

# Extra-financial indicators



# Stakeholders

As part of its sustainable development policy, Bouygues Construction has established the conditions for ongoing dialogue with its various stakeholders.

STAKEHOLDERS	THEIR EXPECTATIONS	OUR RESPONSES	FORUMS AND FORMS OF DIALOGUE
<b>CUSTOMERS</b>	<ul style="list-style-type: none"> <li>• Service quality</li> <li>• Competitiveness</li> <li>• Innovation</li> <li>• Trust</li> <li>• Consideration</li> <li>• Ethical behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• Quality, Environment, Health &amp; Safety policy (ISO 9001, ISO 14001, OHSAS 18001)</li> <li>• Sustainable construction research programmes</li> <li>• Eco-variants offered to customers</li> <li>• Dissemination of the Code of Ethics and executive training in business ethics</li> <li>• New sustainable construction products and services (energy performance contracts)</li> </ul>	<ul style="list-style-type: none"> <li>• Customer satisfaction surveys</li> <li>• Conventions, study days</li> <li>• Newsletters</li> <li>• Organisation of “Sustainable Construction Mornings” / “Sustainable Construction Club” for customers and partners</li> </ul>
<b>SHAREHOLDERS AND THE FINANCIAL COMMUNITY</b>	<ul style="list-style-type: none"> <li>• Economic efficiency and profitability</li> <li>• Transparency and information</li> <li>• Long-term visibility</li> </ul>	<ul style="list-style-type: none"> <li>• Publication of information documents and press releases</li> <li>• Publication of the registration document and annual report</li> <li>• Responses to non-financial rating agencies and investors (through Bouygues SA)</li> </ul>	<ul style="list-style-type: none"> <li>• Annual meetings</li> <li>• Website</li> </ul>
<b>EMPLOYEES AND TRADE UNIONS</b>	<ul style="list-style-type: none"> <li>• Working conditions</li> <li>• Health and safety</li> <li>• Respect</li> <li>• Labour and union rights</li> <li>• Fairness</li> <li>• Acknowledgment of achievements</li> <li>• Training</li> <li>• Diversity</li> </ul>	<ul style="list-style-type: none"> <li>• Training: Bouygues Construction University, equal opportunity, Pro Academy, QSE Academy, etc.</li> <li>• Annual assessment interviews and internal mobility</li> <li>• Employee share ownership (Bouygues Partage and profit-sharing)</li> <li>• Fringe benefits</li> <li>• Safety training on worksites, road safety and anti-addiction campaigns, workplace stress training module</li> <li>• Ergonomics, warm-up exercises on worksites</li> <li>• Handitour roadshow to raise awareness of disability among staff</li> </ul>	<ul style="list-style-type: none"> <li>• Employee satisfaction surveys</li> <li>• Health &amp; Safety Committee, works councils, elections of employee representatives</li> <li>• Diversity Committee</li> <li>• Health &amp; Safety Committee</li> <li>• Internal communication (intranet, in-house magazines, conferences, poster campaigns)</li> <li>• Information meetings, theme days</li> </ul>
<b>SUPPLIERS AND SUBCONTRACTORS</b>	<ul style="list-style-type: none"> <li>• Loyalty</li> <li>• Fairness</li> <li>• Long-term relationships</li> </ul>	<ul style="list-style-type: none"> <li>• CSR Charter for suppliers and subcontractors</li> <li>• Contractor/SME charter</li> <li>• Partnerships</li> <li>• Welcome pack for new partners</li> <li>• Assessment of suppliers’ CSR performance</li> <li>• Social audit of suppliers in emerging countries</li> </ul>	<ul style="list-style-type: none"> <li>• Satisfaction and perception surveys / Cooperation reviews</li> <li>• Conventions</li> <li>• Day conferences</li> <li>• Working groups</li> </ul>
<b>LOCAL RESIDENTS</b>	<ul style="list-style-type: none"> <li>• Control and reduction of worksite impacts</li> </ul>	<ul style="list-style-type: none"> <li>• Environmental measures on worksites with the Ecosite label</li> <li>• Software to estimate and model worksite noise levels</li> <li>• Arrangements for consultation, dialogue and information</li> </ul>	<ul style="list-style-type: none"> <li>• Signs providing information</li> <li>• Register of complaints</li> <li>• Freefone number</li> <li>• Worksite websites</li> <li>• Meetings</li> </ul>
<b>CIVIL SOCIETY INCL. LOCAL AUTHORITIES, ASSOCIATIONS AND NON-GOVERNMENTAL ORGANISATIONS (NGOs)</b>	<ul style="list-style-type: none"> <li>• Dialogue and transparency</li> <li>• Long-term partnerships</li> <li>• Compliance with regulations, labour laws and human rights</li> <li>• Protection of the environment</li> <li>• Ethical and responsible behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• Environmental measures on worksites with the Ecosite label</li> <li>• Evaluation of carbon emissions with CarbonEco® software</li> <li>• Environmental partnerships with Noé Conservation on biodiversity and WWF on timber sourcing</li> <li>• Partnerships with charities like Care France, Emergency Architects and Planète Urgence</li> <li>• Terre Plurielle corporate foundation</li> <li>• Community action committees</li> <li>• Contribution to economic development in places where we operate</li> </ul>	<ul style="list-style-type: none"> <li>• Website</li> <li>• Participation in outside events (FEDERE Forum, etc.)</li> <li>• Membership of organisations that encourage dialogue with civil society (Comité 21, Global Compact)</li> </ul>
<b>SCIENTIFIC COMMUNITY, INDUSTRY BODIES (ADEME, CSTB, FNTP, EGF-BTP, ETC.) AND EDUCATIONAL ORGANISATIONS</b>	<ul style="list-style-type: none"> <li>• R&amp;D and innovation</li> <li>• Pooling of skills</li> <li>• Sharing of knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Specialist master’s degree in sustainable construction and housing in partnerships with Ensam and ESTP</li> <li>• Participation in research projects with CSTB</li> <li>• Creation of a chair in sustainable building and innovation with the CSTB, École des Ponts, École Centrale Paris and Supélec</li> <li>• Projects in cooperation with Ademe (eco-driving, carbon balance, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in sustainable development working groups in industry bodies</li> <li>• Lectures and courses</li> <li>• Participation in careers fairs</li> </ul>

# Methodological note on reporting

## Methodological procedures

In order to guarantee the uniformity of the indicators over the entire scope of the consolidation, a methodological reporting guide has been issued to all personnel involved in reporting the indicators. It is updated following consolidation of the previous year's data and the comments of contributors. It specifies the methodologies to be used: definitions, methodological principles, units, calculation formulas, conversion factors. A dedicated space on the intranet site is used for downloading all the reporting tools. Sustainable development indicators are gathered, controlled and consolidated using Enablon, reporting software incorporating a workflow process.

