

# Measuring progress



# Listening to 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
Customers	Service quality     Competitiveness     Innovation     Trust     Consideration     Ethical behaviour	Quality Safety Environment policy (ISO 9001, ISO 14001, OHSAS 18001)     Sustainable construction research programme     Eco-alternatives     Distribution of the Code of Ethics and executive training in business ethics	<ul> <li>Customer satisfaction surveys</li> <li>Conventions, theme days</li> <li>Newsletters</li> <li>Organisation of the Sustainable Construction Club</li> <li>R&amp;D and Innovation Committee</li> </ul>
Shareholders and the financial community	<ul> <li>Bouygues' economic efficiency and profitability</li> <li>Transparency and information</li> <li>Long-term visibility</li> </ul>	<ul> <li>Financial communication actions at the Bouygues group level (roadshows etc.)</li> <li>Responses to sustainability rating agencies and investors (through Bouygues SA)</li> </ul>	<ul> <li>Quarterly/half-yearly/annual publication of results by the Group, Bouygues SA regis- tration document (activities &amp; CSR, financial report), annual report</li> <li>Annual meetings</li> <li>Website</li> </ul>
Employees and trade unions	Working conditions     Health and safety     Labour and union rights     Fairness     Acknowledgment     of achievements     Training     Diversity (age management, gender equality, disability, etc.)	<ul> <li>Training: Bouygues Construction University, Pro Académie, QSE Academy, etc.</li> <li>Internal mobility</li> <li>Employee share ownership and profit-sharing</li> <li>Safety training, anti-addiction and workplace stress campaigns</li> <li>Ergonomics policy</li> <li>Handitour roadshow to raise awareness of disability among staff</li> </ul>	<ul> <li>Employee satisfaction surveys (every three years)</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>
Suppliers and subcontractors	<ul><li>Loyalty</li><li>Fairness</li><li>Long-term relationships</li></ul>	<ul> <li>CSR Charter for suppliers and subcontractors</li> <li>Charter for major accounts and small businesses</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> <li>Satisfaction and perception surveys, cooperation reviews</li> <li>Conventions</li> <li>Day conferences</li> <li>Working groups</li> </ul>
Local residents	Control and reduction of worksite impact	<ul> <li>Software to estimate and model worksite noise levels</li> <li>Arrangements for consultation, dialogue and information</li> </ul>	<ul> <li>Signs providing information</li> <li>Register of complaints</li> <li>Freefone number</li> <li>Worksite websites</li> <li>Meetings</li> </ul>
Civil society incl. local authorities, associations and NGOs (nongovernmental organisations)	<ul> <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> <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 and Planète Urgence</li> <li>Community action committee</li> <li>Contribution to economic development in places where Bouygues Construction operates</li> </ul>	<ul> <li>Membership of organisations that encourage dialogue with civil society (Comité 21, Global Compact)</li> <li>Consultation of stakeholders on biodiversity issues and extra-financial indicators</li> <li>Terre Plurielle corporate foundation</li> <li>Mirror committee of external stakeholders to improve Bouygues Construction's sustainable development policy</li> </ul>
Scientific com- munity, industry bodies, (Ademe, CSTB, EGF BTP, FNTP, etc.) and educational organisations	<ul><li>R&amp;D and innovation</li><li>Pooling of skills</li><li>Sharing of knowledge</li></ul>	<ul> <li>Specialist Master's degree in sustainable construction and housing in partnership with Ensam and ESTP</li> <li>Participation in research projects with the CSTB focusing on lifecycle analysis in particular</li> <li>Creation of a chair in sustainable construction and innovation with the CSTB, École des Ponts ParisTech, École Centrale Paris and Supélec</li> </ul>	<ul> <li>Participation in sustainable development working groups in industry bodies</li> <li>Lectures and courses</li> <li>Participation in careers fairs</li> <li>R&amp;D and Innovation Committee</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 2011, the scope "World" incorporated into Enablon covered 94% of Bouygues Construction's consolidated sales (compared with 99% in 2010). Indicators relating to sales have been calculated on this basis.

