

2009

group activity
report

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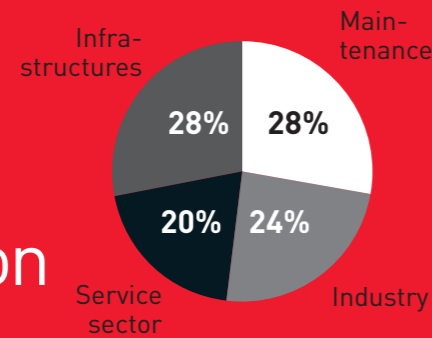
**SOLID
FUNDAMENTALS**

€2.8 billion
sales

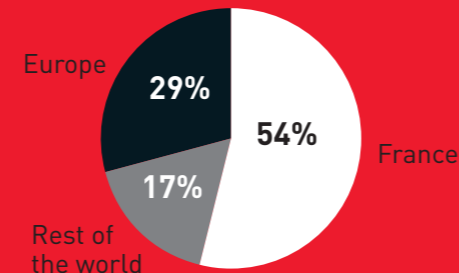
€2.8 billion
orders

€159.5 million
EBIT

25,000
employees



**Sales
by sector**



**Sales
by destination country**

Cegelec is an international group providing technological services to companies and local authorities. Working in more than 65 countries, our teams can deliver support across the entire service cycle to the customer, from designing the project in our engineering offices to installing and maintaining the equipment and infrastructure. We implement large, international projects in speciality businesses, while maintaining close, day-to-day relationships with local customers in many markets. Through subsidiaries in some thirty countries, our employees offer services and solutions in five main areas: energy and electricity; automation, instrumentation and control; information and communication technologies; HVAC and mechanics; maintenance and services.

ORGANISATION**GSS – Global Systems & Services**

Oil&Gas, Energy Production, Infrastructures & Mobility, Space & Defence, Maintenance-Handling & Sorting Systems

Bernard Lemoine, Deputy General Manager of Cegelec and President of GSS

CFB – Cegelec France Business

Six subsidiaries in France:
Paris, Mid-East, South-East (including overseas departments and territories), North & East, West and South-West

Michel Cantet, Deputy General Manager of Cegelec and President of CFB

CBB – Cegelec Benelux Business

Belgium, Netherlands and Luxembourg
Guy Bertels, President of CBB

CGB – Cegelec Germany Business

Germany and Austria
Laurent Aubron, President of CGB

CWB – Cegelec Worldwide Business

– Switzerland, Spain, Poland
– Morocco, Bahrain, Qatar
– Indonesia, Singapore
– Brazil

Frédéric Lalanne, President of CWB

well-equipped to weather the crisis

In a challenging economic environment, Cegelec successfully limited the decline in sales to 5% in 2009, while maintaining operating margin above 5% with a slight increase in EBIT over the year. Order intake contracted by 12%, but this reflected comparison with the particularly strong growth in 2008 and the fact that a major contract signed in Morocco at year-end 2009 was only booked in 2010.

AN INTEGRAL PART OF VINCI'S ENERGIES BUSINESS LINE

In April 2010, Cegelec joined VINCI, the world leader in concession and construction, to be part of the new Energies business line, a European market leader in the energy services sector.

DEDICATED, HIGHLY PROFESSIONAL EMPLOYEES

The generally positive performance for the year was led by the professionalism of our teams, their disciplined approach to contract management and their thorough understanding of each customer's business and challenges. At the same time, as a responsible employer, we confirmed in 2009 our commitment to improving our worksite safety performance and actively pursued our training and skills development programmes.

RESPONDING TO THE CHALLENGES OF TODAY'S SOCIETY

With its innovative solutions, dedicated teams and extensive technical resources, Cegelec is assertively addressing today's major social issues, particularly environmental stewardship and, more broadly, sustainable development. A pioneer in renewable energies, we are helping to build a wide range of infrastructure to support mobility, urban development and environmental services, and offer real-world solutions for improving energy efficiency, particularly in the service sector.

A BALANCED BUSINESS MODEL

In 2010, Cegelec will continue to carefully manage margins and implement disciplined project management processes, supported by a business model designed to strike a balance between flow business and local services on the one hand and complex, systems-driven large projects, speciality businesses and international operations on the other. Cegelec's integration into VINCI offers exciting new growth opportunities, which will enable us to meet the major challenges of the 21st century.

human resources

DEVELOPING EMPLOYEE SKILLS

Despite the challenging economic environment, Cegelec maintained its training commitment in 2009. During the year, Cegelec Group University (CGU) added new courses in such areas as safety, project management and team management, with a particular focus on leading annual performance reviews and managing stress. In addition, it continued to offer the dedicated worksite supervision programmes introduced in 2008.

Following an in-depth situation and needs analysis, CGU also supported Cegelec Morocco, our largest subsidiary outside Europe in terms of sales, in deploying an ambitious training programme to instil the fundamentals of management across the entire managerial team. The programme is being extended in 2010 with a career management process and the introduction of a structured, innovative "human resources" portal.

IMPROVING SOCIAL DIALOGUE

As soon as the project for Cegelec to join the VINCI Group was announced in late August 2009, a lengthy, yet thorough employee information and consultation process was initiated, which well exceeded legal requirements. In addition to explaining the financial aspects, the process was designed to demonstrate the project's industrial perspective and employee significance, while underscoring VINCI's desire for the alliance to create value for the employees of both companies. The process was completed

in January 2010 with written statements from the European Works Council and the Cegelec SAS Central Works Council recognising the project's benefits and potential for improving corporate governance and social dialogue. The development of a constructive social dialogue based on mutual respect and sensitivity to needs and expectations is one of the core tenets of our human resources policy.