## Scope of the consolidation

In 2010, the scope "World" incorporated into Enablon covered 99% of Bouygues Construction's consolidated sales (compared with 98% in 2009). Indicators relating to sales were calculated on this basis. The following entities did not consolidate data over their entire scope of operations:

- Bouygues Bâtiment International: 97% of sales consolidated;
- VSL: 83% of sales consolidated;
- ETDE: 97% of sales consolidated.

Since the Concessions division's business is not consolidated financially, none of the indicators relating to revenues have been taken into account. Only social and community data concerning the Concessions division has been integrated into the report. Indicators linked to human resources cover all entities consolidated by the Group. Some of the social data was supplied by the Bouygues Construction central Human Resources department.

## Data relating to consortiums, partnerships and joint ventures

When a project is carried out by a consortium including several Bouygues Construction companies, data relating to the project is reported only by the lead company of the consortium.

When a project is carried out in the framework of a partnership or joint venture, data is reported in proportion to the sales recorded by the Bouygues Construction company in question.

## Choice of indicators

A task force consisting of a representative from each entity of Bouygues Construction and directed by the Sustainable Development department

has elaborated a reference framework of environmental, social and community indicators that enables us to monitor the progress we are achieving through the implementation of our sustainable development policy. The task force continues to work on improving the scope of indicators.

## Consolidation and control

The data gathered is controlled and then confirmed by the Group's operating units. Social indicators are confirmed by the central Human Resources department. The Sustainable Development department consolidates the data and checks it for consistency.

## Methodological limits

The sustainable development indicators can entail methodological limits because of:

- the representativeness of measurements and estimations carried out;
- changes in definition that could affect comparability;
- practical considerations of data reporting.

# Performance

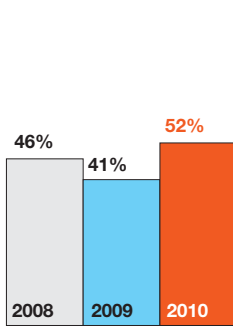
	AMBITIONS	KEY FIGURES	ACTIONS IN 2010
ECONOMIC AND BUSINESS CHALLENGES	Promote sustainable construction to clients and foster a trusting relationship	<ul style="list-style-type: none"> <li>82% of sales covered by triple certification</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable construction training for technical and sales staff to systematically include the aspect in tenders and take a proactive approach to customers (1,820 employees trained since 2008). Two courses introduced outside France in 2010, <i>Passport to Green Construction</i> and <i>Build Green</i>.</li> <li>Design of innovative products and services with respect to energy (first energy performance contract in the social housing segment, BeGreen for office renovation, Harmonia for BBC low-energy housing, etc.).</li> <li>Increase in triple QSE certification in entities and widespread use of satisfaction surveys.</li> </ul>
	Incorporate risk assessment into the day-to-day management of the company	<ul style="list-style-type: none"> <li>83% of sales in activities where a formal analysis of environmental risk is carried out</li> </ul>	<ul style="list-style-type: none"> <li>Rollout of a new internal control campaign with self-assessment exercises in operating units according to 500 criteria.</li> <li>Rollout of a common risk analysis methodology in all Bouygues Construction entities (identification, description, assessment and ranking of main risks) and integration into strategic plans.</li> </ul>
	Develop even-handed relations with suppliers and subcontractors	<ul style="list-style-type: none"> <li>87% of sales generated by operating units that have incorporated the CSR charter for suppliers and subcontractors into their contracts</li> </ul>	<ul style="list-style-type: none"> <li>Continuation of the responsible purchasing policy: training of buyers, catalogues of eco-products and eco-materials, CSR charter annexed to contracts, assessment of suppliers' CSR performance by an outside consultant, EcoVadis (164 suppliers assessed since 2008, representing sales of €415m).</li> <li>Timber sourcing partnership with WWF (first French construction firm to join the Global Forest and Trade Network).</li> <li>Conclusion of a contractor/SME charter under the aegis of the Ministry of the Economy, Industry and Employment, setting out 10 commitments for responsible purchasing.</li> </ul>
ENVIRONMENTAL CHALLENGES	Increase the consideration given to environmental factors in project design	<ul style="list-style-type: none"> <li>53% of buildings under environmental labelling or certification schemes in orders taken</li> </ul>	<ul style="list-style-type: none"> <li>Anticipation of new thermal regulations in France: 48 buildings with BBC-effergie® low-energy certification (&lt; 50kWh/m<sup>2</sup>/year) completed or in progress.</li> <li>Increased expertise in environmental certification of buildings (10 employees are assessors for BREEAM®, 10 for LEED® and 20 are HQE® and H&amp;E specialists).</li> <li>Stepping up of sustainable construction research programmes, coordinated by a skill centre and a network of 150 in-house experts.</li> </ul>
	Reduce the environmental impacts of our activities	<ul style="list-style-type: none"> <li>83% of sales in activities with ISO 14001 certification</li> <li>68% of sites awarded the Ecosite label</li> </ul>	<ul style="list-style-type: none"> <li>Launch of worksite environmental standards and the Ecosite label validating their implementation (68% of sites awarded the Ecosite label).</li> <li>Five-year partnership with Noé Conservation on biodiversity in infrastructure programmes.</li> <li>Reduction of nuisance caused to local residents: software to model and control site noise, self-compacting concrete to eliminate vibrations.</li> </ul>
	Reduce CO <sub>2</sub> emissions related to our activities	<ul style="list-style-type: none"> <li>377 carbon balances of buildings and engineering structures carried out with CarbonEco®</li> </ul>	<ul style="list-style-type: none"> <li>Rollout of CarbonEco® to systematically carry out carbon balances of projects and estimate the value of eco-variants.</li> <li>Low-carbon offerings: energy efficiency (low-energy buildings), construction methods.</li> </ul>
SOCIAL/HR CHALLENGES	Lead our business sectors in terms of health and safety	<ul style="list-style-type: none"> <li>83% of sales in activities with OHSAS 18001 certification</li> <li>6.14: industrial accident frequency rate</li> <li>0.30: industrial accident severity rate</li> </ul>	<ul style="list-style-type: none"> <li>Worksite health and safety and road safety campaigns (health and safety campaign covering 6,000 employees and subcontractors in the Paris region); Safety Days in several subsidiaries; road safety partnership with Firefighters without Borders.</li> <li>Safety training cycles adapted to different target populations (site workers, foremen, site supervisors, managers).</li> <li>Involvement of subcontractors in safety initiatives: training, accident prevention handbook.</li> <li>Anti-addiction campaigns (alcohol, drugs) on all Bouygues Entreprises France-Europe worksites.</li> </ul>
	Develop employees' skills	<ul style="list-style-type: none"> <li>48% of employees given training during the year</li> </ul>	<ul style="list-style-type: none"> <li>Proactive training policy based on training centres at Group level (Bouygues Construction University, Gustave Eiffel apprentice training centre) and in the entities (Pro Academy, VSL Academy, Confucius Training Centre in Asia, etc.).</li> <li>Increase in the amount of training provided by Bouygues Construction University (50 business-specific and management training programmes, 1,400 courses a year).</li> </ul>
	Encourage diversity in the company	<ul style="list-style-type: none"> <li>21% of managers are women</li> </ul>	<ul style="list-style-type: none"> <li>Diversity policy overseen by a committee responsible for coordinating subsidiaries' initiatives.</li> <li>Equal opportunity training (300 people trained).</li> <li>Implementation of agreements on gender equality in the workplace concluded in 2008 and signing of agreements on employing older people in all French subsidiaries.</li> <li>Study of women's position and careers at Bouygues Construction.</li> </ul>
	Participate in the economic and social life of the regions in which Bouygues Construction operates	<ul style="list-style-type: none"> <li>439 partnerships supporting integration, education and health</li> </ul>	<ul style="list-style-type: none"> <li>Numerous integration initiatives in the subsidiaries: Chantier Ecole operations in partnership with Afpa and Pôle Emploi, integration of young people from EPIDe (Defence Ministry integration scheme), mentoring of high-school students, Gateway to Employment scheme in the Paris region to help young people and adults find jobs (86 people helped in 2010), ETDE's partnership with the National Neighbourhood Association Liaison Committee.</li> <li>Humanitarian leave to work with Planète Urgence (49 employees in the past three years).</li> </ul>

