



---

## Corporate Statement

---

Scott Wilson Group plc is a global integrated design and engineering consultancy for the built and natural environments. With its headquarters in the UK, the Group has a worldwide network of 80 offices and over 5,500 staff. Scott Wilson offers Strategic Consultancy and multi-disciplinary professional services in the Railways, Buildings & Infrastructure, Environment & Natural Resources and Roads Sectors.

---

Vision	To help transform societies' greatest challenges into great results.
Mission	To be a leading integrated global enterprise committed to fulfilling the development and environmental needs of our clients by providing responsive solutions delivered locally.

---

---

## Contents

---

---

01	Highlights
02	Message from the Chairman
04	Environment
08	Social Issues
14	Annex

---



---

## Highlights

---

- The Sustainability Challenge – formulating a business response to climate change
  - 10 per cent reduction in carbon footprint of UK operations
  - Commitment to halve waste to landfill in highway projects
  - 10 years of the Millennium Project, a charity run by Scott Wilson staff
-

## Message from the Chairman

**Geoff French**  
Group Chairman



### “ ”

This Corporate Responsibility Report incorporates our Communication on Progress related to the United Nations Global Compact (UNGC) and our response as a signatory to the Caring for Climate Change Initiative.

Notwithstanding the muted outcome of the Copenhagen Conference, this is the year in which climate change has become an issue of global concern. Climate change requires a response both in terms of mitigation and adaptation. This provides an opportunity for consultancies like Scott Wilson to redeploy our skills and expertise to address the challenges, design the new infrastructure, adapt existing infrastructure, plan for changing weather patterns and sea levels and help to change entrenched behaviours. We recognise the need to lead by example and so whilst adapting our service offerings we also continue to enhance our own sustainability performance.

This Corporate Responsibility Report incorporates our Communication on Progress related to the United Nations Global Compact (UNGC) and our response as a signatory to the Caring for Climate Change Initiative. As such it provides an integrated view of our efforts to mainstream environmental and social responsibility in all our activities. The Report covers the period from May 2008 to April 2009.

I am pleased to reaffirm our support for the United Nations Global Compact and to report progress during a period of continued change but growing opportunities.

Scott Wilson is a global business, a fact underpinned by the receipt this year of the Queens Award for International Trade. As such we are aware of the global need for sustainable solutions and are committed to complying with international environmental and social performance standards. We apply the same ethical standards and values wherever we work and encourage our clients to emulate best international practice.

We welcome comments on this report and suggestions as to how we may improve our performance. To this end, the report is available in both hard copy and on our website.

**Geoff French**  
Group Chairman  
28 June 2010

## Introduction

Sustainability runs through the core of  
Scott Wilson's business

Scott Wilson's aim is to be a sustainable business providing market-leading services for sustainable development. We seek to facilitate development that safeguards the environment, enhances social wellbeing and inclusion and brings economic benefits to our clients and the wider community.

One of the ways in which we seek to ensure that our business is sustainable is through our commitment to the United Nations Global Compact (UNGC). We became a signatory to the Compact, the world's largest corporate responsibility initiative, in 2005. The initiative seeks to engage the support of the private sector for a series of universally accepted principles relating to human rights, labour, environmental protection and anti-corruption. Scott Wilson seeks to promote these principles in its own operations and to our clients and other stakeholders. We also report annually on our progress.

A summary of progress against each of the ten UNGC principles is annexed whilst the report provides a commentary on the principles and our wider efforts to be a sustainable business.

The Chairman of Scott Wilson, Geoff French, leads on corporate responsibility. He is assisted and advised by the Sustainability Board and by an Environment Committee.

### The way we do business

As noted in our 2008/9 report we see our corporate policy statement, **The way we do business**, as a living document, adapting and responding to change. Accordingly it was revised in 2009/10 to incorporate improved and stronger policies.



Key changes include:

- clarification that the policies apply to all parts of our worldwide business;
- a new policy on conflicts of interest;
- a revised policy for supply chain management and procurement giving priority to ensuring that "we always work with suppliers who share our values and approach" and ensuring that all suppliers are approved; and
- a new travel policy which requires staff to consider using video or voice conferencing in order to reduce the need to travel.

The importance of the corporate policies has been underlined by the organisation of a series of mandatory seminars across all offices.

### The Sustainability Challenge

In order to further embed sustainability within our global business, a competition was launched to develop new ideas. An invitation was extended to all staff and resources made available for the

successful team to develop and cost their plans. The challenge generated significant interest and some seven individuals or teams were selected for interview. The interview team included the Group Chairman, Group Chief Executive and three other members of the Executive Committee.

The successful team comprised Mike Bains, Robert Spencer and Mark Willett representing three of the Group's four Sectors and the UK and China businesses. The approach has been highly participatory, with face-to-face meetings with senior staff and sector leaders and questionnaires to all staff. Two questionnaires were circulated, one on climate change and one on social sustainability. They were designed to increase awareness of the issues, encourage creative thinking and determine the need for training and assistance.

At the time of writing, the report is in the final stages of completion and will be presented to the Main Board and Executive Committee.



The Sustainability Initiative Team  
(Robert Spencer, Mike Bains and Mark Willett)

# Environment

## Introduction

In this section we set out our approach to corporate environmental responsibility by reference to our internal organisation, external relationships and in relation to our skills, services and projects.

