

Client Value Charter

Statement of Intent

Bouygues UK is committed to providing the best client experience possible throughout our project delivery and operation.

We spend time with our clients at the start of their journey to understand their business and what's important to them. This important step helps us visualise our service through their eyes and understand their needs and aspirations.

Our clients' journey with us involves multiple touchpoints and individuals. We drive the behaviours below throughout our organisation to provide the best client experience possible at each and every touchpoint.

Behaviours

1. Every project is treated as a new opportunity to provide a great client experience, so we spend time understanding why a scheme is important to everyone involved.
2. We promote a culture of partnership with our clients, through building trust and being honest and straightforward with each other.
3. Listening and responding to our clients' needs in a creative way is key to building a lasting relationship from design through procurement to construction and operation.
4. Our reputation is built on delivering on our promises and we work hard to maintain this.
5. Our culture is one of excellence, continually driving to improve our service and delivery by acting on the constant feedback received from our clients.

How we drive these behaviours to create a culture of service excellence.

- We measure and monitor client value throughout delivery and operation using feedback questionnaires.
- We engage with and consult clients to improve and develop the products and services we offer.
- We are committed to developing our people through programmes of training in excellent customer service.

Key Performance Indicators



Client satisfaction
Objective: 100%



Repeat Customers
Objective: 50%



Shared innovation