

2020 Sustainability Report

Bouygues Energies & Services Solutions



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The year 2020 put the spotlight on a topic that will be central over the coming years: the need for more long-term thinking. COVID-19 showed that society is ill-prepared for a global crisis. But while the pandemic will pass, our world will continue to face challenges related to globalisation, digitalisation, health and well-being and climate change.

Bouygues Energies & Services has been resilient in the face of this global health and economic challenge (and a sophisticated cyber-attack), which is a credit to our staff, our clients and our supply chain who has continued to support us. We improvised, built new relationships and leveraged technology in new ways. We have great examples of how our teams have transformed our services to respond to new needs and adapted to travel and other restrictions to continue delivery of contracts and projects.

Despite these challenges, it was also a year of great progress on our sustainability journey and we learned how to be more decisive and creative in our management and leadership. We were awarded Platinum Status in the Sustainable Facilities Management Index, we achieved Gold status for our Investor In People audit and maintained our position as a Top Employer by the TE Institute for excellence in employee conditions – we've also been successful in imbedding Social Value into our services to put a greater focus on addressing issues such as regional inequality.

Undeterred by COVID-19, the wider Bouygues Group also announced ambitious net-zero targets that are going to change the way that we do business in so many ways. Additionally, many of our clients are emerging from this year wanting to build back better with sustainability and we look forward to playing our part in their journeys.

2021 will be an important year for Bouygues Energies & Services and, as we recover, we are determined to maintain our reputation as a progressive, responsible business and to work in partnership with our colleagues, clients and partners to create new models that incorporate a sustainable business culture, led by innovation and a full engaged workforce.



Dean Murphy | UK HSQE Director



2 Executive Summary

In our third annual report, we are taking a reflective look at Bouygues Energies & Services' (Bouygues E&S) progress in addressing its key environmental sustainability impacts during a challenging 2020, from network outages to a global pandemic – this report outlines our successes and highlights the areas where further work is required.

Sustainability is embedded within the culture of our company and there continues to be a good level of progress regarding sustainability including environmental matters. We saw some significant advances in several areas of corporate sustainability particularly for the FM sector, which has had to adapt to the pandemic significantly, with Bouygues E&S being recognised for its achievements in some of the following key areas.

2020 Highlights

- Awarded Platinum Standard in the Sustainable Facilities Management Index (SFMI)
- Achieved Investor in People Gold
- Achieved Top Employer status for the third year running
- 83% of our contracts achieved certification under Ecosite (our internal certification programme running since 2013 and now including a section on Social Value)
- Successful and growing partnership with the Supply Chain Sustainability School
- Annual Modern Slavery statement published
- 13 submissions into our annual Sustainability Awards
- Inclusion of Environmental Impact Assessment with tenders for prospective energy projects
- Successful Sustainability Conference held digitally with 130 remote attendees
- Bouygues E&S benefited from digitalisation and technology, and flexible work practices introduced well before the onset of COVID-19. In 2020, this enabled Bouygues E&S to serve clients, deliver projects and safeguarding employees
- A partnership was signed at UK group level between Bouygues and Airlite and the paint is now the default first choice for indoor projects.

2.1 POLICY

Bouygues E&S is aware that our activities and the services we provide have an impact on the environment either directly or indirectly via our supply chain. We will comply with all our obligations under environmental legislation and will endeavour to avoid or minimise any harm caused to the environment. We will strive to meet best practice in non-regulated areas and seek to take advantage of opportunities to bring about environmental improvements.

The Directors shall drive implementation and be responsible for setting objectives, maintaining control, monitoring progress and encouraging improvements. They shall encourage all employees to contribute to the system implementation and work in compliance with this Policy.

Organisation

A senior level steering group, chaired by a Board Director, is responsible for implementation of the strategy agreed by the Board.

Three panels report to the steering group and are responsible for guiding operational delivery of our different environmental aspects.

Specialist support to the directors and steering group, and throughout the business, is provided by the HSQE Department. Responsibility for development and maintenance of an Environmental Management System shall rest with the HSQE Director.

Strategy

Sustainability: We promote the concept and aims of sustainability by integrating biodiversity considerations into our activities, identifying good working practices, and engaging with local communities, NGOs and our supply chain in seeking to identify and take advantage of opportunities to enhance sustainability arising from our activities.

Monitoring Compliance: We monitor performance on a regular basis to establish whether we are achieving our objectives. We aim for all of our operational contracts to achieve certification under Ecosite.

Effective Communication: We are committed to communicating effectively, both internally and externally, on all environmental issues, in order to contribute towards a culture of environmental awareness within the company, with our clients and the wider community.

Continuous Improvement: We are committed to a continuous improvement in the performance and management of our Environmental Management Systems (EMS), working in partnership with our clients, professional agents, business partners, contractors and other suppliers.

Environmental Objectives: We will continue to identify appropriate Environmental Objectives that will help realise these commitments.

2.3 GROUP COMMITMENTS

Sustainability to Bouygues E&S means limiting and reducing the negative impacts from our activities on the environment and society. We remain committed to our Environmental Policy, Vision and Strategy.

Delivering high-performance, innovative solutions to our clients whilst meeting sustainable development challenges is at the heart of our business. We achieve sustainability through four key group commitments:





3 Targets & Performance

3.0 TARGETS & PERFORMANCE (2020 OVERVIEW)

TARGET	STATUS	PROGRESS
CARBON		
increase the number of EVs to 60	31 in fleet at year end with 6 on order	
Introduce a cycle to work scheme for all staff	In place and promoted	
Commit to net zero carbon for new Welwyn G.C. depot: <ul style="list-style-type: none"> Install Smart Impulse metering Calculate our embodied carbon calculations Explore viability of onsite solar PV 	Monthly energy M&T report now being produced. <ul style="list-style-type: none"> Smart Impulse quote received Looking at possible online tools. Currently preparing feasibility study of onsite PV 	
Reduce carbon footprint of Bouygues E&S Solutions by 5% compared to 2019. Measured in terms of tonnes CO ₂ e per £m Turnover	Complete – 5.13% reduction in emissions	
Develop and run a training programme to explain to staff the meaning and implications of Scope 3 carbon emissions	Under development with Graduate CSR group	
Install at least one EV charging point at every permanent Bouygues E&S location (i.e., PFI sites and Bouygues E&S head/regional offices)	7 sites had charging points by Q4 2020. At the end of Q1 2021 we reviewed this target and we aim to having at least 50% of our contracts by the end of 2021.	
SINGLE USE PLASTICS		
Develop a strategy/trajectory for government contracts including: <ul style="list-style-type: none"> Cleaning chemicals Commitment to liaise with stationery suppliers over elimination plastic packaging 	The approach to bulk delivery and decanting trialled at Becket House is now being rolled out across all contracts, with an estimated annual saving of 1.39 tonnes of plastic.	
Seek a Bouygues E&S Board directive to not purchase plastic bottled water or plastic cups	No plastic cups are being purchased on our projects	
Hold a supply chain event on SUPs	Planning stage	
WASTE		
No more than 2% of non-hazardous waste to be sent to landfill.	Achieved. 1.5% to landfill for Street Lighting. For FM fluorescent lamps and cooking oils are recycled, very little additional hazardous waste	

