

Carbon Reduction Plan

Client name: TTEC CONSULTING (UK) LIMITED

Company Registration Number: 03424866

Published date: May 2025

Commitment to achieving Net Zero

TTEC Consulting (UK) Limited 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 have previously measured emissions for the 21 – 22 and 22 – 23 reporting years, but as these years were affected by a COVID-19-related travel ban, they are not a good reflection of baseline operations. We have therefore chosen to set our baseline year as the 1st of April 2023 to the 31st of March 2024.

Baseline Year: 2023 – 2024	
<p>Using the operational control approach, all scope 1 and 2 emissions have been measured, as well as emissions that fall within the following categories:</p> <ul style="list-style-type: none"> - Upstream transportation and distribution - Waste generated in operations - Business Travel - Commuting - Downstream transportation and distribution <p>All emissions were categorised under business travel or commuting due to our lack of office, company cars and physical products.</p>	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	0 tCO ₂ e
Scope 2	Market-based: 0 tCO ₂ e Location-based: 0 tCO ₂ e
Scope 3 (including categories listed above)	125.2 tCO ₂ e
Total Emissions	Market-based: 125.2 tCO₂e Location-based: 125.2 tCO₂e

**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, considers 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: 2023 – 2024	No. FTE	CARBON INTENSITY (tCO ₂ e / FTE)
Employees (FTE)	62	2.0 tCO ₂ e

Current Year Emissions: 2024 – 2025

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
- Upstream leased Assets

All emissions were categorised under business travel or commuting due to our lack of office, company cars and physical products.

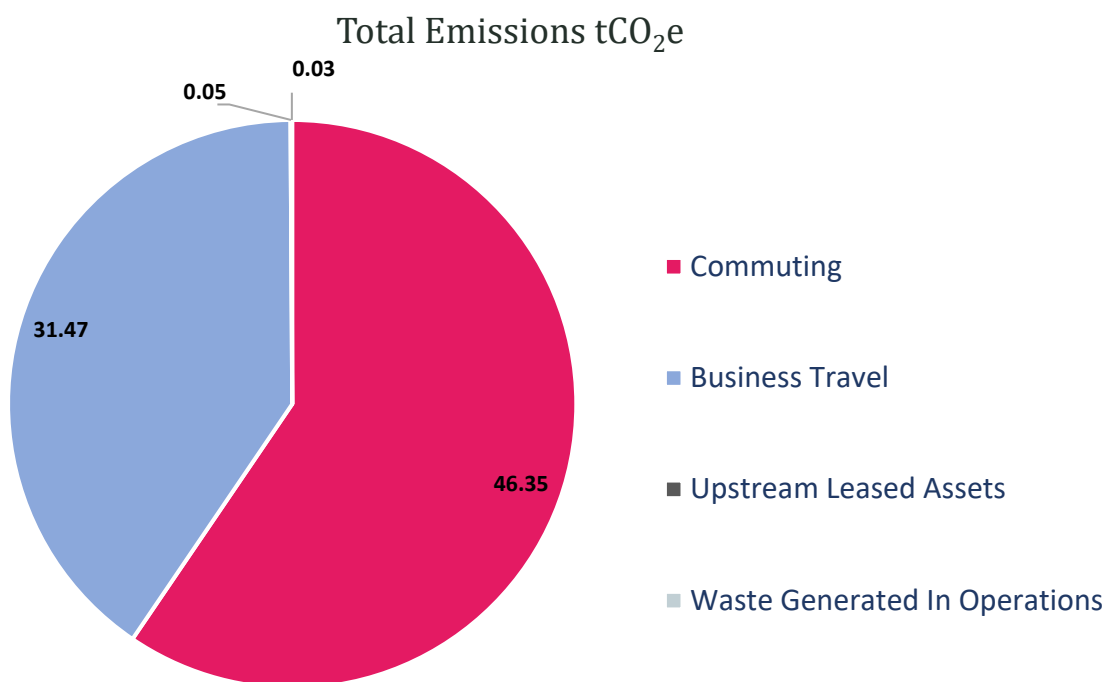
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	0 tCO ₂ e
Scope 2	Market-based: 0 tCO ₂ e Location-based: 0 tCO ₂ e
Scope 3 (including categories listed above)	77.9 tCO ₂ e
Total Emissions	Market-based: 77.9 tCO₂e Location-based: 77.9 tCO₂e

Current year: 2024 - 2025	No. FTE	CARBON INTENSITY (tCO ₂ e / FTE)
Employees (FTE)	56	1.4 tCO ₂ e

Carbon Emissions by Category

Not all scope 3 categories have been measured, TTEC Consulting (UK) Limited is likely to have emissions to report under goods & services, and capital goods, but these categories have not yet been included. All emissions were categorised under either business travel or commuting, upstream leased assets and waste generated in operations.