	TARGETS FOR 2011
<ul style="list-style-type: none"> <li>Creation of a Sustainable Construction Club, a forum for exchanging ideas with customers and partners. The Club has four think tanks (on social housing, renewable energy sources, offices and university campuses).</li> <li>Rollout of a business ethics action plan, including whistleblowing for anti-competitive practices, stricter vetting before appointing sales agents, creation of an ethics committee and preparation of a Group training plan.</li> </ul>	<ul style="list-style-type: none"> <li>Systematically promote sustainable construction to customers (e.g. new training courses for international design managers so that they can become assessors for BREEAM® or LEED® environmental certification schemes).</li> <li>Introduce innovative products and services incorporating new technologies in order to improve environmental performance and the quality of building use.</li> <li>Extend customer satisfaction surveys in France and Europe to 100% of projects and achieve a target of 85% customer satisfaction.</li> </ul>
<ul style="list-style-type: none"> <li>Increased risk analysis and tracking throughout the project lifetime (tracking of individual risks, training of staff).</li> </ul>	<ul style="list-style-type: none"> <li>Continue to roll out internal control and risk analysis and tracking measures.</li> <li>Implement options for improvement.</li> </ul>
<ul style="list-style-type: none"> <li>Measures to involve subcontractors in the sustainable development policy: introductory handbook covering health and safety, quality, the environment and illegal labour, plus training and cooperation reviews.</li> <li>Measures to combat illegal labour: systematic checks of identity documents and work permits, personalised access badges, in-house checks.</li> </ul>	<ul style="list-style-type: none"> <li>Increase the number of suppliers assessed by EcoVadis and audit low-scoring suppliers; incorporate CSR performance as a criteria for choosing suppliers for framework agreements.</li> <li>Incorporate purchasing criteria derived from BREEAM® and LEED® into Bouygues Construction's responsible purchasing policy.</li> <li>Train purchasers in responsible timber purchasing in the framework of the partnership with WWF.</li> <li>Monitor partnerships with suppliers and subcontractors and the various ways in which they are implemented.</li> </ul>
<ul style="list-style-type: none"> <li>Creation of a research chair in sustainable building and innovation with École des Ponts, École Centrale Paris, Supélec and CSTB, focusing on low-carbon technologies, sustainable buildings and sustainable urban planning.</li> <li>Sharing of sustainable construction knowledge: dedicated intranet site, training programmes, specialist master's degree with ESTP and Ensam, work with CSTB.</li> </ul>	<ul style="list-style-type: none"> <li>Step up sustainable construction research programmes (43% budget increase on 2010).</li> <li>Continue work with CSTB on Elodie® building lifecycle analysis software.</li> <li>Expand training to become an international assessor for LEED® AP and/or BREEAM®.</li> <li>Continue work on the energy-efficient renovation of Challenger, Bouygues Construction's headquarters building, with the aim of obtaining triple certification (HQE®, BREEAM® and LEED®).</li> <li>Step up analysis of the environmental quality of products (eco-products database).</li> </ul>
<ul style="list-style-type: none"> <li>Consultation and feedback actions with local residents: information meetings, websites, freefone numbers, open days, satisfaction surveys.</li> <li>Initiatives to raise employees' awareness of green behaviour on worksites and in the company.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to roll out the Ecosite label.</li> <li>In purchasing, increase the proportion of wood products of known and/or certified origin in compliance with the commitments given to WWF as a member of the GFTN.</li> <li>Establish partnerships with suppliers and subcontractors to limit packaging and offcuts of materials.</li> </ul>
<ul style="list-style-type: none"> <li>Reduction of transport-related emissions: company vehicles that emit less CO<sub>2</sub>, corporate travel plans in five subsidiaries and at Bouygues Construction headquarters, training in eco-driving techniques, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Step up research into low-carbon buildings in the context of the chair in sustainable building and innovation.</li> <li>Try out low-carbon self-compacting concrete on Bouygues Entreprises France-Europe worksites.</li> <li>Roll out the "headquarters" version of CarbonEco® to quantify Bouygues Construction's greenhouse gas emissions.</li> <li>Devise a travel policy to encourage eco-mobility.</li> </ul>
<ul style="list-style-type: none"> <li>Rollout of warm-up exercises for site workers before they start work.</li> <li>Vaccination campaign for all site workers in Vietnam, Thailand and Equatorial Guinea.</li> <li>Signing of psychosocial risk prevention agreements in several entities (Bouygues Bâtiment Ile-de-France, Quille, DV Construction); creation of a training module on countering workplace stress (three sessions in 2010).</li> </ul>	<ul style="list-style-type: none"> <li>Continue a proactive health and safety policy with awareness-raising and training actions for employees, temporary workers and subcontractors.</li> <li>Roll out workplace stress training (six sessions scheduled).</li> </ul>
<ul style="list-style-type: none"> <li>Training in sustainable development and sustainable construction (Bouygues Construction University).</li> <li>Extensive use of employee satisfaction surveys (6,950 employees surveyed since 2009).</li> <li>Day One initial training course for first-time expatriates (ten sessions in 2010).</li> </ul>	<ul style="list-style-type: none"> <li>Emphasise training that addresses safety and sustainable construction issues.</li> <li>Roll out the Relational Campus training programme to help recently promoted managers develop an attitude of respect and consideration.</li> </ul>
<ul style="list-style-type: none"> <li>Preparation of an action plan rolled out in all entities.</li> <li>Agreements with Agefiph in most entities on the integration of disabled workers; HR/purchasing pairs to encourage use of the sheltered sector; Handitour roadshows to raise awareness of disability on worksites.</li> </ul>	<ul style="list-style-type: none"> <li>Organise new equal opportunity training sessions (eight sessions scheduled in 2011).</li> <li>Implement an action plan on women's place in the company.</li> <li>Continue the policy to promote the employment of people with disabilities and initiatives with the sheltered sector.</li> </ul>
<ul style="list-style-type: none"> <li>Support through the Terre Plurielle corporate foundation for associations sponsored by employees that favour access to healthcare, education and integration (53 projects supported since 2009).</li> <li>Partnerships in response to emergencies with Care France in Cuba (two-year plan to build and rehabilitate 3,000 homes) and Emergency Architects, especially in Haiti.</li> </ul>	<ul style="list-style-type: none"> <li>Continue actions to promote integration wherever Bouygues Construction has operations.</li> <li>Sponsorship through the Terre Plurielle foundation and local partnerships.</li> </ul>

