



Our energies for a **Better Life**

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# Introduction

Welcome to the first annual Corporate Responsibility Report from Bouygues Energies & Services.



For a company that has been closely involved in energy and digital networks, electrical, thermal and mechanical engineering and facility management for many years, you may think this report has been a long time in the making.

I would agree, and with good reason, at Bouygues Energies & Services we pride ourselves on acting before communicating. We have been measuring and reporting our performance for several years; primarily using our Actitudes framework for sustainable development which we will explain later on in this report. Now it is time to inform a wider audience of customers, suppliers, partners and other key stakeholders about the tremendous progress that we have made.

Our achievements in Corporate Responsibility are realised through hard work and developing long-term relationships. Many of our Private Finance Initiative (PFI) contracts run for 25 years or more. This report includes customers' views as well as many examples of Bouygues Energies & Services

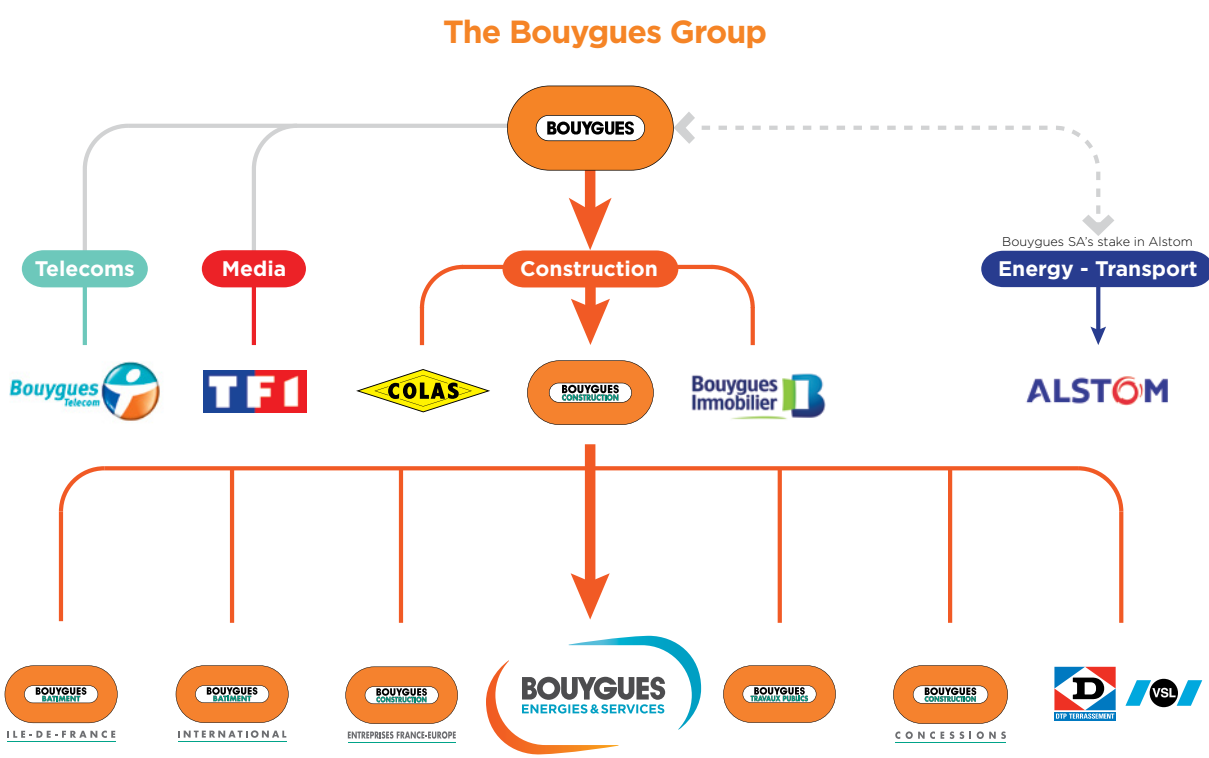
going the extra mile to ensure that performance exceeds expectations.

This is particularly true of decarbonising energy supplies. All our clients strive for improvements in energy efficiency. Of course, one of the drivers is financial, but the positive impact that improvements in energy management and consumption deliver to the wider society is also key.

Although maintaining continual progress across every aspect of sustainable development is not always easy or straightforward, I am confident that the direction of travel for Bouygues Energies & Services is the right one.

In the pages that follow, you will learn more about our business, the customers we support and the people we employ. There is however always scope for improvement. For this we rely on a continuous dialogue with employees, customers and suppliers; which is why the starting point for this report was an extensive programme of stakeholder engagement.

