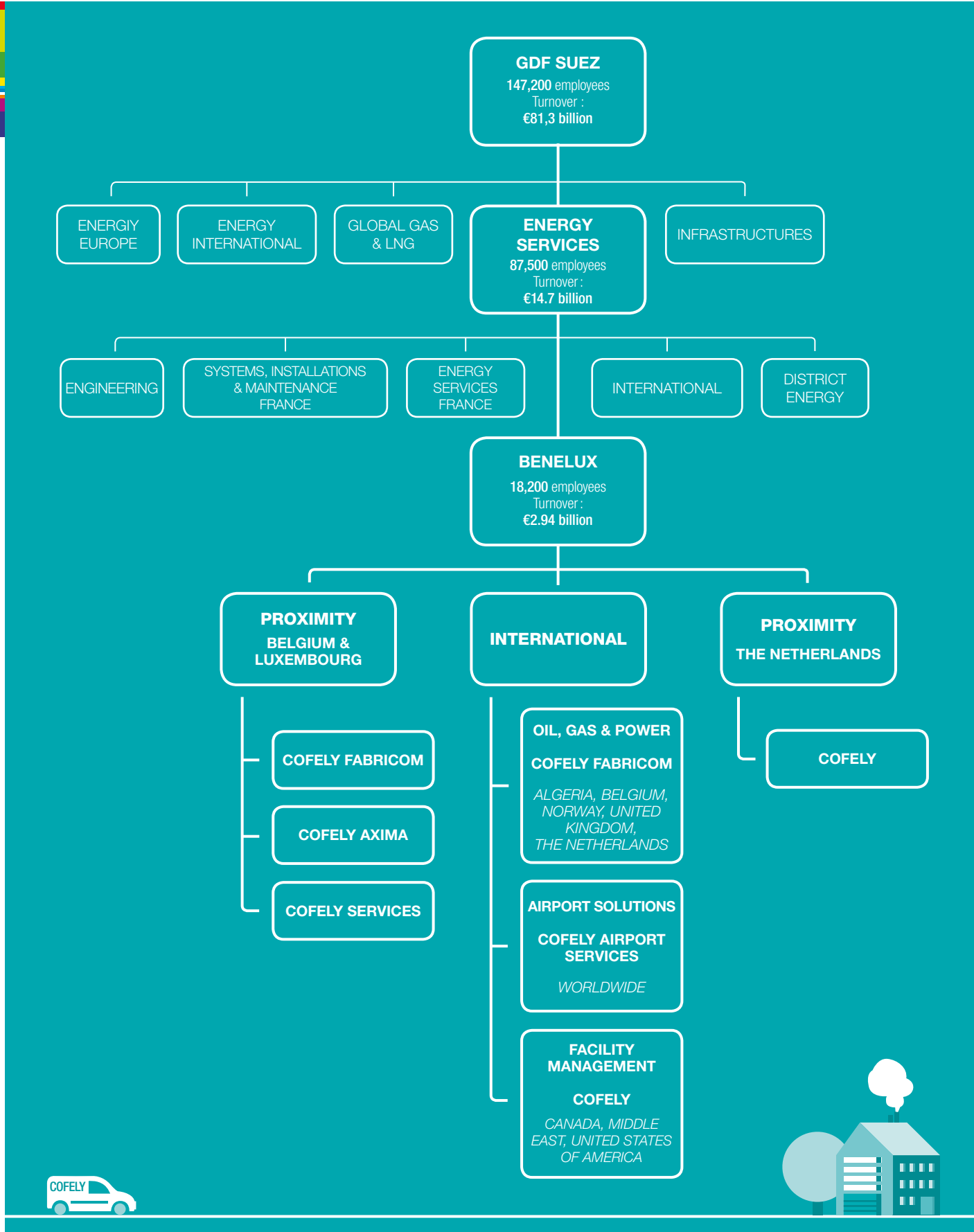


ACTIVITY AND SUSTAINABLE DEVELOPMENT REPORT

2013





In 2013, Cofely once again successfully met numerous challenges. In an environment marked by increasingly tough competition, and a difficult economic situation for Europe as a whole, we are proud to be able to say that we have maintained our leadership position on our main markets.

There are several reasons for our capacity to move forward and make headway, and they lie in the core principles of our organisation. First and foremost are the commitment and efforts made by our 18,200 employees, whose expertise enables us to offer our customers lasting, innovative solutions, in the form of projects with high added value. Secondly, we constantly seek to create fresh synergies and new commercial partnerships that will allow us to boost our expertise even further and share our mastery of increasingly complex projects with our partners. A third factor lies in the constant attention we pay to the efficiency – and effectiveness – of our processes. Safety remains a major challenge, which is why we continue to implement a policy of zero-tolerance of risk. In 2013, we reached a record-breaking number of accident-free hours. Safety must remain foremost in our minds every moment of the day – the safety of both our staff and our customers.

Another crucial factor is Cofely's growing internationalization and ability to break into new markets. Take the Middle East for example: in Qatar we have paved the way for promising development. Meanwhile, in Canada we set up a new Cofely company in the Oil & Gas sector. At the same time, we are determined to remain a major player close to home, always ready to advise our customers in the Benelux countries.

These strengths have allowed us to carry through existing projects, and win new ones of which we can be very proud. Our new Agility Centre Cofely in Gembloux, Belgium, is one of Europe's "greenest" data centres. We have also won a service contract with ABN-AMRO in the Netherlands. In Harelbeke, we are taking part in the construction of a ground-breaking complex of locks, using innovative, high added-value technologies.

Our industrial business is also thriving. GlaxoSmithKline has once again put their trust in us and asked us to handle the construction of its new buildings and the integrated facility management of its utilities. Our organisation in the Netherlands won the International Project Excellence Awards for the quality of its services in its ASML contract. In addition, General Electric (GE) also awarded Cofely Fabricom certification as an Autorised Service Centre. This is a first in the European Oil & Gas sector, and makes us a reference in industrial maintenance.

Through our core business we are active in sustainable development, energy transition, sustainable mobility and building tomorrow's cities. In 2013, Cofely confirmed its position through initiatives such as "The Green Quest" in the Netherlands and "La Commune la plus durable" (the Most Sustainable Administrative Districts) prize in Belgium.

A final point: 2013 marked the 50th anniversary of Cofely Services – half a century devoted to our customers but also to the human dimension, which remains our number one concern. A very special source of pride is the "Time4Society Award", which we won for the time spent by Cofely Services personnel on social projects.



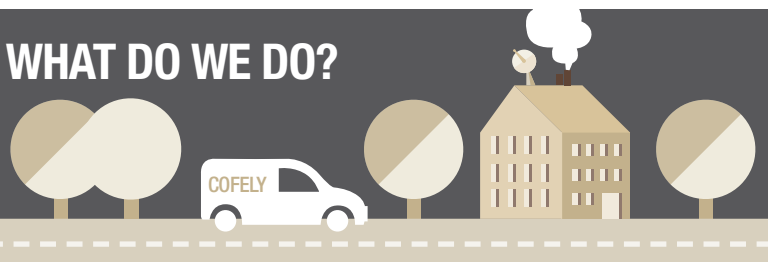
Xavier Sinéchal
CEO, Cofely Benelux

MULTI-TECHNICAL SOLUTIONS INTEGRATOR

“

Complex projects, state of the art technology, major risks management. Perhaps more so than anywhere else, nothing can be left to chance in the sectors of energy and infrastructure works.

WHAT DO WE DO?



As a supplier of multi-technical services, we support our clients in **driving their growth** by helping them to innovate, keeping a keen eye on sustainable development. Our specialists are available for all projects, regardless of their scope or specifics. We bring integrated solutions and technical support services that enable our clients to optimise their processes, so they can focus on their core business.

From design across project management all the way up to construction; from maintenance across the long-term technical management and guaranteed availability of the installations, all the way up to the operational running of plants and installations. Courtesy of a combined offering of systems, innovative solutions, tools and internal procedures developed over time, we are on hand to provide the very highest quality services that meet with the specific needs and requirements of our clients, **on time, within budget and in observance of their environmental concerns.**

DESIGN & INSTALLATION

CONSULTANCY AND ADVICE
FEASIBILITY STUDIES

ENGINEERING AND FABRICATION
INSTALLATION AND COMMISSIONING

PROJECT MANAGEMENT
SUSTAINABLE SOLUTIONS

ENERGY EFFICIENCY AUDITS
MULTI-TECHNICAL MANAGEMENT
AND MAINTENANCE

ENERGY MANAGEMENT SYSTEMS
AND HEATING & COOLING NETWORKS

FACILITY MANAGEMENT

MAINTENANCE & SERVICES

“

Our extensive experience makes us eminently suited as a partner of choice to handle all stages, from the design all the way up to the installation of large-scale projects. Our unique project management model guarantees the most efficient process management.

COVERED MARKETS

Our customers are businesses and organisations in the public and private sectors that carry weight for the economy, society as a whole and the world we live in. In close concert with their engineers, energy efficiency advisors, and technicians, we support our clients in reaching their strategic goals and accomplish innovative projects that are among the most advanced of their kind. When dealing with institutions and public authorities, we implement projects intended to rationalise public infrastructures and improve their energy performance. In many cases, we set up public-private partnerships (PPP) to accomplish large-scale projects for the long-term benefit of the community.



IN SOME SPECIFIC SEGMENTS, OUR EXPERTISE THAT HAS BEEN DEVELOPED IN THE BENELUX HAS ENABLED US TO UNDERTAKE A VAST RANGE OF INTERNATIONAL ACTIVITIES. OUR CLIENTS ARE CHIEFLY PETROCHEMICAL COMPANIES, LARGE ENERGY PROVIDERS AND AIRPORTS.

INFRASTRUCTURE

BUILDINGS

INDUSTRY

ENERGY

OIL & GAS

AIRPORTS



2013 HIGHLIGHTS

A YEAR OF COFELY PROJECTS

We are active throughout the Benelux countries and beyond, and our expertise goes into a wide variety of technical projects. Our services range from design to installation, from maintenance to integrated Facility Management. By offering sustainable solutions, we act as a real player in the energy transition. To illustrate the diversity of our activity, here are a few examples of our 2013 successes, achieved in close collaboration with our clients in both the private and public sectors.

January

#01 HEALTH AND SAFETY AT THE TOP OF THE AGENDA

Cofely Fabricom (BE) launched an extensive safety awareness campaign based on the cinema and its stars, with the slogan “La sécurité, c’est pas du cinéma!” (Lights! Camera! SAFE Action!). The goal is to reduce accidents by assessing and modifying the behaviour of every staff member. In October, this campaign is to be granted an **ASAP HR Award**, given to companies that stand out by virtue of the excellence of their HR and health and safety management.



