

Highlights:

- 16 major service awards
- New Project Academy
- Strategy focus on core business

**Customer Service**

AMEC's sees its client's as unique and the key to great customer service is to tailor the services around their needs. AMEC needs to consider what makes a good client since great customer service relies on effective communication between client and service provider.

AMEC's strategy in terms of improving customer service has been to address communication channels and last year we reported on our Key Accounts Management approach.

**AMEC strategy**

During 2006 the priority was to focus the business on a core market area. This was aimed at reducing the diversity in the business and concentrating on relationships where AMEC has the strongest client relationships. (refer to our Annual report and accounts for further information).

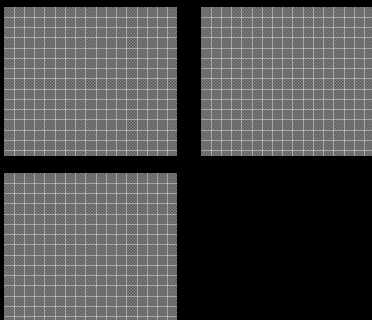
The objective of this strategy is to concentrate on providing services which play to AMEC's strengths and can be done effectively and profitably.

**Customer profile**

2006 was a period of considerable change in the customer profile of the business highlighted by the sale of AMEC Spie and the focus on AMEC's new strategy focusing in energy and industrial markets, while exiting from the construction business.

From a customer services perspective, particularly in the Built Environment, it has been a challenging year as AMEC focuses on its core business. Whilst it is inevitable that the reorganisation has had an impacted some of the Built Environment customers it has not affected the Built Environment's ability to effect a high level of customer service.

In some respects the reorganisation has facilitated a closer relationship to ensure confidence in the Built Environment's service provision. This has led to resulting in major contract awards during the year including construction work associated with the South Lanarkshire Schools PPP project, a seven



year FM contract renewal on the Tate Gallery, London and contracts worth £85 million to deliver new further education colleges in eastern England.

Since joining the organisation in October, the Chief Executive has met AMEC's key clients and listened to what they have to say about AMEC and the services provided.

### **Customer Service and Performance Awards**

During the year AMEC's performance earned 16 major awards, including awards for innovation, customer relations and Outstanding Consultant of the Year (refer to awards table in related documents).

Four of these awards were made to AMEC directly by our clients including BP's platinum award and BAE systems Chairman's award.

### **Project Academy**

To ensure best value for our clients and in recognition of the increasing importance of acquiring modern theories and best practices in project management, AMEC has created its Project Academy.

This provides a structured approach to the learning of new skills and practices to those who want to progress their career in project management and the closely associated disciplines of project monitoring and controls, commercial, financial, risk, supply chain and performance improvement.