In terms of internal organisation, we describe our policies and practices related to the environment, our ISO 14001 certification, carbon footprint and carbon management and procurement policies. For our external relationships, we describe our policies and practice related to the precautionary principle, promoting awareness and environmental technologies.

## Within Scott Wilson Environment Policy

Within Scott Wilson, all of our activities are shaped by an overarching environmental objective to **'ensure Scott Wilson goes about its business with a minimal impact on the environment'**. To achieve this objective a series of four strategies and targets have been approved by the Main Board.

The strategies are:

- to embed our commitment to environmental sustainability within our Management Systems and business support processes;
- to determine the Carbon Footprint of our operations and deliver a strategy to year on year reduce our reliance on fossil fuels;

- to encourage our staff proactively to promote environmental sustainability as a value adding component of our client services; and
- to define all environmental issues and develop repeatable measurement processes to ensure ongoing performance reporting and improvement.

## ISO 14001

Since 2002, we have retained ISO 14001 certification and regard this as key to the way we do business.

Our Environmental Management System (EMS), designed to help ensure our operations and project activities are ISO compliant, is continually reviewed to achieve improved outcomes.

## Carbon Footprint

Significant efforts were made during 2009/10 to improve our data collection methods in the UK and, therefore, present our carbon footprint with greater accuracy. We have attained this goal in many areas of data collection. However, there are still some improvements to be made.

In order to enable the effective management of energy use and to realise opportunities for savings, remote energy monitoring in the form of SMART meters have now been installed at our UK offices which have the highest energy demand. These five offices account for over 60 per cent of our UK energy consumption and the data provided by the energy manager gives a precise account of how and when we use energy.

Remote energy monitoring has helped identify anomalies in our energy use patterns. To date, these measures alone have saved around 25,000 kg of CO<sub>2</sub> and around £20,000 in costs. The success of the scheme means that consideration is being given to its extension to other premises through negotiations with office landlords.

We continue to procure Qualifying Combined Heat and Power (QCHP) for all offices within the UK where we have control over the energy contracts. Generation from this source qualifies for exemption due to the highly efficient production of both electricity and heat from a single source. There is a reduction in CO<sub>2</sub> emissions of approximately 30 per cent compared to conventional generation.

We have appointed a new telecommunications company to manage and enhance our video conferencing capabilities. Our new travel policy requires staff to consider using video or voice conferencing in order to reduce the need to travel.

As a pilot project, we installed high efficiency hand dryers throughout our Basingstoke office to replace the less efficient older models and paper towels. The hand dryers reduce CO<sub>2</sub> emissions by more than a half compared to the combined use of lower efficiency dryers and paper hand towels. The change also significantly reduces our waste generation in the form of paper towels. Given the success of the pilot project, a programme is in place to install high efficiency hand dryers at further Scott Wilson offices during 2010.

A new fleet policy was introduced during 2009 which takes full account of the whole life cost of vehicle operations. A revised selection of vehicles is now available to staff which has been chosen partly on the basis of their environmental credentials. Staff are now actively incentivised to trade down as opposed to trading up.

In Bahrain, a staff bus service has been established to assist commuting and reduce the carbon footprint of staff travel.

A revised business travel procedure informs staff on the environmental consequences of their travel decisions and encourages the consideration of alternative, more environmentally efficient means of travel.

The outcome of all our efforts has been to reduce our carbon footprint in the UK from 9,052 tonnes of CO<sub>2</sub> in 2008/2009 to 8,093 tonnes in 2010/11 or by approximately 10 per cent. Some of the reduction relates to the rationalisation of office premises and the closure of some smaller offices. However, the overall reduction in buildings emissions is encouraging. In relation to travel, there were significant reductions in flights and international travel but some increase in local travel leading to an increase overall.

A first pilot survey of the carbon footprint of our Hong Kong office has been successfully completed using the appropriate local guidelines. The survey calculated emissions as 600 tonnes of CO<sub>2</sub> or about 2.6 tonnes per staff member. The calculations revealed electricity as contributing 78 per cent of emissions, air travel 14 per cent, other travel 6 per cent and waste paper disposal 1.25 per cent. This has provided an incentive to reviewing energy usage and we will be repeating the survey annually. We aim to begin collecting carbon data more widely for our international offices during 2010/11.

### Waste

All our UK offices recycle waste materials produced within the office environment. Scott Wilson is committed to reducing the volume of waste we produce and to reducing the quantities of waste disposed to landfill. We are also working to improve the measurement of the waste we generate. In order to achieve these goals we have implemented a pilot integrated

waste management and recycling solution at our largest UK office in Basingstoke. This has involved the creation of new recycling points on each floor of the building and the removal of all under desk bins in favour of fewer centralised bins for waste which cannot be recycled. The success of this pilot has confirmed the benefits of this approach which will be rolled out to all the main UK offices during 2010/11.

In the Middle East, Scott Wilson's Dubai and Bahrain offices are now collecting and recycling paper, plastics and metals.

During 2009, Scott Wilson's Roads Sector signed up to WRAP's (Waste & Resources Action Programme) 'Halving Waste to Landfill' Commitment. Scott Wilson was one of the first design and engineering consultancies to commit. Driven by the Government's 'Strategy for Sustainable Construction', the commitment allows organisations across the construction supply chain to demonstrate their intention to halve waste to landfill by 2012. Over 100 organisations have now signed up, including a number of major contractors.