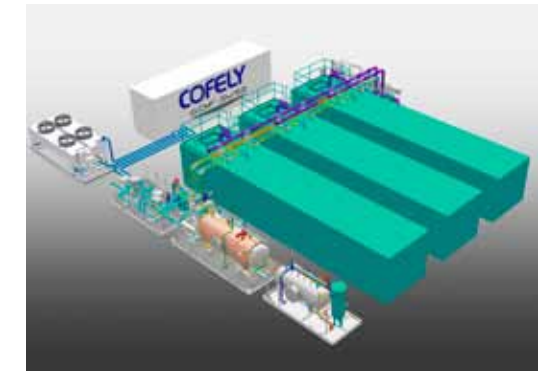
#02 SUPPORTING VOLUNTARY WORK

Cofely Services (BE) initiated the Voluntario project, whose aim is to stimulate staff commitment to voluntary work on social projects. Each volunteer can have two working days available for a personal project to which they have devoted four days of their free time. Volunteers can choose the organisation or association they wish to support. Cofely Services has been recognised for its efforts, winning a **Time4Society award** from the Minister-President of Flanders for the best project initiated during the year. These awards are given to companies committed to a policy for “giving/taking time for social projects”.

February

#03 BENEFITING THE OIL & GAS SECTOR

Cofely (NL) has designed and finalised the first modular **Early Production Unit for the Oil & Gas business**. This is a prefabricated “plug and play” unit, which is easy to set up directly at the production source. It facilitates intelligent, simple and profitable operation of gas and oil sources, separating oil, water and gas. Developed at the request and with the help of GDF SUEZ E&P Deutschland GmbH, the first EPU will be operational in early 2014.



March

#04 COFELY SERVICES BLOWS OUT 50 CANDLES



On 5 March, Cofely Services (BE) celebrated its 50th birthday. The event was marked by simultaneously celebrating the birthdays of 49 members of staff born the same year. Half a century at the service of our clients is a fact worth celebrating!

April

#05 AN OFFSHORE WIND FARM CONNECTED

A high-voltage substation commissioned by Cofely Fabricom for the **West of Duddon Sands** wind farm off the coast of Scotland became operational (Dong Energy – Scottish Power, 108 turbines), with an installed capacity of 389 MW. Cofely Fabricom’s multidisciplinary skills, combined with the expertise it acquired in offshore maintenance and services for the Oil & Gas market and its skills in electrical energy, have enabled it to develop numerous solutions for a number of offshore wind farms in the North Sea.



April



#06 JUST-IN-TIME FOR THE BENEFIT OF THE CLIENT

Following the installation in Wilrijk (BE) of a new production workshop capable of producing 3,000 electrical cabinets a year for Atlas Copco compressors, the Swedish firm placed a new order with Cofely Fabricom. The order calls for supplying a new electrical cabinet model at a potential rate of **12,000 per annum** – and all via just-in-time manufacture!

May

#07 THE CHAMP DE LA LUNE OPENS IN BRAINE-LE-COMTE

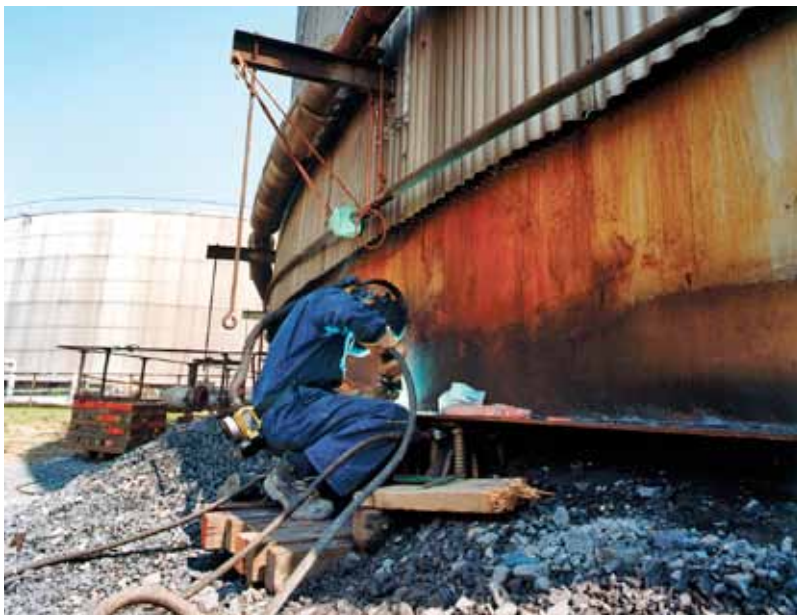
A Sportoase sports and leisure centre – the seventh, and first of its kind in Wallonia – opened in Braine-le-Comte (BE). This aqua park, called “Champ de la Lune”, comprises a swimming pool, a fitness centre, sports halls and rooms, fields for open-air sports, a restaurant and seminar rooms. It has been developed as a public-private partnership (PPP) by Sportoase, a joint venture between Cofely Services and the constructor Van Roey. The Sportoase complexes are designed, built and operated with sustainability and energy efficiency in mind.



June

#08 A SECOND GIANT OIL TANK IN ROTTERDAM

The second giant storage tank constructed in Rotterdam (NL) by Cofely Fabricom for the M.E.T. (Maatschap Europoort Terminal) came into service. Equipped with a floating cover, the tank – used for storing crude oil – has a diameter of 79 metres, is 21 metres high, and boasts a capacity of 105,000 m³. The two tanks are used by BP and Total. There were many aspects to this turnkey project, including engineering, civil works, and laying and connecting piping. It entailed **225,000 man-hours**, during which there wasn't a single accident.



#09 OFFSHORE SUCCESS WITH MODULES

The first two modules for offshore oil platforms manufactured by Cofely Fabricom at **the workshops in Hoboken** (BE) were loaded up and transported to their final destination in the North Sea.

The first module consists of the upper level of a new GDF SUEZ E&P Nederland platform off Scheveningen; the second one is a compression module whose purpose is to improve the production of an existing platform, 133 km from the coast.



#10 A REWARDING PUBLIC-PRIVATE PARTNERSHIP

As part of National Day, two awards were given for outstanding projects. One of the winners was the Malevé project, initiated by Belfius with the support of Cofely Services (BE). The project concerns a complex of 30 sheltered housing flats for seniors. The contract was for the design, building, financing and maintenance of the building for a period of **27 years**. Cofely Services was awarded technical research and installation as well as technical and architectonic maintenance for the entire duration of the contract.

July

#11 IMPROVING THE DUTCH POWER GRID

Cooperation between Cofely Fabricom and the Dutch company BAM helped to win the contract for the R380 Noordring, Vijfhuizen-Bleiswijk section (NL), aimed at enabling the system operator TenneT to **increase the transmission capacity** of its electricity network. Cofely Fabricom has been given responsibility for demolition of the old high-voltage line and laying the pylons and cables for the new one.



August

#12 NEW HEAD OFFICE IN NORWAY

Cofely Fabricom (NO) opened its new headquarters in Forus, near Stavanger. The building consists of 800 offices with a possibility for 200 more. The site was chosen for its closer proximity to major clients and partners in the Stavanger region. Cofely Fabricom has taken steps to ensure that the building, rented on a long-term basis, lives up to **high energy efficiency standards**.



October

#15 NEW UNDERSEA WELLS

Begun in 2011 by Cofely Fabricom, the works for modifying the upper face of the Dutch **offshore platform De Ruyter** were completed. The project involved building two new undersea wells above three existing wells. In order to guarantee the safety of people working on the site whilst at the same time minimizing production halts, innovative high-pressure cabins were used, as well as X-ray soldering equipment that was provided with special protection for avoiding interference with production sensors.

September

#13 PARKING MANAGEMENT SYSTEMS EXTENDED TO MEDIUM-SIZED TOWNS

In order to offer attractive services for citizens, more and more towns and local authorities are opting for parking management systems that facilitate access to the city centre. In association with FLOW, Cofely Fabricom began to set up such an innovative system in Alost (BE). Drivers will be able to find a parking place more rapidly, which will **reduce CO₂ emissions**.



#14 A "CONNECTOR" TO BRUSSELS AIRPORT

At Brussels Airport (BE), Cofely Fabricom teams are building the "Connector", the new building through which passengers will pass to reach the boarding gates (Pier A). This large project comprises electrical installations, data feed networks, fire detection systems, and even lightning protection. Lighting will use LED systems – which, combined with 1,500 m² of glazing on the roof, will lead to a reduction in electricity consumption. The biggest challenge entails **carrying out the works without disturbing travellers** and in accordance with very strict safety standards.

#16 GE AUTHORISED SERVICE CENTRE

It's a first: Cofely Fabricom is certified as an Authorised Service Centre (ASC) by GE for the maintenance (Benelux), review and upgrading to standard of 200 to 250 items of equipment installed on Oil & Gas sector sites. Twelve employees are working full time on this contract, following intensive training from GE. The contract means that Cofely Fabricom will have reference **legal status for industrial maintenance in the Oil & Gas sector**.



#17 GIANT HANGAR FOR THE B787 DREAMLINER

The first Belgian company to operate a Boeing 787 Dreamliner, JetAirFly, has constructed a new building on the Brussels Airport site (BE), comprising a **7,000 m² hangar** for housing three aircrafts. Cofely Axima was contracted to provide air conditioning as well as other equipment, e.g. fire protection.



#18 GREEN DATA CENTRE IN GEMBLOUX

The first three IT rooms for the green data centre built by Cofely at the Crealys science park in Gembloux (BE) were opened. Two will be used for hosting GDF SUEZ IT services, whilst the third is available for other external clients. The project provides for the building of 10 rooms, each providing 514 m² of space. This data centre will enjoy maximum energy performance thanks to FRAU technology (FRee cooling Autonomous Unit) patented by Cofely Services. The result is spectacular: in terms of **reducing the ecological footprint** of the building, annual savings will reach 10,000 tonnes of CO₂!



December

#21 LEUVEN, MOST SUSTAINABLE TOWN

Organised for the second consecutive year by Cofely Services, the prize for "La commune la plus durable" (The Most Sustainable Town) was won by **Leuven** (BE) for its project "Leuven Klimaatneutraal 2030" ("Leuven carbon-neutral 2030"). The local authority of Chaudfontaine near Liege (BE) was awarded a special mention by the jury. The prize helps Belgian local authorities create added value for their initiatives and experiments in the field of sustainable development.

#19 IPMA EXCELLENCE AWARD

At the occasion of the international IPMA Award Gala, Cofely was awarded the Silver Medal in the **Large Project** category for **outstanding services** rendered in the "NC 5D Clean Room" project carried out for ASML in Veldhoven (NL). Cofely was contracted to build a new clean room consisting of fifteen cabins to be used for manufacturing the latest generation of ASML lithographic machines. IPMA – the International Project Management Association – is campaigning for the professional status for project management. Earlier in the year, Cofely won the Dutch IPMA Project **Excellence Award**.

November

#20 COFELY SITE IN ROTTERDAM REDEVELOPED

Cofely opened its new office build which consists of almost 6,200 m². The old Cofely offices in the port of Rotterdam (NL) will be used by the division "Cofely West Industrie". In partnership with OVG Real Estate, Cofely designed systems which are able to **intelligently produce energy as well as economise on it**. Jointly with the Ports Administration, OVG also undertook radical drainage activities which formerly belonged to the port.

