

Activity Report 2016

**15
years**



**Energy
Assistance**

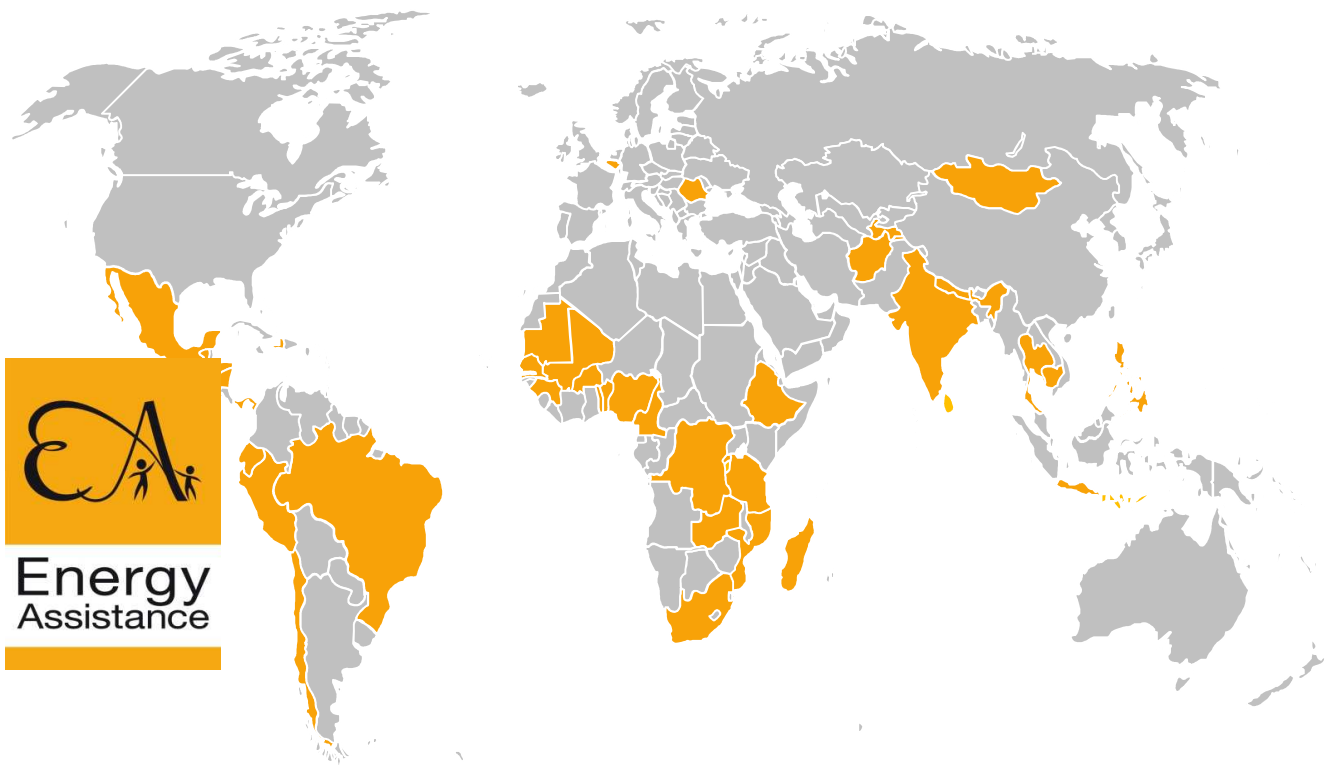


Contents

Editorial	5
Our association	6
Projects Completed in 2016	7
Highlights 2016	8
Projects	12
Volunteering 2016	17
Project selection criteria	18
Key figures 2016	19
Our organisation	20
Our team	21
Our sponsors	22
Annual results 2016	23



Where we contributed



Afghanistan - Belgium - Benin - Brazil - Burkina Faso - Burundi - Cambodia - Cameroon - Chile - Congo (DR) - Ecuador - Ethiopia - Guatemala - Guinea - Haïti – Honduras - India - Indonesia - Madagascar - Mali - Mauretania - Mexico - Mongolia - Mozambique - Nepal - Nicaragua - Panama - Peru - Romania - Rwanda - Senegal – Sierra Leone - South Africa - Sri Lanka - Tajikistan - Tanzania - Thailand - The Philippines - Timor - Togo - Zambia

Editorial

Dear readers,

This year we are celebrating our 15th anniversary. In the course of these fifteen years numerous volunteers have implemented over 200 projects. There's only one word for this: amazing!

