

# Non-financial reporting

2014

**Bouygues  
Construction**

## **Sustainable development strategy**

A sustainable development policy at the heart of our strategy

## **Performance summary**

Key indicators to drive our commitments

## **Extra-financial indicators**

Environment and sustainable construction / Customers and partners for a sustainable project / Local commitment and community aid / Respect and development of employees

## **Focus**

Self-assessment of the Actitudes policy



**BOUYGUES  
CONSTRUCTION**

Shaping a Better Life

# A sustainable development policy at the heart of our strategy



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Since 2007, Bouygues Construction has operated a common policy in all its structures, called **Actitudes**. Promoted at the highest level of the Group, it has created widespread awareness of the Group's environmental, social and community responsibilities. As an integral part of projects from design through to operation, sustainable development now contributes to innovation and value creation in the solutions offered to customers.

Actitudes was revised in 2012, giving a more central role to sustainable construction and greater clarity to the undertakings it makes. Since then, the policy has been structured around four areas and twelve commitments (see the diagram above). Its progress is monitored by a performance summary fed by key indicators for each commitment, backed up by a non-financial reporting system covering all issues.

### An active presence in forums for dialogue

Bouygues Construction partners organisations that seek to promote the principles of sustainable development and provide forums for dialogue with stakeholders.

A member of the United Nations Global Compact since 2006, the Group has formed numerous partnerships and exchanges with interest groups and other players in the industry, seeking to address their expectations and participate in future developments. It is involved in the work of numerous bodies, including Afnor, Comité 21, Plan Bâtiment Durable, Green Building Council,

Association HQE, European Construction Technology Platform, E2BA (Energy Efficiency Building Association) and the Advancity competence centre.

In 2014, Bouygues Construction won the "Eco-design" prize in the France GBC Awards for reporting in property development (construction & property development sector).

As part of its sustainable development policy, Bouygues Construction has established the conditions for ongoing dialogue with its various stakeholders. Dialogue is structured around seven major categories of stakeholders; for each type, their expectations have been identified and addressed, and the conditions for dialogue have been set out (see table in page 13).



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**ECO-NEIGHBOURHOODS UNDER CONSTRUCTION**

As a leading operator in urban redevelopment projects, Bouygues Construction has gained significant expertise in eco-neighbourhoods. Eight are currently under construction, in France and other countries. The Group also launched LinkCity® this year, a structured policy supporting local authorities in the creation of eco-neighbourhoods through every stage of their projects, from coordinating the various stakeholders to ensuring that commitments made are respected over the long term.



75%

**OF PROCUREMENT SPENDING IS SUBJECT TO CONTRACTUAL CSR CRITERIA**

The Group makes a long-term commitment to its suppliers and subcontractors and motivates them on subjects such as health, safety, quality, the environment and combating illegal labour, principally through training, working groups, agreements, satisfaction surveys, cooperation reviews and introductory handbooks distributed at the start of projects.

1.2 million

**HOURS WORKED ON INTEGRATION CONTRACTS**

Professional integration is a top priority for Bouygues Construction, whether in France or in other countries. The Nîmes-Montpellier rail bypass is an excellent example: the site teams have been able to recruit more than 120 people locally who are undergoing social and professional integration, thanks to the support of a network of local partners (the employment agency, the Mission Locale youth opportunities agency, etc.). This represents approximately 10% of hours worked (the original commitment had been 7%).

+10%

**OF WOMEN GROUP MANAGERS**

The steering committee of our gender diversity policy has undertaken concrete actions to promote gender equality. Training modules intended for managers and Human Resources teams have been launched to raise awareness of gender diversity issues and to overcome obstacles. The Welink women's network continued to expand in the Group: it now has 580 registered members.

## Performance summary

	Aim	Key indicator	Unit	2013	2014
ENVIRONMENT AND SUSTAINABLE CONSTRUCTION	<b>Innovate for sustainable construction</b>	Percentage of R&D expenditure devoted to sustainable construction	%	51	<b>50</b>
	<b>Eco-design high-performance projects</b>	Percentage of buildings involving a commitment to environmental labelling or certification schemes exceeding regulatory requirements in the year's order intake for buildings	%	58	<b>66</b>
		Number of buildings		227	<b>210</b>
	<b>Ensure environment-friendly worksites</b>	Percentage of the infrastructure order intake for which commitments on biodiversity have been given	%	68	<b>54</b>
		Percentage of worksites with the Ecosite label (in-house environmental label for worksites)	%	68 (a)	<b>71 (a)</b>
<b>Build, operate and maintain to deliver controlled performance</b>	Number of projects including commitments on energy performance	Number	60	<b>70</b>	
CUSTOMERS AND PARTNERS FOR A SUSTAINABLE PROJECT	<b>Establish a trusting relationship with customers</b>	Percentage of completed projects for which a customer satisfaction survey has been conducted	%	54	<b>35</b>
	<b>Commit to ethics and compliance with regard to our customers and partners</b>	Number of executives or managers trained in policies and procedures to fight corruption and/or anti-competitive practices during the last 3 years	Number	1,872	<b>2,569</b>
		Share our goals for sustainable performance with our partners	Sales generated by subsidiaries that systematically include the Supplier CSR Charter in contracts with subcontractors and suppliers	%	70
		Number of QSE audits carried out on subcontractors	Number	373	<b>1,152</b>
LOCAL COMMITMENT AND COMMUNITY AID	<b>Contribute to local development</b>	Number of operations carried out during the year in cooperation with local integration bodies in France (and number of associated hours)	Number	409	<b>446</b>
		Hours			<b>1.2 million</b>
	<b>Get involved with local communities and civil society</b>	Number of partnerships during the year supporting integration, education and health (and amount committed)	Number	334	<b>325</b>
		€ million	3.9	<b>3.2</b>	
RESPECT AND DEVELOPMENT OF EMPLOYMENT	<b>Guarantee health and safety</b>	Workplace accidents for all employees			
		> Frequency rate	(b)	4.65	<b>4.38</b>
		> Severity rate	(c)	0.23	<b>0.25</b>
	<b>Ensure equal opportunities and enhance skills</b>	Percentage of women managers in France (d)	%	9.2	<b>10.2</b>
		Disabled employees in France	Number	545	<b>556</b>
		Average number of training days per employee per year in France	Number	2.45	<b>2.59</b>
<b>Foster cohesion and well-being in the workplace</b>	Percentage of employees receiving a satisfaction survey in France (e)	%	93	<b>88</b>	