OUR MARKETS

HELPING OUR CLIENTS BUILD TOMORROW'S WORLD

On the strength of our competencies in the areas of engineering, manufacturing, installation, energy and long-term technical management as well as Facility Management, our mission is to offer our clients the highest quality of service on the top of the most sustainable and efficient solutions. We are active internationally and our skills are employed in a wide range of sectors. We have one ambition and one ambition only: providing customers with the most advanced solutions in their respective fields.

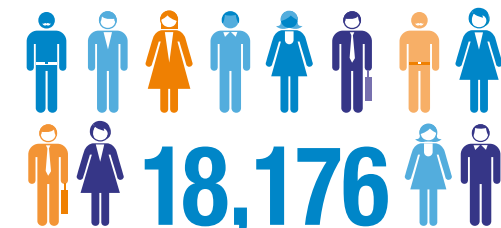
A FEW FIGURES FOR THE BENELUX DIVISION



€ 2,94 billion
Turnover in 2013



1,610
Number of new
employees in 2013



18,176
Number of employees



4.29
Safety and security
in frequency rate

“

Our goal is to provide our clients with innovative, efficient and sustainable solutions. To achieve this, we pay particular attention to their specific needs. Our aim? To share and understand the challenges facing them and to help them to be ready for their sector's particular issues.

Xavier Sinéchal,
CEO, Cofely Benelux

INFRASTRUCTURE

For mobility, the economy and society

We apply the latest technology to improve mobility and to increase public safety and security on roads, railways, waterways and within airports, and to strengthen the reliability of electrical and communication networks. Projects that are seen to be vitally important by governments and local authorities to ensure living conditions that will contribute to the future growth of the economy. Our expertise in the dynamic management of information, automation and surveillance systems plays a crucial role in taking on the challenges of tomorrow.



Okapi to Montreal
Public transport once again, but this time on the other side of the Atlantic. Three years after obtaining an initial mandate for **Facility Management** covering bus stations belonging to the Montreal Metropolitan Transport Agency (AMT), Cofely Services saw its mandate renewed in 2013, after having widened it to cover six additional stations in 2012. In addition to electro-mechanical and architectural systems, Cofely Services is responsible for complete maintenance management, snow-clearing and green space activities. It is also carrying out an **energy programme** for the three main sites and supports AMT in obtaining two environmental certificates. The OKAPI system developed by Cofely Services has been specially adapted and applied. It is used for carrying out audits with concrete and measurable criteria, in order to target the best improvement opportunities in interior and green space maintenance.

One step ahead

The railway network manager Infrabel has placed an order with Cofely Fabricom for the renewal of catenary on the lines in the Tournai, Mons and Charleroi zones (BE). The contract is a **framework agreement** under which the works to be carried out will be defined after auditing the railway lines. A large number of items are likely to be replaced after inspection – for example, posts, protection pedestals, cross members, brackets, fixing irons, suspension irons and insulators, securing insulators, turn-buckles, lightning arrestors... In short, just about **everything except the rails themselves!** Amongst its other rail projects launched in 2013, Cofely Fabricom is taking part in building a new link between the Schuman and Josaphat stations in Brussels (RER project), as well as the “Liefkenhoek” project – the new connection between the banks of the port of Antwerp, which includes the longest tunnel in Belgium (more information on railway projects can be found on page 19).



Clean air in the Brussels metro
In partnership, Cofely Fabricom and Cofely Services have signed a framework agreement with the STIB for renovating the ventilation system in the Brussels metro (BE). The two companies are working together on the project, scheduled to be completed within three years. Their goal is to achieve **temperature stabilisation** throughout the network and its technical premises, so as to monitor more closely and manage **energy consumption**. Renovation of the ventilation system is also aimed at **increasing the service life** of technical installations by reducing dust levels in the air. The expertise of both companies will be fully in play: Cofely Fabricom is responsible for the electrical aspects of the contract, and Cofely Services for energy management.

INFRASTRUCTURE



Archimedes' screws in Harelbeke

As part of the Leiland joint venture with Jan De Nul, Aelterman and Herbosch-Kiere, Cofely Fabricom is taking part in the **architecture, engineering and construction** of a new complex of locks on the Leie River in West Flanders (BE). This large-scale project is a crucial element in the renovation of the town centre of Harelbeke. Cofely Fabricom is responsible for the electro-mechanical installations over the entire complex, including a lock with three pairs of gates,

the valves for controlling the water level, the largest fish ladder ever built in Belgium, and two bridges in the town centre. The complex will include a hydroelectric power plant that will be used to **keep energy consumption and CO₂ emissions at very low levels**. The pumping station provided for that purpose will use Archimedes' screws similar to those used by Cofely Fabricom on the Albert Canal – a technique that the company has mastered perfectly.



INFRASTRUCTURE-AS-A-SERVICE AND CLOUDCOMPUTING IN THE EUREGIO

Cofely and Uniserver, leader in cloud infrastructure in the Netherlands, are combining their efforts to make Infrastructure-as-a-Service (IaaS) available in the Euregio. Cofely will offer Uniserver IaaS services from its **data centre** in Maastricht. Cofely is therefore raising the bar and will offer its clients access to IaaS and cloud-computing in their region, making full use of infrastructure and better quality storage with 100% security, since nothing travels via the web. It should be remembered that the Cofely TIER III data centre in Maastricht is carrier-neutral, that it permits interconnection between all network types and has been built on the basis of the latest protection, cooling and electrical supply technology. This reliable, flexible and sustainable system uses only **green energy**. This partnership therefore brings together two worlds. A modern data centre and top-of-the-range IaaS services.

The longest viaduct in the Netherlands

Although mobility is benefiting from infrastructural improvements to public transport, there is still a great deal to be done to **help the traffic flow on roads**. Take the example of our work on the longest viaduct in the Netherlands. Cofely has designed and set up electro-mechanical installations for the new Westrandweg route to Amsterdam – in particular dynamic public lighting and a system for detecting driving behaviour that does not comply with the highway code when traffic comes to a halt; the system signals traffic jams and takes measures for freeing up the flow. In addition, Cofely is responsible for modifications to the road control centre for the North West Netherlands. Together with the ultra-modern installations designed and installed by Cofely in the Leidsche Rijn Tunnel in Utrecht, this project will apply the most up-to-date techniques whilst protecting the environment.

Investing in information technologies

Through its acquisition of Data Unit, a company specialised in network security based in Lummen (BE), in 2012 Cofely Fabricom was able to complete the range of its services in **network integration and data communication technologies**. In 2013, Cofely in the Netherlands enabled to continue developing IT business proposals by acquiring ENNE Solutions, a company offering **cloud-computing services** for data centres. Cofely offers integrated technological solutions for the **data centre** market, and has had long experience in the design, construction and management of such centres, both in the Benelux countries and abroad. The acquisition of ENNE Solutions strengthens Cofely's position on this market and supports even greater widening of its range of services.



BUILDINGS

Economic and sustainable solutions for buildings

These days it is impossible to envisage building or renovating a building without considering the building's energy efficiency and functional performance, the quality of the lighting, the performance of the premises' technical and communication equipment, how to optimise security and protect the local environment. Meeting these new requirements is at the heart of what we do. Our engineers and systems specialists are at the forefront of the latest technologies, and our skills in installation and technical services enable us to offer solutions to our clients that are economic, sustainable and reliable in keeping their buildings in tip-top condition.

“ We believe we must invest in sustainable and above all responsible growth.

Bernard Arimont,
CEO, Cofely Axima

ENERGY PERFORMANCE OF BUILDINGS

Our solutions for sustainable offices

Cofely Fabricom, Cofely Services and Cofely Axima, have been cooperating closely in the building and installation of the GDF SUEZ tower in Brussels (BE), a good example of **energy efficiency**. The tower complies with strict international environmental certifications, consuming 30% less energy than the international average and emitting 35% less CO₂. In order to achieve this result, GDF SUEZ is relying on geothermal energy, triple glazing, optimized air conditioning and ventilation systems, efficient waste-sorting, automatic lighting controls and water recycling.



Cofely's WiFi Experience

With its WiFi management system, Cofely can meet the growing market demand for **safe and stable wireless networks**. Shopping centres, schools and health organisations want to manage their networks so that so that their visitors or group of visitors can go digital and that the organisation is aware of exactly who has access to what information at any given time. Cofely draws up a customer specific solution and ensures remote management and implementation as a full service.

Cofely's WiFi Experience was installed at Walibi Park Holland, so that it could be completely operational for the "Halloween Fright Nights" in October 2013. In The Hague, the New Babylon shopping centre decided to use this system for its visitors, since it wishes to offer them added value whilst they are shopping. A special WiFi portal communicates the latest centre news and special offers.

GDF SUEZ
TOWER

30%
energy savings



-35%
CO₂ emissions

Environmental
certifications

HQE
BREEAM

75,000 m²
for over 3,000 people



500
photovoltaic pannels

BUILDINGS

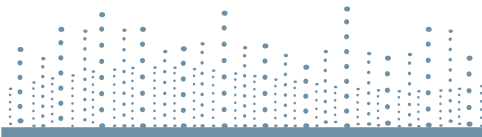




BEST FM 2012

+ 828 m

The Burj Khalifa, the tallest of all Cofely Services projects



275 m

The length of the largest fountain in the world, in Dubai, for which Cofely provides maintenance

★	■	■	■
■	■	■	●
★★	■	■	■

12 nationalities are working together for Cofely in the Middle-East

A stronger presence in the Gulf

The biggest fountain in the world is in Dubai - the city of superlatives - in the United Arab Emirates. It is in an artificial lake hollowed out at the foot of the highest tower in the world, the Burj Khalifa Tower. The fountain's high-pressure jets can throw 83,000 litres of water 152.4 metres into the air and 275 metres laterally. And to provide colour, there are more than 6,600 lamps and 25 floodlights that come alive to the rhythm of son et lumiere. This amazing installation can be seen from 32 km away. Maintenance of the fountain was contracted to Cofely Besix Facility Management.


Not far away, in Doha (Qatar), Cofely Besix Facility Management was granted a contract for facility services for the Beach Tower, a 34-floor skyscraper 117 metres tall with 240 apartments. These are the first milestones in a development that is especially promising for Cofely in Qatar.

Leuven goes carbon-neutral

When a town sets itself ambitious goals in the area of sustainable development, it knows whom to ask for help. The town of Leuven (BE) tasked Cofely Services with the technical management of the HVAC installations, the electrical systems, the lifts, the fire protection systems and the **energy management of some forty public buildings**. All of this is in keeping with Leuven's aim to become carbon-neutral by 2030. Cofely Services uses **telemetry** to measure the energy performance of the systems in place, and is set to upgrade the installations to step up their energy saving potential. Cofely Fabricom and Cofely Axima are also involved in the assignment.



