

Turley CSR Report

2020/2021

Turley

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UN Sustainable Development Goals



Introduction

We are a responsible, employee-owned business.

Throughout this unusual year our company has maintained strong performance thanks to the efforts, contributions, and support of our co-owners.

As an employee-owned business we are able to make our own decisions about how we spend our profit. This includes distributions to co-owners, re-investment in the company and maintaining cash reserves to support business resilience.

We appreciated the 2020 Government financial support packages, including the furlough scheme. Co-owners had made significant salary/benefits sacrifices to support the company during the first six to nine months of the pandemic. We were very humbled by this level of co-owner support and engagement. We were pleased to be in a position to repay the Government funds at the start of 2021 and have since repaid co-owner salary/benefits sacrifices in full.

Many charities have been significantly impacted as a result of the pandemic. We have supported those most in need through our Charitable Trust to continue to give something back during the pandemic.

Co-owners have undertaken personal and team challenges to support our national charities and charities which are 'local' to our 14 locations. These activities have impacted positively on our communities. They have supported co-owner wellbeing during a time when isolation and loneliness has been felt by many meaning the value of social connections, looking out for each other, and supporting people with their mental health has never been more important.

We are delighted to continue as a carbon neutral company (since 2020) working with Natural Capital Partners.

We are proud to have established a 'Climate Realiser Group' this year which is tasked with taking the company through further actions to support our ongoing commitments to tackle the climate emergency. The aim of the group is to identify initiatives that will take us 'beyond carbon neutral'. The team has the full support and endorsement of the Leadership Team.

We have mapped our CSR activity against the UN Sustainable Development Goals (UNSDGs) for the third year and we have highlighted how a selection of the projects we have helped deliver will contribute to achievement of the UNSDGs. Examples of our work in these and other areas can be viewed by clicking on the UNSDG icons in the table opposite.

Taking a progressive approach to CSR is important to us and we are pleased to be working with our Sustainability team to undertake a 'materiality assessment' during 2021/22 to help ensure that our CSR strands expand to wider Environmental, Social and Governance (ESG) goals.

Alongside this report, we are publishing our annual greenhouse gas (GHG) emission report prepared by our in-house Sustainability team.

01

Giving

UNSDGs: 1, 2, 4, 6, 10

Our philanthropic work operates through the Turley Charitable Trust, established in 2008 for that purpose, making donations of over £860,000 since its formation.

Since 2011 the Trust's focus has been on the relief of poverty and improvement of the conditions of life in socially and economically disadvantaged communities. This is why much of our charity work is with charities supporting homeless people and the world's poorest and most disadvantaged communities.

In 2020/21 the Charitable Trust has continued to support its UK and overseas charities with annual donations, match-funding and other giving.

£11,000 was donated to our UK charity partner LandAid and £8,000 to our overseas partners Home Leone and Mission Direct. Although we have not been able to undertake an overseas trip this year, we have continued to support our partner charities with virtual fundraising. We also made payments of £6,000 to the DEC Coronavirus appeal and £3,000 to a children's home in Sierra Leone which was over capacity after floods hit the slum areas.

£20,000 was donated directly to our office-nominated charities, which co-owners support by giving their time to visit, serve and support. We also contributed to local causes in Manchester and Scotland who were raising money to support people affected by poverty during the pandemic. £1,000 was donated to Manchester Mayor's Fund and £1,000 to Aberlour Child Care Trust.

As in previous years we donated £5,000 to the Ethical Property Foundation, a charity which offers free advice, training, and affordable consultancy across the UK.

Through matching co-owner fundraising efforts in 2020/21 the Trust donated £6,000 to a wide variety of charitable causes.

The total amount donated to charity, through the Trust, was just over £60,000. This is down from previous years due to the pandemic which restricted a lot of fundraising activities.



02

Volunteering and citizenship

UNSDGs: 1, 2, 3

In March 2021, we renewed our commitment to LandAid as a pro bono service provider.

LandAid

THE PROPERTY INDUSTRY CHARITY

This means that our skills and services are available to a wide range of charities and social enterprises with a social mission and we provide support and help on relevant opportunities, as required.