The following entities did not consolidate data over their entire scope of operations:

- Bouygues Bâtiment International: 80% of consolidated sales
- Bouygues Travaux Publics: 99% of consolidated sales
- VSL: 90% of consolidated sales
- ETDE: 87% of consolidated sales

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.

When an indicator does not cover the full scope, the percentage of the scope that is covered is specified. Indicators for France cover 64% of Bouygues Construction's total sales.

Indicators relating 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

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.
   When such cases occur, the information is specified (previous years, change in definition, exclusion from scope, etc.).

# Performance summary

	Aim	Key indicator	Unit	2010	2011
ENVIRONMENT AND SUSTAINABLE CONSTRUCTION	Innovate for sustainable construction	Research and development budget devoted to sustainable construction	%	50	46 (a)
	Eco-design and operate high-quality projects	Buildings covered by environmental labelling or certification schemes in the building order intake	%	53	55
	for overall performance	CO <sub>2</sub> emissions per million euros of sales	Tonnes CO <sub>2</sub> eq.	n.a.	338
	Ensure high-quality, environment-friendly worksites	Worksites with the Ecosite label (in-house environmental label for worksites) at 31/12/2011	%	68	76 (b)
CUSTOMERS AND PARTNERS FOR A SUSTAINABLE PROJECT	Foster a trusting relationship with customers	Completed projects for which a customer satisfaction survey has been conducted	%	52	54
	Involve partners, subcontractors and suppliers in the sustainable development policy	Sales generated by operating units with an action plan to involve subcontractors in QSE	%	83	89
LOCAL COMMITMENT AND COMMUNITY AID	Contribute to local development	Projects carried out during the year in cooperation with local integration bodies	Number	277	409
	Conduct dialogue with stakeholders	Worksites covered by consultation exercises, communication campaigns or local resident satisfaction surveys	%	64	65
	Get involved with local communities and civil society	Partnerships with associations, charities and NGOs (carried out during the year)	Number	439	424
	and civil society	(carried out during the year)	€ million	3.1	2.5
RESPECT AND DEVELOPMENT OF EMPLOYEES	Guarantee health and safety	Industrial accidents involving production workers:  > Frequency rate (c)  > Severity rate (c)	(d) (e)	6.14 0.30	5.08 0.22
		Women in managerial positions in France	%	21	21
	Ensure equal opportunity and fairness	Disabled employees on permanent contracts in France	Number	608	676
	Enhance skills	Staff given training during the year	%	48	52
	Foster cohesion and well-being	Employees receiving a satisfaction survey in the last two years	Number	6,950	20,339
	in the workforce	Response rate to satisfaction survey	%	n.a.	73

<sup>(</sup>a) This decline is due to the widening of the scope to R&D programmes (holding company alone beforehand). At constant scope, the percentage dedicated to R&D would be 70%.

<sup>(</sup>b) Percentage of worksites with the label = number of worksites with the label/number of worksites eligible for the label x 100. In order to qualify for the labelling scheme, a site must be still active at 31 December and more than 20% complete, and must represent more than a minimum amount of sales that varies according to the particular line of business (over €1 million in most cases).

