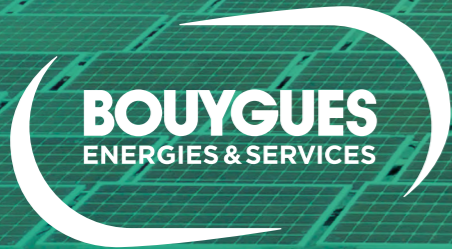


Sustainability Report

2021



A word from our CEO

“ Despite the challenges that 2021 brought us, our sustainability programme has gone from strength to strength



David Carr
Chief Executive Officer
Bouygues Energies & Services

2021 was another challenging year. We continued to tackle the Covid-19 pandemic whilst delivering a high-quality service to our clients, and we achieved most of our objectives. 2021 also saw us take steps forward in our efforts to achieve greater digitalisation of our frontline workforce, essential to ensure the digital revolution leaves benefits for everyone. Engagement with our clients on the climate emergency continues to evolve as we position ourselves to help them succeed with their climate strategies. As ever, I was delighted with the adaptability and resilience we have shown - this is a credit to our people, our clients and our Supply Chain Partners who have continued to support us.

We continue to recognise the need for long-term thinking, and the pandemic showed us that the world wasn't prepared for a global crisis. The pandemic will eventually pass but we will continue to face challenges related to climate change, globalisation, economic disruption and health and well-being.

Nonetheless, the ongoing pandemic continues to accelerate the business-transformation agenda, and this has enabled far-reaching sustainability benefits.

Our continued commitment to delivering on the UN's 17 Sustainable Development Goals is testament to the collaborative approach we have with our colleagues, clients, and stakeholders to implement new systems and technologies with sustainability firmly embedded as the key design consideration.

We have remained steadfast in working at pace to respond to the challenges that the climate crisis brings; this means embedding sustainability into all our business decisions. The highlights in this 2021 Sustainability Report reflect how we are achieving this through new relationships we have built, leveraged technology and applied new ways of working.

HIGHLIGHTS:

We have implemented a new governance and leadership structure, supported by our committed and passionate operational and delivery teams, allowing us to be more decisive and agile in our direction.

We renewed our Sustainability Strategies to drive transformation from the core of our business, and in 2021, we launched our 'Together Further' Strategy to encompass four key pillars: Climate, Digital, People & Services. Together Further for Climate centres around delivering low-carbon solutions for our services and for our clients and promotes a culture of collaboration and communication.

Despite the challenges that 2021 brought us, our sustainability programme has gone from strength to strength, and we were delighted to be recognised for some of these successes: for the second year, we were awarded Platinum Status in the Sustainable Facilities Management Index and maintained our position as a Top Employer by the TE Institute and our Investors In People Gold certification for excellence in employee conditions.

2022 is another important year for Bouygues Energies & Services and, as we continue to manage the impact of the pandemic and wider economic challenges, we are determined to maintain our reputation as a progressive, responsible business and to work in partnership with our colleagues to create new models that incorporate a sustainable business culture, led by innovation, transformation and an engaged workforce.



**SUSTAINABLE
DEVELOPMENT
GOALS**

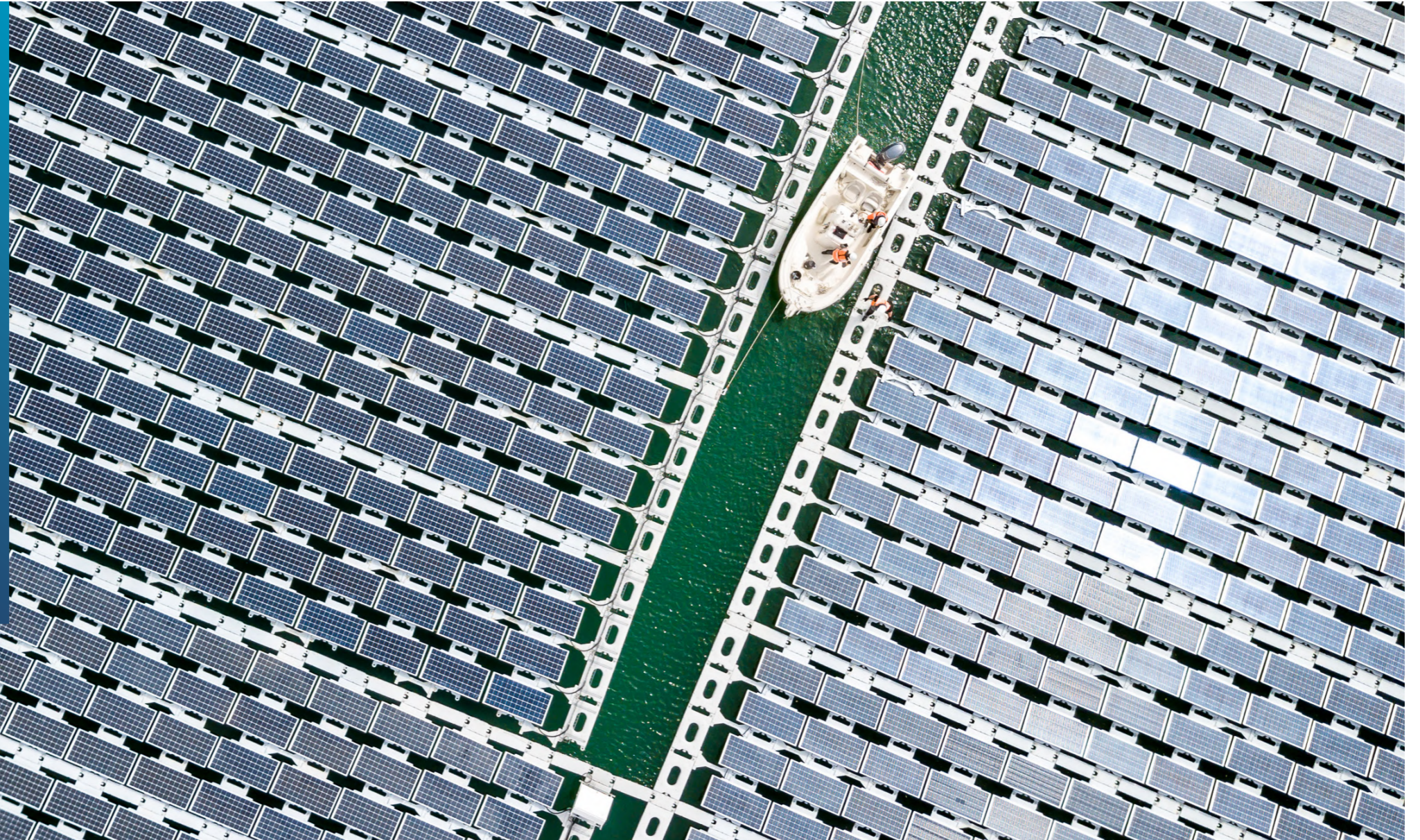
Content



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 2021– this report outlines our successes and highlights the areas where further work is required.

Overall, there has been 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, who have had to adapt to the pandemic significantly, with Bouygues E&S being recognised for its achievements in the following key areas.