New enquiries are managed through our pro bono protocol which allows us to monitor and track the impact of our work. One example is our advice to the 'It Takes a City' homeless project in Cambridge. Recent pro bono projects such as the Eternal Wall of Answered Prayer, Birmingham, and the Emmeline Pankhurst Statue, Manchester, are also now either delivered or under construction.

In Sierra Leone we continue to donate professional time to support the work of Home Leone who are creating a new settlement to enable communities to be re-housed from the Freetown slums and we are also maintaining contact with Freetown City Council to help design a system for the better regulation of new development through planning and building permits.

We have supported co-owners to undertake a number of volunteering projects within their local communities during the pandemic, in support of our ethos of 'giving something back'.

03

Professional engagement

UNSDGs: 4, 9, 13, 16, 17

Our professional engagement goes far beyond membership of professional bodies and maintaining our own professional competence.

Our CSR strand on professional engagement is made up of three inter-related areas:

- i. Contributing to thought leadership;
- ii. Shaping policy;
- iii. Engaging with and developing our professionals (including education and talent development).

This year we have published over 160 thought leadership pieces on a wide variety of topics including repurposing town centres, planning for recovery, green energy and logistics.

We support our co-owners in membership and participation in a large number of organisations and professional bodies. Over the last 12 months, we have continued to support the work of the RTPI, RICS, HBF, BPF, IHBC and CIPR as well as many other professional bodies and trade organisations which we belong to as individual co-owners or as corporate members.

As a result, our co-owners hold senior positions in all of the professional bodies we are associated with, and as Learning Partners of the RTPI we have regular opportunities to positively engage with and contribute to our professional bodies' work and policies.



04

Inclusive business

UNSDGs: 3, 5, 10

Inclusion and diversity is at the heart of our company business strategy, 'Good Growth'.

Our realiser group 'Embrace' champions an equitable workplace representative of all sections of society where each co-owner feels respected and able to be their authentic self at work.

Priorities include championing a gender neutral and gender smart culture; supporting parents/carers; promoting diversity awareness; wellbeing and supporting our LGBT+ network 'Oasis'.

During 2020/21 we worked with Embrace to update our I & D goals. These cover:

1. wellbeing and resilience;
2. blended flexible working;
3. exemplary line management;
4. clear pathways to progression, more diverse leadership and talent pipeline;
5. widening our socio-economic and BAME demographic;
6. closing our gender pay gap; and
7. continuing to raise awareness of unconscious bias.

We plan for inclusive growth for the communities and places we work in – through our professional and CSR activities helping to shape better places and creating lasting economic and social value that benefits other people.

We continue to learn from and support Real Estate Balance (REB), Stonewall and BAME in Property.

Our Wellbeing and Resilience leads have worked with our leadership to support co-owners during the pandemic.

We have prioritised co-owner health and wellbeing and we have taken steps to support good mental health during these challenging times. We identified a mental health awareness course which will be available to co-owners during 2021/22.

We are pleased to have consulted with co-owners to agree a blended flexible working model as part of our new normal way of working. This approach supports client service, co-owner wellbeing, life balance and greater inclusion and diversity through an even more supportive and flexible working culture.

We have committed to reducing our gender pay gap and we are increasing leadership diversity within the company through:

1. Increasing diversity at our leadership (decision-making) forums;
2. Supporting social mobility through our work with Career Ready and the Mayor's Fund for London;
3. Increasing representation in recruitment from BAME communities e.g. through our work with **10,000 Black interns**;
4. Continuing to implement our gender pay gap actions e.g. introducing a reverse mentoring programme for senior leaders and extending our sponsorship programme (sponsorship is one of the CEO REB commitments).



05

Ethics and ethical trading

UNSDGs: 10, 16

A core attribute that all our co-owners display is to act ethically. This applies to everything we do, the choices we make and the way in which we behave.

The way we do business is based on our shared values and reflects the behaviours that we are known for.

Our holistic approach to CSR encourages us as individual co-owners and as a company to look at the decisions we take and to evaluate how they impact on different stakeholders.

The value of our company increases not just with increased short-term profit, but with long-term reputation, a solid client base and happy, talented co-owners.

We hold short-term profitability and long-term value creation in balance through the exercise of wisdom and moral judgement in decision-making.