\* CSR: Corporate Social Responsibility

(a) Ecosite: in-house environmental label for worksites. The percentage of sites awarded the Ecosite label is calculated by dividing the number of worksites that have been awarded the label by the number of worksites that are eligible (the criteria for eligibility are based on factors of duration and proportion of sales, which vary for each business line).

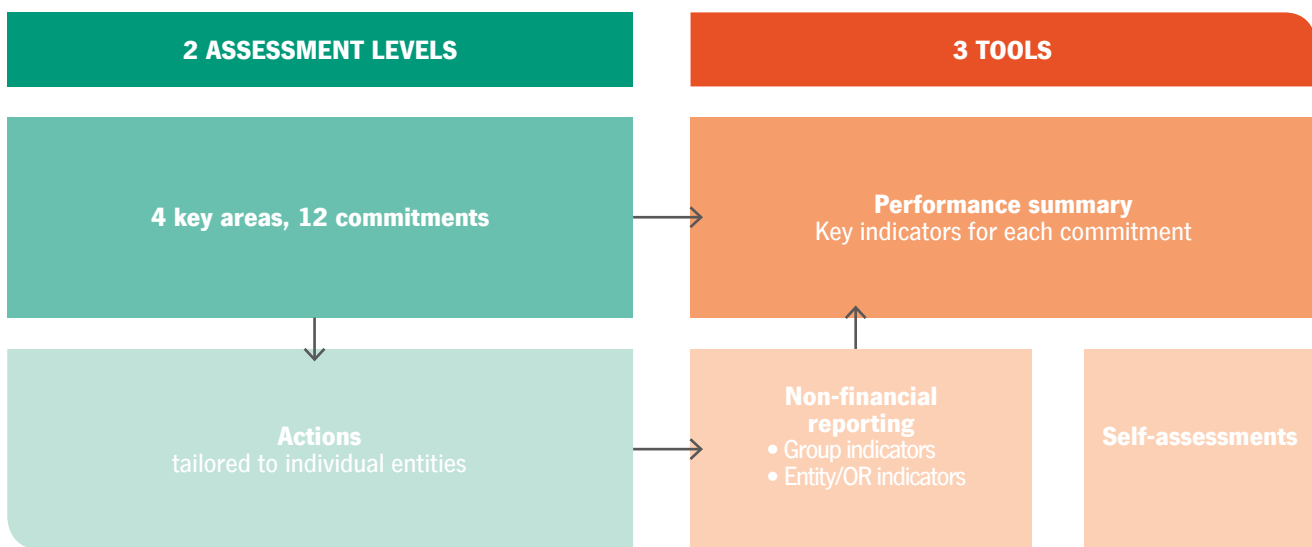
(b) Frequency rate = number of accidents involving time off work x 1,000,000 / number of hours worked.

(c) Severity rate = number of days off work x 1,000 / number of hours worked.

(d) As a proportion of employees in supervisory or more senior grades in France.

(e) If no employee satisfaction survey has been conducted during the calendar year in question, the results of the most recent survey will be retained. Surveys within the last three years are taken into account.

## Evaluation system used for our sustainable development policy



The progress made by the Bouygues Construction sustainable development policy is monitored using a comprehensive evaluation system shared by all operating entities.

Detailed below, this system comprises three main resources:

- a performance summary fed by key indicators for each commitment interpreting the 4 areas of Actitudes;
- annual non-financial reporting covering all structures and taking account of around 50 indicators measuring all sustainable development challenges;
- annual self-assessment by every operating unit against a set of benchmarks that translate Actitudes commitments into practical initiatives.

### Methodological note on non-financial reporting

#### Methodological procedures

In order to guarantee the uniformity of the indicators over the entire scope of the consolidation, a methodological reporting guide (in English and French) 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 collected, controlled and consolidated using Enablon, a reporting software system incorporating a workflow process.

