eranove

PROVIDING ACCESS TO ESSENTIAL LIFE SERVICES

SUSTAINABLE DEVELOPMENT REPORT

Extra-Financial Performance Declaration

2023

SUSTAINABLE DEVELOPMENT REPORT

Extra-Financial Performance Declaration

2023

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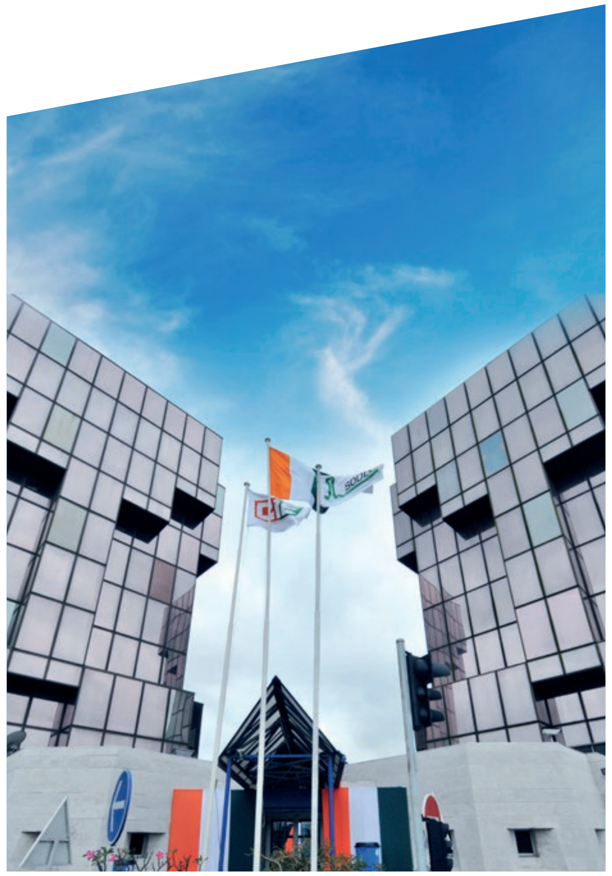

Editorial

Mobilising the highest standards to **promote access to essential services in Africa**

Marc Albérola
CEO of the Eranove Group

The year 2023 saw the concrete results of our commitments: to promote access for the people of Africa to essential electricity, drinking water and sanitation services; to meet the unique challenges of the countries in which we operate; and to ensure that our actions comply with international sustainable development standards.

Our public-private partnerships (PPPs) with the governments of Senegal and Benin are innovative examples of how we are improving access to drinking water in difficult and sometimes remote areas, following international calls for tender. We are delighted to announce that our two companies, Omilayé in Benin and SDER in Senegal, are now operational. They operate public service delegation contracts for drinking water designed for suburban and rural communities, with adapted infrastructure and business models.

An example of our investment in energy infrastructure is the commissioning of the combustion turbine natural gas thermal power plant operated by Atinkou in Côte d'Ivoire, which produced 747 GWh over 6 months in 2023. As soon as the steam turbine forming the combined cycle is commissioned, Atinkou will help to boost national electricity production by an average of 2,875 GWh per year to meet ever-increasing national and regional demand.

In Benin, Eranove has been entrusted with the delegated management of the Beninese Electricity Production Company (SBEE, Société Béninoise d'Energie Electrique). This PPP will support SBEE's progress in terms of technical, commercial, financial, environmental and social performance, in the interests of Benin's industrialisation and socio-economic development.

We continue to strengthen our environmental, social, biodiversity and governance management system, with significant measures to improve our performance in favour of sustainable development.

We have adopted our new three-year climate policy, with an inspiring reference framework to guide all our companies in mitigating and adapting to climate change, in line with the commitments made by our partner countries in the Paris and then Glasgow agreements. Our determination in terms of ethics and anti-corruption measures has resulted in the transformation of our ethics charter into a Group ethics and anti-corruption policy. In the areas of health, safety and security, a rigorous policy has been put in place to protect all our stakeholders, setting the course for the management plans of all our companies and combining regulatory and standards requirements.

We agree with the observation recognised by the European Union's Corporate Sustainability Reporting Directive (CSRD): as companies may be faced with contradictory injunctions, it may be impossible to achieve all the sustainability objectives simultaneously; it is therefore crucial to set a trajectory for achieving these objectives over time. In this context, we are proud to announce that our subsidiaries Awalé in Côte d'Ivoire and Kékéli Efficient Power in Togo achieved triple ISO quality, safety and environment certification in December 2023.

We will continue to identify areas for improvement, to innovate and to commit ourselves to building a better future for everyone. With this in mind, and in collaboration with all our African subsidiaries, we are already preparing our major project for the next two years: the integration of 'Green Taxonomy' and the CSRD. We will mobilise these tools to make progress, while strengthening the application of the regulatory systems already in place in our countries of operation, in order to achieve even higher standards of sustainability and compliance, or to increase our focus on growing issues such as biodiversity.

The main keys to success lie in our ability to ensure a perfect match between people and positions in all our organisations. This requires business training aimed at developing skills, professionalism, expertise, creativity and continuous innovation, while empowering everyone.

In 2023, we also continued to digitise key industrial processes and those relating to our customer services. These transformations are aimed at continuously improving our economic, financial, technical, commercial, environmental and social performance. Aware of the challenges in this area, we are now working to integrate artificial intelligence into all our strategic thinking in order to maintain our leadership position.

Our values, sources of innovation

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Performance

For the Eranove Group, the quest for performance for its customers, shareholders, employees and society is permanent and multi-faceted: economic, social, financial, technical, human, environmental and societal.

At each level of the value chain, performance is translated into collective objectives that form part of a circle of continuous improvement.

Africa

The Eranove Group has been operating in Africa, for Africa and through Africa for 60 years. This African footprint is expressed through its empowering management model and its social policy based on mutual aid, sharing and fraternity.

The Eranove Group's roots in Africa guarantee a close and lasting relationship with its customers, partners and host communities.

Rigour

The governance of the Eranove Group aims to guarantee transparency and rigour by relying on strong, ethical and responsible bodies.

Each employee operates with integrity and professionalism, in compliance with local regulations and international standards, and in accordance with ISO-certified practices.

Creativity

In tune with the cultural context and the technical, human and environmental operational realities of its locations, the Eranove Group can constantly anticipate its customers' needs and offer innovative, tailor-made solutions.

Creativity is carried into both operations and projects in a spirit of openness and idea sharing.

Responsibility

Eranove is a responsible corporate citizen, mindful of its rights and duties towards society and the environment. It promotes ethical behaviour, a bond of trust between the company and its ecosystem and a factor in business sustainability.

Each member of the Eranove Group is committed to passing on these values and is aware of their role in relation to colleagues, stakeholders and the planet.

Skills

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

Thanks to effective recruitment, training and experience-sharing programmes, this capital is equipped with cutting-edge skills that are constantly being developed.

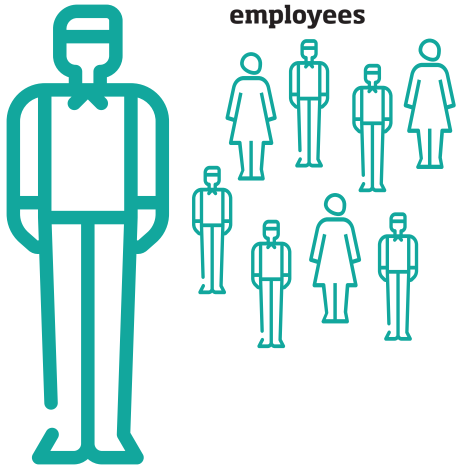
The Eranove Industrial Group, a pan-African leader in the management of public services and the production of electricity and drinking water

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 design to project development, including 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.

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

9190 employees



769 M€ in revenues from ordinary activities

343 million m³ of drinking water produced

5 978 GWh of electricity generated

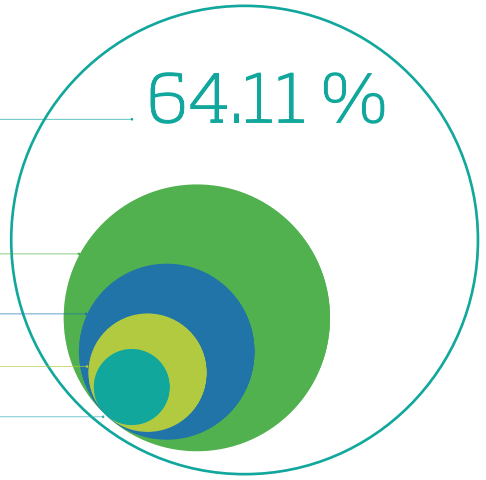
4 Million electricity customers

2 Million water customers

1 Million sanitation customers

Shareholders

ECP Power and Water Holding SAS	64.11 %
CNPS CI	12.97 %
Private African investors	10.06%
Employee shareholders	7.43%
Managers	5.43%



Our CSR policy

Vision

For the Eranove Group, CSR is at the service of performance, with a positive impact on all its stakeholders: shareholders, employees, customers, partners, suppliers and communities. The development of water and energy services, as well as access to information and training, represent opportunities for growth, well-being and social development. This performance is made possible by building on and sharing our culture and values.

Area 01 – Ethical and compliant governance

Area 02 – Human capital development and responsible employer

Area 03 – Prevention, optimisation of resources and solutions

Area 04 – Access to essential services and community development

Commitments

Area 1 : Our corporate governance is based on international best practice and incorporates environmental, social and governance (ESG) criteria. Ethics and compliance underpin our actions.

Area 2 : We are committed to sustainable employment, in line with local and international standards. Health, safety, training and employee share ownership are key to the development, fulfilment and loyalty of our employees.

Area 3 : We prevent pollution and optimise resources. Our production, services and performance offer solutions for the planet.

Area 4 : We respect human rights. Our services are accessible and of high quality. We contribute to the development of local communities and involve our suppliers in CSR.

Action areas

Area 1 :
- Strong governance, integration of ESG criteria in decision-making
- Extra-financial performance measurement and transparency
- Compliance and anti-corruption measures
- Operational cross-functionality and sharing of best ethical and CSR practices

Area 2 :
- Health and safety
- Skills development and talent management
- Social dialogue and respect for fundamental labour rights, including those of our subcontractors
- Social protection and fair pay

Area 3 :
- Pollution prevention (water, air, soil)
- Performance and optimisation of resources, from production to delivery
- Energy efficiency and promotion of self-generation of sustainable energies
- Renewable and/or efficient production and technologies

Area 4 :
- Access to quality basic services
- Constructive dialogue with institutions and stakeholders
- Training our partners and suppliers on the CSR approach
- Positive local impact of our activities (health, education, employment, purchasing, sponsorship)

Values

Our African values: skills - performance - rigour - creativity - responsibility are expressed in our Ethics and Corporate Responsibility Charter (as well as our Ethics and Anti-Corruption Policy) and guide our day-to-day actions.

Impact

Our contribution to the sustainable development of society is significant in terms of 8 of the 17 UN Sustainable Development Goals (SDGs). We spread our positive impact wherever possible.

Our credentials in managing public services and producing water and electricity at 31 December 2023

ERANOVE GROUP OPERATIONS (THROUGH ITS SUBSIDIARIES)

Côte d'Ivoire

CIE
Electricity public service management
4 048 259 customers
704 MW (100 MW thermal, 604 MW hydroelectric) operating production capacity
68 800 km transport and distribution network

CIPREL
Independent power producer
Combined cycle thermal power plant
543 MW production capacity

SODECI s.a.
Drinking water and sanitation public service management
2 046 040 drinking water customers
1 049 798 sanitation customers
336 million de m³ of drinking water produced

Awale
Fibre optic - Data transmission
1 042 end users connected
2 289 km of fibre optic cables in use

Smart Energy
Energy efficiency - Energy from renewable sources
Energy audits
Energy-saving equipment

ATINKOU
Independent power producer
Combined cycle thermal power plant
255 MW production capacity

Sénégal

SDE
Drinking water producer
Service contract management
3,2 million de m³ of drinking water produced

SDER
Drinking water public service management in rural areas
22 815 drinking water customers
2,6 million de m³ of drinking water produced

Togo

KèKèLI Efficient Power
Independent power producer
Combined cycle gas/steam thermal power plant (65 MW)

Bénin

omilayé
Drinking water public service management in rural areas
10 712 drinking water customers
1,9 million de m³ of drinking water produced

ERANOVE EXCLUSIVE DEVELOPMENT PROJECTS

Gabon

ASOKH ENERGY
Independent power producer
Ngoulmendjim hydroelectric power plant (73 MW)

LOUETSI ENERGY
Independent power producer
Dibwangui hydroelectric power plant (15 MW)

ORELO
Independent drinking water producer
Drinking water production plant (140,000 m³/day)

Mali

KENIE ENERGIE RENOUVELABLE
Independent power producer
Hydroelectric power plant (56 MW)

Côte d'Ivoire

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

République Démocratique du Congo

MOYI POWER GEMENA
Mini-grids
Solar mini-grids in the cities of Gemena, Bumba and Isiro

Madagascar

NEHO
Independent power producer
Sahofika hydroelectric development (under review)

- ERANOVE GROUP OPERATIONS (trough its subsidiaries)
- ERANOVE EXCLUSIVE DEVELOPMENT PROJECTS

Extra-Financial Performance Declaration

The Eranove Group is firmly committed to a policy of sustainable development. Each Group entity implements initiatives in line with its Corporate Social Responsibility (CSR) policy, aimed at effectively managing social, environmental, societal and governance impacts.

Actions and results are reported on a consolidated basis. Launched in 2015, this approach has enabled the Group to publish an Extra-Financial Performance Declaration in line with French regulations, in accordance with European Directive 2014/95/EU[1] on non-financial reporting, from 2018.

DESCRIBING ACTIVITIES
BUSINESS MODEL

> **CONTROLLING ISSUES and RISKS**
RISK ANALYSIS,
MATERIALITY ANALYSIS,
RISK MAPPING

> **MAKING COMMITMENTS**
CSR POLICY,
PERFORMANCE INDICATORS,
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 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.

OUR BUSINESSES / OUR PRESENCE

- Public services manager (electricity, drinking water, sanitation)
- Independent producer of power and water
- Energy efficiency
- Data transmission
- Training

OUR LOCATIONS

8 Countries

Côte d'Ivoire, Mali, Bénin, Togo, Sénégal, Gabon, RD Congo, Madagascar

KEY FACTORS IN THE PERFORMANCE AND RESILIENCE OF OUR ACTIVITIES

African foothold: Present for over 60 years and close, trusting relationships with States

CSR requirement: CSR commitment to international standards

Human capital: Emphasis on developing local expertise

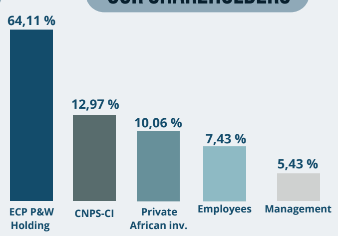
Efficient organisation: Adapted to operational and development needs

OUR MAIN STAKEHOLDERS

OUR EMPLOYEES

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

OUR SHAREHOLDERS



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

USE OF RESOURCES

HUMAN CAPITAL

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

9 190
Employees

FINANCIAL CAPITAL

- Stable and engaged shareholders
- Self-financing capability

769 M€
Revenues from ordinary activities (ROA)

INDUSTRIAL CAPITAL

Leased infrastructure

Electricity

100 MW Gas-fired thermal power plants
604 MW Hydroelectric power plants
68 800 KM of power networks

Water

1 194 307 m³/day of drinking water production capacity
+ 23 000 km of water networks

Sanitation

+ 2 400 km of networks

Group-owned infrastructure

863 MW combined cycle gas plants
2 289 km of optical fibres

ENVIRONMENTAL CAPITAL

Water needs: **9,2 Mm³** of water consumed per year
Raw material needs: **1 189 Mm³** of natural gas/year
Power needs: **349 GWh/year**

KEY IMPACTS AND RESULTS

FOR OUR EMPLOYEES

- **126 M€** Payroll
- **7 170** Training sessions attended
- **ISO 45001** Certification Occupational health and safety
- **11 M€** In social policy spending

FOR COMMUNITIES

- **2.5 M clients** Customer recipients of corporate programmes
- **1 244** Hires
- **ISO 26000** Certification of facilities
- **981 K€** Spent on social initiatives

FOR OUR CUSTOMERS

+ 54 % Access to essential services since 2018

Product quality

- **90%** Physicochemical compliance rate
- **98%** Microbiological compliance rate
- **29 h** Hours Average power outage time
- **95,2 %** Availability rate - power production

Services

- Mobile payment
- Prepayment
- E-branch
- Customer relations
- Repair centres

FOR THE ENVIRONMENT

ISO 14001 & 50001 Certifications

Carbon footprint optimisation

- **490 gCO2e/kWh** Of electricity generated (-4% compared to 2022)
- **0,829 kWh/m³** Of water sold (-6% compared to 2022)
- **922 MW** Of electric projects
- **40 MW** Of solar projects

FOR OUR SHAREHOLDERS

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

FOR INSTITUTIONS

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

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

OUR CUSTOMERS

African States, individuals, businesses, and authorities.

- **4 M** Electricity customers
- **2 M** Water customers
- **1 M** Sanitation customers
- **1 042** Data transmission customers connected

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 VALUE CHAIN

- Infrastructure project development
- Infrastructure operation and maintenance
- Water/power production
- Water/power transmission; water/power distribution; marketing
- Licensor and customer relationship management

Non-financial risk assessment, monitoring and management

Identification, assessment and management of extra-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 the Group 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 2023 fiscal year.

In 2024, the department responsible for sustainable development carried out a risk review. The results and conclusions of this review were examined by the Executive Committee.

Risk control measures are structured around a set of programmes, actions and 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

GOVERNANCE - CSR POLICY - AREA 1 (GOVERNANCE), CHAP. 1

ISSUES	RISKS (-)	OPPORTUNITIES (+)	MAIN ACTION TAKEN WITHIN THE SUBSIDI-ARIES	RESULTS INDICATORS	TYPE*	IMPROVEMENT ACTION INITIATED FOR THE NEXT THREE YEARS	REPORT CHAPTER
Sustainability governance	Non-compliance with sustainability standards and regulations	> Standardising the vocabulary, procedures, management plans, indicators, monitoring and evaluation of the Group's sustainability challenges > Strengthening operational excellence, practices and employee skills in relation to sustainability challenges within their area of responsibility > Strengthening the development, implementation and monitoring of ESG action plans within the Group > Strengthening the Group's ecological transition > Consolidating the trust of our stakeholders and business ecosystem	> Implementation of a Group environmental and social management system (ESMS)	> Implementation rate 2023-Phase 2: drafting of the umbrella ESMS > Preparation of the Green Taxonomy and CSRD	MI	> Develop the core elements of the Group's umbrel-la ESMS and involve subsidiaries in its implementation > Prepare subsidiaries for the implementation of their ESMS in 2024 > Strengthen SD governance procedures within Eranove and with its subsidiaries	1.D
			> QSE/CSR management with certification and assessment implemented in subsidiaries	Certification and assessment scope > ISO 45001 certification scope (Workforce - SOC 1012) > ISO 14001 certification scope - electricity production (ENV 1042) > ISO 14001 certification scope - electricity transmission (ENV 1052) > ISO 9001 certification scope (SOT 152) > ISO 26000 assessment scope-Electricity production (SOT 177)	MI	> Schedule tracking for subsidiary ISO certifications	
	Lack of framework / coordination / execution of Eran-ove & subsidiaries ESG action plans		> Quarterly and annual reviews of subsidiaries' ESGAP from 2023	> Rate of implementation of reviews (number of reviews held during the year / number of reviews planned)	MI	> Development of a single SD action plan for each subsidiary to facilitate quarterly monitoring (SG subsidiary / Eranove SDD review) and annual monitoring (Eranove / subsidiary senior management review) > Development of an annual management cycle with each of the subsidiaries concerned to monitor the integrated SD action plan	
Anti-corruption measures	Non-compliance with anti-corruption standards and regulations	> Strengthening corruption risk mapping and anti-corruption tools > Strengthening the culture and employees in terms of anti-corruption	> Involvement of senior management > Compliance with the Sapin Law in all entities > Responsibilities structured around an ethics manager and a network of actors > Group ethics and anti-corruption policy > Significant resources for and monitoring of the anti-corruption programme	> Number of individuals trained in/informed about ethics (SOT 132)	KPI	> Continual improvement of anti-corruption management systems with voluntary extension of the scope of ISO 37 0001 certifications > Management indicators: implementation of a system of reporting notifications, investigations and sanctions	1 C
				> Expenditure (in €) committed to the ethics programme (SOT 131)	KPI		
				> Scope of an anti-corruption man-agement system in accordance with the Sapin II Law (SOT 192)	MI		
				> Proportion of employees covered by a whistle-blower system (SOT 194)	RI		
				> Reporting of internal and external complaints (SOT 136 to 139)	RI		
				> Number of internal complaints received (SOT (136)	RI		
				> Number of internal complaints resolved (SOT (137) > *Internal complaints resolution rate	RI		
				> Number of external complaints received (SOT (138)	RI		
				> Number of external complaints resolved (SOT (138) > External complaints resolution rate	RI		
Reputation protection	Occurrence of an event which could cause reputational damage	> The reputation of the company, its products and services is a valuable asset	> Implementation of plans to identify, analyse, prevent and manage the main reputational risks	> Scope of the accident monitoring procedure (in % of company construction and operation)	MI	> Strengthen the Incident-Accident management framework. Integration of communities and consumers > Set up and extend reporting of incidents and accidents from subsidiaries to Eranove to all subsidiaries under construction and in operation > Reporting of the incident and accident feedback indicator	1B.3
			> Deployment of group information feedback mechanism	> Number of accidents involving reputational risk reported annually by subsidiaries (indicator to be created/defined in 2024)	RI	> Formalise the reputational risk management system > Set up reporting of events involving reputational risk from subsidiaries to Eranove > Establish an indicator for monitoring reputational risks and the scope of the associated procedure	

HUMAN CAPITAL - CSR POLICY - AREA 2 (HUMAN CAPITAL), CHAP. 2

ISSUES	RISKS (-)	OPPORTUNITIES (+)	MAIN ACTION TAKEN WITHIN THE SUBSIDIARIES	RESULTS INDICATORS	TYPE*	IMPROVEMENT ACTIONS INITIATED FOR THE NEXT THREE 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 and e-learning.	> Expenditure (€) on internal and external training (SOC 320)	MI	> Continuous reinforcement of Group training centres and training programmes > Development of upskilling programmes for SPVs > Skills development programme for technical managers (department heads to Director level) > Young talent programme	Chapters 2.A.2 and 2.D
				> Number of training hours per employee (SOC 333)	KPI		
				> Deployment of a forward-looking jobs and skills management programme for core professions	MI		
				> Percentage of payroll devoted to training (SOC 323)	MI		
				> Total workforce, gender and age group breakdown	KPI		

Protecting employee health, safety and security	Workplace accidents and occupational illnesses involving staff Unavailability of staff through absenteeism due to various causes Operational disruption resulting from the aforementioned risks	Company attractiveness due to working conditions Employee well-being Employee loyalty	Implementation of an occupational medicine system and a health and safety programme in line with the analysis of occupational risks ISO 45001 health and safety management system certification Safety induction for all new employees	Theoretical working time (SOC 610) Absenteeism rate (SOC 711) Frequency (SOC 560) of workplace acci-dents Gravity (SOC 550) 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	Plans to reduce occupational risks in subsidiaries Implementation of the Environmental and Social Management System (ESMS) throughout the Group, with an associated audit plan Safety procedures for employees in the field and on assignments Formal accident reporting and analysis system Safety risk analysis at main sites Formalise emergency procedures at all main sites	Chapters 1.D, 2.A and 2.C
Fair remunera-tion 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)	Change in payroll (€) (SOC 400) Salary monitoring (€) by socio-professional category and by gender (SOC 410-SOC433) Average gross annual pay (SOC430) Average gross annual pay - women (SOC440 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	Chapters 2.A and 2.B

