

# UN Global Compact Communication on Progress

2019-2020



making the **difference**

# Chairman and Chief Executive Officer Statement



**Vincent Clancy**  
Chairman and Chief Executive Officer

“More than ever, we recognise the need to address the UN Sustainable Development Goals and build resilience in our global markets, communities and environment.”

The COVID-19 pandemic and resulting recession have sent shockwaves across our global markets and communities; irreversibly changing the way we think about and operate in the world around us.

‘Doing business the right way’ has always been core to our success, but never before has this felt more tangible. This year, the need to address the UN Sustainable Development Goals (UN SDGs) and build resilience in our global markets, communities and environment over the long term has become evident.

Despite the pandemic, we have made a significantly positive impact in the world around us. Be that by reaching over 9,000 lives through our education and employment programmes or reducing our carbon emissions per employee by over 25% even before many of our markets went into some form of lockdown.

This is why I am particularly proud to be to reaffirming Turner & Townsend’s commitment to the UN Global Compact Ten Principles over the year ahead.

I am resolute on using our size and influence to drive lasting sustainable change; address inequality, and work in partnership with our industry to build a world that can tackle future challenges head on.

This report demonstrates our progress against the UN SDGs and UN Global Compact Ten Principles which pave the way for our future ambitions.



# 2019-2020 corporate responsibility overview approach

## Community value

- Deliver projects and programmes that build a prosperous society.
- Create opportunities for children and young people to achieve their potential.

### UN Sustainable Development Goals

Prioritised Additional



## Great place to work

- Empower our people to realise their potential.
- Promote a diverse and inclusive workplace.
- Support our people's wellbeing.

### UN Sustainable Development Goals

Prioritised Additional



## Environmental stewardship

- Improve our environmental impact and promote climate action.
- Support our clients to enable more sustainable communities.

### UN Sustainable Development Goals

Prioritised Additional



## Integrity in industry

- Maintain a strong ethical culture.
- Advance our industry to contribute to a more prosperous society.

### UN Sustainable Development Goals

Prioritised Additional



### UN Global Compact principles

#### Human rights

- **Principle 1** - businesses should support and respect the protection of internationally proclaimed human rights; and
- **Principle 2** - make sure that they are not complicit in human rights abuses.

#### Labour rights

- **Principle 3** - businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- **Principle 4** - the elimination of all forms of forced and compulsory labour;
- **Principle 5** - the effective abolition of child labour; and
- **Principle 6** - the elimination of discrimination in respect of employment and occupation.

### UN Global Compact principles

#### Environment

- **Principle 7** - businesses should support a precautionary approach to environmental challenges;
- **Principle 8** - undertake initiatives to promote greater environmental responsibility; and
- **Principle 9** - encourage the development and diffusion of environmentally friendly technologies.

### UN Global Compact principles

#### Anti-corruption

- **Principle 10** - businesses should work against corruption in all its forms, including extortion and bribery.

# 2019-2020 corporate responsibility highlights

## Community value

**SDG 4:** Quality Education



**9,089**  
children and young people reached

**11,119**  
community volunteer hours

**£505k**  
corporate and employee donations

**37%**  
our people volunteering

## Great place to work

**SDG 5:** Gender Equality



**33%**  
female employees

**14%**  
increase in female Associate Directors and Directors

**84%**  
of our people scored us 7/10 for how fairly people from all backgrounds are treated

**7.8 /10**  
average score (out of ten) when asking our people 'how likely it is that they would recommend Turner & Townsend as a place to work'

## Environmental stewardship

**SDG 11:** Sustainable Cities & Communities



**1.2**  
average tonnes of carbon per employee

**54%**  
reduction in CO2e per employee since 2014/15

**5246**  
metric tonnes CO2e in total

**30**  
offices with ISO14001

## Integrity in industry

**SDG 9:** Industry, Innovation & Infrastructure



**8.7**  
average client care score

**49%**  
net promoter score

**7.8/10**  
average score (out of ten) when asking our people whether they are satisfied with our actions taken to be socially responsible

**1st**  
in the Sunday Times Top Track 250 (UK)

# Building a sustainable future

## Addressing the climate emergency

We have reduced our carbon dioxide emissions per employee by 54 percent since 2014/2015 and 30 of our offices are ISO 14001 accredited.