Despite all the changes that have taken place in Belgium in our sector and in our different companies over the years, our non-profit Association continues to make an ever stronger and highly valued contribution to the ENGIE Group.

Under the ENGIE Volunteers Program, ENGIE Group – in the process of major changes to meet future energy challenges – stands firm in its social and societal commitments. Solidarity actions in general and access to energy in particular are our shared motivation.

This was confirmed by Isabelle Kocher, CEO of ENGIE Group, in early January 2017, during her visit to Dakar. After meeting with members of the “Les Cajoutiers” association, beneficiaries of an Energy Assistance project in September 2016, she said:

“We are very proud of Energy Assistance's action in pursuit of its goal of access to sustainable energy for all, and of the unswerving commitment of our Association's volunteers.”

For the Board of Directors and for the team members, 2016 has been a year of renewal and of new initiatives: 50% renewal of board members brought a fresh perspective and new contributions; the team changed and new project managers, three of whom are women, joined; new volunteers came on board,

Among our achievements in 2016, we should mention our first projects in Belgium, more specifically in Brussels, in the vicinity of our offices at Gare du Nord. In Belgium and throughout Europe, access to energy is indeed an issue and our expertise is relevant and appreciated. Also, consultancy missions without on-site works should increasingly be encouraged.

Other collaborative missions with our Group colleagues in South Africa and Mongolia/China have created rewarding partnerships for us all.

You – the volunteers working on the ground or who support our operations, and who take time out of your holidays to work on our projects – are the lifeblood of our Association and the following pages are testimony to this.

To all Energy Assistance members, volunteers, partners, sponsors and supporters, a big thank you and here's to more successful projects! We hope you enjoy reading this report.

Marc Janssens de Varebeke
Executive Manager

Stan de Pierpont
Chairman

Our association

Profile, Objective, Impact



**Energy
Assistance**

3.160.930

Profile

Energy Assistance

Energy Assistance is a non-profit association created in Belgium in 2001 by colleagues from the ENGIE Group.

Energy Assistance recruits volunteers, both active and retired, from the ENGIE Group and from the Belgian Distribution System Operators.

Sister associations

Energy Assistance France was founded in 2005; Energy Assistance Italia and Energy Assistance Monaco were both founded in 2011.

Objective

The objective of the association is to offer the skills and expertise of its members to give technical support to humanitarian projects that serve communities with little to no access to energy worldwide.

Impact

Between 2001 and 2016, Energy Assistance has contributed in giving access to electricity to more than 3 million people.

www.energy-assistance.org

Completed Projects

in 2016

Pays	Projet	Objet
Belgium	Brussels-Flèche	Energy audit and consultancy services for renovation of the high-voltage electrical enclosure at the Marie-Henriette centre for children under legal protection
DR Congo	Katako Kombe	Electrical power supply for the General Hospital.
DR Congo	Mukumary	Installation of a solar panel power system for a training centre serving a population of 31 villages
Sierra Leone	Newton	Electrical installation for a nursery, primary and vocational school for child war victims
Togo	Mivakpo	Electrical installation for a dispensary in Mivakpo and a school in Assomé
Cameroon	Binshua	Consultancy services for a solar panel power system in a school (700 pupils) & solar pump
Belgium	Brussels-Flèche 2	IT network cabling for the Marie-Henriette centre for children under legal protection
DR Congo	Tumba	Electrical system for a residential school from a new 15 kV SNEL line between Inkisi and Tumba
Senegal	Warang/Les Cajoutiers	Lighting, information system tools and refrigerators for a school for deaf children in Mbour in Senegal.
South Africa	Ekurhuleni	Securing the power supply for an information systems training centre
Mongolia	Ulaanbaatar 2	Renovation of the electrical system in a school for children with hearing impairment.
DR Congo	Kibangu	Consultancy services for the installation and supply of a power connection cable for a hospital and a school.