ENVIRONMENT - CSR POLICY - AREA 3 (ENVIRONMENT), CHAP. 3

ISSUES	RISKS (-)	OPPORTUNITIES (+)	MAIN ACTION TAKEN WITHIN THE SUB-SIDIARIES	RESULTS INDICATORS	TYPE*	IMPROVEMENT AC-TIONS INITIATED FOR THE NEXT THREE YEARS	REPORT CHAPTER
Air, water, soil and waste pollution prevention	Non-compliance with regulations, withdrawal of authorisations Accounts lack of 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 ISO 14001 management system Indicator monitoring Risk and insurance provision Audit programme for environmental risks	Air. Monitoring of the quality of emissions into the air (excluding C02) (ENV 720 - ENV 730 - ENV 727) NOx emissions, electricity production (ENV 720) *SOx emissions, electricity production (ENV 730) Environmental accident monitoring ISO 14001 certification scope (ENV 1010) *Electricity production (ENV1042) *Power transmission (ENV1052) *Drinking water production (ENV1022) Provision and guarantees for environmental risks (ENV 110)	RI MI	Environmental management: Implement ESMS in all areas with associated audit plan Formalise and improve ICPE monitoring indicators and pollution prevention Strengthen the accident reporting system Formalise authority warning and information procedures	3.A, 3.B
Sustainable use of resources	Production losses and im-pacts on cost prices Wastage of water, primary energy (gas, HVO, DDO, etc.) and final energy (distribution, networks) resources Unavailability of resources needed for activities; Damage to resources by third parties	Industrial performance and competitiveness of production and distribution facilities Value of production assets Preservation and integrity of facilities Reduction in rehabilitation costs	Action programme for improving facility performance (effectiveness, efficiency): investments, maintenance and skills - reduced technical losses	Internal efficiency of water produc-tion plants (ENV 320) Network efficiency Drinking water (ENV 330) Water consumption by headquarters, branches, offices (ENV 210) Electric power consumption by head-quarters, branches, offices (ENV 420) Electricity production efficiency (ENV 530)) Electricity production efficiency, Abidjan (ENV 531) Diesel consumption by vehicles (ENV481) Regular and premium petrol con-sumption by vehicles (ENV482)	KPI KPI RI RI KPI KPI RI RI	Action plan to reduce technical losses; Natural resources management plan (quantity/quality) Formalisation of warning and awareness actions for the Authorities (works) Improved monitoring of moped fuel consumption and research into alternatives for sustainable mobility	3.A.2, 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	Proportion (%) of renewable electrici-ty production capacities (MW) Total production of hydroelectric production factories (GWh) (ENV 522) Proportion (%) of renewable electrici-ty production (GWh) gCO2e/kWh produced (ENV 713) ISO 50001 certification scope (ENV 1102) Scope of resilience plans against the physical risks of climate change	KPI KPI KPI RI MI RI	Commit to reducing short, medium and long-term greenhouse gas emissions (MI) Climate impact management plan Management: identify procedures for warning and informing the Authorities about the change in water resources; and formalise water resource monitoring	3.A, 3.C
Biodiversity and ecosystem service protection	Development risks : Delays / Abandonment of projects due to the identification of negative impacts & costs of preservation measures Reputational risk : mobilising civil society around 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 construc-tion projects with an environmental and social impact study addressing biodiversity issues (ENV 1204) - Scope of development and construc-tion projects conducted in accordance with biodiversity management re-quirements (ENV 1206) - Scope of construction projects which have identified the existence of a species listed as being critically en-dangered (CR) or endangered (EN) on the IUCN red list and for which pro-tection and conservation measures have been implemented (ENV 1209)	RI RI RI	Biodiversity management plan (development and operation) Implementation of a strategy to promote i) African scientific skills ii) data collected for biodiversity studies	3.D

SOCIETY - CSR POLICY - AREA 3 (SOCIETY), CHAP. 4

ISSUES	RISKS (-)	OPPORTUNITIES (+)	MAIN ACTION TAKEN WITHIN THE SUBSIDIARIES	RESULTS INDICATORS	TYPE*	IMPROVEMENT ACTIONS INITIATED FOR THE NEXT THREE YEARS	REPORT CHAPTER
Health and safety of consumers	Non-compliance with public health and WHO standards Improper use and dangerous connections Diseases, electrocutions 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 actions to warn and inform the authorities about third-party exposure to health and safety risks	Chapters 2.C and 4.A.2
Service and product quality, and sustainable price	Societal rejec-tion of price or service quality Customer sol-vency risk, non-payment	Fewer cases of fraud Renewal of conces-sions 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 power outage time (in hours) (SOT 201) Scope of ISO 9001 certified quality management system (SOT 152)	RI MI	Identify measures to raise awareness about the sector's structure Product and service quality indicator communication	Chapters 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 access programmes (PEPT) 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 (PEPT) activities	Chapter 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 actions to combat fraud and detection capability Consumer information and awareness Monitoring of actual consumption payments	Billing ratio (SOT 241)	RI	Continually strengthen detection and surveillance capacities, digitalise checks, billing and payments	Chapters 1.C and 3.A.2
ESG transparen-cy: environment, social and socie-tal, 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	Introduce the ESMS Distribute SD reports at company general assemblies	Chapters 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 % of stakeholder commitment plans deployed on projects	RI MI RI	Stakeholder engagement plan in operating subsidiaries Implementation of a harmonised complaints/ grievance management community dialogue system	Chapter 4.D

1

Building on strong governance

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

Ethics and CSR at the core of an effective system

Certifications

afaq ISO 9001 Qualité AFNOR CERTIFICATION
afaq ISO 45001 Santé Sécurité au Travail AFNOR CERTIFICATION
afaq ISO 14001 Environnement AFNOR CERTIFICATION
afaq ISO 50001 Énergie AFNOR CERTIFICATION
afaq ISO 37001 Anti-corruption AFNOR CERTIFICATION

CIPREL: ENGAGÉ RSE MODÈLE AFAQ 26000 Exemplaire AFNOR CERTIFICATION
CIE: ENGAGÉ RSE MODÈLE AFAQ 26000 Confirmé AFNOR CERTIFICATION

12 489
people have received ethics and anti-corruption training since 2020

A SUSTAINABLE responsible governance

1 Management fitting cultural realities

The management model developed by the late Marcel Zadi Kessy in the 1970s at SODECI, and then extended to CIE from 1990 onwards, places the emphasis on taking account of the socio-cultural environment and using motivational methods in line with local values. This method is based on one conviction: the importance of aligning with local culture to motivate employees. The key principles of this managerial approach include :

- **Organising the regional branches around four key functions without a strict hierarchy, with a particular focus on women.**
- **Minimisation of hierarchical levels to encourage the circulation of information, delegation of power and speedier decision-making.**
- **Reducing community pressure through a principle of straightforward management based on cross-project internal control and the creation of social funds.**

The decentralisation of responsibilities involves all employees in the management of the company, strengthening involvement and skills development.

After more than 50 years, this model continues to guide the Eranove Group on a daily basis, contributing to its sustainability as a major pan-African player in the water and electricity sectors.

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.

Group ethics circle meeting

The Group ethics circle meets at least once a year to bring together all the "references" in the subsidiaries. The last meeting of the circle, held on 7 December 2023, provided an opportunity to relaunch the process, which had been interrupted by the COVID-19 pandemic. It provided an opportunity to take stock and share best practice, while presenting the new mission statement for the Group ethics circle, which formalises and provides a framework for its activities. The presentation of the Group's umbrella Ethics and Anti-Corruption Management System (ACMS) then provided an opportunity to discuss its implementation in all subsidiaries.

The roll-out of this system, which is based on the requirements of the ISO 37001 standard (Anti-Corruption Management System) to all subsidiaries, will help to harmonise practices across the Group and will be an important step towards achieving the objective of ISO 37001 certification by 2028. In particular, the ethics correspondents have identified the need for training support in order to implement the ACMS in their respective entities. Eranove Academy's work on an online training module on ethics and anti-corruption will help to meet part of this training need. For the path to ISO 37001 certification, subsidiaries wishing to do so will be able to take advantage of support from GS2E, the first company in Côte d'Ivoire to obtain ISO 37001 certification in 2022, and which presented an offer to this effect during the ethics circle.

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 were materialised in 2022 by the development, validation and sharing of a common procedure across all subsidiaries for making notifications and carrying out investigation and analysis reports, with regard to bodily injury, property and environmental damage. These aspects were extended in 2023 by reinforcing the investigation and analysis work, as well as monitoring the implementation of the report recommendations in order to reduce the risk of similar accidents occurring.

B 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 eight 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.

Composition as of 31/12/2023

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
ECP Power and Water Holding	represented by Mr. Brice Lodugnon
Eranove	represented by Mr. Marc Alberola
ECP Power and Water Holding	represented by Mr. Momar Nguer
ECP Power and Water Holding	represented by Mr. Jens Thomassen
Envol Energy	represented by Mr. Moctar Thiam
National Social Security Fund (CNPS)	represented by Mr. Ahmed Cissé
employee representative	Ms Maria Prados

2 The Board **Committees**

Audit Committee

Role

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.

Composition

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. Ahmed Cissé, Chairman of the CNPS Finance and Investment Committee, and Mr. Jens Thomassen, Partner at AP Moller Capital.

Strategy Committee

Role

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.

Composition

The Strategy Committee is composed of three of the company's directors. It is chaired by Mr. Marc Albérola, CEO of the Eranove Group, with members Mr. Brice Lodugnon, ECP Managing Director and Mr. Jens Thomassen, Partner at AP Moller Capital.

Compensation and Appointments Committee

Role

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.

Composition

The Compensation and Appointments Committee has two directors from the company as members. It is composed of Mr. Jean-Marc Simon and Mr. Jens Thomassen.

ESG Committee

Role

The ESG Committee was created by a decision of the Board of Directors on 20 April 2023.

Its role is to assist the members of the Board on environmental, social and governance issues. It supports the company in defining its strategic direction in terms of sustainability, helps to identify risks in these areas and define actions for improvement.

Composition

The ESG Committee is made up of Messrs. Marc Albérola, Chair, Brice Lodugnon, Jens Thomassen and Moctar Thiam.

3 Committees reporting to the **CEO**

Executive Committee

Role

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.

Composition

The CDG is chaired by Mr. Marc Albérola, CEO of the Eranove Group, and comprises Ms. Pascale Albert-Lebrun, Deputy CEO, Mr. Ahmadou Bakayoko, Operations Director, Mr. Ralph Olayé, Director of Development and Project Management, Mr. Luc Delamaire, Director of Concessions and Finance, Mr. Cédric Lombardo, Sustainable Development Director, Mr. Arnaud De Joux, Director of Administration and Finance, Ms. Lika Fofana, Human Resources Director, Mr. Frédéric Decio, IT Director, Ms. Maria Prados, Director of Trading Services, Mr. Abdoulaye Sanogo, Director of Internal Audit.

Operations Committee

Role

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.

Composition

The Operations Committee is chaired by Mr. Marc Albérola, CEO of the Eranove Group, and comprises Ms. Pascale Albert-Lebrun, Deputy CEO, Mr. Ahmadou Bakayoko, Operations Director, Mr. Ralph Olayé, Director of Development and Project Management, as well as the Managing Directors of the subsidiaries, Mr. Bernard Kouassi N'Guessan, Mr. Daniel Sampah, Ms. Khadidjatou Diallo, Mr. Paul Giniès, Mr. Eugène Zadi, Mr. Stéphan Dauriac, Mr. Mansour Touré-Tia, Mr. Dominique Da Cruz, Mr. Lamine Diakhaté, Mr. Mamadou Dia and Mr. Mor Diop.

Management Committee

Role

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.**

Composition

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.).

Engagement Committee

Role

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.

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. It assesses the information in the files and notes on a collegial basis and 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.

Composition

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

* Role and composition of the Board and committees as of 31 December 2023

C

Putting ethics at the core

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

632 070 €
devoted to anti-corruption measures since 2020, including 25% in 2023.

12 489
employees trained in and educated about ethics since 2020, including 40 % in 2023.

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[2]. In 2019, continuing its commitment, CIE carried out a mock audit according to the ISO 37001 standard. In 2023, CIE continued to work on laying the foundations for an anti-corruption management system (ACMS) based on the ISO 37001 standard.

GS2E's commitment to this approach resulted in the certification of its ACMS in accordance with the ISO 37001 standard on 29 April 2022. In 2023, a "surveillance audit 1" took place from 28 to 31 March, during which all the deviations (03 observations and 07 minor non-conformities) notified in 2022 were lifted. This audit demonstrated the maturity of GS2E's ACMS.

At Group level, and in line with a continuous improvement approach, an assignment to support a ACMS deployment began in September 2022 with the assistance of an international firm. In its first phase over the course of 2022, this assignment led to a mapping review of the exposed management functions of Eranove SA and Eranove CI, as well as the corruption risks of the main partners. The second phase of the assignment, which took place in 2023, was marked by :

- **training the ethics correspondents of CIE, SODECI, SMART ENERGY, KÉKÉLI and AWALÉ in the requirements of the ISO 37001 standard ;**
- **the drafting of the core elements of the Group Ethics and Anti-Corruption Management System, culminating in the approval of the Group Ethics and Anti-Corruption Policy by the Board of Directors on 7 June 2023.**

In order to meet the objective of ISO 37001 certification for its subsidiaries by 31 December 2026 for the first and 31 December 2028 for the last, the 2024 objectives are as follows :

- **to have all the basic elements of a group umbrella ACMS taking into account the requirements of the ISO 37001 standard;**
- **present the core elements of the Group's umbrella ACMS to all the ethics correspondents of Eranove's subsidiaries as a prelude to the deployment of their own ACMS.**

In 2022, Eranove drew up a 'Know Your Customer' (KYC) manual in accordance with the requirements in force within the EU, the West African Economic and Monetary Union (WAEMU) and the Central African Economic and Monetary Community (CEMAC).

This manual establishes a monitoring procedure to get to know our business partners better, to ensure that the source of the capital contributing to the Group's development does not come from illicit sources such as money laundering, fraud or corruption, and does not contribute to the financing of terrorism. This management tool makes it possible to (i) ensure the identity and capacity of the person with whom a business relationship is envisaged and/or (ii) measure the risk of illegality of the origin of the capital used.


euroCompliance
AFFIRMING SHARED VALUES

EuroCompliance atteste que le système de management anticorruption de :

GS2E

34 Avenue Houdaille Abidjan, Plateau Immeuble SIDAM, 01 BP 8142 Abidjan 01, Côte d'Ivoire

RÉPOND AUX EXIGENCES DE LA NORME ISO 37001 : 2016

Activités : Auditer et Contrôler, Assurer et Apporter des Services Supports aux Membres du GS2E « GROUPEMENT DES SERVICES EAUX ET ELECTRICITE »

CERTIFICAT n°37225221018A
Attribué le 29 avril 2022 valable jusqu'au 28 avril 2025
Sous réserve de la conduite des visites de surveillance annuelle

Philippe Lesoing, Directeur Général

www.eurocompliance.com

2 ISO 37301 (Compliance management systems) is the revised version of ISO 19600.

The Eranove Group adopts an ethics and anti-corruption policy

An ethical approach was launched in 2010, under the impetus of Marc Albérola, when he became CEO of the Eranove Group. One of the first milestones in this process was the formalisation of the Group's values. In 2018, an ethics and corporate responsibility charter reinforced the approach by specifying the framework for the ethical conduct of the Group's business centred on compliance with the law and transparent, responsible and accountable governance. Subsequently, an online alert system was introduced, enabling any stakeholder (Group employees, partners or suppliers) to make a report when confronted with an attempt or case of corruption.

Between 2020 and 2022, the Eranove Group has drawn lessons from the actions deployed as part of its ethical approach and is looking ahead to the next few years, in order to strengthen its approach by leading it towards an Ethical and Anti-Corruption Management System (ACMS). Hence the need to work on formalising the "Group Umbrella ACMS", a system made up of a series of documentary elements based on the requirements of the ISO 37001 standard. The Group ethics and anti-corruption policy, adopted on 7 June 2023 by the Board of Directors, is the first building block of the Group Umbrella ACMS, which will continue to be developed in 2024. This policy sets out the commitment of the CEO, the Group's values, a policy statement, the commitments of the Group, its subsidiaries and its employees, the situations to be monitored, the roles and responsibilities, and the mechanisms and practical provisions applicable.

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 Standardisation Organisation (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 2023.

Certifications / assessments dashboard

CSR POLICY AREA	FIELD	STANDARD / REFERENCE	BUSINESS AREA	BASIS	CERTIFICATION / ASSESSMENT SCOPE 2023
› 1	Compliance	ISO 19600	All businesses	Workforce	56 %
		ISO 37001	All businesses	Workforce	6 %
› 2	Occupational health and safety	OHSAS 18001/ ISO 45001	All businesses	Workforce	18 %
› 3	Environnement	ISO 14001	Drinking water production	Water production capacity	60 %
			Power production	Power production capacity	84 %
			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	Electricity production	Electricity production capacity	80%

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

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.

afaq QSE Quality Health and Safety Environnement
AFNOR CERTIFICATION
ISO 9001 - ISO 45001
ISO 14001

QSE certification for Awalé and Kékéli Efficient Power

In 2023, Awalé, the Eranove Group's telecommunications subsidiary, achieved compliance with international sustainability standards and the commitment of its 35 employees to making the company a benchmark in its field, the laying of fibre optics. At the end of a process launched in 2016, a number of upgrades were carried out, including equipping the technical teams with the regulatory equipment. On 12 December 2023, following an audit, Awalé was awarded the three certifications for ISO 9001 (quality management), 14001 (environmental management) and 45001 (occupational health and safety management).

Kékéli Efficient Power has also set up and implemented an Integrated Management System (IMS) based on the QSE requirements of ISO 9001, ISO 14001 and ISO 45001, to confirm its commitment to quality, health and safety at work and the environment.

Following the certification audit carried out by AFNOR on 28 December 2023, Kékéli's IMS was deemed compliant. Now certified, Kékéli is constantly striving to improve its performance.

2 IMPLEMENTATION OF **AN ENVIRONMENTAL AND SOCIAL MANAGEMENT SYSTEM** (ESMS)

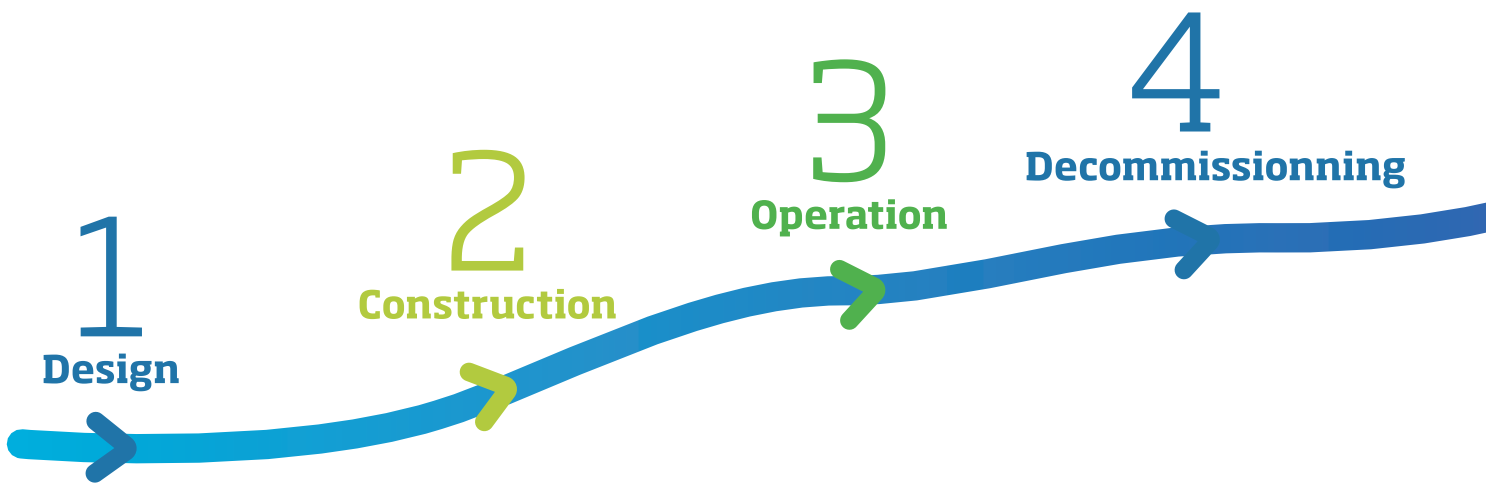
Concerned with efficient and sustainable management to protect the environment and the health and safety of its employees and the communities in which its subsidiaries operate, Eranove has committed to formalising a Group umbrella Environmental and Social Management System (ESMS).

This system will make it possible to :

- **specify to all its subsidiaries a common functional framework for managing governance, environmental, human resources and community relations issues ;**
- **harmonise the analysis of sustainable development risks and impacts that could affect the Group's operations or the living conditions of its employees and communities ;**
- **implement management plans to respond to all the risks and impacts identified, in a functional manner so that the subsidiaries can adopt them and organise their operational framework;**
- **deploy central procedures linked to the performance indicators monitored by all subsidiaries in operation or under development, in order to have a common dashboard for managing sustainability risks and opportunities ;**
- **enable Eranove Group senior management and each subsidiary to have the same approach to the management and assessment of sustainability issues and to have a common vocabulary and harmonised data for better decision-making.**

The aim of the Eranove ESMS is to integrate the legal and regulatory requirements relating to ESG in the countries in which it operates, the requirements of the International Finance Corporation (IFC) performance standards and the requirements of the ISO operational standards relating to QSE, CSR, combatting fraud and energy efficiency, into a single Group reference framework.

The umbrella ESMS covers the different phases of Eranove's activities, which are presented below :



Phase 1: On the ESMS was rolled out in 2022 :

- **a diagnosis of the environmental and social management systems of its subsidiaries, going beyond the scope of already certified QSE and/or assessed CSR, to identify gaps between the single benchmark established by Eranove and the practices of its subsidiaries in order to formalise a framework for improvement including the ESMS design and deployment of each subsidiary;**
- **an ESMS Steering Committee was set up comprising the main liaisons from its subsidiaries, to ensure joint work training and to identify and capitalise on ESG best practice to be rolled out across the Group.**

Phase 2 continued in 2023 and saw the drafting of the umbrella ESMS in accordance with the table of contents including the following sections: ESMS framework; risk identification; sustainable development (SD) policies; management programmes; organisational capabilities and competencies; emergency response; stakeholder engagement; external communications and complaints management (ECM)**.**

Phase 3 continued in 2023 to structure a first version of the umbrella ESMS in accordance with International Finance Corporation / World Bank Group guidelines, including the following sections: monitoring and evaluation; HSE culture and document management. Nine policies were developed, with 34 associated management plans.

At the end of this work, an analysis of environmental, social and governance regulatory requirements will be carried out in order to take into account the numerous texts enacted over 2023 and 2024 in several of the Group's reference countries.

Finally, support for the teams from all the Group's entities (Group scope) will enable them to fully understand the umbrella ESMS and facilitate its development in each subsidiary.

3 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 extra-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 01
Ethical and compliant governance

Area 02
Human capital development and responsible employer

Area 03
Prevention, optimisation of resources and solutions

Area 04
Access to essential services and community development

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 and confirmed level" respectively. 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.

Eranove subsidiaries

ISO 26000 assessed

CIE — **Scope** Power production service → ENGAGÉ RSE MODÈLE AFAQ 26000 Confirmé ★★ AFNOR CERTIFICATION

CIPREL — **Scope** full scope → ENGAGÉ RSE MODÈLE AFAQ 26000 Exemplaire ★★★ AFNOR CERTIFICATION

Our governance in figures

20%
of female members on the Executive Committee (ExCo)

159 397 €
expenditure on promoting ethics in 2023

09
directors on the Board of Directors

4993
employees trained/educated on ethics and anti-corruption in 2023

GS2E (Groupement des Services Eau et Électricité) certified → afaq ISO 37001 Anti-bribery AFNOR CERTIFICATION

1
- Group ethics and anti-corruption policy approved by the BoD in 2023
- Group ESG Committee created in 2023

QSE certifications implemented in subsidiaries

2 Developing human capital

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

91 %
permanent employees

1,99 %
of payroll invested in training

-37 %
Frequency of occupational accidents[3] compared to 2018

cme & CMEAU
Centre des Métiers de l'Electricité
two training centres of excellence for skills development

3 Frequency rate of 8.02 in 2018 and 5.08 in 2023, 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.

At a time when human capital is becoming the cornerstone of organisational success, the Eranove Group is firmly committed to cultivating a working environment that values, develops and supports its employees. Through a holistic approach, the Group strives to make the well-being of its teams a catalyst for exceptional performance in compliance with applicable legal and international standards.

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 teams 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 the 9,190 people that make up its workforce.

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 91% of employment contracts in 2023.

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 1.13% in 2023, compared to 1.16% in 2018. Furthermore, the turnover rate, which compares the number of departures with the number of new hirings, did not exceed 11% in the 2023 fiscal year.

Promoting sustainable jobs, training young people, encouraging social dialogue, providing social protection, and guaranteeing health, fighting all types of discrimination, etc. These are Eranove's daily social priorities according to the historic Group strategy, developed with our leading shareholder, Emerging Capital Partners (ECP), 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.

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, Benin, 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 (0.2%) of its staff come from outside the African continent. More than 99.8% 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.

