

QUALITY CONTINUAL IMPROVEMENT

Bouygues Energies and Services operates in a perpetually changing environment, in which **adaptability** and **flexibility** must ensure that we continue to be a driving force. Our activities are organised among several specialised operational units and geographical areas, both in France and abroad.

Our clients' expectations are focused on building use, infrastructure, installation, and maintenance. We must be able to provide them with our **added value** by incorporating **digital technology, innovation**, and a high level of professionalism through our **expertise**.

Our role within the Bouygues group is to pave the way for energy and digital transitions, and turn them into tangible results and opportunities for our regions.

Together, let's work towards the level of operational excellence that will make us truly stand out.

Find out more about our environment, ethics, and health and safety policies



OUR 3 MAJOR GOALS



1 SATISFYING OUR CLIENTS

Providing a unique experience to our clients at all stages of their projects, by making expertise, guidance, and service central to our relationship with them, making us truly stand out from the crowd.

Developing a service culture to satisfy and retain our external and internal clients.

Bolstering the role of innovation in our key activities.

Suggesting and tailoring innovative multidisciplinary solutions by optimising the group's interdisciplinary approach.



2 BEING COST EFFECTIVE

Being selective in terms of contracts, taking risk analysis into account during the commercial phase.

Getting things right the first time in order to control our costs, our quality, and our deadlines throughout the business cycle, and in order to anticipate any potential discrepancies.

Ensuring the constant development of our skills in order to promote expertise and the personal development of our employees.

Defining and respecting the basic principles shared by our activities.



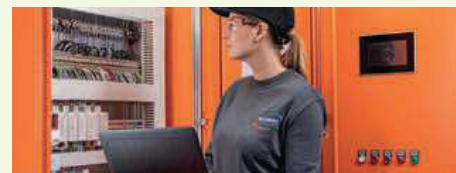
3 DIGITISING AND SIMPLIFYING THE SYSTEM

Continuing to develop a simple, effective management system that is integrated into the management cycle.

Tailoring tools, reducing bottlenecks, and incorporating digital technology to enhance performance.

Encouraging feedback and sharing good practices in order to strengthen our quality-focused culture and make continual improvements.

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Pierre VANSTOFLEGATTE

General Manager of the Energy & Services division,
President of Bouygues Energies & Services