Jean-Philippe Trin  
CEO, Bouygues Energies & Services



Infrastructure Services



Consulting/Contracting

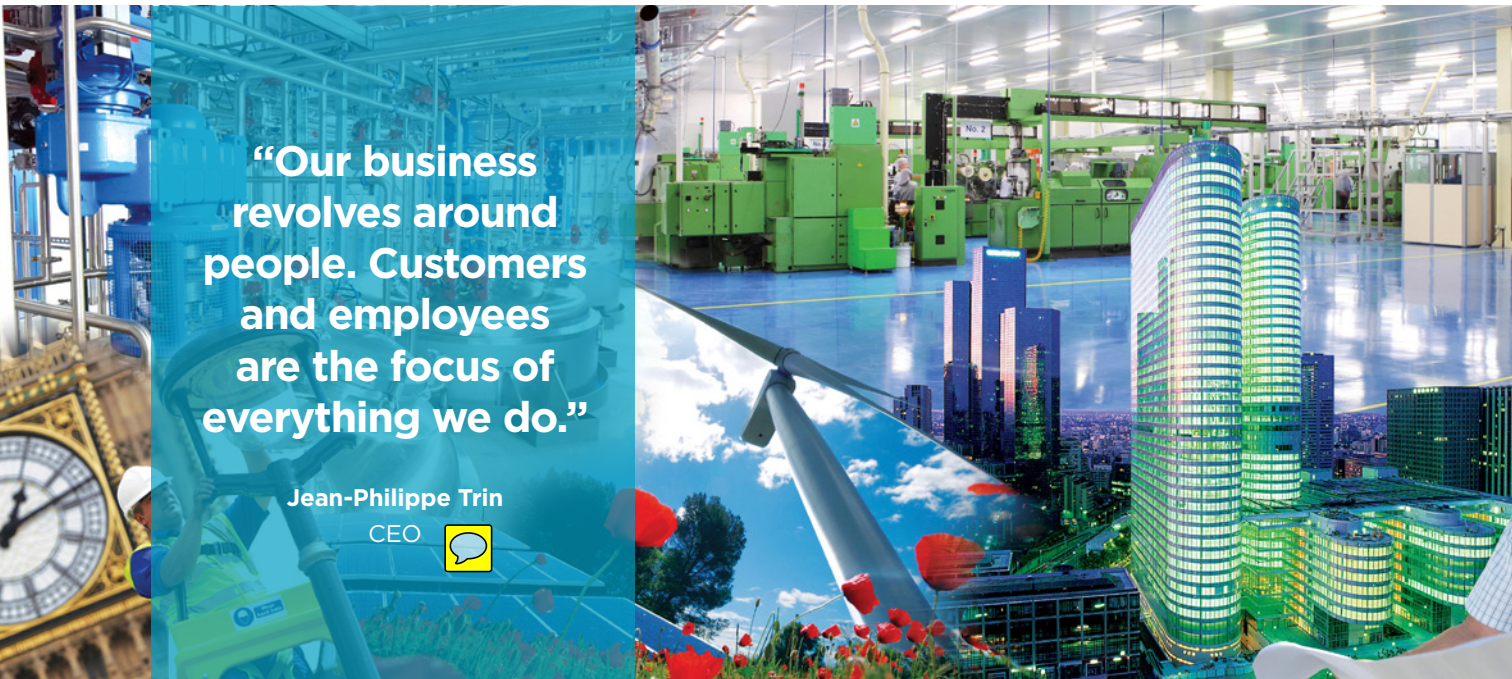


Facility Management



Energy Management





“Our business revolves around people. Customers and employees are the focus of everything we do.”

Jean-Philippe Trin  
CEO



# What we do

Bouygues Energies & Services specialises in facility management, infrastructure services, design and build of high tech facilities and energy management. We provide tailored services to meet our clients’ needs, which enable them to combine economical energy consumption with a high quality, comfortable working environment. We have a long and successful record in the UK. Our committed staff, experienced designers and skilled engineers work in partnership with suppliers, clients and the wider community. We deliver outstanding results in each of our areas of special expertise.

Bouygues Energies & Services is a subsidiary of Bouygues Construction. In the UK we employ 2,300 people and are currently running a mix of long-term partnering contracts, as well as delivering numerous other projects. As part of the global Bouygues Group, we benefit from the security, stability and long-term investment capability offered by a global brand, with presence in 80 countries and a turnover of €32bn.

## Infrastructure

- Renewable energy
- Energy transmission and distribution
- Fast and super fast networks
- Major transport infrastructure



## The city and its surroundings

- City management
- Fast and super fast broadband
- Street lighting and lightscaping
- Traffic lighting
- Energy networks
- Smart grids
- Safety and security systems
- Urban transport and mobility

## Public and commercial buildings

- Offices
- Central and Local Government
- Healthcare
- Education
- Sport and leisure centres
- Shopping centres
- Hotels
- Justice
- Defence
- Energy management
- High and low voltage
- Communications systems / VDI
- Security and safety
- BMS - BEMS
- HVAC
- Facility management

## Industry

- Automotive
- Biotechnology
- Clean rooms
- Data centres
- Defence
- Energy
- Pharmaceutical
- Logistics
- Nuclear
- Utilities
- Controls & instrumentation
- Process
- Civils and Fit-out
- Controlled environments
- Facility management

Bouygues Energies & Services has an expanding network of offices throughout the UK, providing national coverage.

## UK Offices

- |           |                    |
|-----------|--------------------|
| Brighton  | Manchester         |
| Cardiff   | Middlesbrough      |
| Edinburgh | Mitcham            |
| Exeter    | Newcastle          |
| Glasgow   | Peterborough       |
| Hatfield  | Rugby              |
| Liverpool | Stafford           |
| London    | Swindon            |
| Maidstone | + Dublin (Ireland) |

In the UK, our vision, company mission and values are core to everything we do.

## Our Vision

Our energies for a **Better Life**

## Our Mission

**Delivering sustainable performance:**  
Meeting our clients’ needs in a way that is sustainable and takes care of people and the environment.

**Developing excellence & expertise:**  
Always striving to be the best in terms of knowledge, attitude and skills.

**Widening our horizons:**  
Winning business in new sectors and locations.

## Our Values:

- R**espect others by listening and living up to our commitments
- E**xcellence and action
- S**hare responsibility and information in and across teams
- P**rotect lives and the environment
- E**ducate and empower
- C**ontinue to improve and grow
- T**ransparency and honesty





# Attitudes - ‘Shaping a Better Life’

**Actitudes**  
Better Life

“Actitudes fosters the constant drive for innovation and puts long term partnership at the heart of our business model. Each commitment has carefully measured targets which will only be delivered with the involvement of the whole team.”