STRENGTHENING EMPLOYEE SHARE OWNERSHIP

A new employee share ownership campaign implemented in 13 host countries in 2009 enabled nearly 7,000 employees to purchase shares through the FCPE corporate mutual fund, an increase of 2,500 from the previous campaign. The corresponding investment was 25% higher, at €12 million, including company contributions based on a sliding scale to encourage the participation of lower-paid employees. As part of Cegelec's

sale to VINCI in April 2010, Cegelec securities held by the Cegelec Actionnariat fund were purchased by Qatari Diar under advantageous terms for employee shareholders, who will continue to participate in a profit-sharing scheme through VINCI's Castor employee stock ownership plan.

IMPROVING SAFETY AND PREVENTING WORK-RELATED ACCIDENTS

To significantly improve its safety performance, Cegelec introduced safety training for managers in the last quarter of 2009. Some 160 technicians and managers in the Paris area have already attended the courses and on-site awareness sessions, which will be extended to other employee categories in 2010. In addition, a number of meetings dedicated to workplace safety and health issues were held during the year, with a focus on getting more involved in preventing work-related psychosocial risks.

Forging deeper ties with the academic community

Cegelec has launched its second Energy Talent Challenge for students in engineering and other technical programmes. The theme of this year's contest is "Renewable Energies, Sustainable Achievements", with prizes awarded to the participants who present the best project for improving the energy efficiency of public lighting. In 2009, the winners were several outstanding projects to equip an existing building with photovoltaic power systems. In 2009, Cegelec also signed several partnership agreements that will strengthen our ties with France's leading engineering schools and enhance our reputation among their students.



TRAINING
 “We’ve established a good rapport in sharing expertise and job fundamentals.”

“I first started working with veterans, and they’re the ones who taught me my job. So for me, it’s natural to pass along my skills and knowledge to others, as long as they really want to make it, of course. Otherwise it’s not worth it; it’s a waste of time for everyone. Anthony is a Cegelec electrician, who wanted to get ahead by acquiring expertise in piping systems. He’s motivated, careful and extremely observant. As his mentor, my job is to show him what I know and how I do things. He watches me and asks questions; we’ve established a really good rapport. I’m teaching him not only job skills, but also the rules and fundamentals in areas like safety and quality. That’s how I see our job – everything done right and squared away.”

The goal is to teach him to be operational and self managing. After nine months of training, Anthony is already working on certain projects; he shows team spirit, understands his role and is starting to get the hang of the job.”

JOËL MORA, Pipefitter, Cegelec Mid-East

“For me, the mentoring programme is a real plus. I wanted to broaden my skills and range of capabilities. I’m lucky to be trained by someone who loves his job and wants to share what he knows with others. He’s open-minded, serious and extremely meticulous in his work and job practices. He’s a good

teacher and knows how to pass along his knowledge. Joël is a former member of the Health, Safety and Working Conditions Committee, so he knows all about safety! I can ask him anything, he takes time for me and he’s completely committed to his mentoring role. Naturally, I haven’t learned everything there is to know about piping systems and still have a lot to discover. But already, this training has given me a solid base and a real feel for the job.”

ANTHONY DUMONT, Electrician, Cegelec Mid-East

energy, transport,
the environment, defence
and aerospace.

• infra- structures

THE CHALLENGES

In a world where energy needs are on the rise, growing urbanisation is reshaping the 21st century landscape and mobility has become a major economic and environmental issue, Cegelec is responding with teams capable of managing large complex projects in order to meet the challenges faced by our public and private-sector customers.

SUSTAINABLY

As a contractor on the project to build the electrical infrastructure and the safety, lighting and signalling equipment for the 1,630-metre tunnel covering the A6b motorway between Porte d'Italie and Arcueil-Cachan, south of Paris, Cegelec is expected to address more than just the technical and logistical issues. Prior to the project's launch in early 2010, for example, our specialised teams developed solutions to meet its strict environmental specifications. With the project involving extensive dismantling of existing equipment, a sorting system was designed to properly dispose of old light fixtures and other waste materials. To mitigate noise disamenities, electric rather than internal combustion powered equipment has been selected, in compliance with regulations, and site personnel have been trained in energy-saving practices (e.g. turning off engines when not in use). In addition, dedicated truck lanes will be set up to keep residential areas free of traffic to and from the site.



MOROCCO



The Rabat tramway contract was won on the strength of Cegelec Infrastructures & Mobility expertise and the powerful capabilities of Cegelec Morocco's teams.

"It's clear that we were selected to electrify and commission the Rabat tramway because of our ability to deploy and pool our strengths and expertise. To win the contract, we leveraged the natural alliance between the expertise in urban public transit systems from Cegelec Transport (now Cegelec Infrastructures & Mobility) and the powerful capabilities of Cegelec Morocco's teams. It was a real example of cross-fertilisation, that proved critical to leading the project. That's because, in the end, the actual day-to-day challenge on the ground is having a team that is experienced enough and works well enough together to respond quickly and effectively as the project evolves. It's been three years since

launch, and we're now being congratulated by our customer, the city and the Kingdom for our service quality, flexibility and speed of execution."

RENAUD JOANNES, Project Manager, Cegelec Infrastructures & Mobility

"Cegelec Morocco already has solid experience in tramway-related activities, particularly the erection of overhead contact lines. For the project to commission Morocco's first tramway, we were able to bring a number of strengths to the table, including a pool of talented resources, a robust organisation and advanced equipment, like our wiring and frame-building facilities. All of this has enabled us not

only to stay competitive, but also to get the work done much more quickly and respond immediately to any changes in the schedule. For example, we successfully installed two substation units in a month and a half, thanks to alternating day and night shifts. Our customer has asked us to finish the project by November 2010, even though it was originally scheduled to be delivered in April 2011. As usual, we're going to deploy all the necessary resources to make it happen."