Highlights of 2021



Decarbonisation of our Fleet



Developing & Implementing Carbon Reduction Plans



Working in Partnership with our Supply Chain



Training & Raising Awareness



Supporting our Clients' Transition to Net Zero



- Updated the Company Car Policy to favour EVs and hybrid
- Developed and implemented a Sustainable Travel Policy
- Ordered 29 EV commercial vehicles and deployed these across a variety of Bouygues E&S sites
- 7 E-cargo bikes purchased and the first engineering and services company to use them across our FM contracts
- 40% of EV charging points installed at our offices and our clients' premises



- Smart Impulse meters installed in Bouygues E&S offices and several client premises
- Low carbon solutions (Gaia / ByPulse) are integrated into our project compounds and welfare facilities
- Switched to 100% renewable electricity at UK headquarters
- Conducted energy audits for 100% of our FM management offices

Together Further

- Integrated Procurement & Sustainability functions
- Quantified our scope 3 emissions
- Reduction of 31% of scope 3 emissions compared to 2021
- Launch of Supplier Engagement Programme in collaboration with the [Supply Chain Sustainability School](#)
- Reduction of -8.83% of emissions generated within the Supply Chain vs 2020



- Launch of two climate e-learning modules on BYLe@rn
- Launch of employee Sustainability Panel
- Launch of employee-led Green Network
- Climate Change & Carbon workshops delivered to over 600 students
- Contributing to Carbon Strategy introduced into appraisals
- Training delivered to our supply chain partners on cyber security, carbon & biodiversity



- Carbon Reduction Plans developed for 100% of FM clients
- Launched Client Carbon Dashboard
- Numerous decarbonisation projects completed

Group Commitments

The world is changing faster than ever, and we are facing more and more disruption. For our UK businesses to remain competitive and successful, we need to adapt and do things differently. In response, we have launched several strategies which address our environmental, social, and economic responsibilities. **Our 'Together Further' strategy** aims at helping us achieve this and brings our vision to life through four key pillars: **People, Climate, Services and Digital.**

This strategy is used as the framework for our annual business plans and initiatives that have been put in place by our different entities. It aims at making us stronger by combining our skills, joining forces, and investing collectively to have a positive impact on our people, our clients and the planet.

Climate change is the biggest challenge ever faced. Our goal is to continue to lead in sustainable construction and proactively contribute to preserve our planet for the benefit of today's and tomorrow's people.

Together Further



In 2021, Bouygues E&S launched the 'Together Further' strategy

The success of the world we live in today, and especially tomorrow, depends on our ability to make energy, data, services and people flow more effectively. Looking after these essential resources is the purpose of the Energies & Services division of the Bouygues Construction Group.

Our response to this challenge is focused around 4 major themes: **climate, digital, services and people.**

Together Further is being rolled out to improve the way we work ourselves and with our clients in these 4 areas. In other words, what we offer to our clients, we need to apply to ourselves.

Our Together Further strategy is centred around delivering innovative low-carbon solutions across our business and respond to our clients' sustainability priorities. This involves decarbonising and digitalising our operations to reduce our own and our client's carbon footprint, as well as optimising building performance, end-user productivity and wellbeing.

TOGETHER FURTHER FOR Climate

TOGETHER FURTHER FOR Digital

TOGETHER FURTHER FOR Services

TOGETHER FURTHER FOR People

Decarbonise energies and processes and act for the climate

INTERNAL ACTIONS

- MONITOR OUR OWN EMISSIONS
- DELIVER GREEN MOBILITY PLAN
- THINK "ENVIRONMENT" IN TENDERS
- CONSIDER THE FULL LIFE CYCLE OF THE EQUIPMENT AT DESIGN
- CIRCULAR ECONOMY: REUSE, REDUCE AND RECYCLE
- DEVELOP THE ENERGY FOCUSED FM MODEL
- RAISE AWARENESS, TRAIN OUR STAFF AND RECRUIT RECRUIT LOCALLY
- WORK WITH EXTERNAL / LOCAL SME PARTNERS
- COMMUNICATE ON OUR DECARBONATION TARGETS

CLIENT SOLUTIONS

- SUPPORT THE CARBON PLANS OF OUR CLIENTS
- DECARBONISATION OF HEAT
- BETTER INDOOR AIR QUALITY
- SOLAR/RENEWABLE ENERGY
- ENERGY STORAGE
- DECARBONISATION OF TRANSPORT (EV & HYDROGEN)
- ENERGY PERFORMANCE / BEMS SYSTEMS UPGRADE
- ENERGY FOCUSED FM / GRID CONNECTIONS (ICP)
- IDENTIFY FUNDING SOLUTIONS

Together Further

axione | BOUYGUES | Kraftanlagen | Plan Group | ENERGIES & SERVICES DIVISION OF BOUYGUES

Sustainability Newsletter

Autumn 2021

In this issue

- Supporting Redcar & Cleveland Council to shrink their Carbon Footprint
- Green-fingered Volunteers at the University of West London
- Say goodbye to Single-Use Plastics
- Broomfield Hospital: Our Ecosite Champions
- Using Artificial Intelligence to Reduce Power Consumption

Together Further

BOUYGUES ENERGIES & SERVICES

Sustainability Newsletter

Summer 2021

In this issue

- Our Environmental Objectives 2021
- Green Network launches
- Start recycling your COVID-19 PPE today!
- Trials of Sustainability Awards winner extended

Together Further

BOUYGUES ENERGIES & SERVICES

Accreditation & Awards

Management Systems

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.

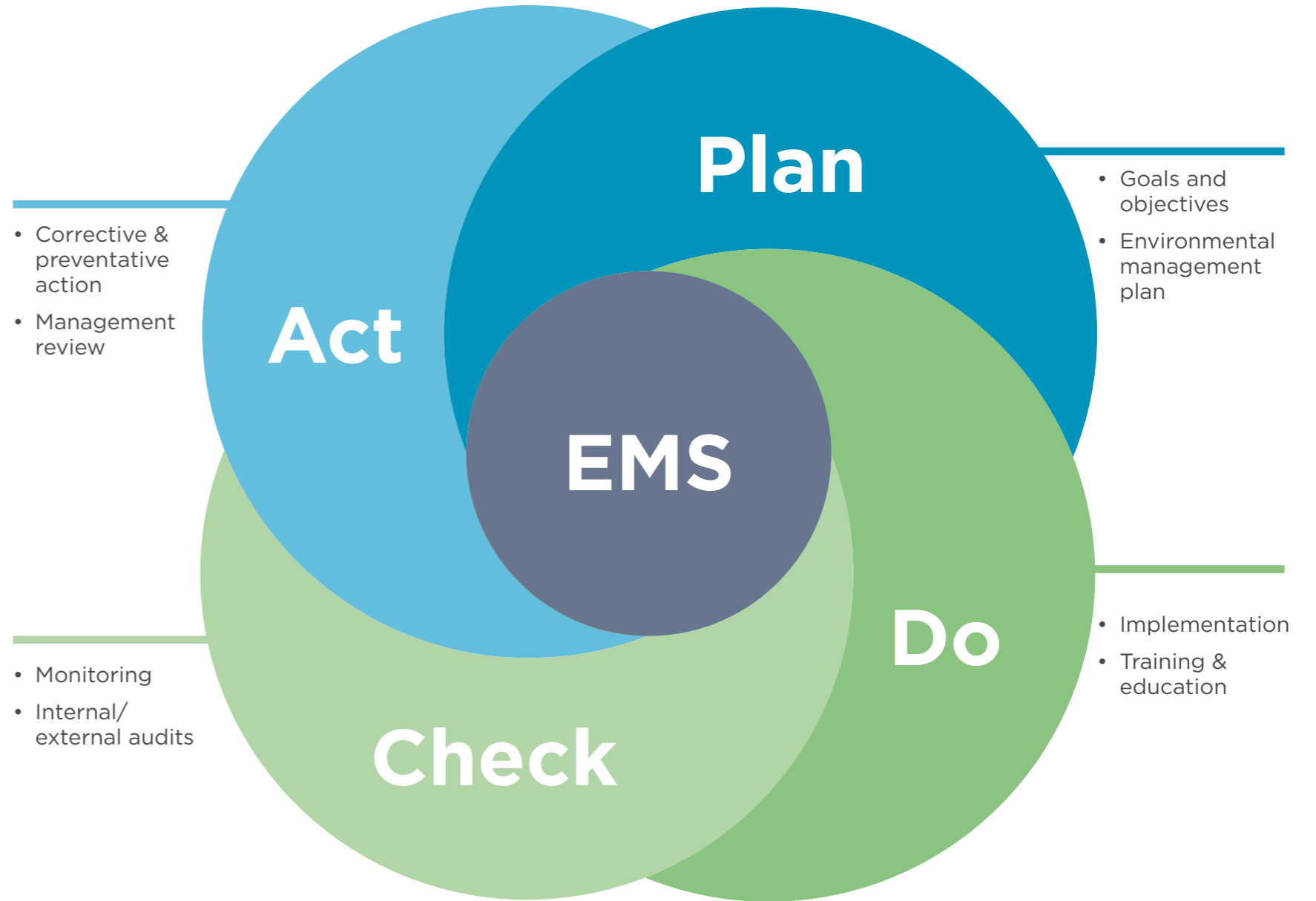
We have also developed and implemented internal systems, toolkits and labels covering:

- 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.

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 is used at our headquarters in the UK, Becket House, which successfully passed the re-certification audit by NQA in November 2021. 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 deployed at any other contract where the client wishes us to operate a certified EnMS.



Sustainability Awards

In 2021, we held our 6th 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 to be adopted by the company on a wider scale.

We encourage all contracts and projects to undertake a sustainability scheme and, hopefully, submit an entry to the awards. 270 colleagues joined the event on Teams, which is many more than those who could attend a live event at our London HQ, and moreover, the format encouraged more interaction than normal.

The 2021 winner was 'The Library on Wheels'. This initiative is to repurpose old train carriages into a library for the Upshire Primary School. One of the carriages will become self-contained so that, when it is not being used by the school, it can benefit the wider community. The environmental impacts of this project are extensive; the upcycling of these carriages removes the need for them to end up in landfill. Additionally, there are plans to power the carriages using Solar PVs along with hopes to revitalise the school garden between the carriages, improving biodiversity and expanding the school's learning environment.



Representing Bouygues E&S Solutions, the four other finalists were:



Biodiversity and Wellbeing

Lancashire Care Foundation Trust, Broomfield Hospital, and The University of West London Biodiversity Projects.



Employability and Diversity

The Employability programme was utilised by the Whittington Hospital and the Bouygues E&S Energy Team, and the [Girls Believe Academy](#) engaged 400-plus students by showcasing existing talent and the opportunities available in the business.



Sustainable Project Delivery

The Bouygues E&S Energy Team deliver a variety of energy-efficient and renewable energy solutions to help client's and end-users reduce their carbon footprint.



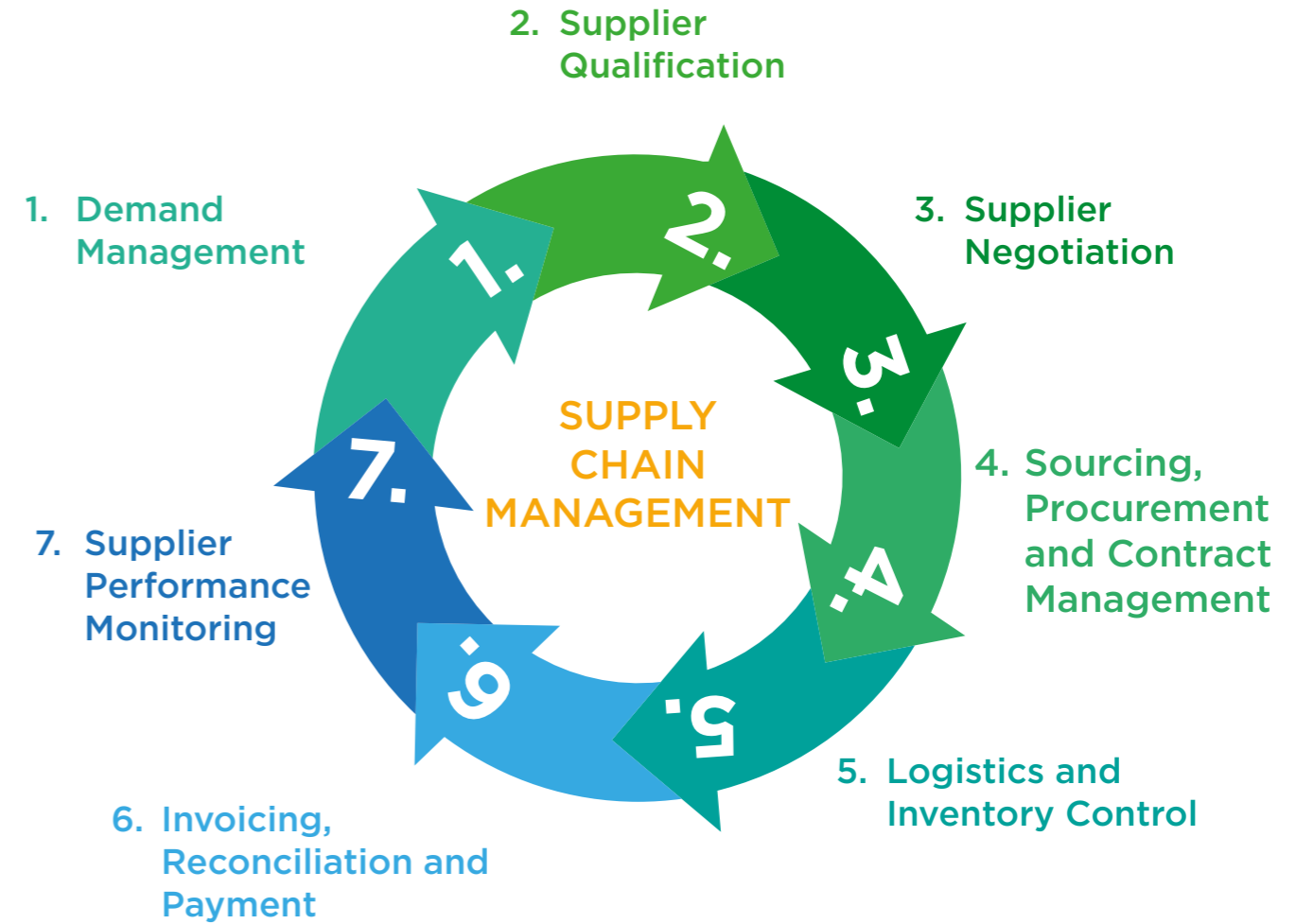
Decarbonisation in Action

The Bouygues E&S Energy Team delivering renewable energy solutions for Cambridgeshire County Council at [St Ives Park & Ride](#).

Supply Chain Awards

We celebrated our Supply Chain Partners for the second time running at Bouygues E&S' annual Supply Chain Awards. This event recognises our key Supply Chain partners, who have gone above and beyond to support our teams on the frontline to deliver an exceptional service to our clients.