The largest overall emission category for this measurement was Commuting, which includes home working emissions as well as emissions associated with employees travel from their homes to the office. The second largest category was Business Travel which emissions accounted for by car travel, rail, air and sea. The data provided for this category is more accurate this year with distances provided instead of spend data.

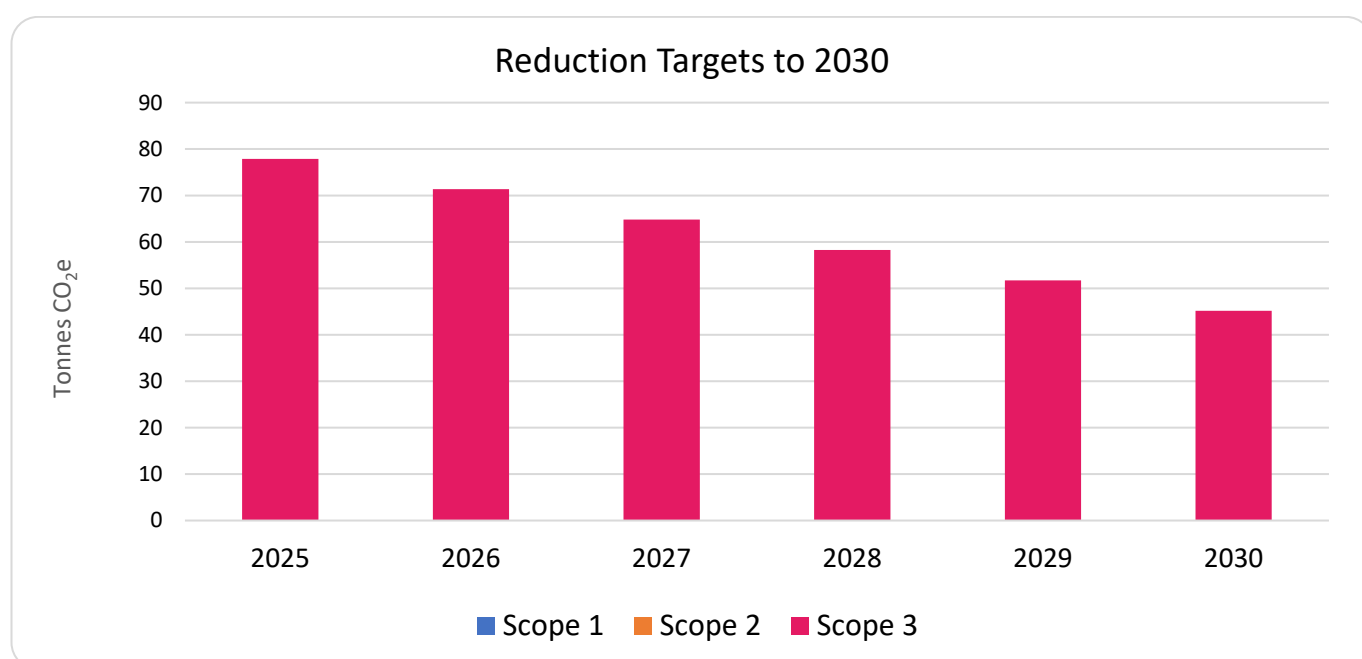


Emissions Reduction Targets

TTEC Consulting (UK) Limited is committed to achieving Net Zero by 2045. We will be using the following near-term targets to track progress to 2030:

- Maintain zero scope 1 and market-based 2 emissions to and beyond 2030.
- Reduce our measured scope 3 emissions by 42% from our baseline year to 2030.

To reach these targets, we will need to maintain zero scope 1 and market-based scope 2 emissions and reduce scope 3 emissions by 8.4 % each year, which will be a total reduction of 6.54tCO₂e annually.