MOUNIR BENSALAH, Project Manager, Cegelec Morocco

THE CONTRACT Supporting nuclear power plant operators

Extending the useful life of nuclear power plants is currently an area of concern, as plant operators face the critical challenge of monitoring these facilities as they age and managing irradiated waste. Two major contracts signed with French national utility EDF exemplify Cegelec's commitment to helping them to address these issues.

The first covers the design and supply of process equipment to LIDEC, the integrated EDF laboratory that conducts nuclear power plant aging tests using its metallurgical and chemical expertise. The contract illustrates our recognised capabilities in handling and sorting systems and nuclear waste processing, with hot cells, remote manipulator systems, irradiated tube transfer systems and other equipment. It also highlights our ability, as a systems integrator, to select and adapt just the right solution for each customer need. The second contract follows on from EDF's acceptance in 2008 of the detailed pre-project studies for the ICEDA

radioactive waste encapsulation and storage facility in Bugey, in the Rhône-Alpes region. It covers both construction design studies, which began in September 2009, and the construction itself, thereby demonstrating our ability to deliver large high-profile projects as part of a consortium. These contracts have strengthened Cegelec's position in the nuclear power market, both upstream, in power plant construction (the Flamanville EPR) and fuel enrichment facilities (Georges-Besse II), and downstream, with waste management installations, equipment life-cycle extensions, major system upgrades (especially critical control systems) and maintenance.



AT A GLANCE

In less than a decade, Cegelec has become a widely recognised specialist in tunnel equipment, with more than €350 million in total orders for electrical infrastructure in France, Europe and other parts of the world. Today, our leading projects currently underway include the refurbishment of Hamburg's Elbe motorway tunnel, one of the longest underwater tunnels in the world.

IN PERSPECTIVE

Sustainable expertise in photovoltaics

In France, the development of grid-connected rooftop photovoltaic systems and solar parks is being driven by two factors. The first is environmental, in response to the government's commitment to switching 20% of the country's power supply to renewable energies by 2020. The second is financial, as investors take advantage of EDF's incentive of paying a premium for solar kilowatts.



Local authorities therefore have three reasons for installing solar technologies: to meet the expectations of their constituents; to effectively manage their budgets; and to harness a source of electricity that will inevitably become more competitive as energy prices rise. *"Cegelec is well positioned in this field thanks to its dual expertise", says Thierry Denuzière, Director of the Cegelec West Portes de Bretagne agency in France. "We know how to size the grid to optimise yield and improve ROI, and also how to select the world's best solar panel suppliers to effectively manage the initial investment."* In Brittany, for example, Cegelec has developed a special offering for farmers, with 30,000 sq. m of solar panels already installed across the region.

oil&gas, pharmaceuticals and fine chemicals, steel. ● ● industry

THE CHALLENGES

Because its teams know and understand the processes used in a wide range of industries, Cegelec can support customers in their constant quest for greater production efficiency and organisational performance. We can also deliver solutions that ensure compliance with today's increasingly strict safety, energy efficiency and environmental standards.

SUSTAINABLY

Cegelec designs creative, yet highly effective training programmes in oil industry maintenance not only for employees, but also for customers. For the Angola LNG consortium, for example, we offered to organise on-the-job training for our teams at another customer's plant, on another continent. A group of 42 operators and maintenance personnel, recruited in Angola to work at the consortium's gas liquefaction plant being built in Soyo, were sent to a similar plant in Bontang, Indonesia, to participate in a solid, six-month technical training programme that we developed. The related training agreement between the two plants, signed in 2009, has created an ideal learning situation for the Angolan trainees. In addition, we have our own Oil&Gas technical training centre in Ogere, Nigeria, which fully complies with OPITO training and competence standards. It offers the expertise of 40 instructors and administrative staff on a 2,000-sq. m site comprising workshops and classrooms. More than 400 people have already been trained at the centre over the past six years.



QATAR

“At once a technical challenge and a marketing showcase, the QAPCO project in Mesaieed is bringing together the capabilities of an international team.

“For QAPCO, the leading producer of ethylene and low-density polyethylene (LDPE) in the Middle East, designing and building a blast-proof control centre represented both a technical challenge and a marketing showcase. They wanted us to construct a building in Mesaieed that could withstand an explosion, but was functional enough to house all of the site’s control system interfaces. With its contemporary styling that respects local architectural traditions, the centre will provide an ultra-secure environment to receive VIP visitors and will help to enhance QAPCO’s prestige. It will be an integral part

of their new LDPE unit, which has a production capacity of 300,000 tonnes per year. Back in 2008, our Paris teams did the preliminary design studies, in particular for ergonomics, style and compliance with technical standards. Then we were asked to submit a bid for the construction contract and for the electrical installations and infrastructure. Jean-Michel Lang’s Cegelec Oil&Gas team worked hard to land the contract. We were also selected to redeploy and upgrade all of the control systems connected to existing equipment. I flew in from Abu Dhabi to lead the project, which brings together an international

team of around 20 people from the Cegelec France and Abu Dhabi subsidiaries as well as from the Qatar subsidiary headed by Philippe Gastineau. In just eight months, we’ve been able to complete a good portion of the design work, order the major equipment and start construction. In all, the project represents more than 120,000 hours of installation work and 1,200,000 hours of construction work. Delivery is scheduled for the end of August 2011.”

NICOLAS VOISEAU, Project Manager, Cegelec Oil&Gas

THE CONTRACT Modernising control systems for the oil industry

Two major contracts won in 2009 attest to Cegelec’s expertise in numerical control systems.

