

# # we make the move



Annual financial report 2021

Fluxys



fluxys

#wemakethemove

# Our people and organisation



# Our people and organisation



## Our approach

Our 1,300 employees are our most important asset. Our results and success are down to their commitment and talents. That is why we invest in their well-being, their development, the strengthening of their ties with the company and with each other.

## Our focus in 2021



Staying safe at work together to ensure our essential services, both at home and in the field, throughout the ongoing pandemic



Promoting well-being and health through targeted initiatives, including a framework for new hybrid working



Enabling our organisation to move with our growth strategy and taking steps towards digitisation and the future of work



Launching a new Employer Branding campaign focusing on our commitment to the climate-neutral energy landscape of tomorrow



## Preparing for the future

We further honed our People & Organisation strategy in 2021 with a view to supporting the business strategy. Our People & Organisation strategy is built on three clusters, each of which is intended to prepare our company for the future through annual initiatives and programmes.

- Transforming
- Developing future-proof employees
- Offering meaningful work

### Transforming

We need to future-proof our organisation and employees in an evolving landscape. To meet this challenge, we are committed to strategies that allow employees to adapt to the new way of working and make our transformation a success.

We are striving to evolve into an open, self-learning community of interconnected teams with a common, shared goal: to successfully implement our strategy of leading the energy transition. All teams work together to transform future challenges into new opportunities.

To succeed here, we are enhancing our processes and practices based on a proactive, data-driven approach. We are attentive to changes and digitalisation to be ready for the future, meaning that HR is continuously revamping its working models and tailoring them to the new normal with a view to providing for an organisation that develops new business models while continuing to grow its existing activities.

### Developing future-proof employees

Our development and training policy ensures that members of staff have the relevant knowledge and skills. We offer a varied mix of learning tools: educational tasks falling within or outside the employees' job description, internal or external coaching, internal and external training, and an online learning platform.

There are also various digital learning portals with e-learning modules and a team of Digital Coaches to further develop our employees' digital skills.

The accelerated digitalisation triggered by the pandemic has also had an impact on the learning process: where possible, conventional training has been converted into digital or hybrid courses. The training on offer is constantly evolving to keep pace with the company's needs.

### New way of working

For the second year in a row, the pandemic had an impact on work. Employees whose jobs allowed it continued to work from home during certain periods. For operational staff, the work organisation was adapted to ensure service continuity. This led to new ways of working and cooperating in a new work environment and structure. We are also focused on hybrid working, i.e. how do you stay in contact with your colleagues, how do you work together, how do you exchange information, and so on, if you are no longer in the office together every day.

In the wake of the pandemic and new ways of working, the function of the office environment is increasingly shifting from a pure workplace to a meeting place. As such, we are investigating how the layout of our headquarters in Brussels can best be adapted to the new way of working.



In all, our employees walked 180,000 km in two and a half months in the spring of 2021. That's equal to 4.5 laps around the earth! In view of this amazing achievement, Fluxys group companies in the UK, Belgium, France and Germany donated a total of €22,000 to various charities. The initiative encouraged many employees to keep moving during COVID, sharing photos and organising special 'Fluxys walks'.



### Offering meaningful work as an attractive employer

As an attractive employer, Fluxys attaches great importance to ensuring that employees are familiar with the business context and the challenges that the company faces, as this fosters personal commitment to the company's vision, strategy and goals. Fluxys makes special efforts, using a variety of means, to systematically inform employees about the changes that are going on in the energy sector, how the company is adjusting its goals and strategy to address these developments, and what these goals mean for each individual staff member.

Based on its company objectives, Fluxys assesses its future staffing needs to gain a clear overview of which competencies are required now and in the future. This includes a sustainable, future-oriented approach to recruitment: we want what we offer as an employer to give employees proper meaning to their work in exchange for their drive, expertise and competencies. Our purpose shows what we stand for as a company in order to find the right match for future employees.

### Encouraging diversity

Fluxys encourages diversity without using positive discrimination quotas. Fluxys' human resources policy is based on individual competencies. Openness to other realities, other people's ideas and individual differences is a basic requirement expected of every employee.

Fluxys wants to use its Employer Branding communications to target diverse, complementary profiles so that candidates from different backgrounds, views or preferences feel welcome.

### Constructive social dialogue

Good social relations are vital for company cohesion and activity development, which is why Fluxys pursues transparent and constructive social dialogue with all employees and social partners.

### How will you change the world?

Our hunt for talent continues. Our new multimedia campaign helps us stand out in the highly competitive labour market in order to persuade talent to help build the carbon-neutral world of tomorrow.



**Raphaëlle is changing the world.**

**And you can too.**

At Fluxys, we're working on the next generation energy landscape, and we need your bright mind to shape, collaborate and innovate towards a carbon-neutral world.

As a global gas infrastructure player, we're committed to bring the energy transition

Choose a meaningful career in an ir- growing group and help us build energy future for generation

[www.fluxys.com/career](http://www.fluxys.com/career)



### 792 employee shareholders

At the end of 2021 and early 2022, staff were given another opportunity to buy unlisted shares in the Fluxys group. Another success and sign of commitment and confidence: 792 employees have now become group shareholders.



#### Questions about accounting data

Geert Hermans

+32 2 282 75 66 – [geert.hermans@fluxys.com](mailto:geert.hermans@fluxys.com)

#### Press contacts

Laurent Remy

+32 2 282 74 50 – [laurent.remy@fluxys.com](mailto:laurent.remy@fluxys.com)

#### Creation and realisation

[www.chriscom.eu](http://www.chriscom.eu)

#### Photography

David Samyn, Will Anderson (Badger Productions),  
Patrick Henderyckx, Wim Robberechts, Dries Van den  
Brande, DESFA, Dunkerque LNG – HappyDay, DNV  
Spadeadam test facility, EUGAL, Hanseatic Energy  
Hub, Titan LNG, TAP

#### Fluxys

Avenue des Arts 31 – 1040 Brussels

+32 2 282 72 11 – [fluxys.com](http://fluxys.com)

VAT BE 0827.783.746 – RPM Bruxelles

D/2022/12.604/3

#### Responsible publisher

Erik Vennekens

Avenue des Arts 31 – 1040 Brussels

This financial annual report is also available  
in Dutch and French. Contact our communication  
service to obtain a copy: [communication@fluxys.com](mailto:communication@fluxys.com)



<https://be.linkedin.com/company/fluxys>



@FluxysGroup



shaping together  
a bright energy  
future