Progress

Scope	2025 Target Emissions	2025 Actual Emissions	On track to meet 2030 target?
Scope 1	0	0	Yes
Market-based Scope 2	0	0	Yes
Scope 3	101.4	77.9	Yes

Between our baseline year and our current year our scope 3 emissions have reduced from 125.2 tCO₂e to 77.9 tCO₂e and we are on track to meet our near-term targets to reduce our scope 3 emissions by 42% by 2030.

Carbon Reduction Projects

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
We have Measured our carbon emissions and use results to create a carbon reduction plan and set a science-based Net Zero target.	2022	1, 2 & 3
Created a sustainability-focused module within our internal training platform, TTEC Talent, that includes videos, a course and an exam.	2023	1, 2 & 3
We have launched a cycle-to-work scheme for employees and encourage them to connect with other cyclists via the Cycle scheme Strava Club.	2024	3
We have already improved the quality of data for our 2024 measurement providing more distances for travel. We will look to set up a system that will allow the collection of high-quality business travel data (distance) We will consider the best way to do this considering current systems (e.g. adding additional fields to the expenses system or using an Excel tracker)	2025	1,2 &3
Our sustainability-focused learning module is now a mandatory set of training that all employees must do. This will increase knowledge and skills across the workforce and hopefully increase engagement with sustainability amongst staff.	2025	1,2 &3
We did a commuting and WFH staff survey this year which included information about their current home energy use, what schemes and incentives might help them travel more sustainably and if they have any carbon reduction actions to contribute to our plans. This will allow us to improve the quality of future homeworking measurements, assess the appetite for potential schemes and incentives and increase engagement with the plans across the team.	2025	3
We have explored schemes and incentives that may encourage staff to use sustainable modes of transport when travelling for	2025	2 &3

business purposes. We have looked into setting up an EV salary sacrifice scheme for our workforce, sharing information with employees about charging point installation grants, and things like great reimbursement or time to claim back where low emissions transport is used.		
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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	Commit to measuring the emissions from categories that have not been included in this measurement (scope 3; purchased goods and services, capital goods, 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.	2026	All scopes and categories
3	We will use the results from our Employee Commuter and WFH survey to collect information about employees' current home energy use and their travel. Explore schemes and incentives that may encourage staff to complete work from home more sustainably. We will look into renewable energy salary sacrifice schemes for example a https://www.heva.energy/nd share information in the form of staff training around renewable energy tariffs, low emissions homeworking, and consider potential incentives for these behaviours.	2025	Business Travel and home working
4	We will host a short training session/share information regarding home renewable electricity tariffs . In our 2024 commuting and WFH survey, we asked employees if they were on 100% renewable energy tariffs at home; 17 reported that they already were, but a further 16 employees were unsure what tariffs they were on. We will show staff how they can check what tariff they are on (e.g. by showing example bills and sharing a list of suppliers who only offer renewable tariffs like	2025	Homeworking

	Octopus), and we will encourage/incentivise those that are not on renewable energy tariffs to switch.		
5	Set up a staff Green Team and work together on different sustainability campaigns throughout the year. For example, implement a sustainability section in the monthly newsletter, host monthly meetings for the Green Team to discuss actions and incentives for employees to take more sustainable actions at home and in the office.	2025	All scopes and categories
6	Consider training and engagement for the Green Team, Leadership team and the wider employee base. Consider signing up to Carbon literacy Training for all applicable and to roll out the further workforce. Look into the different Carbon Literacy courses available and what would work best. On average certified learners reduce their carbon footprint by 5-15% annually of which 50% are work related.	2025	All scopes and categories

TTEC Consulting (UK) Limited

TTEC Holdings, Inc. as a global business adopts best practices relevant to the working environment and local practices within the countries it operates. Prior to developing its first Carbon Reduction Plan, TTEC Consulting (UK) Limited, 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 Consulting (UK) Limited 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 four key areas of future focus relate to:

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

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 standard¹ and uses the appropriate Government emission conversion factors for greenhouse gas company reporting².

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) Standard³.

This Carbon Management Plan has been reviewed and approved by the TTEC Consulting (UK) Limited Executive Team.

Signed on behalf of TTEC Consulting (UK) Limited:



Name: Mahadevan Meikum Perumal

Position: VP, Head of Delivery & Client Success, EMEA

Date: 23/05/2025

<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>