Highlights 2016



● Annual General Meeting

The Annual General Meeting of Energy Assistance was held on 17 March 2016. On this occasion, half of the administrators' mandates were renewed.

Several volunteers related their experiences in the field during the previous months in Mongolia and DR Congo.

● Let's Choose 2016

In 2016, Energy Assistance received the generous amount of € 47,000 in connection with this operation.

The mobility plan Let's Choose enables Brussels-based ENGIE Group employees to make annual mobility choices as part of the effort to help the Group achieve its CO2 objectives.

The resulting budget balance goes to various associations chosen by the employees.



● Security

The safety of our volunteers is paramount. Health risks such as the Ebola epidemic and the outbreak of the Zika virus were the subject of special monitoring when scheduling the 2016 missions.

Supported by experts, Energy Assistance sustained its efforts to ensure optimal safety of its volunteers on the ground. A number of missions scheduled in the Democratic Republic of Congo were thus deferred until 2017.

Highlights 2016



● ENGIE Volunteers Program (EVP)



The commitment shown by colleagues, including their social commitment, is anchored in ENGIE Group's shared values. It is a factor that influences its corporate performance and supports its innovation capacities.

Facilitating the participation in solidarity actions and access-to-energy actions in particular, together with the Group's partnerships and internal non-profit organizations' projects, creates concrete opportunities to engage colleagues who want to get involved in effectively helping communities. ENGIE Volunteers Program has been created to that purpose.

It is a management and coordination body for the Group's humanitarian employee associations in the area of international solidarity in general and access to energy in particular. EVP constitutes the framework in which, since 2016, ENGIE has supported Energy Assistance's projects as well as those of our sister associations Energy Assistance France, Italy and Monaco.

The first Steering Committee meeting took place on 29 November 2016.

GIFTS

● ENGIE : Exceptional gift of promotional material

Following the rebranding of GDF SUEZ to ENGIE, the Electrabel, Cofely and ENGIE CC communication departments had to discontinue the use of their very diverse promotional materials and they decided to donate these.

Along with other non-profit associations such as SOS Village d'Enfants, Energy Assistance has benefitted from this donation.

Large quantities of caps, notebooks, torches, T-shirts, etc. have already been sent out to communities together with our material or it has been taken along by our volunteers on their missions.

Highlights 2016



● Warehouse Forest



Sibelga has very kindly provided us with a storage space in its Forest facilities for several years.

In the final quarter of 2016, Sibelga informed us of its intention to make these facilities available to Brussels Training. Several project and mission managers therefore met on 11 November to carry out a final sorting of equipment items usable for future missions.

Batteries that were too old were sold and any remaining recovered transformers were given to SNEL, the Republic of Congo's state-owned electricity company.

● MAGELLAN

Since March 2016, all flight bookings for our missions have been made online using the new American Express web tool. This tool also enables us to automate our travel statements in a secure manner.



● ENGIE COFELY : 10 Miles of Anwerp and 20 Km of Brussels



ENGIE Group no longer organized the Brussels 20K for participating employees, friends and families.

However Energy Assistance had good visibility both at the 20K in Brussels and at the 10 miles of Antwerp.

A management initiative indeed led to all participating members of ENGIE Cofely and its subsidiaries running in ENERGY ASSISTANCE shirts.

Highlights 2016



● Training for new Project Manager

On Saturday 8 October 2016, a highly motivated group met in the early morning at the Tervuren facilities. For the first time, a group of fifteen trainees followed an integrated project manager training course.

The training, which focused on processes, templates and tips & tricks for development of a mission, was appreciated by all. At the end of the session each trainee left with a project and a “sponsor”.

A first, but certainly not a last initiative, in a new improved version.



● Volunteer management

In the first half-year of 2016, all volunteers who carried out missions during these 15 years were contacted so that we now have an updated database with competencies, availabilities, etc.

There were some resignations, mainly age and health-related in the case of some older volunteers. We hereby sincerely thank them for their dedicated work in our Association.



