

Shaping a better life

Sustainable performance

A sustainable development policy at the heart of our strategy

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 brought about a broad understanding 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. Its deep-rooted presence in Bouygues Construction's strategy has been reflected in the company's organisational structure by bringing together the Sustainable Development, Research, Development and Innovation, and Forward Planning and Strategic Marketing departments within the Innovation and Sustainable Construction department. Operational deployment of the policy is supported and enabled by a network of more than

one hundred Sustainable Development Representatives in Group entities. In 2012, the Actitudes policy was revised to give a more central role to sustainable construction and greater clarity to the undertakings it gives. Its progress is monitored by a performance summary fed by key indicators for each commitment, supplemented by an extra-financial reporting system covering all challenges.

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 in order to address

their expectations and participate in future developments. It takes part 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 competitiveness cluster.

In 2013, Bouygues Construction won the first prize for construction companies in the Novethic barometer of environmental reporting in property development, as well as the "Stakeholders" prize in the France GBC Awards.



4 key areas, 12 commitments



Environment and sustainable construction

High-performance projects for a better quality of life

- 1 – Innovate for sustainable construction
- 2 – Eco-design high performance projects
- 3 – Ensure environment-friendly workites
- 4 – Build, operate and maintain to deliver controlled performance



Customers and partners for a sustainable project

Unite players in projects to achieve enduring success

- 5 – Establish a trusting relationship with customers
- 6 – Commit to ethics and compliance with regard to our customers and partners
- 7 – Share our goals for sustainable performance with our partners



Local commitment and community aid

A player committed to the development of territories

- 8 – Contribute to local development
- 9 – Get involved with local communities and civil society



Respect and development of employees

Diversity of talent for the success of our projects

- 10 – Guarantee the health and safety of employees
- 11 – Ensure equal opportunities and enhancing skills
- 12 – Foster cohesion and well-being in the workplace

The 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.

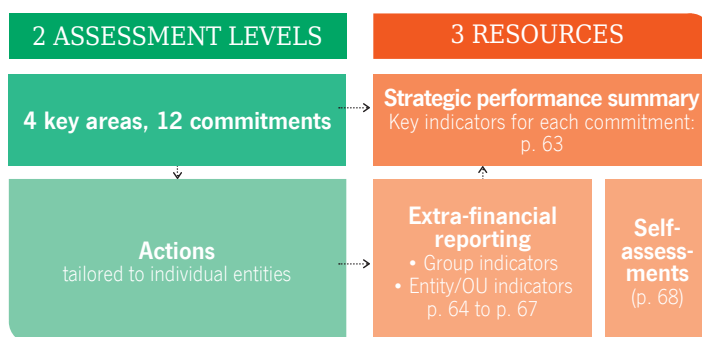
Detailed below, this system comprises

three main resources:

- a performance summary fed by key indicators for each commitment interpreting the four themes of Actitudes;
- annual extra-financial reporting covering all structures and covering around 50 indi-

cators 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 extra-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 methodology 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 2013, the scope "World" incorporated into Enablon covered 97% of Bouygues Construction's consolidated sales (compared with 96% in 2012). On the other hand, since the Concessions division is not included in

the financial consolidation, it is not included in the sustainable development reporting either, for the sake of consistency.

In the case of a recently constituted company, it is recommended that the 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 54% of Bouygues Construction's total sales. Indicators relating to human resources were 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. Whenever a project is carried out in the framework of a partnership or joint ven-

ture, 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. Social 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 Ernst and Young, the Group's independent auditor. 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.