Awareness of our sustainability commitments continues to grow amongst our people. This year, our environmental champion network has grown across our global regions, and we increased the coverage of our environmental reporting coverage.

Recognising that drastic change is needed if we are to mitigate the worst effects of climate change, our new sustainability strategy will be announced later this year.

This will translate our ambition to address the climate emergency into a set of tangible and measurable actions. Our sustainability strategy is being developed in alignment with the Paris Climate Agreement, and our priority United Nations Sustainable Development Goals: [11 Sustainable Cities and Communities](#), [12 Responsible Consumption and Production](#), [13 Climate Action](#).

## Driving sustainability in the built environment

As a professional services company, the greatest impact we can have is through our work with clients. Over the past year, we have continued to invest in our advisory capability and digital offer to better meet the needs of our communities and surrounding environment through our work.

We are proud to be a part of forward-thinking programmes that are changing the sustainability landscape in the built environment.

In the water sector, we are working in partnership with clients to overcome unprecedented pressures to provide safe drinking water, and effectively collecting wastewater so it can be returned to the environment. An example of this is our involvement in delivering the largest greywater project in Africa for [Stellenbosch University](#).

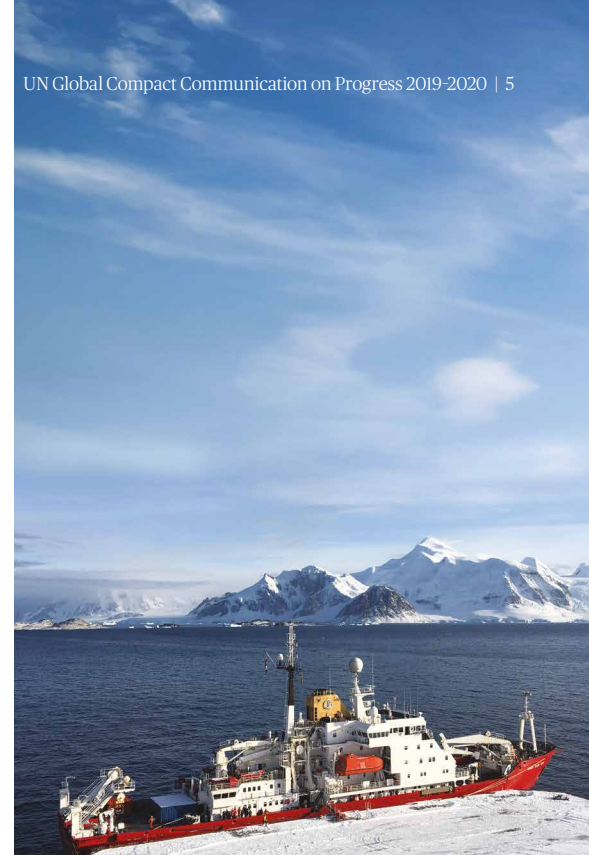
Across the globe, we have been instrumental in Retrofit initiatives to accelerate the renovation of existing stock and ensure it is fit for the future. In São Paulo, our work on the [Ed Jorge Salomão office building](#) included improving waste disposal control, implementing a reuse water system and upgrading the air conditioning.

We are committed to tackling the climate crisis through our work head on. Our work in renewable energy and liquefied natural gas worldwide has continued to grow the diffusion of alternative fuels while we are directly working with a number of energy and mining clients executing transition strategies. In the Netherlands, we are part of [building a new plant](#) which will use patented Thermal Anaerobic Conversion (TAC) technology to create clean recycling materials by converting end-of-life plastics into recycled oils. Lastly,

our teams have been deployed on a number of projects in [Antarctica](#) to support climate change global research scientists in the Natural Environment Research Council in their search for bio-renewable energy.

## Links to policies and further information

- [Annual review: our sustainable futures](#)
- [Website: Environmental stewardship](#)
- [Case study: Stellenbosch University – treated greywater project, South Africa](#)
- [Case study: Plastic Energy TAC Plant, Netherlands](#)
- [Case study: Retrofit Accelerator Programmes, London, UK](#)
- [Case study: Bracel Empreendimentos Imobiliários – Ed Jorge Salomão, Brazil](#)
- [Case study: Antarctic infrastructure modernisation programme, Antarctica / UK](#)



British Antarctic  
Survey,  
Antarctica

# An open and support workplace

We are working towards a sustainable future, empowering our diverse talent to lead this agenda.