FOCUS



MODERN TECHNOLOGY FOR HERITAGE SAVING

Erected in 1135 and completed in the 14th century, with its famous Gothic doorway still standing to this day, Averbode Abbey is a jewel in the historic architectural heritage of Flanders (BE). It includes a hospice, a retirement home and a library. Its heating system is, however, not at all suitable, with a boiler dating from the 1980s and pipes peppered with leaks that cannot be repaired without threatening the structure of the building. The result is an annual heating bill of 129,000 Euros, to which must be added 20,000 Euros for repairs and electricity. The bursars have therefore asked Cofely Axima to install a new heating system that would be cheaper and more efficient. After an **in-depth audit**, Cofely Axima selected a **solution that preserves the historic character** of the buildings but that limits energy- and maintenance costs while at the same time meeting comfort requirements. The solution is a co-generation system, combining a heat pump for domestic hot water and electricity generation with a high-performance boiler for heating.



INDUSTRY

Strengthening operational reliability and efficiency

Over the years we have developed many skills that continue to form the basis of the multi-technical services we offer our industrial clients. Our competencies include electricity, HVAC, provision of industrial cooling, instrumentation, piping, mechanical engineering, fire protection systems, process control and automation. Today, our experience and commitment to efficient, sustainable and profitable solutions enable us to tackle virtually every job for our clients, and guarantee the results. Our maintenance and technical management services are available on a contractual basis to ensure trouble-free, efficient operation of plant and important energy savings.

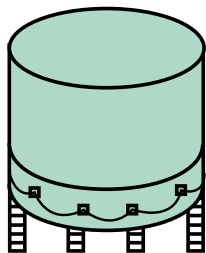
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By collaborating with Cofely Services, Mondelez intends to improve its overall efficiency, and in particular its energy efficiency, thus making significant savings.

Stefan Raeves,
Sector Manager, Cofely Services

Raising giant tanks

Cofely Fabricom is finalizing the necessary repair of four tanks at Vopak Europoort, a key actor in **liquid storage** in the Netherlands. These flat-bottomed tanks were built on sand more than 40 years ago; their repair entailed lifting the outer “sheath” and the central columns supporting their roofs. In early 2013, Cofely Fabricom was awarded the contract for repairing two other similar tanks.



Find out more:



Serving pharmaceutical research...

The companies grouped under the Cofely banner have numerous industrial clients in the Benelux countries and beyond. Many faithful customers are widening the range of services requested. One example is the British pharmaceutical giant GlaxoSmithKline, which has placed its trust in Cofely Services since the 1990s and has recently granted the company responsibility for **integrated facility services** at its Belgian sites in Wavre and Rixensart. This four-year contract covers in particular **technical management of installations and energy efficiency management** in buildings, including management of the lifts and roofing at both sites together with a site in Gembloux. Commitment to energy and environmental efficiency will lead to a reduction in CO₂ emissions of 5% per annum.



... and a vaccine against polio

GSK has also once again shown its confidence in Cofely Axima and Cofely Fabricom, which have worked on its sites for many years. Large new contracts for a range of services, HVAC, automation, black utilities, clean piping and electricity were signed in 2013. They cover in particular the new building constructed by GSK for producing a vaccine against polio. A good example of the efficient **synergies** between the various Cofely companies.



A single representative for Fujifilm

Fujifilm has entrusted Cofely with the integrated Facility Management of its buildings in the Netherlands in 2007, and the contract has now been renewed for a further four years. Cofely will be optimizing the **integrated service provision**, thus allowing Fujifilm to devote itself entirely to its core business. Cofely is taking responsibility for the continuous development, application and coordination of all multi-technical services and processes. In addition, it will pilot the activities of several subcontractors in the production plant in Tilburg, where it offers also ecological energy solutions.

INDUSTRY

A key presence in petrochemicals...

On its site in Antwerp (BE), the giant German chemicals firm BASF is building a new plant for extracting butadiene (it has another plant in Germany). The aim is to respond to the increase in world demand for this chemical, which is very useful for the automobile industry. A raw material in the production of synthetic rubber, it is particularly important in tyre manufacture. As part of this investment, amounting to tens of millions of Euros, BASF has called upon Cofely Axima for the design and installation of cooling systems for the plant, essential for **extracting and storing pure butadiene**.

In 2013, Cofely Axima also strengthened its presence in petrochemicals considerably, thanks to a number of contracts signed with (for example) Eval Europe in Zwijndrecht, Total in Antwerp and Ineos in Feluy. Cofely Refrigeration (NL) is also active in dairy and cheese production in the Netherlands, building the new factories for the CONO plants in Middenbeemster and Conscient Fonterra in Heerenveen. Advanced technologies are used to upgrade the quality of products and energy conservation.



HELPING
OUR CLIENTS
TO REDUCE
THEIR ENERGY
CONSUMPTION

... where innovation is always on the agenda

In Geel (BE), Cofely Fabricom is innovating in the petrochemicals sector by taking part in the construction of the new PET plant for JBF Global Europe. This plant will exploit, for the first time, a unique concept developed by the engineering company Uhde Inventa-Fischer, called “melt-to-resin”. This process will allow the plant to use fewer raw materials and realise **energy savings of 30%** when compared with a conventional installation. Moreover, the project is intended to be set up very rapidly and will benefit employment in the region. Cofely Fabricom has been asked to provide electrical and instrumentation services as well as installing a pipeline from the JBF factory to its raw materials supplier BP Chembel, situated nearby.

Everything except making the biscuit

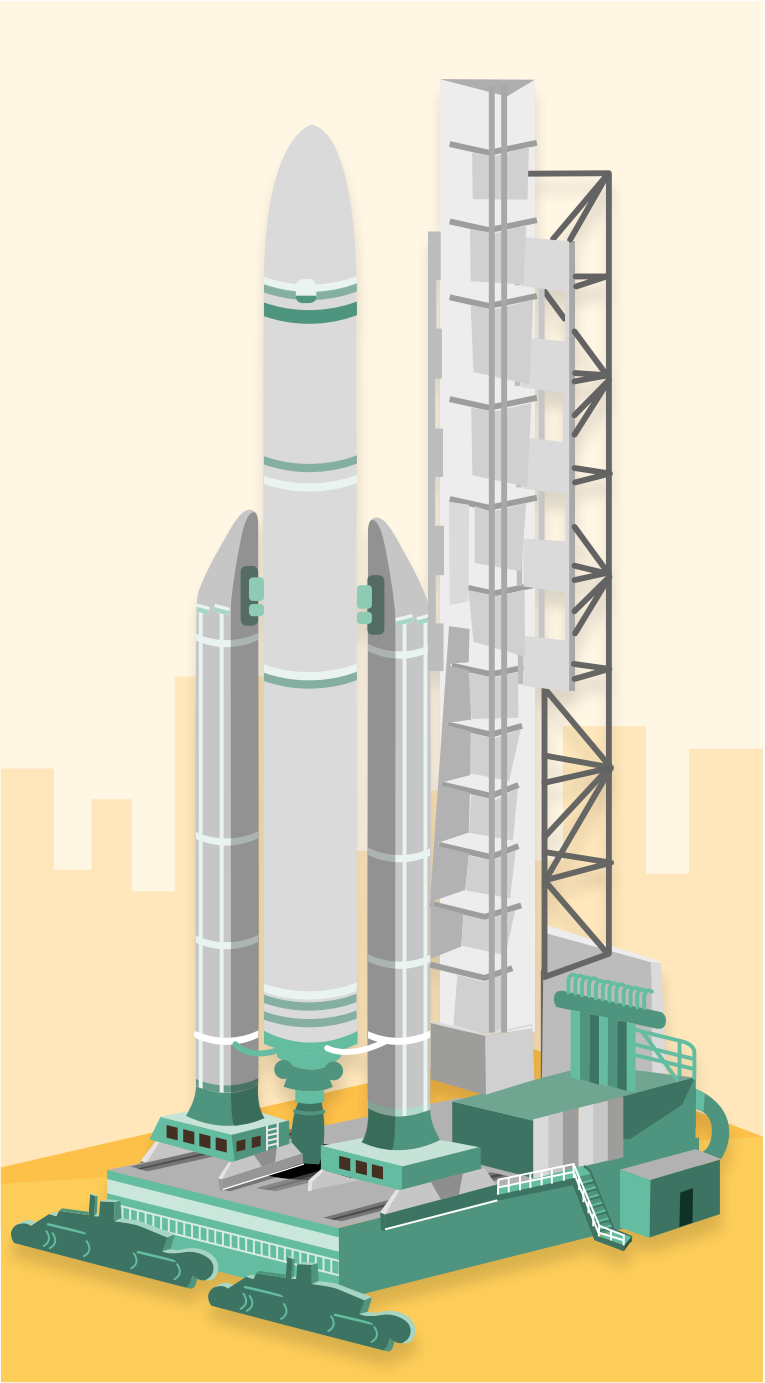
Over the next five years, Cofely Services will provide a range of services to Mondelez Herentals (BE), where LU and the Milka brand biscuits are made. The contract is for integrated infrastructure management. Until our involvement, Mondelez (formerly Kraft Foods) had a number of providers managing its infrastructures as well as for maintenance and management of its industrial installations. Under this **Facility Management** contract, Cofely Services will provide a high proportion of the works, such as analysis of energy consumption, garden maintenance, cleaning of office and production areas, and maintenance of boilers and HVAC installations.



Our expertise supporting the Ariane 5 launch site

In Kourou, in French Guiana, Cofely Axima has renovated all the iced water production installations as well as all the control equipment for the launch site of the Ariane 5 (ELA 3) rocket.

The renovation consisted of setting up five 1.1 MW refrigerating units in a single iced water production plant, replacing twenty-one 250 kW units in three plants spread over the site. From the production plant, 10 km of piping buried underground feeds the final assembly building for the rocket, the launcher integration building, the launch centre and the launching area proper. The **energy savings generated by centralizing production** amount to 30% per annum.



JUST-IN-TIME TO BENEFIT THE CLIENT

In order to respond to the specific requirements of its neighbour Atlas Copco in Wilrijk (BE), in 2012 Cofely Fabricom installed a new “just-in-time” production line capable of producing 3,000 electrical cabinets a year for the Swedish firm’s compressors. A new workshop was equipped to fill this unusual order and electrical cabinets are now delivered in real time, as and when the customer requires the product. Atlas Copco is so satisfied with the result that it has placed a new order with Cofely Fabricom for the supply of a new model of the electrical cabinet at a potential rate of 12,000 per annum! The strength of Cofely Fabricom lies in its ability to deliver to the client within 24 hours. And that’s not to mention the **social and environmental dimensions** – using a local protected workshop, and respecting sustainable development criteria.



Taking care of corporate aircraft

In Downsview in greater Toronto in Canada, Bombardier Aerospace employs 4,000 people in the manufacture of components and assembly of corporate aircraft. Built in 1982, the installations require maintenance works if they are to continue providing **ease and comfort for employees and not disrupt work in the plant**. Bombardier called upon Cofely Services for maintenance and for preventive maintenance works, management and maintenance of HVAC systems, automation systems and pneumatic controls. In addition to the manufacturing installations, the contract covers management of all the aeroplane hangars. Cofely Services has also put in place a programme for upgrading the yield and energy performance of HVAC equipment.