We also hosted a virtual Supply Chain Awards to recognise our key Supply Chain partners who have gone above and beyond in supporting our teams.



SFMI

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 governance, health & safety, sustainability frameworks, management systems, social value, energy, water, compliance, employee development, diversity and more. The SFMI grades the organisations assessed each year, awarding the top performers with a platinum, gold or silver certificate.

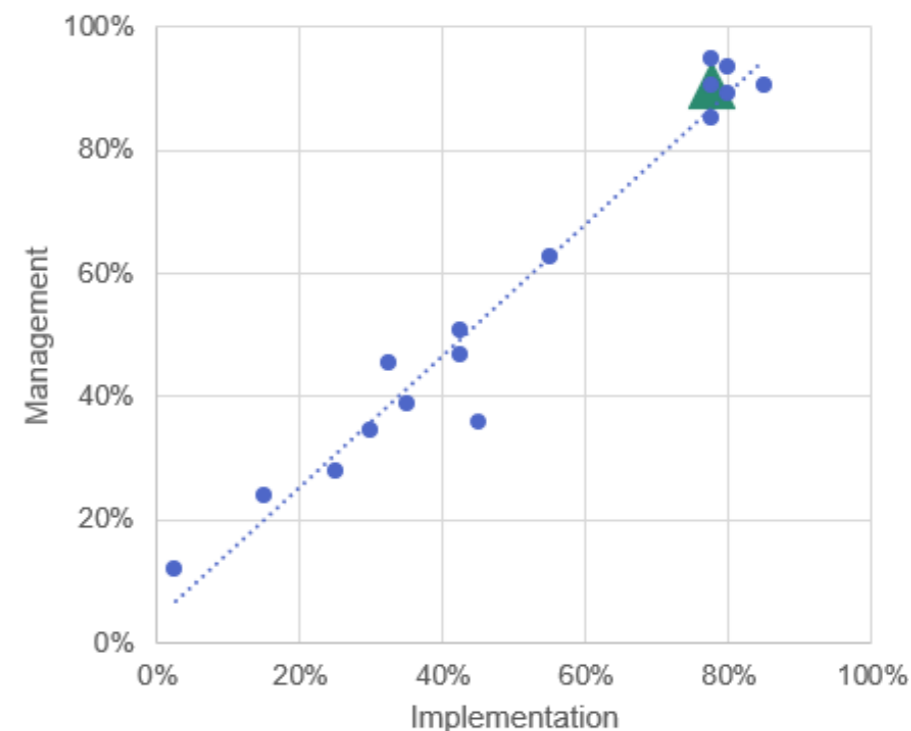
In 2021, for the 2nd year running we received the platinum award for our achievements in embedding sustainability culture in the business from the Board level and through the company.



**SFMI Platinum
Award 2021**

Management vs. Implementation Bouygues ES 2013-2021

- ▲ Bouygues E&S
2021 Final Score
- All 2021 Assessed
Organisations
- • • Linear
(All 2021 Assessed
Organisations)



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

Staff Wellbeing



People

Bouygues E&S is present across 80 countries globally and in 5 continents and employs 21,000 people. In the UK, we have 2,395 (16%) employees who work in facilities management, energy performance, H&LG construction, and deliver a diverse range of smart city solutions.

As an equal opportunities employer, Bouygues E&S offer a wide array of employee benefits:

- Private health insurance
- Free support services in terms of occupational health, stress, counselling, mental health, cancer and general disabilities
- Support for guidance in managing their financial affairs
- Many members of our staff qualify for a free annual health check
- An annual H&S Day for all employees
- 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
- Implementation of a defined approach to information security and are certified to ISO:27001
- Operation of a successful graduate scheme and growing apprenticeship scheme
- Employees are entitled, and encouraged, to take two paid days per year for volunteering



In 2021, the Bouygues Group were again recognised by the Top Employers Institute as a Top Employer for excellence in employee conditions. Organisations certified as Top Employers 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.

Equality & Diversity

Bouygues E&S value 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 do 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.

In 2021, we published our first [external D&I and ethnicity pay gap report](#). We already have a diverse workforce with **36%** of our team being female and **33%** of our team coming from ethnic minority backgrounds. Although this is better than the average for an engineering-led company, we are not satisfied yet. We recognise that a policy for equal opportunity does not, in itself, guarantee a diverse workforce or equality as an outcome.

“With so many employees balancing parenting, caring and working responsibilities it’s a key part of the business’ D&I offering to be able to provide the support that helps them perform to their best in both, so I am delighted Bouygues has done this.”

Malcolm Baines, Co-chair of Parent & Carers Connected



As such, we are taking positive actions to ensure that workforce diversity and inclusiveness is championed, and objectives are met.



Links established with external parties: Business Disability Forum and the Think, Act, Report’ campaign on gender equality to improve our awareness and focus in these areas.



Practical steps taken to ensure we tackle barriers ethnic minorities face in the workplace by signing the Race at Work Charter and committing to empower employers and drive change.



Active diversity employee-led networks for women: WeLink, people with disabilities: Disability Network, LGBTQ+: Encompass and BAME: Kaleidoscope that champions improvements within the business.



Introduction of the Carers and Parents network, which promotes flexible working and improving emotional intelligence.

Executive Team Sponsorship



Health, Safety & Wellbeing

Health and safety remains our number one priority and core commitment; testament to this in 2021, are the following key achievements:



“ *The health, safety and wellbeing of people remains the top priority within the business and the RoSPA President’s (9 consecutive Golds) Award is a fantastic reflection of how our business and our people have continued to build upon this ethos through these unprecedented times.*

Once again, we are immensely proud of our people and our supply chain in achieving this prestigious award.

Dean Murphy,
HSEQ Director



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 screen. 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.

[Please see the link to the full Bouygues E&S Modern Slavery Trafficking Statements.](#)

