



Our energies for a Better Life

Partnership and Customer care



At Bouygues Energies & Services, working in partnership is part of our heritage and remains the foundation on which our business is built.

Our customers

We understand the **needs of each customer** and adapt our business model to service these needs. With a background of delivering long-term contracts, our ability to work with our customers, overcome challenges together and take a pragmatic approach to service delivery has been – and will continue to be – part of our culture.

Our employees

For each project, we provide a **high quality team**, developing the individuals through training and mentoring, treating them fairly and ensuring the working environment remains positive. We have an excellent track record for staff retention and longevity of service, which is built on a foundation of participation, communication, personal development and ownership.

Our supply chain partners

We work well with our supply chain, negotiating contracts that are fair and honouring the terms of those contracts. 70% of our [supply partners](#) [1] are SME (small and medium-sized enterprises) sector. These partners are selected with the intention of forming long-term relationships with shared culture and values.

Our communities

We engage with the communities in which we operate, supporting local initiatives, selecting partners from the local community and seeking to recruit our team from the local area. Strong relationships with local schools and colleges are the cornerstone of this commitment.

The environment

We engage actively in the group Actitudes programme which supports the company in meeting our [social and environmental targets](#) [2]. Our energy division supports our clients through energy reduction

programmes. Bouygues Energies & Services employees and supply chain partners work with ambitious targets to reduce waste generated by our activities and to maximise recycling.

Modern Slavery and Human Trafficking Statement

We are committed to ensuring that there is [no modern slavery or human trafficking](#) [3] in our supply chains or in any part of our business