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Project:	Suez Energy Personalized Employee Total Rewards Statement
Vertical Market:	Other - Utility
Business Application:	Transactional/Statement

Business Objectives

GDF Suez Energy North America, Inc. is a wholly-owned subsidiary of Suez Energy International. Suez's Human Resources Department identified a need to help employees better understand their benefits package and give them an accounting of vacation and sick leave days. A statement was needed that would:

- Help employees understand both their tangible and intangible benefits
- Foster greater employee satisfaction

Results

A personalized annual Total Rewards Statement was developed that presents employees' benefit information in a succinct and easy to understand manner. The new format was very positively received by employees and reduced requests to the HR Department for interpretation.

According to a survey of employees:

- 82% of respondents saved the statement
- 50% referred back to the information on the statement since first receiving it

Workflow

Suez Energy chose a printed format for the statements because they wanted employees to have a tangible illustration of their benefits that they could keep and review. Because of privacy issues, Suez thought it would be best to go outside the company to have the statements produced, rather than produce them in the company's in-house print production facility. Suez turned to ImageSet for the production of the statements.

The new statements contain up to 120 fields of variable data for each employee. Working with a format supplied by a designer, the data is merged into an 11" x 17" four-page brochure personalized for each recipient. The statement clearly shows the employee's yearly base pay, incentive rewards, health benefit amounts and savings and retirement contributions. The statements also detail each employee's allotted holidays, sick leave and



vacation days. Executive level employees receive an additional insert that reviews their stock option benefits.

The employee's information is conveyed not only with variable text, but also variable graphics and charts which give a visual representation of the recipient's benefits package.

2010 Customized Total Rewards Statement

John Doe
7855 South Blosswood #14
Houston, TX 77071

September 17, 2010

Dear John,

Like the unique approach you bring to work every day, this 2010 CUSTOMIZED TOTAL REWARDS STATEMENT is a document created specifically to you. It has long been among the most important goals of GDF SUEZ – even in these uncertain economic times – to offer a competitive benefits and compensation program, a well thought-out plan that illustrates how much we appreciate you today as well as how we plan to reward you along your continued career path with us.

The 2010 CUSTOMIZED TOTAL REWARDS STATEMENT itemizes not just the total of your annual salary and projected incentive plans, but also the total of your annual salary and projected incentive plans, and work/life balance.

We hope you'll review this document with your family and 82 percent of you who help information since you first received this document useful.

Your insight and contribution

Sincerely,
Zin Small
Zin Small
President & CEO

GDF SUEZ Energy North A
1990 Post Oak Boulevard, G
Houston, Texas 77056-3831

HEALTH & WELFARE BENEFITS	Company Payment	Coverage Amount
Medical	\$6,604.50	
Dental	\$317.76	
Insurance		
Short-Term & Long-Term Disability	\$243.39	
Basic Accidental Death & Dismemberment	\$28.56	\$140,000.00
Basic Life	\$176.40	\$140,000.00
Total	\$7,370.31	

Optional Insurance Programs for Protection Against Loss of Income

- Supplemental Long-Term Disability
- Supplemental Life Insurance
- Supplemental Accidental Death & Dismemberment

Additional Programs

- Employee Assistance Program
- Flexible Spending Account Programs
- Travel Accident Insurance
- Retiree medical and dental coverage is available for purchase at age 55 with 10 years of service.

TOTAL REWARDS VALUE FOR 2010: \$90,757.59

WORK/LIFE BALANCE

Work Week/Total Paid Time Away from the Office

- Flexible work schedules with management approval
- Holidays: 15 days per year
- Sick leave: 5 days per year
- Vacation: 20 days per year

Professional Development & Education

- Tuition reimbursement available up to \$5,250 annually
- Professional memberships
- Internal and external training programs
- Encouraged professional growth goals, including mobility within the region or on a global scale

Additional Programs

- Employee Referral Awards Program with rewards up to \$4,000
- Company-matched charitable contributions up to \$5,000 annually
- Additionally, eligible employees may elect to participate in the LINK employee stock purchase plan when the program is offered.

Employee who received this document were hired before May 1, 2010. As with current company policy, please note that the Customized Total Rewards Statement does not constitute a guarantee or contract proof of employment.

If you have any questions about your Customized Total Rewards Statement, please contact Group Dining at group.dining@gdfsuera.com or 713.636.1203.

This piece was printed on 100% post-consumer waste recycled paper stock using a digital printing process with non-toxic ink and imaging oils.