SOCIAL VALUE

<ul style="list-style-type: none"> Amend Ecosite to include a section on Social Value 100% of eligible locations to be certified under Ecosite2020 	In place with 87% of contracts certified under Ecosite	
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COMMUNICATIONS/ENGAGEMENT

Introduce an environmental Respect Award (or ask L&D to give greater “prominence” to environmental actions)	Not completed however the E within the award recognises respect for the Environment	
Commit to holding monthly sustainability seminars	Not completed due to business shutdowns however a number of seminars were held successfully using Teams, supplemented by a new sustainability newsletter	
Develop and run a campaign on nutrition, “Good For You, Good For The Planet” – to include veganism without “preaching”	Completed	
Target 100 active staff members of the Supply Chain Sustainability School	68 registered, of which 53 are showing activity during 2020	
Hold a “Do One Thing Day”. Effectively ask all staff to make a sustainability pledge.	Not completed	
To submit at least one entry to an environmental/sustainability award scheme every quarter	Not completed due to business shutdowns	

Table 1 Overview of progress against 2020 objectives

3.1 MANAGEMENT SYSTEMS & CERTIFICATIONS

An Environmental Management System (EMS) has been implemented to effectively manage environmental risk on sites operated by Bouygues E&S, our EMS is certified to the international Standard ISO 14001:2015.

This system allows a site or contract to address the environmental issues relating to their specific activities with internal audits then being carried out to ensure all requirements of the standard are fulfilled.

In 2020, the company's EMS was successfully migrated and certified under the revised Standard, ISO:14001 (2015).

We have also developed and implemented internal systems, toolkits and labels covering:

- **Biodiversity**
- **Waste Management**
- **Energy Management**
- **EMS Implementation**

We continually measure and monitor our activities against specific client, industry and sector requirements and systematically manage the risks associated with our business activities through the application of the relevant industry best practice standards. See Annex 2 for the full list of Bouygues E&S memberships, accreditations, and awards.

Energy Management System (EnMS)

This was revised in line with the requirements of the amended standard. ISO:50001 (2018) and launched in toolkit form. This approach was successfully implemented for the first time when we were running the FM services on the Cabinet office project, and it is now used at Becket House. We have again successfully passed the re-certification audit by NQA in November 2020. The toolkit is also being employed for the certified system at the Home Office ahead of their next 3rd-party audit and is available to be implemented at any other contract where the client wishes us to operate a certified EnMS.

Bouygues E&S was the first FM company to be awarded ISO:50001 for our energy management system (Cabinet Office 2011) and this has now been revised in line with the requirements of the amended standard (2015) and launched in toolkit form. This approach is currently used at Becket House (Bouygues E&S HQ) and one other contract but is available for implementation wherever required. With a few adaptations the system has also been successfully introduced into Bouygues UK.

3.2 SUSTAINABILITY AWARDS

2020 saw our fifth annual internal sustainability awards, which are open to all individuals or teams within Bouygues E&S with the objective of sharing best practice and making a real difference to sustainability performance. The awards recognise individuals or teams who have implemented innovative solutions that bring about environmental, social, or economic benefits with the potential for being adopted by the company on a wider scale.

We encourage all contracts and projects to undertake a sustainability project and, hopefully, submit an entry to the awards. In 2020, 13 award entries were received, and the winning submission was from our energy department who led an initiative to implement smart technologies to manage electricity consumption and improve energy efficiency in our construction compounds. This saved £5k on fuel cost and 20 tonnes of CO₂e emissions during the first two months and will now be scaled up in the business.

Around 130 colleagues joined the event on Teams, which is many more than can attend a live event at Becket House, and the format seemed to encourage more interaction than normal. It was widely agreed afterwards that this event should continue to take place on Teams as it allows those not based in Head Office to easily attend, which also helps eliminate travel needs and unnecessary carbon emissions.

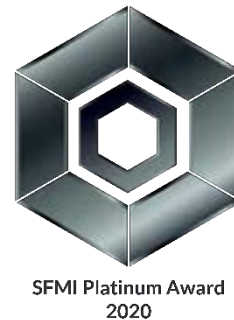
3.3 SUSTAINABLE FM INDEX

The Sustainable Facilities Management Index (SFMI) is a sustainability assessment benchmark in the Facilities Management sector. SFMI work with businesses, governments, NGOs and facilities management stakeholders to raise and embed new standards within the industry and conduct an annual independent assessment.

The judges conduct independent assessments across 23 criteria as part of the awards process, including sustainability frameworks, management systems, social value, energy, water, compliance, health & safety, employee development, diversity and more. The SFMI grades the organisations assessed each year, awarding the top performers with a platinum, gold or silver certificate.

We received the platinum award for our achievements in embedding sustainability culture in the business from the Board level and through the company.

‘Service provider Bouygues E&S has built its sustainability credentials over the last 6 years and achieved an ambition to receive a platinum award in sustainable facilities management at this year’s Sustainable Facilities Management Index (SFMI) E-Awards. Bouygues E&S have shown real progress in embedding sustainability culture in their business from the Board level and through the company which has ramped up the implementation results and the Governance of sustainability – **Chris Havers, Programme Director of the SFMI**





4 People

Bouygues headquartered in France has 130,500 employees across 93 countries. Business activities include telecoms, entertainment, rail and construction, where Bouygues E&S operates.

Bouygues E&S is present in over 30 countries globally and in 5 continents and employs 20,721 people. In the UK, we have 3,300 (16%) employees who work in facilities management, energy performance, supply smart cities solutions, Highways, Local Government and construction.