● Purchase of test devices

To facilitate the volunteers' work on the ground, ENERGY ASSISTANCE has purchased a tester for quick checking of battery condition.

In addition, the need to secure installations against storm damage led to the purchase of an earth ground resistance tester.

These portable devices are intended for routine use on missions.

Projects since 2001

202 projects completed by the end of 2016

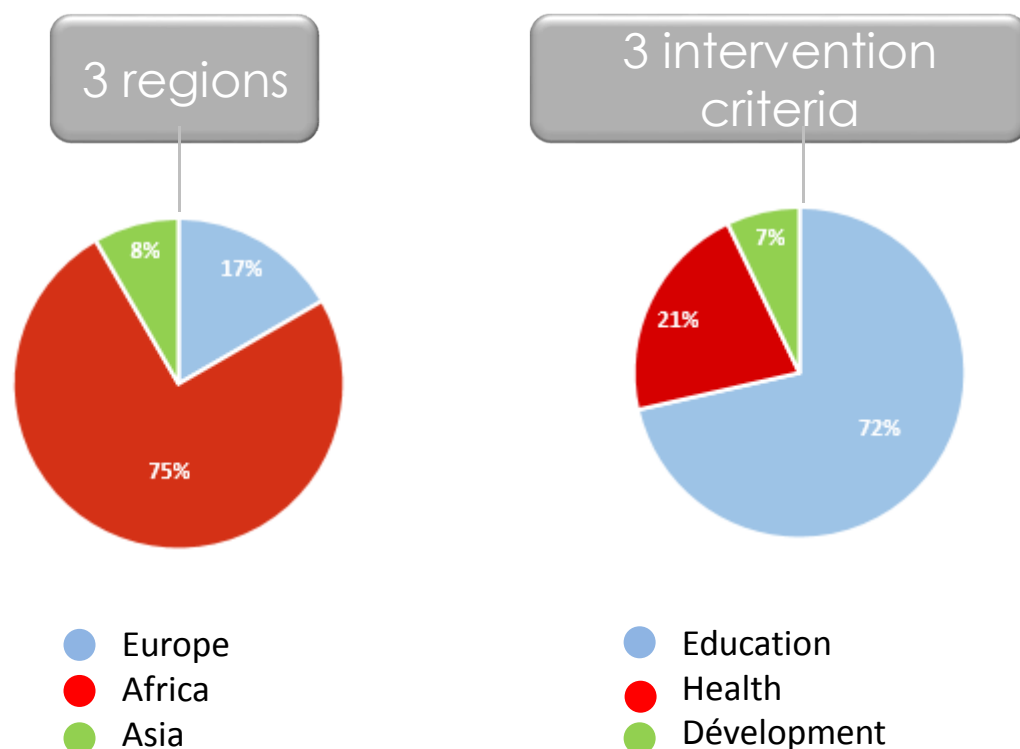
Since 2001, Energy Assistance has completed 202 projects, mainly in developing countries.

Historically, Energy Assistance's interventions were mainly based on objectives linked to the improvement of health and education.

Energy Assistance is diversifying the scope of its interventions, broadening it to local economic development perspectives.

Projects 2016

12 projects, 3 regions, 3 intervention criteria



Flagship projects 2016



Europe Education and Training

**Consulting for the replacement of a high-voltage cabin.
Supply and installation of a network IT cable**

Axis : Education and Training
Region : Belgium - Europe
Period : October 2015
Volunteers on the field : 8
Direct beneficiaries : 220 Children
kW installed : Consulting & Cabling IT



Context

Just before Christmas 2015, our colleague Marie-Christine Callebaut (ENGIE Electrabel) who is involved in this home for children under legal protection, located a few hundred meters from our new head office at Brussels Gare du Nord, came to see the ENERGY ASSISTANCE team.

Objective 1

The home, known as La Flèche, received quotations concerning its electrical system (high-voltage cabin) that were very high in relation to its budgets. The person in charge has no expertise in this area and so La Flèche wanted to get help from an expert to look at the quotations received and to advise on the work to be carried out.