In November, Uhde, a ThyssenKrupp Technologies subsidiary, awarded us an EPC contract to design and build a blast-proof control centre for the new low-density polyethylene (LDPE) plant at the QAPCO petrochemical complex in Qatar. As part of it, Cegelec was entrusted with the upgrade of all systems related to the existing plants, including emergency shut-down and distributed control systems. The same month, we were commissioned directly by Qatar

Petroleum to replace the old pneumatic system used to control the turbines and compressors in two liquefied natural gas plants. These projects are to be carried out over an 18-month period with highly strict shut-down conditions. We were selected both for our experience in upgrading oil industry control systems and for our thorough knowledge of the related processes. This kind of expertise is crucial to effectively managing an entire project, especially during complex shut-down phases.



AT A GLANCE

Ensysa, our business unit specialising in the pharmaceutical and food industries, recently strengthened its already well-established presence in China with an extension to its contract with AB Food Ingredients. The new project will be to install mechanical and electrical instrumentation equipment in the company’s yeast manufacturing plant in Harbin, northeast China.

IN PERSPECTIVE

Absolute safety in Kourou

Safety is taken very seriously at the Space Centre in Kourou, French Guiana, where the vast quantities of explosive and inflammable materials and high-pressure gaslines have earned the site a “high-level” rating under the Seveso II Directive. With more than thirty years of experience in building, maintaining and operating the centre’s launch pads, Cegelec has worked with customers Arianespace and Centre national d’études spatiales (CNES) to develop a disciplined strategy to drive continuous improvement in safety performance. The strategy is shaped by a focus on transparency, a key factor in securing employee commitment to safety. It is being deployed through four types of programmes: building awareness and understanding, maintaining constant vigilance, actively involving operators and reinforcing appropriate response behaviours. “There’s never been a major accident at our facilities in Guiana”, says Hervé Lina, Safety Manager for our Aerospace and Defence Division. “That’s because of everyone’s involvement, from senior management to the front line and, of course, our continuous, uncompromising vigilance.” Indeed, training operators in handling hazardous materials and in the guidelines for accessing the Centre’s different sites is just the beginning. The real challenge is to prevent people from falling into a routine and to encourage everyone to take initiative and share their experience so as to continuously improve procedures.

offices, hospitals,
healthcare facilities, hotels,
local authorities.

●●● service sector

THE CHALLENGES

In addition to their new construction, upgrade and refurbishment needs, our customers are looking for solutions to comply with increasingly strict environmental standards. In response, we offer them our expertise in implementing end-to-end solutions that interconnect the best products and services as far upstream as possible, to deliver the most efficient, most sustainable design package possible.

SUSTAINABLY

To earn France's high environmental quality (HQE®) certification, buildings must meet very strict specifications for energy efficiency, environmental impact and occupant comfort. Cegelec has already completed a third of an HQE® contract to design and build all of the HVAC and plumbing infrastructure for French bank Société Générale's new trading floors in Paris. Our teams are installing a variety of new equipment, including a fully redundant, dedicated cooling system that will remotely regulate and control the internal temperature of computer equipment storage cabinets. The building will also be equipped with a system that detects the amount of carbon dioxide exhaled by occupants and regulates the intake of outside air accordingly, thereby reducing the energy used for heating and air conditioning.

FRANCE
“In Valenciennes, in a highly demanding hospital environment, we have to deliver impeccable performance.”

“Thanks to Cegelec Belgium's expertise, the quality of our technical proposals and the capabilities of our teams, we've consistently met the hospital sector's high standards for more than twenty years now. Today, we're involved in a huge number of projects in our country, including the construction of the new Charleroi teaching hospital and the modernisation of Mont-Godinne university healthcare clinics. Our reputation helped us to win the contract to refurbish the Jean-Bernard hospital in Valenciennes, a project that included the construction of a

high-tech medical centre. Working in cooperation with Cegelec North & East in France, we submitted a very competitive proposal that set new standards for quality. We also proposed a number of modular alternatives that the customer could choose, depending on their actual needs. Once awarded the contract, we had to be proactive in scheduling the project phases. For the first phase, involving the construction of the high-tech centre, we successfully met the very tight deadlines set by the big construction companies we were working for. This wasn't always easy, but the fact that we were based

close to the site worked to our advantage and our local team's expertise made all the difference. We're now getting started on phase three, the renovation of the hospital's four towers. Getting this far means that we've earned the customer's trust. The idea is to work in synergy with Cegelec North & East, particularly on compliance, so that we can bid on other hospital contracts in northeastern France.”

**BENOÎT GOUVERNEUR, Manager
HVAC Department, Major Projects
Division, Cegelec Belgium**

THE CONTRACT Equipping the heart of GlaxoSmithKline Biologicals

A year since signing the contract, Cegelec has delivered the multi-technical packages for GSK Biologicals' new head office in Wavre (Belgium) and won the technical packages for two of the laboratories on the same site.

In January 2008, Cegelec Belgium landed the prestigious contract to design and install all of the HVAC, plumbing and data-centre electrical systems for GlaxoSmithKline Biologicals' new office. Located in Wavre, the 20,000-sq. m building is to house more than 1,000 employees and serve as the company's vaccine operations centre. The contract win reflects our expertise in managing large projects and attests to our proficiency in all of the technologies used in pharmaceutical construction. "Whether the issue was active façades, chilled ceilings or intelligent lighting, our ability to install environmentally responsible systems was a deciding factor",

says Fabrice Montesi, Director of the Building Major Projects Business Unit. A year after project start-up, Cegelec Belgium's teams received the customer's provisional acceptance of all of the technical packages for the brand new GSK Biologicals head office, including HVAC systems, power and data wiring, plumbing, sprinklers, video surveillance systems and access controls. What's more, our long-standing, mutually beneficial relationship with GSK will continue throughout 2010, since Cegelec Belgium has again been chosen to install all of the HVAC systems, electricity and clean piping for a laboratory unit also located in Wavre.