DESIGN -> BUILD -> OPERATE -> MAINTAIN

- Bouygues E&S is an equal opportunities employer with a plan for greater diversity and inclusion
- All permanent employees are paid at the rate of at least the Real Living Wage
- We offer a range of **employment benefits** to all staff, including life assurance cover, share incentive plan, holidays above the statutory minimum, occupational sick pay, season ticket loans, volunteering hours, payroll giving service, free uniforms, bike loans, employee assistance programme, Mental Health First Aiders, enhanced maternity and paternity pay, occupational health services and contributory pension scheme.
- For managers there is also access to private medical insurance, income protection and annual health screening
- Bouygues E&S hold an annual H&S Week for all employees
- Bouygues E&S has implemented strict policies with regards to bribery & corruption, whistleblowing and business ethics
- Senior managers have been trained on the Modern Slavery Act and how to respond
- Bouygues E&S has implemented a defined approach to information security and are certified to ISO:27001
- Bouygues E&S operate an award-winning graduate scheme
- Bouygues E&S operate a successful *and* growing apprenticeship scheme
- All Bouygues E&S employees are entitled, and encouraged, to take two paid days per year for volunteering

In 2020, the Bouygues Construction was again recognised (for the third year running) by the Top Employers Institute for excellence in employee conditions. Organisations certified as Top Employer dedicate themselves to providing the very best working environment for employees through their progressive 'people-first' HR practice. The certification recognises the Group's HR policies, particularly in terms of **talent and career management, training and remuneration**.

We also achieved Investor in People Gold in 2020.

4.1 DIVERSITY & INCLUSION

Bouygues E&S values the variety and innovation that our diverse workforce brings. Our pledge is to be a diverse and inclusive workplace which offers fair treatment at work and a culture of mutual respect and dignity between colleagues.

Bouygues E&S does not discriminate (or tolerate discrimination) on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation, or the membership or non-membership of a trade union. Bouygues E&S' culture is one that values meritocracy, openness, fairness, and transparency. All employees have a right to work in an environment in which the dignity of individuals is respected and which is free from harassment and bullying. We are committed to eliminating intimidation in any form. We implemented our **Speak Up** campaign to enable staff to raise any concerns confidentially.

We are taking positive actions to ensure that workforce diversity and inclusion is championed, and objectives are met. Our Diversity & Inclusion Charter sets out six key principles and priorities for our businesses.

We have established a Gender Balance Plan and an Ethnicity Balance Plan with targets set each year until 2025 to achieve a stronger presence for under-represented groups at senior management and executive levels of the business.

We have links with external organisations such as the Disability Confident campaign, BITC Race at Work Charter and the 30% Club on gender equality to improve our awareness and focus in these areas.

We are taking practical steps to ensure our company is tackling barriers that ethnic minority people face in the workplace. In signing the Race at Work Charter we have committed to empowering employees and accelerating change. We have voluntarily published our **Ethnicity Pay Gap** report as part of that commitment.

We have several active employee-led networks, for women (Welink), people with disabilities (Peer Support Network), LGBTQ+ (Encompass) BAME (Kaleidoscope) and a Parents & Carers network that work to promote improvements within our business. Each of these groups has an executive sponsor and work collaboratively to shape their agenda. We have published a **2020/2021 Diversity & Inclusion Report** which gives more details about our activities in this area.



4.2 HEALTH SAFETY & WELLBEING

Bouygues E&S' approach to Health & Safety relies on ensuring that everybody is accountable for promoting a healthy and safe workplace for our employees and anybody that could be affected by our business activities.

All sites are required to submit a self-scoring safety review that covers the Bouygues 12 Health & Safety Basics on a monthly basis (**SafeSite**). The site is then awarded either gold, silver or bronze, depending on performance.

The Bouygues 12 Health & Safety Basics:

- | | |
|---|------------------------------------|
| 1. Drugs & Alcohol | 7. Stability |
| 2. Personal Protective Equipment | 8. Hazardous Energy Control |
| 3. Traffic | 9. Tools |
| 4. Pre-Task Briefing | 10. Collective Protection |
| 5. Risk Analysis | 11. Work at Height |
| 6. Ergonomics | 12. Intervention |

4.3 MODERN SLAVERY

Bouygues E&S takes its obligations regarding the identification, prevention and reporting of modern slavery and human trafficking very seriously and has a zero-tolerance approach to the abuse of human rights.

We have several policies and procedures which are relevant to preventing instances of modern slavery from occurring in our business or our supply chain. Our procurement practices require that all new suppliers are subject to an appropriate level of screening. The scope of the screening Bouygues E&S performs depends on the nature of the goods or services being procured but can include financial checks, data security assessments, reference checks, obtaining copies of relevant documents and/or site inspections.

All managers were required to complete a mandatory training module to help spot the common signs that may indicate someone could be a victim of modern-day slavery and a toolbox talk has been set up to support the teams on site. A training workshop was held in our offices for our supply chain supported by CITB and the Supply Chain Sustainability School. A new session is planned for 2021.

Please see the link to the full Bouygues E&S Modern Slavery Trafficking Statement: https://www.bouygues-es.co.uk/sites/uk/files/msa_statement_2020.pdf

4.4 SKILLS, TRAINING & IMPROVING EMPLOYABILITY

To continue to attract and develop talent, Bouygues E&S strive to create workplaces where employees can grow, thrive and increase their skillset. We aim to create an environment for talented people to reach their full potential and our Investor in People 2020 gold accreditation demonstrates this.

Bouygues E&S commit to spending 2% of its payroll on employee development along with the apprenticeship levy, which increases our commitment to 2.5%. Our Learning & Development department (L&D) dedicates these resources to developing a self-directed learning culture that drives the strategy by enhancing personal competence and adaptability through exciting and engaging blended learning options.

The L&D team scope covers a wide range of areas including Health & Safety, compliance, leadership and management, soft skills, early careers and technical and academic/vocational training. Through our L&D strategy we deliver a wide range of programmes and courses intended to develop the careers of our employees. These include internal and external courses, webinars, digital boot camps, e-learning and funding for academic courses. We regularly benchmark our programmes externally, an approach that has seen us achieve a Princess Royal Training Award for three consecutive years (for our 'Building Your Leadership Signature', 'Core Management Academy' and Graduate Scheme programmes) .

In 2020, despite the disruption of the pandemic, 1350 employees attended formal training courses, 1200 attended webinars and 62 started Apprenticeships. We virtualised a considerable part of our L&D offer including our Graduate scheme, Core Management Academy, Induction, Mentoring and Customer Service programmes.

Employees can access training resources through our internal online system called ByLe@rn as well as through external digital resources such as LinkedIn Learning. These platforms offer a variety of flexible learning options, from workshops and webinars to e-learning modules, on an assortment of topics and professional disciplines. In 2020, over 8,000 digital elements were undertaken utilising these platforms, a fourfold increase. We also developed Remote Working and Remote Management e-learning to help employees work efficiently in a remote environment and better understand and work with others who are also working remotely. For those non-connected (i.e., on-site operatives) managers provide monthly Toolbox Talks and lunchtime learning sessions.