Performance summary of the Actitudes policy

AIM	KEY INDICATOR	UNIT	2012	2013
ENVIRONMENT AND SUSTAINABLE CONSTRUCTION				
Innovate for sustainable construction	Percentage of R&D expenditure devoted to sustainable construction	%	49	51
Eco-design high-performance projects	Percentage of buildings involving a commitment to environmental labelling or certification schemes in the year's order intake for buildings	%	57	58
		Number of buildings	268	227
	Percentage of the infrastructure order intake for which commitments on biodiversity have been given	%	—*	68
Ensure environment-friendly worksites	Percentage of worksites with the Ecosite® label (in-house environmental label for worksites) (a)	%	79	68
Build, operate and maintain to deliver controlled performance	Number of projects including commitments of energy performance	Number	—*	60
CUSTOMERS AND PARTNERS FOR A SUSTAINABLE PROJECT				
Establish a trusting relationship with customers	Percentage of completed projects for which a customer satisfaction survey has been conducted	%	48	54
Commit to ethics and compliance with regard to our customers and partners	Number of executives or managers trained in policies and procedures to fight corruption and/or anti-competitive practices during the last 3 years	Number	2,549	1,872
Share our goals for sustainable performance with our partners	Sales generated by subsidiary that systematically include the Supplier CSR Charter in contracts with subcontractors and suppliers	%	68	70
	Number of QSE audits carried out on subcontractors	Number	—*	373
LOCAL COMMITMENT AND COMMUNITY AID				
Contribute to local development	Number of operations carried out during the year in cooperation with local integration bodies	Number	410	409
Get involved with local communities and civil society	Number of partnerships during the year supporting integration, education and health (and amount committed)	Number	472	334
		€ million	3.5	3.9
RESPECT AND DEVELOPMENT OF EMPLOYEES				
Guarantee health and safety	Workplace accidents for all employees:	• Frequency rate (b)	5.85	4.65
		• Severity rate (c)	0.36	0.23
Ensure equal opportunities and enhance skills	Percentage of female managers in France (d)	%	8.4	9.2
	Disabled employees in France	Number	760	545
	Average number of training days per employee per year in France	Number	2.39	2.45
Foster cohesion and well-being in the workplace	Percentage of employees receiving a satisfaction survey in France (e)	%	—*	93

—* New indicator 2013.

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; Bouygues Energies & Services adds the supplementary criterion of the customer's acceptance of the initiative).

(b) Frequency rate = number of industrial 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.

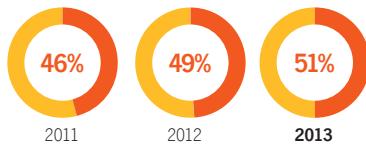
(d) As a proportion of employees in supervisory or more senior grades in France.

(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.

Extra-financial indicators

Environment and sustainable construction

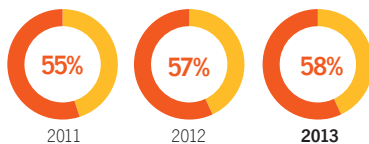
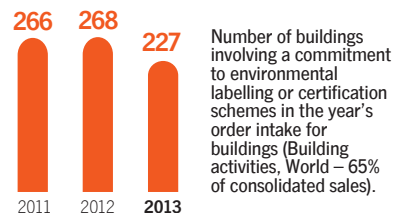
Innovation for sustainable construction



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, the well-being and safety of users, quality of use, eco-design, processes and methods (industrialisation, improvement of product quality, reduction of hardship, etc.) and tools (global cost, digital modelling, new technologies, etc.). This percentage, which has been increasing constantly for the past six years, stood at 21% in 2007, at the time of the launch of the Actitudes policy.

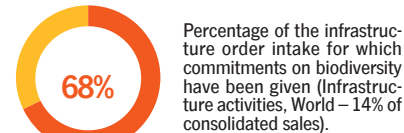
Eco-designing high-performance products

— Buildings involving a commitment to environmental certification



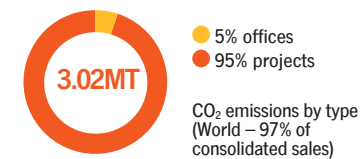
Total percentage of buildings involving a commitment to environmental labelling or certification schemes in the year's order intake for buildings (Building activities, World – 65% of consolidated sales). In 2013, orders were taken for numerous large-scale operations. Bouygues Construction is committed to ensuring that as many of these projects as possible are subject to environmental certification. The percentage of environmentally certified projects in the building order intake has risen from 23% in 2007 to 58% in 2013.