Learning & Development Enhanced Strategy

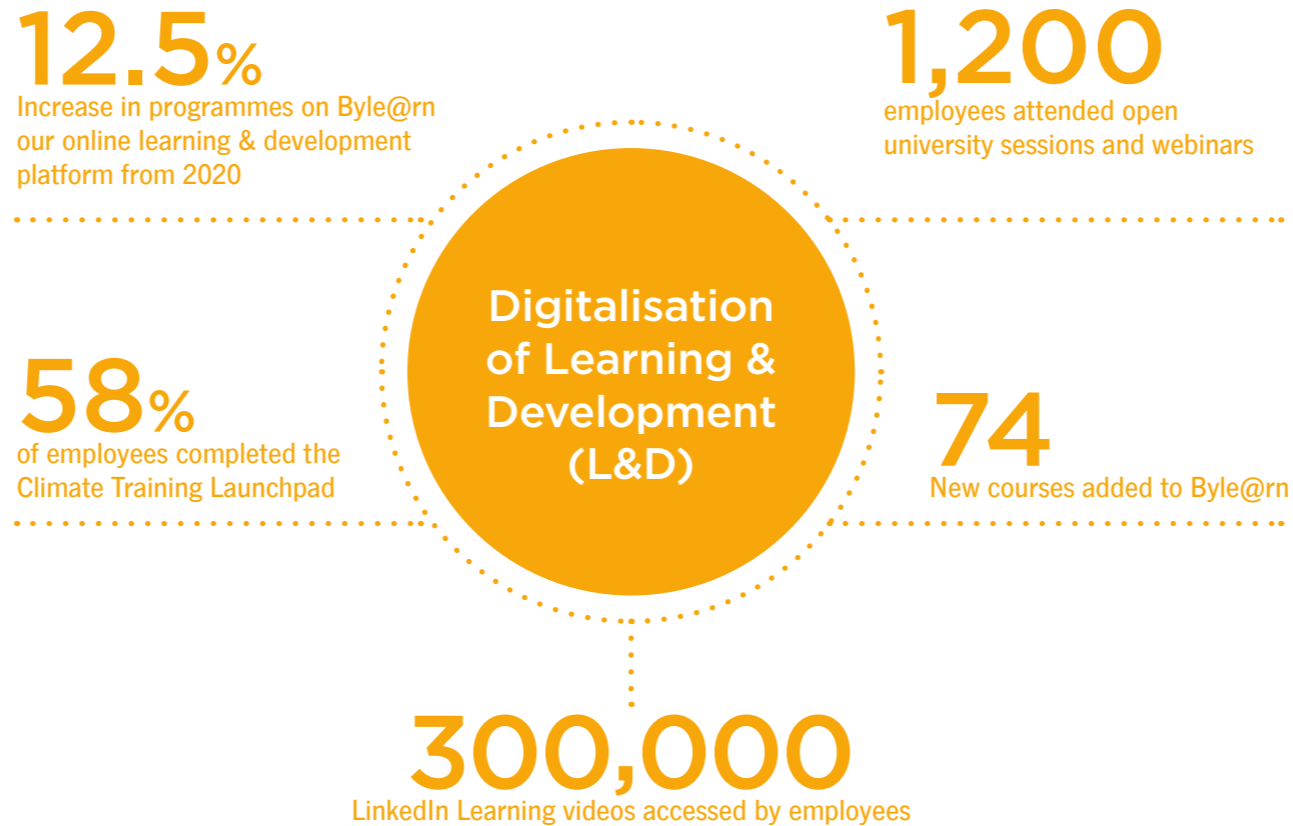
Bouygues E&S commits to spending 2.5% of its payroll on employee development and apprenticeship levy. Our Learning & Development department dedicates these resources by:



Digitalisation of Learning & Development (L&D)

In 2021, the L&D team continued to utilise data and digitalisation to track and enhance our employee's progression. This is highlighted by the development of our first Power BI reporting dashboard on mandatory e-learning completion, along with the introduction of a new L&D SharePoint space and successful migration of multiple systems onto the new Microsoft Teams Office 365 Suite.

Our digital offering of courses and training resources continued to grow in 2021 and the development of a Bouygues E&S Climate Training Launchpad was a great success. Furthermore, our utilisation of LinkedIn Learning was sustained throughout 2021 and due to its success in the UK, is now expanding to seven international entities.



Skills, Training & Improving Employability

The past year has brought about social, economic and digital transformations. As we move into a post-pandemic world, the L&D team continue to pivot and adapt our systems to attract and retain talent. In 2021, despite the continued challenges stemming from lockdowns and a remote workforce, the Bouygues E&S community retained their drive towards new learning resources and development opportunities.

Employee Development Message

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, of which we facilitated a record 159 of partnerships in 2021. 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.



“ *The two-year rotational graduate scheme is a fantastic launchpad for university leavers considering the first step in their careers. The combination of 6-monthly work placements and regular personal development activities means that I came off the scheme with a well-rounded knowledge of the business and the skills to make a real difference.*

Harry Ellis, Internal Communications Manager



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 within the business, and as recognition of this, Bouygues E&S were successful in achieving the **Princess Trust Award for the programme's organisation and participant impact in 2021.**

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

The programme was established in 2004 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 different business functions to help define their future career path and develop a well-rounded set of skills. Graduates are offered a structured approach to on and off-the-job development including:

- Graduate workplace projects
- Champion roles
- Volunteering
- Mental health first aid
- Access to a large range of development opportunities

2021 also saw the creation of the 'graduate challenge', an initiative led by graduates to contribute to our annual CSR plan. Several senior colleagues have progressed up from the graduate scheme and have become mentors.

Furthermore, we brought the programmes together into one integrated cohort of 33 graduates, with the ambition of delivering a consistent journey and single graduate reward package. Further implementation of this will continue into 2022.

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.

Apprenticeships

Bouygues E&S support the delivery of apprenticeships across all our business units from Facilities Management, Engineering, Contracting, Human Resources and Support Services. As of 2021, we have seen a 25% increase on apprenticeship numbers year on year and have now established a 3-cohort enrolment approach, which we will further embed into the programme in 2022.

This has culminated in Bouygues E&S delivering the largest variety of apprenticeships (over 30) ever offered at Bouygues, with programmes from level 2 to level 7. New course offerings include coaching, data, and senior leadership. Apprentices are given real responsibility from day one of their programme and are assigned a workplace mentor to support their development.

In 2021, Bouygues E&S supported the delivery of:

65 apprenticeships across its business units

32 enrolments were completed

17 Existing Bouygues E&S team members upskilled

15 15 new apprenticeship roles



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 2021, was the beach clean-up days organised by the Marine Conservation Society and internally.

Despite the challenges in 2021, we continued to encourage our staff to seek out and share volunteering opportunities, and as a result, a total of 1606 hours was spent volunteering at various causes.



CSR Projects

Corporate Social responsibility (CSR) is a unique priority within the Bouygues E&S business model, enabling us to enhance our clients and community experiences by being socially accountable for ourselves, our stakeholders, and the public. Bouygues E&S is conscious of the impact we as a company are having at each CSR pillar from clients and partners, employees, community, environment/sustainability, and volunteering.



Bouygues E&S spent a total of £54,000 on CSR projects, of which 76% and 15% were allocated to community and client pillars respectively, showing our commitment to enhancing local community and environmental development around our contracts. We now have the goal within Bouygues E&S of having a CSR strategy for each of our contracts, measured using the social value portal, which is a tool utilised by all entities to measure CSR projects. We also utilise the national TOMS (Themes, Outcomes and Measures) framework for delivering excellence in measuring and reporting on social value within our strategy.

Client partner initiatives include:

- Guest speaker for teacher's mental health at our education contracts
- Second hand laptops donated to students

Furthermore, with the creation of our sustainability matrix, the introduction of our Sustainability Awards and School Climate Change educational programme, Bouygues E&S has been able to enhance its outreach during 2021 and will continue to do so in 2022.



Employee initiatives



Launch of 'Kaleidoscope' our Black, Asian and ethnic minority network



Numerous biodiversity projects at our Healthcare sites



Health and Wellbeing week in May



Financial wellbeing event in July



26 ambassadors from our 'Girls Believe Academy' inspired over 400 students across 11 different schools



10 graduates supported a local community garden

Environment & Resource Use

Environment & Resource Use

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

We are committed 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 QSE 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.

During 2021, we launched our ‘Together Further’ strategy and to support this, leveraged our close working relationships with our clients to develop carbon reduction plans that meet their sustainability targets, and introduced our supply chain engagement programme.

We believe that our progress in reducing emissions will continue to expand in line with our targets. And by engaging with our supply chain, the 30% reduction in Scope 3 emissions by 2030 is certainly achievable alongside our ambitious target to be Net Zero for Scope 1 & 2 by 2025.

Amelle Mestari, Director of Procurement and Sustainable Development



Carbon

The climate emergency is the biggest challenge that we have ever faced. We all have a role to play in reducing our impact on the planet. That is why as a business, we are committed to reducing our own emissions as well as working closely with our clients to reduce theirs too.