### Sustainable Procurement

Scott Wilson has a dedicated Group Supply Chain Manager who is responsible for defining the Group's procurement strategies to align with wider company targets. Scott Wilson's strategic approach to supply chain management and procurement is to ensure that the Group:

- can be confident that the procurement of goods and services aligns with wider company targets that deliver best value against the overall Group Strategy;
- has access to a reliable supply chain of expertise and capability to assist in delivering solutions to clients at competitive prices;
- identifies and develops strong, sustainable relationships with key suppliers to assist with the provision of cost effective and efficient operations; and
- procures all goods and services in a transparent, sustainable, and ethical manner.

Throughout 2009/10, procedures have been developed for cost containment and improved commodity service delivery which will drive continuous improvements in the supply chain.



We encourage our staff to proactively promote environmental sustainability as a volume adding component of our client services.

We continue to work to meet our policy commitments to reduce the amount of resources we use and to promote the use of recycled goods. Negotiations have been ongoing during the year to centralise our UK office goods procurement and waste disposal via a single company which will provide clear data on consumption and waste production.

Over 50 per cent of our annual spend with our major stationery and office equipment supplier is on goods which are deemed to be environmentally preferable.

### Environmental Incidents

No environmental incidents were reported during the period.

## Environment continued

### Regulatory Compliance

Our annual review of compliance with legislative and other requirements concluded that we are compliant with all applicable legislation. We have received no cautions, warnings or prohibition notices and have not been prosecuted for any breach of environmental regulations.

### External Relationships

Much of our work continues to be associated with designing and planning policies, programmes and projects and assessing their environmental and social impacts. Through tools such as Sustainability Appraisals and Environmental Impact Assessments, we seek to apply the precautionary principle and create better environmental outcomes. Over the year we have advised governments, government agencies, local authorities and private developers as to the environmental impacts of their proposals and have successfully modified their plans to make them more environmentally sensitive.

### Promoting Awareness

We are involved both in developing projects and campaigns with government to promote environmental awareness and in encouraging our clients to enhance their environmental performance.

We continue to manage the National Industrial Symbiosis Project (NISP) in London, the south east and east of England. The goal of the project is to reduce the overall amount of waste sent to

landfill and to promote reuse and recycling. During the year our efforts helped divert 377,514 metric tonnes of material from landfill and reduced associated carbon emissions by 209,066 metric tonnes.

Scott Wilson in Poland has been running an interesting ecological education programme in Warmia-Mazury Province designed to raise awareness of solid waste issues. Seminars and workshops have been organised for local government representatives and teachers and an education programme has been developed for local schools and kindergartens. Special programmes are also to be broadcast on local radio and television.

We encourage our clients to consider sustainability in all projects. Our staff includes registered assessors for all the main sustainability assessment tools (BREEAM, LEED and CEEQUAL). We encourage their use as much as possible. Examples of their work are included below.

### Environmental Technologies

Scott Wilson continues to develop new technologies and was awarded the Institution of Civil Engineers (ICE) East Midlands Merit Award (EMMA) under the Studies & Research category for its study on the use of recycled materials in trench reinstatement. The aim of the project was to make a step change in the efficient use of material arising from excavations associated with renewal and maintenance of utility assets. The objectives were to



Scott Wilson's planning consultancy has contributed to the sustainability appraisal of eco-towns, major infrastructure works and national demonstration projects for estate regeneration. Its advice has tackled key issues in equality, residents' charters and climate change. Standards are maintained and innovation promoted by investment in training, reflective learning and quality assurance. Clients comment on the positive approach of staff prepared to go the extra mile.

RTPI Judging Panel



minimise material sent to landfill, demands on primary resources and material transportation distances. As part of this, innovation in quality controlled recycling has been encouraged through the development of good practice guidance, provision of training and demonstration of practical applications.

### Skills, Services, Projects and Awards

#### Range of Skills/Services

Scott Wilson possesses a very wide range of environmental skills which enable us to provide comprehensive advice to clients on all aspects of sustainability. These include air quality, building physics, carbon management, ecology, energy, landscape, noise, planning and sustainable construction.

#### Notable Projects

We have selected five projects to demonstrate our active commitment to promoting environmental best practice.

#### Brent Civic Centre

We were commissioned to undertake the building design and BREEAM assessment in the design of this iconic building. Located in Wembley, it is the greenest UK civic centre with a BREEAM design rating of 'Outstanding'. The building incorporates passive design and natural ventilation, integrating low carbon renewable solutions such as tri-generation, in conjunction with

a high performing building fabric and operational energy consumption. A Combined Cooling, Heating and Power (CCHP) system running on waste vegetable oil significantly reduces carbon emissions.

#### Climate Change Strategy for the Infrastructure Advisory Service of the International Finance Corporation (IFC)

The Infrastructure Advisory Service of the IFC commissioned us to help develop a climate change strategy. The project involved the development of an indicator to measure performance in terms of climate change and of a series of tools to help integrate climate change issues into the project approval and management process. Capacity building workshops on the strategy helped embed it with IFC officers.