#### Scope of the consolidation

In 2014, the scope "World" incorporated into Enablon covered 89% of Bouygues Construction's consolidated sales. However, since the Concessions division is not included in the financial consolidation, it is also excluded from sustainable development reporting, for the sake of consistency.

In the case of a recently constituted company, it is recommended that sustainable development reporting is applied within a maximum of three years.

When an indicator does not cover the full scope, the percentage of the scope that is covered is specified. Indicators for France cover 57% of Bouygues Construction's total sales.

Indicators relating to human resources were supplied by Bouygues Construction's central Human Resources Department.

#### Data relating to consortiums, partnerships and joint ventures

If 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.

Whenever a project is carried out in the framework of a partnership or joint venture, data is reported by the Bouygues Construction company in question if its holding is greater than or equal to 50%.

#### 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 Actitudes 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. Environmental, social and community indicators are confirmed by the central Human Resources Department.

The Sustainable Development Department consolidates the data and checks it for consistency.

As part of checking the environmental, social and community data of the Bouygues SA Group, a number of Bouygues Construction indicators have been subject to verification by EY, the Group's independent verifier. The conclusions of this verification are included in the attestation of presentation and accuracy relating to the data published by the Bouygues SA Group in its Registration Document.

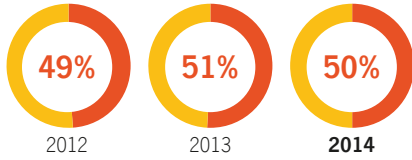
#### Methodological limits

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.

# Non-financial indicators

## Innovate for sustainable construction



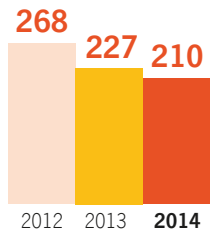
Percentage of R&D expenditure devoted to sustainable construction (World – 100% of consolidated sales)

The following R&D topics are considered relevant to sustainable construction: energy, carbon, conservation of resources and materials, biodiversity, user well-being and safety, usage quality, eco-design, processes and methods (industrialisation, improvement of product quality, reduction of arduous work, etc.) and tools (overall cost, new technologies, etc.).

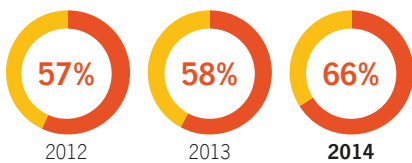
Bouygues Construction remained committed to sustainable construction innovation, to which it devoted approximately half of its total R&D expenditure for the third consecutive year.

## Eco-design high-performance products

### Buildings involving a commitment to environmental certification



Number of buildings involving a commitment to environmental labelling or certification schemes in the year's order intake (Building activities, World – 56% of consolidated sales)



Percentage of buildings involving a commitment to environmental labelling or certification schemes in the year's order intake (Building activities, World – 56% of consolidated sales)

A sizeable improvement took place in 2014, especially in France (76%) and Europe. Since 2007, this percentage has risen from 23% to 66%, reflecting Bouygues Construction's policy of offering customers buildings and infrastructure that are exemplary in terms of environmental performance.

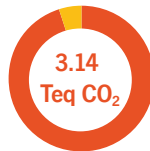
## Commitments to biodiversity

# 54%

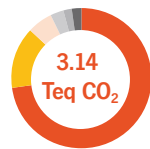
Percentage of the infrastructure order intake for which commitments to biodiversity have been given (Infrastructure activities, World – 13% of consolidated sales)

In 2013, biodiversity commitments covered large-scale projects. In 2014, the projects were smaller but more numerous (16 compared with 7 projects in 2013). As a result, over half of the order intake for the year was covered, for the second year in succession.

## CO<sub>2</sub> Emissions



6% Offices 94% Projects  
CO<sub>2</sub> emissions by type (World – 89% of consolidated sales)



73% Inputs 3% Travel  
14% Energy 2% Fixed assets  
6% Freight 2% Waste  
CO<sub>2</sub> emissions by heading for projects (World – 89% of consolidated sales)

# 266

## MT CO<sub>2</sub> eq./ € million of consolidated sales

### Carbon intensity (World)

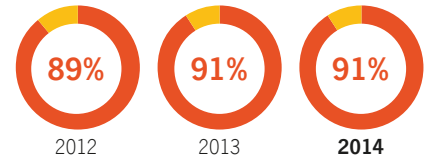
The carbon intensity of Bouygues Construction's activities has followed a stable trend for about three years.

Analysed at the level of individual Group entities, some have seen a fall in their emissions offsetting increases reported by other entities.

By way of illustration:

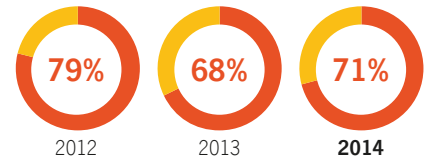
- The national economic context has strongly influenced the reduction in carbon emissions for the French entities.
- For the international activities of DTP, Bouygues Bâtiment International and Bouygues Travaux Publics, a rise in fuel consumption and incoming materials caused a rise in carbon emissions.