We consider new instructions carefully to ensure they are in line with our stated aims and objectives as a business. We are engaged in shaping better places and we aim to make a positive difference.

In 2021 we updated our Ethics guidelines to give co-owners a practical understanding of our approach to ethical business and how our approach can shape the company we want to be. We included recent project examples where our company ethics have guided our decision-making, as well as the Ethicability Framework. This takes into account five areas – Rules, Integrity, Good, Harm and Truth (RIGHT questions).

We will work with clients who share our desire to shape better places.

We follow our ethical codes of practice for our professional bodies including RICS, RTPI, IHBC, CIPR, IEMA and RIBA.

06

Sustainability

UNSDGs: 6, 7, 8, 11, 12, 14, 15

Sustainability has never before appeared so high up the agenda at global, national and local levels.

This unprecedented focus on sustainability and the changing climate is not just welcomed but totally necessary if we are to collectively adapt to protecting communities, natural habitats and ecosystems and build resilient communities.

As responsible professionals engaged in the built environment, we understand that we must unite to embrace sustainability in order to tackle climate change. That is why we are again certified as a carbon neutral organisation and have set up a Climate Realiser Group to identify initiatives and tangible actions that will help our company go beyond carbon neutral. The group is working together and across the company to identify ways we can reduce our resource consumption, through changes in our service level agreements or positively impact procurement through trading with local, sustainable organisations.

As advocates of sustainable development we also aim to ensure that the way in which we undertake our own business is in itself sustainable and as a minimum maintains our ISO14001 certification.

Emission Scope	GHG Emissions [tonnes CO ₂ e]		% Change
	2019/20	2020-21	
Scope 1	6	6	0%
Scope 2	97	68	- 30%
Scope 3	216	186	- 14%
TOTAL	319	260	- 19%

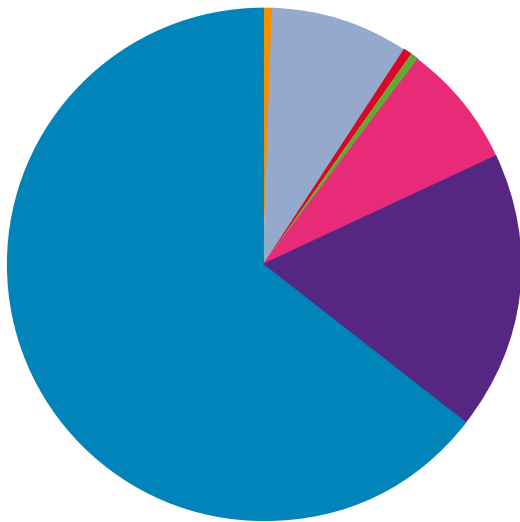
As a responsible employee-owned business, managing our environmental impacts is very important. Maintaining our carbon neutral status demonstrates our fantastic commitment to climate leadership and resource management.

We have used a combination of approaches to robustly achieve third party CarbonNeutral® company certification for a second year in a row. Natural Capital Partners, leading experts in carbon neutrality and climate finance, provided this accreditation.

Our journey to carbon neutrality began in 2016 when we first voluntarily calculated and reported our carbon footprint (using internationally recognised methodology) as part of our wider CSR initiative. Since then, year on year, in line with best practice, we increase the extent of our coverage in our report. Our carbon neutral certification is based on data for the 2019/20 financial year. This total includes employee commuting (limited due to flexible home working practices). For the first time, we are also reporting from emissions associated with home working (the emissions associated with heating and electricity while we work from home). We will be undertaking a similar exercise this financial year to maintain our CarbonNeutral® status based on the greenhouse gas (GHG) emissions table to the left.

In 2020/21, our total carbon footprint from all offices (based on the energy consumption in our offices and the emissions from our business travel and commuting) and home working emissions was 260 tonnes of carbon. This equates to 1.16 tCO₂e per co-owner or 11.18 tCO₂e emissions per £1m turnover.

Scope 3 2020/21 (tCO₂e)



- Water consumption
- Electricity transmission losses
- Wastewater
- Office waste
- Business travel
- Commuting
- Homeworking

We have reduced our carbon footprint over the last year – admittedly this is in the main due to no business travel and reduced consumption within our offices (despite including our home working emissions). This is likely to increase next year as co-owners start to return to offices. However, we will endeavour to maintain reductions against pre-pandemic levels where feasible – something our flexible working practices can facilitate.