ENERGY

Stimulating sustainable consumption and production

Based on our longstanding track record in the energy sector, we have racked up a wealth of know-how that encompasses every aspect of the energy value chain: production, distribution, supply and consumption. There is one common denominator: innovation. Our aim is to help our clients beef up the share of renewable energy sources in their total output, roll back carbon dioxide emissions of existing power stations, and increase energy efficiency through improved process and engineering design. New techniques for metering and self-regulation of consumption are now part and parcel of our range of tools to optimize day-to-day installation management.

“Our multidisciplinary expertise, our experience in the offshore Oil & Gas industry, our modular construction knowledge combined with our capacity for innovation all enable us to spearhead a wide range of useful developments in offshore wind farms.



150,000
homes will be supplied with electricity thanks to the Luchterduinen project (NL)

Pascal Brunet,
Department Manager Offshore Wind, Cofely Fabricom

Offshore wind farms...

The problem of climate change, the exhaustion of energy sources, the increasing price of fossil fuels... The production of electricity by offshore wind farms has become a major challenge for energy diversification in Europe. In this field, Cofely Fabricom has developed high-grade expertise over the past few years, in particular in the **modular construction of high-voltage offshore substations**. Sited close to wind farms, these stations combine electricity flows from dozens of turbines and then transmit this energy onshore via a single cable. Cofely Fabricom has already built and installed several of the stations off the coasts of Belgium, the United Kingdom and Germany. On its Hoboken (BE) site, it is currently building a substation and 80 **transmission modules** to be mounted on the turbines in the Amrumbank West project (DE), a 288 MW field in the North Sea. It has also recently won a contract for developing, constructing and installing the upper face of the high-voltage substation and onshore control centre for the Dutch Luchterduinen field, its first offshore project in the Netherlands.



100 km

is the length of the cable linking the Gemini high-tension substation to the coast



Eliminating HFC refrigerants

Since we know how certain fluorinated refrigerant gases (hydro fluorocarbons or HFC) affect the ozone layer, the public authorities decided to progressively eliminate their use. Particularly targeted is refrigerant R22, whose use will be banned under a European directive from 1 January 2015. In light of this development, Electrabel asked Cofely Axima to replace the cooling machines using R22 refrigerants in the power stations at Doel and Tihange with new machines operating with an **alternative “clean” refrigerant**. This collaboration with Electrabel has enabled Cofely Axima to extend its expertise in the nuclear sector. Cofely Axima and Cofely (NL) are offering alternative solutions based on natural – and therefore sustainable – refrigerants such as ammoniac and CO₂. These technologies enables them to climb up in position for traditional markets such as the food processing sector.

Dismantling power stations

Another of our companies active in the nuclear field, Tecnubel, has strengthened its presence in Tihange. Already in charge of maintenance of **technical and heat zones for reactors 2 and 3**, it has now been entrusted with reactor 1. From now on, Tecnubel will be responsible for all such zones throughout the power plant. Its skills also extend well beyond the Belgian border. For example, it has been granted a contract for dismantling the turbine room in the Slovakian nuclear power plant in Bohunice, in a consortium with the Czech company Chemcomex. Tecnubel has been charged with dismantling concrete structures on which the turbines are mounted, and with managing this portion of the project. This is a strategic contract for Tecnubel, which hopes to play a growing role in the **dismantling of nuclear power plants**, abroad as well as in Belgium.

Find out more about offshore substations:



... stimulating innovation out at sea

Cofely Fabricom has gone one step further: in a consortium with two other companies, CG Holdings Belgium and Iemants, it has also been charged with delivering two substations to the offshore Gemini field (NL), the North Sea field furthest from dry land at 100 km from the coast. The length of the transmission cable poses an extraordinary challenge to Cofely Fabricom, which has designed a 220 kV solution. Once built, Gemini will be able to supply 800,000 families with **green electricity**.



OIL & GAS

Improving performance and profitability, optimizing safety

To respond to the needs of our clients and to improve their operational efficiency, we carry out projects on Oil & Gas platforms and in refineries, gas terminals and petrochemical plants. Our multi-technical expertise enables us to intervene at every stage, from engineering and fabrication to installation and maintenance operations. This even applies to large-scale complex modules, where prefabrication in our vast yards has become one of our specialities. Safety is our prime consideration in all our projects. We have a strict "zero" tolerance policy when it comes to safety, as we believe all accidents can be avoided.

“ We are proud to be selected for this project that will form a key function within Europe’s largest and most advanced third party access gas storage facility.



Cor Gravemaker,
Construction Manager, Cofely Fabricom



The largest underground gas storage site in Europe

After creating a natural gas storage site in Alkmaar in 1997 to cope with winter demand peaks in the Netherlands, the Abu Dhabi energy company TAQA built a second one close by, but this time underground. With a seasonal storage capacity of 4.1 billion m³, Bergermeer will be the largest third party storage site in Europe, and will **double the natural gas storage capacity of the Netherlands**. This is an essential component in the Dutch Government’s determination to become the gas “crossroads” for north-western Europe. TAQA has

contracted Cofely Fabricom to manufacture the gas compressor at the heart of this extraordinary gas storage complex. The compressor’s role will be to pump natural gas for storage in the ground and to extract it when there are demand peaks in the market. It will be able to inject 4.1 billion m³ of gas in 112 days and to extract the same quantity in 97 days, whilst at the same time maintaining a permanent reserve of 4.3 billion m³ 2.5 km under the earth’s surface.

Maintenance & Modifications to offshore platforms...

In Norway in 2010, Cofely Fabricom signed a large contract with the Norwegian oil company Statoil for one of its main offshore oil platforms, known as Sleipner. Valid until 2014, the contract is renewable for two more two-year periods. It covers research and modification, maintenance of installations, and operational support. In 2013, work was carried out on various safety systems without causing any production stoppages. This collaboration and the **excellent safety results** to which it led impressed Statoil, which then gave Cofely Fabricom the opportunity of working on other projects and installations, in particular the Draupner, Asgard and Gullfaks platforms.



... and construction of an helicopter hangar

In Norway, on the Statfjord platform in the Statfjord where it had already carried out other projects, Cofely Fabricom has just finalised the building of a new hangar for helicopters. The company was entrusted with this task two years earlier under an **EPCIC** (engineering, procurement, construction, installation and commissioning) contract. The project was completed in **record time** and mobilised 150 employees with excellent HSE (health, safety and environment) results.

Two new projects are now on the agenda. Statoil is finalizing construction of a new offshore oil platform 55 km to the north of the Sleipner field. It has entrusted Cofely Fabricom with the **maintenance and modification** (M&M) contract, which will run until 2020 with two possible renewals of two years each. Cofely Fabricom also has an option for a similar contract on a third platform, the Gina Krog, whose commissioning is due for 2017, halfway between Sleipner and Gudrun.

“Deploying the skills and resources of different units within our group is increasing the value of our client services.

Michel Hanson,
General Manager International Operations, Cofely Fabricom

Other Oil & Gas projects:



160 fields under maintenance agreements
Cofely's (NL) maintenance agreement with the Nederlandse Aardolie Maatschappij (NAM) was extended for a minimum period of four years. The long-term cooperation between Cofely and the NAM concerns an **integrated maintenance contract**, and covers all the technical maintenance works carried out on 160 oil and natural gas fields in the West and North of the Netherlands. The long term agreement between Cofely and NAM also includes all technical modifications. The prolongation of the contract was signed by NAM versus Cofely, Tebodin and A. Hak Leidingbouw on the other. The three companies have been working together for the NAM for over ten years. They joined forces for a contract aiming to strengthen and optimize the services provided to the NAM in the projects field. The Nederlandse Aardolie Maatschappij is the largest producer of natural gas and oil in the Netherlands.



FIRST LNG STATION,
CLEAN AND SILENT FUEL

On 4 November, GDF SUEZ LNG Solutions officially inaugurated its first LNG station at Duiven, the Netherlands. LNG (liquid natural gas) is a clean and silent alternative to fuels such as diesel. The Dutch Cofely LNG specialists carried out the design, construction and are also responsible for the operation of the station. They plan for the reception of natural gas and are in charge of its liquefaction, storage and distribution. Large transportation enterprises are progressively turning to natural gas for fuelling their trucks, and are thus contributing directly to the improvement of air quality. The Netherlands is among the European countries with bad air quality, and the transportation sector can now contribute to large scale improvement on the air quality. This is why GDF SUEZ believes **LNG to be a substitute for fuel for the future**. Engines using LNG produce 95% fewer fine particles than those using diesel fuel. Therefore they contribute to improving the environment - and also generate far less noise.



A compression module arrives safely
Once again in the North Sea and on behalf of the British Oil & Gas company Talisman Sinopec, Cofely Fabricom has made a considerable contribution to the design and construction of a **gas compression module** for the Claymore field (UK). It was installed in September 2013 after having been shipped on a barge from the HSM yard in the Netherlands.

High-risk assembly on the high seas
Cofely Fabricom strengthened its partnership with BP Exploration with the successful delivery of a Pre-Assembled-Unit (PAU) for the new Clare Ridge offshore platform located some 75Km of the Shetland Islands (UK). This is the first of its kind to be entirely designed and made in Cofely Fabricom's **new value-added centre dedicated to the offshore market**. The PAU incorporated the main pumping capacity required to export the additional quantities of unrefined oil that is produced from BP's new offshore platform delivering to the existing terminal on the Shetland Islands. Cofely Fabricom completed all the realization of the project and testing, before being dismantled and packaged for transportation and safely reassembled on the platform in exceptionally difficult conditions. BP Exploration were extremely satisfied and are currently discussing further high value projects.



AIRPORTS

Quality at the service of operational efficiency and passengers

We offer operations, maintenance and long-term technical management of numerous airport-specific systems, according to guarantee the safety and comfort of passengers, while creating an exemplary working environment for airlines. Our specialist services range from baggage handling systems, baggage security screening and passenger boarding bridges, to aircraft guidance and engine starter systems and lighting, all the way to facilities management for buildings and energy saving management. In all of these areas, we are acutely aware of the paramount need for passenger safety and quality of service.

BagStage

BagStage is Cofely Airport Services' premium solution for baggage management, as seen in Cape Town, Moscow, Montreal, Kunming, Nice, Dublin, Quebec, Brussels and other major airports worldwide.



Sustainable and high-security luggage handling

In Yunnan (China), Cofely has recently installed an IT system for baggage management in the new Kunming Changshui International Airport, the fourth largest in the country. This large-scale project handles approximately 35,000 luggage items a day. Management is computerized and carried out by 300 **remotely piloted** destination coded vehicles (DCV). Between the time the passenger drops their

luggage onto the conveyor to the time it arrives at the foot of the aircraft, there is no human intervention whatsoever. A noteworthy characteristic of this project – developed, implemented and maintained in cooperation with Cofely's Chinese partner KSEC – is its energy efficiency, contributing to a **model green airport** in China.