As one of the world’s largest construction groups, Bouygues Construction recognises both our duty to reduce the impacts of our business but also to leverage our expertise and skills to drive innovation and robust solutions that help our clients reduce their carbon emissions in-line with national aspirations for a Net Zero economy by 2050.

Since 2019, we have committed to embedding the principles of sustainable development into the heart of our business and responding to the climate crisis is now one of our principal objectives. We are committed to fostering a low-carbon culture and mindset.

We have set ambitious carbon targets of becoming Net Zero for Scopes 1 and 2 by 2025 and a 30% reduction of Scope 3 by 2030. Scope 3 relates to carbon emissions created by our use of third party services, procurement of goods and materials and other aspects such as water and waste management. We have also implemented a new Governance structure that has carbon sitting at executive-committee level – to support this we have established several sub-groups focusing on reducing emissions and driving sustainability in all areas of the business. We worked with specialist consultants Greengage to quantify our Scope 3 footprint for 2019, 2020 and 2021 using best available data and accepted algorithms.

In 2021, Bouygues E&S achieved an A- in the CDP’s Climate Change listings. CDP is an international non-profit making organisation founded in 2002 that aims to encourage markets to adopt more sustainable business models. Its questionnaires, which are aimed at both companies and local authorities, cover issues such as climate change, deforestation, and water security.

2021 Key Sustainability Deliverables



Together Further for Climate strategy launched – placing decarbonisation at the centre of our operations and the services we offer our clients



Driving sustainability through our skills and expertise on decarbonisation – connecting core themes such as biodiversity, wellbeing and the circular economy



Carbon reduction plans developed for our FM contracts – aligning with the clients objectives and priorities and implementing these through our energy, sustainability and operational teams



Calculated that almost 85% of our emissions comes from our supply chain – launch of our supply chain engagement programme for priority partners

Carbon Performance

We achieved reductions by developing and introducing numerous initiatives designed to improve efficiencies, change behaviour and promote a low carbon culture for ourselves, and for our clients.

15.02%

reduction of Scope 1 & 2 emissions in 2021 vs 2019 baseline

5.29%

reduction of Scope 3 emissions in 2021 vs 2019 baseline

Emissions Reductions for 2019-2021



23.5% decrease in emissions from our commercial vehicles



92% decrease in air travel (and new policy to prevent people returning to travelling by plane)



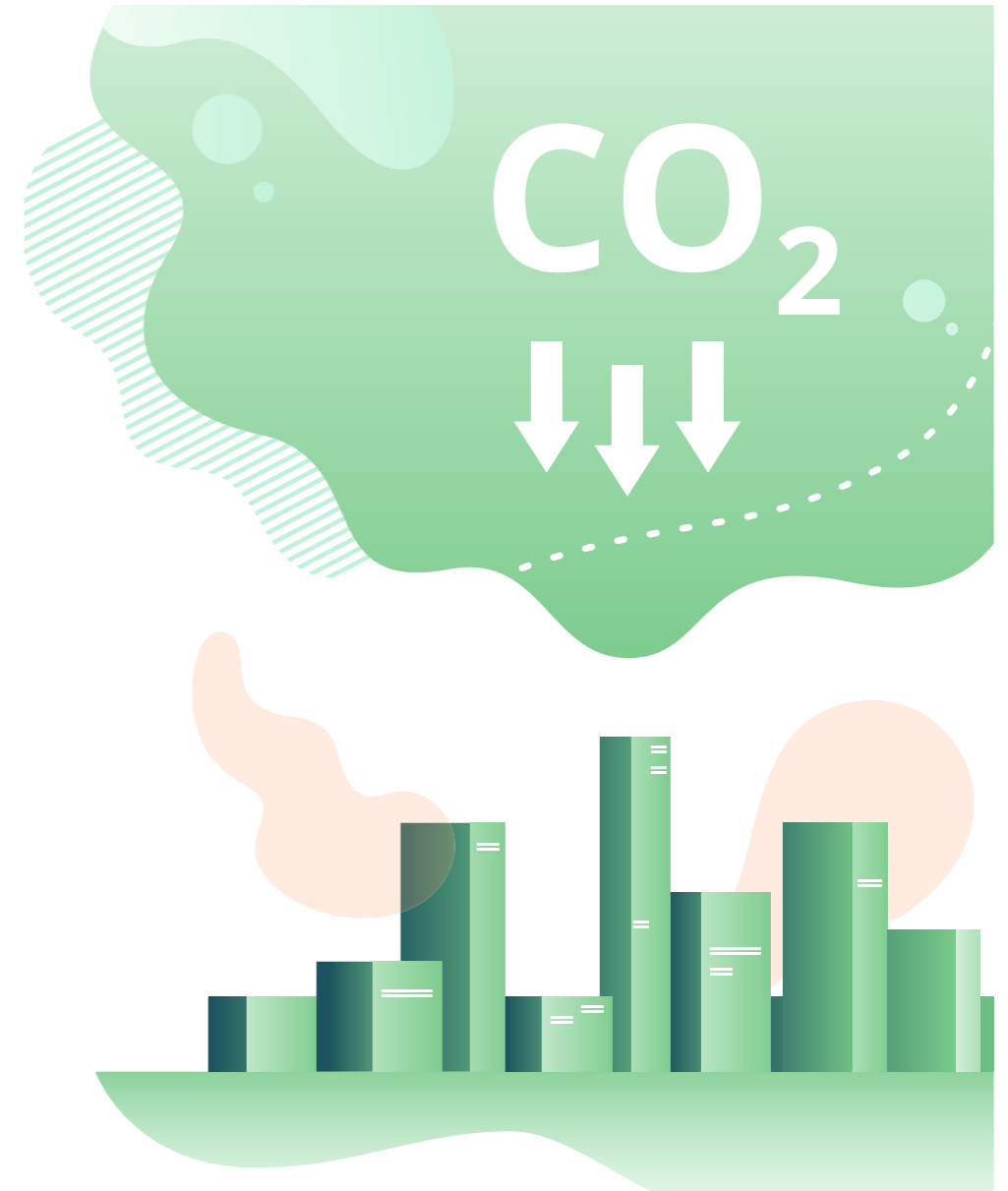
3.1% reduction in emissions from purchased goods and services



40% reduction in emissions generated from waste produced in our operations



49% reduction in emissions from business overnight stays



Fleet

In order to meet future targets, we continue 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:



Transport remains our single largest source of carbon emissions (86.5%) and during 2021 we continued to replace our commercial fleet with electric and lower carbon emission vehicles. We also upgraded the telemetric units of our vehicles. These units now record details of driver behaviours such as braking, acceleration, and idling.

Lewis Chenery, Head of Environment & Sustainability



Switching to electric vehicles or low emission vehicles.

Installing real-time telemetry systems, such as Masternaut, in our commercial fleet



Installing EV charging points at our own offices and on client premises (60+)



We are the first engineering and services company to use E-cargo bikes in place of ICE vehicles across our FM contracts to improve wellbeing of our colleagues and reduce ours and our clients' carbon footprint



Providing training to staff on safe and efficient driving and reward those who perform best



Developing a Sustainable Travel Policy that amongst other initiatives, prohibits domestic air travel

Investment in video conferencing and changing the culture around meetings to avoid unnecessary travel



Automating fleet and fuel emissions data to allow managers to track sustainability performance

Waste & Resources

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

We were keen to find a suitable process for managing the additional plastic waste arising from our significant use of PPE specifically employed in the fight against Covid-19, and put in place a contract that ensures waste face masks are sterilised and turned into a plastic feedstock for reusable site barriers and furniture.

