Carbon Reduction Plan

Client name: TTEC SOLUTIONS (UK) LIMITED
Company Registration Number: 03180171
Published date: October 2023

Commitment to achieving Net Zero

TTEC Solutions is committed to achieving Net Zero emissions by 2045.

Baseline Emissions

Baseline emissions are those measured prior to the introduction of any carbon reduction strategies and are therefore the reference point against which emissions reduction can be measured. We are using our first reporting year, April 21 – March 22, as our baseline year.

Baseline Year: 2021 - 2022	

Using the operational control approach, all scope 1 and 2 emissions have been measured, as well as emissions that fall within the following categories:

- Upstream transportation and distribution
- Waste generated in operations
- Business Travel
- Commuting
- Downstream transportation and distribution

There were no emissions to report scope 3; upstream or downstream transportation and distribution or waste generated in operations (we amended this measurement recently, deducting 1.6 tCO2e of waste emissions that had been included incorrectly).

EMISSIONS	TOTAL (tCO$_2$e)
Scope 1	45.4 tCO2e
Scope 2	Market-based: 24.9 tCO2e Location-based: 24.9 tCO2e
Scope 3 (including categories listed above)	696.2 tCO2e
Total Emissions	**Market-based:** 766.5 tCO2e **Location-based:** 766.5 tCO2e

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*Purchased electricity can be measured in two ways. A location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data). A market-based method reflects emissions from the electricity that companies have purposefully chosen (or their lack of choice). A market-based method therefore takes into account the purchase of electricity via a verified renewable energy tariff. We have chosen to base our Net Zero target on a market-based methodology.

Carbon Intensity

Baseline year: 2021 - 2022	No. FTE	CARBON INTENSITY (tCO$_2$e / FTE)
Employees (FTE)	673	1.1 tCO2e

Based on an FTE of 673 compared with the total market-based emissions for the categories measured.

Current Emissions

Baseline Year: 2022 - 2023

Using the operational control approach, all scope 1 and 2 emissions have been measured, as well as emissions that fall within the following categories:

- Upstream transportation and distribution
- Waste generated in operations
- Business Travel
- Commuting
- Downstream transportation and distribution

There were no emissions to report under scope 1, or scope 3; downstream transportation and distribution or waste generated in operations.

EMISSIONS	TOTAL (tCO$_2$e)
Scope 1	0 tCO2e
Scope 2	Market-based: 34.1 tCO2e Location-based: 29.6 tCO2e
Scope 3 (including categories listed above)	697.7 tCO2e
Total Emissions	**Market-based:** 731.8 tCO2e **Location-based:** 727.4 tCO2e

Carbon Intensity

Baseline year: 2022 - 2023	No. FTE	CARBON INTENSITY (tCO$_2$e / FTE)
Employees (FTE)	522	1.4 tCO2e

Based on an FTE of 522 compared with the total market-based emissions for the categories measured.

Carbon Emissions by Category

The majority of TTEC Solutions are a result of business travel. This is followed by commuting (and homeworking) and then utilities and property (electricity use). There was a small amount of spend on courier services reported, this came to 0.004% of the total emissions and cannot be seen on the graph. Not all scope 3 categories have been measured, TTEC Solutions is likely to have emissions to report under goods & services, and capital goods, but these categories have not yet been included.
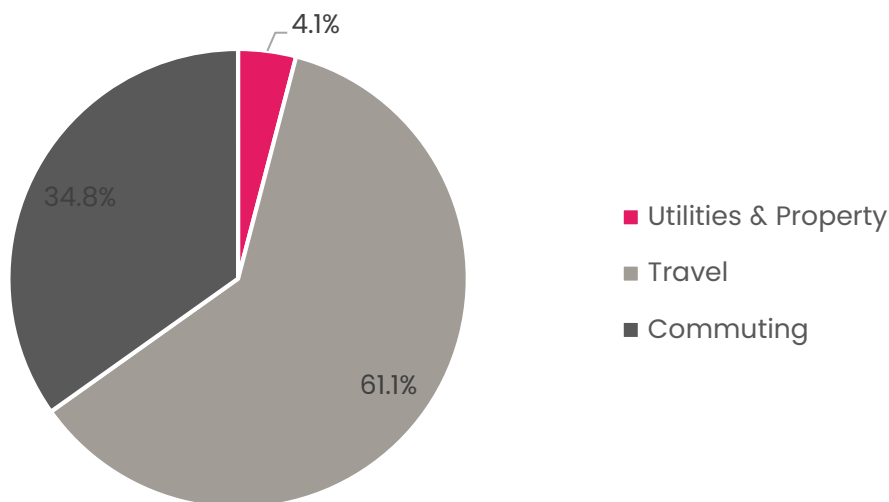

Emissions Reduction Targets

TTEC Solutions is committed to achieving Net Zero by 2045.