#### Odra River Flood Protection Project, Poland

Scott Wilson has been appointed to design and supervise the construction of flood protection measures in and around Wroclaw. Floods in 1997 took the lives of 54 people and resulted in damages estimated at US\$35 million. Over 110,000 people had to be evacuated and 7,000 people were left homeless. The flood protection works, the largest scheme in Europe, will have significant environmental and social benefits and utilises expertise which will be needed widely to help communities adapt to climate change.

#### Network Rail HQ

The new Network Rail National Centre, one of the most sustainable office buildings in the UK, will house some 3,000 staff in four contemporary office buildings seamlessly joined by a vibrant 'street'. Scott Wilson has been commissioned to deliver building physics, building services, acoustics and sustainability services for the 400,000 sq ft building which will be built on a brownfield site, revitalising an underused corner of Milton Keynes.

#### Croydon Fire Station

We were commissioned to provide multi-disciplinary services for the refurbishment of the building with a clear focus on improving building fabric, reducing the energy requirement and providing low carbon energy. The building won the Refurbishment of the Year award at the CIBSE Low Carbon Performance Awards 2010.

#### Awards

Scott Wilson has won a number of high profile awards over the year. We were named the Royal Town Planning Institute's Planning Consultancy of the Year for 2009.



Mary Holt receives the RTPI Award for Planning Consultancy of the Year 2009



Brent Civic Centre

## Social Issues

### “ ”

We took an active role in Sustainabilitylive! We met with stakeholders and highlighted our sustainability services and we ran a conference session on carbon markets.

### Introduction

In this section we set out our approach to corporate social responsibility by reference to our internal organisation, external relationships, and in relation to our skills, services and projects.

In terms of internal organisation, we describe our policies and practices related to employment, occupational health, safety and welfare, stakeholders and the activities of the Millennium Project, our staff charity.

In terms of our external relationships, we describe our policies and practices related to human rights, discrimination and anti-corruption.

### Within Scott Wilson

#### Employment

Scott Wilson's goal is to *'be an employer of choice'*.

Our relevant policies relate to Internal and External Communications, Dealing with a Concern, Recruitment and Employment, Learning and Development, Reward and Recognition, Use of Drugs and Alcohol.

Scott Wilson employs over 5,500 people, across 80 offices throughout Europe, Africa, Asia-Pacific, the Middle East, India, North America and the UK.

One of our key tools for seeking to be an employer of choice is our Graduate Development Programme. This provides a planned training programme for all new graduates designed to equip them with the skills necessary to be successful consultants. In 2010/11, notwithstanding the difficult economic circumstances, there were 310 graduates enrolled on the programme. A new Sustainability course has been built into the first year of the Graduate Development Programme to equip staff to meet new challenges.

The policy on Dealing with a Concern gives practical guidance on how to act when suspecting malpractice. No cases of malpractice have been identified over the past year.

Last year, due to the economic climate, Scott Wilson was forced to implement some redundancies. To make this process as transparent as possible, the Collective Redundancies Consultation Committee was formed, a group of staff nominated to represent Scott Wilson's Regions and Sectors over the three months following redundancy announcements. Over 2009/10, the Committee has met several times to discuss restructuring and has continued to meet even though the statutory requirement has passed. We have also conducted specific consultation in line with other changes such as TUPE transfers, pension scheme changes and local employment issues with staff and their representatives throughout the year.

---

Notwithstanding economic circumstances we have continued to provide placements to students to learn about the day-to-day work of an international consultancy.

**Occupational Health, Safety And Welfare**

Our relevant policy relates to Health, Safety and Welfare at Work.

We record data on both the number of days lost due to accidents and the accident frequency rate. In 2009/10, the accepted indicator of days lost due to accidents was 1,085 per 100,000 employees and the accident frequency rate 0.055 per 100,000 employees. Compared to the previous year, this represented a decline in the number of days lost due to accidents (from 1,345) and a very marginal increase (0.005) in the accident frequency rate.

**Stakeholder Engagement**

Our relevant policies relates to Internal and External Communications and Client Satisfaction.

Our stakeholders include our shareholders, public and private sector clients, sub-consultants, suppliers and the communities in which we work. The key attributes of our approach are good communications, the willingness to listen and learn and the ability to resolve problems and enhance community growth and cohesion. We continue to monitor feedback from clients for all our projects.

During 2009/10, Scott Wilson took a conscious decision to attend more public sustainability events in order to meet existing and potential clients and to interact with our stakeholders and discuss sustainability issues. For the first time this year we took an active role in Sustainabilitylive! a major national exhibition and conference in the UK. By sponsoring the main conference and exhibiting at the event, we met with stakeholders and highlighted our sustainability services to a large audience in industry and local/central government. This included running a conference session on carbon markets and writing articles around the subject in the run up to the event.

We continue to act as a sponsor for RedR, the organisation that provides engineers to support disaster relief. We provide financial support to the organisation and our staff have organised social events to raise funds for the charity.

## Social Issues

### continued



#### “ ”

This year, SWMP celebrates its 10th anniversary and to mark this occasion, it has committed to developing four major projects across the globe.

#### The Millennium Project

The Scott Wilson Millennium Project (SWMP) is a charity run by Scott Wilson staff and has been involved in funding numerous projects over 2009/10, all of which have been identified by staff. These projects have included connecting a school to a permanent water supply in Tanzania, helping support an orphanage in Cameroon and providing funding for 13 children to be housed at a children's refuge in Gujarat, India.