Since the start of the pandemic, volumes of PPE have been procured to protect our people in the workplace and as a result, waste has increased significantly. Whilst employee safety is our number one priority, we also recognise the negative environmental impact of this waste stream.

To better manage this waste, we successfully undertook trials with ReWorkeD, an innovative company that uses Covid-19 PPE items to manufacture a durable and versatile material. PPE is disposed of in collection boxes and returned to a specialist facility for sterilisation and processing into items, such as reusable construction site hoarding, office furniture, toilet cubicles and planters.

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 2021, 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.



Biodiversity

There are multiple environmental impacts to consider when we are planning a project or managing facilities on behalf of our clients, with natural ecosystems and wildlife often significantly affected.

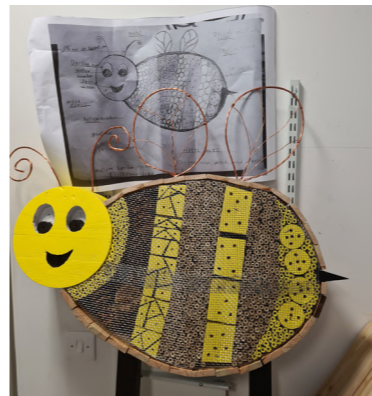
At Bouygues E&S, we have been working on developments that have a positive impact on ecological systems affecting the natural world. We understand the ecological challenges faced by development in urban areas and believe our response needs to go further than preservation. We will aim for our developments to restore ecological continuity, increase species diversity, and provide new habitats for wildlife.

In 2021, we implemented to advance the biodiversity agenda several governance initiatives to ensure that all our sites can make a positive impact to the local ecology. In turn, a total of **28 new projects** were initiated.

Biodiversity Garden at Broomfield Hospital

In collaboration with the client, our Ecosite champions at Broomfield Hospital undertook a wellbeing-themed biodiversity project at the Hospital. Having commenced in September 2021 with a competition for students at Broomfield Primary School to design a bumble bee 'bug hotel' and clearing of ivy for the CO2 absorbing and wildlife attracting plants purchased under our CSR fund, the team showed great dedication to improving the natural habitat available to wildlife around the facility.

We set an objective for all contracts to implement a project that would improve local biodiversity. The three largest projects were all supported by donations from our CSR fund and each went beyond the ecological improvements, also bringing benefits in terms of wellbeing, team-building and client relationships.



“ *The garden lets patients have time away from the clinical area without the constant sound of beeps and telephones. It gives them a chance to see a world that still exists outside of critical care.* ”

Nikki Mortimer, Performance Administrator



Ecosite

Ecosite is our internal tool for reviewing our implementation of sustainable good practices 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

This mandatory annual sustainability assessment tool covers a wide range of environmental aspects, including some mandatory elements structured around ISO14001:2015.

In 2021, 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 (Themes Outcomes and Measures) evaluator.

As part of the process of driving continual improvement, the questions are reviewed each year, the pass marks are up to 80% for the environmental section and 40% for social value.

In order to pass Ecosite, our contracts must use the Biodiversity Toolkit, which is an easy to follow guidance document that identifies all of the biodiversity enhancement options and puts a plan in place to implement them.



Single Use Plastics

The reduction and eventual elimination of [single use plastic](#) was adopted as a Bouygues E&S corporate objective.

Preparing an inventory of SUPs 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.

Working in collaboration with our supply chain, we identified the product lines, and 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)

This was implemented and in 2021:

550kg Avoided Single Use Plastics
Target for 2022

+2,000kg Carbon Saving

An Engaged and Sustainable Supply Chain

Bouygues E&S aims to reduce environmental impact in an integrated way when approaching procurement activities, and to positively influence the sustainability performance of our 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. Many organisation’s environmental impacts occur within the supply chain so in response to this, at the end of the year, we integrated the sustainability and procurement departments – encouraging a joined-up approach during all elements of purchasing.

Supply Chain Sustainability School

Our partnership with the Supply Chain Sustainability School (SCSS) has continued to develop. The school has helped us organise several subject experts to carry out workshops on numerous ESG matters including social value and the circular economy. We have always worked with our supply chain through a collaborative approach, inviting them to learn but also to share their insights. This has been a tremendous source of innovation too.

Bouygues E&S worked and continues to work alongside many of our peers within the School’s sectoral working and leadership groups, designed to set new standards for best practice within the industry.

Supplier Engagement Programme Launch

Our Supplier Engagement Programme focuses on reducing carbon within the supply chain, within Scope 3, firstly focusing on priority suppliers that are most carbon intensive or where we have a high spend. Suppliers are encouraged to use a carbon reporting tool that allows us to see where the carbon hotspots are within the value chain.

- ✓ Requirement for supply chain to complete vendor pre-qualification questionnaire to ensure health, safety, environmental and legislation compliance
- ✓ Criteria included in tender process for central procurement frameworks as and when required

Working Closely and Supporting SMEs:



“ Our partnership went from strength to strength last year, having joined the school’s FM and Infrastructure Leadership Groups, attending quarterly steering meetings as a result. We also hosted and participated in the newly formed Carbon and Waste Special Interest Groups.

Amelle Mestari, Director of Procurement and Sustainable Development



The Green Network

We are an employee-led network that challenges NOW and empowers employees to act for the future of our planet.

Our objectives are:

1. Raising awareness of the climate emergency and encouraging employees into sustainable actions (at work, at home and in the community).
2. Highlighting sustainable initiatives within the organisation's practices and policies.
3. Offering a platform for sharing and/or trialling best practices on sustainability across the UK group.



OUR ACTIONS IN 2021:



Raising Awareness

April 2021: Launch Event Speakers included Joe Wallwork, ICL and Ben Tolhurst, Business declares

September 2021: OnePlanetLiving workshop with Bioregional

November 2021: The Green Network created weekly updates on the progress of COP26 taking place in Glasgow to share with our teams

December 2021: The Green Network invited their colleagues to consider their personal carbon footprint and try more sustainable gifting ideas such as secret santa with the family or borrow a Christmas tree



Declaration of Climate Emergency

Request: Commitment from the organisation to match the risk with the necessary action to protect our future

Result: Awaiting response



Representation of Environmental Teams at Board level

Request: "Planet" advocate with a thorough understanding of climate & ecological breakdown to support strategy and decision-making

Result: Change of structure in Bouygues E&S, to increase representation and raise profile of sustainability and environment



Clear Policy on Travel for Work to Reduce Flights

Request: Reduce air travel, in line with Together Further for Climate's target of 80% reduction in domestic flights and 50% international flights

Result: Domestic air travel and flights to Paris now restricted



Pension Decarbonisation

Request: Looking into fossil-free alternatives for our pension

Result: This is now a company objective for 2022. Standard Life was chosen recently for Bouygues E&S because of its sustainable options, but these are not yet clearly accessible or communicated.



Our call to action to the organisation and all employees:

1. Be the change:

- Embody our values and lead by example
- Build knowledge on the climate emergency

2. Invite environment to the main table

- Present in any discussions/decisions - like H&S
- Considering environmental issues when assessing risks and return must be systematic

3. Challenge Business as Usual

- Get in touch via Yammer, and for more information reach out to one of the admin members of the page.

Delivering Zero-Carbon Heating to the Community of Swaffham Prior

What?

The energy team is currently working with Cambridgeshire County Council to create a zero-carbon heat network at Swaffham Prior. This ambitious project aims to transform this rural village community.

