



Welcome to the SUEZ Digital HUB

ready for the resource revolution



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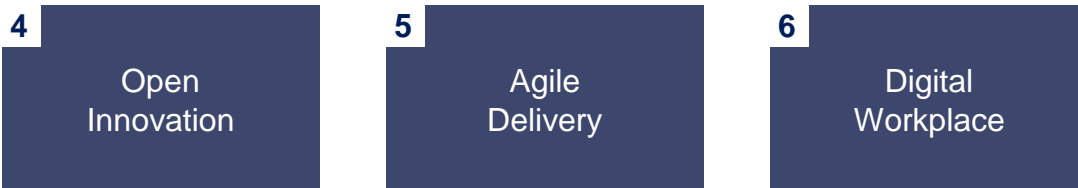
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AMBITION: MAKE SUEZ THE LEADING DIGITAL, DATA-DRIVEN ENVIRONMENT AND SMART CITY PLAYER

Business Priorities



Enablers



2018 Strategic Foundations

- ✓ Define Group Digital Roadmap
- ✓ Recruit Group Digital Team (CX, Data, OI)
- ✓ Launch Digital HUB
- ✓ Formalize seasonal acceleration process
- ✓ Share best practices from each season with BUs

SUEZ GROUP DIGITAL ROADMAP

The SUEZ Digital HUB is an acceleration program which brings cross-functional teams and partners together to deliver impactful digital projects for SUEZ and our customers in an agile approach.

MISSION



- **18 rue de Londres, 75009 Paris ;
5 min from Gare Saint-Lazare**

- **50 companies**

- **900 employees**

- **Networking & events**

- **16 seats for SUEZ**

- **Flexible contract, month-to-month**



NEXTDOOR @SAINT-LAZARE

Digital HUB Timeline & Governance

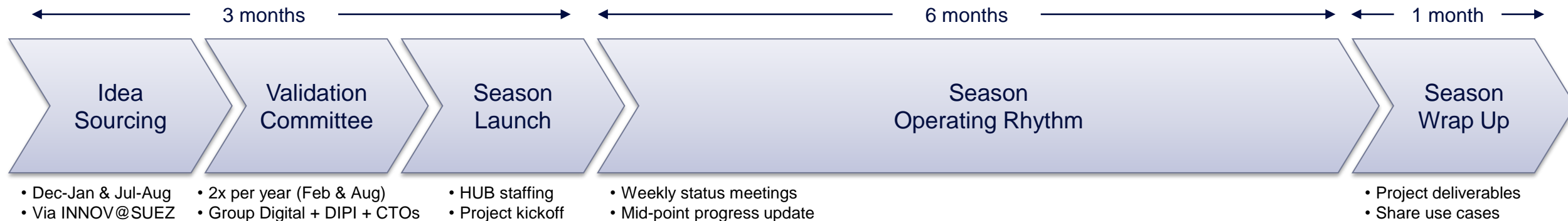


Scope

- Two 6-month seasons per year (Oct-Mar / Apr-Sept)
- Accelerate 15-20 digital projects per season
- 50% DIPI financing / 50% BU financing
- Co-location of teams at Digital HUB-Saint Lazare

Validation Process

- Call for ideas via INNOV@SUEZ
- 2 validation committees per year
- Select projects based on:
 - Scope : aligned to digital roadmap (CX, Data, New Biz Models)
 - Impact : potential turnover, margin expansion, cost savings
 - Feasibility : achievable deliverables in < 6 months
 - Scalability : potential for industrialization across multiple BUs



HUB Operations Team



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Project Team Roles & Responsibilities