Our employee development message is continuously voiced at all levels of the business through team briefs, webinars, communications, and Yammer groups. Our senior leadership team remain actively involved in an array of our initiatives such as our mentoring and reverse digital mentoring schemes. In addition, the Sustainability Team provide in person environmental training as and when required as well as hosting regular webinars and seminars on a range of sustainability focused topics.

4.4.1 GRADUATE SCHEME

Bouygues E&S invest heavily within our graduate scheme, which is designed to develop the future leaders of our business. The scheme offers excellent personal and professional development opportunities and a strong support network.

Graduates can follow one of the 3 pathways: Engineering, General Management or Finance.

The programme was established in 2005 and it offers graduates all the benefits of a large international group, whilst retaining the collaborative and supportive feel of a family business. During the two-year scheme, graduates undertake flexible rotations across our different business functions to help define their future career path and develop a well-rounded set of skills. The programme offers a structured approach to on and off-the-job development including the Graduate Workplace Projects which support the Connect 2025 strategy, Champion roles (enabling graduates to contribute to initiatives across the business such as the 'Green Network'), Volunteering, Mental Health First Aid, and a chance to access a large range of development opportunities. Several senior colleagues have progressed up from the graduate scheme and have become mentors themselves.

Over the last three years, Bouygues E&S has recruited 39 graduate trainees for its programme.

As part of our 'Step BY Step' educational outreach scheme, Bouygues E&S also provide work placement opportunities or bursaries to undergraduate students from local universities. We also recognise the importance of developing the next generation of engineers, and actively partner with schools, colleges and universities to promote careers within the sector.

4.4.2 APPRENTICESHIPS

Bouygues E&S supports the delivery of apprenticeships across all our business units from Facilities Management, Engineering, Contracting, Human Resources and Support Services.

We offer a range of apprenticeship programmes from Intermediate (level 2) to Higher including Degree level. Apprentices are given real responsibility from day one of their programme and are assigned a workplace mentor to support their development.

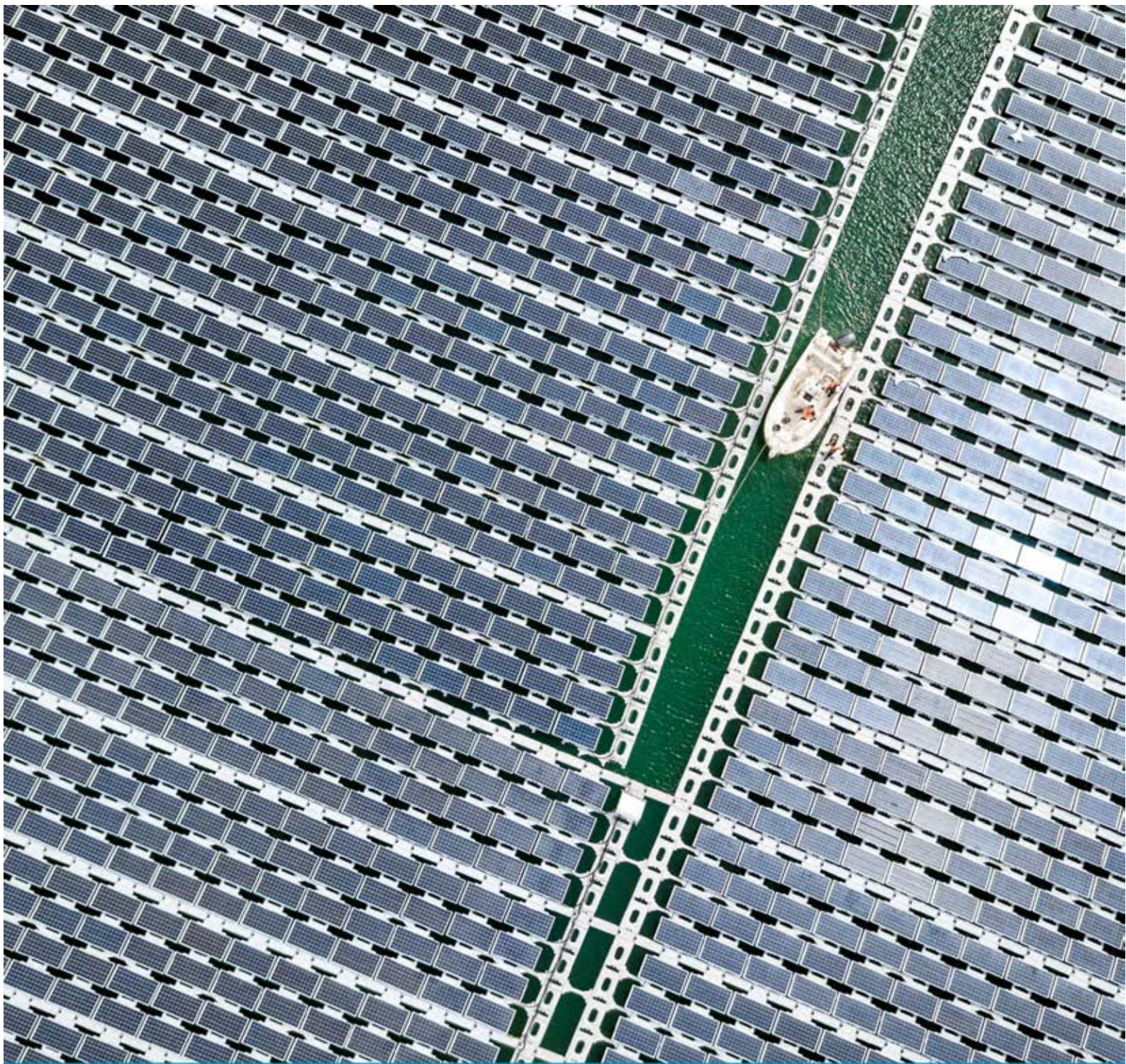
In 2020, Bouygues E&S supported the delivery of 70 apprenticeships across its business units. A total of 33 are upskilling apprenticeships undertaken by existing Bouygues E&S employees who are working towards a professional qualification.

4.5 VOLUNTEERING

Bouygues E&S employees can spend two fully paid days a year volunteering for a cause of their choice, e.g. helping the underprivileged, promoting women's and disabled people's rights or volunteering at green charities etc.

This helps to raise awareness among employees and external stakeholders about the issues deemed important by the company. One of the popular opportunities during 2020 was the beach clean-up days organised by the Marine Conservation Society and internally.

More than 150 employees have taken part in the scheme since September 2015, of whom 96% state that it has improved their view of the company. Despite the challenges in 2020 we continued to encourage our staff to seek out and share volunteering opportunities. In 2020, a total of 566 hours was spent volunteered at various causes.