A new airport every year in North America

Situated in Virginia (USA), Ronald Regan Washington National Airport hosts 44 airlines transporting 19.7 million passengers a year to 89 destinations. The airport has three terminals: Terminal A was built in 1941 and Terminals B and C in 1997. With a wide variety of businesses, shops and restaurants, the airport has a direct link to the regional Metrorail system. Cofely Services provides the manpower, materials and equipment for preventive and corrective maintenance of entering and exiting luggage sorting systems and boarding bridges. Cofely Services is also responsible for inventory management covering spare parts and consumables for these systems, as well as for ensuring **24/7 delivery of services** – and therefore, continuity of client operations. The client benefits from the expertise of Cofely Services in the field of computer-assisted maintenance management, with a number of performance criteria documented and measured by instrument panels. This project extends Cofely's footprint in the airport sector in North America, where it is aiming to achieve a new operation and maintenance mandate every year.



Automated luggage check-in

Once Montreal had adopted the U-drop system, Schiphol and Charleroi airports decided to test it. It is a completely automated luggage check-in system developed by Cofely Services. Thanks to an automatic terminal that prints the boarding card and the tag to be attached to the luggage, the passenger need only drop it in the baggage drop-off area, thus avoiding the check-in counter. Only a few seconds are needed for a completely **secure and easy check-in**. Cofely Services is also working with Air France to implement this system in a number of airports including Nice and Charles de Gaulle.

Find out more about the U-drop system:



Cofely has also won a contract for setting up its baggage handling system “**Bagstage**” in Athens International Airport (GR). And Cofely has installed this system in Halifax, Canada, complying with complex criteria: in record time, security requirements drawn up by the Canadian security authority had to be integrated into the project. Mission accomplished!



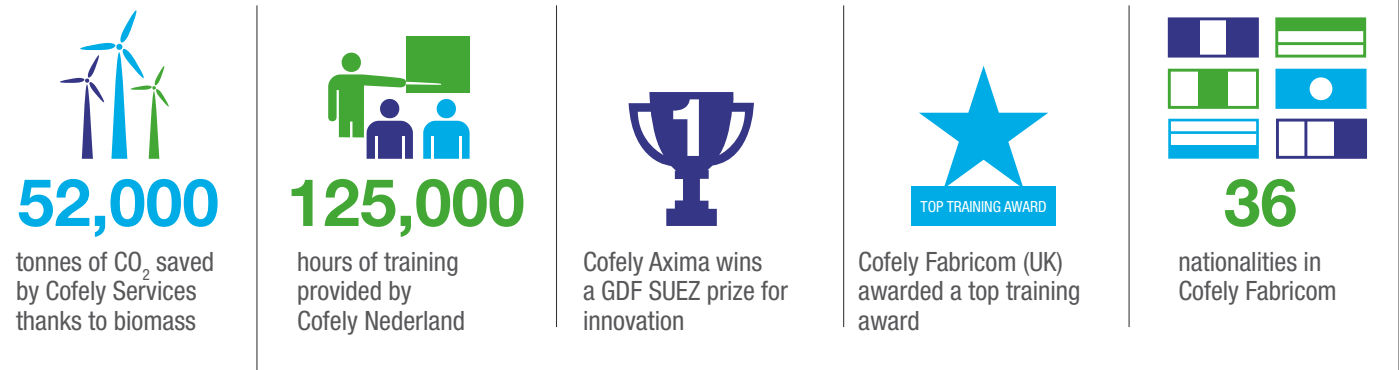


SUSTAINABLE DEVELOPMENT

HELPING TO BUILD TOMORROW'S WORLD

Cofely has one ambition: to help our clients build tomorrow's world. Which is why we believe it is worth investing today in sustainable and responsible growth for tomorrow. Technology can bring a major contribution to achieving this aim and we are making every effort to develop innovative solutions to make optimum use of the available energy sources and to cut down on energy consumption. We do so in partnership with our clients and suppliers, our sister companies of the GDF SUEZ Group, and university research centers. We inspire each other to devise the most sustainable solutions together. But we are keen to take matters to the next level by involving our employees, our shareholders and our stakeholders on an everyday basis.

SUSTAINABLE DEVELOPMENT IN A FEW FIGURES



“ We believe that sustainability is the result of a perfect balance between ecological, economic and social interests.

Mark Dirckx,
General Manager Belgian Operations, Cofely Fabricom

ENERGY TRANSITION

At Cofely, we develop innovative solutions for optimal use of available energy sources, and help our clients reduce their consumption. On numerous sites our various companies are playing a first class role in optimising equipment that uses less energy. They are also developing local energy production sources and attracting the attention of citizens to become responsible consumers.

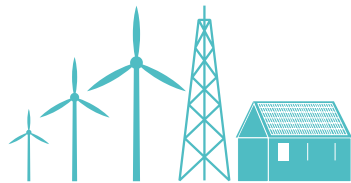


Reducing consumption by guaranteeing user comfort

Cofely and Sports Centre Kardingje in Groningen (NL) have begun collaborating on an extension and a **sustainable renovation** to the centre. The goal is to reduce energy consumption and CO₂ emissions by 50%. In particular, Cofely will put in place an example for a biomass installation, solar panels and LED lighting. The town wishes to create a model for other sports complexes, relying on Cofely's experience and expertise in renovating these types of installations.



DIVERSIFICATION OF RESOURCES



ENERGY EFFICIENCY



CHANGING BEHAVIOURS



Promoting new ideas


Cofely (NL) is committed to promoting new initiatives in sustainable development. In addition to sponsoring the Green Quest initiative in the Netherlands, Cofely awards the UfD Cofely Prize for Energy Efficiency in **partnership with the University of Delft**. The prize is awarded to three MSc student projects making a **practical contribution** to energy efficiency and sustainable development. In 2013, the first prize was awarded to a research study on the global potential of hydroelectric energy production and its suitability for providing communities with energy. The research enables local authorities and companies to choose the most suitable sites for the construction of power plants throughout the world. Last December, Cofely Services (BE) also awarded, for the second year, the Most Sustainable Town Award, whose purpose is to reward local schemes in the areas of technological, ecological and social sustainability.



“The Green Quest initiative is meant to show organisations how they can reduce their ecological footprint while reducing considerable cost at the same time. Many of our customers have shown an interest in this program.

Frans van den Boorn,
Marketing & Sales Director, Cofely Nederland

ENERGY TRANSITION


300,000 m³
of gas saved every year
by SABCA



CO₂

↓
57%

reduction in CO₂
emissions at the
Koninklijk
Concertgebouw

-20%

A 20% reduction in
waste over the next
five years



FOCUS THE GREEN QUEST, FOR SUSTAINABLE DEVELOPMENT

In the Netherlands, The Green Quest aims to promote solutions that make businesses more ecological and environmentally friendly. Cofely does not just help them reduce their environmental footprint; it also shows them the extent to which this policy, if effectively applied, can also increase profitability. Cofely is one of the sponsors of this initiative, launched in cooperation with GDF SUEZ Energie Nederland, Het Financieele Dagblad and BNR Nieuwsradio. The Green Quest is supported by a Green Team, a multidisciplinary group made up of independent sustainability experts and Cofely and GDF SUEZ Energie Nederland staff. The Team accomplished several fruitful missions in 2013.

The first mission enabled the St.-Elisabeth Hospital in Tilburg to reduce its CO₂ emissions by 33.5%, and to gain annual savings of 800,000 Euros. At Arriva, a transport company, The Green Quest generated plans for a million Euros in savings by rendering bus stations energy- and water-neutral. During the third mission, the team examined the Koninklijk Concertgebouw concert hall. Result: CO₂ emissions were reduced by 57%, with a 20% fall in waste over the next five years.



Find out more
about the
Green Quest:



Intelligent network for energy-neutral business park
The local authority in Deventer (NL) has chosen Cofely as its energy provider for the A1 Bedrijvenpark Deventer. Cofely will provide **local energy production** in line with sustainable development, as well as supplying energy to consumers, thanks to an **intelligent modular electricity transmission network**. At the same time, Cofely has also signed a contract with Raedthuys for operating and setting up two wind turbines on the nearby Kloosterlanden industrial area. The electricity delivered to the business area comes from renewable sources: storage of thermal energy, energy from wind turbines, solar panels and biomass. In the long term, the industrial estate will be energy-neutral.



800,000 €
in annual savings
for the St.-Elisabeth
Hospital in Tilburg

Lowering the gas bill by 40%
For example, in September 2013, our companies TEM, ISB Ventilation and Cofely Axima completed the installation of new condensation boilers for SABCA **factories** in Belgium. This investment will lead to gas savings of 40%, or 300,000 m³ per annum - not to mention a fall in CO₂ emissions of 481 tonnes per annum.



SUSTAINABLE MOBILITY

Sustainable mobility is at the heart of both our concerns and our business. Wide experience enables us to offer solutions to our clients that are both innovative and economic.

1,000

electric charging points
installed in Rotterdam in 2014



Plugged
Cofely was approached by the city of Rotterdam (NL) to develop the **network of charging points** for electric vehicles. Cofely will be responsible not only for the development and **installation** of over 1,000 points, but also for the **maintenance and exploitation** of the entire infrastructure.



Developing rail to free up roads

Sustainable mobility also requires developing alternatives to the car, aimed at reducing the ecological impact of transport and improving traffic flow on road networks, particularly in the big cities. After being associated with the Diabolo project – aimed at linking the high-speed line between Liege, Brussels and Antwerp to the Brussels National Airport – Cofely Fabricom (BE) is taking part in the consortium charged with constructing the rail link between Schuman Station and Place Meiser. Our company is building the underground line, the overhead lines and the entire infrastructure; construction will be completed in 2015. Cofely Fabricom is thus taking part in one of the key projects of the **European capital's RER works**.

In the freight transport field, Cofely Fabricom has been contracted by TUC RAIL to install lighting, heating and the motive power for the rail link at Liefkenshoek. The new connection will provide freight trains with a direct route between the two sides of the port in Antwerp. This link includes the longest rail tunnel in Belgium. It is an extraordinary project in more ways than one – in particular with regard to safety, where the requirements are particularly demanding. For example, all the materials used must have been tested and approved for their resistance to fire, and our teams all have metering instruments for measurement of CO₂ levels so that they can be alerted if a certain limit is exceeded.



“ Our companies are not only highly efficient, however, with simply being up to date with the development of infrastructures for electric vehicles: they are also very well prepared for promoting vehicles powered by natural gas.


Kris Michiels,
Operations Manager, Cofely Services

Integrating sustainable mobility into daily life
Our companies are not only highly efficient, however, with simply being up to date with the **development of infrastructures** for electric vehicles: they are also very well prepared for promoting vehicles powered by natural gas. Cofely, in cooperation with GDF SUEZ, Electrabel, Ores and the RTBF, has set up a project called Mobilitissimo II. As part of the project, Cofely was entrusted with installing gas filling points for CNG (compressed natural gas) vehicles belonging to the RTBF – after having installed electric charging points for the French-speaking public radio and television organisation in 2012. A rigorous quality and safety audit means that the RTBF can be certain of long-term use of safe infrastructure, enabling it to integrate sustainable mobility into daily life.



