

“We are defined not only by our technical capabilities and our markets but by the way we do things.”

How we do

business

Our core principles and commitments

Balfour Beatty provides world-class engineering, construction and service skills to customers for whom infrastructure quality, reliability and efficiency are critical. Our organisation is defined not only by its technical capabilities and its markets, but by the way it does things - how it deals with its stakeholders and how the people acting in its name behave.

We set out here the principles which underlie all that we do and the key commitments that we make to our stakeholders. They are supported by more detailed rules, guidelines and policies which govern all relevant aspects of both our corporate and individual behaviour.

I regard it as a key element of my job to ensure that our organisation as a whole and all our people live by these principles.

A handwritten signature in blue ink, appearing to read 'I. Tyler', written in a cursive style.

Ian Tyler,
Chief Executive
January 2006

OUR CORE PRINCIPLES

In everything that we do, we will abide by these five principles:

- To comply with the law, wherever we operate, and to be sensitive to local customs and traditions.
- To conduct all our business and make all our decisions within a clear ethical framework.
- To maintain safe and healthy work places, operate safe systems and methods of work and ensure the safety of the public.
- To contribute positively to the physical and social environments in which we operate.
- To engage positively with our stakeholders and to provide them with information adequate to their needs.

OUR KEY COMMITMENTS

In addition to our core principles, we make the following commitments to our principal stakeholders:

Customers

- To create, develop and sustain strong and long-lasting relationships with our customers.
- To achieve a thorough understanding of our customers' aims and needs in order to ensure that we satisfy them.
- To deliver high-quality products and services to agreed technical and cost specifications and timescales.

Employees

- To create a safe, healthy, challenging, rewarding, participative, fair working environment for all our people.
- To utilise the full talents and skills of all our people through effective selection, training and development.

Shareholders

- To take business decisions whose overriding objective is to increase long-term shareholder value.

Suppliers

- To create, develop and sustain strong and long-lasting relationships with our suppliers.
- To engage with suppliers who will promote supply chain efficiency to the benefit of all parties.
- To work only with those suppliers whose principles, policies and practices are compatible with our own.

The Wider Community

- To seek to contribute positively to the communities in which we work.
- To operate sustainably in all that we do so as to avoid compromising the ability of future generations to meet their own needs.

Balfour Beatty plc
www.balfourbeatty.com