401 SODECI employees distinguished by the Medal of Honor for Labor

No fewer than 401 SODECI employees were awarded the Medal d'honneur du travail on 30 November 2023. This is the State's recognition of SODECI's employees for their commitment and contribution to the development of Côte d'Ivoire with a ceremony attended by the Minister of Employment and Social Protection, Adama Kamara, and the CEO of SODECI, Ahmadou Bakayoko.

During the various speeches, the distinguished employees were urged to remain role models for their younger colleagues.

Several types of medals were awarded :

- **27 Grand gold medals (35 years' service) ;**
- **47 Petit gold medals (30 years' service) ;**
- **113 Vermeil medals (25 years' service) ;**
- **214 Silver medals (15 years' service).**

Monique Gbaka, in her capacity as spokesperson, expressed the gratitude of all the recipients and their appreciation to senior management for celebrating this award.

3 Fighting **discrimination**

The principle of non-discrimination is one of the fundamental principles articulated in the values, ethics and anti-corruption policy of the Group's companies and described in detail in the recruitment policies.

22% of women in the workforce

20% of women on executive committees

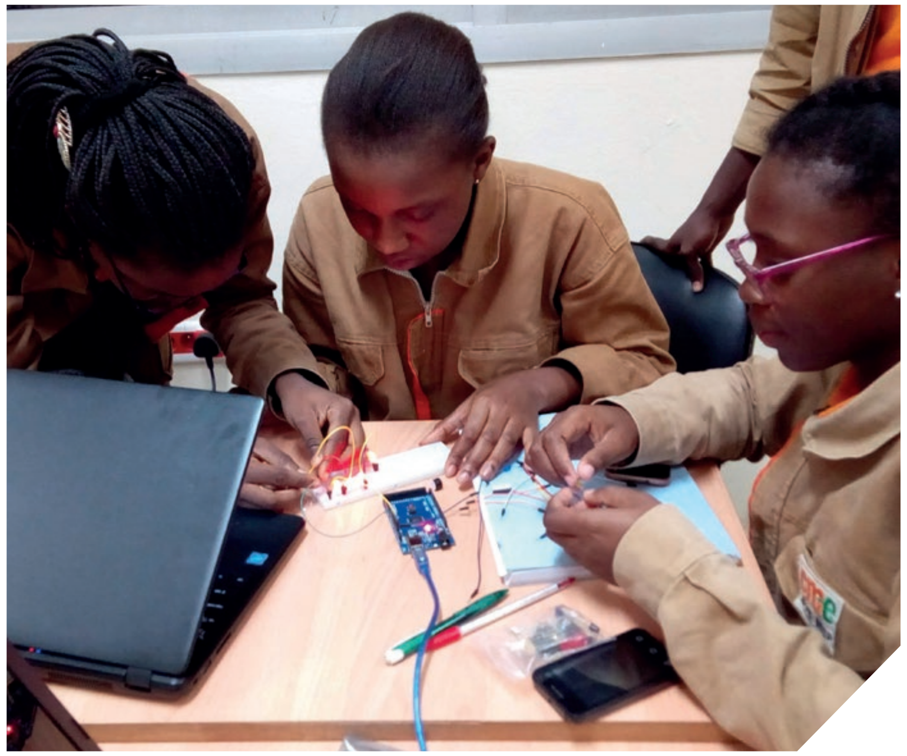
With regards to gender, the number of women in the workforce (22%) reflects the traditionally male character of the Eranove Group's business segments.

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. Various specific actions have been carried out to promote the employment of women. In particular, CIPREL introduced a company day-nursery on 22 December 2018. To contribute to reducing gender disparity in technical and scientific sectors, the Centre des métiers de l'électricité (CME) 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 have been organised since the programme began in December 2021.

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. Employees with disabilities have 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 (this has increased by 57% compared to 2019). The number of persons with disabilities recruited during the year has also been tracked since 2017.

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.

155 employees with disabilities in 2023, representing 2% of the total workforce



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 four 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.

1209 interns[4] in 2023 (compared to 497 in 2021)

229 18-25-year-olds hired in 2023 (compared with 75 in 2020)

Kékéli welcomes interns

Kékéli welcomed and supervised two young female interns, aged 23 and 26, as part of a programme set up by the German cooperation agency GIZ. The target profiles are young women who have acquired basic skills in the energy sector, to enable them to gain experience and confirm their orientation in private and public organisations, as well as with technical and financial partners (TFP) in the energy sector.

Kékéli also offers internship opportunities to students whose profile matches its field of activity. These internships enable them to immerse themselves fully in the company and work on practical projects, thereby contributing to their professional training. During 2023, Kékéli took on ten interns aged between 20 and 30.

4 Internship contracts signed in 2023.

CMEAU trains 200 sanitary plumbing interns

200 young Ivorians looking for their first job have benefited from training to become sanitary plumbers in Abidjan, thanks to a project initiated by SODECI and the Ivorian government, through the Agence Emploi Jeunes. The aim of this project is to contribute to the employability of these young people on the job market.

Aware of the impact that sanitary plumbers could have at the end of the chain of production and distribution of water to customers, SODECI also created this project to respond to the lack of qualified professionals in the field. To this end, a modern technical centre covering an area of more than 200 m² and equipped with the latest generation of sanitary equipment has been built at the Centre des métiers de l'eau (CMEAU), a SODECI training centre. Implementing this project required substantial financial resources, which in turn required the support of partners including the Agence Emploi Jeunes and the Fonds de développement de la formation professionnelle (FDFP, Professional Development Training Fund).

The beneficiaries, who come from general or vocational education backgrounds, were selected following a call for applications issued by the Agence Emploi Jeunes and level tests carried out by the CMEAU. Over the course of four months, these young people received training in the use of modern tools and advanced techniques in sanitary plumbing, drinking water supply methods, and sewage disposal and drainage processes. While mastery of occupational hazards has been a key part of the training programme, special emphasis has also been placed on an introduction to entrepreneurship, to ensure that self-employment is at the heart of the vocational integration strategy.

A number of companies in various sectors have agreed to take on these young people for two months of practical training. They include Abidjan university hospitals, polyclinics, campuses, construction and public works companies, hotel groups and SMEs involved in water supply and sanitary plumbing. All the host companies noted the very high level of qualifications demonstrated by the project beneficiaries. Several of them expressed the need to forge lasting business links with the future micro-enterprises to be created by these modern plumbers.

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.

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.

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 seven medical centres and 18 infirmaries, 10 medical ambulances and a strong healthcare staff of 10 general practitioners, 27 locum doctors, including specialists, 30 nurses, a midwife and 10 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 100% 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 96,022 patients were treated in CIE's infirmaries in 2023.

The same approach to preventive medical monitoring has been implemented at SODECI. At the end of December 2023, 3,086 employees out of a planned workforce of 3,158 had received systematic medical check-ups, representing a 97.75% participation rate, compared with 93.4% at the end of December 2022. SODECI's medical facilities had recorded more than 27,720 consultations by the end of December 2023. Malaria was the main reason for consultation (24 %).

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.

SODECI employees educated on the fight against breast and cervical cancer

In October 2023, as part of the "Pink October" prevention campaign, SODECI employees received information and instructions on how to prevent breast and cervical cancer. On the initiative of senior management and the Sub-Directorate for Occupational Medicine (SDMT) of the Human Resources Department, an awareness-raising campaign with a view to improving screening was carried out, as it is every year.

A mobile health team visited five of SODECI's six in-house medical centres, including four in Abidjan and one in Yamoussoukro, to take samples from female employees. In these infirmaries, which have improved technical facilities, midwives have been equipped with the necessary equipment to carry out smear tests, and have performed breast palpations to detect suspected cases.

A total of 202 additional female employees were screened for cervical cancer than in previous years. Mammograms are also routinely carried out during annual medical check-ups. The campaign, launched on 9 October 2023 during the safety quarter-hour at SODECI's head office, was marked by strong participation from SODECI's 604 female employees, 91% of whom were aware of the campaign.

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 retirees' 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, hepatitis 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.

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 and SODECI 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 5.27%. 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.

Entrepreneurship for retirees

In 2017, SODECI launched an entrepreneurship training programme specifically aimed at older employees to prevent a deterioration in their standard of living on retirement. This voluntary training programme has proved to be just as important as the future retirees having financial capital from their shareholder fund, thanks to the mutual fund. In 2023, 17 out of 27 employees received entrepreneurship training, a 63% completion rate.

Voluntary employee benefits expenditure :

7 M€

or 5.61% of payroll[5]

Funds used for internal loans:

4,2M€

or 3.38% of payroll[6]

5 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 retirees, etc.).
6 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

93
workplace accidents with lost time excluding travel (compared to 151 in 2018)

0,18
days of lost time per 1,000 hours worked, severity rate down 22% compared to 2021

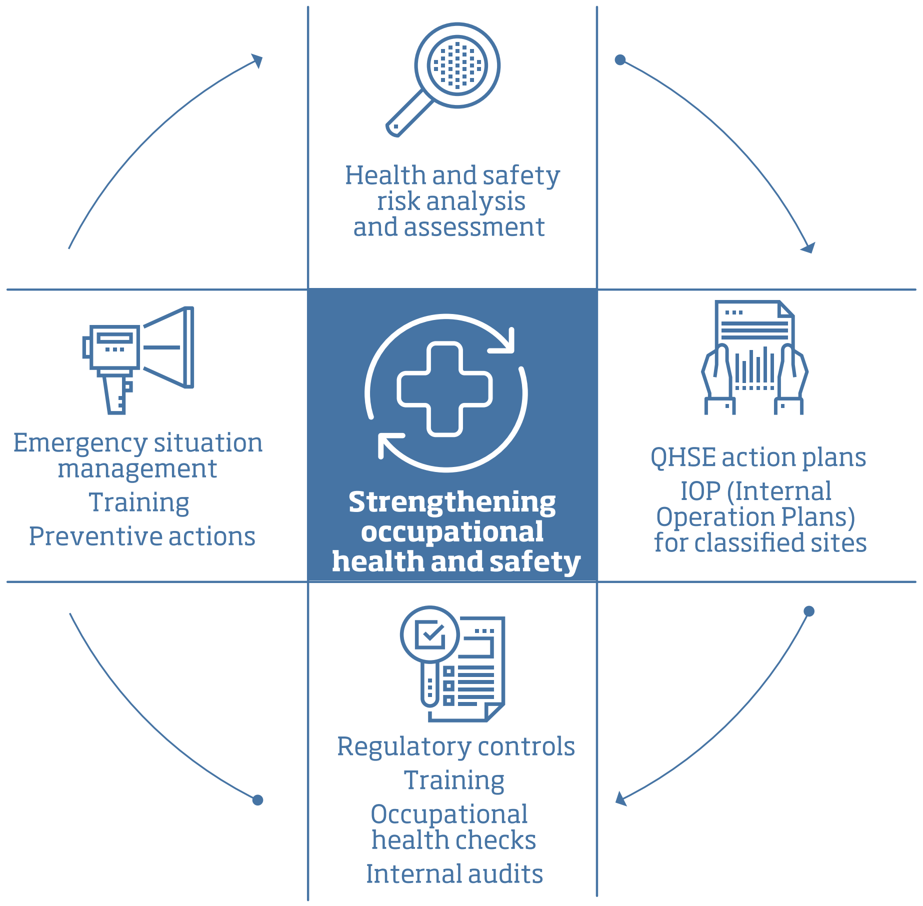
5,08
non-travel accidents per million hours worked, down 37% compared to 2018

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 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 quarter-hours. 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 aimed at promoting physical and sporting activities. CIPREL has an employee gym.



D Investing in training

At CME in 2023

1909
internal training courses (ongoing, e-learning and qualifying) taken by CIE employees

519
external students on vocational training (Higher Technical Certificate/Diploma, professional degree)

Group-wide in 2023

2,5 M€
spent on training, representing 1.99% of payroll (compared with the legal statutory minimum in France of 1%)

7170
employees trained[7]

21 h
of training on average for each employee

In 2023, 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 terms of employee skills development, SODECI recorded 58,096 hours of training (internal and external) in 2023, compared with 43,744 the previous year. A total of 3,243 employees were trained in 2023, compared with 2,246 in 2022. SODECI also trained 200 young Ivorians in plumbing trades at the CMEAU, in accordance with the agreement signed with the Agence Emploi Jeunes on 21 February 2023.

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

Agreement between the Eranove Group and German partners KfW-IFE to launch the Eranove Academy

The issue of employability has been at the heart of all debates in Africa, and particularly in Côte d'Ivoire, for some years now. The availability of skilled labour is a challenge facing all industry players on the continent.

To address this issue, an agreement and partnership signing ceremony for the implementation of the "Eranove Academy project" between the Eranove Group and KfW-IFE (Investment Facility for Employment) was held on 26 January 2023 at the Maison de l'Entreprise in Plateau, Abidjan, in the presence of Koffi N'Guessan, Minister of Technical Education, Vocational Training and Apprenticeship.

The Eranove Group has always based its long-term success on its ability to nurture a mosaic of African talent. On the strength of this commitment, the Eranove Group has formed a consortium to carry out an ambitious investment project in partnership with its subsidiaries, including CIE, SODECI and the Eranove Academy, in response to the call from IFE.

The aim is to develop an industrial training offering for the African continent. The consortium, led by Eranove S.A., plans to invest a total of €20.67 million. IFE is providing a grant of €5.17 million (25%). Training will be provided at existing facilities in Abidjan, including the Centre des métiers de l'électricité (CME) in Bingerville and the Centre des métiers de l'eau (CMEAU) in Yopougon, as well as at the new Eranove Academy premises opened in Abidjan-Plateau in 2023.

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

Our social performance in figures

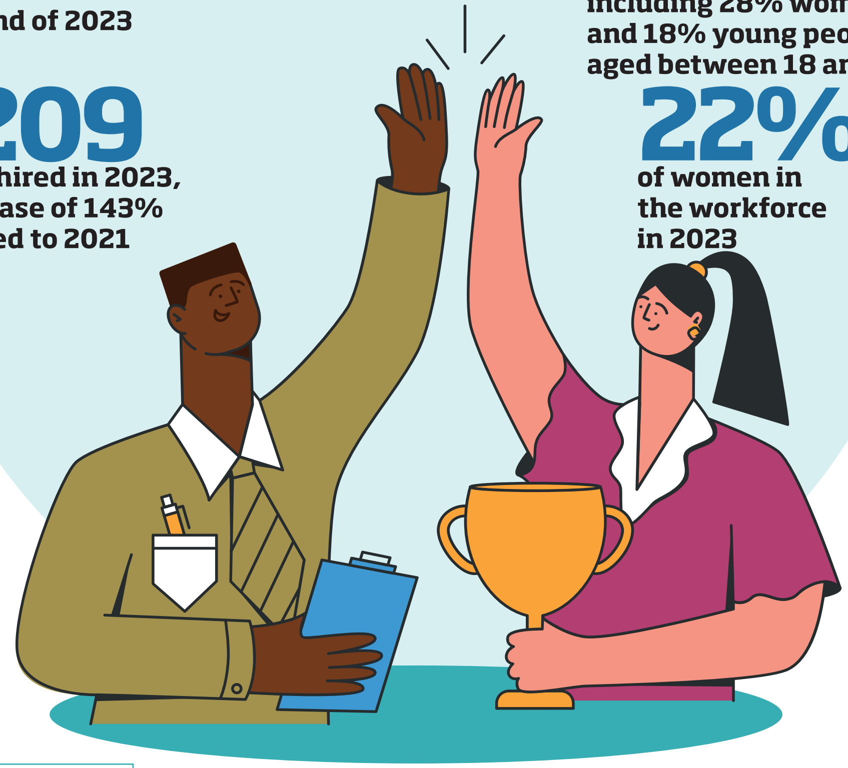
9190
employees in 2023 including 91% on permanent contracts

1,69%
of disabled persons in the workforce at the end of 2023

1244
new recruits in 2023 including 28% women and 18% young people aged between 18 and 25

1209
interns hired in 2023, an increase of 143% compared to 2021

22%
of women in the workforce in 2023



DECREASES RECORDED

38%
reduction occupational accidents, besides commuting, with lost time compared to 2018

37%
Frequency of occupational compared to 2018

22%
reduction in the severity rate of lost time accidents, besides commuting accidents, compared to 2021

Zero
occupational disease in 2023

EMPLOYEE BENEFITS

7M€
voluntary employee benefits expenditure in 2023, 5.61% of payroll

4,2M €
in funds allocated to internal loans in 2023, 3.38% of payroll

TRAINING

7170
training courses taken in 2023, with an average of 21 hours per employee

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

-24%

fewer relative emissions from thermal power plants (gCO2e/ kWh produced) over the 2015-2023 period

Environmental management system and certification

afaq ISO 14001 Environnement AFNOR CERTIFICATION

afaq ISO 50001 Energy AFNOR CERTIFICATION

Consideration of biodiversity at all development stages of projects

Smart Energy
Garantir votre performance énergétique

A subsidiary dedicated to energy efficiency

The ecological and social future of our continent is a global issue. And yet, in the face of the promises made in the past, our resources remain in danger and solutions are hard to come by. These challenges provide us with an opportunity to avoid repeating the same development mistakes, and to take better hold of the available solutions, adapted to the many realities of Africa.

Against this backdrop, our environmental model aims to mobilise certified management systems and operational excellence to develop our activities sustainably, while helping to preserve the climate and biodiversity.

A
Incorporating the environment into the core of our business

1 Overseeing our impact with an **environmental management system**

ISO 14001 certification scope

60% drinking water production

84% power production

100% power transmission

Specific environmental issues

Global environmental issues force industrialised countries to change their economic models to transition towards more reasonable consumption. For its part, Africa is continually endeavouring to improve access to essential services, 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 using efficient technologies which respect environmental resources.

Africa is home to a wealth of exceptional biodiversity. It is a green continent and is home to 16% of the planet's forests and 25% of its tropical forests[8]. 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 over-development across the rest of the planet. By the same token, its industrialisation must not be to the detriment of its environment. This green industrialisation requires significant technical, financial and political resources to succeed. Africa is the continent where the economic and environmental issues of the 21st century are pushed to their limits. Its ecological and social future is a global challenge.

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.

This impact includes atmospheric gas emissions, waste, noise pollution and vibration, effluent discharges and biodiversity conservation.

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.

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

Between 2020 and 2021, 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 and 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 as well as 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 min).

8 FAO and UNEP (2020), The State of the World's Forests report.

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: 96.1% for CIPREL and 92.4% for CIE[9].

In 2023, 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 2 points between 2020 and 2023 (from 82.54% to 84.99%), 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 98.3% for SODECI.

Productivity of the drinking water distribution network (billed water/ drinking water produced) increased to 87% for SODECI, an improvement of 15 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 89% in 2021 to 91% in 2023 at CIE, and from 79% to 83% at SODECI.

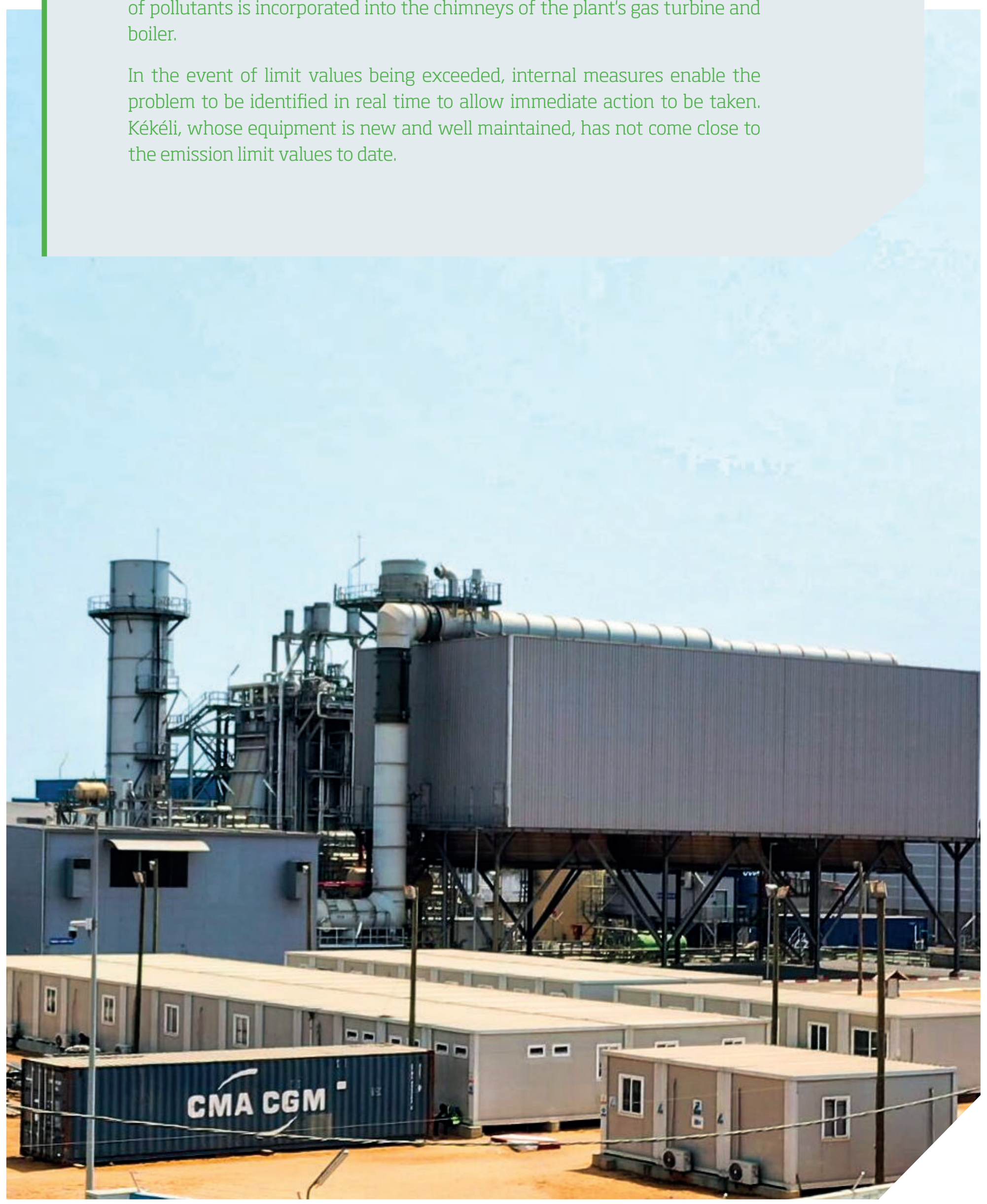
9 Availability excluding planned maintenance

The continuous analyser at the Kékéli power plant

The Kékéli power plant in Lomé operates with two types of fuel, gas and liquid (DDO). Fumes from the combustion of the gas turbine are used to produce steam and turn the steam turbine. Whatever the fuel used, the gas turbine is designed to operate in strict compliance with the greenhouse gas (GHG) emission limits set internationally by the World Health Organisation (WHO).

That is why Kékéli has been equipped with a continuous analyser since it began operating on 31 October 2022. This device for measuring emissions of pollutants is incorporated into the chimneys of the plant's gas turbine and boiler.

In the event of limit values being exceeded, internal measures enable the problem to be identified in real time to allow immediate action to be taken. Kékéli, whose equipment is new and well maintained, has not come close to the emission limit values to date.



3 Developing our business in a sustainable way

In 2023, 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 Environmental and Social Impact Assessment (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 scientific 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.

B
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 just some of the solutions to this issue.

1 Managing water resources

Water layer monitoring

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

The extraction thresholds have been defined following hydrogeological modelling studies. In 2023, as in 2022, operation of the various layers stood at 6.02 m^3/s, compared to an average threshold of 6.5 m^3 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 2023, SODECI produced 336 million m^3 of drinking water, compared to 332 million in 2022. SDE production has undergone exceptional decline since 2020 due to the urban water management contract being lost. Omilayé and SDE-R, which was commissioned in 2023, have produced 1.9 and 2.6 million m^3 of drinking water respectively.

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: potential of hydrogen (pH), suspended matter (SM), aluminium, chemical oxygen demand (COD), biological oxygen 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 covers some 6,239 km with a 293 km reinforcement of the secondary and tertiary network. It 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. As part of the implementation of the action plan on used water waste into the natural environment, a report was produced on four days of analyses carried out at the Biafrais discharging station. The number of sampling points increased to 21 by the end of the campaign, compared with 22 points in 2022.

Looking ahead, SODECI intends to implement an action plan for industrial waste into its sanitation network, with a view to signing special discharge agreements.

Inauguration of the Koumassi Digue wastewater pre-treatment plant

The Koumassi Digue wastewater pre-treatment plant was inaugurated on 16 June 2023, in the presence of Bouaké Fofana, Minister of Hydraulics, Sanitation and Hygiene, and the French Ambassador to Côte d'Ivoire. These facilities were rehabilitated as part of the priority sanitation and drainage programme for the Abidjan district. The Koumassi Digue station is a key part of the city of Abidjan's wastewater treatment system, acting as the main station on the network before effluent is discharged into the sea, 1.2 km from the coast at a depth of 20 metres. Koumassi Digue has a daily capacity of 10,000 m^3, 70% of which is used, and carries out pre-treatment to eliminate all solid waste in the wastewater, as well as sand, oil and grease.