Why?

The village is currently powered by oil fired boilers and LPGs with high carbon emissions, prohibitive cost of heating and poor air quality. The 300+ buildings are poorly insulated and have traditional heating systems.

How?

The Bouygues E&S solution is to retrofit a zero-carbon heat network with high-temperature ground source/air source hybrid heat pump technology, 200m³ thermal energy stores, 3.5 km heat network and private wire connection to a Bouygues E&S solar farm. All of this will come together to bring the community low cost, zero-carbon electricity and heating.

Benefits

On top of the benefits of low cost, zero-carbon energy, the village will see a 90%+ reduction of CO₂ emissions in 2022 (98% by 2050), 15,000T.CO₂e avoided over 40-year life, 25-year payback period, and 85% of energy directly from renewable sources.

The Swaffham Prior Heat Network project will be used as a demonstrator of rural community decarbonisation, and as a showcase for renewable energy technology. For Cambridgeshire County Council, the project will support them in delivering their commitment to net zero carbon, reduce the long-term cost of heating to the community – avoiding fuel poverty in the area, and will improve local air quality.



90%+
reduction of CO₂ emissions

85%
of energy directly from
renewable sources

200m³
thermal energy stores

3.5km
heat network

Sustainable Innovations

Innovation is at the core of our business and continues to play an increasing role in addressing the climate crisis and resource scarcity, through a variety of means. At Bouygues Energies and Services, the engagement and deployment of sustainable innovation solutions has increased rapidly and has witnessed a wide range of new ideas, practices and initiatives to tackle this. A change in business culture was crucial to increase such engagement, by empowering each individual to make a change, encouraging innovation from all levels of complexity and by increasing awareness and peer discussion on the climate crisis.



Research and Development - Exploring new technologies and trends

Our Research & Development (R&D) activities at Bouygues Energies and Services are closely connected to those of Bouygues Construction and to our other sister companies within the Bouygues Group. Together, we explore new technologies, societal and economic trends, and light the way for the development of innovative solutions.

On sustainability and environment, the goal for our R&D projects is to take the decarbonisation of production processes further and extend the use of renewable energies. It requires a deep understanding of industrial sectors, along with in-depth expertise in data science to foster competitive, productive 4.0 Industries across the UK.



To achieve this goal, Bouygues Energies and Services developed a programme named “Smart Melody” to accelerate R&D projects. This programme is playing an important role in emulating and creating ideas and practices to design and realise projects in a different way.

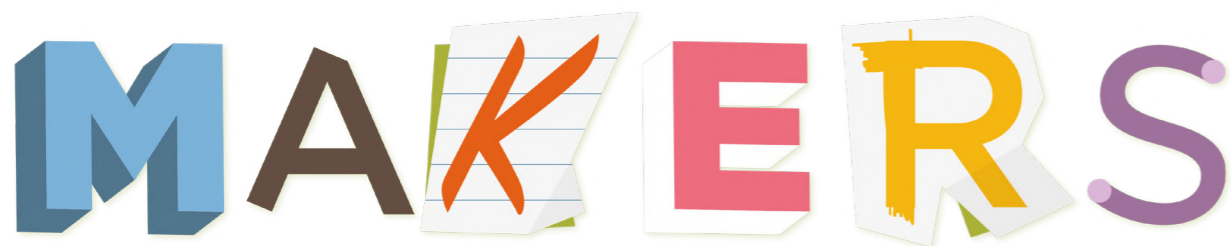
Aurelie Marais-Machurat, Director of Innovation and Digital Transformation



Employee and Supply Chain Innovation:

Bouygues Energies and Services employees take a personal responsibility in sustainability and through an active approach, ideas shared and deployed increased greatly, including new solutions being researched, trialled, deployed and standardised. A key aim in 2021 was to capture new ideas.

Employee Innovation



Throughout Bouygues Energies and Services, our people continue to be the most important asset and our people consistently demonstrate a strong passion for developing new solutions to address sustainability challenges. Employee innovation surged in 2021 through our Makers Programme, where everyone is welcome to submit their contribution, whether it is a good practice or a larger innovation idea.

251 of these ideas contributed to Bouygues Energies & Services, were grouped as great innovation ideas and were provided with support and/or coaching to develop or embed their contribution.

12 employees were awarded one of our RESPECT value awards due to their outstanding contributions to innovation in the Makers Programme.

Innovations with Start-ups and SMEs alongside our employees:



Matching Up is an open innovation programme that aims to generate new innovative ideas within the company, putting our own employees and start-ups or small enterprises in touch in order to design and create new projects together and to identify solutions to support our clients' pain points

3 clients engaged to understand their challenges and priorities, and in turn, identify a partner who can provide the most relevant innovative solution

22 innovative solutions were provided by our French subsidiary in collaboration with Impulse Partners, a business networking company in Paris

Innovation projects: Example projects that directly contribute to our sustainability efforts include:



Gaia Automate:

Bouygues E&S Solutions has partnered with Gaia Automate in order to reduce the CO₂ footprint across our operations. AutoMate, which leverages AI and motion sensor software to identify, monitor and reduce the power consumption of construction sites, is highly effective in providing rapid and noteworthy reductions to energy costs and carbon footprint.

Our partnership with AutoMate presents an opportunity to be environmentally focused through maximising site efficiency and lowering emissions.

AutoMate now has a proven track record of success at Bouygues Construction sites in the UK and has redefined the carbon profile of our Llanwern and Strensham Solar PV sites – saving:

49,745 litres of diesel

£28,354 savings

113.3tn co₂e



Waterblade:

Water blade is a device fitted onto existing taps to optimise the use of water, reducing usage and costs by 50%. In 2021, these were fitted to all taps within our HQ office, Becket House.



uHoo:

uHoo air quality monitors were installed in Becket House to monitor parameters such as CO₂, NO_x, PM 2.5, temperature and many more in the areas that we work in. Ensuring that we have the correct environmental conditions directly relates to the health and wellbeing of our employees.



Smart Impulse:

Thanks to a dedicated meter and algorithms, the technology developed by Smart Impulse allows you to identify a building's consumption by end-use. This crystal-clear view of the sources of consumption enables targeted energy savings and enhances monitoring over the long-term. In 2021, we continued to install Smart Impulse Meters in our own offices and for our clients.



Energy Savings Catalogue:

In 2021, an Energy Savings Catalogue was produced to allow our operational and site teams to understand what processes and technologies were available to help them tackle their energy use and thus carbon impact. These are updated when innovation reaches the market.



An Innovation Catalogue has been created detailing the above solutions with carbon reduction innovation case studies which is now a highly useful resource for the business. All employees at Bouygues Energies and Services have a role to play and sustainable innovation is the responsibility of everyone.

Closing **Statement**

Closing Statement

Bouygues Energies & Services is committed to reducing its scope 1, 2 and 3 emissions and those of our clients. This core business objective is backed by our Executive Board and in line with our 'Together Further' strategy and the UN's 17 Sustainable Development Goals. The highlights of 2021 are testament to the important work we are doing to achieve principal business targets and the Government's 2050 net zero target.

Key to achieving this is a joined-up approach with our clients and supply chain, placing sustainability at the fore of everything we do. We strongly believe that by combining our efforts with key stakeholders, implementing innovative solutions and engaging our workforce to drive our sustainability journey forward, we are making a difference to support the energy transition and digital transformation and above all, helping create a greener future for everyone.





Shared innovation