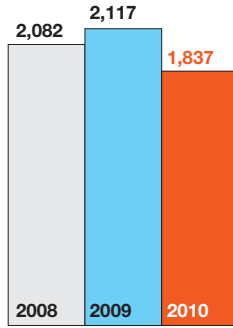


# Economic challenges

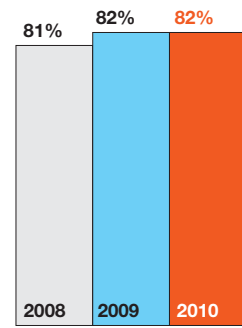
**FOSTER A TRUSTING RELATIONSHIP WITH CUSTOMERS**



Percentage of completed projects that are subject to a customer satisfaction process.  
(Global excl. ETDE (83% of sales) – GRI PR5)

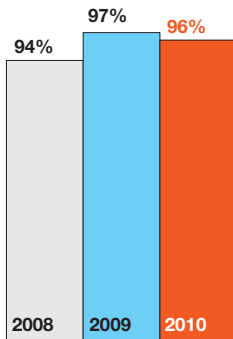


Number of managers trained in business ethics in the past 3 years.  
(Global – GRI SO3)



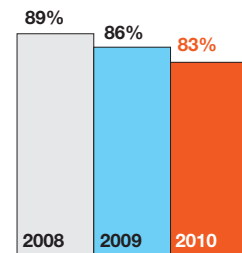
Percentage of sales covered by triple Quality-Safety-Environment (QSE) certification.  
(Global – GRI PR1)

**IMPLEMENT A QUALITY MANAGEMENT SYSTEM**

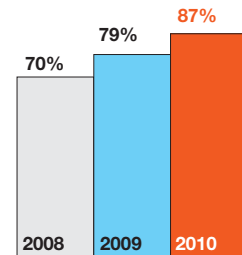


Percentage of sales covered by an ISO 9001 certified quality management system (QMS).  
(Global – GRI PR1)

**INVOLVE SUPPLIERS AND SUBCONTRACTORS IN THE SUSTAINABLE DEVELOPMENT POLICY**



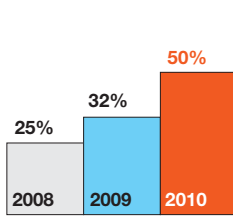
Percentage of sales generated by operating units with an action plan to involve subcontractors in the QSE approach.  
(Global in 2010 – Internal, Excl. VSL and Bouygues Bâtiment International in 2008 and 2009)



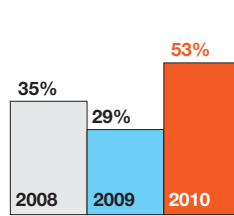
Percentage of sales generated by operating units that systematically incorporate the Sustainable Development Charter in their subcontractor and supplier contracts.  
(Global in 2010 – Internal, Excl. VSL and Bouygues Bâtiment International in 2008 and 2009)