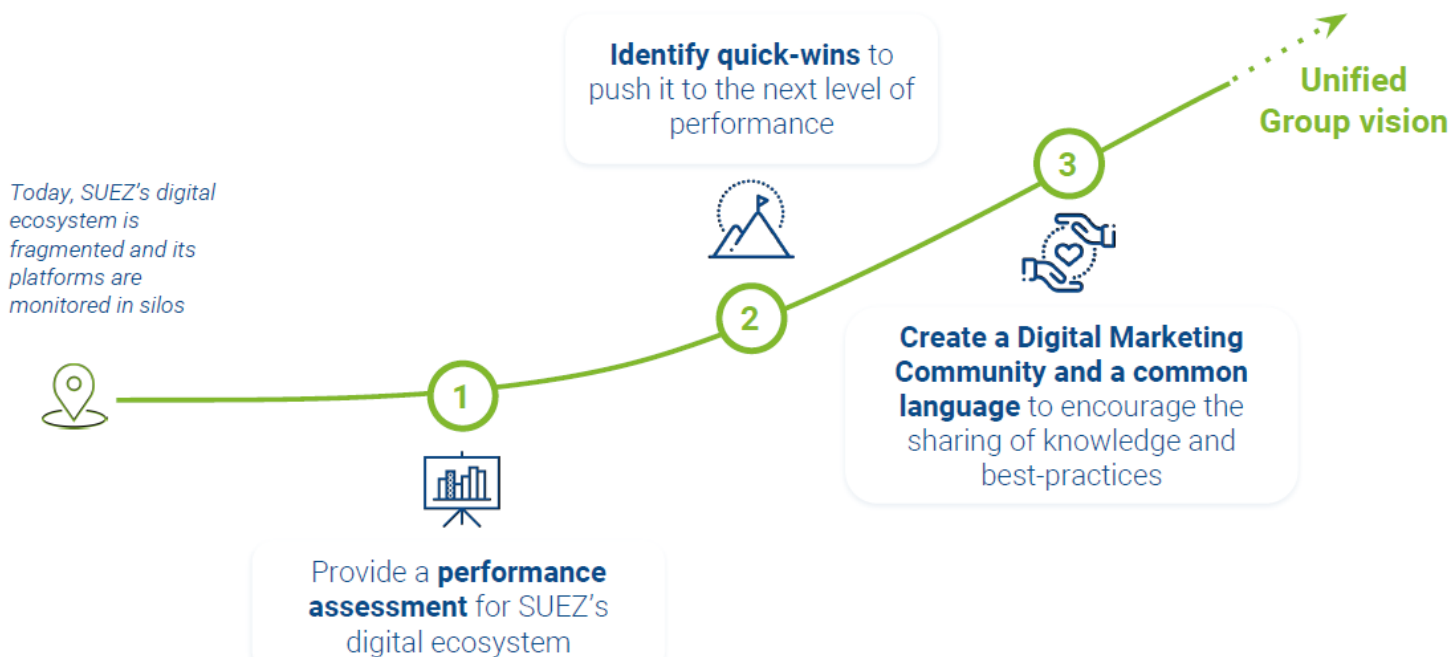
Projects accelerated by the Digital HUB involve a set of BU and HUB team members who work together in an agile approach, delivering results through a series of sprints



Role	Definition	R	A	C	I
HUB Sponsor	He finances the project and have a go / no go action. He allows digital resources for the project. He identifies the Project Leader and allows time for the project from the Group Digital part.			X	X
BU Sponsor	He finances the project and have a go / no go action. He identifies the Product Owner and allows time for the project from the BU part.			X	X
Project Leader	In charge of the project coordination. Kick off/sprints and deliverables establishment and follow up. In charge of the respect of deadlines and the involvement of the different actors. He specifies the backlog (thanks to the Product Owner inputs) and identifies the actors for action.	X			
Product Owner	In charge of the needs specification definition. He should insure that what is delivered in the project answers to the business needs. He is the voice of the final users. The Product Owner participates to all sprint meetings and is involved in the application/solution testing and the definition of the backlog.	X	X		
Data Leader	In charge of the data aspects (algo, data quality, ..) of the project. He is responsible for the project timeline and deliverables. He alerts if there are any issues for the deliverable and the deadline. The Data Leader participates to all sprint meetings.		X		
Dev Leader	In charge of development aspects (web design, data ingestion, webservices, etc.). He follows the Project Leader agenda and may be responsible for specific deliverables. He alerts if there are any issues for the deliverable and the deadline. The Dev Leader participates to all sprint meetings.		X		