Comments	2012 objectives			
Stepping up of research into sustainable construction with the creation of a Research, Development and Innovation department to coordinate a network of 150 experts and the development of partnerships, especially with the CSTB on Elodie®, a lifecycle analysis application for the building sector	Roll out a new research programme on the autonomous building concept (buildings that are self-sufficient in energy, water and waste)			
Progress of environmental labelling or certification schemes and the strengthening of in-house expertise (10 BREEAM assessors, 10 LEED assessors, 20 HQE® specialists), supplemented by the general use of greenhouse gas balances for projects (100 people trained)	Roll out new energy performance offerings, such as BeGreen® for private- sector office buildings, Energy-Pass® to measure and track consumption, Energy Performance Contracts, new-generation positive-energy buildings and the development of eco-neighbourhoods in France and Switzerland			
Roll-out of the Ecosite scheme to reduce the environmental footprint of worksites, enhanced by a biodiversity partnership with Noé Conservation	Continue to roll out Ecosite and launch a biodiversity action plan			
General use of customer satisfaction surveys, backed up by more compliance training for managers	Step up discussions with customers to stimulate co-innovation within the Sustainable Construction Club's four think tanks on social housing, office buildings, university campuses and renewable energy sources			
Continuation of action to engage subcontractors and suppliers in QSE and human rights through the responsible purchasing policy: supplier CSR assessments with EcoVadis, training for buyers, conclusion of an agreement with three temporary employment agencies to step up accident prevention for temporary employees on worksites	<ul> <li>Apply the responsible timber purchasing policy in the framework of the partnership with the WWF's Global Forest and Trade Network</li> <li>Step up measures to prevent illegal work, including site access badges, in-house checks and a practical handbook</li> </ul>			
Continuation of a proactive policy of partnership with local integration bodies (e.g. ETDE with the national committee of local integration agencies, Bouygues Bâtiment Ile-de-France with the Gateway to Employment scheme, etc.)	Make integration initiatives more effective, including through the conclusion of a two-year partnership with FACE, an anti-exclusion organisation, to promote integration into the workforce in France, and the circulation of a practical handbook for HR, sales and works managers			
Focusing works teams on the management of relations with local residents and provision of a practical guide (local residents pack)	Provide consultation resources for works teams			
Commitment by subsidiaries to partnerships with local communities in integration, education and health, and through the Terre Plurielle corporate foundation	Step up partnerships with local communities in integration, education, health and environmental conservation			
Continuation of accident prevention initiatives with safety training tailored to different categories of worksite operatives, backed up by awareness-raising campaigns (e.g.: ETDE's "Go, health and safety, count me in" campaign)	Step up work on the ergonomics of workstations and overall worksite organisation, including the creation of a skill centre     Generalise anti-addiction campaigns			
Continuation of initiatives to increase the number of women in the workforce, including a partnership with IMS-Entreprendre Pour La Cité to diversify career choices for young women and a "Women in Management" training course  A Development of comparing to raise everyonese of disphility among amplaces.	Continue the diversity policy, focusing on four themes: age management, gender equality, disability, and ethnic and cultural diversity  Continue to provide actual consenturity training for UR and line management.			
<ul> <li>Development of campaigns to raise awareness of disability among employees, such as the Handitour roadshow on worksites</li> </ul>	Continue to provide equal opportunity training for HR and line managers			
Continuation of a proactive training policy based on in-house training centres at central level (Bouygues Construction University, which dispenses 28,000 hours of training a year) and in subsidiaries (Pro Académie, VSL Academy, Confucius Training Centre and Safety Training Centre in Asia, etc.)	Provide sales staff with training in sustainable construction			
General use of employee satisfaction surveys and introduction of initiatives on quality of life at work, including agreements on working from home, workplace stress training and the preparation of a practical stress handbook for managers	Harmonise and establish early warning systems for psychosocial risk and sign charters on the work/personal life balance			

<sup>(</sup>c) Indicator subject to possible correction since it has to be validated by the relevant authorities after publication.

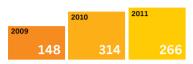
BREEAM: Building Research Establishment Assessment Method CSR: Corporate Social Responsibility CSTB: French building technology research centre HQE®: High Environmental Quality n.a.: not applicable/available

<sup>(</sup>d) Frequency rate = number of industrial accidents involving time off work x 1,000,000 / number of hours worked.
(e) Severity rate = number of days off work x 1,000 / number of hours worked.