# Environmental challenges

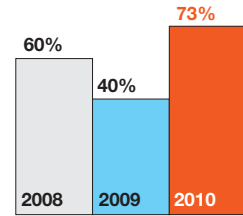
DESIGN BUILDINGS AND STRUCTURES WITH HIGH ENVIRONMENTAL PERFORMANCE



Percentage of R&D budget devoted to sustainable construction.  
(Global – Internal)

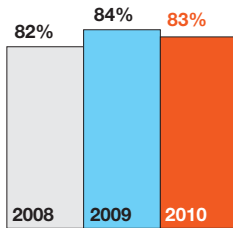


Percentage of orders taken for buildings with environmental labelling or certification.  
(Building activities, France and international (65% of sales) – Internal)

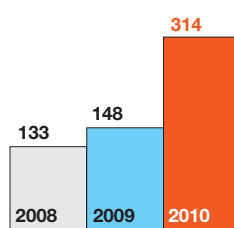


Percentage of orders taken for buildings with environmental labelling or certification of which Bouygues Construction is the designer.  
(Building activities, France and international (65% of sales) – Internal)

REDUCE THE ENVIRONMENTAL IMPACT OF OUR BUSINESSES



Percentage of sales covered by an ISO 14001 certified environmental management system.  
(Global – GRI PR1)



Number of buildings with environmental labelling or certification incorporated in the global amount of orders taken.  
(Building activities, France and international (65% of sales) – Internal)

259

worksites with the in-house environmental Ecosite label at 31 December 2010, corresponding to 68% of eligible sites.  
(Global excluding VSL – Internal)

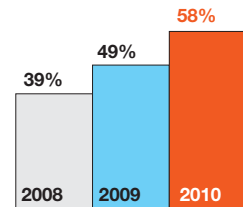
REDUCE AND RECYCLE WASTE

2,342

Total quantity of hazardous waste collected (tonnes).  
(Global – GRI EN22)

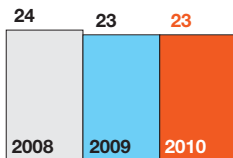
919,382

Total quantity of non-hazardous waste collected (tonnes).  
(Global – GRI EN22)



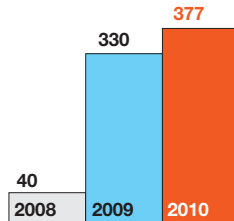
Percentage of non-hazardous waste recycled.  
(Entreprises France-Europe (30% of sales) – GRI EN22)

REDUCE ENERGY CONSUMPTION



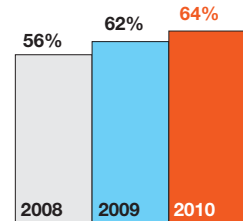
Fuel consumption (in millions of litres) of the light commercial and passenger vehicle fleet.  
(France – GRI EN3)

REDUCE CO<sub>2</sub> EMISSIONS



Carbon balances carried out.  
(Global – EN16)

MINIMISE DISTURBANCE FOR LOCAL RESIDENTS



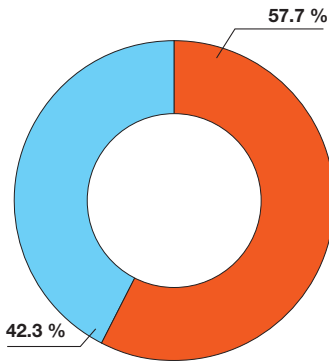
Percentage of sites involving local residents through consultation, communications campaigns or satisfaction surveys.  
(Global excl. ETDE and VSL (81% of sales) – Internal)

# Social and HR challenges

ATTRACTIVENESS

54,126

employees in 2010.  
(France – GRI LA1)



**BREAKDOWN OF WORKFORCE**  
 ■ International  
 ■ France

€15.9m

allocated to voluntary profit-sharing (intéressement) paid in 2010 on the basis of 2009 results.  
(France – Internal)

€29.2m

allocated to compulsory profit-sharing (participation) paid in 2010 on the basis of 2009 results.  
(France – Internal)

€34.5m

paid as matching contributions under the Corporate Savings Plan in 2010.  
(France – Internal)

85%

of employees took part in most recent Works Council elections, compared to 84.5% in 2009.  
(France – Internal)

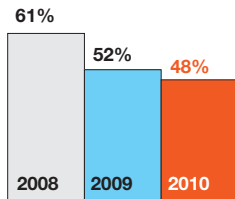
109

collective agreements were negotiated in 2010, including mandatory annual negotiations, compared to 119 in 2009.  
(France – Internal)

€1.3m

paid as matching contributions under the Supplementary Pensions Saving Scheme in 2010.  
(France – Internal)

DEVELOP EMPLOYEES' SKILLS



Percentage of employees having received training during the year, by status (2010): Management (international only): 47% / Managers: 74% / Supervisors: 68% / Site workers (global): 36%.  
(Global – GRI LA10)

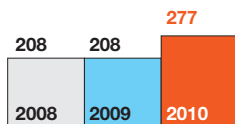
6,950

employees took part in employee satisfaction surveys during the last two years.  
(Global – Internal)

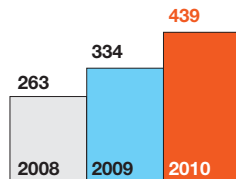
5.40%

of the annual payroll devoted to training in 2010, compared to 5.12% in 2009.  
(France – Internal)

PARTICIPATE IN LOCAL ECONOMIC AND SOCIAL LIFE

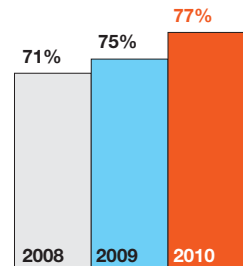


Number of operations carried out in the year in partnership with local organisations promoting social inclusion.  
(France (61% of sales) – Internal)



Number of partnerships seeking to support social inclusion, education and healthcare in the course of the year.  
(Global – Internal)