Impact 1

Supported by Jacques Tilquin, the ENGIE Cofely Services team of volunteers comprising Henry Mazy, Christophe Ledieu and Georges Demeijer (ENGIE Cofely) ended up by proposing a new approach based around a new low-voltage connection.

This would enable a saving of tens of thousands of Euros compared with the initial quote.

Objective 2

During the assessment on site, another intervention request for the establishment of a secure IT network was presented to us. WiFi solutions could not be deployed due to the sensitivity of the data on the children, and so installation of a secure wired network was needed.

Operation 2

So as not to disturb the children's everyday lives, a great team managed by Jacques Tilquin, with Nicolas Coppée, Steve Begasse, Olivier De Ridder from Engie Cofely Services, Olivier Debaets from Sibelga and José Béroudia, retired from Ores, created this network in record time on Saturday 20 and Saturday 27 August 2016.

Impact 2

Our ENGIE IT colleagues also provided three printers that were no longer used.

This was the first time we carried

out a mission in our own country and it should not be the last since in Belgium too access to energy is important.



Flagship projects 2016



Africa Education and Training

Electrification of two
buildings
Supply and installation
of an solar well pump

Axis : Education and training
Region : Senegal - Africa
Period : September 2016
Volunteer on the field : 3
Direct beneficiaries : 650 Students
kW installed: 2,8



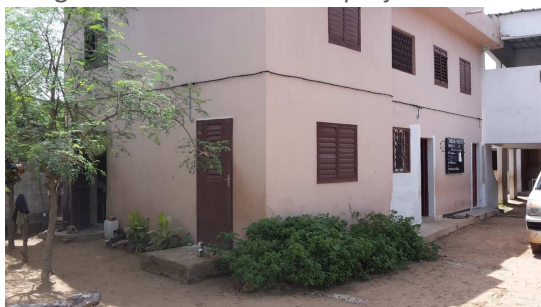
Context

Les Cajoutiers is a non-profit organization founded in 2008 near M'Bour, 90 km south of Dakar, which offers children the opportunity for a better future through a school education, balanced diet and medical and social care.

The ENGIE Foundation has provided financial support for this project.

Objective

During one of her trips back to Belgium to see her parents, the NGO's founder, Sophie Camera, came to us with her request: to provide the electrical installations for the new primary school, as well as for three primary classes for deaf and dumb children. In total approximately 650 children from disadvantaged families in the surrounding villages benefitted from the project.



Operation

The mission involved the installation of a 2,400 Wp solar kit for the main electricity supply. Another circuit with two 130 W solar panels supplies three LED spotlights for the school's night-time security lighting. A third 100 W PV panel supply point for a well pump was installed on a mast at +/- 4 m from the ground.



Operating during the rainy season, the team of three volunteers, Freddy Arzée (a retired Cofely - Fabricom colleague), Dominique Thomas (Ores) and Oriano Vergnanini (ENGIE Electrabel), assisted by a local volunteer, Sadio, worked extremely hard to complete this major challenge under difficult heat and humidity conditions.

Impact

On 11 January 2017, Isabelle Kocher, CEO of ENGIE, met in Dakar with members of the association «Les Cajoutiers », who were beneficiaries of a project realized by Energy Assistance in September 2016.

Projets phares 2016



Asia
Education

Renovation of the electric installation of a school for hearing impaired children

Axis : Education
Region : Mongolia - Asia
Period : Augustus 2016
Volunteer on the field : 2
Direct beneficiaries : 120 hearing impaired children
Renovation of electric installation



Context

In 2015, Energy Assistance and ENGIE Asia-Pacific already worked together on renovating the electrical system of a school for children with visual impairment in Ulanbataar in Mongolia. In 2016, it was the turn of the school for children with hearing impairment. The existing electrical system was connected to the district's central grid. It had not been renovated since the school's construction in 1954.