CITIES OF TOMORROW

Urban agglomerations house more than half of the world's population, consume 75% of the energy produced, and emit 70% of the global CO₂. Tomorrow's cities will have to reconcile economic, social and environmental development - the three axes of sustainable development. They can depend on our expertise to support them as they confront this challenge.



4,000
social housing units
heated on a sustainable basis
by Cofely Services in Gent

Since 1 October 2013, Cofely Services has been providing maintenance, repairs and, if necessary, replacements for boilers and water heaters for almost 4,000 social housing units in Gent (BE) and its surrounding area, on behalf of the Gent company De Volkshaard.

We are also responsible for heating audits, now obligatory. In the Belgian context in which **demand for social housing**, currently standing at 290,000 units, is growing continuously, Cofely Services is today managing maintenance of a significant part.



For the comfort of the students

In Eindhoven (NL), Cofely is building an entire educational complex from scratch. The city has invested €30 million in the built of a new “Stedelijk College” (city college), whose purpose is to deal with the lack of specialist technicians in the region. Cofely was entrusted with the role of general contractor for **constructing this future pool of technical talent**, as well as for maintenance of the installations and for optimizing the **energy performance** of the building. In addition, Cofely is providing **Facility Management services**. Besides having responsibility for the mechanical and electro-technical installations, Cofely will be responsible for optimizing student comfort. The new college expects more than 1,000 students on a campus of 15,000 m².

In Belgium, Thermoco has contributed to the Sterbos building in Wuustwezel, a school warmed by **passive heating**. Thanks to a special form of insulation and a sophisticated ventilation system, the building can be heated with volumes of air. A heat pump using geothermal energy and recovery of heat by means of a geothermal exchanger are the key elements of the installation. The result: a reduction in energy consumption of 75%.



15,000 m²
for the new city technical
college built by Cofely in
Eindhoven



CITIES OF TOMORROW

Intelligent traffic management

In Flanders, managing road traffic is in the hands of Cofely Fabricom. The Agentschap Wegen en Verkeer (Regional Road and Traffic Agency) commissioned Cofely Fabricom to install and maintain vehicle detection systems throughout Flanders and to transmit the data to the Traffic Control Centre in Antwerp (BE). This contract includes road equipment (cabling, LED traffic signs, etc.), monitoring and control of traffic, lighting, and maintenance of the system. The goal is to improve road information for users in order to **make traffic more fluid**, facilitate mobility, and improve safety – and of course, to reduce CO₂ emissions.

In cooperation with FLOW, a company specializing in intelligent traffic management, the town of Alost (BE) entrusted Cofely Fabricom with the job of maintaining an automated parking guidance system. More and more medium-sized towns are seeking ways of improving access to the centre as well as traffic circulation. The system set up will enable drivers to visualize available parking places and simplify access routes into the centre, with the **bonus of reduced CO₂ emissions**. Cofely Fabricom won the contract thanks to its technical expertise and by offering a modular system that could be extended later.

“

Cofely offers sustainable high-tech products and services that add value. With a focus on responsibility, efficiency, and return on investment, we help the cities of tomorrow achieve sustainable growth.

Han Blokland,
CEO, Cofely Nederland



FOCUS



BUITENPLAATS VAESHARTELT, SAFEGUARDING HERITAGE

In Maastricht (NL), Cofely has been involved as partner in the **sustainable renovation** of the Buitenplaats Vaeshartelt, a historic building on the outskirts of town. This old royal residence dating from the XIII century has been transformed into a stylish hotel by a socially responsible enterprise whose goal is to sustainably maintain the heritage for the benefit of the public. The company reinvests all its profits in this exceptional hotel.

After a pilot case, a project was initiated for renovation of 82 rooms. Cofely undertook responsibility for all mechanical and electro-technical installations. It optimized the water and air treatment installations and adapted ventilation systems and electro-technical equipment. It will provide maintenance for years to come. All these technical solutions are based on one core element: **low and efficient energy consumption**.



PARTNERSHIPS AND COOPERATION

Over their long lives, our companies and their employees have developed skills and expertise in numerous fields. Our mission is to share this expertise for the benefit of our clients, the population at large, and society as a whole.



7 Sportoase centres have been opened and 3 are in preparation

Our cooperation with local authorities enables us to help them develop a range of infrastructures in public-private partnerships aimed at improving citizens' comfort and quality of life. Cofely's companies are **firmly rooted in the localities** and have an excellent knowledge of the Benelux market, both in terms of legal requirements for installations and health and safety regulations, and in terms of political bodies and their complex structures.



The inauguration of the first Sportoase site in Wallonia, in Braine-le-Comte (BE), provides Cofely Services with an opportunity to extend sustainable development in the sport and leisure sector. A joint venture between Cofely Services and the contractor Van Roey, Sportoase has already developed seven sport and leisure centres based on the latest technologies and **sustainable building techniques**. Three more will soon see the light of day. Sportoase is working in close collaboration with the local authority concerned in a public-private partnership (PPP). This is a perfect example of a sustainable formula, since it enables the partners to commit to the long term with the goal of making more ambitious and environmentally friendly investments with less public money. Cofely Services is developing technical designs that will restrict energy consumption to the minimum, **from the initial design stage to operation** of the centre.

PARTNERSHIPS AND COOPERATION



“Cofely companies are firmly rooted in the localities and have an excellent knowledge of the Benelux market, both in terms of legal requirements and in terms of political bodies and their complex structures.

Xavier Sinéchal,
CEO, Cofely Benelux

Building partnerships to extend our skills

Cooperation between Cofely Fabricom and the Dutch company BAM, which began a year ago, helped to win the contract for the R380 Noordring, Vijfhuizen-Bleiswijk section. TenneT's goal with this project is to increase the transmission capacity of its electricity network. BAM is in charge of all the civil engineering works, whilst Cofely Fabricom is in charge of the demolition of the old line and laying the pylons and cables for the new high-voltage line.

This collaboration could be continued for other contracts in the Netherlands, the United Kingdom and Germany. Cofely Fabricom is very happy to pursue a **policy of partnership or contractual alliance** with other specialist operators, in particular in the oil and gas field. This policy enables partners to undertake complete management of very complex projects whilst at the same time helping each other and having sufficient combined weight in relation to materials and equipment suppliers.

Meeting tomorrow's challenges by sharing knowledge

By cooperating and through each party benefiting from the other's experience, we can approach current challenges in a new light, offering pioneering solutions to meet them. This is what ReDiscover stands for, an event organised by Cofely, SITA and GDF SUEZ Energie Nederland. For the second edition, the emphasis was on innovation and renewed solutions. In addition to strengthening our positioning and brand image, the main goal is **to give concrete forum to transfer knowledge**. That is to say, we share with our clients and selected prospects knowledge of sustainable development and innovation that benefits from the added value of GDF SUEZ companies.

FOCUS



COFELY FABRICOM, GE SERVICE CENTRE

It's a first: in October 2013, Cofely Fabricom was certified as an **Authorized Service Centre (ASC) by GE in Benelux** for maintenance, review and upgrading to standard of 200 to 250 items of equipment installed on oil and gas sector site. This international recognition is an important first for Cofely Fabricom. Twelve employees are working full time on this contract, after intensive training from GE. A contract such as this has never been signed by GE before with an European partner. It gives Cofely Fabricom reference status for industrial maintenance in the oil and gas sector.

SMART SOLUTIONS

How can we cope with the explosion in IT data whilst at the same time reducing the ecological impact of the centres in which they are held? This is the challenge raised by Cofely – which, in October 2013, finished the first construction stage of one of the greenest data centres in Europe.

Built in the Crealys Science Park in Gembloux (BE), this green data centre will enjoy **maximum energy performance** thanks to FRAU (FRee cooling Autonomous Unit) technology developed by Cofely. The cooling installation uses outside air for cooling the computer rooms. The approach responds to the specific requirements of data centres in terms of energy efficiency; it is both flexible and reliable.

The result is spectacular: in terms of reducing the ecological footprint of the building, annual savings will reach 10,000 tonnes of CO₂! The project provides for the building of 10 rooms, each with 514 m² of space. The first three began operations on 1 October 2013. Two host GDF SUEZ IT services, whilst the third is available for external clients.



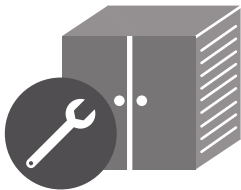
The design of the Crealys data centre emerged from a number of **synergies** and from excellent knowledge sharing. If Cofely was the brain behind the data centre, the project could not have been drawn up without the help of Technum-Tractebel Engineering, for the

design; Cofely Fabricom, for installation of electrical equipment and DATA cabling; Cofely Axima, for installation of HVAC and cooling equipment; and Cofely Nederland, for WAN development.



FOCUS ADAPTING OUR CLIENTS' EQUIPMENT TO MAKE IT MORE EFFICIENT

When a machine or an item of production equipment begins to become faulty, there are two options. Either replace it with a new one, which costs both time and money; or, adapt it for continued use, what in our technical jargon is called “**retrofitting**”. Cofely Fabricom is a specialist in retrofitting. We are not content with simply replacing moving parts. We think about the technical and electronic components, with a view to enabling the machines to respond more effectively to tomorrow’s requirements, in particular with respect to energy efficiency. A study has shown that two-thirds of the 110 million electric motors in the world consume 60% too much energy. Many do not satisfy the stricter European standards. With retrofitting, Cofely Fabricom has the know-how and the innovative solutions to support its clients in their attempts to satisfy new standards.



120,000 m²
Cofely has managed approximately 120,000 m² of data centres, including 7,500 m² at its own data centres in Maastricht (NL), Roermond (NL) and Gembloux (BE).



10,000
tonnes of CO₂
per annum economised by
the Crealys data centre

Controlling energy consumption
As a leader in the field of management and maintenance of technical installations, with more than 50 years of experience and a marked concern for sustainable development, Cofely Services’ ambition is to offer its clients innovative solutions that will enable them to optimize their bills whilst diminishing their environmental footprint. For this reason it has designed **Pulse**, a revolutionary **intelligent metering solution**. The system automatically measures consumption of electricity, gas and water: it takes specific measurement data from subsidiary meters sited at various points, centralizes all the information in a single database, analyzes consumption, and detects any anomalies so that remedies can be found as quickly as possible.



HEALTH, SAFETY, ENVIRONMENT & QUALITY (HSEQ)

Respect for the environment has as important a place as safety and quality in our company policy. Our care for the comfort and quality of life of citizens begins with those of our own staff. We do everything possible to make sure that they work in optimal health and safety conditions.



Preventing the most frequent accidents
At Cofely Fabricom, 40% of the wounds suffered by our staff are due to accidents to the hands and fingers. Eager to make staff aware, the company called upon its sister company ECS, specialised in health and safety at work, to organise **workshops on protecting hands at work**. The training sessions bring theory and practice together and aim to make staff more aware, in an enjoyable manner, of the serious consequences that can flow from failing to protect their hands in the proper way or by not using suitable equipment. Since the launch of the project, 40 training sessions have been organized by ECS throughout Belgium and 600 staff have been trained.

