

Dijon, 8 April 2016

SUEZ SUPPORTS GRAND DIJON IN ITS BID TO BECOME A MODEL OF URBAN ECOLOGY

- **SUEZ won the contract for waste collection and sorting for the Grand Dijon urban community totalling €52m over five years**

SUEZ has won a five-year waste collection contract for the Grand Dijon urban community, with its 24 municipalities and 254,000 residents. This contract, which took effect on 1 January 2016, includes collection of almost 90,000 tonnes of waste, door-to-door and at voluntary drop-off sites in Grand Dijon, including household trash, recyclable waste (cardboard, paper, plastic), glass packaging and green waste. The contract includes selective sorting of waste collected

Grand Dijon, seeking to improve the quality of life of its residents and reduce its environmental impact, is an ecological model in Europe for its policies in the areas of transportation, energy, water, etc. In addition to the urban community's advanced and innovative waste treatment and recycling facilities, its deliberate policy of promoting greener behaviours among customers leads to better sorting rates than the national average¹ and a reduction in total waste production (through composting, reducing food waste, repurposing, etc.).

Via a new dedicated collection company, DIEZE², SUEZ offered the Grand Dijon community a number of concrete innovations involving service quality and environmental engagement.

- In the environmental arena, SUEZ has committed for the duration of the contract to reduce greenhouse gas emissions by at least 5%, to be verified by three carbon balance sheets. These emissions will be prevented by installing eco-driving kits³ in the entire vehicle fleet, optimising collection routes and using electric vehicles for agents in charge of citizen awareness and waste prevention ("sorting ambassadors"). For this, SUEZ relied on expertise developed by its Consulting business, which performed the initial emissions audits and defined reduction goals, the actions needed to meet them, and the tracking system for the duration of the project. SUEZ Consulting will monitor greenhouse gas emissions throughout execution of the contract to measure the effectiveness of results achieved.
- SUEZ will gradually roll out several digital services to improve the quality and flexibility of services to users, such as
 - Geolocation on mobile phone and tablet to display the nearest voluntary drop-off sites,
 - A new website enabling personalised and modernised appointment tracking for removal of large items (online appointments, automatic text reminders, post-collection quality monitoring),

¹ With a refusal rate of 13% in 2014 (due to sorting errors) compared with 23% for France.

² DIEZE is a SUEZ group company dedicated to waste collection for the 24 municipalities of Grand Dijon. It has 122 employees.

³ These kits measure changes in driving habits and promote safer, more civic-minded and more economical driving.

- Provision of networked tablets and innovative apps for pre-collection agents to complete their tasks (bin maintenance) and for citizen awareness and waste prevention agents,
- Creation of a “circular economy directory” on the web, where residents can find professionals and organisations who can repair or redistribute their used items.

Additionally, the urban community's 18,000 annual calls related to waste collection (not including billing) will now be processed locally at the SUEZ Regional Customer Centre, which already manages the city's water customers. Two people will be hired to implement this synergy within the group and achieve three objectives for customers:

- 90% of calls answered,
- A one-minute wait time for 80% of calls,
- An immediate response to 95% of requests.

“I am very pleased with the trust Grand Dijon has placed in us and proud to support its ambitious environmental strategy. With this contract SUEZ offers a solution comprising new and innovative services, that are cost-effective and use digital technology to manage this public service with close attention to customers' needs on the ground,” said Philippe Maillard, SUEZ's CEO of Recycling & Recovery in France.

SUEZ is an engaged player in the circular economy, developing tomorrow's recycling and repurposing solutions today, and helping to secure the resources that are crucial to our future. In 2015 the group collected waste from more than 15 million residents and processed 15 million tonnes of waste in France. SUEZ is a producer of sustainable resources. In France in 2014, the group generated more than 2 million MWh of heat, equivalent to the consumption of 368,000 people, and more than 1.5 million MWh of electricity, equivalent to the consumption of 620,000 people.



A “sorting ambassador” in an awareness campaign



Simplified appointments

SUEZ

We are at the dawn of the resource revolution. In a world facing high demographic growth, runaway urbanisation and the shortage of natural resources, securing, optimising and renewing resources is essential to our future. SUEZ (Paris: SEV, Brussels: SEVB) supplies drinking water to 92 million people, delivers wastewater treatment services to 65 million, collects waste produced by almost 50 million, recovers 14 million tons of waster each year and produces 5,138 GWh of local and renewable energy. With 80,990 employees, SUEZ, which is present on all five continents, is a key player in the sustainable management of resources. SUEZ generated total revenues of €15.1 billion in 2015.

Contacts:

Press

Isabelle Herrier Naufle

Tel: +33 1 58 81 55 62

Email: isabelle.naufle@suez-env.com

Analysts / Investors

Tel: +33 1 58 81 24 05

SUEZ ENVIRONNEMENT COMPANY

Head Office – Tour CB21 – 16 place de l'iris, 92040 Paris La Défense Cedex, France – Tel: +33 (0)1 58 81 20 00 - www.suez-environnement.fr
Simplified Joint Stock Company (S.A.S) with capital of 3,323,547,083 EUR - SIREN No. 410 118 608 RCS NANTERRE - International VAT identifier FR 76 410 118 608