Operation

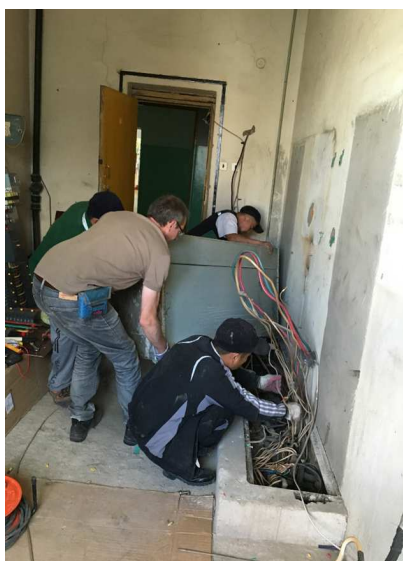
The project was made possible thanks to the joint efforts of two Energy Assistance volunteers (Amy (Jing) Li of ENGIE China and Jean Paul Vanherck from Technilift, a subsidiary of Engie Cofely. The purchase of the electric supplies was made in Mongolia.

Objective

The outcome could not have been achieved without our volunteers' sales of EA greetings cards in 2015. The production of these cards was supported by Tractebel Engineering.

Impact

The school's electricity supply system now conforms with the highest standards, incl. its new boards, earth ground system and renovated lighting. A team of three local volunteers coordinated by Myagmar Erdenetugs "Tugsuu" (ENGIE Mongolia) also contributed to the success of this project.



Projects 2016



Volunteering 2016

Mobilising our volunteers

Added value of our support volunteers

M

Inge Vande Voorde
ENGIE Electrabel M&S

Volunteer in translation
for several years

For a few weeks now, my team has been nagging me to write a short text about my 'volunteer' work for Energy Assistance.

Do we need to have a reason to do something? I don't know.
It's not something I really think about.
I've never asked myself that.

But this question has set the ball rolling and I find myself compelled to answer: why do I translate for Energy Assistance?
I think I do it because I can, and because I like helping people.

Besides, it's a good way to get involved with Energy Assistance's activities. It's great to see how their projects can have a huge impact on people's lives. Their work can make the difference between recovery and death, safe birth and risky birth, literacy and illiteracy, a bright future and no future...

When I translate field reports, I get to experience what the (mostly retired) volunteers out there are experiencing: their dedication, the risks they sometimes take, the friendships they form with staff and the local organisations that help them, and the gratitude they receive from the communities they work for.

In these dark and turbulent times, when indifference, misery and negativity reign supreme and sensationalism sells in the press, these stories help me to keep believing that people are fundamentally good.
They are a bright spot in the darkness.
Reading them makes me feel good, and that's enough for me.

Selection criteria of projects

● RELATED TO ENERGY

Candidate projects must be related to the energy sector or to energy services.

● HUMANITARIAN ASPECTS

Projects must comprise a humanitarian aspect (i.e. meet a basic need of the local population) and/or help to induce local development.

● MEMBERS' INVOLVEMENT

Projects must be based on the active voluntary participation of the association's members and not limited to "funding only". A limited call to skills not available among members could however be accommodated.

● TECHNICAL AND ADMINISTRATIVE FEASIBILITY

Projects must be deemed feasible, i.e. the basic idea and technical concept must be valid; each project must be on an appropriate scale and tailored to the local environment; transport must be possible; and the local authorities must be in favour of the project or at least neutral.

● BUDGETARY FEASIBILITY

The required investment must be limited and should normally be less than the value of the services provided by the volunteer. However, certain exceptions could be considered for projects that significantly boost development.

● LOCAL DEMAND

Projects must meet a genuine demand on the part of the local population, which itself must be committed to participating in the project's completion and operation.

● SUSTAINABILITY

Projects must have decent prospects of lasting. Furthermore, the local population must be able to operate and take care of the equipment provided. Ideally, the project should foster continued local development.

● SAFETY

A project must be carried out under conditions that at all times are acceptable to the parties involved.

● SUSTAINABLE DEVELOPMENT

Project objectives must be set out in accordance with the principles of sustainable development. Each project must strike the right balance between its economic, social and environmental components, whilst also striving to reduce energy consumption. Specifically, projects must favour the use of the most environmentally-friendly methods and resources available and also of renewable energy sources, with a view to limiting pollution.

