

## Profitable Markets

In 2017 we continued to collaborate with our customers and supply chain to deliver innovative, sustainable solutions and provide added social value to local communities

## CUSTOMER EXPERIENCE

customer satisfaction achieved across 3,375 customer reviews:

2017 **94%**

2016 **91%**

2015 **82%**

86 'world class' net promoter score<sup>1</sup>

<sup>1</sup> The Net Promoter Score is an index ranging from -100 to 100 used to measure the customer experience. A score of +70 is recognised as world class.

## PROJECT SPOTLIGHT

"Having an existing relationship has meant that we have worked very well together from the start. You have also worked well with the Environment Agency and the design team to build a good team. We are continuing our relationship by giving you some additional works. That's the best it can be."

**Gary Laybourne**  
Design Services Manager  
Stockton Borough Council

## STANDARDS



First company in the world to be assessed to the new ISO 20400 Sustainable Procurement standard



Shaun McCarthy on ISO 20400

## SPEND FOR 2017 IN THE MOST DEPRIVED 10% OF NEIGHBOURHOODS\* based on the Index of Multiple Deprivation



Total spend in **England** of

**£1.88bn**



Total Supply Chain spend in deprived areas of

**£141.2m**  
(7.5%)



Total SME spend in deprived areas of

**£85.2m**  
(4.5%)

Total spend in **Wales** of

**£47.8m**

Total Supply Chain spend in deprived areas of

**£3.9m**  
(8.2%)

Total SME spend in deprived areas of

**£1.74m**  
(3.6%)

Total spend in **Scotland** of

**£339.4m**

Total Supply Chain spend in deprived areas of

**£27.8m**  
(8.2%)

Total SME spend in deprived areas of

**£14.1m**  
(4.2%)

## SOCIAL VALUE

Working with the Social Value Portal to quantify the social value impact of our operations



Guy Battle on social value

OVER **£1 billion**

spent with small and medium-sized enterprises (SMEs)

Shaun McCarthy on the Supply Chain Sustainability School



**2,307**

suppliers registered with the Supply Chain Sustainability School

**£300 million**

spent with micro-sized companies

OVER **7,400**

SMEs engaged

**44%**

of total spend with SMEs

WORKED WITH AROUND

**10,000**

suppliers



**14,466**

jobs supported directly ...of which **1,814** were new starters

OVER **£8.2 million**

of social impact generated through our employment and skills initiatives



In 2017, business leaders and Balfour Beatty's My Contribution champions considered 2,000 ideas, which have the potential to save £2.8 million.

## RECOGNITION

**36**

awards won



Considerate Constructors Scheme



Green Apple Awards



other sustainability awards

\*Business size and Social Enterprise status data independently verified by Dun & Bradstreet. All spend figures are exclusive of VAT.