Built in 1994, the plant has been undergoing rehabilitation work since 2021 as part of a debt reduction and development contract (C2D) financed by the French Development Agency (AFD). "At the end of this work completed in 2023, the State handed over the Koumassi Digue plant to SODECI," explains Hypolithe Gogo, SODECI's Sanitation Director. In all, nine old wastewater pre-treatment plants have been rehabilitated in various districts of Abidjan (Abobo, Treichville, Marcory, Koumassi and Port-Bouët), and three new plants built in Abobo Anador, Cocody Blokosso and Port-Bouët Sirène. The programme launched as part of the C2D will continue until 2024, enabling better wastewater management and improving quality of life.

Water management in hydroelectric plants

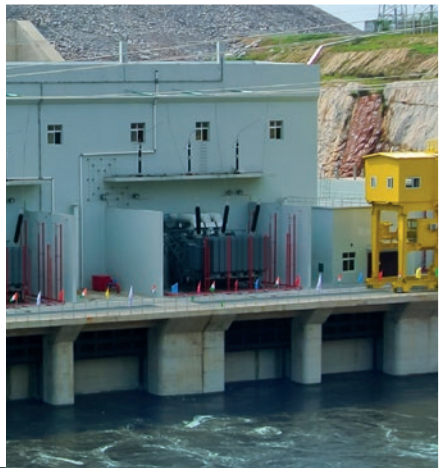
Hydraulic resources

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, 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 2023 was 21,712 million m^3, with an overall water level index of 1.09 m^3/kWh, which corresponds to a net energy resource of 2,358 GWh in 2023 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, as well the collection of 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 its consumption of secondary resources in order to streamline it. This monitoring is shown in the annual indicators (see appendix).

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).

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.

Oil consumption (in L/GWh)

18,7 l/GWh

down 30.7% compared to 2020 (27 l/GWh)

SF6

SF6 consumption

243 kg

in 2023, down 57% compared to 2020 (570 kg)

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-actions, 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. Such was the case in 2019 in Côte d'Ivoire for example, for electric and electronic material waste and used batteries. These initiatives are thus helping to promote value creation and the emergence of innovative channels.

As for hazardous waste, 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 invoice 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 2023

Common waste :

164,18 **tons**

Special solid waste :

71,8 **tons**

a fall of 38% compared to 2022

Special liquid waste

99 551 m^3

a fall of 7% compared to 2022

Waste management at Kékéli

Waste removal at the Kékéli Efficient Power thermal power plant is carried out by a company approved by the Togolese government. A register is filled in after each removal, to enable effective monitoring of waste removal, whether household and similar (canteen) or industrial (wood, scrap metal, plastic, etc.). Used maintenance oils are bought back and recycled.

Staff have been made aware of the best practices to be implemented to reduce waste at source, to sort it and increase the recycling rate, as well as behaviours to be avoided. Employees are informed of the locations of selective bins (food waste, plastic, paper, bottles and cans). Pre-collection bins have been installed at various points around the site. The sorted and pre-collected waste is then transported to a processing centre for recycling, with the remainder sent to the state-owned landfill site.

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) 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[10]. 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 CO_2 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.**
- **The new power plant in Atinkou, under construction, will be equipped with low-emission technology and emissions measuring systems in air flow.**

10 1604 - Afnor CSR Energy Performance Assessment - Overview of the environmental situation.

C
CONTROLLING OUR CLIMATIC IMPACT

1 UNDERSTANDING THE CLIMATE ISSUE IN AFRICA

Sub-Saharan Africa still has fewer GHG emissions than anywhere else (4% of global CO_2 emissions). Currently, a person south of the Sahara emits an average of 0.8 tons of CO_2 annually, compared to 6.4 tons per citizen in the EU and 15.5 in North America[11].

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 make it exemplary in the context of the target of limiting global warming to +1.5° Celsius, compared with the pre-industrial era, set in 2015 by the Paris Agreement.

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 impact the level of global GHG emissions.

This reality reflects the energy challenge facing a continent that must meet the expectations of the world's fastest-growing population. Africa's population grew by almost 800 million between 2000 and 2020, to 1.15 billion people (+43%). By 2050, this figure will have risen by 82% to 2.09 billion[12]. 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)[13], Africa is exposed for many reasons: the dominance of agricultural activity in the economy, its complex climate system, the significant decline in rainfall expected in North and Southern Africa, as well as the low adaptation capacity due to poverty and weak governance.

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.

The Eranove Group will not compromise on these development objectives 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 positive impact on human development. That means increasing the availability of public services at a price compatible with household budget while adapting these infrastructures to climate change.

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 24% in the Eranove Group's relative emissions from thermal power plants (gCO_2eq/kWh produced) from 2015-2023** and it foresees a path to a 25% reduction in the intensity of its emissions (gCO_2/kWh) by 2035.

11 Data from the World Bank, https://donnees.banquemondiale.org/indicateur/EN.ATM.CO2E.PC?locations=ZG, accessed on 1 April 2021.
12 UNDSA, 2023.
13 IPCC (2023), "Climate Change 2022: Impacts, Adaptation and Vulnerability", chapter 9: Africa, https://www.ipcc.ch/report/ar6/wg2/.

2 DEVELOPING OUR **climate policy and strategy**

Eranove formulated the elements of its climate policy in 2019, identifying its main guidelines along with a principle of review every three years, which takes into account the change in operational realities of the Group and the specificities of the group's partner African States.

The year 2022 was used to conduct a collaborative and participative process involving each of the subsidiaries and the Board of Directors, culminating in a climate seminar in December 2022.

The seminar identified the climate framework for the Group's operations and development, based on six requirements:

- **Reaching the security of supply threshold for partner States in the water and electricity sectors, where supply is always lower than demand.**
- **Identify the timing of mitigation requirements in the face of security of supply requirements, on an African continent that accounts for less than 4% of global emissions.**
- **Qualify Eranove's real levers for action, as it operates concession facilities where any change depends both on the agreement of the partner States and on consumer purchasing power.**
- **Respecting the carbon trajectory of the partner States as expressed in Paris in 2015, and then in Glasgow in 2021, which include Eranove's operations and development.**
- **Respecting the carbon trajectory of the partner States as expressed in Paris in 2015, and then in Glasgow in 2021, which include Eranove's operations and development.**
- **Achieving climate neutrality consistent with international climate security requirements and expressed by 2050.**

Against this backdrop, each subsidiary has committed to a number of initiatives and a timetable designed to:

- **have a climate policy;**
- **have a costed climate strategy no later than 1 November 2024;**
- **commit to ISO 50001 - Energy efficiency initiative and propose a scope for certification by 31 December 2026 at the latest;**
- **commit to ISO 14090 - Climate adaptation initiative and propose a timetable for implementation;**
- **raise awareness and train their employees to achieve these objectives;**
- **review their climate policies and strategies every three years.**

In 2023, the first results of the climate seminar was the adoption of the Group climate policy by the Board of Directors in April. This policy sets out ERANOVE's commitments to:

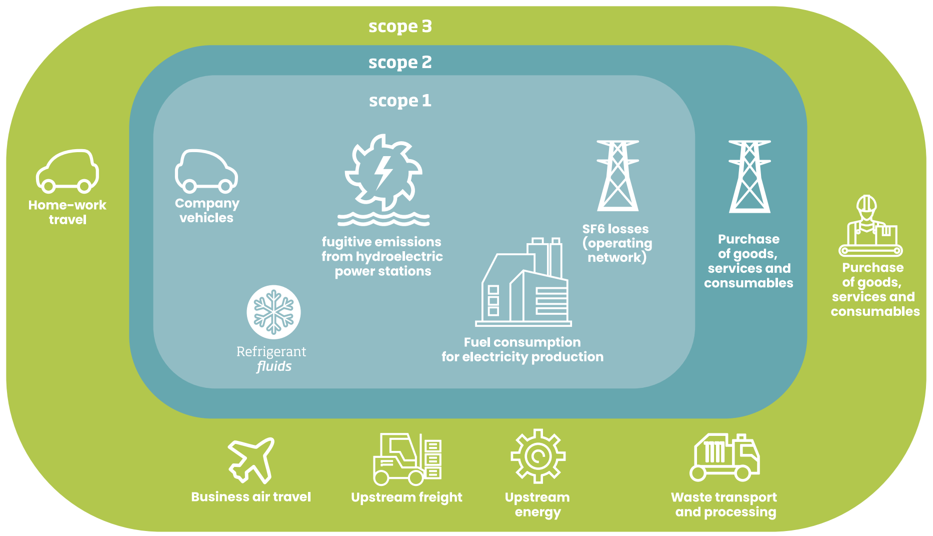
- **act to mitigate and adapt to climate change, in its development and operating policies;**
- **develop its activities within the framework of the nationally determined contributions of African States to the United Nations Framework Convention on Climate Change;**
- **mobilise all its stakeholders and the levers for action that are endogenous and exogenous to it.**

Following the Group's lead, CIPREL's Board of Directors adopted its climate policy in the last quarter of 2023. The draft climate policies of the other operating subsidiaries are being fast-tracked for validation by top management before being submitted to the Board of Directors for adoption.

3 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 2023, the Eranove Group has capitalised on the tools made available in 2021 with technical assistance from Carbone 4 to prepare a new GHG assessment over three scopes for a more comprehensive measurement and understanding of its emissions.



GHG emissions by scope in 2023 (tCO2e)

Scope 1 (GHG direct emissions):

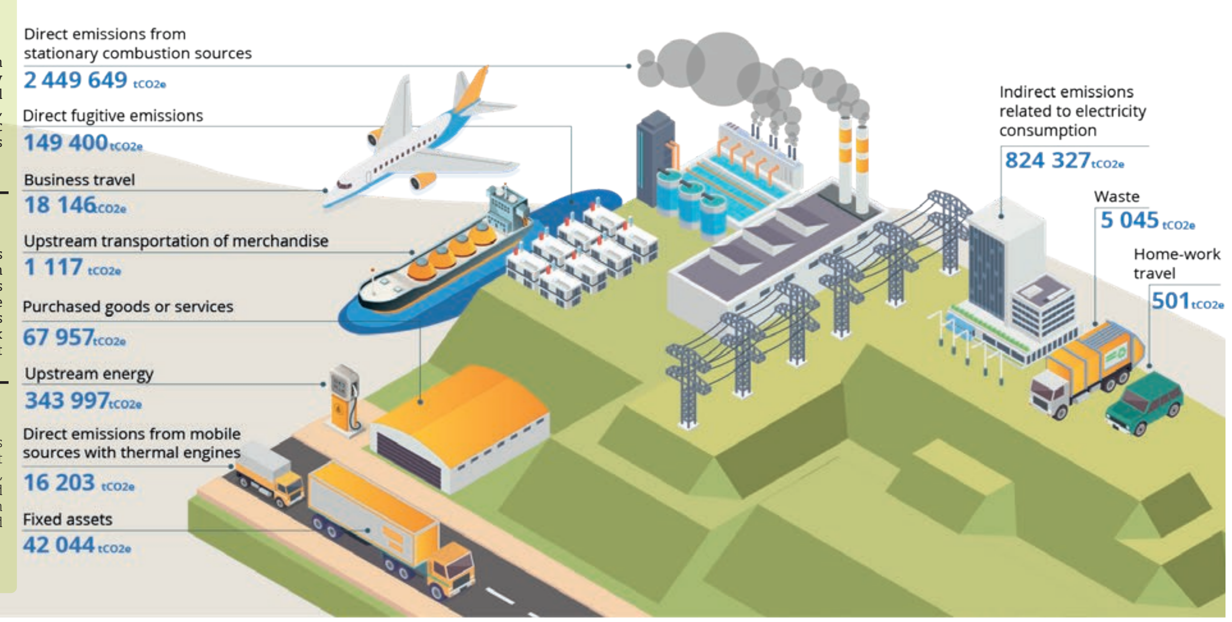
2 615 251 tCO_2e, of which 90% from natural gas consumption. This category includes refrigerated fluids, fuel consumption for electricity production, estimated emissions from hydroelectric plants, company vehicles and SF6 losses (operating network).

Scope 2 (indirect energy emissions):

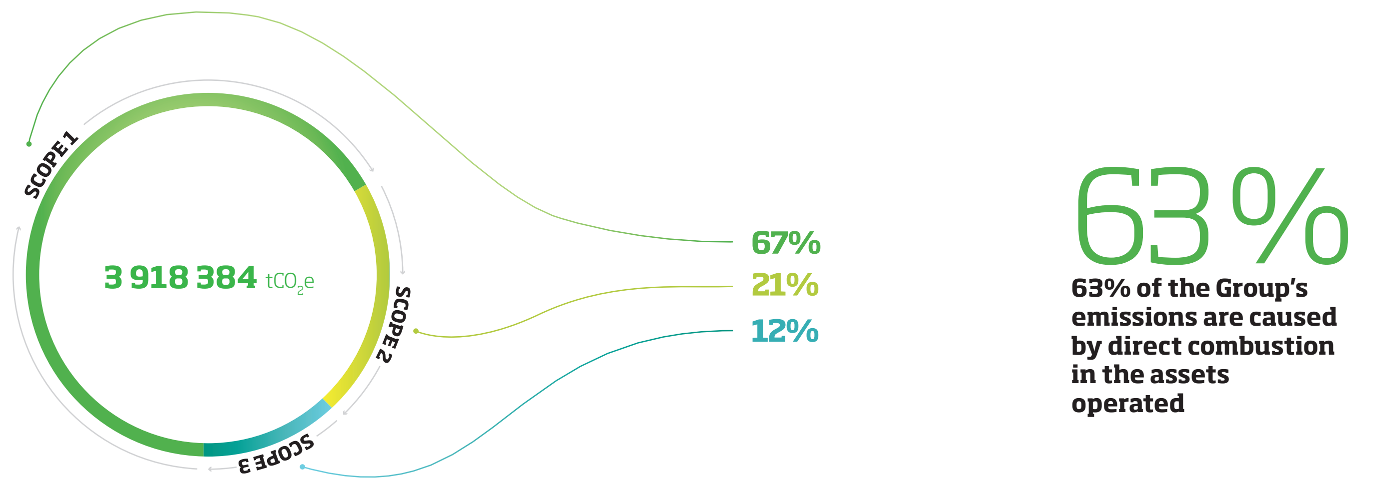
824 327 tCO_2e, including emissions connected to electricity consumed on the network by the Group's companies (excluding those established in Côte d'Ivoire[14]), as well as those from all losses from the Ivorian electricity network under CIE's public service management activities.

Scope 3 (other indirect emissions):

478 806 tCO_2e. As in 2022, 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.



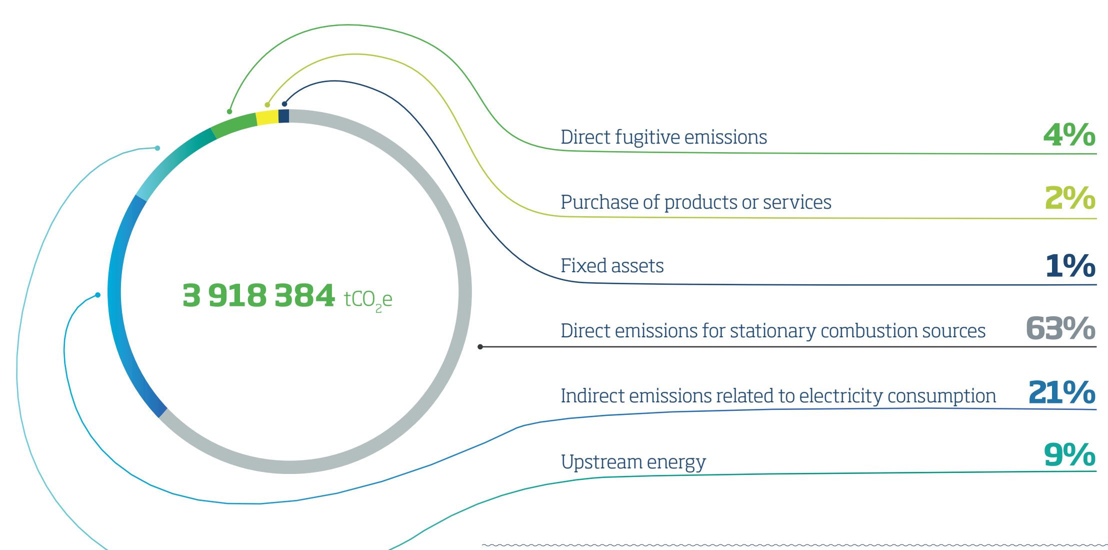
Breakdown of emissions by scope (tCO2e, % of total emissions)



63 %

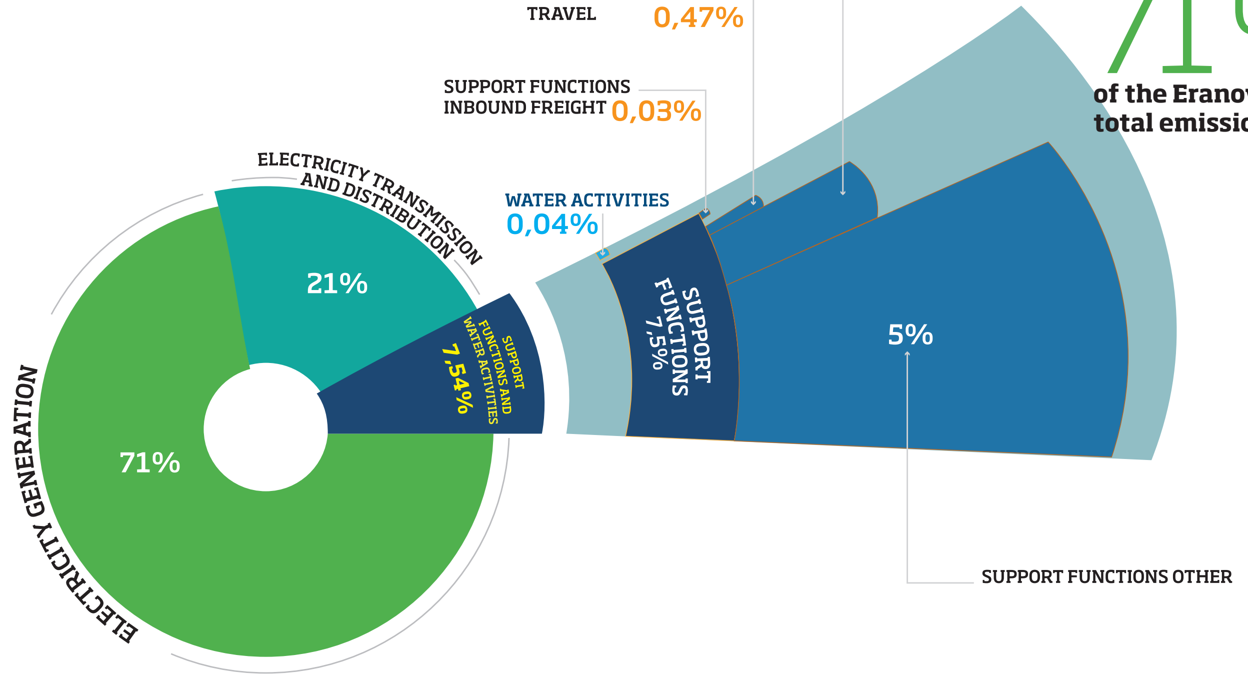
63% of the Group's emissions are caused by direct combustion in the assets operated

Breakdown of emissions by category (%) of total emissions



14 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.

Emissions by scope (% of total)

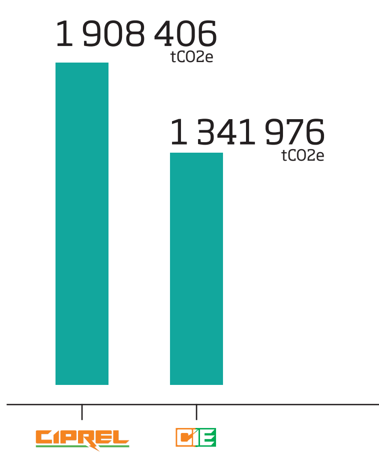


Electricity production represents

71%

of the Eranove Group's total emissions

CO_2e emission by subsidiary (tCO_2e) - Top 2



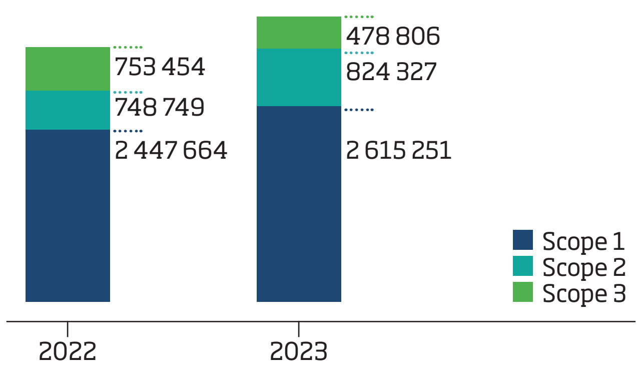
In 2023, CIPREL will have combined emissions of

1 908 406 tCO2e

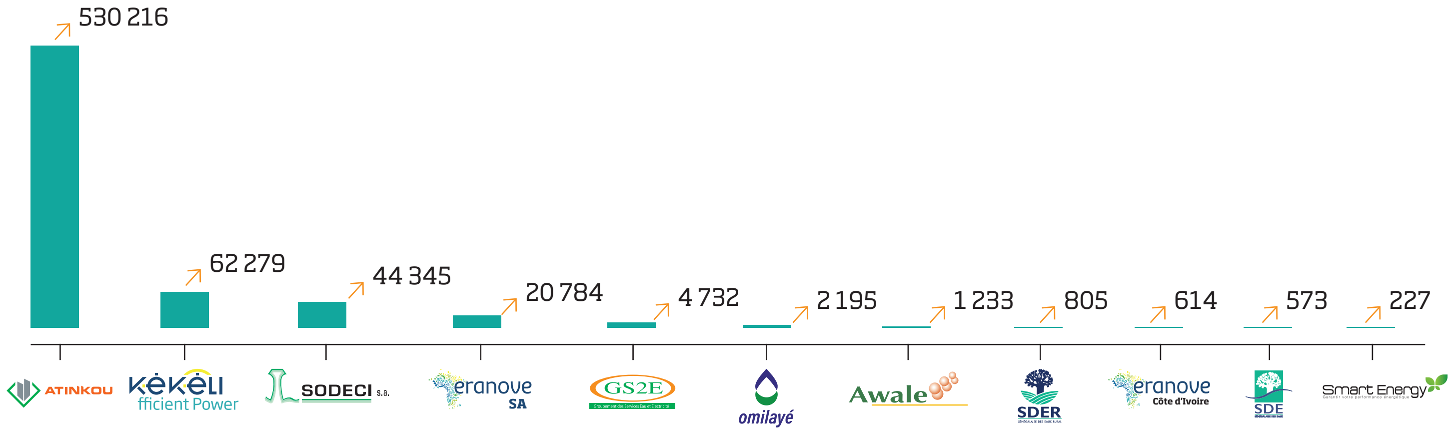
representing 49% of the Eranove Group's total measured GHG emissions

Change in emissions by scope between 2022 and 2023 (tCO_2e)

Marginal changes in scopes 1 and 2, with the commissioning of the ATINKOU thermal power plant in particular in scope 1[15]