To progress towards Net Zero, this plan sets carbon reduction targets for the 7-year period to 2030. During this time, targets will be set for the remaining period to ensure Net Zero will be achieved by 2045.

We are aiming to reduce our absolute carbon emissions by at least 90% from our baseline year or achieve (and maintain) a carbon intensity metric of <1 tonne CO2e per employee, whichever comes soonest. This is in line with science-based Net Zero targets. To keep ourselves on track with these long-term targets, we have set the following near-term goals:

- Maintain zero scope 1 and 2 emissions to and beyond 2030.
- Reduce our measured scope 3 emissions by 50% from our baseline year to 2030.

To reach our scope 3 reduction target, we will need to reduce emissions by at least 12% year-on-year. If the business changes significantly in size, we will be looking to reduce emissions per FTE by 50% rather than our absolute emissions.

Measured Emissions Reduction Targets to 2030
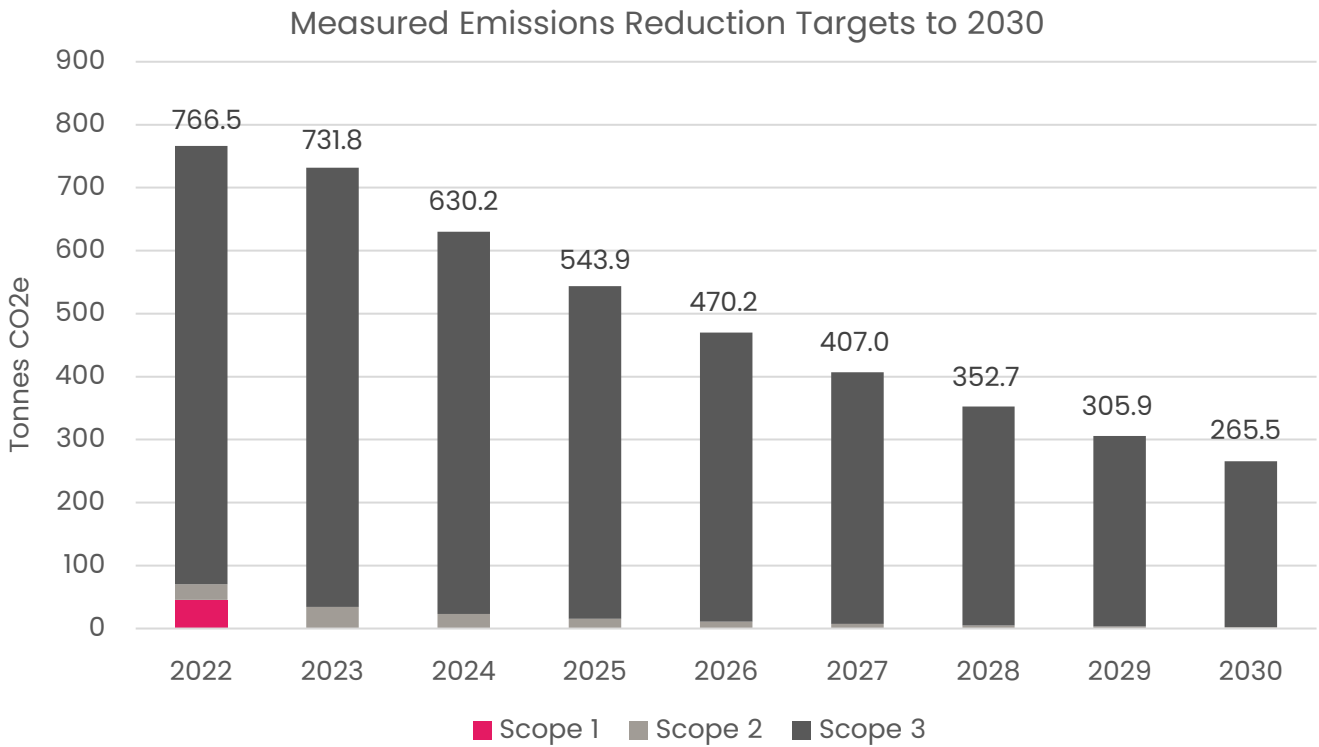
Progress

Our absolute carbon emissions have decreased from our first reporting year from 766.5 tCO2e to 731.8 tCO2e. The majority of this decrease came from scope 1, which included 45.4 tCO2e worth of leaked refrigerant gas emissions in year 1, but no emissions in year 2. Scope 2 emissions increased by 9.2 tCO2e (37%) and scope 3 emissions increased by 1.5 tCO2e (0.2%). Our workforce decreased from 673 employees to 522 and carbon intensity has therefore increased by 27% despite absolute emissions decreasing.