5

Environmental
& resource use

Bouygues E&S is aware that some of our activities and the services that we provide can have an impact on the environment, either directly or indirectly.

We endeavour to avoid or minimise any harm caused to the environment. We strive to meet best practice in non-regulated areas and seek to take advantage of opportunities to bring about environmental improvements.

The HQSE team supports clients and projects to achieve their sustainability goals by helping identify, select and implement cost-effective technologies that comply with regulations, lower carbon emissions, improve building performance, and reduce costs.

Our goal is to ensure that our natural, human and economic resources are used efficiently in such a way as to preserve them.

The Directors drive implementation and are responsible for setting objectives, maintaining control, monitoring progress and encouraging improvements. They encourage all employees to contribute to the system implementation and work in compliance with this Policy. We will promote sustainable development through structured communications and awareness programmes, thereby changing our attitudes through the way we act.

In 2020, Bouygues E&S did not receive any material fines or non-monetary sanctions for non-compliance with environmental laws or regulations.

5.1 CARBON FOOTPRINT

Responding to change and helping our clients and stakeholders implement and develop sustainable solutions is an important aspect of our business function. Nevertheless, sustainable energy use is one of our largest and most complex sustainability challenges.

As Bouygues E&S grows, our responsibility to minimise our environmental footprint also grows. In 2020, we continued planning and implementing ways to reduce our carbon footprint. This included commitments to switch to electric vehicles, install smart meters at our offices and introduce energy management programmes. The pressure is set to increase on matters concerning Climate Change and Bouygues E&S looks to creative and innovative solutions to address the issue.

Carbon is at the top of the agenda and prior to this report being released, the wider Bouygues group announced its carbon ambitions.

BYCN UK; To be Net Zero Carbon in relation to Scopes 1 & 2, Net Zero by 2025, A 20% reduction in Scope 3a emissions (upstream emissions) by 2025 A 30% reduction in Scope 3b emissions (downstream emissions) by 2030 all in comparison to the 2019 baseline.

A key objective for 2021 is to further engage our supply chain capturing capture a larger portion of our Scope 3 emissions as we recognise that accounts for the largest portion of emission source. We are participating in Action Sustainability's Carbon Special Interest Group that is focused on supply chain engagement and carbon capture.

In 2020 the total energy usages across the businesses equated to 3,789,756 kg CO₂ or 3780.7 tCO₂e

Source	kg CO ₂ e (2019)	kg CO ₂ e (2020)	%total
Natural Gas (kWh)	50,100	5,510 (↓89%)	15%
Vehicle Emissions	3,218,778	3,291,338 (↑2.25)	86.5%
Project Fuel	-	330,963	8.73%
Electricity Purchased	212,544	65,731 (↓69%)	1.73%
Air Travel	210,000	37,900 (↓81%)	1.0%
Train Travel	29,470	16,500 (↓44%)	0.44%
Business Accommodation	-	30,700	0.81%
Waste	18,365	9,795 (↓47%)	0.26%
Water	1,161	1,319 (↑14%)	0.03%
TOTAL	3,740,418	3,789,756	
Intensity Ratio	13.82	13.11 (↓5.13%)	

Table 2. Breakdown of emissions by source for FM and H&LG Bouygues E&S in 2020

5.2 VEHICLE FLEET

Transport remains our single largest source of carbon emissions **(86.5%)** and during 2020, we continued to replace our commercial fleet with electric and lower carbon emission vehicles. We also upgraded the telematics units of our vehicles. These units now record details of driver behaviours such as braking, acceleration, and idling, our drivers are now given a rating which encourages healthy competition.

In order to meet future targets, Bouygues E&S continues to explore a variety of options to improve monitoring and control use – alternative vehicles such as electric bikes are also being considered.

We are tackling our transport related emissions through:

- Investment in video conferencing and changing the culture around meetings (accelerated due to Covid-19).
- Switching to low emission vehicles, including full electric vehicles (annual targets to increase no. within fleet)
- Installing EV charging points at our own head offices and, where applicable, on client premises
- Installing improved real-time telemetry in our commercial fleet
- Providing training to staff on safe and efficient driving and reward those who perform best

As part of our commitment to addressing our emissions from our fleet we have developed a roadmap for 2021:





6 Waste & recycling

Bouygues E&S continues to promote waste minimisation, re-use and recycling across our offices and depots.

All business units have a duty to deal with any waste they produce in a responsible and proactive manner. The Waste Hierarchy is applied to ensure that we recycle and re-use as much as possible. In 2020, we also encouraged our business to use the Materials Exchange Platform that was developed by the Supply Chain Sustainability School – donating materials to hubs for charities and not for profit companies to use in their projects.

We also encourage our FM clients to implement measures and procedures to improve recycling rates, divert from landfill and ensure valuable resources are kept within a closed loop system.

Facilities Management (FM) – Becket House HQ

	2019	2020
	<i>Waste Figures v 2018</i>	<i>Waste Figures v 2019</i>
Total (kg)	82,412 (+9.1%)	34,607 (-58%)
Waste 2 Energy (kg)	26,685 (14.4%)	17,499 (-34%)
Anaerobic Digestion (kg)	17,775 (-23.7%)	2,850 (-83.9%)
Recycled (kg)	37,672	14,258 (62.1%)
Recycling Rate	64% (-17%) vs 2018	49% (-23.4%) vs 2019

Street Lighting– Depots & Mobile Offices

	2019	2020
	<i>Waste Figures v 2018</i>	<i>Waste Figures v 2019</i>
Total (kg)	1,327,343 (+12.7%)	957,395 (-27.8%)
Waste 2 Energy (kg)	11,260 (143.5%)	5,590 (-67.2%)
Landfill (kg)	17,270 (+65.1%)	15,065 (-12.7%)
Recycled (kg)	1,271,400 (+13.4%)	940,100 (-26.1%)
Recycling Rate	98.12% (-0.61%) vs 2018	98.1% (-0.02%) vs 2019

Table 3 Breakdown of waste performance - Becket House (HQ), H&LG depots and mobile offices.

FM office waste predominantly consists of food, catering, wrapping and packaging, whereas H&LG wastes also includes construction related wastes. Please see the graphs below for a detailed breakdown of H&LG waste types.