## Carry out eco-friendly projects



Percentage of business certified ISO 14001 (World – 89% of consolidated sales)

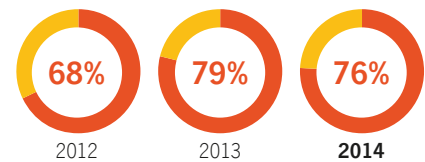
In 2014, Bouygues Construction maintained a very high level of certification. Certification has risen constantly from 61% in 2007 to 91% in 2014.



Percentage of sites with the Ecosite\* label (World – 89% of consolidated sales)

Progress made – especially in the Paris region – reflects increased momentum in labelling within units.

\* The in-house environmental label for worksites.



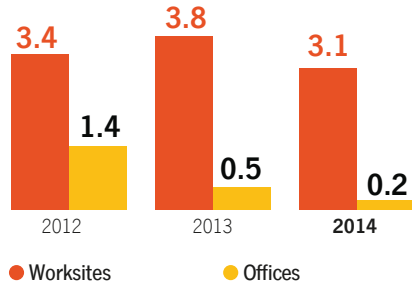
Percentage of worksites covered by consultation exercises, communications campaigns or local resident satisfaction surveys (World excl. VSL & Energy and Services activities – 73% of consolidated sales)

Bouygues Construction has maintained the proportion of worksites conducting voluntary actions targeting local residents at a high level.

The small decline in 2014 was due to the addition of a new unit, Bouygues Construction Services Nucléaires, to the scope of this indicator.

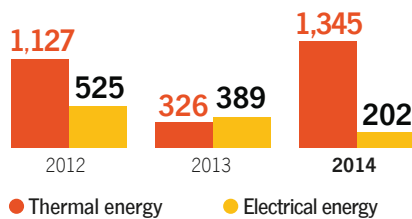


### Consumption



**Water consumption in millions of m³ (World – 89% of consolidated sales)**

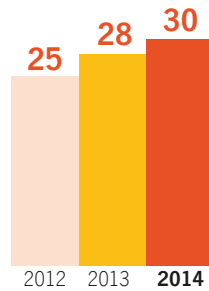
In addition to efforts for reducing water consumption on worksites, the decline witnessed in 2014 was chiefly due to a change in the type of worksites, which on the whole had lower water consumption by comparison with 2013 (e.g. reduced volumes of cast in-situ concrete). In 2014, numerous measures were taken to preserve water resources, particularly in high-risk countries (e.g. improved management of consumption in summer in Turkmenistan and reduced water supply in Cuba). However, the sharp improvement observed is primarily explained by incorrect data reported in 2013 by DTP, which significantly inflated the global figure.



**Energy consumption in GWh (World – 89% of consolidated sales)**

The thermal energy indicator includes consumption of gas and fuel oil, both on worksites and in

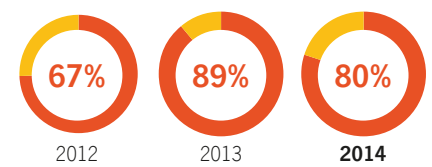
entities' offices. The increase in 2014 was due to a sharp rise in the use of fuel oil by DTP because of changes in the types of project carried out, i.e. an increase in mining operations in Africa, which are particularly fuel-intensive. The electrical energy indicator includes consumption of electricity, both on worksites and in entities' offices. The reduction observed this year was due to a fall in electricity consumption by DTP because of changes in the types of projects carried out. Values for other structures remained stable in comparison with 2013.



**Total consumption of automotive fuel in millions of litres (light commercial and passenger vehicle fleet, World – 89% of consolidated sales)**

This figure breaks down as 21.3 million litres consumed in France and 8.7 million litres in other countries. An increase in traffic in Africa, particularly Equatorial Guinea, accounts for the slight increase in comparison with 2013.

### Waste



**Percentage of non-hazardous waste recycled (World excl. Nigeria, Guinea and U.S. – 88% of consolidated sales)**

This indicator should be treated carefully because of the high fluctuations associated with volumes of inert waste collected on a given worksite, which represent approximately three-quarters of non-hazardous waste. As it tends to be highly recycled, inert waste as a proportion of total collected non-hazardous waste has a strong influence on the overall percentage. The drop in the overall percentage between 2013 and 2014 is chiefly due to Bouygues Bâtiment International, whose percentage fell, especially in countries with significant operations, thus strongly impacting the overall percentage for Bouygues Construction. Other Bouygues Construction entities reported improvements in 2014.

### Build, operate and maintain to deliver controlled performance

# 70

**Number of projects on which commitments have been given on energy performance (Building and Energies and Services, World – 69% of consolidated sales)**

This figure is principally made up of facilities management activities. There was also a sharp increase in these commitments at Bouygues Bâtiment Ile-de France in 2014.

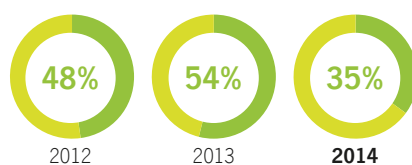
## Customers and partners for a sustainable project

### Establishing a trusting relationship with customers

# 96%

**Percentage of business certified ISO 9001 (World – 89% of consolidated sales)**

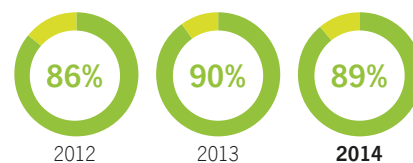
For the last four years, Bouygues Construction has maintained this percentage at a stable level.