2010 Customized Total Rewards Statement

Please note that the figures included reflect data as of June 30, 2010.

John Doe
Service Date: 7/2/03
Years of Service*: 7

*Years of Service is calculated from the Service Date to June 30, 2010, and the number is based on full years of service.

ESTIMATED VALUE OF SELECTED CURRENT COMPENSATION AND BENEFITS PROGRAMS FOR 2010

CASH REWARDS

Base Pay
Incentive Plans Total Paid in 2010
Short-Term Incentive
Long-Term Incentive
Perquisites/Phone Allowance

TOTAL REWARDS

Base Pay
Short-Term Incentive Plan
Long-Term Incentive Plan
Perquisites/Phone Allowance

ADDITIONAL INCENTIVE PROGRAMS

	Target Percent (Plan Year)	Target Amount	Future Pay Out
Short-Term Incentive Plan (STI)	10.0% (2010)	\$6,329.21	Q1 2011
Long-Term Incentive Plan (LT)	5.0% (2008-10)	\$2,917.48	Q1 2011
	5.0% (2009-11)	\$3,026.88	Q1 2012
	5.0% (2010-12)	\$3,184.60	Q1 2013

Special awards* to be paid:

- In 2011, eligible participants hired before June 30, 2007, are scheduled to receive 15 shares of GDF SUEZ stock.
- In 2012, eligible participants hired before March 31, 2008, are scheduled to receive 10 shares of GDF SUEZ stock.
- In 2013, eligible participants hired before April 30, 2008, are scheduled to receive 20 shares of GDF SUEZ stock.

*For certain program plans, number of shares is contingent upon company performance requirements, and some of the share allotments may have been adjusted due to the merger.

SAVINGS & RETIREMENT

Program	How the Program is Funded	Estimated Total 2010
401(k)	Current contribution rate 6.0% Pre-tax 6.0% Post-tax 0.0%	
	Projected personal contribution \$4,782.72	\$2,391.36
	Company match	\$1,263.84
Estimated Profit Sharing	2% of earned base pay, plus overtime, is deposited into your 401(k) account.	
Total Estimated Company Contribution for 2010		\$3,675.20

Based on your personal contribution percentage, the maximum IRS-allowed amount will not be achieved.*
Maximum IRS-allowed personal contribution amount \$15,500.00
Maximum company match, excluding Profit Sharing \$2,391.36
Cumulative total 401(k) balance as of June 30, 2010 \$27,174.18

*For more information about personal retirement savings and choosing the savings plan, contact PwInvestments at www.benefits@suera.com or 817-588-4710.

Your Customized Total Rewards Statement continues on the next page.

Due to the sensitive nature of the information, production and delivery of the statements must be highly secure. Some of the security steps that have been taken include:

- Human interaction with the data and statements is kept to a bare minimum
- Any extra stock that is run is shredded
- Proofs are hand-delivered to the authorizing personnel

Reasons for Success

The key best practice learned from this solution is to **use data to provide relevant information**. The highly personalized Total Rewards Statements helped employees to comprehend their full benefits in a format that was very valuable to them as a reference.



Client	GDF Suez Energy North America, Inc. www.gdfsuezna.com GDF Suez Energy North America, Inc. is a wholly-owned subsidiary of Suez Energy International, the world's fifth largest independent power producer. Based in Houston, GDF SUEZ Energy North America, Inc. is responsible for managing GDF SUEZ's positions within the energy value chain in the U.S., Mexico, and Canada, including electricity generation and cogeneration, natural gas and liquefied natural gas (LNG) distribution and sales, renewable resources, asset-based trading and origination, and retail energy sales and related services to commercial and industrial customers.
Print Service Provider	ImageSet www.imageset.com ImageSet specializes in digital print-on-demand services and the many direct marketing solutions that digital technology makes possible such as variable data printing, integrated direct mail campaigns, and automated web-to-print programs. Their innovative technology solutions help customers simplify collateral ordering, improve document workflow, and increase response rates to direct mail. Results include savings on print procurement costs, better brand control, faster time to market, and improved ROI on marketing campaigns.
Creative Agency	Ellen Custer, 2D – A Design Collaborative ellencuster@sbcglobal.net
Hardware	HP Indigo 5000
Software	Yours Truly
Finishing	Duplo
Target Audience	Suez Energy employees
Distribution	Over 900 statements produced annually
Date	Launched in 2007, ongoing