

## ACTIVITIES

### HEATING & COOLING NETWORKS



**> 350**  
NETWORKS, 2,200 KM

### ENERGY SERVICES FOR INDUSTRY



**> 2,000**  
INDUSTRIAL SITES

### ENERGY SERVICES FOR BUILDINGS



**> 2 M**  
HOMES HEATED



**> 3,000**  
HEALTHCARE FACILITIES,  
393,000 BEDS



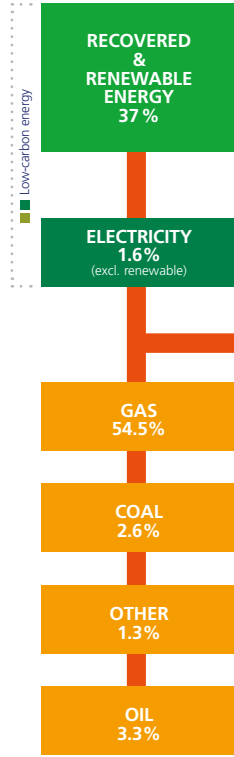
**> 17,500**  
TERTIARY  
AND COMMERCIAL FACILITIES



## OUR GOAL

EMPOWER OUR  
CUSTOMERS TO RISE  
TO THE CHALLENGES  
OF THE ENERGY  
TRANSITION

Dalkia delivers energy solutions designed to manage consumption, ensure energy performance and make the most of local resources and renewables.



40,5 TWh  
ENERGY  
CONSUMPTION



PRODUCTS  
& SERVICES  
SOLD

HEATING/COOLING  
**26.5 TWh**



ELECTRICITY  
**3.9 TWh**

ENVIRONMENTAL  
DATA:  
**6.5 TWh**  
of energy savings  
achieved

ENVIRONMENTAL  
DATA:  
**4.1 Mt**  
of CO<sub>2</sub> prevented, equivalent  
to taking 2 million cars off the road  
(120 g/km, 15,000 km/year)

## SOCIAL RESPONSIBILITY

### Key indicators

#### OUR CUSTOMERS

4.1 Mt of CO<sub>2</sub> prevented  
37% renewable and recovered energy sources  
in the energy mix  
7.5/10\* overall customer satisfaction score

#### OUR EMPLOYEES

84% of employees have taken at least one training course  
1,010\* employees have benefited from career development  
529 apprentices

#### OUR PARTNERS

100%\* of supplier framework contracts include  
a sustainable development clause  
50,507\* direct, indirect and induced jobs in France  
41,300\* sites connected  
€717,120\* in support of community and outreach initiatives

#### CERTIFICATIONS & LABELS

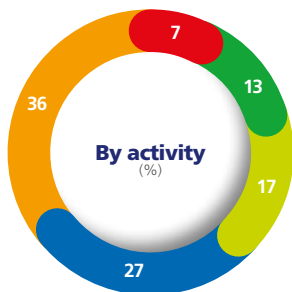
**Safety:** OHSAS 18001  
**Quality:** ISO 9001  
**Environment:** ISO 14001  
**Energy management:** ISO 50001  
**Diversity Label**

\* Dalkia in France:

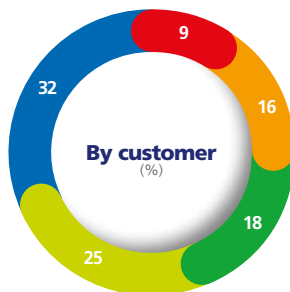
Scope of financial and social data: Dalkia Group  
Scope of business and environmental data: Dalkia in France, Dalkia Biogaz, Cesbron, CRAM, Optimal Solutions, TIRU and international subsidiaries EDF Energy Services, Fenice Rus and Zec Katowice.

## REVENUE

€4 BN



● Energy services for buildings  
● Energy services for industry  
● Installation (design & build)  
● Heating and cooling networks  
● Other



● Industry  
● Healthcare  
● Residential  
● Tertiary sector  
● Local authorities

## EMPLOYEES

15,500



## CUSTOMERS

29,300\*



\* Dalkia in France (excl. specialised subsidiaries)

dalkia  
GROUPE EDF

KEY FIGURES  
2018

Dalkia - June 2018. Credits: Adeltic - KHUAN + KTRON - Energy is our future, don't let it go to waste!

Data at 31 December 2017

Find out more about Dalkia through [dalkia.fr](http://dalkia.fr),  
Twitter and the [emag.dalkia.fr](http://emag.dalkia.fr) webzine.