



# COLLABORATIVE BUSINESS RELATIONSHIP POLICY

Taylor Woodrow is the Civil Engineering Division of VINCI Construction UK Ltd and is engaged in the construction of large civil engineering projects in the UK rail, road and energy sectors.

Our mission, vision, values and the deployment of a framework of controlled processes are integral to us satisfying the requirements of our customers. Responsibility and authority for effective collaboration and the provision of added value to our customers is clearly defined within a prescribed system of governance. This is supported at all levels and between those involved in our projects by a comprehensive risk and opportunity assessment process, stretching across our collaborative relationships.

Collaborative working is an established core value in Taylor Woodrow and is recognised as essential in the delivery of complex projects for our customers. We have elected to demonstrate our commitment to collaborative working by :

- Retaining BS11000 for Collaborative Business Relationships, which is increasingly becoming adopted as a benchmark by our customers, competitors and suppliers

We will set a cycle of performance objectives across our business, continually improve and as part of our commitment to developing Collaborative business relationships:

- Maintain BS11000 Certification.
- Have representation at Board level.
- Capture and communicate collaborative working best practice, both internally and externally.
- Appoint a Key Account Manager for the management of key customer relationships.
- Measure and review collaborative working performance at relationship level, by holding Key Account reviews, and peer analysis at Board level.
- Measure and review collaborative working performance at project level, during regular progress meetings and by undertaking customer satisfaction surveys.
- Provide learning and development expanding both coaching and behavioural training as required.

This policy and supporting objectives are communicated throughout the Division to ensure its achievement is clearly understood by all.

This policy will be reviewed as a minimum annually, to ensure continuing validity. Copies will be made available via the intranet and to any interested party or stakeholder.



Julian Gatward  
Managing Director  
Taylor Woodrow