

# Turley CSR Report

2017/2018

**Turley**

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# Introduction

**CSR is at the heart of how Turley do business to shape better places and make a positive difference. It's in our DNA. We have been acting responsibly since the company began 35 years ago and continue to follow an approach to CSR that covers a number of 'strands'.**

In this, our third published annual report, we have mapped our CSR activity against the UN Sustainable Development Goals (UNSDGs); and provided particular detail on those areas where we have focussed as a business in the last financial year.

The 17 UNSDGs are also supported through our work in promoting sustainable economic growth and our consultancy work in a range of relevant sectors and services including health care; education; energy; infrastructure; new settlements; engaging communities; and Heritage. Examples of our work in these and other areas are on our website.

Alongside this report we are publishing a Green House Gas (GHG) 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 c £700,000 since its formation.**

Over the last year the Charitable Trust has made £87,000 donations to a wide variety of charitable causes on behalf of co-owners.

With Mission Direct a team of 10 co-owners returned to Sierra Leone and built a classroom, raising over £7,000 and supported with donations from the Trust of £19,000.

We also respond to appeals from the Disasters Emergency Committee (DEC) with donations of £5,000; this year to the East Africa appeal.

In addition the Charitable Trust donated a further £24,000 directly to our 12 office-nominated charities, which co-owners support by giving their time to visit, serve and support.

Through matching co-owner fundraising efforts in 2017/18 the Trust donated £14,000 to a wide variety of charitable causes.

**LandAid**  
THE PROPERTY INDUSTRY CHARITY



# 02

## Volunteering and Citizenship

UNSDGs: **1, 2, 3**

**Over the past year, co-owners have engaged in a wide variety of volunteering activities, as individuals and as part of our service and sector teams.**

Giving time through targeted 'consulting in kind', we use our professional skills to the benefit of local organisations and communities.

This year we have continued to provide pro bono professional advice on property related matters, including Church St public realm project for the Colmore BID in Birmingham; and cross-service professional support for the development of the new premises for Manchester charity Mustard Tree.

In Sierra Leone we continue to donate professional time to support the development of a rapid urbanisation toolkit being prepared by the Prince's Foundation for Building Community by undertaking workshop trials in the cities of Freetown and Bo; and to contribute to the work of Home Leone developing a pilot settlement to provide the first relocation low-cost sustainable housing strategy for the country.

# 03

## Professional engagement

UNSDGs: 4, 9, 13, 16, 17

**Our professional engagement goes far beyond being members of our 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 professions (including education and talent development)

This year we have published 51 thought leadership pieces on a wide variety of topics ranging from the national policy response to Build to Rent market and the implications of populations projections to new EIA regulations. This has included many pieces on the emergent revision to the NPPF.

Turley supports our co-workers in membership and participation of a large number of organisations and professional bodies. 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 influence policy.

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.



# 04

## Inclusive business

UNSDGs: 3, 5, 10

**We believe that inclusion and diversity bring different ideas and creativity to our business and enhance our ability to attract and retain the best talent.**



We became a Diversity Champion with Stonewall in 2015 and since then have steadily improved our equality index benchmark position, rising 26 places in the last year.

Our Inclusion & Diversity network, 'Embrace', was launched in 2017, and we hold annual Inclusion and Diversity surveys, the latest with a response of 61%.

We joined Real Estate Balance (REB) in 2017 and we commit to the REB CEO Commitments to Diversity.

We believe that our co-owners and business will thrive if we create the conditions for personal wellbeing.

We have a trust-based culture where flexibility is the norm and all co-owners are encouraged to maintain a healthy life balance. In 2017/18 15% of co-owners formally worked less than full-time hours and we offer informal flexibility to all co-owners.

To further support this we have a range of family friendly policies and this year introduced enhanced maternity pay and brought parity for men and women by enhancing Shared Parental Leave pay.

# 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.

We have adopted the Ethicability Framework's RIGHT approach to ethical issues, asking ourselves:

**R – What are the Rules?**

**I – Are we acting with Integrity?**

**G – Who is this Good for?**

**H – Who could we Harm?**

**T – What's the Truth?**

# 06

## Sustainability

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

**As responsible professionals engaged in the built environment, we understand and embrace sustainability. As advocates of sustainable development we 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 <sub>2</sub> e] |         | % Change |
|----------------|--|---------|----------|
|                | 2017-18                                  | 2016-17 |          |
| Scope 1        | 1.53                                     | 6.16    | -75%     |
| Scope 2        | 143.00                                   | 162.51  | -12%     |
| Scope 3        | 136.00                                   | 129.42  | +5%      |
| TOTAL          | 280.53                                   | 298.09  | -6%      |

We are committed to monitoring and reducing our carbon footprint and go beyond requirements that apply to Listed UK companies and report on greenhouse gas emissions in our GHG report.

We have calculated our carbon footprint based on the energy consumption in our offices and the emissions from our business travel. In 2017/18, our total carbon footprint from all offices was 281 tonnes of carbon. This equates to 642kgCO<sub>2</sub> per co-owner for Scope 1 and 2 emissions, and 602kgCO<sub>2</sub> per co-owner for Scope 3 emissions.

In 2017/18 we have:

- i. Implemented a set of key performance indicators (KPIs) to monitor the consumption of resources across our practice along with a commitment to reduce these on an annual basis where possible.
- ii. Provided our co-owners with access to sustainability best practice and knowledge to advise our clients accordingly.
- iii. Made a positive contribution toward climate change mitigation through a commitment to monitor and minimise the carbon footprint per co-owner of our business where possible.
- iv. Adopted responsible procurement processes for the goods and services that we procure.
- v. Maintained our ISO14001 certification to ensure we have an accredited standard to demonstrate our continuous improvement to environmental management.
- vi. Located our offices in locations with good access to public transport facilities and which incorporate sustainable design features where under our control or negotiation.
- vii. Encouraged the use of public transport, walking and cycling by our co-owners in their commuting and business travel.

# 07

## Education and talent development

UNSDGs: 4, 13, 17

**As part of our commitment to engaging with and developing our professions, we recognise that we have a part to play in the development of the next generation of professionals.**

As part of our work in education and talent development we are therefore closely involved with:

- Developing the next generation of professionals
- Supporting our professional bodies
- Engaging with universities and schools

As Learning Partners of the RTPI we have a successful mentor scheme for licentiate members and work with the institute and other bodies to continually improve graduate training programmes and CPD.

Our contribution to work with universities in 2017/18 has included:

- Lectures and tutoring at Queen's University Belfast, Napier University, Liverpool Department of Civic Design, and the University of Manchester
- Service on the Partnership Boards of Sheffield University, Manchester University and Birmingham University.
- Sponsorship of prizes to exemplary students on courses at the University of Birmingham, Manchester and Sheffield



**RTPI**

mediation of space · making of place

# Looking ahead to 2018/19

**In the next year the company will be refreshing its overall business strategy, with our CSR approach fully integrated in the core of the business. We will continue to think and act in terms of an Approach to CSR rather than a CSR Policy. CSR is a way of doing things; a way of acting and doing business responsibly.**

Our Charitable Trust will review and recommunicate its strategy on giving and engagement; and our pro-bono protocol. Our Sustainability team will continue to develop and refine our own sustainability reporting and environmental impact measures.

We will 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.



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