**Percentage of operations handed over that are subject to a customer satisfaction survey process**

**(World excl. Energy and Services activities – 75% of consolidated sales)**

This indicator was subject to a change in scope in 2014, which accounts for the significant drop. At constant structure, Bouygues Construction's subsidiaries recorded a slight improvement on this point in 2014.



**Percentage of sales with triple QSE certification (World – 89% of consolidated sales)**

### Committing to ethics and compliance with regard to our customers and partners

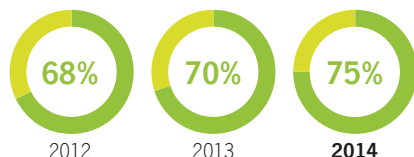
# 2,570

**Number of managers trained in business ethics during the last 3 years (World – 89% of consolidated sales)**

A number of Bouygues Construction entities revived training programmes in 2014, accounting for the significant increase in the number of employees concerned (overall increase observed in all subsidiaries).



## Sharing our goals for sustainable performance with our partners



Percentage of sales generated by units that systematically include the Supplier CSR Charter in contracts with subcontractors and suppliers (World – 89% of consolidated sales)

The Supplier CSR Charter consists of four chapters covering ethics, compliance with labour standards, health and safety and environmental protection.

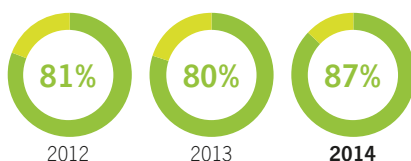
The advance seen in 2014 was due to the introduction of the Supplier CSR Charter in new units (Bouygues Travaux Publics Région France) or countries (Equatorial Guinea, Hong Kong).

# €1.8 bn

Purchasing expenditure covered by CSR assessments (World – 100% of consolidated sales)

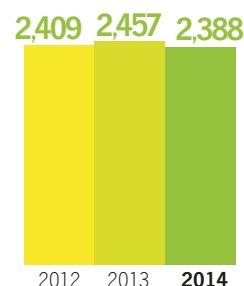
The scope for this figure is purchasing expenditure managed by Bouygues Construction Purchasing. Two major reasons account for the decrease seen in 2014:

- the schedule of ongoing operations, which is a factor in the fluctuation of this value (assessments carried out prior to and on completion of projects),
- a change in the evaluation and calculation tool (real rather than extrapolated data).



Percentage of sales generated by units with an action plan to involve partners, subcontractors and suppliers in their QSE policy (World – 89% of consolidated sales)

In 2014, Bouygues Construction continued to advance in involving its partners in its extra-financial challenges (this percentage stood at 61% in 2007). The rise observed in 2014 is due to a significant improvement in performance by Bouygues Energies & Services.



Number of suppliers and/or subcontractors subjected to a CSR assessment (World – 100% of consolidated sales)

The scope for this figure is purchasing expenditure managed by Bouygues Construction Purchasing.

In 2014, Bouygues Construction maintained the number of assessments of its suppliers and subcontractors on the basis of CSR criteria.

The assessments take three forms: the Ecovadis platform, self-assessment and QSE audits.

## Local commitment and community aid

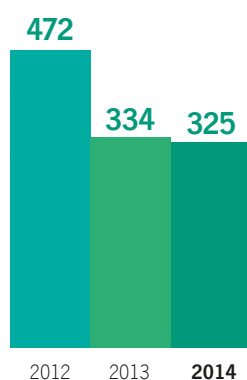
### Contributing to local development

# 446

Number of operations carried out during the year in cooperation with local integration bodies (France – 57% of consolidated sales)

Though at a high level for several years, the number of partnerships rose significantly in 2014, illustrating the strong commitment of Bouygues Construction to carrying out high-value occupational integration initiatives.

### Getting involved with local communities and civil society



Number of partnerships during the year supporting integration, education and health (World – 89% of consolidated sales)



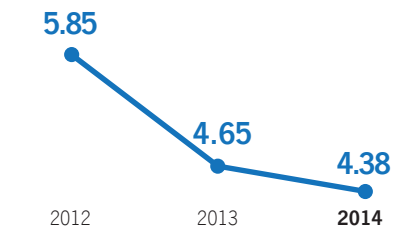
Amount directly paid to support integration, education and health (€ millions) (World – 89% of consolidated sales)

Bouygues Construction remains actively involved in communities, as attested to by these results, even though a more difficult economic climate has forced some subsidiaries to reduce the scale of partnerships in place (especially at Bouygues Energies & Services and Bouygues Travaux Publics).