**David Carr**  
Managing Director, Bouygues Energies & Services – Facility Management

Actitudes is more than a sustainable development policy, it is very much the way we work. Protecting the environment in which we operate, developing partnerships with customers, helping local communities and providing opportunities for employees have always been guiding principles of our business.

Most companies have some form of corporate mission statement used to describe their sustainable aims and objectives. Actitudes is much more than this, consisting of 4 key areas and 12 commitments. Not only does it describe our commitment to external stakeholders, it provides a comprehensive internal reporting and measuring framework; enabling every part of our organisation to monitor progress against agreed values and targets. The framework is also used as an auditing system whereby our progress can be assessed.

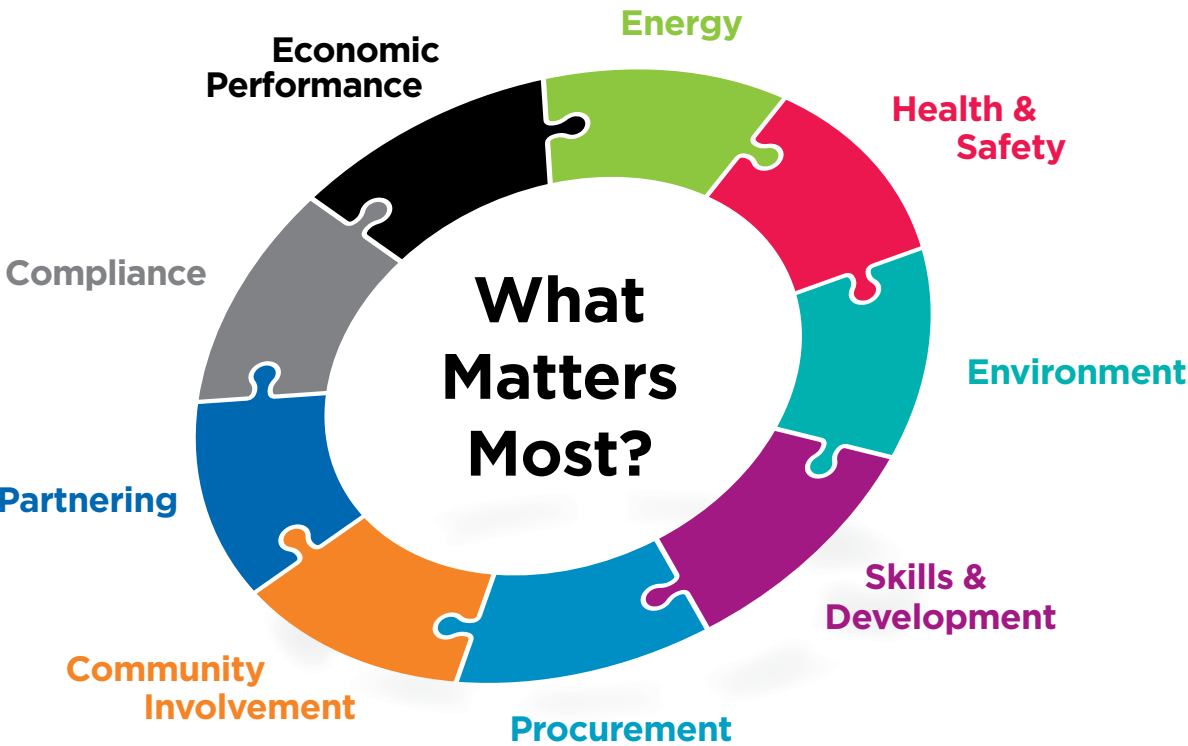


# What Matters Most?

We have decided to focus our first Corporate Responsibility Report on the issues that matter most to our stakeholders. We have undertaken a stakeholder engagement programme, comprised of internal workshops, one to one interviews with selected employees and clients and a comprehensive online and paper survey.

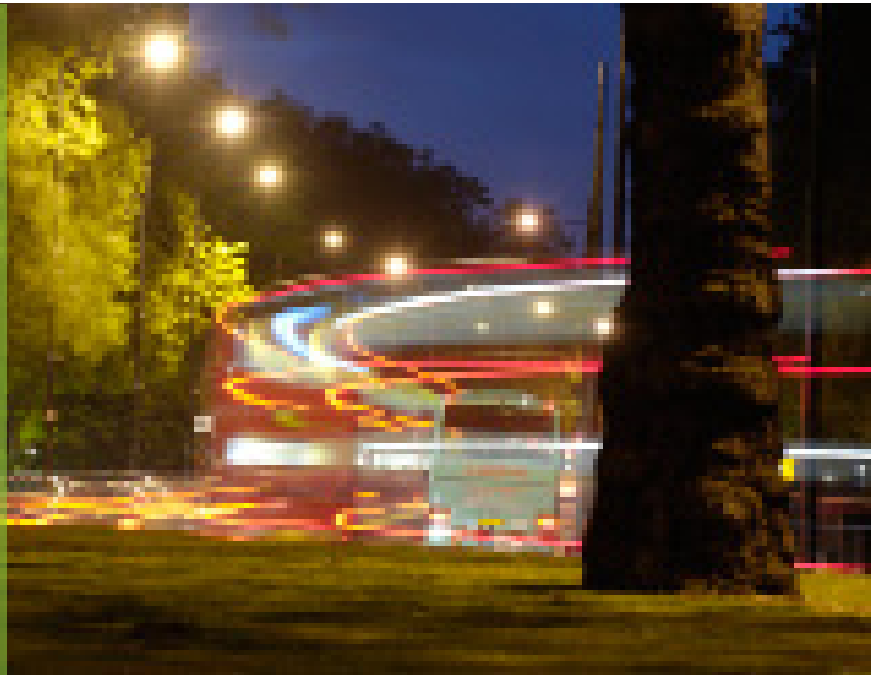
In each case, we asked our stakeholders to evaluate how important various aspects of sustainability are to them, in the context of the operations and activities of Bouygues Energies & Services. The sustainability and corporate responsibility issues most frequently reported by our peers and industry norms also informed the process.