It is now approaching two years since SWMP completed the building of a primary school building in a remote village in Mozambique. Owing to the project's success, we have recently been informed that the school will be extending taught courses to children aged 12–16, for which we hope to provide suitable learning materials.

The charity continues to support the school in accordance with our five year commitment and we are currently looking into funding some maintenance work e.g. roof repairs. We also plan to extend the existing library with more books across more subject areas and a wider learning spectrum.

This year, SWMP celebrates its 10th anniversary and to mark this occasion, it has committed to developing four major projects across the globe. The first of these, which was planned during 2009/10, will be a sand dam in Kenya. The dam is a simple piece of engineering which will help provide a regular and clean water supply to a community and its children. The project will also introduce sustainable farming practices including soil management, orchards and a seed bank. Eighteen volunteers from Scott Wilson have been selected to work with the local community to undertake this work in September 2010.

Fund raising initiatives organised by staff have focussed on our global fundraising event, Wear a Smile Day. This involved over a dozen different offices raising funds in countries all over the world and featured dress downs, raffles and relay races. In 2010 we raised almost £3,000 through this global event.



SWMP has been involved with many projects throughout the course of the year, all identified by Scott Wilson's staff.



## Social Issues continued

### External Relationships

#### Human Rights

Our relevant policies relate to Working with the Community and in particular to our commitment to respect the protection of internationally proclaimed human rights and to make sure we are not complicit in human rights abuses.

Our global workload has continued to expand culminating in the Queen's Award for International Trade. We have not recorded any instances of concern expressed by staff or stakeholders concerning human rights over the course of the year.

#### Discrimination

Scott Wilson encourages diversity and recruits, promotes and rewards staff on the basis of merit alone.

#### Anti-Corruption

Our relevant policies relate to our Values and Ethics and Share Dealing.

In November 2009, the Main Board committed to developing an anti-corruption training and compliance programme to reinforce its high level commitment. A small working party set about preparing the appropriate materials and reported to the Main Board again in April 2010. A detailed implementation programme was agreed.

Key components include:

- a comprehensive training programme;
- amendments to the project control process;
- amendments to employment policies;
- a review of financial policies;
- anti-corruption procedures related to third parties; and
- annual, independent external audits.

We continue to play an active role in the Anti-Corruption Forum and have worked to promote the COST (Construction Industry Transparency Initiative) as professional advisers and as a business.

### Services, Projects and Awards

#### Social Sustainability

Over the last year Scott Wilson has been taking a fresh look at the social aspects of our projects. We have been investigating how we can best relate to the communities that our projects impact and what skills we need to engage effectively.

We sent a questionnaire to all staff inviting comment on our current approach to engaging and working with local communities. Hundreds of staff responded to the survey with 70 per cent indicating they already enjoyed contact with local people and communities and would welcome further training in key 'soft' skills such as facilitation, mediation and conducting social surveys. Over half indicated that they have worked on projects that might have benefitted from greater stakeholder involvement.

From this work, we have developed a working definition of social sustainability:

'Social sustainability is development (plans or policies) that recognises and supports the need for communities to protect, develop and celebrate their knowledge, culture, governance, services, rights and social structures to ensure resilience, opportunity, social justice and stability for future generations.'

#### Range of Skills and Services

Our staff include individuals with professional skills and experience in communications, community engagement and resettlement as well as equalities, health and social impact assessment.

#### Notable Projects

We have selected a number of examples of our recent work to demonstrate the range and geographical spread of our professional involvement in projects designed to promote community engagement and empowerment, using a combination of essential communications skills and simple and effective interactive techniques, supported by high quality social research.

#### Larner Road, Bexley

Scott Wilson was responsible for carrying out an intensive community consultation and engagement exercise alongside the development of a masterplan for a neighbourhood in east London. Creative visioning and clear and 'jargon-free' communication were emphasised throughout the process. Within a tight



Social sustainability is development that recognises and supports the need for communities to protect, develop and celebrate their knowledge, culture, governance, services, rights and social structures.

project programme, key deliverables included creating an engagement strategy, carrying out a stakeholder audit, two large public events, setting up and building the capacity of a 15 member residents working group and facilitating working group meetings and workshops. Throughout the process, the Scott Wilson team acted as the conduit between the residents and the main project team, feeding residents' views and priorities back into the masterplanning process.

The residents' working group meetings facilitated by Scott Wilson served as a semi-formal training and empowerment programme for a core group of residents,

who now represent a strong residents' organisation for the neighbourhood, leading the community through the ongoing regeneration process.

#### **Community Adaptation Planning and Engagement with England's Coastal Communities**

Research undertaken by Scott Wilson provided the evidence base for Defra to develop a new policy framework and guidance for community adaptation planning and engagement with coastal communities. The research focused on the vulnerability of coastal communities to climate change. It sought to foster resilience in these communities by enabling them to engage with wider strategic planning processes. Our work drew on the views and experiences of coastal communities through a series of case studies. The main output of this project was a guidance note on how to engage communities affected by coastal change.