In 2020/21 we have:

1. Maintained our carbon neutral status. This has helped us make a really significant contribution toward climate change mitigation through a commitment to monitor and minimise the carbon footprint per co-owner of our business where possible, even while working from home.
2. Set up a Climate Realiser Group who are identifying initiatives that will help take our company beyond carbon neutral.
3. Continued to monitor the consumption of resources across our practice along with a commitment to reduce these on an annual basis where possible.

4. Provided our co-owners with access to sustainability best practice and knowledge to advise our clients accordingly.
5. Continued our responsible procurement processes for the goods and services that we procure.
6. Maintained our ISO14001 certification to ensure we have an accredited standard to demonstrate our continuous improvement to environmental management.
7. Facilitated and encouraged home and flexible working practises.



07

Education and talent development

UNSDGs: 4, 13, 17

In 'Good Growth' we have committed to developing an impactful learning and development experience and have designed and implemented a number of learning programmes to support co-owners at different stages in their careers.

In light of our move to a blended flexible working model as well as to reduce our carbon emissions, our programmes have evolved to incorporate online delivery, making use of the technology available to increase accessibility. Pilots of our Leadership Development and Line Manager online training programmes have been successfully delivered and we are pleased to be launching our Assistant Level Development Programme in the coming months.

In the last year, we have taken steps to support our strategic objective to 'nurture talent, and build an even more diverse and inclusive employee-owned company' with a pilot sponsorship scheme designed to make leadership roles more accessible to men and women, with the support of a senior sponsor. Similarly, our forthcoming Reverse Mentoring programme is designed to raise awareness about the importance of inclusion, diversity and the challenges and opportunities that more junior colleagues experience within our company, and the wider business context. We believe this programme will increase our leadership diversity over the longer term.

As Learning Partners of the RTPI, we have an effective mentoring scheme for Assistant Planners, who are licentiate members of the RTPI, to ensure a high success rate with Assessment of Professional Competence submissions.

Beyond this we have continued to offer a broader mentoring programme to all co-owners which has been a valuable source of bespoke learning opportunities particularly during prolonged periods of home working. Going forward we are focusing on how, in a blended flexible working model, we can ensure equality of learning opportunities for all co-owners, replicating the kind of learning that takes place organically in an office environment, in a virtual context.

Looking ahead to 2021/22

We will align our CSR activities to ESG commitments and ensure we focus on the areas which are material to our company. This approach will be implemented during 2021/22.

Our Leadership Team and co-owners will work closely together to continue to contribute to a green recovery and continue to 'build back better' into the 2021/22 year.

We will:

- Continue to offer a pro bono service and donate our professional time to LandAid and others.
 - Continue to volunteer our time to charity projects around the UK and continue to raise funds for those in need. In time we hope to revisit our overseas partners.
 - Consider the merits of becoming a 'B Corp' as well as whether we should set a Science Based Target.
 - Continue to implement the priorities set by our Climate Realiser Group with full ownership and support of the Leadership Team.
 - Complete a 'materiality assessment' to establish the key environmental, social and governance issues to our business. The insights will be used to guide strategy and communication and ensure our CSR/ESG contribution is as meaningful as possible.
 - Continue to advise clients and third parties to support their path to carbon neutrality and ESG commitments as part of a green recovery, implementing greenhouse gas reductions and Science Based Targets where appropriate.
- Continue to apply our key professional attributes of innovative thinking and a collaborative approach to deliver on our CSR ambition of delivering positively against all of the UN Sustainable Development Goals (UNSDGs).
 - Ensure our co-owners and clients continue to benefit from our approach to a blended flexible working model.
 - Continue to implement our inclusion and diversity goals working with the Leadership Team and Embrace as noted in the I & D section.
 - Continue our work with our partners Career Ready, Mayor's Fund for London and 10,000 Black Interns to make our contribution to social mobility within our industry.
 - Introduce a reverse mentoring programme for senior leaders, widen participation in our sponsorship programme and increase diversity in our leadership (including decision making forums).
 - Implement mental health awareness training to co-owners and continue to prioritise wellbeing and resilience.

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