The diagram below shows the issues judged to have the greatest impact on our business or to be of greatest concern to our stakeholders, and therefore helped us shape our report.



**“We play a crucial role to help clients improve efficiency and reduce costs.”**

**Keith Pedder**  
Director of Energy & Engineering



## Energy

There are numerous energy challenges facing society today, including increasing energy costs and legislation, security of supply and the need to reduce our dependence on fossil fuels. We are committed to reducing our own carbon footprint year-on-year. However, as a market leader in energy performance, we can achieve a much greater impact by realising energy and financial savings for our clients through managing their energy demand and playing our part in the development and installation of new energy technologies.

### Reducing the risk to clients

**We help clients manage and reduce their carbon emissions through Energy Service Contracts. These contracts, offered with funding options, transfer the technical and financial risk to Bouygues Energies & Services and provide our customers with a low-risk route to carbon reduction.**

Our Energy Service Contract at West Middlesex University Hospital, London, provides them with ongoing energy, carbon and cost reductions. This is achieved through the delivery of innovative projects and energy focused maintenance, with the target of reducing carbon emissions and energy spend by 10%.

**15,000**

Energy interventions per month from our staff

**12.5kWh  
&  
6,800**

Annual energy savings

Tonnes of CO<sub>2</sub> Carbon Reduction across three major energy saving projects

## Making street lights smarter

**We are helping several local authorities implement street lighting management schemes, in order to help meet the dual challenge of recent cutbacks in central government funding and the need to reduce energy consumption and carbon emissions.**

Solutions range from fitting pre-set electronically controlled dimmable ballasts, to low energy LED lighting systems and remotely controlled management systems. Systems we have deployed include:

- 8,000 dimmable ballasts into street lights for Stockton-on-Tees, reducing energy consumption by over 30%;
- Retrofitting a street light Central Management System (CMS) across 50,000 street lights in the London boroughs of Barnet and Enfield, reducing energy consumption by 40%;

- On our Redcar & Cleveland PFI street lighting contract we use LED bulbs in road signs, bollards, and Belisha Beacons, and we have solar powered lighting units in more remote areas.



## Helping transform a research idea into an industrial-scale energy solution

**Rising fuel prices and increased interest in energy security have stimulated interest in bio-based alternatives to petro-chemicals. We were selected as a high-tech engineering partner to develop a modular photo-bioreactor at Plymouth Marine Laboratory under a UK government Technology Strategy Board project.**

This photo-bioreactor, the largest in Europe, can ‘spin-out’ bio-oil from algae while by-products can be used in other processes such as fertiliser or a source of sugars.

Dr. Mike Allen, Microbial Biochemist at PML commented: “We have all been very impressed with the build, from start to finish. Bouygues Energies & Services staff were exceptional with regards to attitude, competence and commitment. The project got off to a flying start, the dialogue was excellent and was maintained throughout the process.”

**1st** FM provider to deliver ISO 50001 at central government location



Semi-industrial scale photo-bioreactor at Plymouth Marine Laboratory



“We have an excellent Health & Safety culture. There is always room for improvement which we will strive for as a team”

Charles Gilby  
Director of QSE



# Health & Safety

This particular aspect is at the top of our Corporate Responsibility priorities, which should come as no surprise to any of our stakeholders. Our number one priority is providing a working environment where the Health & Safety of employees, clients and everyone who comes into contact with a Bouygues Energies & Services project is paramount.

Bouygues Energies & Services is working towards a zero accident rate by committing to the development of a positive Health & Safety culture throughout our business.

As part of a global Group, we welcome and benefit from the sharing of best practices within Bouygues, as well as across the industry sectors within which we operate.

The diverse nature of our services mean that our divisions face very different Health & Safety challenges. We believe that by empowering our staff and talking to our clients we can continue to deliver Health & Safety improvements.

Over the last 12 months, we have reduced:

Time off after an accident by	71%
Accident frequency by	55%
Major accidents by	73%

## SafeAct

During 2012 we launched SafeAct, an employee behavioural safety management programme. SafeAct helps us identify safe and unsafe acts, uses employee engagement to resolve issues, and rewards positive behaviour. It aims to prevent, challenge and correct unsafe behaviours and conditions through direct interventions with staff, but equally to recognise and reward safety innovations and good practice.

## SafeSite

SafeSite is a Health & Safety audit scheme developed initially in the UK by Bouygues Energies & Services but now adopted by the group around the world. It promotes policy compliance as well as proactive actions, and covers all our workplaces in the UK. Sites are awarded monthly and annual prizes in recognition of their achievements.

All projects included in the scheme have shown significant improvements.



## Setting industry standards for safety

We have set new standards for UK highway working by developing a comprehensive risk assessment and guidance. These standards are for operatives working on central islands or pedestrian refuges and have been adopted industry wide in the UK.

The Highway Electrical Association (HEA) Safety Committee adopted our approach when producing the 'HEA Best Practice Guide for Working at Centre Islands and Pedestrian Refuge Sites'.