Waste Types Generated from Highways & Local Government (H&LG)

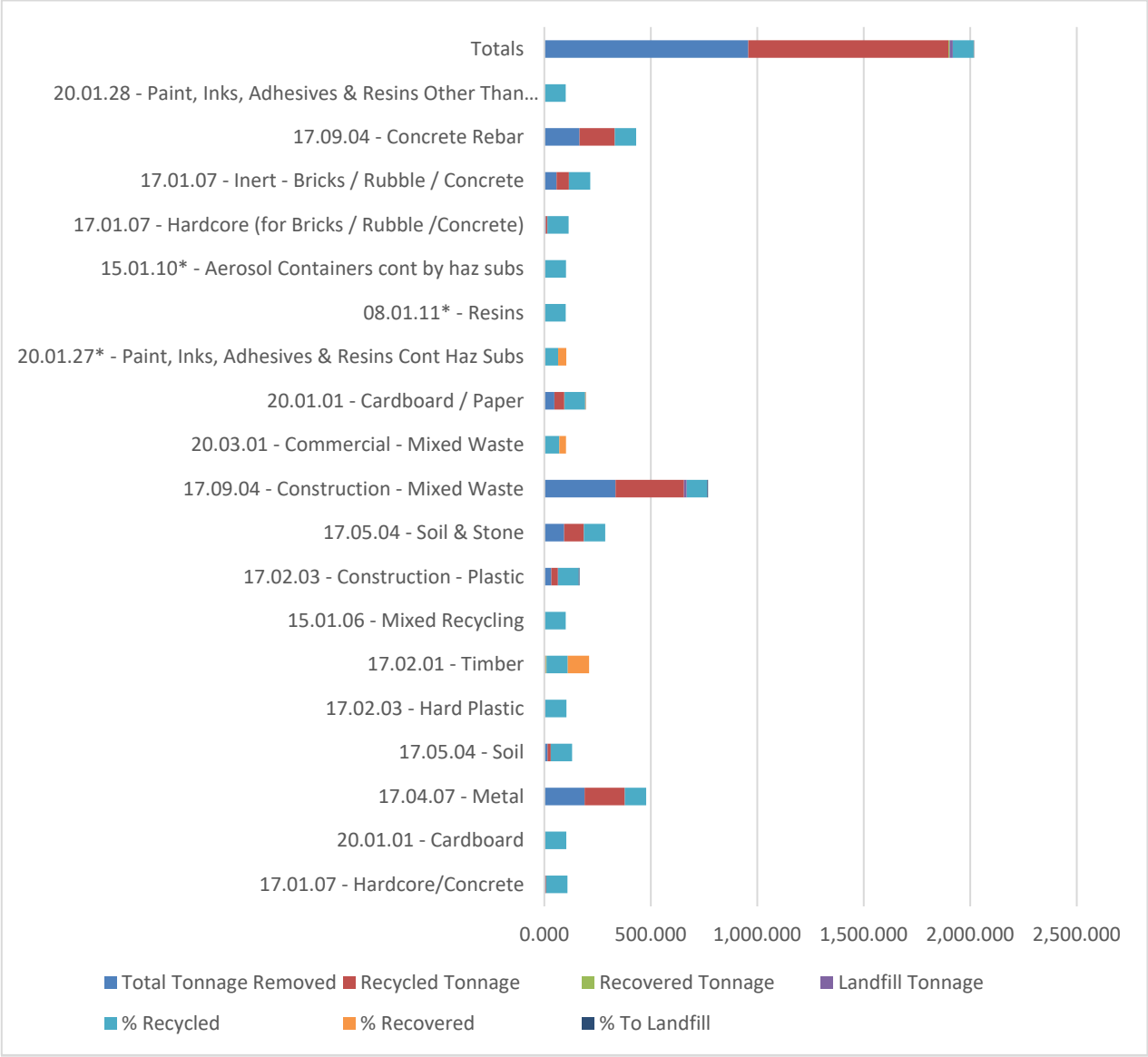


Figure 2 Breakdown of wastes generated within H&LG business activities.

6.1 SINGLE USE PLASTICS

In 2018, David Carr, Bouygues E&S CEO, made a public pledge to reduce and eventually eliminate single use plastics (SUPs) and this was adopted as a corporate objective. The trial locations chosen were Becket House (HQ for Bouygues E&S FM), Belgrave House (HQ for Bouygues E&S H&LG) and our contract with the WWF.

Preparing an inventory of SUPs for each trial location led us to identifying many more products/services using SUPs than had been originally assumed. It was anticipated that catering would be an area with a large variety of SUPs.

Having identified the product lines, we prioritised our actions, including: -

- Stipulate avoidance of SUPs as a condition for the re-tendering of our catering contract (staff restaurant)
- Replace the disposable bottles of cleaning liquids used by staff with re-usable bottles to be filled from bulk containers. Two alternative approaches were trialled, and this also realised cost savings.
- Switch to re-usable gloves rather than single use (except where required on hygiene grounds)
- Use sugar cubes rather than sachets
- Replacing plastic milk bottles with re-usable glass bottles

In 2019, the process change at Becket House, focusing on consumables, led to a reduction of 35kg of SUPs (packaging only) and significant savings, and towards the end of 2020 we began planning to upscale this to our Gov. facilities management contracts where cleaning within scope and forecasted savings in Q1 of 2021 are expected to be around 550kg of Single Use Plastics and a carbon saving of 2,735 kg.

6.2 WATER

Our water is withdrawn from 3rd party sources such as municipal water suppliers and utility companies. Our activities are predominately office based and most of the water is consumed, withdrawn and discharged within washrooms and kitchen areas.

Our Becket House HQ used 1135m³ of water in 2020, a decrease of 70% from 2019.

An ambition for 2021 is to review the H&LG operational procedures to quantify water and concrete usage to confirm whether they are used within significant volumes and whether the wastewater could have a detrimental impact in any scenario.



7

Sustainable
Procurement

7.0 SUSTAINABLE PROCUREMENT

Bouygues E&S aims to reduce environmental impact in an integrated way when approaching procurement activities, and to positively influence the sustainability performance of supply chain and the sustainability credentials of the goods and services that we purchase, whether it be ensuring timber is FSC certified or favouring local supply chain.

A new Procurement Policy has now been put in place that covers all aspect of procurement and considering CSR.

Our supply chain must complete a formalised vendor pre-qualification questionnaire to ensure they conform to health, safety, environmental, and other relevant legislation that these organisational providers adhere to.

Sustainability criteria are included in the tender process for central procurement frameworks as and when they come up for renewal.

In 2020, we continued to imbed onboarding supply chain risk management software that vets risk, sustainability and quality credentials.

7.1 SUPPLY CHAIN ENGAGEMENT

We have continued to develop our Partnership with the Supply Chain Sustainability School (SCSS).