## Listening to our people

Our global team of nearly 7,000 people draws on diverse thought, skills and experience to help our clients address their challenges.

We value our amazing blend of people. This year, our new quarterly Peakon employee survey provided another channel to help give our people a voice. Obtaining this feedback enables us to respond quickly to changing employee needs. For example, our recent launch of “let’s talk...” employee round tables on diversity was developed in response to the issues highlighted by the Black Lives Matter movement.

Addressing our gender balance continues to be a key focus, in line with [SDG 5: Gender Equality](#). We are on track to reach a 60:40 gender split across our business by 2025. We are proud of the programmes we have put in place to support women in our business and within our communities; particularly our career returners programme in the UK and [The Bridge initiative in the USA](#).

Female representation on our boards has grown over the last five years and we are seeing more women reach leadership positions across the globe.

The health, safety and wellbeing of our people has always been our top priority, but due to the uncertainty of 2020, we have quickly made this our number one issue. We have increased the number of awareness raising initiatives and access to support. Our [trained mental health first aiders’ programme](#) is only one of many ways people can seek help. We recognise that poor mental health is an industry-wide problem which is why we became a premium supporter of Mates in Mind this year. Our internal health, safety and wellbeing strategy has secured us ISO 45001 accreditations in the UK, Ireland, Australia and Singapore. In the UK, we were also recognised as [Health & Safety Team of the Year](#) at the Safety and Health Excellence Awards in 2019.

## + Links to policies and further information

- [Annual review: people: capacity and skills](#)
- [Website: People](#)
- [Case study: The Bridge, North America](#)
- [Case study: Promoting better mental health among our people](#)
- [Case study: Health, safety and wellbeing](#)
- [Health, safety and wellbeing policy](#)
- [Case study: Promoting innovative technology in the Middle East](#)



#TT500ofutures  
Global



Reconciliation  
Action Plan,  
Australia

# Helping lives to thrive

## Investing in the next generation

We address [SDG 4: Quality Education](#) through our commitment to social mobility, removing barriers to opportunity and raising aspirations among those who need an extra helping hand.

This year, we closed our [#TT5000futures campaign](#) through which we reached over 15,000 children and young people across the globe since its launch in 2018. During the campaign, an average of 32% of our colleagues dedicated a total of 19,000 volunteering hours to support vulnerable young people to build a better future. We created impactful and locally focused partnerships with over 150 schools and organisations, and donated £1.1million to local charitable projects that supported vulnerable young people to thrive. In the USA for example, we have not only continued our partnership with [ACE Mentoring Program of America](#) throughout lockdown but we are growing our work with them into Canada.

In 2020, we continued to work with our regional charity partners on a local level to support home learning and address the challenges COVID-19 presented to many. Across the globe, our mentoring programmes continued on new virtual platforms, and we provided vital home learning supplies. In Asia, not only did our people fundraise for and help build schools in Indonesia but they also rolled out several fundraising events for key worker accommodation. Our community engagement achievements during this unprecedented time demonstrates our relentless

commitment to our mission of 'not leaving anyone behind'.

The COVID-19 pandemic has intensified the vulnerability of those most in need in our society and our commitment to support vulnerable young people to achieve their potential will not stop. In the years to come, we will continue to help even more lives to overcome barriers to opportunity through meaningful education and fulfilling careers.

## Links to policies and further information

- [Annual review: people: capacity and skills](#)
- [Website: Community value](#)
- [Case study: #TT5000futures, worldwide](#)
- [Case study: ACE Partnership, North America](#)

## Promoting inclusive growth

We guard against discrimination in respect of employment and occupation through clear recruitment guidelines and policies. We regularly undertake unconscious bias training, an online version of which is now available to all employees. This training helps our people be aware of and counteract their inherent preconceptions of others.

We continue to grow our reconciliation journey in Australia to acknowledge and include the traditional owners of the land in our progress. This has seen us take positive action to support first nation communities through our commercial projects, community outreach and talent pipelines.



Department of  
Trade and  
Industry,  
South Africa

# Ethical practice as standard

In South Africa, we continue to champion our [enterprise and supplier development programme](#) that has enabled us to contribute to the creation of over 800 job opportunities. Through this programme, we have supported the inclusion of youth and women from rural areas into the workforce, and upskilled black-owned small enterprises to compete and take part in South Africa's mainstream economy.