## Gaining external recognition

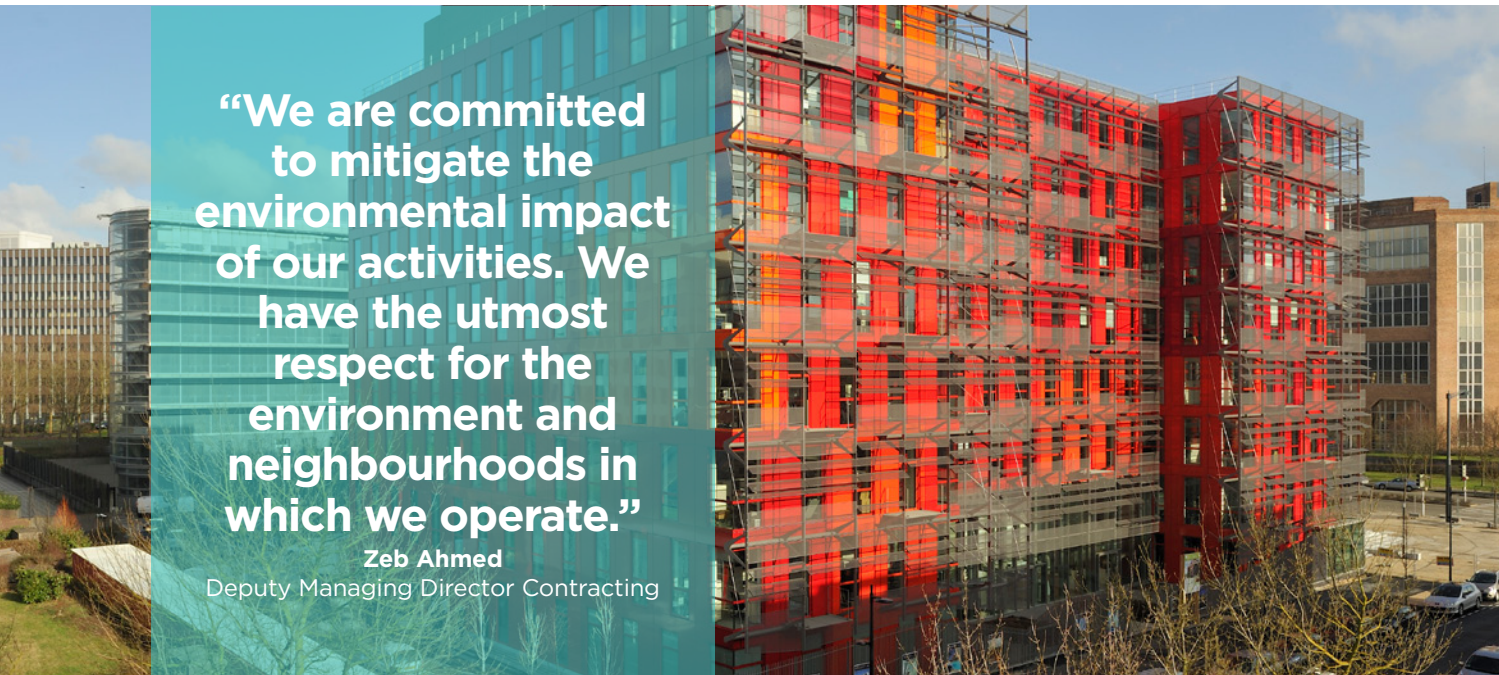
In early 2013, our business was again awarded the Royal Society for the Prevention of Accidents (RoSPA) prestigious Gold Awards for our on-going commitment and sustained levels of excellence on occupational Health & Safety.



We sponsor the Construction Health & Safety Group (CHSG) and our commitment to Health & Safety training has seen the business receive recognition from several clients for its Health & Safety performance. These include the Gold Standard at the AstraZeneca Construction Awards for Safety, recognition by Skanska for consistent Health & Safety performance on the Olympic Park and commendation by Costain Carillion JV for our excellent Health & Safety standards whilst working on the M1 Junctions 10-13 improvement contract.







“We are committed to mitigate the environmental impact of our activities. We have the utmost respect for the environment and neighbourhoods in which we operate.”

Zeb Ahmed  
Deputy Managing Director Contracting

# Environment

Every aspect of our work has an environmental impact. As well as working with clients to reduce the carbon emissions of their buildings and operations, we partner with them to eliminate waste and reduce the amount of raw materials used in operations. Working with and educating suppliers helps further reduce the environmental footprint of our projects.

## Ecosite

To reduce the environmental impact on its sites, Bouygues Construction has developed a set of environmental standards for all its businesses around the world.

The resulting Ecosite label requires personal commitments as well as drawing on the most stringent national regulations and best practices of the many countries where Bouygues Construction operates.

Through our Ecosite label we work with our clients to promote and embed a holistic approach to environmental management. This has driven high levels of environmental practices on our worksites throughout the UK.

In 2013

**12** sites retained their Ecosite label in the UK

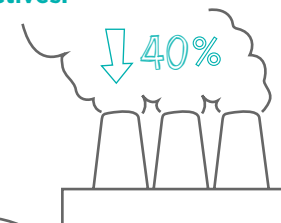


## Engineering zero-waste processes

Novel equipment technologies, that deliver dramatic improvements in energy efficiency and waste minimisation, were applied when we designed and built a new biorefinery facility. This project was for the University of York's Department of Green Chemistry. As a result, process times have been reduced from several days to a few hours. This saves energy, eliminates waste and provides the client with a dramatically reduced lifecycle cost.

At the end of October 2013, we have helped the Cabinet Office to achieve its environmental objectives:

The Cabinet Office Estate CO<sub>2</sub> emissions decreased by 40% against the baseline (2009/10)



The Cabinet Office reduced its waste by 80% against the baseline (2009/10)

## Reducing waste

The waste performance of our divisions has improved after appointing single providers to manage waste. In 2012-2013 we recycled 2,000m<sup>3</sup> of waste at a recycling rate of 85%, on sites where we acted as a principal contractor for high-tech facilities projects.