— Biodiversity

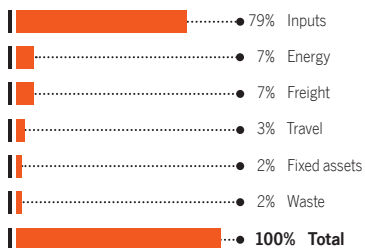


Bouygues Construction promotes the protection of biodiversity on these infrastructure operations through contractual commitments to its customers, particularly on large-scale operations.

— CO₂ emissions



266 MT CO₂ eq./ € million of consolidated sales.



CO₂ emissions by heading for projects (World – 97% of consolidated sales).

The total figure for Bouygues Construction is 3.02 million tonnes CO₂ equivalent for 2013. This figure, encompassing Scopes 1, 2 and 3a, corresponds to the sum of emissions resulting from:

- the operation of Bouygues Construction's headquarters and regional offices (5% of emissions), relating to energy, goods and services, freight, travel and fixed assets;
- projects of Bouygues Construction entities. For each project added to the CarbonEco® measurement application, the total calculated for CO₂ emissions (relating to energy, inputs, freight, site personnel travel, fixed assets and waste) is prorated to the duration of the project.

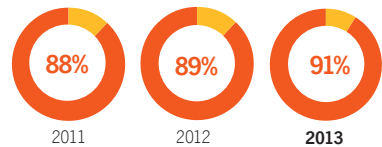
To produce €1 million of sales, Bouygues Construction emits 266 tonnes CO₂ equivalent (compared with 330 in 2012).

— Carbon balance



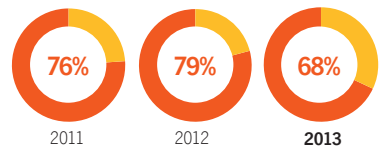
Number of carbon balances performed (World – 97% of consolidated sales).

Carrying out eco-friendly projects



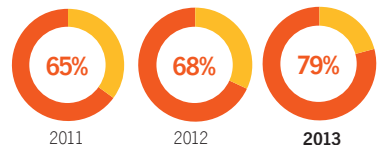
Percentage of business certified ISO 14001 (World – 97% of consolidated sales).

The percentage of business covered by ISO 14001 certification has been rising constantly since 2007 (it has increased from 61% in 2007 to 91% in 2013).



Percentage of worksites with the Ecosite® label (the Group's in-house environmental label) (World – 97% of consolidated sales).

In 2013, the scope of reporting was extended to the subsidiaries VSL and BYES*. The decline in the overall percentage is partially explained by a slowdown in the momentum of labelling at BYBI*.

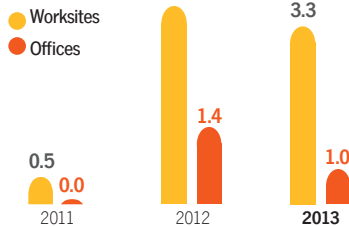


Percentage of worksites covered by consultation exercises, communications campaigns or local resident satisfaction surveys (World excl. BYES* and VSL – 82% of consolidated sales).

Major strides were made in a number of Bouygues Construction subsidiaries (particularly BYTP* and BYEFE*) with respect to dialogue and consultation with local residents in 2013.

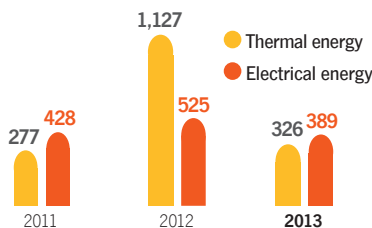
Local commitment and community aid

Consumption



Water consumption in millions of m³ (World – 97% of consolidated sales).

On worksites, although there was an increase in business in 2013, the Group maintained its water consumption at a stable level compared to 2012. The variation in water consumption at offices is explained by the application of a more reliable reporting procedure for this indicator in 2013 which led to the correction of an erroneous value reported in 2012.



Energy consumption in GWh (World – 97% of consolidated sales).