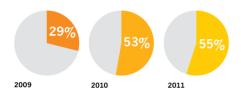
## Environment and sustainable construction

#### Eco-designing high-performance projects

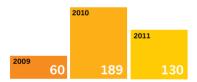
#### **Certified buildings**



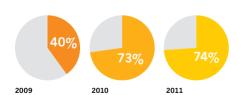
Number of buildings with environmental labelling or certification incorporated in the global amount of orders taken in the year (Building activities, France and international [63% of sales] - Internal).



Total percentage of buildings with environmental labelling or certification incorporated in the global amount of orders taken in the year (Building activities, France and international [63% of sales] - Internal).



Number of buildings with environmental labelling or certification incorporated in the global amount of orders taken in the year when Bouygues Construction has a design-build contract (Building activities, France and international [63% of sales] - Internal).

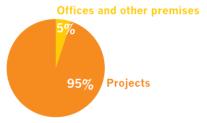


Total percentage of buildings with environmental labelling or certification incorporated in the global amount of orders taken in the year when Bouygues Construction has a design-build contract (Building activities, France and international [63% of sales] - Internal).

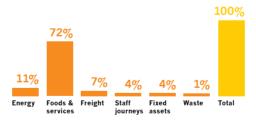
An analysis of the increase in environmental labelling or certification procedures in buildings ordered shows contrasts. In France, the proportion of buildings with environmental labelling or certification has continued to grow, progressing from 49% in 2010 to 61% in 2011. Outside France, however, the percentage has dropped substantially, from 57% in 2010 to 34% in 2011. This fall does not reflect a decline in customers' interest in environmental certification, but rather an exceptional number of orders for buildings with environmental certification in 2010.

When Bouygues Construction has a design-build role. the proportion of buildings with environmental labelling or certification rises to 74% (compared with an average of 55%).

#### CO, emissions



CO, emissions by type (World - GRI EN16).



CO emissions by heading (World - GRI EN16).

In 2012, Bouygues Construction carried out a complete quantification of its greenhouse gas emissions, using the CarbonEco® tool.

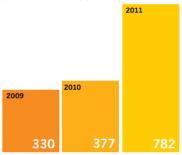
The principal consolidated data is as follows:

- Total Group emissions = 3.14 million tonnes CO<sub>2</sub> equivalent
- 95% of emissions relate to project operations (construction and services)
- 5% of emissions relate to administrative operations (offices and other premises)

To produce €1 million of sales, Bouygues Construction emits 338 tonnes CO<sub>2</sub> equivalent (on the basis of sales at €9,469 million as against consolidated sales of €9,802 million, which takes new acquisitions into account).

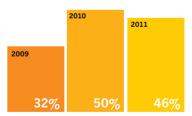
1 Bouygues Construction employee (all businesses) emits an average of 60 tonnes CO<sub>2</sub> equivalent.

#### Carbon balances



Number of carbon balances performed (World - GRI EN16).

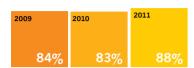
#### Innovation for sustainable construction



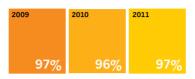
Percentage of R&D budget devoted to sustainable construction (Internal).

The slight fall in the percentage of the R&D budget devoted to sustainable construction is explained by a change in the scope of calculation. In 2011, the percentage of the budget devoted to sustainable construction has been calculated on the basis of the R&D budgets of the entities and the Bouygues Construction holding company, whereas this data was previously calculated solely on the scope of the holding company (Bouygues Construction SA). On a like-for-like basis, the percentage of the R&D budget devoted to sustainable construction would be 70%.

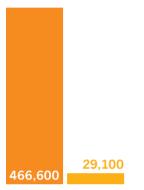
#### Carrying out high-class, eco-friendly projects



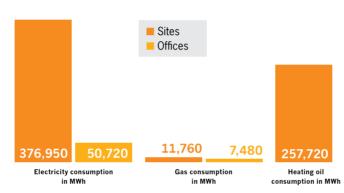
Percentage of business certified ISO 14001 (World - GRI PR1).