## Human and labour rights

We are committed to eliminating any form of forced labour or human trafficking both in our business and across our supply chain as clearly stated in our [Modern Slavery Statement](#). Commitments made in the UK are replicated across the globe as applicable and we are looking to build on progress made.

As well as prohibiting the use of forced or compulsory labour, we meet all child labour laws globally and we do not employ anyone who does not meet minimum age requirements.

Our people are compensated fairly relative to our industry and local markets. In addition, we respect that all our people have the right to freedom of association subject to local laws and regulations. We follow applicable laws with respect to salary, benefits and work hours.

We require all of our employees to comply with our ethical standards and update our policies

and guidelines on corporate conduct when appropriate.

Processes are underpinned by a strong culture set by our leadership where ethics are embedded in the way we do work. This enables us to take proactive action against any complicity in human rights abuses. Our risk management and human resources teams guide and support people where needed.

## + Links to policies and further information

- [Annual review: people: capacity and skills](#)
- [Ethics policy and code of conduct](#)
- [Modern Slavery Act Statement](#)
- [Case study: Department of Trade and Industry, South Africa](#)
- [Case study: Reconciliation Action Plan, Australia](#)

## Anti-corruption

We have a zero-tolerance approach to bribery and corruption. As a global business, Turner & Townsend is clear on what this means and works hard to communicate our expectations of our people on these issues.

Our [anti-bribery and corruption \(ABC\) policy](#) and associated guidelines have been translated into ten global languages and clearly set out our stance.

Every employee is required to complete an annual ABC declaration as well as carry out ABC training when they join the company and a refresher every two years.

Our e-learning system will continue to help our people around the world keep up to date with developments, while our independent ABC hotline helps them to raise concerns anonymously.

## + Links to policies and further information

- [Anti-bribery and corruption policy](#)
- [Ethics policy and code of conduct](#)

## Our overall approach to the UN SDGs

We have continued to focus on four Global Goals that are most material to our business:

**SDG 4:** Quality Education

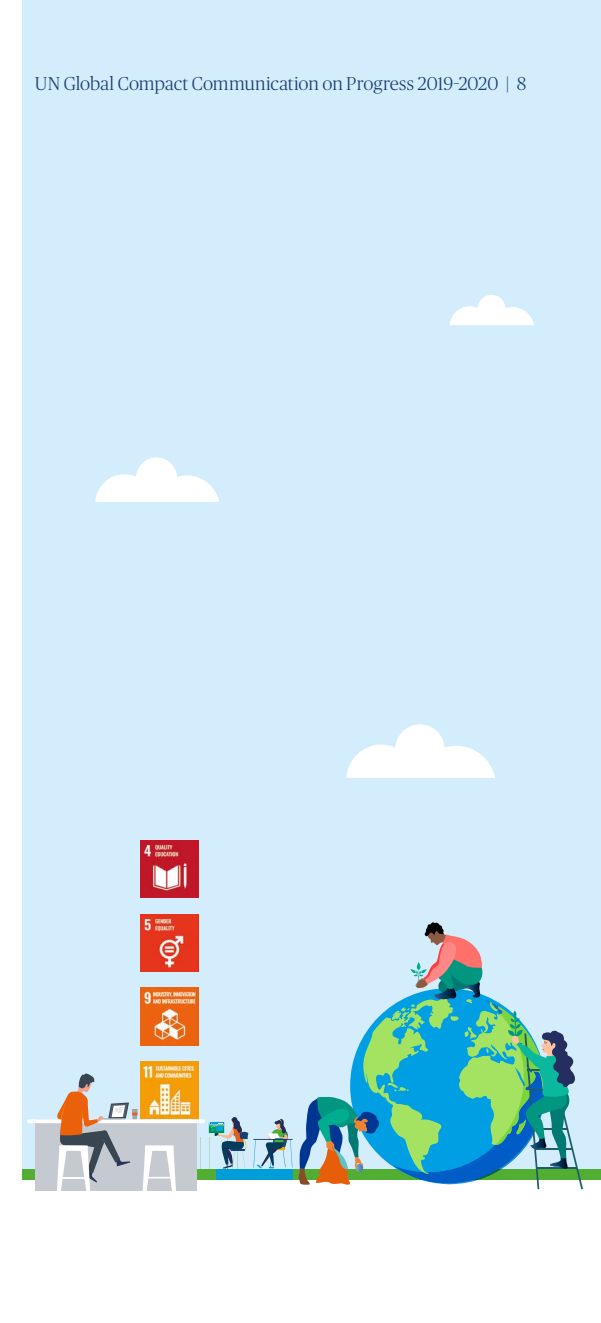
**SDG 5:** Gender Equality

**SDG 9:** Industry, Innovation and Infrastructure

**SDG 11:** Sustainable Cities and Communities

These represent the issues that we have the largest influence on and those that have impacted our industry and business the most to date.

We recognise the interconnected nature of the Global Goals, related issues and required solutions. We know that through our corporate responsibility programmes, operations and work with clients, we are impacting both society and the environment beyond these prioritised SDGs. The table on the next page outlines how we contribute to additional SDGs through our corporate responsibility programmes, operations and work with clients.





# UN Sustainable Development Goal

## SDG 1:

No poverty



Our education and employment programmes have supported over 15,000 young people and children from some of the most disadvantaged communities near our offices and operations. By providing opportunities to those who need it most, we have supported social mobility and helped to break the cycle of poverty over the long term.

## SDG 3:

Good Health & Wellbeing



Whether in our offices or out on site, the health, safety and wellbeing of our people is of the utmost importance. Our HR policies, awareness-raising campaigns and training of Mental Health First Aiders help us to take care of our people. In addition, we help our clients embed strategies and cultures which support effective operations that maintain safe and healthy environments through our dedicated consultancy teams.

## SDG 8:

Decent Work and Economic Growth



We see that our people are compensated fairly for the industry and market they are in. We also have a robust training and development programme and a clear review process helping people reach their full potential with us. Working with our clients, we help deliver much-needed public services and commercial assets on time and on budget, supporting long-term economic growth.

## SDG 10:

Reduced Inequalities



As a business, we take a holistic approach to diversity and inclusion, ensuring equal opportunities are available to all regardless of gender, ethnicity, disability, age, sexual orientation, religion or social-economic background. Our localisation programme means we actively recruit for talent within the local communities in which we operate, helping to make sure that nobody is 'left behind'.

## SDG 12:

Responsible Consumption and Production



Through our work with clients, we create innovative and sustainable solutions that generate resource efficiency of built assets over their entire life cycle. Over the past year, we have invested both in our sustainability advisory offer and in supportive technology to help clients making greener choices.

## SDG 13:

Climate Action



We continue to increase the scope of our environmental reporting to include all our permanent offices and are currently using this information to develop our new sustainability strategy. This will entail sustainability commitments that are grounded in the Paris Climate Agreement. Many of our offices are ISO 14001 certified and we have a growing global network of environmental champions who drive our local sustainability commitments and initiatives across all levels of the organisation.

## SDG 17:

Partnerships for the Goals



We are collaborating across our industry to achieve greater productivity and efficiency through our involvement in industry bodies like the Royal Institution of Chartered Surveyors, Association for Consultancy and Engineering or the UK government's Construction Leadership Council (CLC). We also actively work in partnership with our clients, supply chains and community organisations to build a legacy that contributes to a fair society and sustainable future. In our community value efforts, we have worked with over 150 schools, charities and organisations to deliver locally relevant and impactful initiatives focused on education and entry into employment.

# We welcome your feedback



Please contact on [cr@turntown.com](mailto:cr@turntown.com)



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**Lydia Parnell**  
Global Corporate Responsibility Manager

“I am proud of the progress we continue to make in our responsible business agenda and the impact we have had as a global team. This year has brought to the fore the important role companies must play in ensuring the resilience and protection of our people and planet. Events have given us a unique moment to consider what kind of company we want to be going forward, and I am very excited about the next steps we will be taking to contribute to the UN Sustainable Development Goals.”

At Turner & Townsend we're passionate about making the difference. That means delivering better outcomes for our clients, helping our people to realise their potential, and doing our part to create a prosperous society.

From a single quantity surveying partnership in the UK founded in 1946, we have grown to become a world-leading professional services company, with 111 offices around the globe.

We offer independent advice, safeguarding the commercial interests of clients embarking on investment programmes across real estate, infrastructure and natural resources.