AT A GLANCE

The magnificent lobby of the legendary Mamounia luxury hotel in Marrakech is a fine example of our ability to install HVAC and smoke exhaust systems of the highest standard. After three years of refurbishment, the hotel awarded Cegelec the maintenance contract for the installations.

IN PERSPECTIVE

Taking the lead in geothermal power

Geothermal heat pumps require a larger up-front investment than natural gas boilers, but they do have two significant advantages.

First, their operating costs are extremely low and second, their image value is very high.

This because they express not only innovation but also a commitment to sustainable development, since they produce zero greenhouse gas emissions. In Rennes (France), the local environment, urban development and housing authority (DREAL) that owns the Morgat, a 6,000-sq. m office building, wanted to use a heating system aligned with France's energy-efficient building (BBC) standards. From among the solutions reviewed by Cegelec, the DREAL chose a geothermal heat pump system based on a ground loop buried 120 metres deep, which carries a glycol/water mixture to capture the earth's heat and transfer it to a heat exchanger. "Demand for geothermal systems is going to increase because they add a lot of value to buildings", says Jean Callarec, manager of a Cegelec HVAC Business Centre. "Morgat really showcases our expertise in carrying out innovative projects. It's the largest geothermal-heated building in all of western France." Leading public and private-sector companies are already expressing interest in similar solutions.

industrial
and service-sector
maintenance.

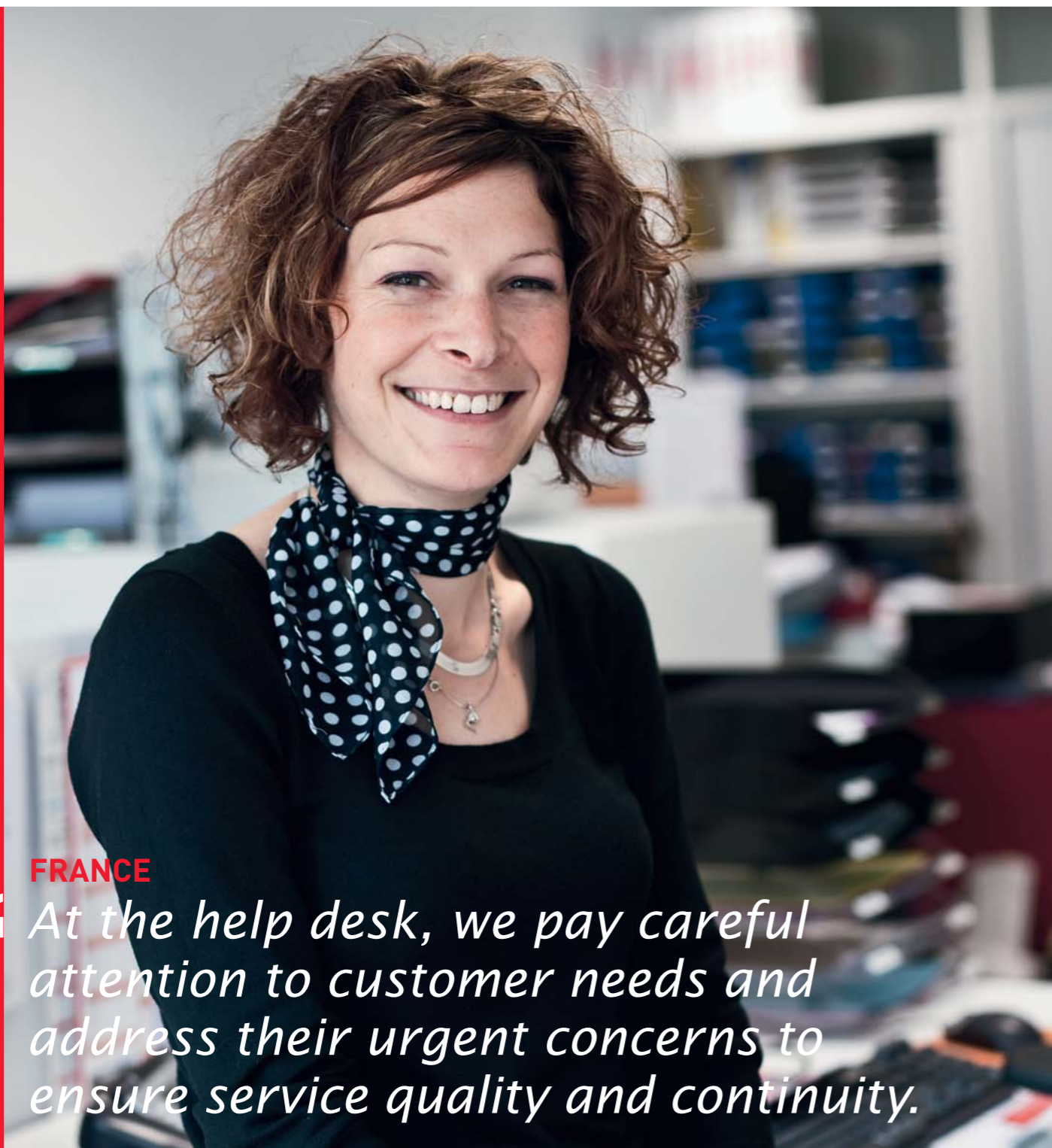
●●●● main-
tenance

THE CHALLENGES

Properly maintaining buildings and production facilities is crucial to ensuring their uptime, safety and cost efficiency. Cegelec supports customers by working with them to identify avenues to lower operating costs, optimise productivity and drive other improvements, while helping them to set short or long-term objectives. Thanks to our multi-technical capabilities and ongoing training programmes, our teams can deliver high-quality maintenance services on a daily or regularly scheduled basis.