Percentage of business certified ISO 9001 (World - GRI PR1).



Water consumption in m3 (BYEFE\* and BYBAT IDF\* [46% of the scope] - GRI EN8).



Energy consumption (World - GRI EN3).



Total fuel consumption of the light commercial and passenger vehicle fleet in millions of litres (France -GRI EN3).

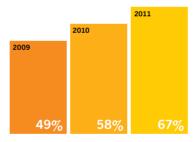


Total quantity of hazardous waste collected in tonnes (World - GRI EN22).

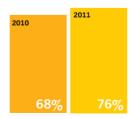


Total quantity of non-hazardous waste collected in tonnes (World - GRI EN22).

\*BYBAT IDF: Bouygues Bâtiment Ile-de-France BYEFE: Bouygues Entreprises France-Europe



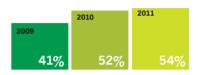
Percentage of non-hazardous waste recycled (BYEFE and BYBAT IDF, excl. BYBAT IDF in 2009 and 2010 [46% of the scope] - GRI EN22).



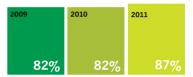
Sites with the in-house environmental Ecosite label at 31 December 2011, or 76% as against 68% in 2010 (World excl. VSL [96% of the scope] -Internal, see definition p.72).

# Customers & partners

#### Establishing a relationship of trust with customers



Percentage of operations handed over that are subject to a customer satisfaction process (World excl. ETDE [85% of the scope] - GRI PR5).



Percentage of sales covered by triple QSE certification (World - GRI PR1).

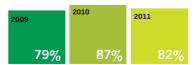


Number of managers trained in business ethics over the past 3 years (World - GRI SO3).

#### Involving partners, subcontractors and suppliers

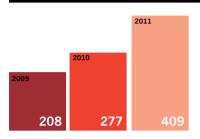


Percentage of sales carried out by operating units that have developed an action plan to involve subcontractors in the Quality-Safety-Environment drive (World excl. Bouygues Bâtiment International and VSL in 2009 - Internal).



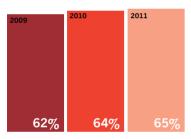
Percentage of sales carried out by operating units that systematically include the Sustainable Development Charter in their subcontractor and supplier contracts (World excl. Bouygues Bâtiment International and VSL in 2009 - Internal).

#### Contributing to local development



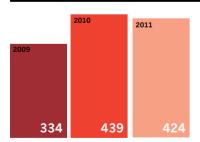
Number of operations carried out in the year in partnership with local organisations promoting social inclusion (France - Internal).

#### Dialoguing with stakeholders



Percentage of sites involving local residents through consultation, communications campaigns or satisfaction surveys (World excl. ETDE and VSL [82% of the scope] - Internal).

#### **Aiding local communities**



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



donated directly to support social inclusion, education and healthcare (World - Internal).

# Local commitment and community aid Respect and development of employees

#### Guaranteeing health and safety



Frequency rate of workplace accidents for all employees (World - GRI LA7).



Frequency rate of workplace accidents for employees assigned to production (World - GRI LA7).



Severity rate of workplace accidents for all employees (World - GRI LA7).

Severity rate of workplace accidents for employees assigned to production (World - GRI LA7).

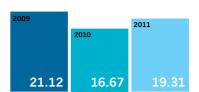
To comply with standard practice in the industry, Bouygues Construction changed its method of calculating safety indicators in 2010. Indicators are now calculated on the basis of all employees and not only employees assigned to production.



Frequency index of fatal workplace accidents for employees (World - GRI LA7).



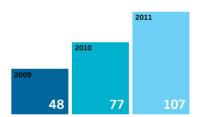
Frequency rate of fleet vehicle road accidents involving third parties (World - GRI LA7).