Partner status has been very helpful in developing relationships around sustainability with supply chain partners and the Bouygues E&S Procurement Department has actively supported this. We have also made use internally of free training available through the School. For example, the session on Modern Slavery delivered at Becket House (HQ) to selected supply chain partners was well attended and received. We also hosted a social value workshop and a circular economy workshop where our supply chain shared their initiatives.

In addition, Bouygues E&S has joined the FM and Infrastructure Leadership Groups and attend quarterly steering meetings, we host and participate in the newly formed Carbon and Waste Special Interest Groups, and we work alongside many of our peers within the School's sectoral working and leadership groups, designed to set new standards for best practice.

Just under half of our priority suppliers joined the school in 2018, with several achieving gold, silver and bronze status. In 2020, we continued to encourage our supply chain to utilise the school's resources and workshops.





8

Ecosite

Ecosite is our internal tool for reviewing our implementation of sustainable good practice and addresses issues such as regulatory compliance, managing energy and waste, protecting biodiversity and adding social value to the communities that we operate in. Ecosite was designed to achieve three things: -

1. To monitor how well our certified Environmental Management System is being implemented throughout the business, in line with the requirements of ISO:14001
2. To help drive continual improvement
3. To raise awareness and focus attention on sustainability

There are over 60 criteria covering a wide range of environmental aspects, including some mandatory elements structured around ISO14001:2015

Last year we introduced a new section on Social Value, to focus on the non-environmental aspects of sustainability.

Both sections are scored and there is a pass-mark to achieve Ecosite certification. There is also a third section, the TOMS evaluator; this is not scored and is intended to capture data around the social value that we generate through our activities. This is an area of growing importance in the sector.

As part of the process of driving continual improvement the questions are reviewed each year, and this year we have also increased the pass marks to 80% for the environmental section and 40% for social value



9

Sustainable
Innovation

Throughout the organisation, our people continue to be passionate about developing new solutions to address sustainability challenges and this has led to a surge of innovative ideas being embedded throughout the business. Innovation is at the core of our business and continues to play an expanding role in addressing issues such as climate change and resource scarcity.

In December 2020 the Green Network was initiated by employees to represent UK employee's voices on sustainable issues and support the business in advancing the sustainability agenda. The objectives of the Green Network are as follows:

- Raising awareness of the climate emergency and encouraging employees into sustainable actions (at work, at home and in the community)
- Examining the organisation's practices & policies and looking for improvement opportunities
- Connecting like-minded colleagues across all entities and offering a platform for sharing and/or trialling best practices on sustainability across the UK group

9.1 RESEARCH AND DEVELOPMENT

Bouygues E&S UK works closely with the various research, development and innovation teams across the Bouygues Group to improve and create new products/solutions for our clients, the societies in which we operate and all the end users of our services. The Bouygues group invests in centres of excellence in key areas such as sustainable construction, materials engineering and telecom networks.

A few years ago, Bouygues E&S developed a programme to accelerate RD&I projects across the company. A big focus in this programme is sustainable and renewable energy solutions to support and drive our clients' decarbonisation needs. We have a strong expertise in this area and therefore believe we have a key role to play in simplifying this difficult journey for our clients.

A few examples of projects with sustainable stakes are the EV charging solutions both for end consumers and companies that we developed and commercialised rapidly. A new project that is getting ready to be launched is providing Green Power on Demand to clients with big industrial estates with a high reliance on traditional energy sources.

9.2 INNOVATION BY EMPLOYEES

During collaborative workshops and forums (Hackathon, design thinking seminars, etc.) but also in their everyday jobs, our employees contribute to researching innovative solutions. The aim is to empower everyone to contribute to continuous improvement. The Makers Programme is our employee-led innovation programme where anyone can submit their contribution, whether it is a small good practice or a big innovation idea, and gain support to develop or embed their contribution.

The Programme in Numbers:

- 202 contributions from the UK
- 103 approved and promoted across the company

Some examples that directly contribute to our sustainability efforts: the introduction of waste management improvement on Healthcare contracts, recycled toilet cubicles, switching to glass milk bottles etc.

9.3 OPEN INNOVATION – COLLABORATION WITH START-UPS

Bouygues in the UK has a strong culture of Open Innovation and collaborating with external solution providers. Supporting and working with start-ups helps to identify new technologies and new business models early on, enhance existing products and services and draw inspiration from agile working methods.

Within the Open Innovation Programme, Matching Up, we include and promote sustainability solutions that will benefit our clients and end users. 2020 and 2021 Programme will focus on the Healthcare sector to help implement solutions that will improve the Healthcare estates we manage including the Zero Carbon targets and efficiencies our clients are aiming for. Some priorities we are now working on with our clients include Reducing Food Waste, Smart Energy Monitoring etc.

In order to identify the future impacts of climate change on its activities, the Bouygues group is a partner and an active member of The Shift Project, a think tank bringing together scientific experts and economic players in order to propose solutions for a low-carbon energy transition. It is also a partner in Ideas Laboratory, a think-tank bringing together experts, industry players and researchers to carry out forward-thinking on the theme of the city of the future.

Bouygues in the UK has a clear ambition to build strong partnerships with our external ecosystem. Whether it is universities, industry partners or start-ups, it is a key driver to move forward collaboratively with other actors. A great example is the partnership with Airlite, an eco-friendly paint solution that purifies the air. They joined the Matching Up Campus programme in 2019 and are now a partner with Bouygues Construction Global and preferred supplier of choice for all activities in the UK.

In 2020, Bouygues E&S hosted a virtual Awards ceremony for their Supply Chain for those who have gone above and beyond in supporting us through this pandemic. 12 partners received an award and were extremely pleased.



10

2021
Objectives

We have numerous goals for the year ahead to address our weaker areas and develop our strengths, including helping to establish positions of “thought leadership” in certain strategic areas. Some of these will be addressed through our Corporate Objectives and others through more general action.

