

Green

	21/22	20/21	19/20
Offices certified to ISO 14001 Environmental Management System	33	32	30
Scope 1 emissions (metric tonnes CO ₂ e) ¹	2,317	335	2,515
Scope 2 emissions (metric tonnes CO ₂ e) ¹	1,371	1,220	1,937
Scope 3 emissions (metric tonnes CO ₂ e) ¹	50,584	43,853	53,668
Total emissions (metric tonnes CO ₂ e) ¹	54,272	45,408	58,121
Total emissions (metric tons CO ₂ e) per employee ²	6.4	6.8	8.7

Data qualification notes

¹ Data has been compiled, converted and verified by South Pole and covers 100% percent of our employees. We follow a standard procedure to handle missing data entries for energy consumption and business travel. Where data is not available, we use the monthly consumption for the month in the previous year. If this is not available, then we use the average monthly consumption for the current reporting year based on headcount. If no data is available for the current year, we use the average monthly consumption for the whole of the previous year based on headcount. We have applied UK Government 2021 emissions factors (Department for Business, Energy and Industrial Strategy, 2021, (<https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2021>)) and IEA 2021 emissions factors for electricity consumption in non-UK offices (www.iea.org). Scope 1 (direct) all GHG emissions from stationary and mobile combustion as well as fugitive emissions. Scope 2 (energy indirect) all GHG emissions from purchased electricity. Scope 3 (other indirect) all GHG emissions from purchased goods and services, capital goods, fuels and energy-related activities, waste generated in operations, business travel and employee commuting. South Pole <https://www.southpole.com/>

² Data covers 100% percent of our employees. We follow a standard procedure to handle missing data entries for energy consumption (see notes above). We apply emissions factors as detailed above.



Inclusive

Our people



	21/22	20/21	19/20
Number of people employed as of 30 April	8,458	6,801	6,789
Employees with formal objectives and regular performance reviews	98%	98%	90%
Average training hours per employee ³		15.5	11
Employee engagement survey: response rate	85%	89%	92%
Employee engagement survey: average score (out of ten)	7.9	7.6	7.8
Employee engagement survey: average score (out of ten) when asking our people whether people of all backgrounds are accepted for who they are	8.6		
Employee engagement survey: average score (out of ten) when asking our people how likely it is that they would recommend Turner & Townsend as a place to work	7.9	7.9	7.8
Employee turnover	20%	13%	13%
Employees by gender (% female)	33.7%	33%	33%
Associate Directors and above by gender (% female)	18.8%	18%	19%
Other employees by gender (% female)	37.8%	37%	37%
Accident incident rate (AIR)	0	0	16
Accident frequency rate (AFR)	0	0	0.06
Employees who completed health and safety training	92%	91%	90%

Data qualification notes

³ Based on UK data only

Inclusive

Our communities



	21/22	20/21	19/20
Community volunteer hours	8,399	3,015	11,119
Employee volunteer participation rate (%)	26%	11%	37%
Charitable corporate and employee fundraising donations (£000)	516	452	505
Pro bono project hours	242	134	1290
Number of community partners	184	64	130
Number of people reached through our community programmes	9112	7493	9089



Productive

	21/22	20/21	19/20
Average client care score (out of ten)	9.0	8.7	8.7
Net promoter score ⁴	53%	58%	49%
Employees who completed anti-bribery and corruption training	92%	92%	90%
Employee engagement survey: average score (out of ten) when asking people whether they are satisfied with the actions Turner & Townsend is taking to be socially responsible	8.0	7.9	7.8

Data qualification notes

⁴ Net promoter score is the number of promoters (giving a score of 9 or 10) minus the number of detractors (giving a score of 0 to 6) in our client care survey, expressed as a percentage.