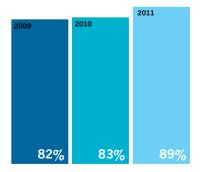
Frequency rate of industrial accidents involving temporary site workers (World excl. Bouygues Bâtiment International [84% of the scope] - GRI LA7).



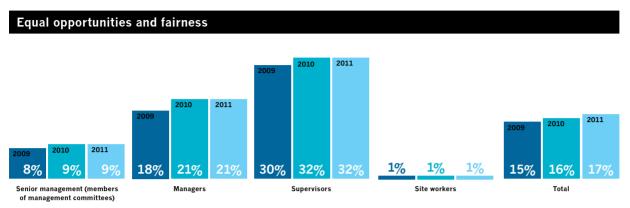
Frequency index of fatal workplace accidents for temporary workers (World - GRI LA7).



Cases of occupational illness recognised by social security authorities (France excl. Bouygues Travaux Publics for 2009, Europe [75% of the scope] for 2010 and 2011 - Internal).



Percentage of business covered by an ILO or OHSAS 18001 certification or equivalent (World - GRI PR1).

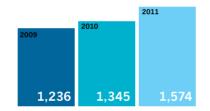


Breakdown of female employees by status (France - GRI LA13).

16% of women in the overall workforce (World - GRI LA13).



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



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

52,018 employees in 2011 (World - GRI LA1).



Breakdown of workforce (GRI LA1).

Developing cohesion and better life at work

€18.6m

allocated to voluntary profit-sharing paid in 2011 on the basis of 2010 results (France - Internal).

€24.6m

allocated to compulsory profit-sharing paid in 2011 on the basis of 2010 results (France - Internal).

€33.7m

paid as matching contributions under the Corporate Savings Plan in 2011 (France - Internal).

€1.4m

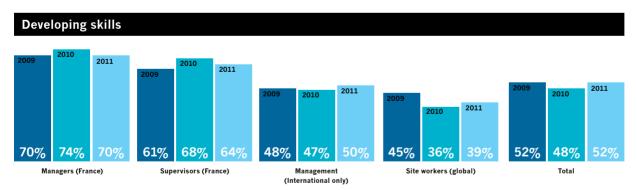
paid as matching contributions under the Supplementary Pensions Saving Scheme in 2011 (France - Internal).

84

collective agreements were negotiated in 2011, including mandatory annual negotiations (France - Internal).

of employees took part in most recent Works Council elections (France - Internal).

20,339 employees took part in employee satisfaction surveys during the last two years (France - Internal).



Percentage of employees having received training during the year (World - GR LA10).



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



Percentage of the annual payroll devoted to training (France - Internal).

# Self-assessment by entities of the Actitudes policy

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 2011, 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.

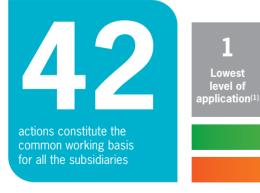
#### **Process**

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.





The four levels of progress

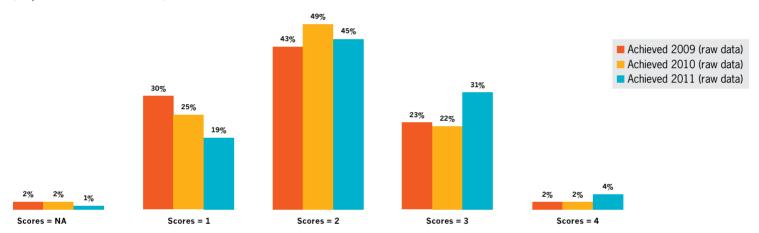
#### **Results of 2011 self-assessments**

The process can be seen as a good example of continuous improvement because of the increased involvement of operating units an ever-growing mastery of the methodology.