The “thermal energy” indicator includes the consumption of gas and fuel oil both on worksites and in offices. The substantial variation between 2012 and 2013 is explained by an exceptional level of consumption in 2012 on the Stade Vélodrome football stadium site in Marseille, where oil-fired electricity generators had to be used during the construction period to ensure safety during matches. Similarly, the “electrical energy” indicator includes the consumption of electricity both on worksites and in offices. Reporting on this indicator was made more reliable in 2013 resulting in the correction of an erroneous value reported in 2012 and explaining the variation between the two successive years.

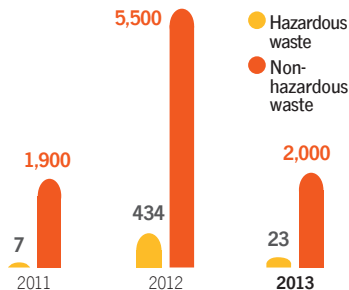


Total consumption of automotive fuel in millions of litres (light commercial and passenger vehicle fleet, World – 97% of consolidated sales). This figure breaks down as 21 million litres consumed in France and 7 million litres in other countries.

60

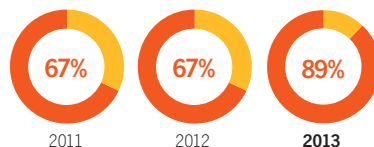
Number of projects on which commitments have been given on energy performance. This figure is principally made up of facilities management activities and BYBI* building activities.

Waste



Total quantities of hazardous and non-hazardous waste collected in thousands of tonnes (World – 97% of consolidated sales).

In 2012, an exceptional quantity of waste was collected on an earthworks site in Ivory Coast. The global volume returned to a more normal level in 2013.



Percentage of non-hazardous waste recycled (World – 97% of consolidated sales).

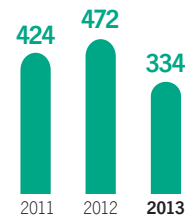
This indicator is particularly volatile because of the sharp variations in quantities of inert waste depending on operations.

Contributing to local development

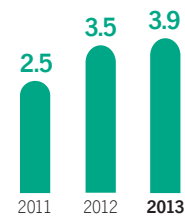
409

Number of operations carried out during the year in cooperation with local integration bodies (France – 54% of consolidated sales). This figure has been stable for three years.

Getting involved with local communities and civil society



Number of partnerships during the year supporting integration, education and health (World – 97% of consolidated sales).



Amount directly paid to support integration, education and health (€ millions) (World – 97% of consolidated sales).

Bouygues Construction has refocused its attention on a smaller number of partnerships (334 compared to 472 in 2012) but it has continued to increase its financial contribution, raising it to €3.9 million in 2013. The Group's commitment to society takes the form of actions broadly grouped in three main areas, whether in France or in other countries: social ties and community needs; education and integration; and improvement of the living environment. Through Terre Plurielle, its corporate foundation, Bouygues Construction supports projects favouring access to healthcare, education and integration for the disadvantaged. Since it was set up in 2008, 125 projects sponsored by Group employees have been given support, in 20 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, so strengthening Bouygues Construction's societal commitment.

*BYEFE: Bouygues Entreprises France-Europe

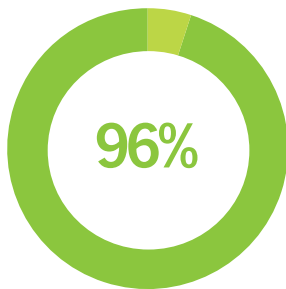
*BYBI: Bouygues Bâtiment International

*BYTP: Bouygues Travaux Publics

*BYES: Bouygues Energies & Services

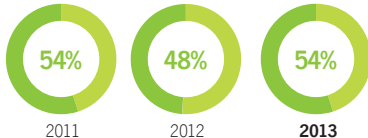
Customers and partners for a sustainable project

Establishing a relationship of trust with customers



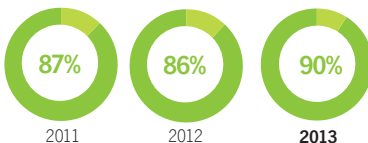
Percentage of business certified ISO 9001 (World – 97% of consolidated sales)

For the last 3 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. BYES – 85% of consolidated sales)

Bouygues Construction's civil works businesses made substantial progress on this point in 2013, resulting in a sharp increase in the global Bouygues Construction indicator.