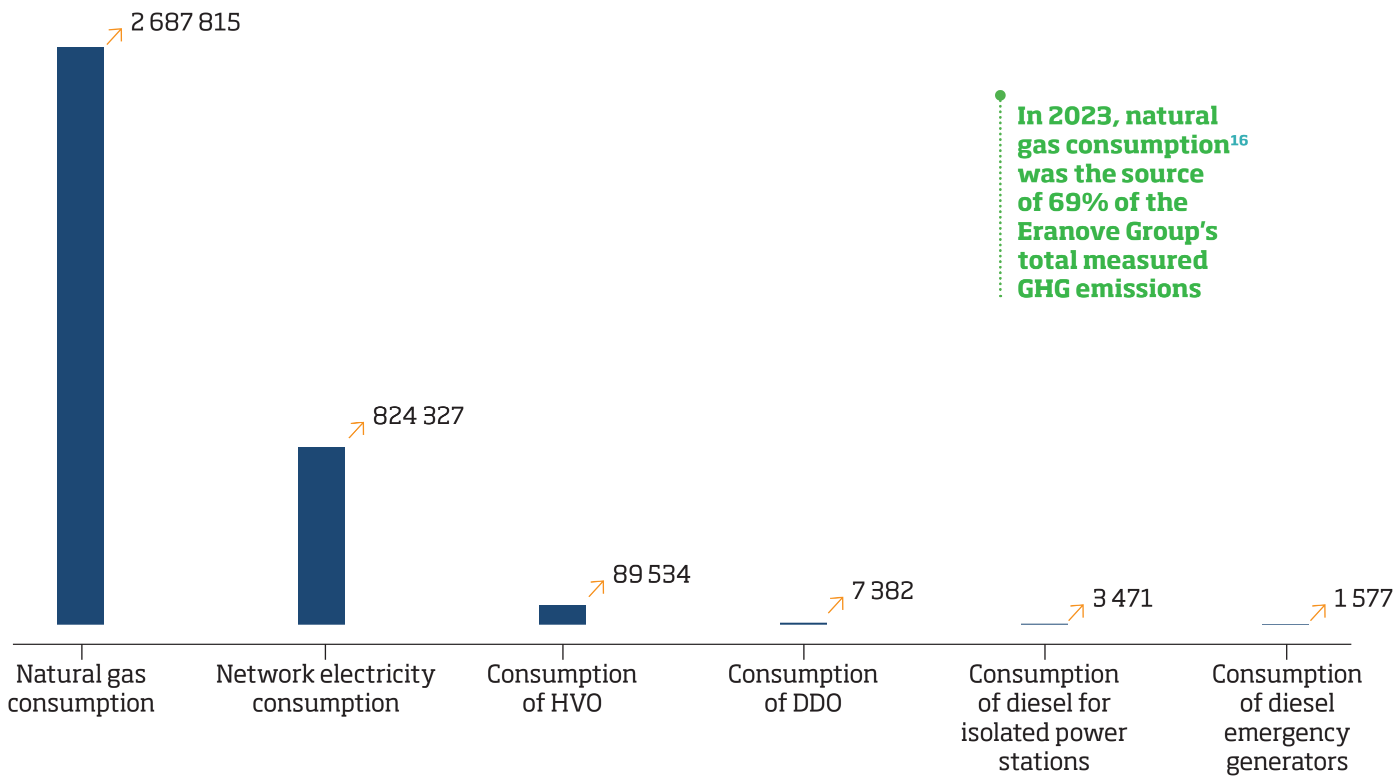


Relatives Emissions gCO_2e/kWh



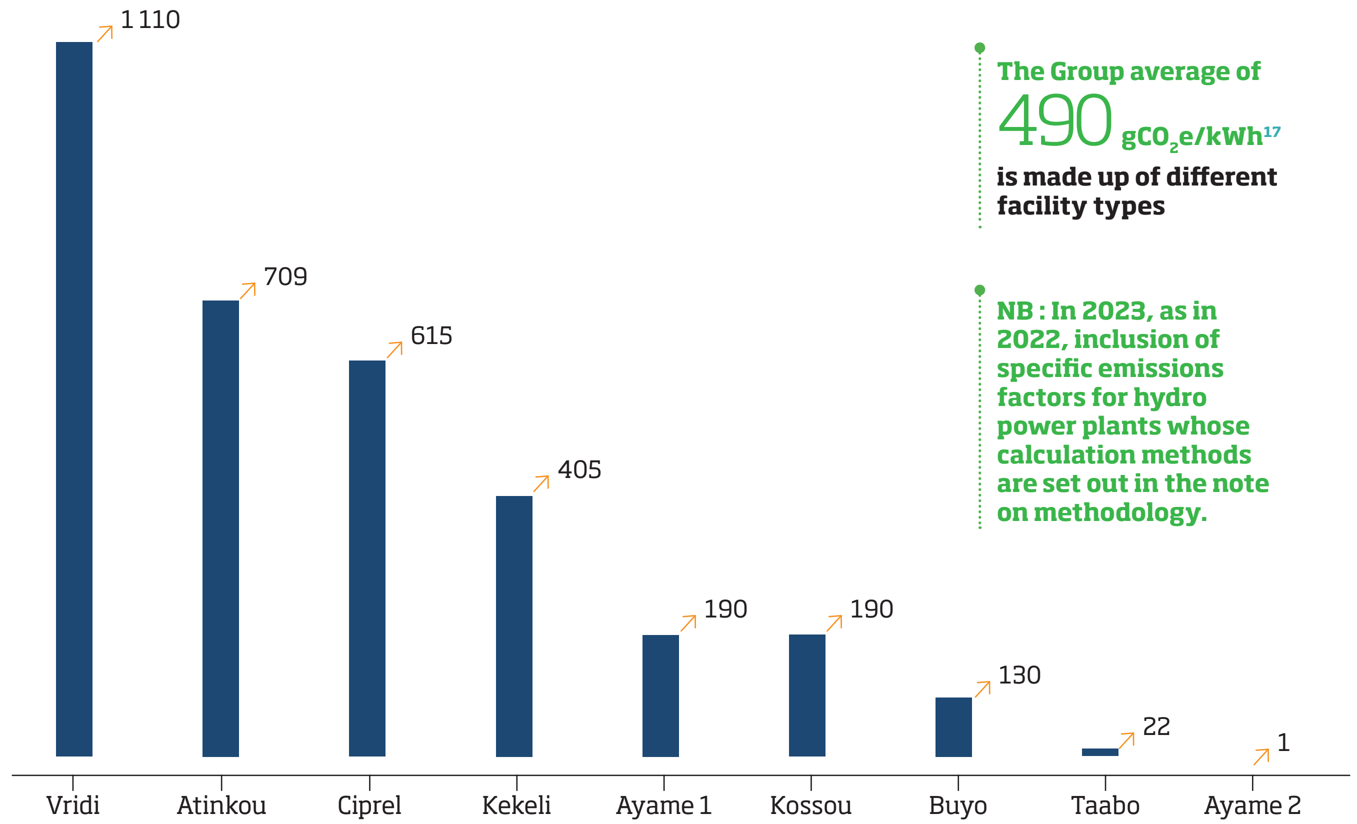
15 The value of GHG emissions in 2022 has been adjusted following a correction made to scope 3 data in particular.

Eranove Group GHG emissions by power source (tCO_2e)



In 2023, natural gas consumption[16] **was the source of 69% of the Eranove Group's total measured GHG emissions**

Relatives Emissions gCO_2e/kWh



The Group average of 490 gCO_2e/kWh[17] **is made up of different facility types**

NB : In 2023, as in 2022, inclusion of specific emissions factors for hydro power plants whose calculation methods are set out in the note on methodology.

16 Natural gas consumption: combustion and upstream

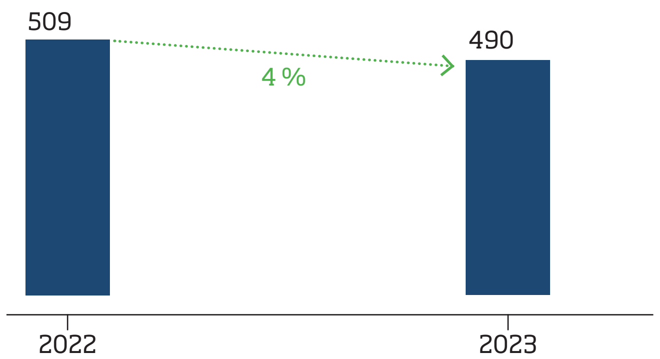
17 Carbon intensity excluding unaffected emissions.

4 COMMITMENT TO **TO REDUCE THE INTENSITY OF OUR GREENHOUSE GAS EMISSIONS IN THE SHORT** MEDIUM AND LONG-TERM

GHG emissions from electricity production

GHG emissions linked to the Eranove Group's electricity production increased by 7% compared to 2022, in line with the 11% increase in electricity produced over the same period. The increase in electricity generated was mainly due to the commissioning of the Atinkou thermal power station. However, the carbon strength of the electricity produced fell by 4%.

Carbon intensity of power produced (gCO2e/kWh)



Power production by the Eranove Group is based on technological expertise, a quest for efficiency and the priority given to sustainable energy.

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 2023, SODECI was one of the leading power consumers in Côte d'Ivoire.

A large proportion of the electric pump generators used to collect raw water and distribute treated water in Abidjan and the interior of the country are obsolete, contributing to a deterioration in SODECI's energy performance. The agreement reached with the supervisory authority has enabled 84 of these obsolete generators to be replaced by new units equipped with efficient IE4 motors.

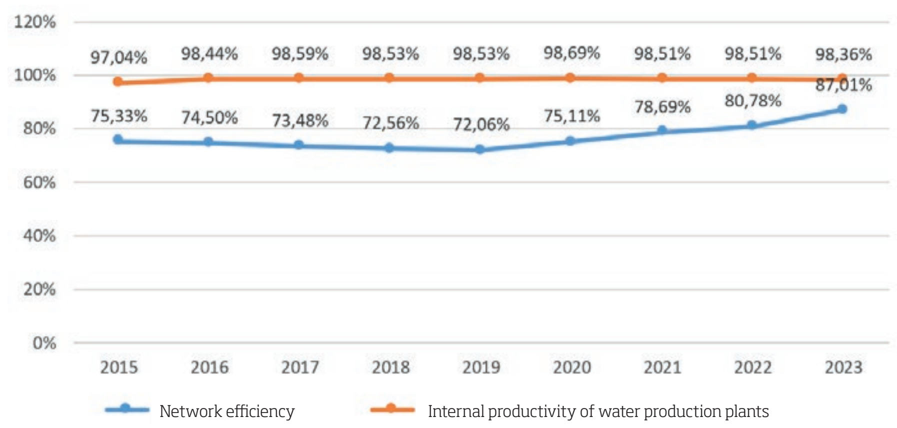
In order to solve the problems of supplying the town of Yamoussoukro in the run-up to the African Cup of Nations (CAN), the first installations of the new generators were installed there at the VGE2 plant. These new generators have increased production by an average of 14%, while reducing Wh/m³ by 26%.

0,829kWh

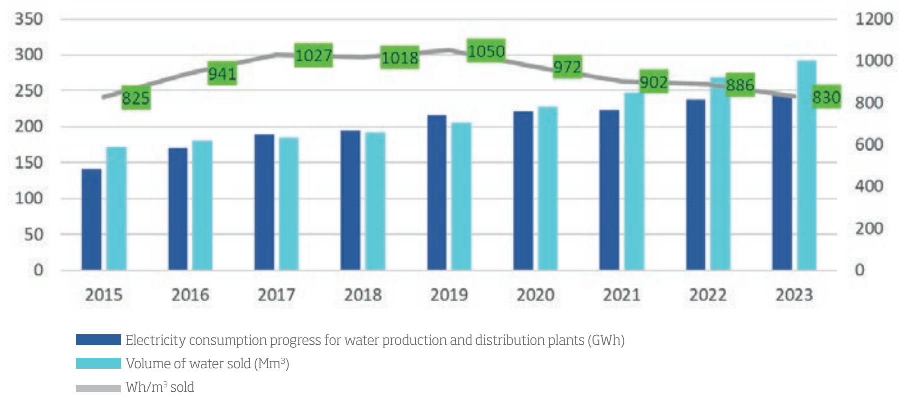
consumed electricity / m³ of water produced and distributed

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

SODECI technical productivity progression



Electricity consumption progress for SODECI's drinking water business



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 branches, CIE offers products (SmartClim, LED bulbs and neon lights, stabilisers and energy savers) to help control consumption.**
- **Provision of low energy lamps in the "Electricity for All" programm.**
- **For several years, CIE has run eco-action 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).

GS2E launches its ISO 50001 initiative

As part of its Corporate Social Responsibility (CSR) policy and its climate plan, drawn up in 2023, GS2E launched its ISO 50001 initiative in 2023. The aim is to set up an energy management system, with a view to certification in 2025.

GS2E is an economic interest grouping that provides IT management for CIE and SODECI, of which it is a subsidiary, as well as legal compliance, internal audit and anti-fraud services for electricity and water.

"We are structuring our operations by reducing energy costs," explains Stephan Dauriac, GS2E's CEO. In the Information Systems (IS) division, we are focusing on two areas: infrastructure, because data centres are major energy consumers, and applications. We are developing applications that consume less server capacity, and therefore less energy."

Audits have been carried out at GS2E's four operational sites, which will enable us to step up our energy efficiency initiatives, having already carried out "relamping" operations with LED lighting and the renewal of the central air conditioning system at the SIDAM building with a high energy efficiency index. In addition, a solar plan has been put in place to equip one of the buildings with photovoltaic panels (to cover 20% of consumption), as well as five CIE branches to power IT equipment (100% of consumption). "Knowing that a laptop consumes four times less energy than a fixed computer, and that CIE and SODECI have 8,000 computers, we are encouraging a policy of replacing equipment with laptops," stresses Stephan Dauriac.

Energy efficiency is not just a question of hardware, but also of data management, so that obsolete data can be sorted and discarded, taking up less server space and therefore consuming less energy. In addition, studies are being launched to measure the carbon impact of new digital payment methods, which eliminate the need for customers to travel to pay bills.

As a precursor to its ISO 50001 initiative, GS2E organised a training programme for all its managers in November 2022 on the impact of climate change and the importance of "eco-actions" for everyone on a daily basis. A significant increase in awareness followed, with some employees subsequently undertaking research into "Green IT".

GS2E has also trained its quality auditors in the ISO 50001 standard, to ensure that it is in a position to support its members over the long term in this process, which is essential to the group's strategy in order to align to its climate plan roadmap.

With more than 700 employees, GS2E has already been certified to ISO 9001 (quality), 18001 and 45001 (health and safety at work) standards. In 2022, GS2E became the first company in Côte d'Ivoire to obtain ISO 37001 certification (anti-corruption system). It is also aiming for ISO 27001 certification for IT security in 2025.

CIE makes progress with its ISO 50001 approach

In 2021, Compagnie ivoirienne d'électricité (CIE) reached a new milestone by becoming one of the first companies to obtain AFNOR ISO 50001 version 2018 certification for energy management. This certification covers the management of buildings in scope 1 and 2, electricity production and the management of its vehicles. This recognition follows on from the previous ISO 9001 (quality), ISO 14001 (environment) and OHSAS 18001 (health and safety at work) certifications, acquired in the 2000s.

In 2018, CIE embarked on a proactive approach to certify its energy management system. This initiative is part of the Eranove Group's environmental policy, which aims to reduce the carbon footprint of its activities and those of its subsidiaries.

The certification scope includes strategic representation sites (scope 1), qualified as energy-intensive, such as the head office, the Centre des métiers de l'électricité (CME), as well as the administrative headquarters of operational structures. They also cover the hydraulic and thermal operating sites (scope 2).

The ISO 50001 approach, formalised in an energy management policy addressed to all employees, is based on the following actions:

- **Formation of a dedicated energy team, coordinated by the Deputy General Manager of the Administration, Management and Finance division, with energy correspondents working at ISO 50001-certified sites.**
- **Technical support and active contribution from SMART ENERGY: a subsidiary specialising in energy efficiency solutions, providing expertise and support in carrying out energy audits and proposing energy-saving solutions.**
- **Strengthening energy efficiency skills: implementation of an internal training plan covering the EMS standard, electrical accreditation, technical building diagnostics and general resources management.**
- **Rolling out communication campaigns: raising awareness among stakeholders, in particular employees, subcontractors and customers, about eco-actions and energy efficiency.**
- **Implementation of an energy efficiency work plan: investment in energy consumption monitoring systems, technological upgrades to lighting, acquisition of energy-saving refrigeration equipment, vehicle fleet renewal policy focusing on the integration of petrol engines and power reduction, eco-driving training.**

Over the first three-year period (2019-22), this action plan has made a significant contribution to reducing overall energy consumption by 21.6% compared with the reference year 2017, i.e. 2,947 tons of CO_2 avoided. This consolidation of efforts has also led to an improvement in energy performance, in line with the trajectory defined for 2023, with an overall energy performance of around 5.13% for electricity, equivalent to 695 tons of CO_2 avoided, and 3.53% for fuel, equivalent to 347.4 tons of CO_2 avoided.

The next challenges for CIE include :

- **Updating the energy trajectory and disseminating a new energy policy to all employees.**
- **Maintaining certificates for the current scope.**
- **Extending certification to new scopes 3, 4 and 5, including high-voltage source substations, infirmaries, transmission and maintenance bases, as well as buildings dedicated to distribution and marketing.**

CIE is thus strengthening its position as a leader in energy efficiency, demonstrating its long-term commitment to sustainable development.

4 Adapting to **climate change**

Global warming increases the occurrence of intense climatic variations around the world: heat waves, fires, hurricanes, landslides, spatial-temporal drought, floods, storms, etc.

It is 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 local communities or the environment.

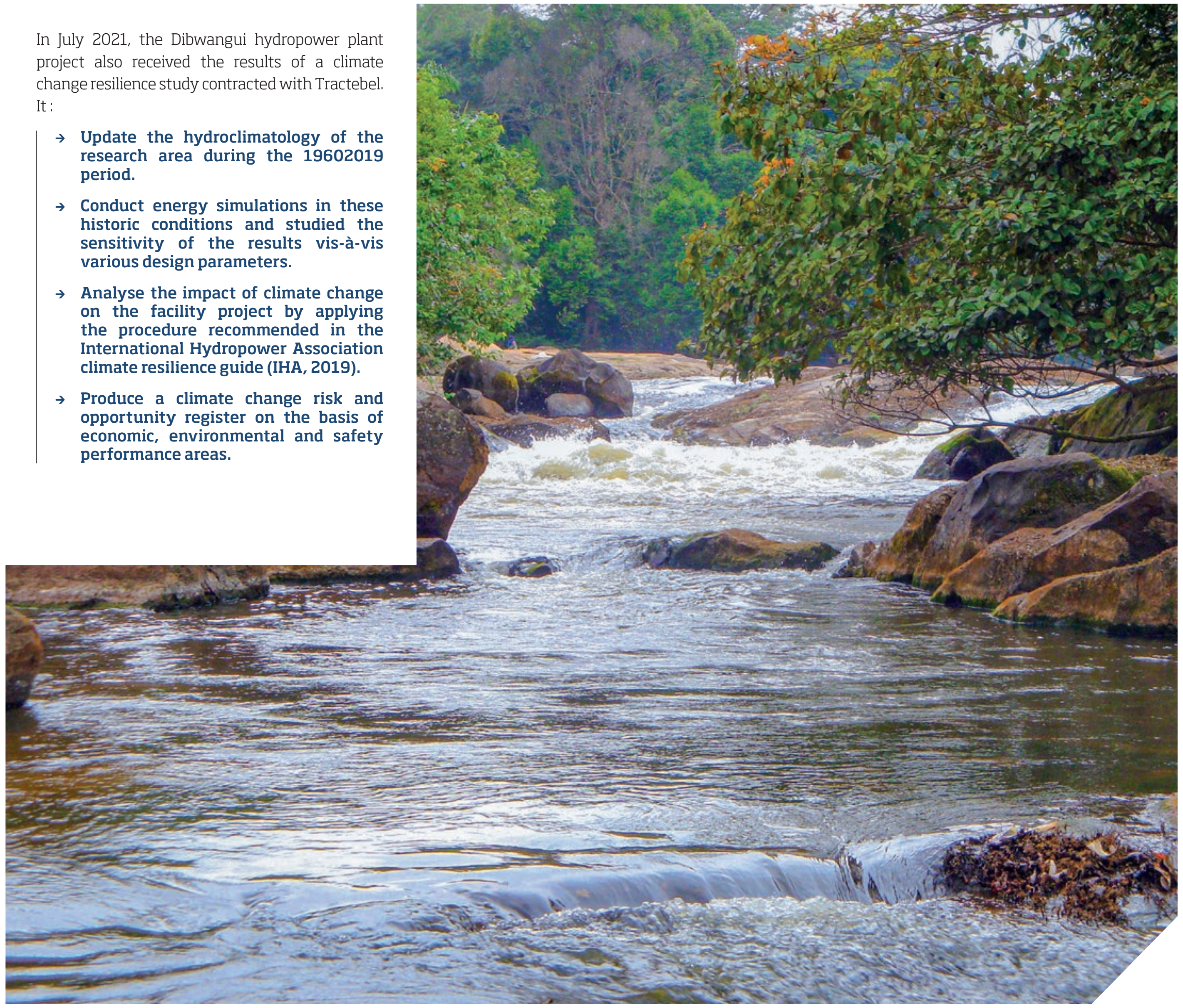
The Eranove Group incorporates resilience to climate change from the very first development stages in its hydroelectric projects. To achieve this, it uses the International Hydropower Association (IHA) climate resilience guide.

In April 2021, the Ngoulmendjim hydroelectric power plant in Gabon received the results of a climate change resilience study conducted by Electricité de France (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.**
- **Produce 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 :

- **Update the hydroclimatology of the research area during the 19602019 period.**
- **Conduct energy simulations in these historic conditions and studied the sensitivity of the results vis-à-vis various design parameters.**
- **Analyse the impact of climate change on the facility project by applying the procedure recommended in the International Hydropower Association climate resilience guide (IHA, 2019).**
- **Produce a climate change risk and opportunity register on the basis of economic, environmental and safety performance areas.**



D
Contributing to biodiversity conservation

1 Understanding **the biodiversity issue in Africa**

Human activity causes an unprecedented erosion in biodiversity[18]. 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[19]. 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.

18 Biodiversity is defined as "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).

19 World Bank, https://www.worldbank.org/en/news/feature/2019/02/14/biodiversity.

2 MANAGING, AVOIDING, REDUCING AND OFFSETTING OUR POTENTIAL NEGATIVE IMPACT ON BIODIVERSITY

In response to the challenges of biodiversity, the Eranove Group applies (development, operation/maintenance) 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.

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 International Finance Corporation's (IFC, World Bank) performance standard no. 6, or the African Development Bank's (ADB) operational safeguard no. 3, international biodiversity standards, irrespective of their status with the International Union for Conservation of Nature (IUCN).**
- **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.**
- **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 addition to the basic goal of conservation, protection and enhancement, contributing to the improvement of knowledge is a major contribution of the Eranove Group, which invites 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 involves approval by a country's environmental authorities and issuance of environmental compliance licences or certificates valid for a given period (three to five years).

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 appendices).

The two ensuing results indicators are :

- **The number of development and construction projects carried out in accordance with biodiversity management requirements: 100 %.**
- **The 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 : 0 %.**

Atinkou makes local residents aware of two species of amphibians

As part of the environmental and social impact study carried out prior to the construction of the Atinkou power plant, located in the countryside 40 km from Abidjan, two rare species of amphibians were discovered in the Azagny national park. One was unknown, while the other is listed as a protected species by the International Union for Conservation of Nature (IUCN), based in Switzerland. As required by international standards, the lenders to the Atinkou power plant asked for a compensation plan with several components.

This plan includes a study of the unknown species by a professor, research in the Azagny national park to encourage the establishment of the amphibians' preferred habitat, and awareness-raising campaigns for local residents. This awareness campaign was conducted in the form of a caravan, in September 2023, in schools and villages near the power plant. Azagny National Park staff, informed by the professor studying the amphibian, disseminated information in ten localities (Jacqueville, Dabou, Kouassikro, Irobo, Djidjikro, Nandibo 2, Nandibo 1, Grand-Lahou, Braffêdon and N'zida).

Kékéli begins compensatory reforestation initiatives

Kékéli Efficient Power, which manages a power plant in Lomé, Togo, undertook an initial compensatory reforestation of 6 hectares (ha) of forest species in 2023. This action is part of Kékéli's commitment to reforest a total of 17 ha as part of its Environmental and Social Impact Assessment (ESIA). The aim is to compensate for the vegetation lost on the site during construction of the power plant, over an area calculated by doubling the area of the installations (3.5 ha). In addition to these 7 ha, the reforestation of a further 10 ha is intended to offset any greenhouse gas emissions associated with the operations.

The first phase of reforestation was carried out in 2023 with the support of the Forestry Development and Operations Office (ODEF), which identified the site and proposed the type of species to be planted. The site is a degraded forest located 40 km north of Lomé, where three different forest species (gmelina, teak and acacia) were used for reforestation. The plan includes monitoring, maintenance and protection of the seedlings. This ongoing action is helping to improve the country's forest cover, combat climate change, protect biodiversity and develop natural resources.