SUSTAINABLY

In France, an extensive agency network enables Cegelec to work closely with local authorities to carry out their projects and address sustainable development issues. A good example is the six-year contract we won to manage all of the public lighting for the town of Fouesnant-les Glénan in western Brittany. Part of the project has entailed the design and implementation of a system to track all the water, natural gas, power and fuel oil used by the town's buildings, utilities and other facilities. A dedicated programme is underway in local schools to audit building energy use and install energy saving solutions such as a heat pump and thermal insulation – all aimed at reducing energy consumption by 15%. In late 2009, the programme earned the town an "Énergies d'Avenir" (Energies for the Future) label, which is awarded to local authorities that actively demonstrate a commitment to saving energy and using renewable energy sources.



FRANCE

“At the help desk, we pay careful attention to customer needs and address their urgent concerns to ensure service quality and continuity.”

“Here at the help desk, we handle requests for emergency maintenance from customers calling to report a malfunction or an incident. My job is to immediately identify the resources capable of promptly delivering a solution. It’s not always easy. To do it right, I have to grasp the meaning of the customer’s request, listen to them attentively, understand them and sometimes rephrase their needs. Depending on each team’s schedule and area of expertise, I contact a qualified technician who’s in the right place at the right time to respond as quickly as possible.”

That’s what effective maintenance is all about. Some problems, like a heating plant failure in the middle of winter or excessively high temperatures in a data centre, require an immediate response. It’s up to me to manage the stress and judge the degree of urgency. It’s also my responsibility to calm down or reassure the caller. That’s what I call having a sense of service. In addition to tracking our response, I write up reports for the account managers and enter maintenance request data. I also prepare post-response review reports for customers. It’s always a lot

of work, and every day brings a new challenge. To work at the maintenance help desk, you have to be disciplined, organised and responsive. You also have to work well under pressure and have good people skills. In maintenance, we make a very good team. Users appreciate our professionalism, which we do our best to demonstrate every day.”

Pauline Provost, Maintenance Help-Desk Operator, Cegelec Paris

THE CONTRACT For CEA Grenoble, help is just a phone call away

According to a survey carried out in June 2009 at the French Atomic Energy Commission (CEA) research centre in Grenoble, 90% of users were satisfied with the quality of Cegelec’s multi-technical maintenance services on this highly demanding site.

The CEA’s decision in 2007 to outsource all of the multi-technical maintenance services for its research centre in Grenoble to Cegelec posed a major challenge, for two reasons. First, the site is very large, the equivalent of a 63-hectare town with 286 buildings, 9 hectares of green spaces, 35 kilometres of roads and all the attendant needs for electricity, drinking water, process water, heating, air conditioning and other utilities. Second, the contract covered a vast array of services, including preventive and remedial maintenance, operation of air conditioning and fluids networks and support services for the site’s estimated 3,000 users.

“The contract meant moving away from a purely technical perspective and embracing a more user-focused approach”, says Matthieu Schmitt, Activity Centre Manager. “The first challenge was setting up a call centre capable of resolving user issues remotely whenever possible, but then sending in the appropriate response team when necessary.” With just a phone call, our teams can step in quickly and discreetly to handle problems as varied as clean-room ventilation, moving office furniture or repairing a pothole. A total of 35 technicians based in four technical units respond to more than 50,000 incident tickets a year, as part of a customer-transparent organisation.



AT A GLANCE

Brazilian oil major Petrobras, a regular customer for more than 15 years, recently awarded us both a facilities maintenance contract in Bahia and a mechanical maintenance contract for the Petrobras Reduc refinery in Duque de Caxias. More than 300 Cegelec employees will be involved.

IN PERSPECTIVE

Recognised expertise in handling and sorting systems

Nearly 150 people are working full-time to maintain mail-sorting equipment for La Poste, the French Post Office, at a dozen sorting centres in the greater Paris area, Lyon, Toulon and Angers. With the early January 2010 signature of a three-year framework agreement, La Poste reaffirmed its trust in our teams, who in recent years have gained extensive experience in maintaining handling and sorting systems, particularly for small packages.



In March 2009, we began providing these services at the industrial mail-sorting centre in Lesquin, northern France. This is one of the postal service’s largest facilities, with 14 sorting lines that must be kept running 24/7. In July, we won another major contract for the industrial mail-sorting centre in Bois-d’Arcy, whose 9 lines require the round-the-clock services of around 15 maintenance personnel.

the year in review

01/09

FRANCE

GPN, a French manufacturer of nitrogen and compound fertilizers, commissions Cegelec to install electrical infrastructure for the new urea facility at its Grandpuits plant in the Paris region.

BELGIUM

Cegelec wins the HVAC contract for the Vlaams Administratief Centrum in Leuven, a 22,600-sq. m building certified to HQE® environmental quality standards and equipped with a geothermal heat pump system. The installations will set new standards in fuel efficiency and insulation performance.

CÔTE D'IVOIRE

Société Ivoirienne de Raffinage (SIR), the country's largest industrial enterprise, orders a new control/monitoring system from Cegelec. Combined with a programmable safety controller, the new system will improve control, safety and uptime in the hydroskimming unit.