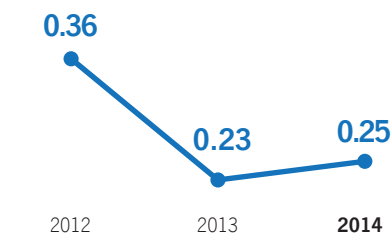
Through Terre Plurielle, its corporate foundation, Bouygues Construction supports projects facilitating access to healthcare, education and integration for the disadvantaged. Since it was set up in 2008, 150 projects sponsored by Group employees have received support, in 21 countries. In addition to financial sponsorship, one project in five funded by Terre Plurielle also benefits from skills sponsorship on the part of Group entities or operating units, further strengthening Bouygues Construction's social commitment.

# Respect and development of employees

## Guaranteeing health and safety

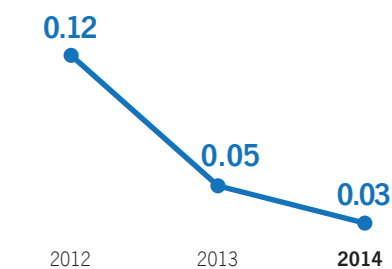


Frequency rate of workplace accidents for all employees (World)

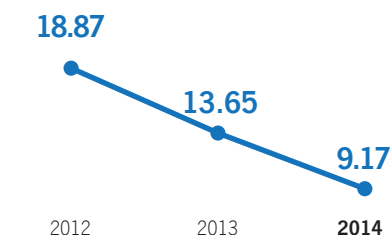


Severity rate of workplace accidents for all employees (World)

Our policy of preventing risks and training employees explains the constant improvement in our indicators in recent years. The frequency rate fell significantly in France and in other countries in 2014, while the severity rate also continues the trend we have seen since 2012. Our figures are considerably lower than the average reported in our industry, and they confirm a reduction not only in the number but also the severity of accidents, and their impact on our employees' health.



Frequency rate of fatal workplace accidents for employees (World)



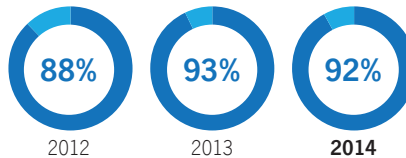
Frequency rate of workplace accidents for temporary site workers (World - excl. Bouygues Bâtiment International)

# 0

Frequency rate of fatal workplace accidents for temporary site workers (World)

# 75

Cases of occupational illness recognised by social security authorities (France - 42% of Group workforce)



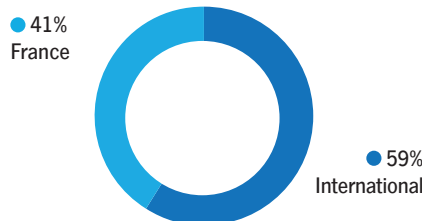
Percentage of business covered by an ILO or OHSAS 18001 certification or equivalent (World)

## Ensuring equal opportunities and enhancing skills

# 53,474

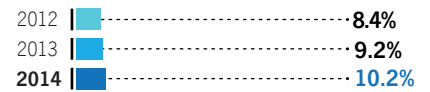
Total number of employees in 2014 (World - 100% of registered workforce)

Bouygues Construction's global headcount stands at over 53,000, slightly increasing in 2014. While our international growth was reflected by a 9% increase in the number of international employees, the context in France was very different: tensions in the domestic market and a more uncertain business outlook led to prudent management of manpower in 2014, with a negative net balance and a significant fall in hiring of approximately 40%.

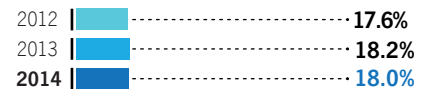


Breakdown of the total workforce (World - 100% of registered workforce)

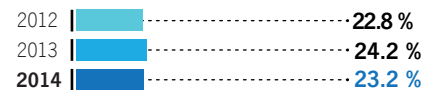
## WOMEN MANAGERS\*



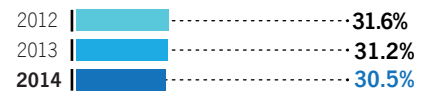
## PERCENTAGE OF WOMEN, FRANCE



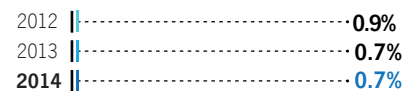
## • Women managerial



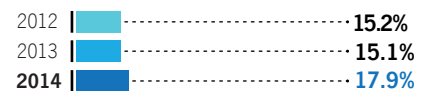
## • Women clerical, technical & supervisory



## • Women site workers



## PERCENTAGE OF WOMEN, WORLD\*\*



## • Women managerial/technical



## • Women site workers



## Breakdown by gender

(World - 100% of registered workforce)

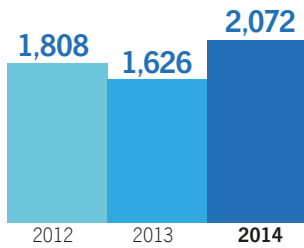
The long-term focus of our equal opportunities policy enables us to report a positive trend, particularly with regard to a greater number of women in management positions and in our international locations. However, the contraction of our business in France has forced us to exercise greater prudence in terms of our volume of hiring; unfortunately our proactive policy of encouraging the hiring of female employees was adversely affected.

\* As a proportion of employees in supervisory or more senior grades in France. 2012 and 2013: scope "France". 2014: scope "world".

\*\* Excluding France.

