



Carbon Reduction Plan

Client name: TTEC CONSULTING (UK) LIMITED

Company Registration Number: 03424866

Published date: July 2024

Commitment to achieving Net Zero

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

Baseline & Current 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 & Current Year: 2023 - 2024

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

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)	111.5 tCO ₂ e

Total Emissions	Market-based: 111.5 tCO₂e Location-based: 111.5 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, 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.*

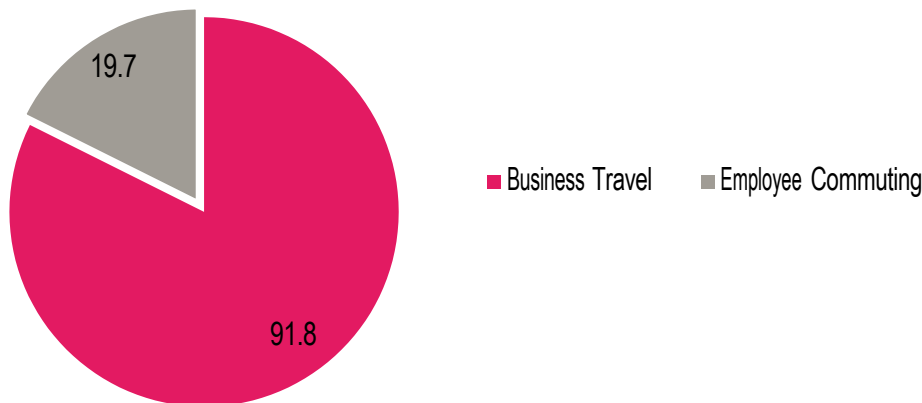
Carbon Intensity

Baseline year: 2023 - 2024	No. FTE	CARBON INTENSITY (tCO ₂ e / FTE)
Employees (FTE)	62	1.8 tCO ₂ e

Based on total market-based emissions for the categories measured.

Carbon Emissions by Category

As TTEC Consulting do not have an office, any company cars or a physical product, there were no emissions to report under scope 1, scope 2, or scope 3 categories; waste generated in operations, upstream transportation and distribution or downstream transportation and distribution. Not all scope 3 categories have been measured, TTEC Consulting 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, and all emissions categorised under commuting were from homeworking rather than transportation to and from work.



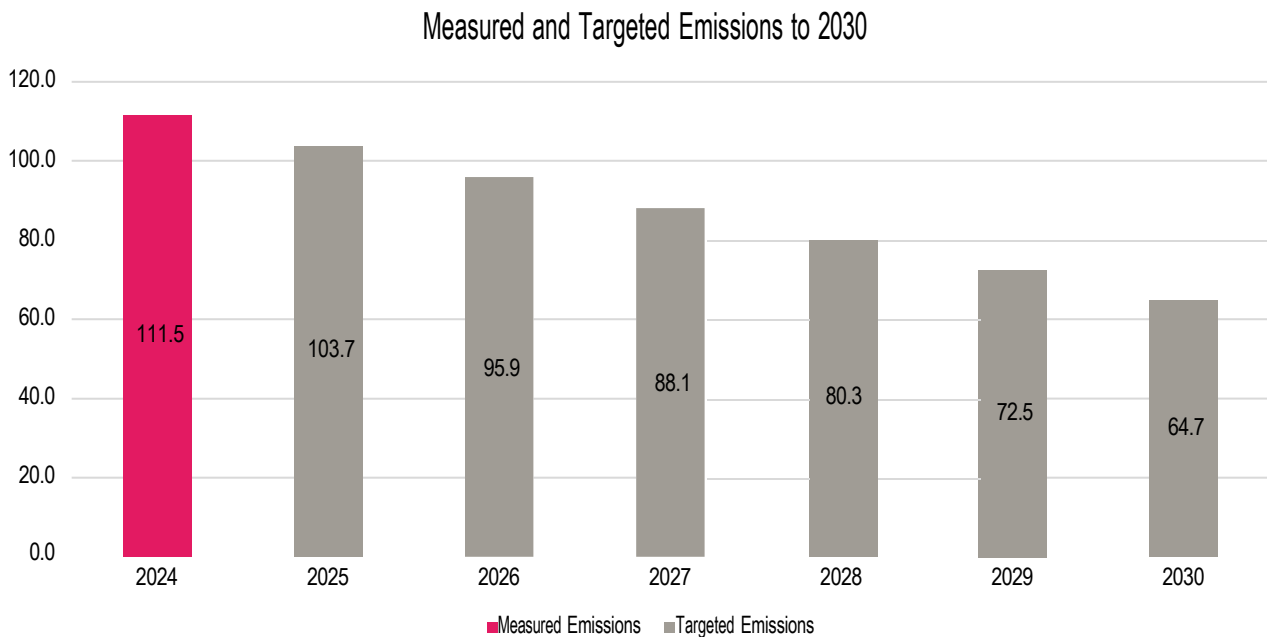
Category	Emissions (tCO ₂ e)
Air	55.0
Rail	21.4
Hotels	10.6
Taxis & Hire Cars	2.5
Employee Vehicle	1.9
Parking & Tolls	0.4
Ferry	0.1

Emissions Reduction Targets

TTEC Consulting 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 7% each year.



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
Measure carbon emissions and use results to create a carbon reduction plan and set a science-based Net Zero target.	2022	1, 2 & 3
Create a sustainability-focused module within our internal training platform, TTEC Talent, that includes videos, a course and an exam.	2023	1, 2 & 3
Launch a cycle-to-work scheme for employees and encourage them to connect with other cyclists via the Cyclescheme Strava Club.	2024	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	Our sustainability-focused learning module is currently optional but we will look to make it a part of the 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	All scopes and categories
2	Explore schemes and incentives that may encourage staff to use sustainable modes of transport when travelling for business purposes. We will look into setting up an EV salary sacrifice scheme, 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.	2025	Business Travel
3	Explore schemes and incentives that may encourage staff to complete work from home more sustainably. We will look into renewable energy	2025	Homeworking

	salary sacrifice schemes, and share information surrounding renewable energy tariffs, low emissions homeworking, and consider potential incentives for these behaviours.		
4	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 our footprint. 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	Business Travel
5	We will do a staff survey to collect 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	All scopes and categories
6	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.	2028	Unmeasured categories

TTEC UK

TTEC 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 UK, 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.

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 Executive Team.

Signed on behalf of TTEC Consulting:

Maha Meikum perumal

Name: Mahadevan Meikum Perumal

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

Date: 09 / 07 / 2024

<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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