03/09

FRANCE

In a consortium with Spie Énergie, Cegelec meets very tight deadlines in installing electrical systems for the new 430 MW gas-fired combined cycle power plant in Blénod, eastern France.

02/09

MOROCCO

To bolster the Marrakech grid, national electric utility ONE asks Cegelec to install a new 225/20 kV step-down transformer at Ennakhil. The contract offers a new opportunity to demonstrate our expertise in digital control systems for transformer substations.

04/09

FRANCE

Cegelec is tasked with installing two new electric lift pump sets in the pumping station for the Neuilly-sur-Marne water plant, as well as renovating two other electric pump sets. The projects will be deployed without disrupting operations at the plant, which can produce up to 750,000 cubic metres of drinking water a day. Cegelec also wins the contract to refurbish power substations for the Sedif water plant in Méry-sur-Oise.

NETHERLANDS

BAM, the Netherlands' largest construction company, awards Cegelec a contract to supply electrical and instrumentation systems for the country's first underground natural gas storage facility in a salt cavern (180 million cubic metres), along with the HVAC and safety systems for the surface installations.



France 01/09

The Paris area highway authority (Dirif) asks Cegelec to install evacuation systems for 22 non-concession-operated tunnels in the region, including emergency exit signage, emergency telephone systems and emergency exit video surveillance systems.



France 04/09

Areva selects Cegelec as a tier-one supplier for its major uranium enrichment and conversion projects. After installing general electrical systems at the Georges-Besse II Sud plant, Cegelec lands a contract to provide general electrical contracting and physical protection systems at the Georges-Besse II Nord plant and a three-year low-voltage maintenance contract for the Georges-Besse II Sud plant.

Morocco 04/09

Electrification (substations and overhead contact lines) for the 18-km long Rabat tramway, a technically demanding urban public transit system.

Algeria 03/09

Cegelec wins the contract to build security systems for the transcontinental Pedro Duran Farell (GPDF) gas pipeline facilities. Cegelec already provides intruder alert, video surveillance and access control systems for around 30 Sonatrach sites.



France 05/09

Cegelec is awarded the contract to refurbish electrical, ventilation, signalling, control and other equipment in the 1.8-km long Croix-Rousse tunnel in Lyon.



05/09

FRANCE

Société Immobilière du Palais des Congrès awards Cegelec a contract to install power and data wiring for a new 36,000-sq. m exhibition hall in Villepinte, north of Paris.

GERMANY/BELGIUM

Prokon Nord asks Cegelec to supply electrical and automation systems for a biomass plant in Oostrozebeke, Belgium. We earlier handed over similar installations to the same customer at the bioethanol plant in Stade near Hamburg, Germany.



FRANCE

In preparation for the 2012 Olympic Games in London, Areva T&D awards Cegelec a contract to upgrade and refurbish a high-voltage converter at the Les Mandarins substation, near Calais, with new HVAC, electrical, piping and mechanical systems.

FRANCE

Cegelec is selected to commission eight traction and power supply substations for the Angers tramway and to provide power and public lighting systems for line 3 of the Montpellier tramway.

NORWAY

On behalf of Linde, one of its German customers, Cegelec is taking part in the construction of a liquefied natural gas plant in Stavanger, Norway, which will have a rated capacity of nearly 300,000 tonnes a year.



INDONESIA

Under a contract with Total, Cegelec is responsible for the EPC extension of three offshore platforms, each comprising six natural gas wells, on the Peciko field in the Mahakam delta.

FRANCE

Cegelec wins the electricity, HVAC and plumbing packages for the 161-bed Léon-Jean-Grégory hospital in Thuir, in southwestern France.

MOROCCO

OCP Group, the world's leading phosphate producer and Morocco's largest business, asks Cegelec to provide all of the electrical, automation and instrumentation infrastructure for the six washing lines at its new plant in Khouribga, 120 km southeast of Casablanca, as well as for the related flotation, decantation and sludge treatment units.



the year in review

FRENCH GUIANA

Cegelec is asked to install power and data wiring and HVAC systems for the 61,000-sq. m extension to the Cayenne hospital and power and data wiring for the Kourou surgery centre.

06/09

BRAZIL

Under a four-year contract, more than 200 employees will maintain infrastructure and equipment at the Petrobras production plant in Bahia.



GERMANY

Cegelec is tasked with engineering and installing all of the IT hardware for the planned control and supervision centre that will house the surveillance and safety systems for around 30 tunnels in Hesse.

FRANCE

BNP Paribas awards Cegelec a contract to refurbish the HVAC plant in its data centre (6,100 sq. m, of which 2,014 sq. m of computer rooms), without disruption of operations, by installing four 963-kW water chillers and thirty-four 20,000 cubic metre/hour air conditioning units.

QATAR

Cegelec wins the EPC contract to build the blastproof control building for QAPCO's petrochemical complex in Mesaieed, which will be able to produce some 300,000 tonnes of ethylene and low-density polyethylene (LDPE) a year.



FRANCE

Cegelec is asked to operate and provide multi-technical maintenance for a French Atomic Energy Commission (CEA) facility spanning 245,000 sq. m on 63 hectares in Grenoble.