Our environmental performance in figures

PRODUCTION

344 Mm^3
of drinking water produced in 2023

5 978 GWh
of electricity generated in 2023 including 29% renewable power (hydroelectric)

RESOURCE CONSUMPTION

-30,7 %
reduction in oil consumption/GWh produced compared to 2020

-57 %
reduction in SF6 consumption compared to 2020

WASTE

71,8 tons
of special solid waste in 2023, a reduction of 38% compared to 2022

99 551 m^3
of special liquid waste in 2023, a reduction of 7% compared to 2022

GHG EMISSIONS

-24 %
less relative GHG emissions from thermal power plants (gCO2eq/kWh produced) over the 2015-2023 period

490 gCO_2e/kWh
carbon strength of electricity produced in 2023, a reduction of 4% compared to 2022

2 500 tCO_2e
of GHG emissions avoided through recommendations of energy audits

AIR QUALITY POLLUTION

92 %
of air quality measurement rates compliant with national and international regulations

BIODIVERSITY

100 %
of development and construction projects conducted in accordance with biodiversity management requirements

MANAGEMENT

1
Group climate policy approved by the Board of Directors

Certifications

afaq ISO 14001 Environnement AFNOR CERTIFICATION

afaq ISO 50001 Energy AFNOR CERTIFICATION

4

Providing access to essential services and contributing to local development

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

1M customers benefiting from sanitation services

2M customers receiving drinking water

4M customers receiving electricity

261 678 new electricity connections for low income households

97 580 new water connections for low income households

physicochemical compliance **90 %**

microbiological compliance **98 %**

A

DEVELOPING PUBLIC-PRIVATE PARTNERSHIPS

1 Balanced public-private partnerships

In Sub-Saharan Africa, one in every two people still has no access to electricity[20], 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 electricity[21], 413 million people do not have access to drinking water[22], while only 28% of the Sub-Saharan population have basic sanitation services[23]. This is therefore the gap the private sector is expected to fill by 2030 as part of the Sustainable Development Goals (SDG), alongside governments and international donors.

The Eranove Group operates via its subsidiaries through concession or service agreement contracts, in partnership with the State. Whether it be independent water and electricity production on the one hand, or public service management contracts on the other, the Eranove Group works within the framework of balanced public-private partnerships (PPP).

COUNTRY	PROJECT NAME	PROJECT TYPES	CAPACITIES
CÔTE D'IVOIRE	ATINKOU	Jacqueville combined cycle gas/steam thermal power plant	390 MW
	CAVALLY	Tiboto hydroelectric development	196 MW
MALI	KÉNIÉ RENEWABLE ENERGY	Kénié hydroelectric development	56 MW
MADAGASCAR	NEHO	Sahofika hydroelectric development	192 MW
GABON	ASOKH ENERGY	N'Goulmendjim hydroelectric development	73 MW
	LOUETSI HYDRO	Dibwangui hydroelectric development	15 MW
	ORELO	Drinking water production plant	140,000 m³/day
RD CONGO	MOYI POWER	Gemena, Bumba and Isiro solar macro-networks (metrogrids)	40 MW solar[24] 600,000 citizens[25]
TOTAL DEVELOPMENT POWER PRODUCTION CAPACITY			922 MW
	of which combined cycle thermal power plant (42 %)		390 MW
	of which hydroelectricity and solar (58 %)		532 MW
TOTAL DRINKING WATER PRODUCTION CAPACITY			140 000 m³/ day
TOTAL inhabitants directly affected metrogrids			600 000 Citizens

Assessment of the Eranove Group development projects has continued with important progress made in 2023 :

ATINKOU

In 2023, the gas turbine at the Atinkou combined cycle gas and steam power plant in Côte d'Ivoire was connected to the grid. This company, whose name means "the house of light" in the Ebrié language, continued construction work in 2023 with the commissioning of the gas turbine bringing an additional 255 MW to the grid. 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.

KENIE

ENERGIE RENOUVELABLE

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. Technical, environmental and social studies continued in 2023.

20 United Nations, https://www.un.org/africarenewal/fr/derni%C3%A8re-heure/l%E2%80%99acc%C3%A8s-universel-%C3%A0-l%E2%80%99%C3%A9nergie-durable-restera-hors-de-port%C3%A9e-tantque-les-in%C3%A9galit%C3%A9s.

21 Africa Energy Outlook 2022, International Energy Agency, https://www.iea.org/reports/africa-energy-outlook-2022.

22 The United Nations / UNESCO World Water Development Report. http://www.unesco.org/reports/wwdr/2021/en.

23 Ibid.

24 MOYI Power's total capacity is designed to be progressive, eventually capable of reaching up to approximately 80 solar MW

25 MOYI Power estimates that approximately 1/10 of these cumulative citizens will be customers.

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.

ORELO

is the project company set up to develop the Ntoum 7 drinking water treatment and supply plant serving Grand Libreville in Gabon, with a capacity of 140,000 m³ per day, as well as catchment infrastructure and associated transportation. In 2023, preparatory studies continued with the launch of environmental and social studies.

NEHO

Nouvelle Energie Hydroélectrique de l'Onive

The NEHO project will develop the exceptional site of Sahofika on the Onive river in Madagascar. The aim of this 192 MW project (extendable to 300 MW) is to provide abundant, economical and clean energy to the capital's interconnected grid, thereby contributing to the economic equilibrium of the electricity sector.

ASOKH ENERGY — LOUETSI ENERGY

In Gabon, two hydroelectric power plant projects located in Ngoulmendjim (73 MW) and Dibwangui (15 MW), whose concession agreements were signed in 2016, continued their technical, environmental and social development in 2023, as well as mobilising financing in close partnership with lenders. These plants, which will be run by two companies launched in 2018, Asokh Energy and Louetsi Hydro, will supply electricity to the capital, Libreville, and the south-west of the country. The environmental and social studies for the N'Goulmendjim project were published on the website of the appointed arranger, marking an important milestone in the appraisal.

MOYI POWER

GEMENA

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. Technical, environmental and social feasibility studies continued in 2023.

SOCIÉTÉ BÉNINOISE D'ÉNERGIE ÉLECTRIQUE

Since the end of 2023, the Beninese Electricity Production Company (SBEE) has been receiving support from the Eranove Group to improve its technical and commercial performance. By mobilising an experienced team, the project will help to improve access for the population and the quality of electricity supplies to industry.

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 likely to 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.

SODECI, which follows WHO directives on drinking water - the international references on standards and safety - carried out over **135,000** microbiological and physicochemical tests on the drinking water distributed in 2023, with a physicochemical compliance rate of **90%** and a microbiological compliance rate of **98%**. 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, with a view to considerably reducing the number of accidents involving third parties, is taking major steps to alert the public to the risks incurred by their presence under the rights of way of electrical installations. These actions included :

- **214 local campaigns, compared with 171 in 2022 ;**
- **participation in television programmes on electrical risks ;**
- **articles in the local press to raise awareness of the dangers of electricity;**
- **posters warning of electrical risks ;**
- **bringing certain installations into compliance, such as replacing 65 duplicated H61 transformers with simplified cabin units.**

The Eranove Group adopts a Health, Safety and Security Policy for workers, communities and consumers

The Eranove Group operates in an environment where risks are very present, due to the quality of the road infrastructure, non-universal access to healthcare, but also the risks inherent in industrial activity. Electricity-related activities are by definition dangerous, and some facilities (dams, transformers, gas-fired power plants) pose risks to employees, subcontractors, consumers of Eranove's services and neighbouring communities. In addition to theft and intrusion, security risks also include malicious acts and even terrorist operations.

The Eranove Group therefore believes it has a greater duty of care. A three-year HSS policy (Health, Safety and Security of workers, communities and consumers) was adopted in 2023 across all value chains, for all stakeholders, with the main objective of zero accidents. Hence the obligation to carry out an in-depth analysis of all the risks and to involve all the players, so that the management plans in all the subsidiaries meet the same level of excellence as the industrial sites already ISO 45001 certified, the reference standard.

The Health, Safety and Security policy has five objectives :

1 - Ongoing risk assessment and management, through medical monitoring, management plans and the detection of dangerous situations.

2 - Protecting 20 million consumers by providing safe drinking water, secure electricity and sustainable sanitation.

3 - Protecting communities along more than 60,000 km of water, sanitation and electricity networks, through prevention, response and consultation.

4 - Stakeholder engagement through training, information and consultation.

5 - Monitoring, reporting and continuous improvement, via a three-yearly review and a goal of ISO 14001 and 45001 certification.

Clearly, increased vigilance is not just wishful thinking; it means a commitment to concrete resources. Relays and responsibilities must be clearly identified, and management and supervisory bodies informed of the safety policy. Systems for identifying and analysing all types of accidents and incidents at our sites are being developed to ensure that risks are fully visible - both in terms of their causes and the responses required. Prevention involves strengthening the system for detecting and understanding risk, together with an action plan for each subsidiary.

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 2023, focusing on reliable quality management systems regularly audited in accordance with the ISO 9001 standard (2015 version).

45%

of employees work with ISO 9001 certified systems

CIE and SODECI are increasing initiatives to modernise customer relations. CIE has 68% prepaid service subscribers, while SODECI is working to introduce prepaid services. Always ready to listen, CIE and SODECI's customer relations centres recorded 1,981,284 and 164,090 requests respectively in 2023.

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 of 2 hours 43 minutes at the end of December 2023 (3 hours 15 minutes in 2022).**
- **2. A better customer experience with the launch of the "My CIE online" platform and mobile application, downloaded 550,000 times by the end of December 2023. 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 billing management support (see 4.B.3)**

Several solutions have been deployed or improved to facilitate the customer experience at SODECI:

- **The "My SODECI online" virtual branch (web and mobile version)**

This branch enables users to access the company's services 24 hours a day, 7 days a week, without having to go anywhere; a real-time QR Code download system has been set up and deployed at all points of contact with customers (over 436,357 people directly reached on social networks).

- **Paperless water bills, a structuring project for sending water bills by email developed by SODECI.**
- **WhatsApp Pro, an innovative solution that will have 26,614 subscribers by the end of December 2023, enabling users to receive information on product and service offers.**
- **The digital section of the customer relations centre's SMS platform sent 883,293 messages to customers by way of alerts and reminders on a variety of subjects: promotion of offers and services, scheduled works, unexpected incidents, deadlines, unpaid bills, pending work estimates, commercial events, etc. With regard to new methods of bill payment, more than 6,611 users were directly reached on social networks by publications linked to this solution.**

Prepayment penetration :

68%

of CIE customers in 2023 (61% in 2022)

+42%

of connection/ subscription requests in Abidjan go through "My CIE online"

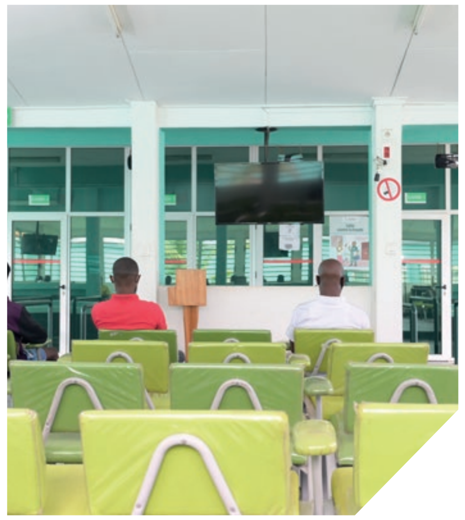
To better serve its customers, the Eranove Group is also working on product quality and, in particular, reducing the average outage time

Average outage time :

29h

in 2023

Information and internet access is now an essential life service in a global environment of digitalisation. Awalé, a subsidiary of the Eranove Group and the only telecoms operator in Côte d'Ivoire authorised to install fibre optic cables on overhead electrical line carriers (poles, pylons), had deployed 2,289 km of fibre optic cables by the end of 2023. Its offering is particularly competitive in terms of costs, completion time, flow and availability rates.

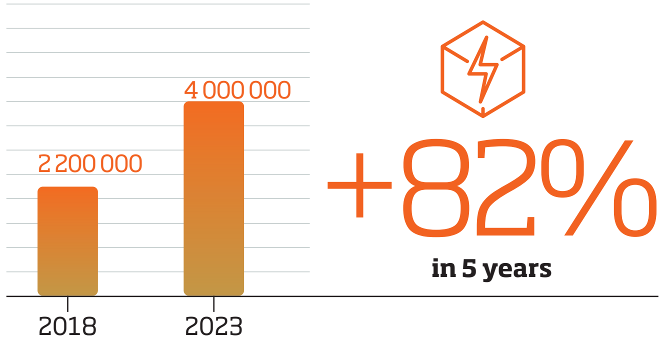


2 EXPANDING ACCESS TO ESSENTIAL SERVICES

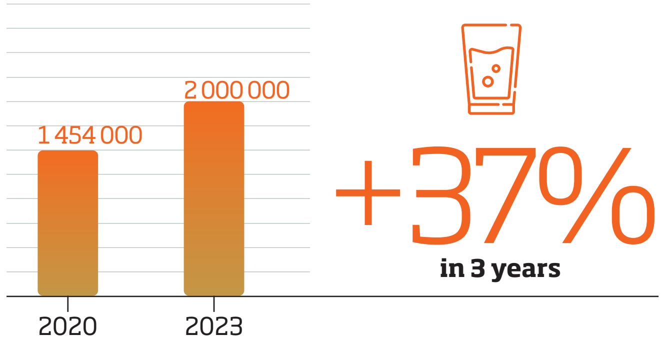
Access to water and electricity is an essential economic and social necessity. In fact, 600 million people in Sub-Saharan Africa do not have access to electricity and 413 million do not have access to safely managed water. The rate of access to electricity has risen from 42% in 2015 to 54% in 2019[26]. This challenge is all the more crucial because Africa's potential does exist: the continent's water tables contain more than 5,000 billion m³ of water[27], while hydroelectric potential is estimated at 474 GWh. 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[28].

ACTIVITIES (CÔTE D'IVOIRE)	NUMBER OF CUSTOMERS	NUMBER OF CONSUMERS (ESTIMATE)[29]
Electricity	**4 048 259**	20 241 295
Drinking water	**2 079 569**	10 397 845
Sanitation	**1 049 798**	5 248 990
Internet	**1 042**	5 210

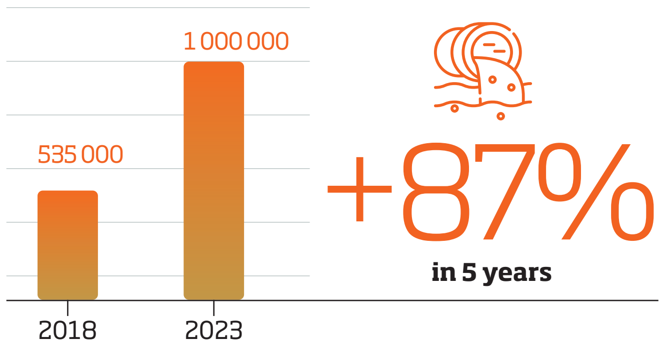
Electricity customers



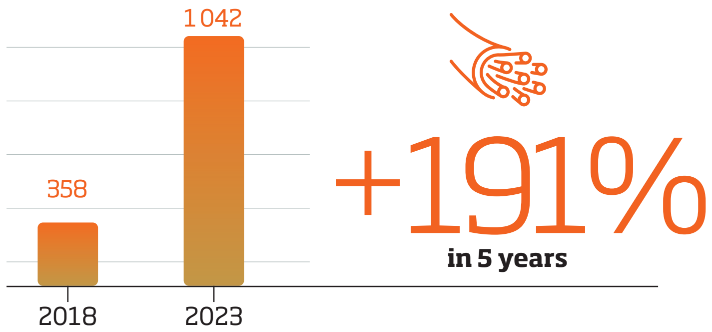
Drinking water customers



Sanitation customers



Internet access (End users) + 191 % en 5 ans



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.

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.

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

Launched in 2014 by the Ministry for Oil, Energy and Renewable Energies, the "Electricity for All" programme implemented by CIE has connected 1,742,261 households (around 8.47 million people), including 261,678 in 2023.

The programme involves CIE representatives crossing Côte d'Ivoire village by village, 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 2023, 176,500 connections had been completed with 898 km of linear network line laid.

261 678

electricity connections for low-income groups completed in 2023

97 580

water connections for low-income groups completed in 2023 by SODECI

26 UNECA, https://www.uneca.org/eca-events/sites/default/files/eventdocumets/BACKGROUND%20PAPER%20ON%20SDG7%20%28AFFORDABLE%20AND%20CLEAN%20ENERGY%29%2C%20AND%20THE%20CORRESPONDING%20GOALS%20OF%20AGENDA%202063%20E2300033%20FR.pdf.

27 UNESCO, http://www.unesco.org/reports/wwdr/2021/fr

28 IEA, op. cit, https://www.iea.org/reports/africa-energy-outlook-2019#energy-access

29 Calculation assumptions: 5 people per household in Côte d'Ivoire (data from the 2021 General Census of Population and Dwellings [RGPH] of Côte d'Ivoire).

Omilayé begins operations in Benin

Omilayé, a subsidiary of the Eranove Group established in Benin, officially began operations on 1 March 2023, following notification of the leasing contracts for a 10-year rural drinking water public service delegation in eight of the country's 11 departments.

Omilayé, a company set up in December 2021, has recruited around a hundred employees, with a target of 350 permanent staff and 300 external employees once the business has reached cruising speed. The assets currently inventoried and transferred cover 8,000 km of network, serving around 500 villages, thanks to 250 village drinking water supply systems. These systems provide both private connections and collective water delivery points, known as standpipes. Omilayé has opened four branches with sales and technical teams in the interior of the country, in Parakou, Abomey, Dassa and Kandi.

In 2023, Omilayé produced 2 million m^3 of water and served 13,000 customers, benefiting 1.7 million users. Ultimately, once all the public assets have been transferred, Omilayé will serve 1,500 villages, or 9 million people, to increase the rate of access from 45% to 100% by 2030.

The expertise of Eranove, an industrial group with several decades of experience in public service delegation, particularly in Côte d'Ivoire, will enable Omilayé to adapt quickly to local realities and to establish itself in the long term through a commercial policy that is close to the people. Producing, distributing, billing, collecting and maintaining the network: these are the missions of Omilayé in Benin, similar to those of Eranove in Côte d'Ivoire and Senegal.

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-actions" 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 renovates the energy system of the Sogefiha building

The energy renovation of the Sogefiha building, located in Abidjan-Plateau and housing the senior management and several departments of the Public Treasury, was completed in 2023. On 14 November 2023, an inauguration ceremony was presided over by Sangafowa Coulibaly, the Minister of Mines, Oil and Energy. The work, which began at the end of 2021, will not only save money, but also reduce the building's carbon footprint and improve the working environment for civil servants.

The building's electricity consumption of 254 kWh/m^2/year was reduced by 30% in 2023. This reduction will continue, stabilising at around 156 kWh/m^2/year, or more than 202 tons of CO_2 avoided per year, as the building's occupants adopt eco-actions.

The work carried out by Smart Energy enabled the air conditioning, ventilation and lighting systems to be renovated, photovoltaic and building management systems to be installed, electrical boxes to be brought up to standard, and the thermal insulation of the roofs and façades to be improved. Innovations include more energy-efficient air-conditioning and a building management system that provides computerised management of equipment (alarms, measurements and reporting).

In addition, the production of electricity from the photovoltaic field, which has an installed capacity of 31.5 kWp and an annual output of 52 MWh, means that 28 tons of CO_2 are avoided every year. Made essential by climate change, this successful example of energy renovation is a first. The Sogefiha building is the first public building in Côte d'Ivoire to comply with regulatory energy efficiency standards. For Smart Energy, this is a success in an important market given the extent of the office property stock in Côte d'Ivoire.

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 was 2 hours 43 minutes at the end of December 2023 in Abidjan.

Remote meter management

In the past, a meter had to be read at an LV customer's home to generate an invoice. This practice risked mistakes occurring during the reading and upon data entry of the indexes. Thanks to the remote management system, the indexes are read remotely and appear directly in the billing system, therefore removing two potential sources of mistakes. Invoices are more reliable with fewer disputes. The system has been adopted by branches in Djibi, Marcory, Deux Plateaux, Cocody, Adjamé Sud (including le Plateau) and Bingerville.

Introduction of cheque terminals

There have been problems with implementation of invoices 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 561 leaks and and maintaining the leak linear index, up from 0.3 in 2022 to 0.35 in 2023.

D

Fostering closer links with host communities

Since 2014, the Eranove Group has structured its social initiatives around ISO 26000 standard 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 ethical 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.

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.

2 PARTICIPATING IN THE DEVELOPMENT OF HOST COMMUNITIES

981 037€
committed to societal initiatives[30]

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

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.

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.

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

Atinkou donates food to Dabou orphanage

In September 2023, Atinkou paid its first visit to the Dabou "nursery", an orphanage located in a locality close to the power plant, whose residents suffer from severe psychomotor disabilities. As part of its Corporate Social Responsibility (CSR) policy, Atinkou donated food: 350 kg of cucumbers, from the power plant's garden harvest, launched in July 2023 by Atinkou's social and environmental manager. Other foodstuffs, basic products such as rice, pasta and oil, were also donated to the Dabou orphanage in partnership with Côte d'Ivoire Energies (CI-Energies), the entity that represents the State in the electricity sector.

SODECI and the Eranove Foundation renovate and equip the Nambingué urban health centre

As part of its Corporate Social Responsibility (CSR), SODECI pays particular attention to access to healthcare, especially for women and children. Hence the donation of medical equipment by SODECI, working with the Eranove Foundation, to the Nambingué urban health centre.

An official handover ceremony took place on 6 July 2023. The equipment, worth 7.7 million CFA francs, includes complete surgical boxes, hospital beds, mattresses, wheelchairs, screens, equipment for newborns (shell cradles, baby scales), gynaecological consultation and delivery tables, as well as air conditioners and fans.

The centre's maternity ward has also been renovated, at a cost of 2.4 million CFA francs. In total, SODECI's action, undertaken with the Eranove Foundation, has involved more than 10 million CFA francs.

Kékéli Efficient Power donates school kits

In 2023, as it does every year, Kékéli Efficient Power distributed complete school kits to 400 children from a school near the power plant. This social action in favour of education benefited all pupils enrolled at the public primary school (EPP) in Gbétsogbé, a fishing village close to the power plant. The kits include a bag and all the supplies needed for the school year. Thanks to this initiative, Kékéli has helped to reduce the expenses of the pupils' parents, who are often from modest households. Kékéli is thus affirming its commitment to social responsibility and solidarity, by supporting access to education for all.

Our societal performance in figures

4 Millions
electricity customers in 2023, an increase of 59% compared to 2019

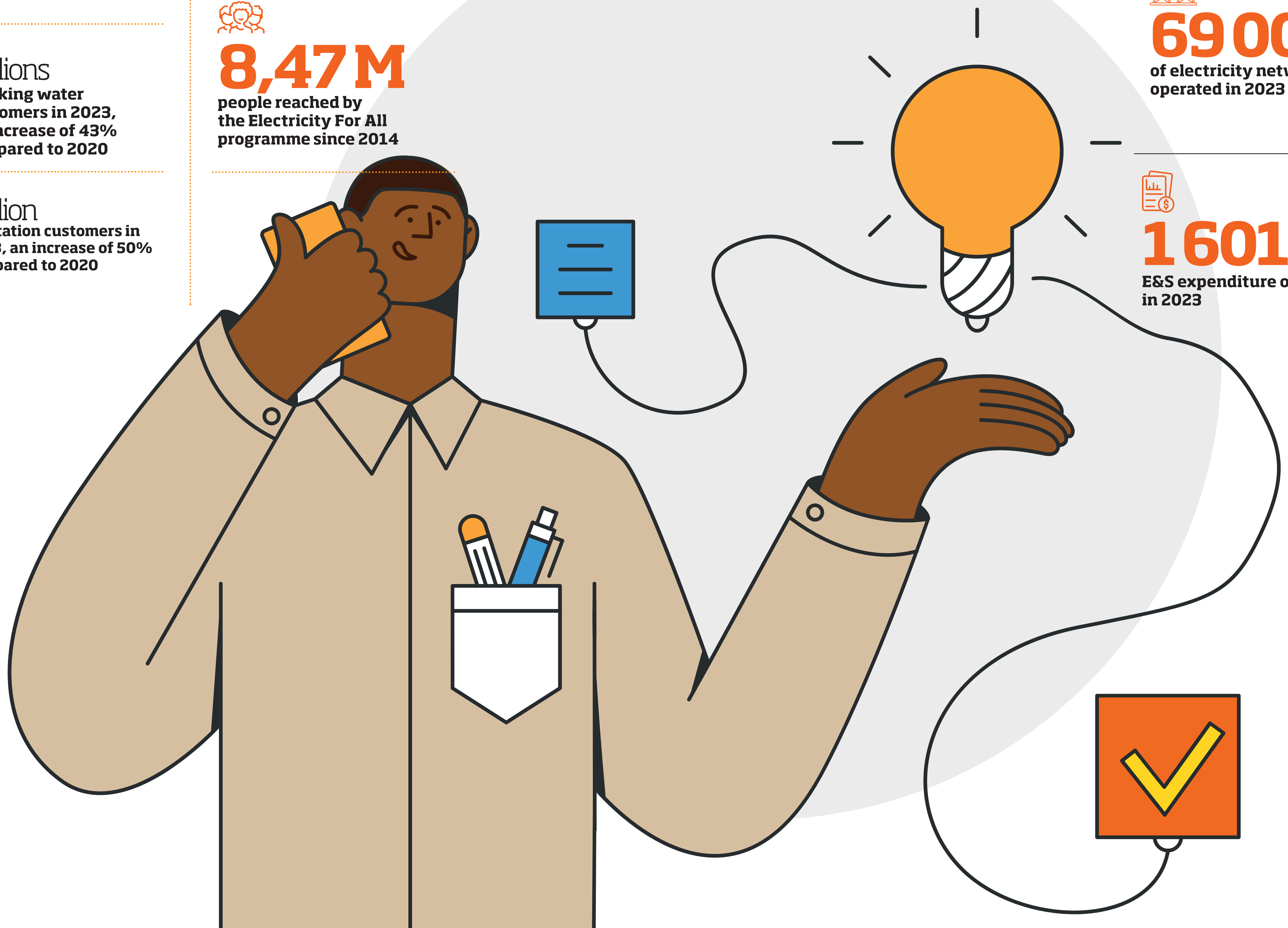
2 Millions
drinking water customers in 2023, an increase of 43% compared to 2020

1 Million
sanitation customers in 2023, an increase of 50% compared to 2020

261 678
new electricity connections in 2023

97 580
new water connections in 2023

8,47 M
people reached by the Electricity For All programme since 2014



95%
availability of electricity generators excluding planned shutdowns in 2023

physicochemical compliance in 2023 — 90 %

microbiological compliance in 2023 — 98 %

NETWORKS OPERATED

69 000 km
of electricity networks operated in 2023

23 000 km
of drinking water networks operated in 2023

SOCIETAL INITIATIVES EXPENDITURE

1 601 000 €
E&S expenditure on projects in 2023

981 000 €
spent on societal initiatives in 2023

MANAGEMENT

1 Health, safety and security policy for workers, communities and consumers approved by the Board of Directors.

Certification

afaq ISO 9001 Quality AFNOR CERTIFICATION

CIPREL — ENGAGÉ RSE MODÈLE AFAQ 26000 Exemplaire AFNOR CERTIFICATION

CIE — ENGAGÉ RSE MODÈLE AFAQ 26000 Confirmé AFNOR CERTIFICATION

APPENDICES

APPENDIX I
EFPD CROSS-REFERENCE TABLE

EFPD INFORMATION[31]	SECTION IN THE 2023 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

31 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. The topic "actions aimed at promoting the link between the Nation and the army and supporting involvement in the reserves", added in 2023 for publication in the EFPD in accordance with Article L.225-102-1 of the French Commercial Code, is also deemed as not relevant for the Eranove Group.