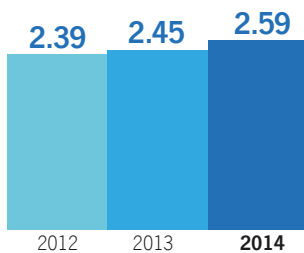
# 556

Number of disabled workers  
(France – 42% of registered workforce)

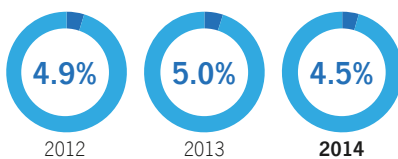


Total value (in €k) of work contracted to sheltered workshops and service industries  
(France – 42% of registered workforce)

In view of the contraction of the French market and a reduced overall volume of hiring, the number of disabled workers hired was modest though stable. More positively, the use of disability-friendly companies became more widespread and extended to all locations in France, with very substantial action plans on our major building and public works projects and a purchasing policy that encourages the listing of these companies and the signing of framework agreements: as a result, sales generated with them were up sharply.

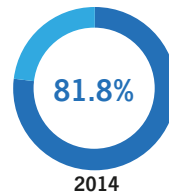
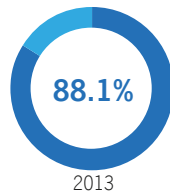


Average number of days of training per employee  
(France – 42% of registered workforce)



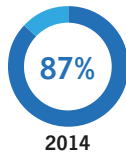
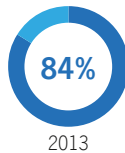
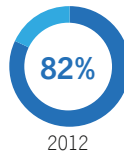
Percentage of payroll devoted to training  
(France – 42% of registered workforce)

Training data refers to the Group's training report published in 2014, covering 2013. Investment in training in 2014 remained at a high level, well above the legal requirement. Priority was given to topics relating to Health & Safety and job-specific training. The slight fall in the figures reflects a desire to prioritise more strategic programmes and to be more selective in a somewhat tougher economic climate.



Existence of formal training plans outside France. (This indicator applies to companies with over 300 employees.)

As in 2013, the vast majority of our long-term operations implemented a training policy with formal monitoring systems and detailed training plans. The slight drop in the indicator has no impact at the level of HR policy. It simply reflects the existence of the 300-employee threshold: a number of companies operating a training plan fell below the level of 300 employees in 2014 (in Asia and in Miami especially). On a like-for-like basis, we are in line with the 2013 figures, and the figures should improve further in 2015 thanks to the publication of a model training plan specifically designed for easy implementation in international locations (an initiative carried out by the Bouygues Construction training committee).



Percentage of employees benefiting from regular evaluation of performance and career development  
(France – 42% of registered workforce)

Fostering cohesion and well-being in the workplace

# €21.3m

Amount allocated to voluntary profit-sharing paid in 2014 on the basis of 2013 results  
(France – 42% of registered workforce)

# €21.8m

Amount allocated to statutory profit-sharing paid in 2014 on the basis of 2013 results  
(France – 42% of registered workforce)

# €36.1m

Amount paid as matching contributions under the Corporate Savings Plan in 2014  
(France – 42% of Group workforce)

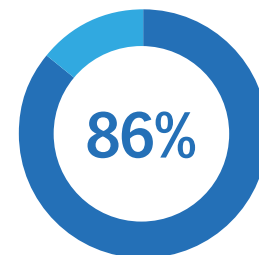
# €1.6m

Amount paid as matching contributions under the Supplementary Pensions Saving Scheme in 2014  
(France – 42% of Group workforce)

# 82

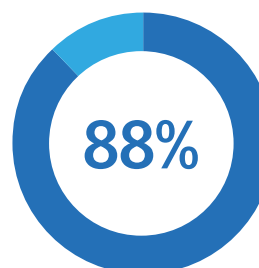
Number of collective agreements negotiated in 2014, including mandatory annual negotiations  
(France – 42% of Group workforce)

Unsurprisingly, the number of collective agreements negotiated in 2014 was down by comparison with the previous year, which had been particularly rich in negotiations, especially with regard to agreements on working time, time savings accounts and inter-generational contracts. The year 2014 saw the renewal of certain agreements and new topics will be dealt with in 2015 (working from home, donation of paid leave and remuneration of patents).



Turnout in the most recent works council elections  
(France – 42% of Group workforce)

This turnout rate, which was once again high in 2014, illustrates the importance attached by our employees to the proper operation and renewal of employee representative bodies. This indicator confirms the healthy state of labour relations, in a year during which numerous elections of personnel representatives took place, particularly in two of our largest entities (Bouygues Energies & Services and Bouygues Bâtiment Ile-de-France).



Percentage of employees taking part in employee satisfaction surveys  
(France – 42% of registered workforce)



# Self-assessment by entities of the Actitudes policy

To facilitate deployment of the sustainable development policy, each entity and operating unit (OU) assesses its own progress towards implementing the priorities of the Actitudes policy and sets its own targets for the following year.

In 2014, the overall average improvement covering all aspects of the sustainable development policy was 10%\*, using weighted data, with a target of 17%\* improvement in 2015. The deployment level for the policy over the Bouygues Construction scope of consolidation rose again for the majority of Actitudes commitments, and in particular for commitments that concern running environment-friendly worksites and sharing our goals for sustainable performance with our partners.