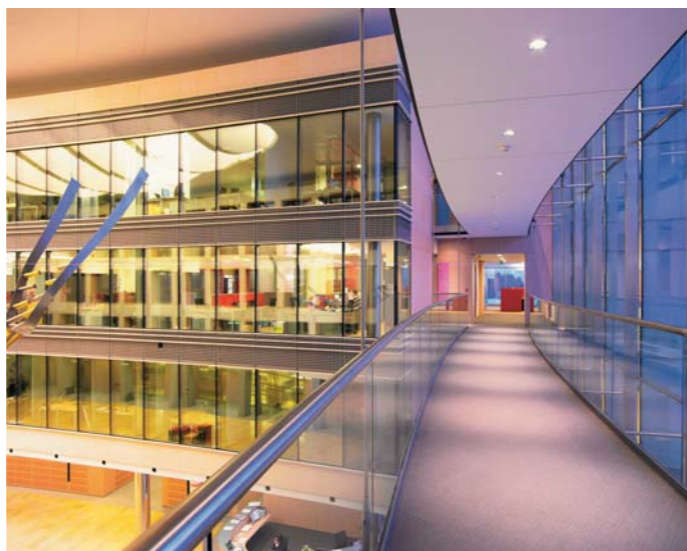
07/09

INDONESIA

In Sumatra, Cegelec wins an EPC contract to build a 150 kV substation, equipped with a control and protection system.

BRAZIL

A team of more than 100 Cegelec specialists will provide mechanical maintenance services for Petrobras Reduc's Duque de Caxias refinery in Rio de Janeiro state.



Belgium 06/09

Cegelec is awarded an electricity, HVAC and clean piping contract for a new laboratory being built by GSK Biologicals at the global head offices of its vaccine division in Wavre, which we had previously equipped with all of its HVAC, power/data wiring, data transmission, plumbing, sprinkler, video surveillance and access control systems.

Architects: Eric Ysebrant / Assar Architects



Morocco 06/09

National power utility ONE awards Cegelec a major contract, including civil engineering work, for the Lawamer transformer on the high voltage line between Jorf Lasfar and Mediouna.



France 07/09

As part of the project to restore the 1,630-metre noise mitigation tunnel over the A6b motorway where it exits Paris, Cegelec is tasked with installing the tunnel's electrical and safety equipment, as well as the surface lighting and signage systems.



Austria 07/09

Cegelec wins contracts for electrical infrastructure, including safety and fire protection systems, for the Lilienberg tunnel in Carinthia, Austria, and the Karawanken tunnel on the border between Austria and Slovenia.



France 09/09

RTE EDF asks Cegelec to refurbish the high and low-voltage systems in the 225/20 kV substation in Serre-Ponçon and to build a high-voltage (HTB) substation on the Rance river.

08/09

FRANCE

Cegelec wins the power and data wiring contract for the future quality-control, bulk production and utilities buildings at Sanofi-Aventis's dengue fever vaccine production facility in Neuville-sur-Saône, as well as the entire electrical package for the plant's cleaning-in-place (CIP) system.

FRANCE

The French Navy commissions Cegelec to provide through-life support for its fleet of 18 push and pull tugboats at the Toulon naval base. The five-year contract includes an uptime performance clause designed to increase tug availability to more than 80%.



FRANCE

After handling general electrical contracting and worksite electrical systems, Cegelec will supply electrical systems for the turbine hall at national utility EDF's planned Flamanville 3 EPR unit, as a subcontractor to Alstom. The contract involves an average of 50 employees on the ground, led by a full management team (project managers, engineering technicians, assembly leaders, warehouse manager, QHSE manager) assigned on-site for fifteen months.

09/09

FRANCE

EDF CIDEN recognises Cegelec's expertise in managing radioactive waste by awarding a contract to build the secure handling systems, electrical installations and control systems for the ICEDA irradiated waste encapsulation and storage facility in Bugey.



FRANCE

Cegelec has won a five-year, multi-technical industrial maintenance contract covering electrical systems, lighting, HVAC systems, instrumentation, gas detection systems, analysers and engines at Total's Gonfreville refinery.

the year in review

10/09

MOROCCO

Cegelec is selected to install the power and data wiring (for telephone, multimedia and building management systems) and lighting systems for the planned 45,000-seat football stadium in Agadir.



12/09

MOROCCO

On behalf of Veolia, Cegelec is leading the EPC construction of two wastewater pre-treatment plants and three wastewater pumping stations for the cities of Tétouan and Rabat. Biofiltration odour control systems will be installed at all of the Rabat facilities.

FRANCE

As part of the project to extend line B of the Lyon metro from Gerland Stadium to the Oullins train station, Cegelec is tasked with building the 1,700-metre tunnel's transformer substations, ventilation, smoke exhaust, emergency lighting and other utility systems.

11/09

QATAR

Qatar Petroleum asks Cegelec to replace the turbine and compressor control system for two liquefied natural gas production trains in Mesaieed. The contract will require full proficiency across the project management skills base.

BELGIUM

Cegelec is selected for the electricity, HVAC and plumbing packages for the new teaching hospital in Lodelinsart (Charleroi), which will eventually be one of the country's largest.



Belgium 10/09

Cegelec wins the electrical and/or HVAC contracting packages for a large number of hospitals, including Mont-Godinne (10,000 sq. m), Valenciennes (12,000 sq. m), Heusden-Zolder and UZ Gent.



Austria 12/09

Vienna's public transit company, Wiener Linien, awards Cegelec a contract for extensive services to renovate the U4 metro line and its stations.

Czech Republic 12/09

Cegelec has refurbished a total of 36 tramcars for the Prague transit company in 2009, with upgraded electricals, lower floorboards and new camera passenger information systems. A total of over 400 tramcars have been renovated to date in 20 countries and more than 50 cities.



Design and production: EURO RSCG C&O

Photos: Georges-Besse II and Flamanville 3 – EPR/EDF Médiathèque – Alexis Morin/September 2009/All rights reserved; André Tudela/Médiathèque Groupe La Poste; MEYER/Tendance Floue; Xavier Boymond; Hélène Peter; Frédéric Hédelin; Anson Smart; Cyrille Dubreuil; Vincent van den Hoogen; Marc Detiffe; etc.

