

# UN Global Compact Communication on Progress

2020 - 2021



Interactive document

# Chairman and Chief Executive Officer Statement

Turner & Townsend, UNGC Communication on Progress 2021

I am immensely proud to be leading a global team of talented individuals who are making the difference and contributing to the United Nations Sustainable Development Goals (UN SDGs) every day.

Our primary SDGs continue to be SDG 4: Quality Education, SDG 5: Gender Equality, SDG 9: Industry, Innovation and Infrastructure, SDG 11: Sustainable Cities & Communities. And this report outlines how we have worked towards these goals.

Reaching our 75th year has given us an opportunity to reflect on the outcomes we have created to date, as well as look ahead at the type of world we want to help build in the next 75 years.

In the run-up to this major milestone, we have spent time asking our people, partners and clients what makes Turner & Townsend unique which has helped us commit to an ambitious vision for our future. The result is our values, Vision 2025 and Purpose; transforming performance for a green, inclusive and productive world.

Therefore, while this year's UN Global Compact Communication on Progress reaffirms Turner & Townsend's commitment to the UN Global Compact Ten Principles & UN SDGs in the year ahead, it also sets the tone for the next 75 years of us making the difference to tackle the world's biggest challenges.

“ We have been making the difference for 75 years, creating great outcomes for our people, clients, communities and environment.”

**Vincent Clancy**  
Chairman and Chief Executive Officer



## Our impact: a five-year overview

 **SDG 4: Quality Education**

£2,171,430  
in donations

27,545

 **SDG 5: Gender Equality**

105% growth of women

 **SDG 11: Sustainable Cities & Communities**

Set target to reach  
**net zero by 2030**  
across our whole global value chain

500% growth





# 75 &

## building a greener world



**Megan Treharne**  
Global Corporate Responsibility Manager



# Building a greener world

## Turning over a new leaf to address the climate emergency

This year, we launched our 'NewLeaf' programme ensuring the organisation reaches net zero by 2030 across our whole global value chain.

Turning over this new leaf means investing and adopting green technologies and behaviours – working with our industry to create a greener and more sustainable world. Having achieved carbon neutrality in January 2021, our programme to achieve net zero adheres to the UN-backed Science Based Targets Initiative and follows guidance from the Intergovernmental Panel on Climate Change (IPCC).

Direct emissions, called Scope 1 emissions, include energy use at company facilities as well as for company vehicles, while purchased energy falls under the category of Scope 2. We will reduce these emissions by 4.2 percent annually and by 50 percent by 2030, including a transition to 80 percent renewable energy by 2025 and improving energy efficiency in our offices by 75 percent within the same timeframe.

We also have a target to reduce Scope 3 emissions – which include those generated by our wider value chain – by 15 percent by 2030.

On top of that, the strategy includes a major investment in four global projects which are delivering natural climate solutions.



### SDG 11: Sustainable Cities & Communities



#### Links to policies and further information

- Annual review: [Stepping up to meet the net zero global challenge](#)
- Website: [Turning over a new leaf: our commitment to net zero](#)
- Website: [Environmental stewardship](#)

### Driving sustainability in the built environment

Being a net-zero emitter requires a transformative process. The lessons learnt over the last two decades embedding health and safety thinking into construction are a model to follow. While this change was driven by legislation, it travelled deep into the supply chain through culture change. Our task is to create a similar moment of truth when people realise the vital urgency, importance and opportunity presented by driving towards net zero.

To prepare for this change, we work with our clients to help them to boost their:

- 1. Ability to measure:** Demonstrating positive outcomes for communities and justifying investment requires quantifying social and environmental benefits alongside economic gains.
- 2. Skills and capability:** It is unacceptable to put future generations at risk through the design and construction of built assets; new business models and skills are needed to eliminate this risk.
- 3. Strategic thinking:** Adopting a programmatic approach and defining and delivering an investible pathway towards net zero is a core part of this new business model.

Our ambition to lead our industry's net-zero transition is built on strong foundations. We are working with many clients across the globe to address the climate emergency. Here are just a few of our most transformative projects and programmes;



### SDG 9: Industry, Innovation & Infrastructure



#### Links to policies and further information

- Annual review: [Stepping up to meet the net zero global challenge](#)
- Website: [Environmental stewardship](#)
- Annual review: [Delft University of Technology, The Netherlands](#)
- Annual review: [The Ellen DeGeneres Campus of the Dian Fossey Gorilla Fund International, Rwanda](#)

This year we are delighted that we have reduced our global emissions by 29 percent. While much of this reduction has been due to repeated lockdowns across the globe, it is also due to investments in virtual working technology, shifts to renewable energy in key offices and an improvement in data quality.

We know that net zero is a permanent state, so while our reduction has surpassed our overall target for Scope 1 and Scope 2, our aim over the next year is to prevent our emissions reaching pre-pandemic levels as our market returns.





# 75 &

## driving inclusive and productive growth



**Imran Akhtar**  
Director



# Driving inclusive and productive growth

## Building on ethical foundations

As a professional services company, the risk of modern slavery in our direct business and supply chain is minimal and we have never knowingly been complicit in any human or labour rights abuses. Nevertheless, we assess human and labour risks annually and recognise the responsibility we have to lead the way in eliminating abuses in the construction industry worldwide.

Our ethical culture is set at the top, underpinning processes which embed our ethical conduct in the way we do work. This enables us to take proactive action against any complicity in human rights abuses.

As such we update our policies and guidelines on corporate conduct as needed and we require all our employees to comply with our ethical standards.