● NON -COMPETITION

Projects must not compete with other aid programmes run by third parties or with the commercial activities of local companies or organisations.

Key figures 2016

Our projects in 2016

12	Completed projects
7	Projects considered by the Projects Committee
37	Projects under study or ongoing, end 2016

Our volunteers as of 31 December 2016

188	Man-Days equivalent for mission completions
23	Volunteers on mission, including 4 working on their first mission
29	Active projects managers, including 4 new ones supported by an experienced project manager

Our cumulative completions as of 31 December 2016

382	Projects considered by the Projects Committee
202	Completed projects
3.789	kW installed
3.160.930	Persons benefiting from (better) access to energy

Our organisation

GENERAL ASSEMBLY

The General Assembly is composed of the full members (*with a right to vote*) and the associate members. The General Assembly elects amongst its full members the directors of Energy Assistance.

BOARD OF DIRECTORS

The General Assembly elects the Board of Directors among its members. The Board has the broadest powers to manage and administer the association. It is competent for all actions that are not reserved to the General Assembly.

As of 31 December 2016, the Board of Directors consisted of :

- | | |
|---------------------------|--------------------------|
| • Stan DE PIERPONT | Chair |
| • Jacqueline STUBBE-LEROY | Vice-Chair and Secretary |
| • Miklos ALMASY | Treasurer |
| • Pierre CATLIN | |
| • Gilles DE ROUBAIX | |
| • Brigitte DIERCKX | |
| • José JACQUEMART | |
| • Christine MARCHAL | |
| • David MARTENS | |
| • Tony MOENS DE HASE | |
| • Michel MOUYART | |
| • Eddy NOBEN | |
| • Benoit ROOST | |
| • Xavier SINECHAL | |
| • Jacques SPELKENS | |
| • Marc VAN BEIRS | |
| • Emmanuel VAN INNIS | |

EXECUTIVE MANAGER

The Board of Directors delegates the day-to-day management to an Executive Manager, with defined powers. Since January 2016, Marc Janssens de Varebeke is the Executive Manager of Energy Assistance.

Energy Assistance Team



Marc JANSSENS DE VAREBEKE

Executive Manager

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Assistant

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Our sponsors

Energy Assistance thanks all its partners :

ENGIE
ENGIE TRACTEBEL
ENGIE COFELY SERVICES
ENGIE FABRICOM

ENGIE FOUNDATION

ENGIE ELECTRABEL
ENGIE LAB (Laborelec)

ORES
SIBELGA

Members
Private Donators

Annual Results

On 31 December 2016

	31/12/2015	31/12/2016
REVENUES		
GDF SUEZ group financing	166,414 €	280.421 €
<i>Structural fundings from the group</i>	64.000 €	210.000 €
<i>Other fundings from the group</i>	102.414 €	70.421 €
Private donations	80.131 €	8.000 €
Membership fees	2.475 €	2.240 €
Members donation	4.282 €	3.629 €
Greeting cards' sale	3.431 €	1.728 €
Financial revenues	1.730 €	418 €
TOTAL REVENUES	258.463 €	296.436 €
EXPENSES		
Structural expenses (office, administration,...)	- 5.693 €	- 14.728 €
Insurance expenses	- 1.429 €	- 989 €
Projects-related expenses	- 205.976 €	- 250.290 €
<i>Material purchases</i>	- 145.277 €	- 214.368 €
<i>Material transport</i>	- 13.904 €	- 3.164 €
<i>Volunteers travel costs</i>	- 46.795 €	- 32.758 €
Financial expenses	- 4.125 €	- 1.653 €
Others	- 2.161 €	0 €
TOTAL EXPENSES	- 219.384 €	- 267.659 €
ANNUAL RESULTS	39.079 €	28.777 €



Energy Assistance

Energy Assistance asbl – vzw
www.energy-assistance.org

Your donations are welcome on bank account:

IBAN : BE98 3101 6758 7693

BIC : BBRUBEBB

Our sincere thanks for helping us!

**Tax deductibility document for all gifts as from € 40.
45 % tax reduction within the limits of 10 % of your taxable income.**

Responsible Editor : M. Janssens de Varebeke
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