SIBELGA — 2021

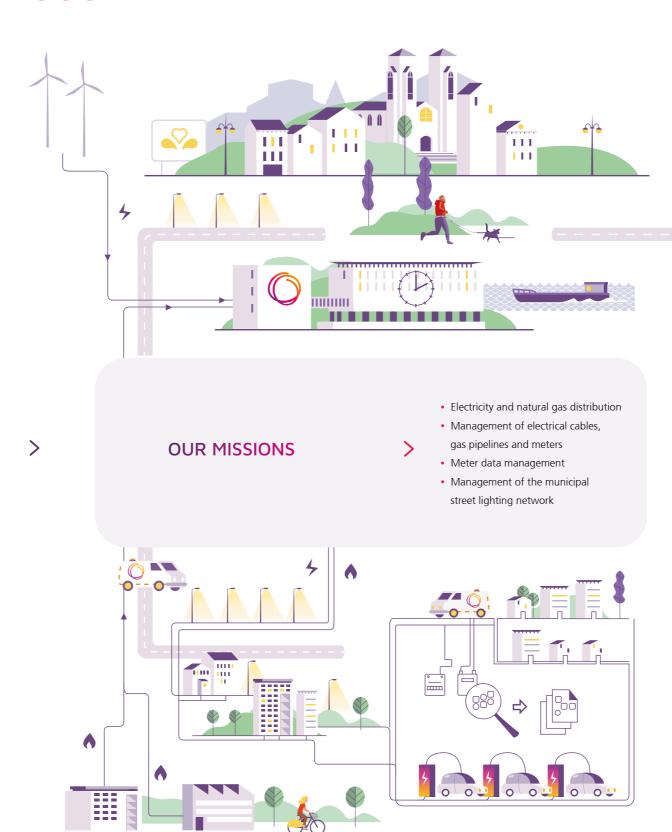
Our value creation model

OUR RESOURCES FINANCIAL CAPITAL • Equity of €859,756,896 • Fees for the use of distribution networks • €3,594,243 in subsidies received shared with other partners MATERIAL CAPITAL 02 • 6,420 km of high and low voltage power cables • 2,932 km of medium and low pressure gas pipelines • Network of 87,476 luminaires INTELLECTUAL CAPITAL 03 • Management of electricity and gas consumption data • Sibelga Academy: our training centre **HUMAN CAPITAL** • 1,080 employees (75% men and 25% women) • 23 different nationalities at Sibelga SOCIAL AND RELATIONAL CAPITAL 05 • 19 municipalities served • 19 Public Welfare Centres (CPAS) • All households in Brussels • 28 local, regional and federal partnerships

NATURAL CAPITAL

• Energy consumption of the site: 5,836,016 kWh

• Partnerships for biodiversity conservation



OUR RESULTS

O1 SAFETY FIRST!

- Brussels residents' data managed securely
- 10:29 minutes: average downtime for low-voltage electricity incidents
- 1 fluid accident with injuries

2 \ INNOVATION-FRIENDLY STRUCTURE

- 7,975 smart meters installed
- 7,200 new generation connected luminaires
- 6 new innovative technologies tested

PARTNER OF THE ENERGY TRANSITION

- 1 energy community in Brussels
- 9 projects commissioned under the SolarClick programme
- 14 energy performance improvement projects

4 \ LOW-CARBON FUTURE

- 37.91% self-generated energy on our administrative site
- 1,380 tonnes of CO₂ saved through HVAC work as part of the NRClick programme

5 AN EMPOWERING EMPLOYER

- An average of 43.65 hours of technical and non-technical training per employee
- 13 years: average length of service per employee
- 129 permanent and temporary recruitments

06 MPROVED QUALITY OF LIFE

- 4,125,938 MWh of electricity transported
- 10,281,384 MWh of gas transported
- 91.4% of Brussels customers satisfied following the opening of meters by Sibelga
- More than 4,412 low-income households supported by Sibelga

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