High performances were also achieved in recycling waste from a variety of educational facilities and public sector offices around London. 46% of the waste collected was recycled. 42% was sent to a waste energy plant, where the energy generated from the incineration process goes back into the national grid and 12% to an anaerobic digestion plant.



New biorefinery facility for the University of York's Department of Green Chemistry

## Greening the government's estate

We are working to support the Greening government commitments for GHG emissions, waste and water at central government estates such as the Home Office, Cabinet Office and Downing Street.

We were the first FM business in the UK to achieve ISO 50001 energy efficiency standard compliance at the Cabinet Office. We received the BREEAM Awards 2013 at Downing Street, the building that has made the most improvement year-on-year in its BREEAM In Use performance.





**“Coaching and mentoring helps employees achieve their potential. In the last 3 years over 500 staff have gained an NVQ to support their role - that’s a third of our workforce trained in understanding customers’ needs.”**

**Paul Cadman**  
Director of Human Resources and Communications



## Skills & Development

A diverse customer base, coupled with a wide variety of workforce talents and skills, calls for a comprehensive and imaginative approach to learning and development. The classroom is not always the best environment in which to learn, so our differentiated programmes often take training to the place of work, providing real ‘on the job’ experience. A trained and motivated workforce is a valuable asset. That’s why we commit 2% of the company’s pay bill to training every year.

Putting people at the heart of the business

**We offer our staff a range of training opportunities to ensure the implementation of high quality, effective and safe working practices.**

We operate four internal certificated management programmes, as well as a graduate training programme and **became an accredited training centre for the Institute of Leadership & Management in early 2013**. These programmes are part of our objective to identify and develop those employees who are the leaders of the future.

**In 2012 - 2013:**

**30%** of our managers are females

**18%** of our managers are from black and minority ethnic backgrounds

**70%** of our staff said they thought it was a great company to work for

**90%** of our staff said they were willing to put in a great deal of extra effort to help the company be successful

## Invent Challenge

Last year Bouygues Energies & Services launched an innovation challenge. It was an opportunity for our staff to showcase their successes, share and learn from good practices and innovations within the Group.

Over 1,000 participants took part worldwide and 48 finalists were chosen by a selection committee. In the UK, our staff won nine awards - two gold, five silver and two bronze. Some of these initiatives were trialled in 2013, with the aim of being rolled out across the company.

## Outstanding Apprentices

**Our commitment to training and development extends to providing apprenticeship opportunities to help young people embark on careers within the company.**

In 2013, we had 20 apprentices working with us. Two of these were recruited as part of the National Apprenticeship Service’s ‘100 apprentices in 100 days’ campaign.

In November, a member of our Infrastructure team was awarded HEA Trainee of the Year. William McCubbin was nominated for his outstanding first year working on our Barnet street lighting central management system contract.

## Diversity Plan

We already have a very diverse workforce but we are not satisfied yet. So we have set very clear targets in our 2015 diversity plan for more managers who are women or from black and minority ethnic backgrounds.

Bouygues Energies & Services is a corporate member of the Business Disability Forum and managers who are subject matter experts are often seconded to industry employment bodies, including the British Institute of Facility Management and sector skills councils, to assist with the development of teaching and learning skills.

## Investing in our people

**We are proud to have been awarded Investors in People (IiP) Bronze status in 2012, placing us in the top 7% of all IiP accredited organisations.** The Assessor’s report listed our strengths as including respect for minorities and diversity, learning opportunities and work-life balance. We have been building on this throughout 2013, targeting IiP Silver in 2014.



Over 50% of our employees own shares in the parent Group as part of our share incentive plan. Last year nearly £300,000 has been contributed by the Company to support the purchase of shares for employees.

## Future Plan

**Fifty graduate trainees have been recruited to Bouygues Energies & Services since 2005, half of them women.** Each one is allocated a mentor, for the first two years of their employment, selected to suit the graduate’s own background, work experience and aspirations.



**Graduate training session**

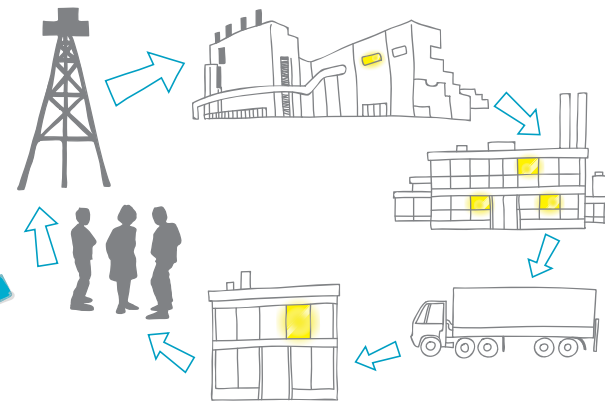
We also take our responsibilities seriously in the wider working environment, helping to develop tomorrow’s workforce for the benefit of other employees and society.





“We expect our supply chain partners to commit in the same way as we do when it comes to Health & Safety, quality, business ethics and environmental performance.”

Edward Peeke  
Managing Director Infrastructure



### Helping small businesses



We were praised for our work with the Small Business Network in assisting smaller companies to improve their practice and policies. We were also acknowledged for our active involvement with Crimestoppers campaigns and partnership work with local police community support officers at the Security Excellence Awards.

“ Bouygues Energies & Services are worthy winners. They have shown that they are committed to sharing good practice and working with other organisations to help maintain a safer environment for the public. ”

Andrew Shephard  
Assistant Director, Approved Contractor Scheme (ACS)

### Lowering the environmental impact

We have implemented Ecolabel products for all our cleaning activities. The European Ecolabel distinguishes products that meet high standards of both performance and environmental quality. Our Procurement Team evaluate all products and equipment purchased to ensure that we can lower the environmental impact across its whole life.