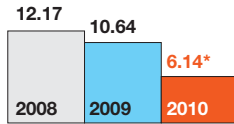
MONITOR EMPLOYEES' CAREER PATHS



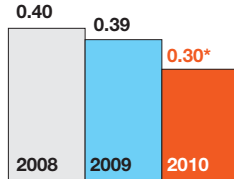
Percentage of employees benefiting from regular evaluation of performance and career development.  
(France – GRI LA12)



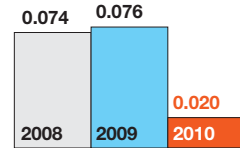
IMPROVE ACCIDENT PREVENTION AND HEALTH AND SAFETY MEASURES



Frequency rate of industrial accidents involving production staff.  
(Global – GRI LA7)



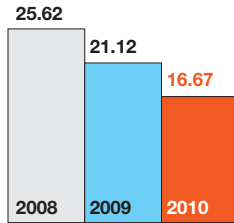
Severity rate of industrial accidents.  
(Global – GRI LA7)



Frequency rate of fatal industrial accidents.  
(Global – GRI LA7)

15.93\*%

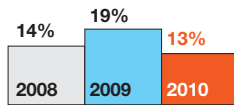
Overall industrial accident frequency rate.  
(Global – GRI PR1)



Frequency rate of industrial accidents involving temporary site workers.  
(Global excl. BI (78% of sales) – Internal)

0.06

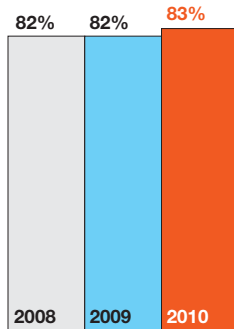
Frequency of fatal accidents to temporary site workers.  
(Global – Internal)



Frequency rate of road accidents with the company vehicle fleet involving third parties.  
(Global – Internal)

77

cases of occupational illness recognised by social security authorities in 2010.  
(Europe (74% of sales) – GRI LA7)



Percentage of covered by an ILO or OHSAS 18001 safety management system or equivalent.  
(Global – GRI PR1)

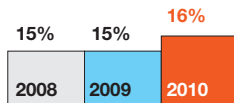
\*To comply with standard practice in the industry, Bouygues Construction has changed its way of calculating safety indicators. Indicators are now calculated on the basis of all employees and not only employees assigned to production (under the previous method of calculation, frequency rate = 7.61 and severity rate = 0.39).

**Frequency rate** = Number of lost-time accidents x 1,000,000 / number of hours worked.

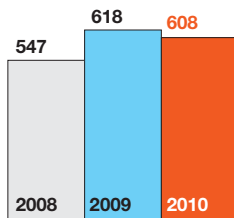
**Severity rate** = Number of days of lost time x 1,000 / number of hours worked.

**Fatal industrial accident frequency index** = Number of deaths following an industrial accident x 1,000 / Population involved.

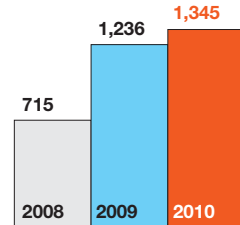
ENCOURAGE DIVERSITY



Percentage of women in the overall workforce. By status (2010): Senior Management (members of management committees): 9% / Managers: 21% / Supervisors: 32% / Site workers: 1%.  
(France – GRI LA13)



Number of disabled workers on permanent work contracts in France.  
(France – Internal)



Total value (in €k) of work contracted to sheltered workshops and service industries in the year.  
(France – Internal)

# Self-assessment of the Actitudes policy by entities

**To facilitate deployment of the policy,** a detailed frame of reference specifies expectations for each of the 42 core actions of Actitudes. The Entities and Operating units evaluate their own progress according to four levels and set themselves targets to reach by the end of the year.

## METHODOLOGY OF SELF-ASSESSMENT OF THE ACTITUDES POLICY

This self-assessment process enables each structure to evaluate its own performance and to determine its own priorities among the core actions and the rate at which it will roll them out.

### Scope

In 2010, the scope of application of self-assessment according to the Actitudes frame of reference represented 100% of Group sales. The term “consolidated Bouygues Construction Group” refers to all entities and operating units excluding the Concessions division and economic interest groups, which are not included in the consolidation but are subject to specific monitoring.

Since the Concessions division’s operations are not included in the consolidation on a financial level, its self-assessment scores are not consolidated at the level of Bouygues Construction, but are presented separately.

### Process

A methodological guide for the Group was written in 2009 to set down the self-assessment process with regard to:

- scope of application,
- roles and responsibilities,
- rules for awarding scores,
- stages in the process,
- the timetable.

For the majority of entities, the score awarded corresponds to the average of scores assessed by the operating units composing them. For the others, the score combines assessments made in the field and appraisals made by the entity’s management committee. These methodological differences result in a degree of uncertainty. The field of non-applicable actions has to be defined and validated at the level of each entity. To better reflect the respective weight of the various entities, the scores are weighted by the sales of the entities.

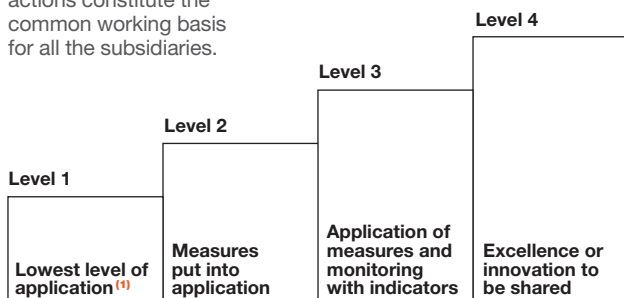
### External verification

Following four years of implementation, the Group decided to commission a further independent audit of implementation of the Actitudes policy. The audit procedure and conclusions are detailed on page 73. This audit, designed to be a follow-up audit, was carried out on a sample of four operating units for 2010, with a selection of six construction sites involving structural works. ●

THE FOUR LEVELS OF PROGRESS

# 42

actions constitute the common working basis for all the subsidiaries.



