinafter the "Information").

This is not our responsibility to express an opinion on:

- the entity's compliance with other applicable legal and regulatory requirements (in particular with regard to the Information required by Article 8 of Regulation (EU) 2020/852 (green taxonomy), the due diligence plan and the fight against corruption and tax evasion);
- the compliance of products and services with applicable regulations.

REGULATORY PROVISIONS AND APPLICABLE PROFESSIONAL STANDARDS

The work described below was performed with reference to the provisions of articles A. 225-1 et seq. of the French Commercial Code, as well as with the professional guidance of the French Institute of Statutory Auditors ("CNCC") applicable to such engagements and with ISAE 3000 (revised).

INDEPENDENCE AND QUALITY CONTROL

Our independence is defined by the requirements of article L. 822-11-3 of the French Commercial Code and the French Code of Ethics (Code de déontologie) of our profession. In addition, we have implemented a system of quality control including documented policies and procedures regarding compliance with applicable legal and regulatory requirements, the ethical requirements, and the professional doctrine of the French National Association of Auditors.

MEANS AND RESOURCES

Our work was carried out by a team of 5 people between January 2022 and May 2022 and for 5 weeks.
We conducted 5 interviews with the people responsible for preparing the Declaration, representing in particular the Sustainable Development Department.

NATURE AND SCOPE OF OUR WORK

We planned and performed our work considering the risks of significant misstatement of the Information. We estimate that the procedures we have carried out in the exercise of our professional judgment enable us to provide a limited assurance conclusion:

- we obtained an understanding of all the consolidated entities' activities and the description of the principal risks associated;
- we assessed the suitability of the criteria of the Guidelines with respect to their relevance, completeness, reliability, neutrality and understandability, with due consideration of industry best practices, when appropriate;
- we verified that the Statement includes each category of social and environmental information set out in article L. 225 102 1 III;
- we verified that the Statement provides the Information required under article R. 225-105 II of the French Commercial Code, where relevant with respect to the principal risks, and includes, where applicable, an explanation for the absence of the Information required under article L. 225-102-1 III, paragraph 2 of the French Commercial Code;

- we verified that the Statement presents the business model and a description of principal risks associated with the entity's activity all the consolidated entities' activities, including when relevant and proportionate, the risks associated with their business relationships, their products or services, as well as their policies, measures and the outcomes thereof, including key performance indicators associated to the principal risks;
- we referred to documentary sources and conducted interviews to:
  - + assess the process used to identify and confirm the principal risks as well as the consistency of the outcomes, including the key performance indicators used, with respect to the principal risks and the policies presented, and;
  - + corroborate the qualitative information (measures and outcomes) that we considered to be the most important presented in Appendix; our work was carried out on the consolidating entity and on a selection of entities;
- we verified that the Statement covers the scope of consolidation, i.e., all the consolidated entities in accordance with article L. 233-16 of the French Commercial Code within the limitations set out in the Statement;
- we obtained an understanding of internal control and risk management procedures implemented by the entity and assessed the data collection process to ensure the completeness and fairness of the Information;
- for the key performance indicators and other quantitative outcomes that we considered to be the most important presented in Appendix, we implemented:
  - + analytical procedures to verify the proper consolidation of the data collected and the consistency of any changes in those data;
  - + tests of details, using sampling techniques, in order to verify the proper application of the definitions and procedures and reconcile the data with the supporting documents. This work was carried out on a selection of contributing entities[1] and covers between 20% and 100% of the consolidated data relating to the key performance indicators and outcomes selected for these tests;
  - - we assessed the overall consistency of the Statement based on our knowledge of all the consolidated entities.

The procedures performed for a limited assurance engagement are less extensive than those required for a reasonable assurance engagement performed in accordance with the professional doctrine of the French Institute of Statutory Auditors ("CNCC"). Indeed, the procedures performed for reasonable assurance required more comprehensive verification work.

L'organisme tiers indépendant
MazarS SAS
Paris La Défense, le 8 juin 2022

Marc Biasibetti
Associé

Edwige Rey
Associée RSE & Développement Durable

APPENDIX: INFORMATION CONSIDERED AS MOST SIGNIFICANT

The qualitative information (actions and results) relating to the main risks:

- - Management of jobs and skills
- - Health and Safety at work
- - Reduction of greenhouse gas emissions
- - Third party safety

Quantitative indicators including key performance indicators

HR Information	
Total number of employees and breakdowns	Total headcount as of 12/31/2020
	Total female workforce as of 12/31/2020
	Total workforce by age group as of 12/31/2020
Working hours	Theoretical working hours
Workplace accidents	Severity rate
	Frequency rate
Absenteeism	Absenteeism rate
Training	Number of training hours per employee
Certification	OHSAS 18001 / ISO 45000 certification coverage rate

Environmental Information	
Water production & distribution	Internal efficiency of water production plants
	Network efficiency
Electricity production & distribution	Share of renewable electricity production capacity (MW)
	Total production of hydroelectric power plants
	Share of renewable electricity production (MW)
	Power production efficiency
	Power production efficiency Abidjan
Energy	Total energy consumption
Green house gas emissions (GES)	Green house gas emissions (GES)

Informations Sociétales	
Quality of service	Average time of electricity cut
	Compliance rate for physico-chemical/microbiological analyses
Promotion of ethics	Expenses related to the promotion of ethics
	People trained/aware on ethics

1 *See Appendix*

www.eranove.com