

THE 8 VALUES OF MEDIATION OF THE ENGIE GROUP

1 - Listening

Balanced, available and customized. Each file is a particular case. The Mediator takes into account the situation of each person. He restores the balance if necessary between the parties and endeavor to detect the real questions and expectations.

2 - The scrupulous respect for individuals

Without preconceptions and without judgment.

3 - Willingness to identify amicable solutions

Not hesitating to call on the creativity of each party.

4 - Fairness

A rule or practice even correctly applied, can be unbearable even unfair in certain human situations.

5 - The impartiality

The Mediator is always up to neither one side or the other.

6 - A hearing for all parties

The Mediator ensures that each party had the opportunity to its point of view to another.

7 - Confidentiality

The contents of the folder and facts remain anonymous.

8 - Transparency

The annual review of activity of the Mediator is presented in a report available to all.

Mediation studies all requests it receives, and processes them according to their nature.

They are:

- Either assigned to treatment relevant departments of the Group, and followed up by the Mediation resolution.

- Or, as a last amicable resort processed within the mediation team.

In this case, a personalized relationship is established by Mediation with the customer.

The first contact with the client is made by the phone, during which «The 8 Mediation Values» are submitted.

After a thorough study folder, a custom solution is ultimately offered to the customer by letter.