(1) For 31 actions of the 42 in the frame of reference, level 1 corresponds to no specific action having been undertaken. For 11 of the actions, it corresponds to occasional measures or measures on a limited scope having been undertaken.



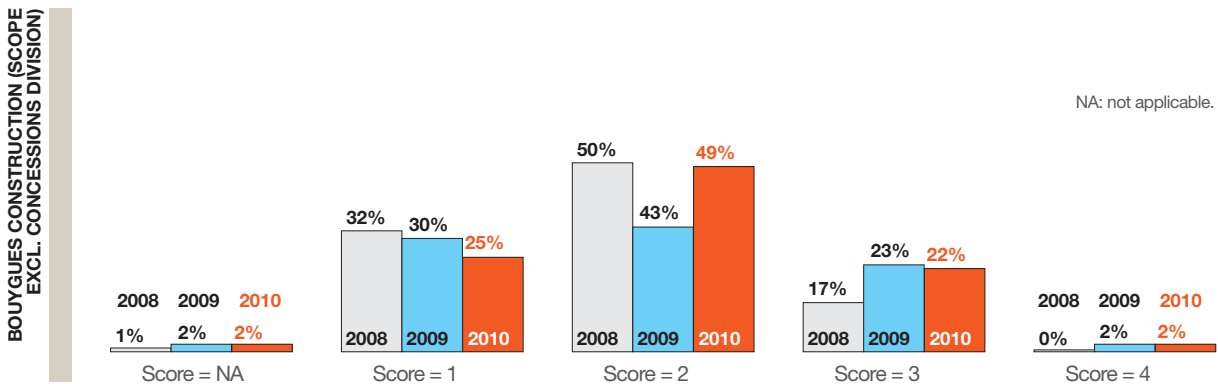
## RESULTS OF 2010 SELF-ASSESSMENTS

The process can be seen as a good example of continuous improvement, through the increasingly frequent application of self-assessment at the level of operating units, construction sites and support functions and by an ever-growing mastery of the methodology.

In 2010, 73% of operating entities' scores were level 2 (measures put into application) or higher, and 24% of scores were level 3 (application of measures and monitoring with indicators) or higher. A breakdown of scores shows that there has been overall progress from 2009 to 2010: level 1 scores fell 16% compared to 2009, while scores higher than level 2 rose by 7%. This improvement reflects the continuing rollout of the Actitudes policy in the entities and operating units.

A closer analysis reveals that the progression of scores higher than 2 is mainly situated between 2.5 and 3. The requirement to provide monitoring indicators to achieve level 3 often explains the difficulty of getting further than this, even if actions have been implemented.

With respect to the specific monitoring of the Concessions division (not included in the consolidation), it should be noted that 88% of the Concessions division's scores in 2010 were level 2 (measures put into application) or higher, and 43% of scores were level 3 (application of measures and monitoring with indicators) or higher. ●



### LEVEL OF IMPLEMENTATION PER THEME

In 2010, the level of implementation rose for six themes covered by the Actitudes frame of reference, and in particular the themes concerning customers, risks and the management of sub-contractors. Only Theme 7 saw a slight fall in the weighted average.

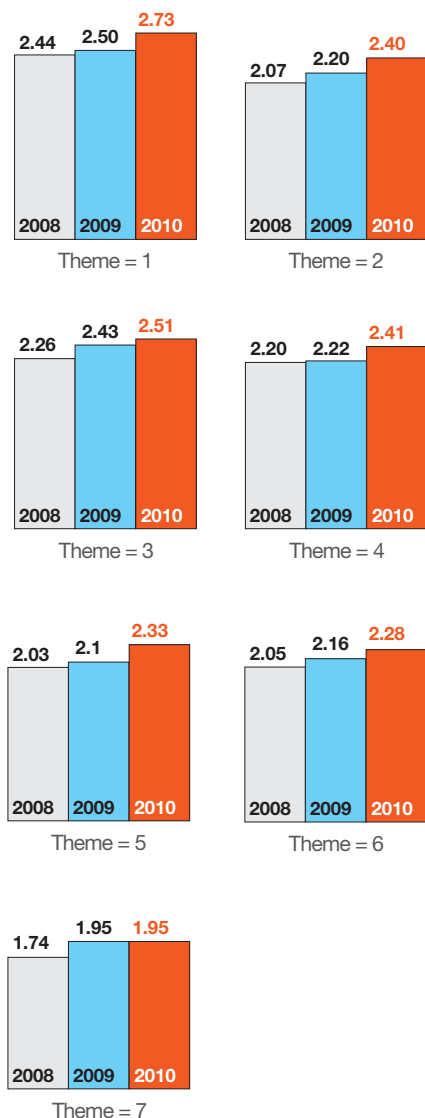
For the consolidated scope of Bouygues Construction,

the overall average achievement was 2.37 out of 4 in raw terms, a 7% improvement over the 2009 figure (2.22).

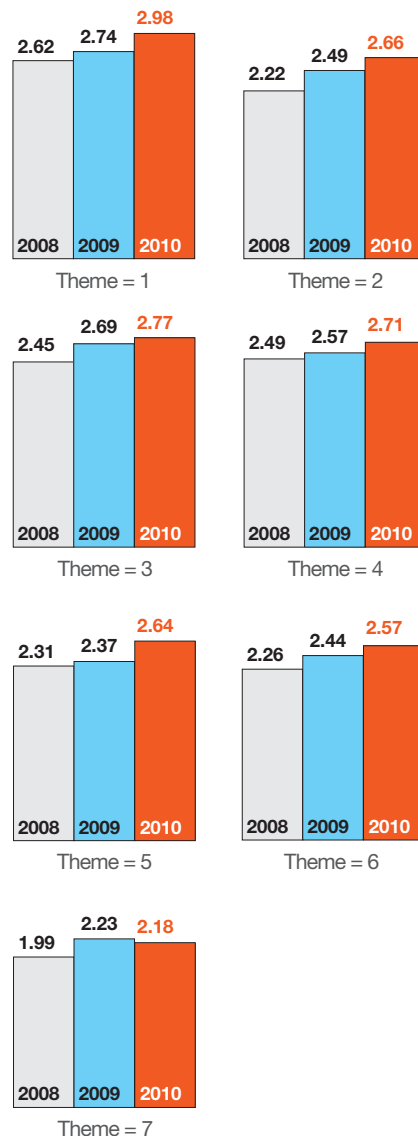
Weighting the scores by annual sales, which reflects the respective weight of the various entities, the overall average achievement for the Group stood at 2.6 in 2010 (compared with 2.5 in 2009).