CARBON	METRIC
To have 100 EVs or ultra-low emissions vehicles in the company fleet	Count to reach 100 or more
To reduce the total carbon footprint of Bouygues E&S Solutions for Scopes 1 and 2 by 5% in 2021 compared to 2020.	Bouygues E&S’ footprint for 2021 to be at least 5% lower than for 2020, in absolute terms/in terms of kg/£turnover
To work with our supply chain partners and others to derive our Scope 3 footprint, to establish 2021 as our baseline for Scope 3 emissions. <ul style="list-style-type: none"> To derive a total Scope 3 footprint for Bouygues E&S Solutions for 2021. 	To derive a total Scope 3 footprint for Bouygues E&S Solutions for 2021.
To develop a dashboard (monthly/quarterly) for each client showing where they use energy and suggesting how they could save energy	Evidence of the offer being made to 100% of clients.
To determine the carbon footprint of the services that we provide to our FM clients	Evidence of the carbon footprint being assessed using our best endeavours for at least one client, either at the bid stage or for an existing client.
SINGLE USE PLASTICS	METRIC
All contracts to remove at least one item of SUP from their supply chain.	Evidence of actions taken and records to show item is no longer purchased or that the SUP element has been eliminated

WASTE	METRIC
To identify and commence a project to significantly reduce the percentage of waste to landfill on at least two FM contracts, in partnership with our clients.	Evidence of actions taken, including liaison with client, and records to show reduction in percentage of waste to landfill
CIRCULAR ECONOMY	METRIC
To develop and roll out across the company a process that diverts at least one waste stream into a recycling activity that enables the waste to become a resource.	Evidence of actions taken and records to show that the waste stream is being recycled into identifiable usable products.
BIODIVERSITY	METRIC
To undertake at least one biodiversity initiative on every FM contract or project where we are the principal contractor.	Evidence of the actions undertaken on 100% of qualifying projects
WATER	METRIC
To propose water saving initiatives to every FM client.	Evidence of the communicated offer for all qualifying contracts.
AIR QUALITY	METRIC
To introduce 'cargo bikes' to replace diesel vans in London for routine journeys.	At least one van replaced by a cargo bike for a period of at least 3 months as a pilot project.

ANNEX I – LIST OF BOUYGUES E&S MEMBERSHIPS, ACCREDITATIONS AND AWARDS

H&LG	FM
ACHILLES (BUILDING CONFIDENCE)	Achilles (UVDB)
ACHILLES (POWER AND TECH)	Achilles (UVDB Cat. B2)
ACHILLES (UVDB)	Avetta
ACHILLES (UVDB CAT. B2)	BESA (previously B&ES)
CHAS	BMTRADA
CONSTRUCTION LINE - GOLD	BSRIA
EA WASTE CARRIER-BROKER-DEALER LICENSE	CHAS
FORS AWARD	Construction Line
HEA	Cyber Essentials
HERS	CIPS
ISO 9001	EA Waste Carrier-Broker-Dealer License
ISO 14001	ECA (Membership)
OHSAS 18001	ECA (Tech Compliance Certificate)
NERS (SCHEME)	F Gas (Refcom)
NERS (ACCREDITATION)	Gas Safe Register
NICEIC	IIP
RECOLIGHT	ISO 9001
ROSPA MEMBERSHIP	ISO 14001
ROSPA GOLD MEDAL	ISO 27001
SAFE CONTRACTOR	ISO 50001
SMAS	NSI Guarding Gold Scheme
	OHSAS 18001
	RoSPA Membership
	RoSPA Gold Medal
	SAFE Contractor
	SIA
	Sustainability FM Index
	IWFM

ANNEX II – SUSTAINABILITY TEAM

Business Objective	Initiative	Business Actions	QSE Supporting Actions
<i>Licence to Operate</i>	Meet ESOS compliance requirements	<ul style="list-style-type: none"> Bouygues E&S HO premises to provide energy usage data Bouygues E&S Accounts to provide fuel/mileage data 	<ul style="list-style-type: none"> Use Smart Impulse to produce energy audit of Becket H. Produce total company energy and carbon report. Prepare and submit compliance report to Environment Agency
	Maintain certification to ISO:50001	Relevant contracts to implement the Bouygues E&S EnMS	<ul style="list-style-type: none"> Update our EnMS Toolkit to reflect ISO:50001(2018) Undertake internal audits
	Maintain certification to ISO:14001	<ul style="list-style-type: none"> All contracts to implement the Bouygues E&S EMS All contracts to be certified under Ecosite 	<ul style="list-style-type: none"> Develop revised Ecosite process Undertake internal audits Work with all new contracts to implement the corporate EMS approach
<i>Thought Leadership</i>	Reduce/Eliminate Single Use Plastics	Engage with targeted suppliers to discuss replacing SUPs, in products or as packaging, with alternatives or develop completely different solutions.	<ul style="list-style-type: none"> Support Bouygues E&S Procurement with supplier liaison
	Sharing Best Practice	Stage the annual Bouygues E&S Sustainability Conference	<ul style="list-style-type: none"> Arrange venue Develop agenda and book speakers Liaise with Corp Comms around invitations
Impact Reduction	Set a challenging carbon reduction target	Set a science-based target	<ul style="list-style-type: none"> Work with expert consultant to gather baseline data
<i>Business Excellence</i>	Energy Efficiency campaign, to share with clients	All contracts to actively promote energy efficiency	<ul style="list-style-type: none"> Develop a suite of awareness posters
	Sharing Best Practice	All contracts to develop and implement a sustainability “project”	<ul style="list-style-type: none"> Provide guidance and technical support Produce case studies from the 2018 awards scheme Organise the 2019 sustainability awards scheme
<i>Corporate Process</i>	Improve availability of data	All contracts/sites to input their data into the Sustainability School monthly/quarterly as agreed	<ul style="list-style-type: none"> Provide training and agree required metrics with each contract Produce a dashboard available via the intranet
	Improve environmental management	All locations to ensure that the corporate EMS is correctly implemented	<ul style="list-style-type: none"> Site visits to include reviewing elements of the EMS
	Improve staff awareness and competency	All locations to have a training plan derived from an environmental TNA	<ul style="list-style-type: none"> Develop online video and PowerPoint training modules

ANNEX III – STREAMLINED ENERGY AND CARBON REPORTING – 2020 SUBMISSION

Energy use	Infra (kWh)	Solutions (kWh)
Electricity	205,683	76,263
Gas	0	29,968
Fuel (A2)	0	496,622
Vehicles	4,219,383	6,796,099
Total	4,425,066	7,398,952
Carbon (CO₂e)		
Electricity	47,952	17,779
Gas	0	5510.2
Fuel (A2)	0	330,963
Vehicles	1,080,582	1,808,552
Total (kg)	1,128,534	2,162,804
Tonnes (as reported)	1128.5	2162.8
Turnover (£m)	42,399,540	246,558,162
Intensity Ratio	26.86	8.79

ANNEX IV – GLOSSARY OF ABBREVIATIONS

EMS	Environmental Management System
EnMS	Energy Management System
ESOS	Energy Savings Opportunity Scheme
EV	Electric Vehicle
FSC	Forestry Stewardship Council
H&LG	Highways & Local Government
HSQE	Health, Safety, Quality & Environment
L&D	Learning & Development
RD&I	Research, Development & Innovation
SUP	Single Use Plastic
TOMS	Themes, Outcomes & Measures (a social value framework)
WWF	World Wide Fund for Nature