

## **Customer service performance 2007 - corporate**

AMEC's economic sustainability relies on maintaining and building strong relationship with our clients.

Throughout 2007 we have been undergoing a major transformation with the objective of focusing our services on the energy, power and process markets.

As a business, we continued to extend and expand our capability and resources to provide a wider access to our customer base by making a number of strategic acquisitions. We continued our divestment programme of businesses which do not fit with our core markets (see related documents) but ensuring they left AMEC and retained the ability to provide their customer base with high quality services.

### **Chief Executive Customer Engagement**

Throughout the year, AMEC's Chief Executive, Samir Brikho, undertook an extensive client engagement programme. With the company transforming into a more focused, high performing business it has been of the utmost importance for Samir to meet with our key customers to share his vision for the company and to reassure customers that AMEC's transformation will provide them

with a more focused service in the future.

Engagement with clients and potential clients has been valuable to Samir in that he has been able to gauge client's perception of the company.. More importantly, these meetings have given him the opportunity to discuss our clients' future needs and aspirations which is key to successfully developing and transforming our business.

During the year Samir met with a great number of AMEC's key clients including regular meetings with senior management of SHELL and BP, two of AMEC's long term clients. These meetings focused on how we can develop our relationship further to provide the best service to our clients. They have also led to a number of customer service developments within AMEC such as expanding our geographical reach and improving our customer knowledge sharing through a targeted Strategic Relationship Management programme.

Thorough the year Samir met a wide cross-section of clients and potential clients including National Grid, Syncrude, Kuwait Oil Company, Samsung, Secco, AREVA, BG and Iberdrola to name a few. In addition Samir attended a number of CBI (Confederation of British Industry) events which gave him the opportunity to network with customers, peers and suppliers.

An important part to the process of customer engagement has been the sharing the intelligence within AMEC divisions. Each week Samir used his weekly briefings to AMEC

employees to highlight meetings with key customers and reinforce the need for all employees to listen to the needs of customers in order for us to be able to deliver the services which they want and need and which add value to them.

### **AMEC's summer reception**

Braving the British summertime weather AMEC held a Summer Reception event on Wednesday 4th July at Westminster College Gardens, London. This event brought together 350 of AMEC's main stakeholders including key customers, investors and analysts, trades unionists, UK government representatives including members from the all-party nuclear group. In addition there were representatives from the embassies of China, Azerbaijan, Bulgaria and the Philippines.

The reception was a great opportunity for our main stakeholders to network with each other and gave us the opportunity to talk with them about our future direction and aspirations in an informal setting.

### **Appointment of Supply Chain Director**

AMEC's ability to provide clients with the highest level of service and performance is often dependent on the performance of the supply chain employed. Our success is often driven by the quality of our relationship with our suppliers of goods and services. We must share our aims and objectives in order to meet the challenging standards which AMEC sets itself.

It is AMEC's aim to create a working environment based on good practice, balanced relationships and quality management which make it possible for these high standards to be achieved.

Effective supply chain management brings significant value to AMEC and its stakeholders. It positively impacts at all stages of the business process contributing to:

- Risk reduction by ensuring quality and cost certainty from a consistent supply chain
- Business growth by embracing new technologies and the expertise within the supply chain in order to access new sectors and increase market share
- Profitability by ensuring best value from the supply chain and embedding best practices and processes within the business
- Cash flow by establishing equitable payment terms with our suppliers.

During 2007 a new corporate position was created for a Supply Chain Director and Andy Haworth joined AMEC plc corporate team from the AMEC Design and Project Services business. Andy will be responsible for developing a global supply chain strategy.