### AVERAGE SCORES (OUT OF 4)

BOUYGUES CONSTRUCTION - RAW DATA (SCOPE EXCL. CONCESSIONS DIVISION)



BOUYGUES CONSTRUCTION - DATA WEIGHTED BY SALES OF ENTITIES (SCOPE EXCL. CONCESSIONS DIVISION)



# Independent assurance report

## ON THE SELF-ASSESSMENT ACCORDING TO THE ACTITUDES FRAME OF REFERENCE

At your request, we have performed a review designed to provide limited assurance that the self assessment according to the Actitudes frame of reference relating to fiscal year 2010 and presented on pages 70 and 71 of the 2010 Corporate Report, has been established, in all material aspects, in accordance with the self-assessment criteria, version 2, dated October 2009 ("the Criteria").

It is the responsibility of the Sustainability Department of Bouygues Construction to establish the self assessment and the Criteria which are accessible from the group website.

It is our responsibility, based on our controls, to provide a conclusion on the self-assessment according to the Actitudes frame of reference.

Our controls were performed in accordance with the ISAE 3000 standards (International Standard on Assurance Engagements, December 2003). Our independence is defined by legal and regulatory texts as well as by our professional code of ethics.

The conclusion presented hereafter concerns only the elements stated above and no other information or sustainable indicators of the 2010 Corporate Report. A higher level of assurance would have required more extensive controls.

### Nature and extent of our review

To provide our conclusion, we conducted the following review:

- We assessed the Criteria with regards to their precision, understandability, neutrality, completeness and relevance in relation to the issues of construction activities.
- At Group level and at the level of the seven operating entities, we met with the persons in charge of the self-assessments. At these levels, we reviewed the deployment of Actitudes, carried out analytical procedures and verified, on a sample basis, the consolidation of the self-assessments.
- A sample of four Units<sup>1</sup> operating in six countries (Burkina Faso, Cameroon, France, Equatorial Guinea, Mali, Morocco), contributing to 4.4% of the Group's consolidated turnover, was defined to cover the activities that had not been previously audited. For those units, we assessed the level of implementation, verified the understanding and application of the Criteria and carried out detailed tests, on a sample basis, to reconcile the self-assessments with the supporting

documents. We also assessed the level of implementation of Actitudes in the field by conducting interviews on a selection of six construction work sites<sup>2</sup>.

- We reviewed the presentation of the results and methodology provided on pages 70 to 72 of the report.

Since the four operating units selected this year were not sufficiently representative of the Group's activities and geographical implantations in order for us to formulate a conclusion, our work is also based on the confidence established from the two previous fiscal year's reviews.

To assist us in conducting our work, we referred to the environment and sustainable development experts of our firm under the responsibility of Mr Eric Duvaud, partner in charge of our Environment and Sustainable Development Department.

### Information on the Criteria

We wish to make the following comments on the Criteria:

#### Relevance:

- The Criteria's structure detailed in seven themes and forty-two actions takes into account the main sustainable development issues of Bouygues Construction's activities.
- The weight of the six themes covering project design issues could be reinforced, the biodiversity protection issue could also be included within the Criteria. Regarding the Group activities that are not directly linked to building construction (Bouygues Travaux Publics, DTP Terrassement, Concessions division, ETDE), the Criteria could be adapted to better reflect the specificities of those activities.

**Completeness:** in 2010, the understanding of the frame of reference improved thanks to a wider implementation of the Criteria in the less advanced operating entities.

**Understandability:** the Bouygues Entreprises France-Europe entity clarified the rating rules for some actions which were difficult to understand or to interpret. This led to a higher precision of the self assessments; this best practice could be done by each entity in order to widespread this improvement to the rest of the consolidated reporting scope.

**Neutrality:** we would like to draw the reader's attention to the fact that since the rating scale goes from 1 to 4, and not 0 to 4, the arithmetical average is 2.5. The achievement of 2 rewards the implementation of practical measures.

#### Precision:

- The criteria defining the level of implementation of the self-assessment (operating unit, size of the construction sites, business support services) should be reviewed in the Criteria in order to make the consolidations at the different levels more reliable.
- The internal controls carried out by the people in charge of the validation at the entity level could be reinforced for some of them. The Criteria could also specify the nature of the controls to be carried out, which data are to be checked and which internal control procedures are applicable at local level.

### Conclusion

Based on our controls, nothing came to our attention that causes us to believe that the self assessment according to the Actitudes frame of reference has not been established, for fiscal year 2010, in accordance with the Criteria, in all material aspects.

Paris-La Défense, March 31, 2011

#### Ernst & Young Audit:

Jean Bouquet

Assisted by Ernst & Young Environment and Sustainable Development department: Éric Duvaud

1. Bouygues Entreprises France-Europe (Pertuy Construction), DTP Terrassement (Route et Terrassement International), Bouygues Travaux Publics (Grésillons 2), Bouygues Bâtiment International (Bymar).

2. Construction sites of 106 dwellings in Jarville and the new Metz hospital (Pertuy Construction); "Marsa Maroc" carpark and three office buildings in Casablanca (Bymar); extension of the Grésillons water treatment plant (TPRP); RN 5 construction site in Burkina Faso (RTI).

## **Bouygues Construction**

1, avenue Eugène Freyssinet  
Guyancourt  
78065 Saint-Quentin-en-Yvelines Cedex  
France  
Tel.: +33 1 3060 3300  
Fax: +33 1 3060 2091  
[communication@bouygues-construction.com](mailto:communication@bouygues-construction.com)

[www.bouygues-construction.com](http://www.bouygues-construction.com)  
<http://blog.bouygues-construction.com>





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