Digitalization of the Customer Experience

Robust performance diagnostic of 20 digital platforms from SUEZ Group and 8 business units, including web portals, ecommerce platforms, marketplaces



Asset & Operational Performance

Train computer vision algorithms to detect non-conforming waste in municipal energy-from-waste plants and prevent unplanned downtime



Large metal items,
frames, mattress
springs, plates



Wheelie
Bins



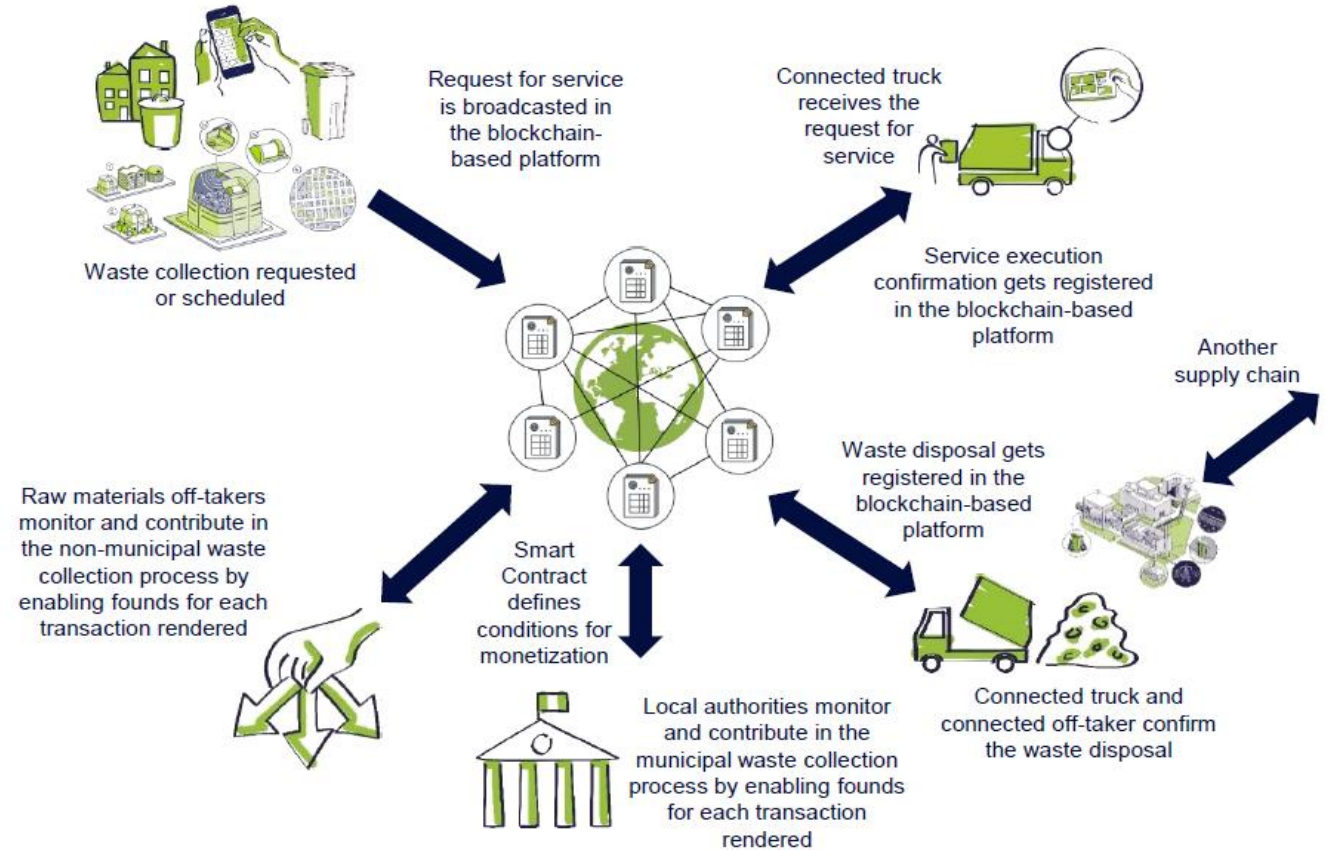
Gas
bottles



Vehicle
parts,
vegetation,
masonry

New Business Models

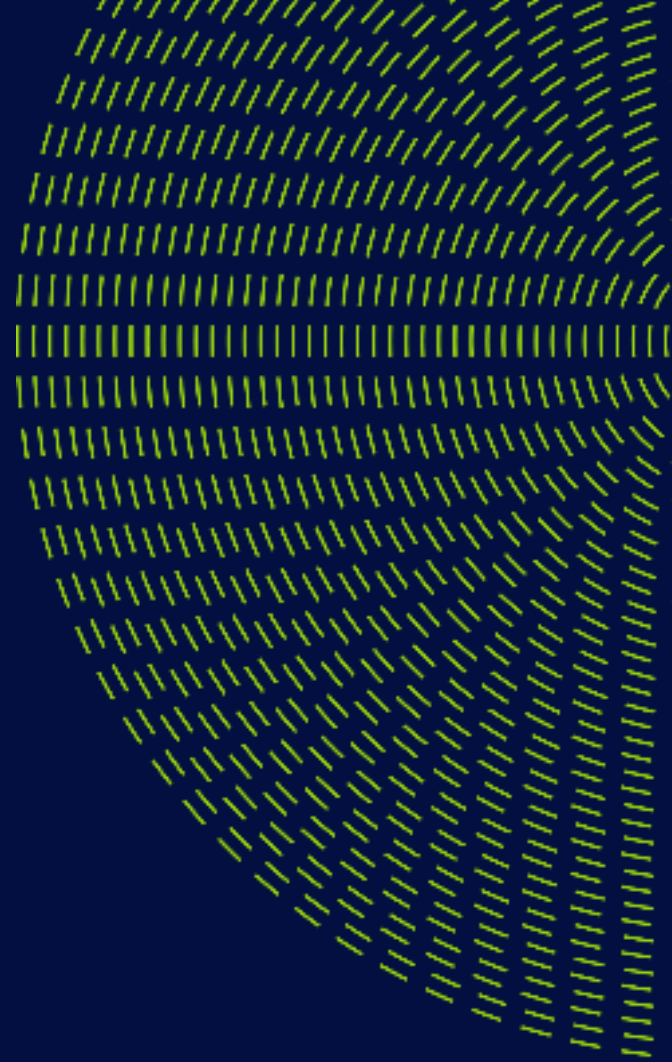
Utilize blockchain to secure and track transactions in the municipal waste value chain including request for service, pick up, and drop off at the treatment facility



THANK YOU



Appendix



OUR CONVICTIONS : 3 BUSINESS PRIORITIES & 3 ENABLERS

business priorities

1

Digitalization of the Customer Experience

*Exceptional customer experience via user-friendly high traffic **web portals**, **guide-selling tools**, & **e-commerce***

2

Asset & Operations Performance

*Innovative offers for **plant & network performance modelling**, supported by a strong **leadership on data***

3

New Business Models

*Value chain disruptions that create new sources of value (**marketplaces**, **smart cities**, **asset management**)*

enablers

4

Open Innovation

*Outside-in driven innovation enabled by an **ecosystem of partnerships with startups and influencers***

5

Agile Delivery

Flexible and scalable** approach to IT development, driven through **joint governance (digital + IT + business)

6

Digital Workplace

*New **digital skillsets** (data science) and enhanced ways of working via **digital collaboration tools***

3 areas of focus for the Group : **DATA, OPEN INNOVATION, DIGITAL CUSTOMER EXPERIENCE**