#### Breakdown of criteria by level of score (operating entities)

#### **Bouygues Construction**

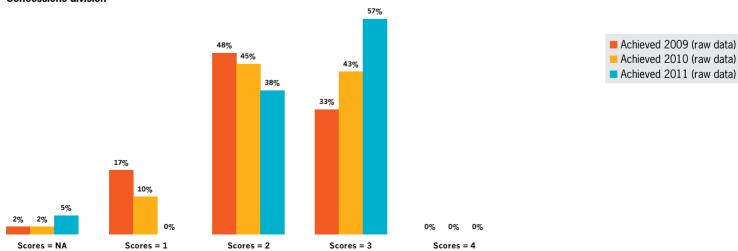
(scope excl. Concessions division)



In 2011, 80% of operating entities' scores were level 2 (measures put into application) or higher, as against 73% in 2010. In addition, 35% of scores were level 3 (application of measures and monitoring with indicators) or higher, as against 24% in 2010.

A breakdown of scores shows that there has been overall progress from 2010 to 2011. Level 1 and 2 scores fell 13% compared to 2010, while scores higher than level 3 rose by 44%, underlining a growing maturity in the implementation of actions. This improvement reflects the continuing rollout of the Actitudes policy in the entities and operating units.

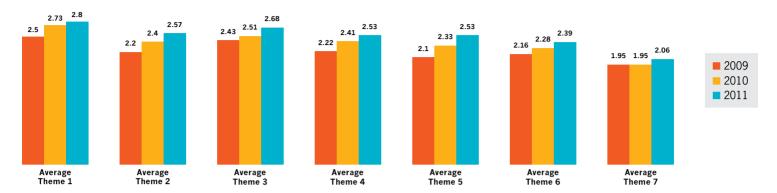
#### **Concessions division**



#### Level of implementation from 1 to 4

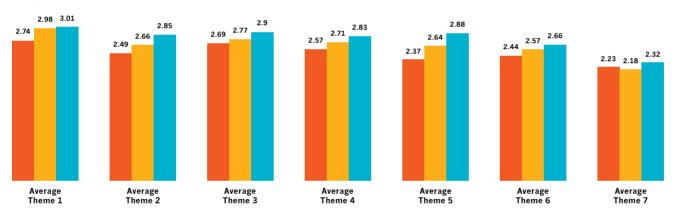
#### **Bouygues Construction - raw data**

(scope excl. Concessions division)



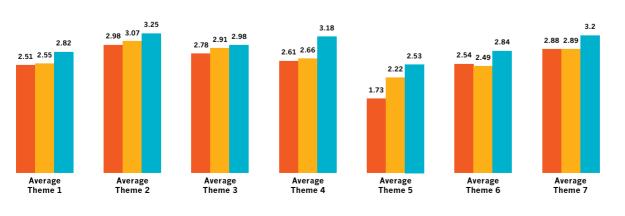
#### Bouygues Construction - data weighted by sales of entities

(scope excl. Concessions division)



In 2011, the level of implementation rose for all seven themes covered by the Actitudes frame of reference, and in particular the themes concerning risks, the management of subcontractors and social and community actions. For the consolidated scope of Bouygues Construction, the overall average achievement was 2.51 in raw terms, a 6% improvement over the 2010 figure (2.37). Weighting the scores by annual sales, which reflects the respective weight of the various entities, the overall average achievement for the Group stood at 2.8 in 2011 (compared with 2.6 in 2010).

#### Concessions division - raw data



### The 7 key themes of Actitudes

- 1. Foster a trusting relationship with our clients, based on consideration, transparency and innovation.
- 2. Incorporate risk assessment into the day-to-day management of the company.
- Lead our business sectors in terms of occupational health and safety.
- 4. Develop our employees' skills and promote equal opportunity.
- 5. Establish long-term relationships with partners, suppliers and subcontractors.
- 6. Ensure that our businesses respect the environment.
- 7. Participate in the economic and social life of the regions in which we operate.

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