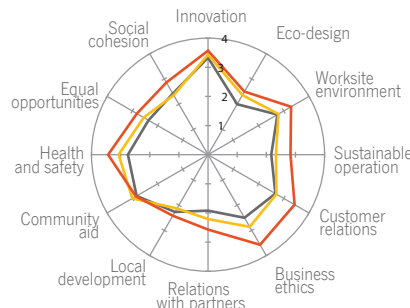
Each entity has adapted the list of actions covering the 12 commitments in order to meet challenges that are specific to its particular business line. The results obtained by each entity on the 12 commitments are shown below:

## Level of deployment by the entities (score of 1 to 4 for each commitment)\*\*

● 2013 ● 2014 ● Targets 2015



Bouygues Bâtiment Ile-de-France



Bouygues Entreprises France-Europe



Bouygues Bâtiment International



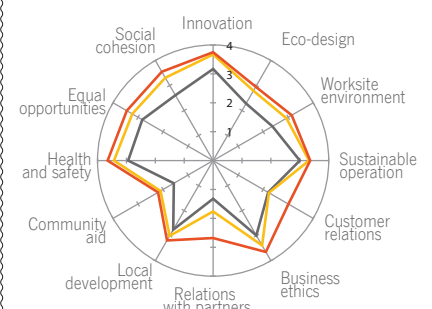
Bouygues Travaux Publics



VSL



DTP



Bouygues Energies & Services

\* To better reflect the respective weight of the various entities, the scores are weighted by the sales of the entities.

\*\* To ensure consistency with the financial reporting structure, in which the business activities of the Concessions division are not consolidated, this entity is also excluded from the Bouygues Construction self-assessment consolidation.

\*\*\* NA for eco-design concerning target 2015

\*\*\*\* Targets 2015

## Forms of dialogue with stakeholders

Stakeholders	Their expectations	Bouygues Construction's 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-alternatives</li> <li>• Distribution of the Code of Ethics and executive training in business ethics</li> <li>• New sustainable construction products and services (CPE, Begreen, LinkCity)</li> <li>• A turnkey offer for electric vehicle charging stations (Alizé)</li> </ul>	<ul style="list-style-type: none"> <li>• Customer satisfaction surveys</li> <li>• Conventions, theme days</li> <li>• Newsletters</li> <li>• Organisation of the Sustainable Construction Club for customers</li> <li>• R&amp;D and Innovation Committee</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 Bouygues SA registration document and the Bouygues Construction 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>• Labour and union rights</li> <li>• Fairness</li> <li>• Acknowledgement of achievements</li> <li>• Training</li> <li>• Diversity (age management, gender equality, disability, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Training: Bouygues Construction University, Equal Opportunities, Pro Academy, QSE Academy, etc.</li> <li>• Annual appraisal interviews and internal mobility</li> <li>• Employee share ownership (Bouygues Partage) and profit-sharing</li> <li>• Social benefits</li> <li>• Safety training on worksites, road safety, anti-addiction and workplace stress campaigns</li> <li>• Ergonomics policy</li> <li>• Handitour roadshow to raise awareness of disability among staff</li> <li>• Gender equality handbook</li> </ul>	<ul style="list-style-type: none"> <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>• Gender Equality Committee</li> <li>• Health &amp; Safety Committee</li> <li>• Internal communications (intranet, in-house publications, conferences, posters)</li> <li>• Information meetings, theme days</li> <li>• Agreement on disabled employees with Agefiph</li> <li>• Disability Committee</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>• Charter for major accounts and SMEs</li> <li>• Partnerships</li> <li>• Welcome pack for new partners</li> <li>• Assessment of suppliers' CSR performance</li> <li>• QSE audits 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>• Information and discussion days</li> <li>• Working groups</li> </ul>
<b>Local residents</b>	<ul style="list-style-type: none"> <li>• Control and reduction of worksite impact</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>• Complaints register</li> <li>• Toll-free number</li> <li>• Worksite websites</li> <li>• Consultation meetings</li> </ul>
<b>Civil society incl. local authorities, non-profit organisations and 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> <li>• Integration</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 and the LPO on biodiversity and with WWF on timber sourcing</li> <li>• Partnerships with humanitarian organisations</li> <li>• Terre Plurielle corporate foundation</li> <li>• Community action committees</li> <li>• Contribution to economic development in places where we operate</li> <li>• Bouygues Construction integration policy</li> </ul>	<ul style="list-style-type: none"> <li>• Integration Committee</li> <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> <li>• Consultation of stakeholders on biodiversity, extra-financial indicators</li> <li>• Mirror committee of external stakeholders to improve Bouygues Construction's sustainable development policy</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>• Skills pooling</li> <li>• Knowledge sharing</li> </ul>	<ul style="list-style-type: none"> <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, particularly on lifecycle analysis</li> <li>• Chair in sustainable construction and innovation with the CSTB and three engineering schools (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 professional federations</li> <li>• Lectures and courses</li> <li>• Participation in careers fairs</li> <li>• R&amp;D and Innovation Committee</li> </ul>

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