#### **Travel Choices of Children and Young People, Barnsley**

The Passenger Transport Executive Group (PTEG) commissioned Scott Wilson to conduct a qualitative analysis of the issues likely to affect the travel choices of children and young people for both journeys to school and off-peak leisure trips using public transport. In addition to providing qualitative evidence on a range of issues affecting children's travel choices (including journey cost, the bus 'experience', service availability, inconvenience, vehicle/personal safety and lifestyle considerations from the existing bus routes), the research was designed to identify the attitudinal barriers to public transport use. Conclusions were

based on the significance of the findings of the research to children's decision-making. Recommendations for improving public transport service and the price sensitivities were influential in developing a new concessionary fares policy.

#### **National Noise Action Week/International Noise Awareness Day**

This year, Scott Wilson took part in National Noise Action Week (26 – 30 April 2010) and International Noise Awareness Day (28 April 2010), by undertaking a series of surveys in two parks in London. These surveys were designed to raise awareness of the effects of noise in urban environments and to gather people's views on noise impacts. In 2008, working with the City of Westminster in London, Scott Wilson developed a 'tranquillity toolkit', a methodology that quantifies users' subjective views on their sense of tranquillity in urban open spaces. In developing the toolkit, we found that while noise is the most important determinant in reducing people's feeling of tranquillity, reducing noise can enhance tranquillity in only a limited way. Other factors including a sense of safety, a visually pleasing landscape and the culture of a place also contribute to the sense of tranquillity.

#### **Poverty Reduction in Mozambique**

Scott Wilson has been working with the Millennium Challenge Corporation as part of their comprehensive programme to reduce poverty in the northern part of the country. During 2009/10 we were working on the upgrading of the Namiolo to Metoro Road to improve access to markets and services.



Travel consultation in Barnsley



Dubai Half-Marathon runners

**Annex****Scott Wilson's Performance against the UNGC Principles 2009/10****PRINCIPLE 1**

Business should support and respect the protection of internationally proclaimed human rights

<b>Commitment</b>	Group Policies on Values and Ethics; Recruitment and Employment; Learning and Development; Reward and Recognition; Risk Management; Training and Continuing Professional Development; Health, Safety, Welfare and Security; and Dealing with a Concern.
<b>Systems</b>	Human Resources; Supply Chain Management and Procurement, Risk Management.
<b>Goals for 2009/10</b>	<ul style="list-style-type: none"> <li>Continue to promote awareness of human rights to staff and clients.</li> <li>Assist in defining a new major project for the Millennium Project.</li> </ul>
<b>Actions and Achievements 2009/10</b>	<ul style="list-style-type: none"> <li>Distribution of a questionnaire on social sustainability to gain insight into attitudes of staff to social issues, the need for assistance and training.</li> <li>Revision of 'The way we do business' and mandatory seminars in all offices.</li> <li>Continued support for the Millennium Project including assistance in scoping a new project for sand dam construction in Kenya.</li> <li>Continued patronage of RedR.</li> </ul>
<b>Performance Indicators 2009/10</b>	<ul style="list-style-type: none"> <li>No record of any 'whistleblower' or other complaints from internal or external stakeholders.</li> <li>None received.</li> </ul>
<b>Goals for 2010/11</b>	<ul style="list-style-type: none"> <li>Continue to promote awareness of human rights to staff and clients.</li> <li>Assist in defining three new major projects for the Millennium Project.</li> </ul>

**PRINCIPLE 2**

Business should make sure that they are not complicit in human rights abuses

<b>Commitment</b>	Group policies as per Principle One plus 'Dealing with a concern' supporting procedure and the intranet page 'Human Rights – Group Expectations'.
<b>Systems</b>	Strategic and Operational Risk Assessment; Procurement.
<b>Goals for 2009/10</b>	<ul style="list-style-type: none"> <li>Develop new procurement policies with reference to human rights.</li> <li>Roll out and review checklist to be used across project opportunities in countries with non-democratic environments.</li> </ul>
<b>Actions and Achievements 2009/10</b>	<ul style="list-style-type: none"> <li>New procurement policies adopted.</li> </ul>
<b>Performance Indicators 2009/10</b>	<ul style="list-style-type: none"> <li>No instances of actual / potential abuse of human rights reported within sphere of influence.</li> <li>None received.</li> </ul>
<b>Goals for 2010/11</b>	<ul style="list-style-type: none"> <li>Continue to embed awareness of human rights issues amongst all staff and to encourage discussion of ethical issues raised by staff in relation to human rights.</li> </ul>

**PRINCIPLE 3**

Business should uphold the freedom of association and the effective recognition of the right to collective bargaining.

<b>Commitment</b>	Group Policies on Recruitment and Employment; Learning and Development; Reward and Recognition; and Dealing with a Concern.
<b>Systems</b>	Human Resources (e.g. 'Time off for Trade Union Duties Policy' defined within our Employment Policy and Procedures Handbook); Supply Chain Management and Procurement.
<b>Goals for 2009/10</b>	<ul style="list-style-type: none"> <li>Maintaining staff morale in difficult economic conditions.</li> <li>KPIs for Sustainability Board.</li> </ul>
<b>Actions and Achievements 2009/10</b>	<ul style="list-style-type: none"> <li>Management of staff concerns during the economic downturn.</li> </ul>
<b>Performance Indicators 2009/10</b>	<ul style="list-style-type: none"> <li>Good relationship with trades unions representing staff where present in the business.</li> <li>Good relationships maintained despite redundancies.</li> </ul>
<b>Goals for 2010/11</b>	<ul style="list-style-type: none"> <li>Provision of skills training to equip staff to respond to new client demands.</li> </ul>