Carbon Reduction Projects

TTEC as a global business adopts best practices relevant to the working environment and local practices within the countries it operates. TTEC UK Prior to developing its first Carbon Reduction Plan had already taken significant steps to reduce its footprint through work-from-home initiatives and policies relating to business travel only by exception. Since these policies have been introduced, TTEC UK is now measuring emissions to fully understand any further opportunities for reductions in line with our intention to achieve a Net Zero target by 2045. Whilst not entirely defined the five key areas of future focus relate to:

1. Reduction of operational building capacity.
2. Technologies which reduce emissions from building locations.
3. Working practice changes and use of vehicles which can further reduce/remove travel emissions.
4. Wider focus on emerging technologies and landscape changes presenting yet unknown opportunities.
5. Procurement/purchase-minded towards products and services with proven environmental benefits.

Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been completed or implemented since the baseline reporting period.

Activity	Completion Date	Scope
Measure carbon emissions and use results to create a carbon reduction plan and set a science-based Net Zero target.	2022	1, 2 & 3

Future Carbon Reduction Initiatives

To reduce our carbon emissions and start work towards our Net Zero targets, we will be looking to implement the following initiatives over the following year.

Reduction Plans			
Activity No.	**Activity**	**Target Date**	**Category**
1	**Switch to a 100% renewable energy tariff** to reduce market-based scope 2 emissions to zero.	2024	Purchased Electricity
2	**Commit to measuring the emissions from categories that have not been included in this measurement** (scope 3; purchased goods and services, capital goods, upstream leased assets, downstream leased assets, franchises, investments and downstream product categories). It is unlikely that we will have emissions to report in all of these categories, however, we expect our procurement emissions will be significant and will look to include them in the future to gain insight into our impacts outside of the already measured activities.	2024	Unmeasured categories
3	Commit to **improving data quality year-on-year** to increase the accuracy of future carbon footprint measurements. Consult relevant staff members and begin setting up systems for the capture of high-quality data throughout the year that can be used for the annual footprint calculation. We will focus on the following areas over the next year:	2024	Business Travel

	- Business travel: we will look to set up a system that will allow the collection of high quality business travel data (distance) so that we can avoid the use of spend data when calculating the largest part of out footprint.		
4	Work to **embed sustainability into the company culture** to encourage employees to make sustainable choices when it comes to the decisions they make at work as well as when travelling for business or commuting. We will look at providing training (Carbon Literacy, Couch to Carbon Zero, or role-specific training such as sustainable procurement training), using incentives (sustainability bonus scheme, public transport reimbursement), and investing in initiatives (cycle-to-work, EV salary sacrifice scheme) to encourage staff to behave sustainably in and out of the workplace. We will do a staff survey or focus group to find out how we can effectively support staff in reducing emissions and to inform them of our commitment to reducing emissions.	2024	All scopes and categories
5	Develop a **Sustainable Business Travel Policy** that sets out guidelines and practises that will be followed by TTEC Solutions and it's employees to minimise business travel emissions.	2024	Business Travel
6	Develop a **Sustainable Procurement Policy** which outlines criteria that must be met by suppliers with regard to sustainability. Procurement teams should be encouraged to prioritise suppliers with strong sustainability credentials (e.g. those who have started to measure emissions, are working through a carbon reduction plan, and have committed to a Net Zero target).	2024	Goods and Services, Capital Goods (currently unmeasured)
7	**Introduce sustainability KPIs** for the business and for each team. This will allow progress to be tracked across the year with each team having some involvement in reducing emissions. For example, procurement teams could have a targeted % of goods and services purchased to have available emissions data or HR could have a target % of employees to receive some sort of sustainability training.	2024	All scopes and categories
8	**Set an insetting budget**; an insetting budget would be used to fund carbon reduction actions from within operations as opposed to offsetting. Once this budget has been set, what it is used for can be tracked and reported at the end of each year.	2024	All scopes and categories

These carbon reduction initiatives will allow us to reduce our emissions in line with the targets we have set. After each year of measurements, we will revise the carbon reduction plan and review our progress with regard to the year-on-year reduction targets that have been set.

Declaration and Sign-off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standards for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard[1] and uses the appropriate Government emission conversion factors for greenhouse gas company reporting[2].

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard[3].

This Carbon Management Plan has been reviewed and approved by the TTEC Solutions Executive Team.

Signed on behalf of TTEC Solutions:

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Name: Owen McCartney
Position: Director
Date:
           11 / 20 / 2023

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https://ghgprotocol.org/corporate-standard

https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting

https://ghgprotocol.org/corporate-value-chain-scope-3-standard

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