APPENDIX 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 / Appen-dix 3
G4-20	Scope of relevant aspects within the organisation	EFPD / 1/ 2/ 3/ 4 / Appen-dix 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 rela-tion 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 manag-ing economic, environmental and corporate impacts, risks and opportunities..	1.A / Appendix III
G4-46	Set out the role of the higher governance body as regards examining the effec-tiveness of the organisation's risk management processes in economic, environ-mental and corporate areas	1.A
G4-47	Indicate how often the higher governance body examines the economic, envi-ronmental and corporate impacts.	1.A / Appendix III
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	EFPD / 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 geograph-ical 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 ill-nesses as part of their jobs	2.C
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-S01	Percentage of sites having implemented schemes to involve local communities, impact assessments and development programmes	**4.D**
ASPECT: ANTI-CORRUPTION MEASURES		
G4-S03	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 as-sessed 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 been conducting 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 extra-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 2018 fiscal year) to carry out the extra-financial risk analysis and analyse the CSR policy followed the following main steps :

- **Collection of existing QSE-CSR in the different subsidiaries: reports, risk analyses, action plans, etc**
- **Acknowledgement and analysis of the existing version, formation of the draft risk analysis and of the Eranove Group's policy**
- **Critical review of the project and finalisation of a draft version (V0)**
- **Interview of a representative panel of companies and activities for a critical review**
- **Inclusion of observation for a version (V1) submitted to the Board of Directors**

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 the ISO 31000 standard: 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-sized 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 results indicators (RIs) and means indicators (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 6 (2023 fiscal year), the teams responsible for sustainable development carried out a review of the analysis of extra-financial risks. It was validated at a working session with the Executive Committee held on 10 June 2024.

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 extra-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 for the 2023 fiscal year was approved by the Board of Directors on 12 June 2024.

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 (1).

METHODOLOGICAL CHALLENGES OF CSR REPORTING: 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 professional reality. Definitions were then adjusted and the scopes refined.

For reasons of stability, if a change in the definition of the indicator made in 2022 changes the value of the 2021 indicator, it has been decided not to carry forward the calculation of the 2020 indicator, except as otherwise provided in the commentary.

CHANGES IN INDICATORS FROM 2022 TO 2023

This section gives the changes to indicators between the 2022 and 2023 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 :

- Total workforce by age bracket
- Number of internal training sessions by SEC
- Internal training expenses
- Total payroll of the business
- Occupational accident
- by SEC theoretical working time
- Absences (ACL, ACM, ACS, AMP, APE, AAM, ATT)

Creation of an indicator showing the total employee workforce in Benin

Collection of environmental indicators

Adjustment, modification of headings, definitions, units and/or calculation formulae and scope (company concerned) of a series of indicators with the aim of removing ambiguities and ensuring good reproducibility:

- Water consumption
- Drinking water production capacity
- Water production and distribution
- Power consumption
- Natural gas consumptionConsommation de matières premières
- Consumption of raw materials
- Waste production by industrial entities
- Paper consumption

Collection of societal indicators

Adjustment, modification of headings, definitions, units and/or calculation formulae and scope (company concerned) of a series of indicators with the aim of removing ambiguities and ensuring good reproducibility :

- Number of customers
- Average outage time
- Distributed water quality
- Networks operated
- Invoicing ratio

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 2023 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 the employee workforce in Benin, 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 reporting framework and guidelines › Prepare general scheduling for 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 report-ing	› 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 Devel-opment 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 subsidiar-ies CSR CONSULTANT
6	Check the Group's extra-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 BoD	› 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 com-panies 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 2023, 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, AWALÉ CORPORATION, GS2E, SMART ENERGY, KÉKÉLI EFFICIENT POWER and ATINKOU. SDE-R and OMILAYÉ have been included in the scope of consolidation for the 2023 financial year.

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 2021, 2022 and 2023 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, Senegal, Togo and Benin. 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

ENV 410

ENV415+ENV416+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/m³
- HVO/DDO : 40 GJ/t - 900 kg/m³
- Fuel oil / Diesel oil : 42 GJ/t - 845 kg/m³

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[32] and the IPCC[33].

The emission factors used in 2023 are identical to those used to calculate the carbon footprint in 2021. However, Benin's electricity emission factor has been included in the calculation of the 2023 carbon footprint.

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

Côte d'Ivoire electricity = 0.465 kgCO2e/kWh

Senegal electricity = 0.958 kgCO2e/kWh

France electricity = 0 .061 kgCO2e/kWh

Togo electricity = 0.391 kgCO2e/kWh

Benin electricity = 0.72 kgCO2e/kWh

For fuel :

Fe Petrol= 2.70 kgCO2e/l (0.494 kgCO2e/l upstream / 2.21 kgCO2e/l combustion)

Fe Road diesel = 3.09 kgCO2e/l (0.609 kgCO2e/l upstream / 2.49 kgCO2e/l combustion)

For DDO and HVO :

Fe Heavy fuel oil = 3.16 kgCO2e/l (0.589 kgCO2e/l upstream / 2.57 kgCO2e/l combustion)

For natural gas :

Fe natural gas = 2.26 kg CO_2e/m³ (0.276 kg Co_2e/m³2e/m³ upstream / 1.990 kg CO2e/m³ combustion)

1 Nm³ = 1.055 m³

For fuel oil/diesel oil used in generators :

Fe Diesel= 3.099 kgCO2e/l (0.609 kgCO2e/l upstream / 2.49 kgCO2e/l combustion)

LThe 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, transmitter, distributor and marketer all at the same time.

On a methodological level, we count CIE which brings together all professions 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.

32 International Energy Agency.

33 The Intergovernmental Panel of Climate Change.

APPENDIX IV PERFORMANCE INDICATORS 2021 TO 2023

Social indicators

	INDICATORS	DEFINITION	UNIT	CALCULATION METHOD OR FORMULA	2021	2022	2023
1 -- COMPANY HEADCOUNT							
SOC110	**TOTAL COMPANY WORKFORCE**		**NO. OF INDIVIDUALS**		**8,334**	**8,663**	**9,190**
SOC111	Total workforce, Managers (MA)	Total number of the company's Managers (MA), consisting of those on current permanent contracts (CDI) and those on current temporary contracts (CDD). 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.	1 148	1 186	1 294
SOC112	Total workforce, Supervisors (S)	Total number of the company's Supervisors (S), consisting of those on current permanent contracts (CDI) and those on current temporary contracts (CDD). 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.	3 638	4 087	4 378
SOC113	Total workforce, Workers (W)	Total number of the company's Workers (W), consisting of those on current permanent contracts (CDI) and those on current temporary contracts (CDD). 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.	3 548	3 390	3 518
SOC120	Total female workforce		No. of individuals		1 829	1 832	2 040
SOC1201	Percentage of women in the workforce		No. of individuals		21,95 %	21,15 %	22,20 %
SOC121	Total workforce, female Managers (MA)	Total number of the compa-ny's female Managers (MA), consisting of those on current permanent contracts and those on current temporary contracts. NB: not included are con-tracts 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.	298	313	354
SOC122	Total workforce, female Supervisors (S)	Total number of the compa-ny's female Supervisors (S), consisting of those on current permanent contracts and those on current temporary contracts. NB: not included are con-tracts 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.	1 098	1 102	1 172
SOC123	Total workforce, female Workers (W)	Total number of the company's female Workers (W), consisting of those on current permanent contracts (CDI) and those on current temporary contracts (CDD). 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..	433	417	514
SOC130	Total workforce, Expatriate		No. of individuals		8	7	9
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 permanent and temporary 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.	8	7	9
SOC132	Total workforce, expatriate Supervisors (S)	Total number of the company's Supervisors (S) on current permanent 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 permanent and temporary 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 compa-ny'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 con-tracts of interns, apprentices, volunteers, consultants, temporary staff, day workers or subcontractors.	No. of individuals	Number of expatriate workers on current permanent and temporary 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
SOC140	Total workforce by age bracket		No. of individuals		8 334	8 663	9 190
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 their 26th birthday, an employee is still 25 years old..	No. of individuals	In Excel, use the formula 'n =DATEDIF ([Date of birth];"dd/mm/2023";"y") which will give the age and classify by age bracket. NB: To help with age classification, select 2 decimal places after the comma.	262	260	340
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 their 36th birthday, an employee is still 35 years old.	No. of individuals	In Excel, use the formula 'n =DATEDIF ([Date of birth];"dd/mm/2023";"y") which will give the age and classify by age bracket. NB: To help with age classification, select 2 decimal places after the comma.	2 739	2 802	2 878
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 their 46th birthday, an employee is still 45 years old.	No. of individuals	In Excel, use the formula 'n =DATEDIF ([Date of birth];"dd/mm/2023";"y") which will give the age and classify by age bracket. NB: To help with age classification, select 2 decimal places after the comma.	3 194	3 425	3 723
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 their 56the birthday, an employee is still 55 years old.	No. of individuals	In Excel, use the formula 'n =DATEDIF ([Date of birth];"dd/mm/2023";"y") which will give the age and classify by age bracket. NB: To help with age classification, select 2 decimal places after the comma.	1 529	1 625	1 751
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/2023";"y") which will give the age and classify by age bracket. NB: To help with age classification, select 2 decimal places after the comma..	610	551	498
SOC150	Total workforce by contract type		No. of individuals		8334	8663	9190
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.	802	1 068	820
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 permanent contracts whose last day of work is the last day of reporting (for example: 31/12/N) are included in the number reported.	7 532	7 595	8 370
SOC160	Total workforce by country		No. of individuals		8 334	8 663	9 190
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.	27	25	22
SOC162	Total workforce, Côte d'Ivoire	Total number of temporary (CDD) and permanent (CDI) employees working in Côte d'Ivoire	No. of individuals	Number of employees on permanent and temporary contracts at the close of the reporting period.	8 250	8 574	9 001
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.	18	18	28
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.	39	46	51
SOC168	Total Benin workforce	Total number of temporary and permanent employees working in Benin	No. of individuals	Number of employees on permanent and temporary contracts at the close of the reporting period.			88
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 their 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		165	151	155
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	1	2
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 + SOC240	165	150	153
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)	1,98 %	1,74 %	1,69 %
3 - TRAINING							
SOC310	Total number of training sessions		No. of individuals		5 198	7 621	7 170
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. Number of training sessions followed by managers= SOC 341 + SOC 351 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.	788	1 728	1 608
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. Number of training sessions followed by supervisors = SOC 342 + SOC 352 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	2 708	3 366	3 018
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. Number of training sessions followed by managers= SOC 343 + SOC 353 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	1 702	2 527	2 544
SOC340	Total number of internal training sessions (CME, CMEAU, ERANOVE ACADEMY)		No. of individuals		4 036	5 619	4 233
SOC341	Number of internal 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, Eranove Academy). 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	CNumber of Managers having participated in internal 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.	353	843	404
SOC342	Number of internal 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, Eranove Academy). 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 internal 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	2 023	2 632	1 952
SOC343	Number of internal 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, Eranove Academy). 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 internal 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	1 660	2 144	1 877
SOC350	Total number of external training sessions		No. of individuals		1 183	2 002	2 937

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	446	885	1 204
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	695	734	1 066
SOC353	Number of external training sessions followed by workers	Total number of Workers 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 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	42	383	667
SOC320	Total training expenditure	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 internal and external training Total training expenses = Internal training expenses SOC 321 + External training expenses SOC 322 NB: does not take into account expenses directly linked to training (excludes accommodation, catering and transport)	1 940 223	3 053 290	2 510 370
SOC321	Internal training expenses	All expenses generated by the internal 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: internal 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 internal training. NB: does not take into account expenses directly linked to training (excludes accommodation, catering and transport).	528 690	448 455	334 105
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	1 411 534	2 604 835	2 175 750
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	1,62 %	2,79 %	1,99 %
SOC330	Number of training hours		Hours		217 703	280 954	193 768
SOC331	Hours of internal training	Total sum of hours spent by all temporary (CDD) and permanent (CDI) 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.	180 952	244 685	106 070
SOC332	Hours of external training	Total sum of hours spent by all temporary (CDD) and permanent (CDI) 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 Or: Total sum of training hours minus (-) the total sum of internal 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.	36 751	36 269	87 698
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)	26	32	21

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, Togo and Benin, declarations to social security agencies.	119 407 436	109 398 308	126 455 747
SOC410	Amount of gross annual salaries		€		125 825 909	116 405 048	133 462 396
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.	54 051 984	48 646 906	53 541 810
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.	45 948 145	43 392 873	53 806 360
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.	25 825 780	24 365 269	26 114 226
SOC420	Amount of gross annual pay, women		€		24 897 073	25 275 581	29 674 099
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.	10 533 294	10 654 838	12 233 269
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.	11 152 875	11 671 550	13 967 411
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.	3 210 904	2 949 193	3 473 419
SOC430	Average gross annual pay		€		15 098	13 437	14 523
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"	47 084	41 018	41 377
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"	12 630	10 617	12 290
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.	€	Amount of gross annual salaries, Supervisors / "Number of Workers paid"	7 279	7 187	7 423
SOC440	Average gross annual pay, women		€		13 612	13 797	14 546
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"	35 347	34 041	34 557
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"	10 157	10 591	11 918
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"	7 415	7 072	6 758

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, the National Social Security Fund (CNSS) in Togo and Benin, 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.	114	126	116
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.	109	103	93
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.	54	62	62
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.	2	0	1

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.	3 829	3 569	3 358
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)	0,23	0,20	0,18
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 in year n (SOC 610) * 1,000,000	6,47	5,77	5,08
6 - WORKING TIME							
SOC610	Company theoretical working time		Hours		16 841 763	17 842 614	18 307 260
SOC611	Managers, theoretical working time	Time to be worked by Managers (temporary and permanent) per regulations in force.	Hours	Senegal, Côte d'Ivoire, Togo and Benin: Managers' total at month end *173.33 during the reporting period France: Managers' total at month end *151.67 during the reporting period	2 303 852	2 444 845	2 520 987
SOC612	Theoretical working time, Supervisors	Time to be worked by Supervisors (temporary and permanent) per regulations in force.	Hours	Senegal, Côte d'Ivoire, Togo and Benin: Supervisors' total at month end *173.33 during the reporting period France: Supervisors' total at month end *151.67 during the reporting period	7 347 232	8 117 043	8 685 399
SOC613	Workers, theoretical working time	Time to be worked by Workers (temporary and permanent) per regulations in force.	Hours	Senegal, Côte d'Ivoire, Togo and Benin: Workers' total at month end *173.33 during the reporting period France: Workers' total at month end *151.67 during the reporting period	7 190 680	7 280 727	7 100 874
SOC620	Company overtime		Hours		655 041	734 403	605 892
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	297 512	385 482	313 693
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	357 529	348 921	292 199
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	1 898 296	1 408 409	1 565 057
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, Togo and Benin: 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.	1 634 130	1 115 130	1 245 342
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, Togo and Benin: 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.	94 694	77 138	87 756
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, Togo and Benin: -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	1 944	3 917	3 247

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, Togo and Benin: -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	1 716	4 600	4 720
SOC750	Absences for exceptional permission (APE)	Duration of absences authorised to employees on temporary or permanent contracts by the employer based on family events duly justified by the employee and non-deductible from statutory leave. These absences are defined by the Labour Code, collective agreements or internal regulations: marriage, death, birth, etc.	Hours	Côte d'Ivoire, Senegal, Togo and Benin: 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	14 779	15 960	22 294
SOC760	Absences due to illness (AAM)	Duration of work stoppages 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, Togo and Benin: -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	104 681	135 176	147 858
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, Togo and Benin: (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	36 312	45 856	46 984
SOC780	Unauthorised absences (ANA)	Length of unlawful and unexcused absences by employees on temporary or permanent contracts	Hours	Côte d'Ivoire, Senegal, Togo and Benin: 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	10 040	10 632	6 856
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)	0,91 %	1,10 %	1,13 %
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 (besides ACL, ACM, ACS, APE).	%	Attendance rate = 1-Rate of absenteeism	99,09 %	98,90 %	98,87 %
8 -HIRES							
SOC810	Workforce hires, Company		No. of individuals		907	920	1 244
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.	679	629	619
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.	228	291	625
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.	105	145	346

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 %	16 %	28 %
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.	187	128	229
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)	497	1 348	1 209
9 - DEPARTURES							
SOC910	Workforce departures, Company		No. of individuals		340	472	697
SOC920	Dismissals				43	32	19
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	1	1
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.	43	31	18
SOC930	Voluntary departures		No. of individuals		69	113	108
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	17	8
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).	56	96	100
SOC940	Departures due to contract termination		No. of individuals		228	292	533
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.	No. of individuals	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.	98	139	381
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.	No. of individuals	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.	130	153	152
SOC960	Departures due to contract termination		No. of individuals			35	37
SOC961	Number of departures of temporary employees for reasons of transfer or death	All employees on temporary contracts who left the workforce as a result of a transfer (to another Group subsidiary, in particular with a new employment contract) or death during the reporting period	No. of individuals	Total number of employees on temporary contracts leaving the company as a result of a transfer or death over the reporting period		2	3
SOC962	Number of departures of permanent employees for reasons of transfer or death	All employees on permanent contracts who left the workforce as a result of a transfer (to another Group subsidiary, in particular with a new employment contract) or death during the reporting period	No. of individuals	Total number of employees on permanent contracts leaving the company as a result of a transfer or death over the reporting period		33	34
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.	7 %	8 %	11 %
10 -OCCUPATIONAL DISEASES							
SOC101	Occupational diseases	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		€		11 923 547	11 925 068,2	11 384 283

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 retirees: 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	7 702 968	7 586 178	7 099 971
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.	4 220 579	4 338 890	4 284 312
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)	8 127	8 579	9 128
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	88 %	99 %	99 %
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	123	130	133
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	24	26	27
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	19,51 %	20,00 %	20,30 %
SOC175	Technical professions						
SOC176	Number of employees with technical expertise	Total employees (men and women) on temporary and permanent contracts with technical expertise (professions with operational and maintenance activities) in the reporting period, NB 1: The list of technical professions 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,	2 793	3 964	4 457
SOC177	Number of female employees with technical expertise	"Total female employees on temporary and permanent contracts with technical expertise (professions with operational and maintenance activities) in the reporting period, NB 1: The list of technical professions 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 Female inpatriates and expatriates are counted in the number of the hosting entity that signed the employment contract,	130	238	272
SOC178	Proportion of females with technical expertise	Percentage of female employees with technical expertise (professions 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	4,65 %	6,00 %	6,10 %
13 - CERTIFICATION SCOPE							
SOC1005	Number assigned and certifiable		# personnes				
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.	668	424	792
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)]	8 334	8 645	9 184
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.	1 502	1 613	1 691
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	18 %	19 %	18 %

Environmental indicators

	Indicators	Definition	Unit	CALCULATION METHOD OR FORMULA	2021	2022	2023
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	0	0	0
2 - WATER CONSUMPTION							
ENV200	**Water consumption**		m^3		5 733 179	5 630 387	9 250 849
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 retirees' accommodation, -electricity and water production centres..	308 100	336 381	411 790
ENV220	**Water consumption by thermal power plants**	The quantity of drinking water used by plants for the thermal production of electricity	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.	261 830	199 209	168 378
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	5 163 249	5 094 797	8 670 681
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.	1 174 672	1 197 849	1 194 307
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.	322 308 883	340 614 419	346 961 366
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)	0	0	2 680 563
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	317 145 634	335 386 796	341 224 777
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)	317 145 634	335 386 796	343 905 340
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	**98,4 %**	**98,5 %**	**98,3 %**
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 m^3 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	**78,04 %**	**80,09 %**	**85,93 %**
ENV341	**Volume of water sold**	Quantity of water as read on meters and invoiced to customers.	m^3	Total in m^3 invoiced to customers during the reporting period NB: does not equate to volume collected.	247 505 000	268 606 798	295 523 475
4 - ENERGY CONSUMPTION							
ENV410	**Total energy consumption**		GWh		9 297 776	10 140 925	10 717 798
ENV415	**Electricity consumption by electricity production plants**	Total quantity, taken from meters, of electricity consumed by all electricity production plants	GWh	Total GWh taken from meter(s) from all electricity production sites (auxiliary consumption). ENV 415 = ENV415.01+(...)+ENV 415.23 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.	65,0	62,5	65,0
ENV416	**External electricity consumption by electricity production facilities**	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. ENV 416= ENV 416.01+(...)+ENV 416.23 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.	3,3	4,4	4,7
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 retirees' accommodation, -Electricity and water production centres	42,34	41,92	32,93
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.	1,0	1,2	1,5
ENV430	**Electricity consumption by water production and distribution facilities**	Total quantity taken from meters, of electricity consumed by all water production and distribution plants.	m^3	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..	223	238	245
ENV440	**Natural gas consumption**	Total quantity of natural gas used by gas turbines, mechanically measured.	m^3	Total natural gas consumed in m^3 during the reporting period by gas turbines, mechanically measured. If the data is tracked in Nm^3 , the average conversion factor to be applied for conversion into m^3 is 1.055 NB: For periods where mechanical measurement is not possible, estimate with GWh products. ENV440 =ENV440.20+ENV440.21+ENV440.22+ENV440.23	1 031 726 604	1 125 371 073	1 189 380 336
ENV450	**HVO consumption**	Total quantity of heavy vacuum oil (HVO) used by gas turbines, mechanically measured.	m^3	Total HVO consumed in m^3 during the reporting period by gas turbines, mechanically measured (gas substitution in case of interrupted supply). ENV450 =ENV450.20+ENV450.21+ENV450.22+ENV450.23	81 480	19 389	28 343
ENV460	**DDO consumption**	Total quantity of Distillate Diesel Oil (DDO) used by gas turbines, mechanically measured.	m^3	Total DDO consumed in m^3 during the reporting period by gas turbines, mechanically measured (gas and HVO substitution or in the case of transition from gas or HVO). ENV460 =ENV460.20+ENV460.21+ENV460.22+ENV460.23	1 840	1 404	3 619
ENV470	**Consumption of Fuel Oil/Diesel Oil by emergency generators**	Total quantity of fuel oil/ diesel oil used by emergency generators	l	Total fuel oil/diesel consumed in m^3 during the reporting period by emergency generators (used in case of power supply fault), charged by actual use or stock withdrawals,	355 553	998 587	1 119 406
ENV475	**Consumption Fuel Oil/ Diesel Oil by electrical generators/electricity production**	Total quantity of fuel oil/ diesel oil used by electrical generators	l	Total fuel oil/diesel consumed in m^3 during the reporting period by generators of isolated power plants and to start up operational plants, charged by actual use or stock withdrawals.	5 763 086	1 296 265	511 962

