



CSR REPORT 2019-20.

FOCUS AREA

STAKEHOLDER ENGAGEMENT



CSR REPORT

As a global player with activities in various markets, we put maximum effort into consultation and dialogue with all our stakeholders in order to maintain good mutual relations. We believe that such engagement and partnerships also contribute positively to innovation, generates insights in how to manage and control risks and helps us to grow towards a sustainable approach of our activities. We like to respond to the needs and requirements of our stakeholders, but we also see it as our duty to engage them as well.

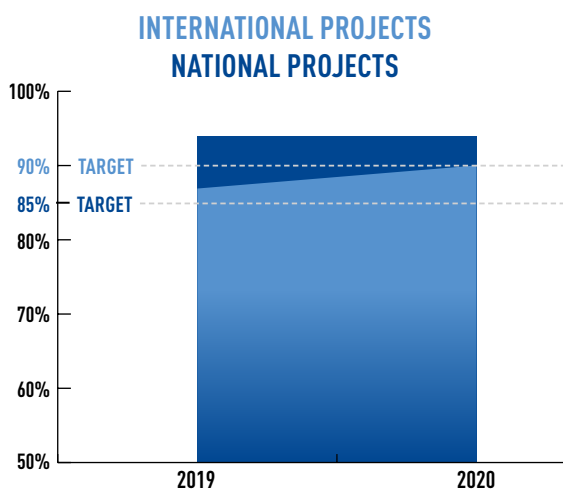
ORGANISATION

The focus group 'Stakeholder engagement' will play an overarching role and involve both internal and external partners in our sustainability approach.

PROGRESS

- We develop partnerships with our suppliers and subcontractors so as to achieve our common goals and continuously improve performances. For this, we also refer to the programme datasheet “Value Chain”.
- The opinion of our clients is crucial for further growth throughout our activities. Our client satisfaction surveys provide us with input for defining priority actions.
- We maintain good contacts with them through joint press releases, consultations and personal contacts.
- We also experience their growing attention for climate, biodiversity and social impact.
- Our employees are involved in the development of our CSR strategy. In 2019, we conducted an extensive survey, asking for their concerns regarding our social, environmental and business impact.
- We are fully committed to a positive, constructive communication with our employees through internal newsletters, family days and internal communication channels.
- We ensure transparency with a project-based communication strategy and regular consultation with local communities.. For this, we also refer to the programme datasheet ‘Working together with local communities’.
- We inform future employees about our vision and strategy through our external communication channels. For this, we also refer to the programme datasheet ‘Training, Development and Education’.
- We work closely together with education and knowledge institutions. We organise work placements, supervise master theses and set up research projects throughout our organisation. For this, we also refer to the programme datasheet ‘Training, Development and Education’.
- We are an active member in various sector organisations (EUDA, Confederatie Bouw, CEDA, IADC, PIANC, etc.).
- We build and strengthen sustainability-targeting partnerships through participation in various initiatives (The Shift, BACA, Climate Pioneers, various sector-related work groups, ADEB-VBA, etc.).

CLIENT SATISFACTION



RESULTS BASED ON # PERFORMANCE RECORDS		
RESULTS BASED ON # PROJECTS FINALISED IN 2020		
	INTERNATIONAL PROJECTS	NATIONAL PROJECTS
# projects accomplished in 2019 & 2020 (A)	43 + 37	26 + 14
# performance records sent to client for (A)	42 + 34	25 + 14
# performance records received from clients for (A)	18 + 9	6 + 1