Respecting international standards
With the award of OHSAS 18001 accreditation, Cofely Fabricom (UK) has also obtained international recognition signalling the quality of its **commitment to health and safety at work**. This British standard is recognized as a model for risk prevention, and imposes adherence to very strict criteria for accreditation. This will help the company set up new international partnerships with current and future clients.



Health and safety awareness for young recruits
In 2013, Cofely Fabricom decided to launch a safety awareness campaign with the slogan “La sécurité, c’est pas du cinéma” (“Lights! Camera! SAFE Action!”). Several themes brought the campaign to life over the year. A film to launch the campaign, stickers, a dedicated website and even company theatre were some of the actions supporting the endeavour. Given its success, it will be continued into 2014 and extended to cover Cofely Services.

The safety of new recruits and young workers is one of the subjects covered in the campaign, and is an important concern. Just before the school holidays, Cofely Fabricom decided to address the topic. **Permanent staff, temporary staff, trainees** – everyone must be sure that they are working in a safe environment. Safety must become a reflex. How? By following a few rules that must be repeated over and over again. Never hesitate to ask a colleague with more experience. Never work under the influence of drugs or alcohol. Always follow safety training. Always wear your protective equipment and check that it is in good condition. Cofely Fabricom has in addition insisted on **three foundations on which its safety policy is based**: training of young workers; availability of suitable protective equipment with all the instructions necessary for using it properly; and open communication and group solidarity.



Find out more about our campaign:

GOOD PRACTICE AT ECS: MULTI-RISK CLOTHING FOR A GOOD CAUSE

ECS (European Control Services) specialises in health and safety at work. ECS has decided to use the budget usually devoted to the New Year’s business gifts to present **Energy Assistance** with sets of multi-risk work clothing. Staff working voluntarily for GDF SUEZ charity **helping developing countries to have access to critical energy services** can also improve the training of local populations, drawing their attention to safety issues when constructing installations.



1 million working hours

without any accident at Cofely Fabricom in United Kingdom

5 million working hours

or two and a half years, without an accident at Cofely West Industrie in the Netherlands.



900,000 working hours

without any accident at Cofely Fabricom in Norway.



600 people trained by ECS for optimum hand protection.

INNOVATION

Developing more sustainable solutions together with our clients, our suppliers, universities, sister companies and taking internal research and development initiatives... All Cofely businesses invest ceaselessly in innovation, responding to a deeply held conviction: it is in this way that they can aid their clients to build tomorrow’s world.



Skills development for greater self-sufficiency
Many years ago, Cofely Fabricom had developed a maintenance and repair business to handle large-scale storage tanks for petroleum products, for which it tended to employ specialist subcontractors. In order to avoid being dependent on a service provider and to have more autonomy, the company decided to develop this expertise in-house.

Result: not only has Cofely Fabricom now mastered the skills required; it has also developed a more efficient, **more ergonomic and safer system** than had existed previously. This enables the company, in a very difficult economic context, to make good use of its staff on high added value tasks, whilst maintaining control over the entire process – and all this with the highest level of client satisfaction. In 2013, Cofely Fabricom renovated several tanks for Exxon Mobil and IBM in Antwerp.

Cofely Axima is building for Cora the first NH₃/CO₂ cascade refrigeration system for a hypermarket in Belgium. The installation is a **pilot scheme** for all large-scale retail supermarkets following new European regulation on the progressive elimination of hydro fluorocarbon (HFC) refrigerants. The innovative installation developed by Cofely Axima supplies all freezers and deep freezers in the store, using only **natural refrigerants** with no greenhouse gases. Many other potential clients are very interested in this new environmentally friendly and efficient technology.



“
ICAROS is a tailored software package developed in-house. It is completely modular and can be varied according to the particular needs of each client. It shows anyone who might doubt it that, in our organisation, research and development are of major importance.

Gert Debaenst,
Commercial Manager Security
Cofely Fabricom

INNOVATION

Managing electricity and water flows

In a completely different field, that of water management, Cofely Fabricom has also gained another Belgian – and possibly a European – first. Mandated to install six dams on the Dendre (BE), it used a technique, developed with its subcontractor Dyrhoff, which in Belgium it alone masters: that of using **inflatable booms** equipped with metal shutters in which a rubber ball filled with air regulates the water level. This new **environmentally friendly technique** does not use petroleum for its electro-mechanical or hydraulic parts, making the risks of hydrocarbon spillages a thing of the past.



In addition, Elia, the Belgian management company for the country's electrical transmission network, also called upon Cofely Fabricom to develop a modern **integrated monitoring system for critical high-voltage control houses**. These control houses are positioned throughout the country to ensure electricity transmission. If any one of them fails to function, the whole supply can be perturbed. The aim of the device is prevent the keystones of the electricity network from being targeted by people with malicious intent. Elia's order required a wide range of technical services: a detection system for intrusions; automated video analysis of the images supplied by thermal surveillance cameras; angle-adjustable optical cameras to take up the task in the event of anomaly; access control; an intruder alarm; a fire alarm; and a video phone system. All these technological wonders will be installed on every one of the 20 high-voltage control houses, whose location is confidential. They will be managed in integrated fashion by an application called ICAROS, entirely developed in-house and capable of modular development depending on the client's wishes – a pure product of in-house R&D.



Cooling installation for the most powerful electron microscope

In June 2013, the EMAT research group in the Department of Physics at the University of Antwerp (BE) invested €5 million in the most powerful electron microscope in the world, the X-Ant-EM, with which it is possible to observe the movements of atoms and to control them for numerous applications in materials science. At this **nano-scale**, the smallest temperature divergence can be catastrophic for the extremely sophisticated measuring instruments. Cooling of the work area is extremely important, so the University naturally turned to Cofely Axima for the installation of a suitable cooling ceiling. Its incredible precision rests entirely on technology developed in-house.

FOCUS



AN INNOVATION AWARD FOR COFELY AXIMA

Based in Avelgem in West Flanders (BE), the IVC Group wanted to invest in a new, **environmentally friendly production unit for flexible and innovative vinyl**. In particular, the factory needed a cooling unit for which IVC had three requirements: optimal energy performance, minimal maintenance costs, and high reliability. In turning to Cofely Axima, IVC obtained a system whose performance is so high that the energy delivered can be recovered. The system, specially developed and based on “free cooling” technology and the use of a natural refrigerant, won a GDF SUEZ 2013 Innovation Trophy.



CORPORATE SOCIAL RESPONSIBILITY

Our companies are determined to outdistance their competitors in quality of service and the skills of their staff. In order to achieve this, it is imperative that employees feel happy in their enterprise, that they feel their voices will be heard, and that they have opportunities for training and advancement. These are values rooted in our business culture.



To celebrate its 50th birthday, Cofely Services invited its entire staff to a family day. This was a chance for our companies to thank all members of a staff that meets the challenge of excellence day in, day out. It was also a chance for Xavier Sinéchal, CEO, Cofely Benelux, to pay homage to their **“sense of commitment”** and to “the human aspect of a profession totally dedicated to the client”.

For this 50th birthday, Cofely Services brought staff together to create an “Anniversary Book”. The book contains the memories, photos, drawings and personal experiences of staff, and informally traces the firm’s 50 years of existence - another fine example of the company’s human values.

“

We have a long tradition of corporate social responsibility. Firstly, we encourage personal commitment by Cofely Services staff by allowing our employees to work for charities during working hours. Secondly, we are encouraging all our managers to replace classic team building with activities which have a social aspect.

Stan de Pierpont,
General Manager, Cofely Services

CORPORATE SOCIAL RESPONSIBILITY

 **410**
hours donated
by Cofely Services
to associations or
charitable works
in Belgium

“
In four years, turnover
for the machine shop in
Lillo has doubled.
I think the main reason
is that there is a great
deal of cooperation
between the older
generation and the new.

Tom Hoppenbrouwers,
Section Manager, Cofely Fabricom

Encouraging an intergenerational mix

When four years ago Cofely Fabricom acquired Lanxess' machine shop for revision of rotation machines in Lillo, the average age of staff stood at 50. It was necessary to recruit many young people just out of school and with no experience. That is the reason why we have invested in **intensive training on the ground**, linked with evening courses set up by our staff and by the machine manufacturers. The young workers now say that they have had an **excellent cooperative experience** with their elders, and that they have learnt a great deal, while the latter have been happy to see how quickly the youngsters have acquired the technical knowledge required. The inverse is also true: the work process is now based on IT supports, and in this case it is the older workers who benefit from the IT knowledge of the youngsters.



Training in the service of leadership

Offering its technical staff possibilities for promotion to positions of responsibility – that is the job of the STEAM programme, set up by Cofely Fabricom and accessible to technical staff working in the industry sector. This training programme detects leadership qualities in staff and aids them in **progressing within the company**, so that they can advance within the enterprise and acquire new responsibilities. In the United Kingdom, Leila Benomran, an employee of Cofely Fabricom obtained the **Top Training Award** given by the Offshore Contractors Association. This prize recognizes her commitment to the enterprise and her ability to apply what has been learnt in house academy to practical situations.

Supporting equality between men and women

Cofely Services in Canada, operating in a traditionally masculine field, decided to take the lead and carry out a number of grassroots actions for **encouraging greater diversity at work**. With its equality programme, Cofely Services assures fair pay for the various professions in the company and works for fair employment practices. Our policies guarantee equal opportunities in the selection and support all employees in career development, whilst at the same time respecting parity. They provide a better balance between working and personal life for both men and women. With these goals, our company in Canada is positioning itself as an innovating and responsible player in society.



 **10**
CSR projects
were successfully carried out
at Cofely Services (BE)



More info :



Providing time for social projects

With numerous initiatives aimed at strengthening collaboration, social commitment and diversity, Cofely Services is far in advance of other companies in the sector. In 2013 Cofely Services was awarded a Time4Society Award by the Minister-President of Flanders for the best project initiated during the year. These awards are given to companies committed to a policy for “giving/ taking time for social projects”.

Promoting employment in distressed areas

Active in Limburg (BE) for 45 years, Cofely still employs 630 people in the region and hopes to maintain its operations in an area that has been badly hit by the economic crisis and closure of the remaining coal mines. Last April, Cofely Fabricom and Cofely Services organised a **recruitment** event open to anyone wishing to work in the Genk region. Numerous posts are vacant, in particular IT engineers, site managers, work supervisors, mechanics, electricians, and various types of technicians. It was also open to candidates wishing to apply for other jobs in Belgium and abroad, including posts for young people graduating from general or technical education.

More info :



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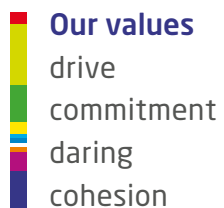
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Ce rapport d'activités existe aussi en français, vous pouvez le télécharger sur www.cofely-gdfsuez.com

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