To this end we:

- Prohibit the use of forced or compulsory labour
- Do not employ anyone who does not meet minimum age requirements, meeting all child labour laws globally
- Are committed to eliminating any form of forced labour or human trafficking in our business and across our supply chain globally as clearly stated in our [UK Modern Slavery Act Statement](#)
- Follow applicable laws when setting salaries, benefits and work hours, ensuring packages are fair relative to our industry and local markets.

Our risk management and human resources teams guide and support people where needed.

### Links to policies and further information

- Annual review: [Building teams fit for a new future](#)
- Website: [Ethics policy and code of conduct](#)
- Website: [Modern Slavery Act Statement](#)

### Anti-corruption

Our [anti-bribery and corruption \(ABC\) policy](#) and associated guidelines outline our zero-tolerance approach to bribery and corruption.

Anti-bribery and corruption (ABC) training is undertaken by every employee every two years. Each employee also completes an ABC declaration on an annual basis.

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

We are proud that our investment in digital contracts and other SMART technologies is enabling greater transparency across the complex supply chains of our clients. We are determined to use these tools to create a fairer and more opaque industry going forward.

### Links to policies and further information

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

### Launched our new inclusive values

Diversity of thought is crucial to creating a better business. To help this thrive, we must first build an inclusive culture, where people feel welcome, are valued for their unique contribution and feel confident to share differing opinions.

We are delighted to have launched our new values in line with our purpose and Vision 2025.

- 1. We love a challenge**
- 2. We are stronger together**
- 3. We bring out the best in everyone**

These values are inherently inclusive. They underline the way that we work together and will now be brought alive throughout the business and our supply chain.

We recognise the responsibility we have in society to lead change and later this year will make a formal commitment to inclusion for our people, our industry and the communities in which we operate.

For several years, we have addressed gender inequality. Women make up 33 percent of our business at present and we have set a global target to reach 40:60 female representation by 2025. Our commitment to inclusion will be a more holistic approach to diversity and inclusion, beginning with a refreshed understanding of what the agenda means in our content and setting a baseline and targets regionally.

### Listening to and learning from our people

In addition, we respect that all our people have the right to freedom of association subject to local laws and regulations and encourage them to share opinions and seek support using various channels.

This year, we have encouraged people to talk openly about their experiences of inclusion across the business through a series of roundtable events.

We continue to place wellbeing at the front of what we do. Throughout the pandemic we have been protecting mental health using a range of specific tools such as the 'R U OK?' campaign which looks to address the silence around mental health and Wellbeing Wednesdays where our people take an extra moment out of their day for personal care.

### Building deep links to drive inclusion and social mobility in our communities

Our work with communities creates programmes that help build opportunity for under-represented groups, particularly addressing gender inequality and supporting social mobility. These are increasingly tailored to local need. These initiatives make us better positioned to respond and build an industry workforce which is fit for the future.

We value mentoring and in North America, 11 percent of our people have taken part in our mentoring programme.

Our Covid-19 Heroes programme has recognised colleagues who have stepped up during the crisis and we have taken many of our education programmes online, hosted virtual work experience opportunities and worked with communities to accelerate recovery.

In the UK, we partner with small to medium-sized enterprises (SMEs) to deliver sustainability training and development and our programme in South Africa is supporting women and black-owned small enterprises as part of the mainstream economy. Similarly, in North America, we have launched a new supplier diversity programme service which helps clients target spending across the local community.

We are committed to helping our clients, often through pro bono work, to find tailored solutions that deliver focused and specific social value and in-country value that directly impacts communities.

In the UK, we partnered with the Social Value Portal this year to monitor and manage the impact we create during our commissions, and in the Middle East we are developing our approach to In Country Value.



#### SDG 4: Quality Education



#### SDG 5: Gender Equality

#### Links to policies and further information

- Annual review: [Building teams fit for a new future](#)
- Website: [Community value](#)
- Website: [Great place to work](#)
- Website: [Our culture](#)
- Website: [Diversity and inclusion](#)
- Annual review: [Department of Trade and Industry, South Africa](#)
- Annual review: [Class of your own, UK](#)
- Annual review: [Oregon Department of Transportation, USA](#)



# UN Sustainable Development Goal

We recognise the interconnected nature of the Global Goals, related issues and required solutions

While we have highlighted where our internal initiatives and external work with clients impact the global goals throughout this report, the table below clearly sets out how we contribute to all the SDGs through our corporate responsibility programmes, operations and work with clients.

<p><b>SDG 1:</b> No poverty</p> 	<p><b>SDG 3:</b> Good Health &amp; Wellbeing</p> 	<p><b>SDG 8:</b> Decent Work and Economic Growth</p> 	<p><b>SDG 10:</b> Reduced Inequalities</p> 	<p><b>SDG 12:</b> Responsible Consumption and Production</p> 	<p><b>SDG 13:</b> Climate Action</p> 	<p><b>SDG 17:</b> Partnerships for the Goals</p> 
<p>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.</p>	<p>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.</p>	<p>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.</p>	<p>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'.</p>	<p>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.</p>	<p>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.</p>	<p>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.</p>







Through the commitment, capability and care our team brings we build trust between clients, suppliers, governments and society. Delivering better outcomes that have a positive impact on the world around us. We work smarter to face the challenges of the future; bringing the clarity that helps teams realise their full potential across the real estate, infrastructure and natural resources sectors.

It's how we've made the difference for 75 years.

Transforming performance for a green, inclusive and productive world.

**[www.turnerandtownsend.com](http://www.turnerandtownsend.com)**

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Delft University of Technology, Netherlands