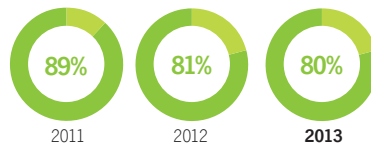
Percentage of sales with triple QSE certification (World – 97% of consolidated sales)

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

1,872

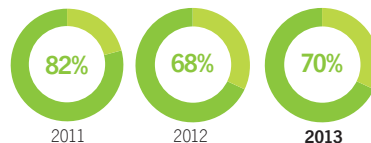
Number of managers trained in business ethics during the last 3 years (World – 97% of consolidated sales)

Sharing our goals for sustainable performance with our partners



Percentage of sales generated by units with an action plan to involve partners, subcontractors and suppliers in their QSE policy (World – 97% of consolidated sales)

The level of requirement for the formalisation of action plans was raised in 2013, which may account for the slight decrease compared to 2012.



Percentage of sales generated by units that systematically include the Supplier CSR Charter in contracts with subcontractors and suppliers (World – 97% of consolidated sales)

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

€2,477 m

Purchasing expenditure covered by CSR evaluations (€ millions) (World, scope Bouygues Construction Purchasing – 97% of consolidated sales)

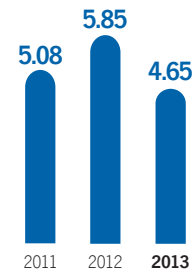


Number of suppliers and/or subcontractors who have been subject to CSR evaluation (World – 97% of consolidated sales)

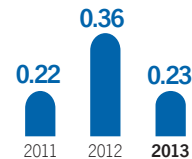
These evaluations are carried out either using Ecovadis tools or through the Bouygues Construction suppliers evaluation database.

Respect and development

Guaranteeing health and safety

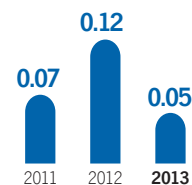


Frequency rate of workplace accidents for all employees (World – 97% of consolidated sales).

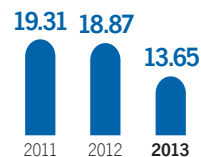


Severity rate of workplace accidents for all employees (World – 97% of consolidated sales).

Bouygues Construction's safety indicators improved sharply in 2013, both in France and abroad, with values well below the industry average.



Frequency rate of fatal workplace accidents for employees (World – 97% of consolidated sales).



Frequency rate of workplace accidents for temporary site workers (World – 97% of consolidated sales).

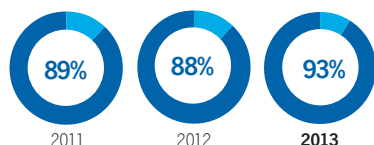
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There were no fatal workplace accidents involving temporary site workers in the 2013 reporting period.

70

Cases of occupational illness recognised by social security authorities (France – 54% of consolidated sales).

of employees

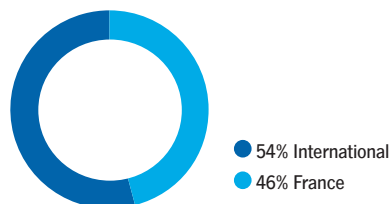


Percentage of business covered by an ILO or OHSAS 18001 certification or equivalent (World – 97% of consolidated sales).

Ensuring equal opportunities and enhancing skills

52,163

Total number of employees in 2013 (World – 100% of registered workforce).