**PRINCIPLE 4**

The effective abolition of child labour

<b>Commitment</b>	Human Rights – Group Expectations.
<b>Systems</b>	Human Resources; Strategic and Operational Risk Assessment; Supply Chain Management and Procurement.
<b>Goals for 2009/10</b>	<ul style="list-style-type: none"> <li>• Consider experience and practices of other UNGC signatories.</li> <li>• Apply and monitor checklist for considering projects in countries where there may be concerns about forced and compulsory labour.</li> </ul>
<b>Actions and Achievements 2009/10</b>	<ul style="list-style-type: none"> <li>• Continued attendance at UNGC UK Network events and learning from other signatories.</li> <li>• Checklist tested and found helpful.</li> </ul>
<b>Performance Indicators 2009/10</b>	<ul style="list-style-type: none"> <li>• No actual or potential situations reported.</li> <li>• None reported.</li> </ul>
<b>Goals for 2010/11</b>	<ul style="list-style-type: none"> <li>• Continue to ensure staff awareness of the possibility of forced and compulsory labour in particular countries.</li> </ul>

**PRINCIPLE 5**

The elimination of all forms of forced and compulsory labour

<b>Commitment</b>	Human Rights – Group Expectations.
<b>Systems</b>	Human Resources; Strategic and Operational Risk Assessment; Supply Chain Management and Procurement.
<b>Goals for 2009/10</b>	<ul style="list-style-type: none"> <li>• Continue to monitor relevant staff/NGO/client concerns.</li> </ul>
<b>Actions and Achievements 2009/10</b>	<ul style="list-style-type: none"> <li>• Review and reissue of all corporate policy statements in 'The way we do business' booklet.</li> <li>• Continue to develop staff guidance.</li> </ul>
<b>Performance Indicators 2009/10</b>	<ul style="list-style-type: none"> <li>• No actual or potential situations reported.</li> <li>• None reported.</li> </ul>
<b>Goals for 2010/11</b>	<ul style="list-style-type: none"> <li>• Continue to raise staff awareness and encourage expressions of concern.</li> </ul>

**PRINCIPLE 6**

The elimination of discrimination in respect of employment and occupation

<b>Commitment</b>	Mission and Values; Group Policies on Recruitment and Employment; Learning and Development; and Dealing with a Concern.
<b>Systems</b>	Recruitment and Selection Policy' and 'Diversity and Equality Policy' within our Human Resources' Employment Policy and Procedures Handbook.
<b>Goals for 2009/10</b>	<ul style="list-style-type: none"> <li>• Collect data on ethnic background of Scott Wilson integrated global enterprise.</li> </ul>
<b>Actions and Achievements 2009/10</b>	<ul style="list-style-type: none"> <li>• Data on ethnic background not yet assembled.</li> </ul>
<b>Performance Indicators 2009/10</b>	<ul style="list-style-type: none"> <li>• No reports of any form of discrimination received from internal or external stakeholders.</li> <li>• None received.</li> </ul>
<b>Goals for 2010/11</b>	<ul style="list-style-type: none"> <li>• Continue existing policies.</li> </ul>

**PRINCIPLE 7**

Business should support a precautionary approach to environmental challenges

<b>Commitment</b>	Group Policies on Management Systems, Continuous Improvement, Sustainability and Environment.
<b>Systems</b>	ISO 14001 accredited Environmental Management System in UK and abroad.
<b>Goals for 2009/10</b>	<ul style="list-style-type: none"> <li>• Undertake a participatory review of the effectiveness of the EMS and review / revise where necessary.</li> <li>• Promote revised EMS to staff and increase awareness.</li> </ul>
<b>Actions and Achievements 2009/10</b>	<ul style="list-style-type: none"> <li>• Successful accreditation for ISO 14001.</li> <li>• EMS review undertaken and amendments to be consolidated.</li> <li>• Increasing volume of studies related to environmental and social due diligence.</li> </ul>
<b>Performance Indicators 2009/10</b>	<ul style="list-style-type: none"> <li>• Only minor non-conformities in ISO 14001 review.</li> <li>• Non-conformities reduced to one.</li> </ul>
<b>Goals for 2010/11</b>	<ul style="list-style-type: none"> <li>• Finalise revised EMS.</li> <li>• Place an engine size limit on fleet and hire car vehicles.</li> </ul>

**Annex****Scott Wilson's Performance against the UNGC Principles 2009/10 continued****PRINCIPLE 8**

Business should undertake initiatives to promote greater environmental responsibility