### Supplier CSR charter

By adopting the United Nations Global Compact, the Bouygues Group, our parent company, has shown its commitment to environmental protection, respect for human rights, compliance with labour standards and the fight against corruption.



At Bouygues Energies & Services, we fully support these commitments and all our supply chain must to comply with our CSR charter, which is included in all our contracts and publicly available on our website: [www.bouygues-es.co.uk/procurement](http://www.bouygues-es.co.uk/procurement)

### Encouraging supply chain diversity

We actively encourage diversity in our supply chain, and provide a transparent, fair and non-discriminatory procurement process. In early 2013, we implemented a supplier diversity policy designed to promote diversity throughout our supply chain.

It formalises our commitment to welcome competitive bids from all suppliers and subcontractors, and to specially promote (i) opportunities for small, medium-sized and local businesses, (ii) black, asian and minority ethnic-owned or managed businesses, and (iii) businesses owned and managed by other under-represented groups.

## Procurement

Many of the innovative management solutions delivered by Bouygues Energies & Services rely on the active participation of our supply chain. Whether we are working with suppliers to deliver critical equipment for a hospital, or enlisting the skills of a specialist subcontractor on a construction project, developing a close relationship with our supply chain is vital.

To ensure that our supply chain are familiar with the expected standards of compliance throughout the business, we help our supply chain with training and advice, work with them to ensure that their products and services, as well as their way of working, come up to our own high standards. This is part of the reason for our success in delivering projects that stand the test of time.

We regularly review performance within our supply chain. Information, and innovations are shared between us to also encourage continuous improvement. Successful supplier relationship management is very much about partnering and sharing best practice. We recognise that our supply chain is key to the delivery of any successful project. Our supply chain partners are stakeholders in our business, as much as clients and employees.

Our top 150 suppliers:

68% are small and medium enterprises

100% have signed our CSR Charter

67% have been partners for at least 7 years





**“At Bouygues Energies & Services, we are committed to developing our people and enhancing the communities in which we work.”**

**Serge Bordonnat**  
Managing Director Contracting



# Community Involvement

We are committed to developing new and existing community partnerships that provide long-term benefits and utilise our specialist skills, resources and knowledge. However, it is as much about getting involved as it is about giving funding or supplying labour.

## SE1 United

SE1 United, based near our head office in Waterloo, aims to provide opportunities for young people to build confidence and communication skills, and find and explore their true talents through new experiences. Our partnership with SE1 United and Terre Plurielle\* grant has been vital in ensuring the future of their 'Upgrade Yourself programme.'

“We are very grateful to Bouygues volunteers who have supported many of our members with practical workshops, developing interview techniques and CV writing, as well as providing an opportunity for work placements and apprenticeships. Thank you so much for all your help. We look forward to finding new ways of working together in the future.”

**Camelia Muldermans,**  
SE1 United



*\*Terre Plurielle is the Corporate Foundation of Bouygues Construction. It was created to provide financial support for projects sponsored by Bouygues Construction employees which aim to improve access to healthcare, education and employment opportunities for the disadvantaged.*



## London to Paris cycle challenge

A team from Bouygues Energies & Services cycled the 222 miles from our UK Office in Waterloo, London, to Bouygues Construction's Headquarters in Saint Quentin en Yvelines, France and raised over £1000 for charity.

## New lights for Brixton basketball court

We supplied and installed new LED lanterns on the basketball court in a Brixton Park free of charge, enabling youngsters from the local community to use the court in the evenings.



## Race for Life

A team of women from across our company took part in the 5k Race for Life at Regent's Park in London. Along with cake sales at our head office and Broomfield Hospital, the team raised over £2,500 for Cancer Research.

## Improving access for disabled students

We are proud to have funded new lift platforms at The Joe Richardson Community School in Dagenham and Eastbury Comprehensive School in Barking, especially designed to enable people with mobility issues to access the school stage.



## Mission Direct

Two of our employees, Errol Brown and Christina Farr visited Zambia for two weeks in September 2012 and 2013 to help improve facilities at Kiine and Kumbayah Primary Schools, Lusaka. We helped fund the trip organised by Mission Direct which enables people to make practical and lasting difference to some of the worlds' poorest people.



## Crisis at Christmas

We supported 300 homeless guests who spent Christmas at the The City Academy in Hackney, as part of the Crisis for Christmas scheme.

We have also sponsored or donated funds to various other events and organisations including: **Demelza House Hospice, Medals for Civil Service Sports Day, St Matthews School, the Phoenix Children's Ward at Broomfield Hospital, Christies Hospital, Forest Hill Festival, Peterborough Youth Town Cricket Club, Clic Sargent Scotland, YMCA ...**





**“Bouygues Energies & Services were incredibly helpful in offering us advice regarding our Highway Electrical Registration Scheme (HERS) accreditation.”**

**Stephen Shepherd**  
Director, Hilights Southern Limited



## Partnering

Working with, and learning from others is what helps to make us a better organisation. A long term commitment to clients, supply chain and employees forms the basis on which we continue to build a successful business in the UK.

Delivering long-term benefits to our clients is all about partnering. So it's natural that the experience we have gained in long-lasting business relationships should be applied across our entire organisation. Whether it's training our employees, encouraging Small and Medium Enterprise through our supplier diversity policy, working with local charities or delivering energy saving strategies, Bouygues Energies & Services recognises the value of partnering. This report contains many examples. Here are the views of some of the people who are partners in our success.

### Partnering to help our suppliers grow

We have worked with small highway contractors Hilights Limited and Hilights Southern Ltd for approximately 7 years.