ENV480	**Total consumption of vehicle fuel**		l		6 630 896	6 612 819	6 915 113
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)	3 835 723	3 389 513	3 230 492
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)	2 795 173	3 223 307	3 684 621
5 - ELECTRICITY PRODUCTION & DISTRIBUTION							
ENV510	**Total interconnected capacity in use**		MW		1 295	1 312	1 567
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. ENV511: = ENV511.20 + ENV520.21 + ENV 520.22 + ENV.520.23	691	708	963
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. ENV 512= ENV 512.01 + (...) + ENV 512.11	604	604	604
	Proportion of electricity production capacities (MW) that are renewable		%		39 %	39 %	39 %
ENV520	**Total interconnected electricity production**		GWh		5 522	5 383	5 978
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. ENV 521= ENV 521.20 + ENV 521.21 + ENV 521.22 + ENV 521.23	4 053	3 888	4 254
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. ENV 522 = ENV 522.01 + (...) + ENV 522.11	1 470	1 495	1 724
	Proportion of electricity production (GWh) that is renewable		%		27 %	28 %	29 %
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.	**98,9 %**	**98,6 %**	**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 %**	**99,1 %**	**98,9 %**
ENV550	**Available energy**		GWh		8 173	8 822	10 063
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: Uptime (h) x Operating power * Uptime (h) = Number of hours in the year (h) - Scheduled downtime in the year (h) * Operating power: Maximum possible generator operating power	4 924	4 867	5 782
ENV552	**Available HYDROELECTRIC 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: Uptime (h) x Operating power * Uptime (h) = Number of hours in the year (h) - Scheduled downtime in the year (h) * Operating power: Maximum possible generator operating power	3 249	3 955	4 280
ENV560	**Total electricity efficiency**	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 produc-tion, transmission and distribution losses.	%	Total electricity system efficiency according to the definition of national Ivorian statistics.	84 %	**85 %**	**85 %**
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.	100 055	113 996	111 973
ENV620	**Chlorine gas**	Quantity of chlorine gas used in operations.	t	Total in tons of chlorine gas used for operations.	0	0	0
ENV630	**Lime**	Quantity of lime used in operations.	t	Total in tons of lime used for operations.	10 727	12 433	11 850
ENV640	**Calcium hypochlorite**	Quantity of calcium hypo-chlorite used in operations.	t	Total in tons of calcium hypochlorite used for operations.	1 948	2 544	2 490
ENV650	**Aluminium sulphate**	Quantity of aluminium sulphate (Al2(SO4)3 used in operations.	t	Total in tons of aluminium sulphate used for operations.	4 201	5 107	4 225
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).	495	318	243
ENV670	**Calcium carbonate**	Quantity of calcium car-bonate used in operations.	T	Total in tons of calcium carbonate used for operations	979	1 323	1 842
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, rooftop). 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 - Rooftop: 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/)	10 449	11 327	11 828
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 condi-tioning equipment (split, cupboard, DRV, rooftop). Leaks are quantified on the basis of the annual leakage rate. - Split: 5% - Chest: 6% - DRV: 10 % - Rooftop: 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/)	340	373	689
7 - ATMOSPHERIC POLLUTANTS: CO2, NOx, SOx							
ENV710NEW	**Greenhouse gas (GHG) emissions**		t CO_2e	New GHG Protocol calculation including Scope 1: Greenhouse gases emitted directly Scope 2: Indirect energy-related emissions Scope 3: Other indirect emissions	3 506 590	3 949 866	3 918 384
Scope 1	**Direct emissions from stationary combustion sources**		t CO_2e	Taking into account updated ADEME coefficients	2 282 855	2 297 123	2 449 649
Scope 1	**Direct emissions from mobile thermal engine sources**		t CO_2e	Taking into account updated ADEME coefficients	15 745	15 579	16 203
Scope 1	**Direct emissions from non-energy processes**		t CO_2e	Taking into account updated ADEME coefficients	-	-	-
Scope 1	**Direct fugitive emissions**		t CO_2e	Taking into account updated ADEME coefficients	139 074	134 962	149 400
Scope 1	**Emissions due to land use, land-use change and forestry (LULUCF)**		t CO_2e	According to GHG Protocol	-	-	-
Scope 2	**Indirect emissions from electricity consumption**		t CO_2e	According to GHG Protocol	645 502	748 749	824 327
Scope 2	**Indirect emissions from steam, heat or cold consumption**		t CO_2e	According to GHG Protocol	-	-	-
Scope 3	**Upstream energy**		t CO_2e	According to GHG Protocol	341 566	320 773	343 997
Scope 3	**Product or service purchases**		t CO_2e	According to GHG Protocol	69 827	58 826	67 957
Scope 3	**Property fixed assets**		t CO_2e	According to GHG Protocol	7 600	30 190	42 043
Scope 3	**Waste**		t CO_2e	According to GHG Protocol	348	196	5 045
Scope 3	**Upstream transporta-tion of merchandise**		t CO_2e	According to GHG Protocol	2 903	320 061	1 117
Scope 3	**Business travel**		t CO_2e	According to GHG Protocol	877	23 016	18 146
Scope 3	**Rented or leased upstream assets**		t CO_2e	According to GHG Protocol	-	-	-
Scope 3	**Investments**		t CO_2e	According to GHG Protocol	-	-	-
Scope 3	**Client trips**		t CO_2e	According to GHG Protocol	-	-	-
Scope 3	**Downstream goods transportation and distribution**		t CO_2e	According to GHG Protocol	-	-	-
Scope 3	**Use of products sold by the company**		t CO_2e	According to GHG Protocol	-	-	-
Scope 3	**Transformation of products sold**		t CO_2e	According to GHG Protocol	-	-	-

Scope 3	**End of life disposal of sold products**		t CO_2e	According to GHG Protocol	-	-	-
Scope 3	**Franchises**		t CO_2e	According to GHG Protocol	-	-	-
Scope 3	**Rental or leasing of downstream goods**		t CO_2e	According to GHG Protocol	-	-	-
Scope 3	**Commuting**		t CO_2e	According to GHG Protocol	293	390	501
Scope 3	**Other indirect emissions not included in other categories**		t CO_2e	According to GHG Protocol	-	-	-
	Carbon strength of electricity produced		gCO_2e/kWh		497	509	490
ENV714	**Greenhouse gas emissions during electricity production**	Quantity of greenhouse gas emissions into the atmos-phere during electricity production.	% dry gas	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.	**4,18 %**	**12,99 %**	**2,05 %**
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.	t CO_2e	Total estimated savings on customer's annual electricity consumption if the actions around equipment and operation recommended in audit reports are implemented. These savings, assessed over the reporting period, are estimated in kWh, reduced to t CO2e (expressed negatively). Methodologies are stated in each audit report and internal calculator.	4872	0	2500
ENV720	**NOx emissions, electricity production**	Discharges of nitrogen oxide (Nox) during electricity production (results of the highest analyses).	mg/Nm^3	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.	262	356	730
ENV730	**SOx emissions, electricity production**	Discharges of sulphur oxide (SOx) during electricity production (results of the highest analyses).	mg/Nm^3	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	64
ENV725	**Air quality measure-ments**	Air quality measurements taken	Number	Total number of air quality measurements taken per campaign in the reporting period	15	21	25
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	15	18	23
ENV 727	**Air quality measure-ment rates compliant with national and international regula-tions**	Number of air quality measurements taken compliant with national and international regulations	%	ENV 726 (Number of air quality measurements taken compliant with national and international regulations) / ENV 725 (Air quality measurements taken)*100	**100 %**	**86 %**	**92 %**
8 - EQUIPMENT CONTAINING PCBS							
ENV800	**Total number of transformers contain-ing 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.	15 416	15 420	16 381
ENV810	**Number of trans-formers contaminated with PCBs to be decontaminated**	Total number of transform-ers used at the close of the reporting period Total number of transform-ers 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.	283	284	284
ENV820	**Number of trans-formers 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	31	30	31
ENV840	**Rate of transformers containing PCBs**	Ratio of the number of transformers contaminated with PCB to be decontami-nated and disposed of over the total number of trans-formers used	%	Sum (transformers to be decontaminated (ENV 810) + transformers to be disposed of (ENV820))/total number of transformers used (ENV830)	**2,04 %**	**2,04 %**	**1,92 %**
ENV850	**Number of trans-formers 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	6	6	0
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)	156 568	126 589	173 133
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 report-ing period (specify calculation method in the comments).	87 163	89 132	100 677
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)	6 265	5 820	8 159
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.	1 042,12	261,01	164,18
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	186 793,46	106 948,76	99 551,31
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.	181,06	115,92	71,80
10 - CERTIFICATION SCOPE CERTIFICATION SCOPE							
ENV1010	**Environment certifica-tion scope (ISO 14001)**						
ENV1020	**ISO 14001 - drinking water production**						
ENV1021	**Production capacity of ISO 14001 certified drinking water plants**	Total capacity of boreholes and drinking water produc-tion plant covered by ISO 14001 certification current 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 14001 certified departments/sub-departments	717 640	717 640	717 640
ENV1022	**ISO 14001 certifica-tion scope - Drinking water production**	Ratio of the drinking water production capacity of ISO 14001 certified entities to the drinking water produc-tion capacity at the close of the reporting period	%	[Drinking water production capacity of ISO 14001 (ENV1021) certified entities / Water production capacity(ENV351)]*100	**61 %**	**60 %**	**60 %**

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 certifica-tion 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 14001 certified power plants**	Total capacity of intercon-nected hydroelectric and thermal production equip-ment 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	1 312
ENV1042	**ISO 14001 certifica-tion 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	**96 %**	**95 %**	**84 %**
ENV1050	**ISO 14001 - electricity transmission**						
ENV1051	**ISO 14001 certified transmission networks**	Number of kilometres of operating High Voltage (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	7 435	7 441	7 510
ENV1052	**ISO 14001 certifica-tion scope - power 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 develop-ment**	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**	**7**
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	1
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	6
ENV 1204	**Rate of projects in development or under construction with an environmental and social impact study addressing biodiversity challenges**	Ratio of projects in develop-ment and under construction with an environmental and social impact study address-ing biodiversity challenges, following national, sub-regional and international regulatory requirements and best practices (Environmen-tal 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%	75%

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	8
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 interna-tional regulatory require-ments 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 %**	**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	0
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 identi-fied 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	0
ENV 1209	**Rate of projects under construction having identified a threat-ened 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 identi-fied 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 %**	**0 %**

Societal indicators

	Indicators	Definition	Unit	CALCULATION METHOD OR FORMULA	2021	2022	2023
1- NUMBER OF CUSTOMERS							
SOT100	**Number of Customers**		Number		**5 760 836**	**6 524 234**	**7 178 675**
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.	3 254 968	3 646 619	4 048 259
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.	g	Total number of drinking water subscription contracts current at the reporting date or in the reporting period.	1 673 010	1 902 610	2 079 569
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.	831 911	974 203	1 049 798
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 operators during the reporting period	918	802	1 042
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)	29	0	7
SOT105	**Subsidised connections to the electric-ity 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	113 667	173 938	97 580
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 program.	202 780	251 133	261 678
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	Hours	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 and scheduled works PM i: Average Power for the year i PM i=(Energy delivered to distribution)i/(24x number of days in the year i)	18	29	29
SOT202	**Avail. of elec. generators excl. 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	92,3%	90,8%	95,2%
SOT210	**Distributed water quality**						
SOT211	**Number of physical and chemical analyses conducted**	Number of physical and chemical analyses conducted internal 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.	116 835	121 407	130 826
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 internal and external laboratories on the water distributed during the reporting period.	8 051	8 696	9 003
SOT213	**Number of compliant physical and chemical analysis results**	Number of physical and chemical analyses compliant with applicable standards conduct-ed 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. - Benin: WHO directive on the quality of drinking water for human consumption and Decree n°2001-094- of 20 February 2001 setting drinking standards in the Republic of Benin	107 874	111 443	118 374
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. - Benin: WHO directive on the quality of drinking water for human consumption and Decree n°2001-094- of 20 February 2001 setting drinking standards in the Republic of Benin	7 850	8 470	8 798
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	**92,33 %**	**91,79 %**	**90,48 %**
SOT216	**Microbiological compliance rate**	Ratio of the number of microbiological analyses on the water distributed that are compliant out of the number of microbiologi-cal analyses conducted during the reporting period	%	Number of compliant microbiological analyses (SOT 214) / Number of microbiological analyses conducted (SOT 212) * 100	**97,50 %**	**97,40 %**	**97,72 %**
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	59 908	63 686	68 796
SOT231	**Electricity transmission networks operated**	Number of kilometres of High Voltage (HTB and THT) lines and cables used for transmit-ting 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	7 435	7 441	7 510
SOT232	**Electricity distribution networks operated**	Number of kilometres of low and medium voltage (LV and HVA) lines and cables used for transmitting electricity operated at the close of the reporting period	km	Total length of LV and HVA lines in the electricity distribution network operated as of 31 December	52 473	56 245	61 286
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	19 208	19 886	23 178
SOT234	**Sanitation networks operated**	Length of the sanitation and drainage network operated at the close of the report-ing period	km	Total length of unitary used water networks and length of rainwater networks operated as of 31 December	2 398	2 417	2 417
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	1 987	2 145	2 289
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)	**84 %**	**86 %**	**77 %**
3 - SUPPORT, SPONSORSHIP AND PARTNERSHIP ACTIONS							
SOT120	**Support, sponsorship and partnership actions**						
SOT121	**Support, sponsorship and partnership expenditure**	Amounts spent on 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	792 136	1 115 935	981 037
SOT125	**Project E&S expenses**						
SOT126	**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, manage-ment plans, CAPEX, complaint management system, social actions, and due diligence)	570 261	1 156 262	1 601 160
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, training, awareness-raising, etc.) are to be recorded,	201 266	187 031	159 397
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	2 730	3 205	4 993
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.	120	130	131
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	115	130	126

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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.	145	86	35
SOT139	**Number of external complaints resolved**	Number of internal (from employees) and external (from customers, suppliers) com-plaints 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,	144	84	31
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 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 as of 31/12/N.	8 207	8 443	8 871
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 %**	**98 %**	**97 %**
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 number report-ed 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	8 565	8 999
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	**100 %**	**99 %**	**98 %**
5 - COLLECTIVE AGREEMENTS							
SOT141	**Total number of collective agree-ments 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	0	3	3
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	2	0
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 report-ed 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.	3 735	4 080	4 153
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	**45 %**	**47 %**	**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 report-ed 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.	4 486	4 707	5 134

SOT157	**ISO 19600 certification scope**	Ratio of the number of employees from ISO 19600 assessed services to the total certifia-ble number at the close of reporting	%	[Number of ISO 19600 (SOT 156) assessed services / Total certifiable number (SOC1007)]*100	**54 %**	**54 %**	**56 %**
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.	511	578	541
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	**6,13 %**	**6,69 %**	**5,89 %**
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	0	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	**0 %**	**0 %**	**0 %**
SOT175	**ISO 26000 - electricity production**						
SOT176	**Production capacity of power plants assessed for ISO 26000**	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 26000 assessment scope - electric-ity 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	**96 %**	**95 %**	**80 %**
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.	42	54	44
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	2	2
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.	5	2	2
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.	1	0	1

APPENDIX V
REPORT FROM THE INDEPENDENT THIRD-PARTY ORGANISATION

Limited company with capital of €11,051,992

Head office: Tour W 102 Terrasse Boieldieu, 92800 Puteaux

RCS (Trade & Companies Register) Nanterre 450 425 277

Report from the independent third-party organisation on the verification of the consolidated extra-financial performance declaration in the management report

Financial year ending 31 December 2023

To the shareholders,

In our capacity as an independent third-party organisation, member of the Mazars network, statutory auditor of ERANOVE, accredited by COFRAC Inspection under number 3-1895 (lists of accredited sites and scope are available at www.cofrac.fr), we have performed work designed to provide a reasoned opinion expressing a conclusion of moderate assurance on the historical information (observed or extrapolated) of the consolidated extra-financial performance declaration (hereinafter the "Information" and the "Declaration" respectively), prepared in accordance with the procedures of the Entity (hereinafter the "Reporting Criteria"), for the year ended 31 December 2023, presented in the management report of the Eranove Group (hereinafter the "Company" or "Entity"), in accordance with the provisions of articles L. 225 102-1, R. 225-105 and R. 225-105-1 of the French Commercial Code.

Conclusion

Based on the procedures we performed, as described in the "Nature and scope of work" section, and on the information we have obtained, nothing has come to our attention that causes us to believe that the extra-financial performance declaration is not prepared, in all material respects, in accordance with the applicable regulatory requirements and that the Information, taken as a whole, is presented fairly in accordance with the Reporting Criteria.

Comments

Without calling into question the conclusion expressed above and in accordance with the provisions of article A. 225-3 of the French Commercial Code, we make the following comment: some of the emission factors, those taken from the ADEME database, have not been updated since the carbon assessment was carried out in 2021.

Preparation of the extra-financial performance declaration

The absence of a generally accepted and commonly used reference framework or established practices on which to base the assessment and measurement of Information means that different, but acceptable, measurement techniques may be used, which may affect comparability between entities and over time.

Consequently, the Information should be read and understood with reference to the Reporting Criteria, the significant elements of which are presented in the Declaration and are available on request from the Group's head office.

Limitations inherent in the preparation of information

As indicated in the Declaration, the information may be subject to uncertainty inherent in the state of scientific or economic knowledge and in the quality of the external data used. Certain information is sensitive to the methodological choices, assumptions and/or estimates used in its preparation and presented in the Declaration.

Responsibility of the Company

It is the responsibility of the Board of Director :

- **to select or establish appropriate criteria for the preparation of the information ;**
- **to prepare a Declaration in accordance with legal and regulatory requirements, including a presentation of the business model, a description of the principal extra-financial risks, a presentation of the policies applied with regard to these risks and the results of these policies, including key performance indicators and, in addition, the information required by article 8 of regulation (EU) 2020/852 (green taxonomy) ;**
- **and to implement such internal control procedures as it determines are necessary to enable the preparation of Information that is free from material misstatement, whether due to fraud or error.**

The Declaration has been prepared by applying the Entity's Reporting Criteria as described above.

Responsibility of the independent third-party organisation

It is our responsibility, on the basis of our work, to formulate a reasoned opinion expressing a conclusion of moderate assurance on :

- **the compliance of the Declaration with the provisions of article R. 225-105 of the French Commercial Code ;**
- **the fair presentation of the historical information (observed or extrapolated) provided in accordance with 3° of I and II of article R. 225-105 of the French Commercial Code, namely the results of policies, including key performance indicators, and actions relating to the main risks.**

Our work was designed to provide a reasoned opinion expressing moderate assurance on the historical, observed and extrapolated information.

As it is our responsibility to form an independent conclusion on the information as prepared by management, we are not permitted to be involved in the preparation of this information, as this could compromise our independence

Our responsibility does not include expressing an opinion on :

- the Entity's compliance with other applicable legal and regulatory requirements (in particular with regard to the information provided for in article 8 of Regulation (EU) 2020/852 (green taxonomy), the due diligence plan and anti-corruption and tax evasion) ;
- the accuracy of the information provided for in article 8 of Regulation (EU) 2020/852 (green taxonomy) ;
- the compliance of products and services with applicable regulations.

Applicable regulatory provisions and professional doctrine

Our work described below was performed in accordance with the provisions of articles A. 225 1 et seq. of the French Commercial Code, the professional doctrine of the Compagnie Nationale des Commissaires aux Comptes (CNCC, National Company of Auditors) relating to this work in lieu of an audit programme, and international standard ISAE 3000 (revised).

This report has been drawn up in accordance with the CSR_QS_Audit_Programme_EFPD.

Independence and quality control

Our independence is defined by the provisions of article L. 822-11 of the French Commercial Code and the Code of Ethics for Statutory Auditors. In addition, we have implemented a quality control system that includes documented policies and procedures designed to ensure compliance with applicable laws and regulations, ethical rules and the professional doctrine of the Compagnie Nationale des Commissaires aux Comptes (CNCC) relating to this activity.

Means and resources

Our work involved the skills of four people and took place between February and June 2024 over a total period of five weeks.

We conducted various interviews with the people responsible for preparing the Declaration, representing the Sustainable Development department in particular.

Nature and scope of the work

We planned and performed our work taking into account the risk of material misstatement of the Information.

We believe that the procedures we have performed, in the exercise of our professional judgement, allow us to provide a moderate level of assurance :

- we have reviewed the activities of all the entities included in the scope of consolidation and the description of the main risks ;
- we have assessed the appropriateness of the Reporting Criteria in terms of its relevance, completeness, reliability, neutrality and understandability, taking into account best practice in the sector where appropriate ;
- we have verified that the Declaration covers each category of information provided for in III of article L. 225 102 1 relating to social and environmental matters ;
- we have verified that the Declaration presents the information provided for in II of article R. 225-105 when it is relevant to the principal risks and includes, where applicable, an explanation of the reasons justifying the absence of the information required by the second paragraph of III of article L. 225-102-1 ;
- we have verified that the Declaration presents the business model and a description of the principal risks associated with the activity of all the entities included in the scope of consolidation, including, where relevant and proportionate, the risks created by its business relationships, products or services, as well as the policies, actions and results, including key performance indicators relating to the principal risks ;
- we consulted documentary sources and conducted interviews in order to :
    - assess the process for selecting and validating the main risks and the consistency of the results, including the key performance indicators used, with the main risks and policies presented, and
    - corroborate the qualitative information (actions and results) that we considered to be the most important, as presented in Appendix 1. For all the risks, our work was carried out at the level of the consolidating Entity; for the other risks, work was carried out at the level of the consolidating Entity and in a selection of entities[34];
- we have verified that the Declaration covers the consolidated scope, i.e. all the entities included in the scope of consolidation in accordance with article L. 233-16 ;
- we familiarised ourselves with the internal control and risk management procedures put in place by the Entity and assessed the data collection process aimed at ensuring the completeness and accuracy of the information ;
- for the key performance indicators and other quantitative results that we considered to be the most important and which are presented in Appendix 1, we have implemented :
    - analytical procedures consisting of verifying that the data collected has been consolidated correctly and that changes in the data are consistent ;
    - detailed tests based on sampling or other selection methods, consisting of verifying the correct application of definitions and procedures and reconciling data with supporting documents. These tests were carried out on a selection of contributing entities and covered between 28% and 100% of the consolidated data selected for these tests ;
- we assessed the overall consistency of the Declaration in relation to our knowledge of all the entities included in the scope of consolidation.

The procedures performed as part of a moderate assurance engagement are less extensive than those required for a reasonable assurance engagement performed in accordance with the professional doctrine of the Compagnie Nationale des Commissaires aux Comptes; a higher level of assurance would have required more extensive verification work.

34 SODECI, CIE, CIPREL, KEKELI, OMILAYE

The independent third-party organisationt

mazars

Mazars SAS
Paris La Défense, 14 June 2024
Marc BIASIBETTI
Partner
Souad EL OUAZZANI
CSR & Sustainable Development Partner

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Souad EL OUAZZANI
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Marc BIASIBETTI
Associé

Souad EL OUAZZANI
Associée RSE & Développement Durable

Appendix 1: Information reviewed in detail tests

SOCIAL :

- Number of training days per employee
- Total workforce, M/F and age group breakdown
- Theoretical time worked
- Rate of absenteeism
- Frequency of workplace accidents
- Gravity of workplace accidents

ENVIRONNEMENTAL :

- ISO 14001 certification scope
- Electricity production
- Drinking water production
- Internal efficiency of water production plants
- Network efficiency
- Proportion (%) of renewable electricity production capacities (MW)e
- Total energy consumption
- Total production from hydroelectric power plants (GWh)
- Proportion (%) of renewable electricity production (GWh)
- Total electricity production efficiency
- Electricity production efficiency, Abidjan
- Total electricity production efficiency*
- Diesel consumption by vehicles (used in operations) *
- Regular/Premium petrol consumption of vehicles (used in operations) *
- Rate of projects in development or under construction with an environmental and social impact study addressing biodiversity challenges
- Greenhouse gas emissionse

SOCIETAL :

- Number of individuals trained in/informed about ethics
- Number of electricity customers
- Number of water customers
- Microbiological compliance rate
- Average power outage time (in hours)
- Invoicing ratio
- Number of domestic LV customers*
- Private connection customers (Number of private household water customers)
- Expenditure on support, sponsorship and partnerships (€)
- Volume of water sold via standpipes*

*green loan indicators

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