<b>Commitment</b>	Group Policies on Management Systems, Continuous Improvement, Sustainability, and Environment.
<b>Systems</b>	ISO 14001 accredited Environmental Management System in UK and creation of new Sustainability Board.
<b>Goals for 2009/10</b>	<ul style="list-style-type: none"> <li>• Trial monitoring of waste and recycling in selected offices.</li> <li>• Consider signing up to the Halving Waste to Landfill initiative.</li> <li>• Promote BREEAM, LEAD and CEEQUAL to clients.</li> <li>• Extend Green Travel Plans to other offices.</li> </ul>
<b>Actions and Achievements 2009/10</b>	<ul style="list-style-type: none"> <li>• Pilot waste recycling scheme in Basingstoke successful and to be extended to other offices.</li> <li>• Scott Wilson Roads Sector was early signatory to Halving Waste to Landfill.</li> <li>• Commissioned to undertake an increasing number of BREEAM, LEAD and CEEQUAL assessments.</li> <li>• Achieved a number of BREEAM excellent awards.</li> <li>• Staff bus service established in Bahrain.</li> <li>• No new Green Travel Plans produced.</li> </ul>
<b>Performance Indicators 2009/10</b>	<ul style="list-style-type: none"> <li>• Range of energy conservation (e.g. use of renewable and CHP electricity) and waste recycling initiatives promoted by local offices.</li> <li>• Introduction of pilot waste recycling scheme.</li> </ul>
<b>Goals for 2010/11</b>	<ul style="list-style-type: none"> <li>• Reduce carbon emissions by 3 per cent against 2009/10 baseline.</li> <li>• Roll out integrated waste management and recycling initiatives in all hub offices and improve data collection.</li> <li>• Reduce waste to landfill by 10 per cent at offices where metrics are available.</li> <li>• Develop work place travel plans for each hub office.</li> <li>• Develop an intranet-based environmental learning and information zone for all staff.</li> </ul>

**PRINCIPLE 9**

Business should encourage the development and diffusion of environmentally friendly technologies

<b>Commitment</b>	Group Policies on Management Systems, Continuous Improvement, Sustainability, and Environment.
<b>Systems</b>	ISO 14001 accredited Environmental Management System.
<b>Goals for 2009/10</b>	<ul style="list-style-type: none"> <li>• Install further SMART meters in selected offices.</li> <li>• Monitor data from SMART meters and use this as baseline to enhance the carbon footprint exercise.</li> <li>• Refine and Implement policies to reduce carbon footprint.</li> <li>• Invest in the utilisation of new environmentally technologies in selected offices as a trial e.g. grey water recycling.</li> </ul>
<b>Actions and Achievements 2009/10</b>	<ul style="list-style-type: none"> <li>• SMART meters now installed in five offices. Data generated has led to significant reductions in energy use, carbon emissions and costs.</li> <li>• New hand dryers installed as a pilot project in Basingstoke office.</li> <li>• No viable opportunity for grey water recycling identified.</li> </ul>
<b>Performance Indicators 2009/10</b>	<ul style="list-style-type: none"> <li>• Active involvement in research and information dissemination relating to resource efficiency.</li> <li>• Extensive involvement in sustainable building design and in local authority energy studies.</li> </ul>
<b>Goals for 2010/11</b>	<ul style="list-style-type: none"> <li>• Install SMART meters or data loggers at a minimum of 50% of all UK offices.</li> <li>• Identify opportunities for the installation of at least one renewable technology at a Scott Wilson office.</li> </ul>

**PRINCIPLE 10**

Business should work against corruption in all its forms, including extortion and bribery

<b>Commitment</b>	Group Policies on Values and Ethics; Share Dealing; Dealing with a Concern.
<b>Systems</b>	Group Secretariat procedures and Employee Handbook; Strategic and Operational Risk Assessment; Supply Chain Management and Procurement.
<b>Goals for 2009/10</b>	<ul style="list-style-type: none"> <li>• Link anti-corruption to human rights' guidelines (raising awareness).</li> <li>• Integrate business integrity management system with planned training.</li> </ul>
<b>Actions and Achievements 2009/10</b>	<ul style="list-style-type: none"> <li>• Development of comprehensive anti-corruption training programme and enhanced procedures, endorsement by the Main Board.</li> </ul>
<b>Performance Indicators 2009/10</b>	<ul style="list-style-type: none"> <li>• No reported allegations or incidences of corruption or malpractice from internal or external stakeholders.</li> <li>• None received.</li> </ul>
<b>Goals for 2010/11</b>	<ul style="list-style-type: none"> <li>• Implementation of agreed anti-corruption training and enhanced procedures.</li> </ul>

## Company Information

### Registered Office

Scott Wilson Group plc  
Scott House  
Alençon Link  
Basingstoke  
Hampshire RG21 7PP

### Registered Number

5639381

### Regional Centres

**UK & Ireland** 6–8 Greencoat Place.  
London SW1P 1PL

**Asia-Pacific** 38th Floor Metroplaza  
Tower 1  
223 Hing Fong Road  
Kwai Fong  
Hong Kong

**Europe** Ul. Rejtana 17  
02-516 Warsaw  
Poland

**India** A26/4 1st Floor  
MCIE, Mathura Road  
New Delhi 110 044

**Middle East** Euro Tower, Office 31  
Building 485 Road 1010  
Sanabis 410  
Bahrain

and

208 Dune Building  
A1 Dhiyafa Street  
Dubai

Scott Wilson's commitment to environmental issues is reflected in this Corporate Responsibility Report which has been printed on Revive Silk, a recycled paper stock which contains 75% recovered fibre and 25% virgin.



**75% recycled**

This document is printed on  
75% recycled paper



---

**Scott Wilson Group plc**

6-8 Greencoat Place  
London SW1P 1PL  
United Kingdom

Tel: +44 (0)20 7798 5000  
Fax: +44 (0)20 7798 5001  
Email: [investorrelations@scottwilson.com](mailto:investorrelations@scottwilson.com)

[www.scottwilson.com](http://www.scottwilson.com)  
[crr10.scottwilson.com](http://crr10.scottwilson.com)