**“Bouygues have been extremely committed with their help, particularly with the Qualified Supervisors and Authorised Officers and helping us to complete our portfolios. Without their hands-on help it would have been very difficult for us to complete our HERS accreditation.”**

**Stephen Shepherd**  
Director, Hilights Southern Limited



### Partnering to improve energy performance

We are partnering with energy management company Matrix SEE to help reduce the energy consumption of the buildings we manage. At West Middlesex University Hospital, London, we have worked together to upgrade the building's plant, re-programme the Building Management System and train on site staff in order to deliver guaranteed energy and financial savings to the client.

**“Bouygues Energies & Services are quite unique in their approach and understanding on the client requirements. The more we work alongside them, the more we are able to fine-tune the service we can offer to enhance the project delivery. There is a good fit between our companies. They understand the energy savings process and on-going monitoring required.”**

**Adrian Wilton**  
Regional Technical Sales Manager,  
Matrix SEE

### Partnering to deliver sustainability

We have designed and built for Virtus their first data centre in Enfield, London and started the second in Hayes, West London.

**“In the data centre market, the cost of energy is a big factor affecting business. But it's not only energy that is driving the increased importance of sustainability. The demand from major clients for us to demonstrate environmental responsibility is stronger than ever. Social impacts such as local employment and public transport are also important to us. Bouygues Energies & Services understand the part that sustainability plays in the future success of Virtus. Working with them, we can also appreciate the commitment they have to long term partnering.”**

**David Watkins**  
Operations Director, Virtus Data Systems

### Partnering to enhance community spirit

We are partnering with Cre8, a social enterprise developed and run by the London Coaching Foundation. It aims to close the economic gap between the Olympic Boroughs and more affluent areas of London, to create equal and better opportunities for all, through training, learning, personal development and cultural experiences. This year we continued to support Cre8 by helping them complete renovation work to their Life Style Centre and supporting their grand opening in March 2013.

**“Bouygues got involved with the mammoth task of renovating and redecorating our teaching and coaching spaces, their engineers and fixed our ageing heating boiler on several occasions in the winter. We receive no government funding, so volunteer support of this kind is vital to us to keep the centre operating.”**

**Susann Jerry**  
Cre8 Life Style Centre, Hackney, London



Virtus Data Centre, Enfield





“At Bouygues Energies & Services people really are our most important asset. Treating everyone with decency and fairness brings great rewards.”

Bruno Bodin  
CEO Bouygues Energies & Services



## Summary

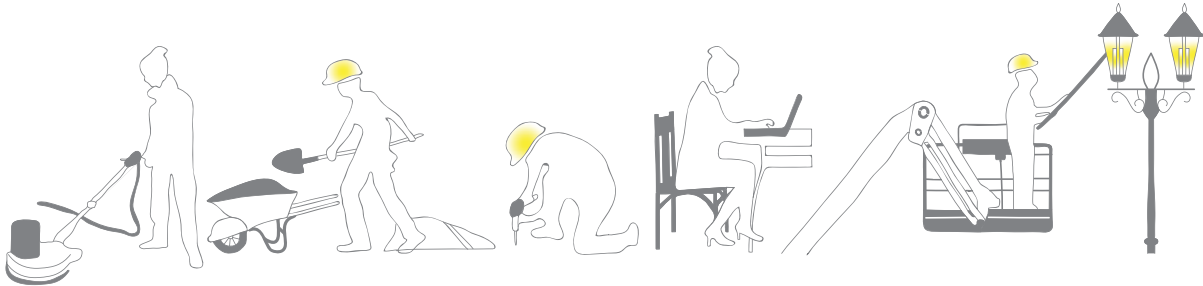
Delivering on our corporate responsibility promises will involve everyone: employees, clients and suppliers. The willingness, desire and the framework to enable us to achieve great things are already present in our company. We’re making good progress, but there’s still more to be done.

As illustrated in this report, Corporate Responsibility is paramount importance to **Bouygues Energies & Services**.

**Our people are our most important asset** and we are committed to developing our employees and enhancing the communities in which we work.

We want to offer to our customers, employees and partners a safe and healthy working environment and promote all initiatives that will foster energy performance and help reduce carbon footprints.

We are pleased to share our Vision statement with you in this report - ‘Our energies for a Better Life’ which we feel reinforces our long-term commitment to help both our customers and employees ‘shape a better life’.



## Our Commitments Moving Forward

These are the commitments we have pledged:

### ENERGY

- To continue to help clients manage and reduce their energy consumption and carbon emissions.
- To encourage staff to monitor energy wastage both at work and at home.
- To assist clients to improve their energy management, to comply with ISO 50001.

### HEALTH & SAFETY

- To continue to work towards a zero accident rate.
- To improve our action plan and continue to address our highest risks for both Health & Safety.
- To improve our sub contractors’ compliance in areas of specific identified weakness.

### ENVIRONMENT

- To continue to help reduce environmental impact across our sites through Ecosite.
- To further reduce our waste production.
- To take more actions to reduce our carbon emissions.

### SKILLS & DEVELOPMENT

- To increase the proportion of managers who are female or from black or minority ethnic backgrounds.
- To achieve IIP Silver.
- To have at least one apprentice per 100 employees.

### PROCUREMENT

- To continue to encourage using extensively the number of small and medium enterprises as part of our supply chain.
- To continue to purchase products and equipment through our procurement practices that have a low environmental impact.
- To build on current relationships and share best practice.

### COMMUNITY INVOLVEMENT

- To continue to support the local community in areas we operate.
- To encourage employees to take part in community and charity initiatives.
- To focus on building a comprehensive volunteering programme across the company.

### PARTNERING

- To assist partners in improving their energy performance and to deliver sustainability.
- To continue to share our business ethics culture with our partners.
- To continue to help suppliers to grow with us.



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