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

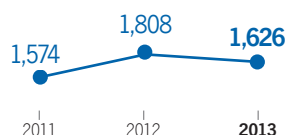
Breakdown by gender (World – 100% of registered workforce)

	2012	2013
PERCENTAGE OF WOMEN, FRANCE		
Managerial	22.8%	24.2%
Clerical, technical & supervisory	31.6%	31.2%
Site workers	0.9%	0.7%
Women managers (a)	8.4%	9.2%
PERCENTAGE OF WOMEN, GLOBAL (b)		
Managerial/technical	22.3%	21.9%
Site workers	10.2%	10.7%

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

545

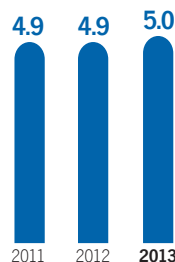
Number of disabled workers (France – 46% of registered workforce)



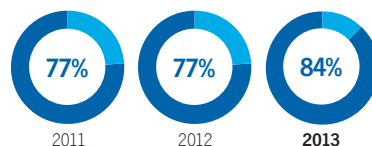
Total value (in € thousands) of work contracted to sheltered workshops and service industries (France – 46% of registered workforce)



Average number of days of training per employee (France – 46% of registered workforce)



Percentage of payroll devoted to training (France – 46% of registered workforce)



Percentage of employees benefiting from regular evaluation of performance and career development (France – 46% of registered workforce)

Fostering cohesion and well-being in the workplace

€18.2 m

Amount allocated to voluntary profit-sharing paid in 2013 on the basis of 2012 results (France – 46% of registered workforce)

€24.5 m

Amount allocated to compulsory profit-sharing paid in 2013 on the basis of 2012 results (France – 46% of registered workforce)

€33.1 m

Amount paid as matching contributions under the Corporate Savings Plan in 2013 (France – 46% of registered workforce)

€1.5 m

Amount paid as matching contributions under the Supplementary Pensions Saving Scheme in 2013 (France – 46% of registered workforce)

157

Number of collective agreements negotiated in 2013, including mandatory annual negotiations (France – 46% of registered workforce)

86%

Turnout in the most recent works council elections (France – 46% of registered workforce)

93%

Percentage of employees taking part in employee satisfaction surveys (France – 46% of registered workforce).

Surveys within the last three years are taken into account.

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 on the basis of four levels, and sets its own targets for the following year.

Self-assessment methodology

This self-assessment process enables each structure to evaluate its own performance and to determine its own priorities from those in the frame of reference of actions and the rate at which it will roll them out.

— Scope

In 2013, the scope of application of self-assessment according to the Actitudes frame of reference represented 97% of Group sales. The term “consolidated Bouygues Construction Group” refers to all entities and OUs excluding the Concessions division: even though it conducts self-assessments as part of its management of sustainable development policy, this division is not included in the scope of consolidation in order to mirror the financial consolidation model.

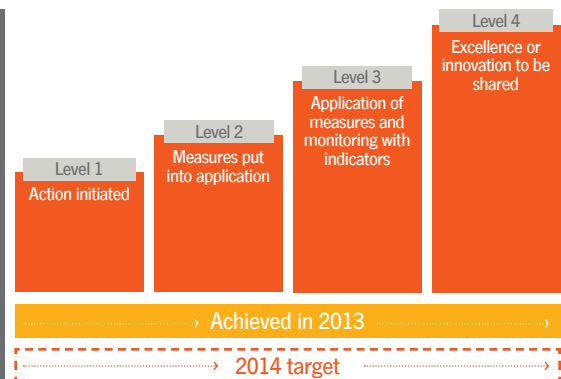
— Process

A methodological guide specifies the self-assessment process with regard to:

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

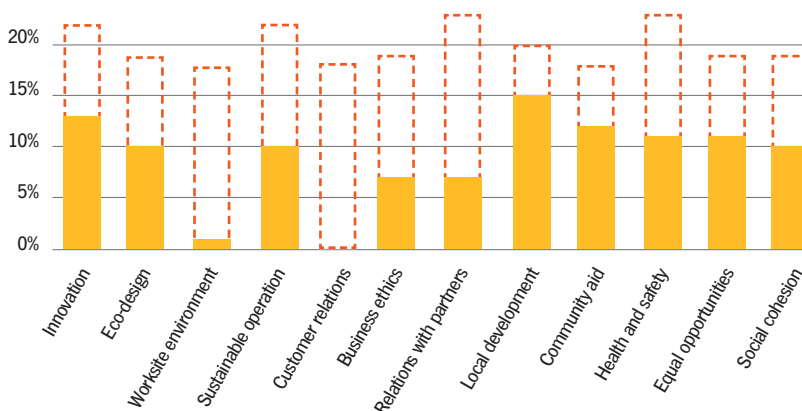
For the majority of entities, the score awarded corresponds to the average of scores assessed by the OUs composing them. For the others, the score combines assessments made in the field and appraisals made by the entity's management committee. These methodological differences result in a degree of uncertainty. The field of non-applicable actions has to be defined and validated at the level of each entity.

12
commitments constitute
the common working base
for all the subsidiaries



68 |

Improvements achieved in 2013 and targets for improvement on the 12 commitments (average percentage improvement of the entities* – scope excludes the Concessions division**).



● Improvement achieved from 2012 to 2013 ◻ Improvement targeted in 2014

Results 2013

The process can be seen as a good example of continuous improvement because of the increased involvement of operating units and an ever-growing mastery of the methodology. In 2013, the deployment level over the Bouygues Construction scope of consolidation rose again for the majority of Actitudes commitments, and in particular for commitments concerning innovation for sustainable construction and local development. Priority areas earmarked for improvement in 2014 are more environment-friendly worksites, customer relations and sharing our goals for sustainable performance with our partners. The overall average improvement covering all aspects of the sustainable development policy is 9%, using weighted data, with a target of 11% improvement in 2014.

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

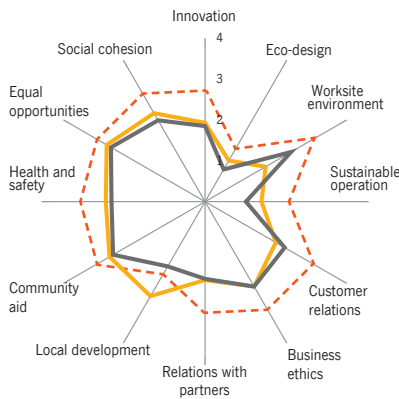
** To ensure consistency with the financial reporting structure, in which the business activities of the Concessions division are not consolidated, this entity is also excluded from the Bouygues Construction self-assessment consolidation.

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

The results obtained by each entity on the 12 commitments of the Actitudes sustainable development policy are shown below. All entities use a similar scoring system. However, 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. This explains why the scores obtained by the entities are not consolidated.

- achieved 2012
- achieved 2013
- - - target 2014

Bouygues Bâtiment Ile-de-France



Bouygues Entreprises France-Europe



Bouygues Bâtiment International



Bouygues Travaux Publics



VSL



* Does not apply to Bouygues Travaux Publics activities

DTP Terrassement



Bouygues Energies & Services



Forms of dialogue with stakeholders

STAKEHOLDERS	THEIR EXPECTATIONS	BOUYGUES CONSTRUCTION'S RESPONSES	FORUMS AND FORMS OF DIALOGUE
CUSTOMERS	<ul style="list-style-type: none"> • Service quality • Competitiveness • Innovation • Trust • Consideration • Ethical behaviour 	<ul style="list-style-type: none"> • Quality, Environment, Health & Safety policy (ISO 9001, ISO 14001, OHSAS 18001) • Sustainable construction research programmes • Eco-alternatives • Distribution of the Code of Ethics and executive training in business ethics • New sustainable construction products and service (CPE, Be Green) • A turnkey offer for electric vehicle charging stations (Alizé) 	<ul style="list-style-type: none"> • Customer satisfaction surveys • Conventions, theme days • Newsletters • Organisation of the Sustainable Construction Club for customers • R&D and Innovation
SHAREHOLDERS AND THE FINANCIAL COMMUNITY	<ul style="list-style-type: none"> • Economic efficiency and profitability • Transparency and information • Long-term visibility 	<ul style="list-style-type: none"> • Publication of information documents and press releases • Publication of the Bouygues SA registration document and the Bouygues Construction annual report • Responses to non-financial rating agencies and investors (through Bouygues SA) 	<ul style="list-style-type: none"> • Annual meetings • Website
EMPLOYEES AND TRADE UNIONS	<ul style="list-style-type: none"> • Working conditions • Health and safety • Labour and union rights • Fairness • Acknowledgement of achievements • Training • Diversity (age management, gender equality, disability, etc.) 	<ul style="list-style-type: none"> • Training: Bouygues Construction University, Equal Opportunities, Pro Academy, QSE Academy, etc. • Annual appraisal interviews and internal mobility • Employee share ownership (Bouygues Partage) and profit-sharing • Social benefits • Safety training on worksites, road safety, anti-addiction and workplace stress campaigns, • Ergonomics policy • Handitour roadshow to raise awareness of disability among staff 	<ul style="list-style-type: none"> • Employee satisfaction surveys (every three years) • Health & Safety Committee, works councils, elections of employee representatives • Diversity Committee • Age Management Committee • Health & Safety Committee • Internal communications (intranet, in-house publications, conferences, posters) • Information meetings, theme days • Agreement on disabled employees with Agefiph
SUPPLIERS AND SUBCONTRACTORS	<ul style="list-style-type: none"> • Loyalty • Fairness • Long-term relationships 	<ul style="list-style-type: none"> • CSR Charter for suppliers and subcontractors • Charter for major accounts and SMEs • Partnerships • Welcome pack for new partners • Assessment of suppliers' CSR performance • HR audits of suppliers in emerging countries 	<ul style="list-style-type: none"> • Satisfaction and perception surveys / Cooperation reviews • Conventions • Information and discussion days • Working groups
LOCAL RESIDENTS	<ul style="list-style-type: none"> • Control and reduction of worksite impact 	<ul style="list-style-type: none"> • Environmental measures on worksites with the Ecosite® label • Software to estimate and model worksite noise levels • Arrangements for consultation, dialogue and information 	<ul style="list-style-type: none"> • Signs providing information • Register of complaints • Toll-free number • Worksite websites • Consultation meetings
CIVIL SOCIETY INCL. LOCAL AUTHORITIES, NON-PROFIT ORGANISATIONS AND NGS	<ul style="list-style-type: none"> • Dialogue and transparency • Long-term partnerships • Compliance with regulations, labour laws and human rights • Protection of the environment • Ethical and responsible behaviour 	<ul style="list-style-type: none"> • Environmental measures on worksites with the Ecosite® label • Evaluation of carbon emissions with CarbonEco® software • Environmental partnerships with Noé Conservation and the Bird Protection League on biodiversity and with WWF on timber sourcing • Partnerships with humanitarian NGOs: Care France, Emergency Architects, • Terre Plurielle corporate foundation • Community action committees • Contribution to economic development in places where we operate 	<ul style="list-style-type: none"> • Website • Participation in outside events (FEDERE forum, etc.) • Membership of organisations that encourage dialogue with civil society (Comité 21, Global Compact) • Consultation of stakeholders on biodiversity and extra-financial indicators • Mirror committee of external stakeholders to improve Bouygues Construction's sustainable development policy
SCIENTIFIC COMMUNITY, INDUSTRY BODIES (ADEME, CSTB, FNTP, EGF BTP, ETC.) AND EDUCATIONAL ORGANISATIONS	<ul style="list-style-type: none"> • R&D and innovation • Pooling of skills • Sharing of knowledge 	<ul style="list-style-type: none"> • Specialist Master's degree in sustainable construction and housing in partnership with Ensam and ESTP • Participation in research projects with the CSTB, particularly on lifecycle analysis • Creation of a chair in sustainable construction and innovation with the CSTB and three engineering schools (Ecole des Ponts, Ecole Centrale Paris and Supélec) • Projects in cooperation with Ademe (eco-driving, carbon® balance, etc.) 	<ul style="list-style-type: none"> • Participation in sustainable development working groups in industry bodies • Lectures and courses • Participation in careers fairs • R&D and Innovation Committee

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