

# Turley CSR Report

2019/2020

**Turley**

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# Introduction

## CSR is at the heart of our company business strategy and how we do business to shape better places and make a positive difference.

We are a responsible, employee owned business.

We follow a progressive approach to CSR which covers seven important strands.

The pandemic has brought into sharp focus the strength of our employee owned culture, leadership and co-owner (employee) engagement. It has reinforced our commitment to supporting those most in need through our work with our Charitable Trust.

We believe in effective communication and co-owner wellbeing; and we are staying close to our clients and professional bodies, and building relationships with local and central government to make our contribution to 'building back better'.

We are proud to have become a carbon neutral company in 2020 as part of our ongoing commitments to tackle the climate emergency and encourage a green economic recovery.

We continue to map our CSR activity against the [UN Sustainable Development Goals \(UNSDGs\)](#) for the second year and provide particular detail on those areas where we have focussed as a business. 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.

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

## UN Sustainable Development Goals



# 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.£800,000 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 homeless charities, the world's poorest communities and the disadvantaged.

In 2019/20 the Charitable Trust has continued to support its UK and overseas charities with annual donations, match funding and other giving.

£10,000 was donated to our UK charity partner Land Aid and £15,000 to our overseas partners Home Leone and Mission Direct.

£24,000 was donated directly to our office-nominated charities, which co-owners support by giving their time to visit, serve and support.

A team of 11 co-owners returned to Home Leone, Sierra Leone, and worked on a block of housing at Destiny Village, raising over £16,000 towards building costs. The trust was able to support this trip with further funding of £10,000.

We also donated £5,000 to the Ethical Property Trust who manage property which supports social change.

We donated £12,000 to three charity projects in Scotland, Birmingham and Cambridge. By way of example, SIFA Fireside, a homeless charity in Birmingham, received £2,250 to set up a 'back to work' programme. Co-owners raised additional funds through a sleep out and volunteered to serve meals at the local drop in centre.

Through matching co-owner fundraising efforts in 2019/20 the Trust donated £8,000 to a wide variety of charitable causes.

The total amount donated to charity, through the Trust, was just over £100,000. This includes the £16,000 that the Sierra Leone team raised for their trip and the £8,000 of other match funding events across the company.

**LandAid**  
THE PROPERTY INDUSTRY CHARITY



Charitable Trust

# 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 teams.**

This year we have implemented our pro bono protocol and worked closely with Land Aid to extend and publicise our services to local charities and community groups.

We provided initial pro bono advice to the trustees of the Eternal Wall of Answered Prayer, Birmingham, a project which went on to secure full planning permission.

Our multi-service delivery of the Emmeline Pankhurst Statue in Manchester also received a commendation in Property Week as part of the national 'Pro Bono' challenge.

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.

We are also working with Freetown City Council to design a system for the better regulation of new development through planning and building permits.

We supported co-owners to undertake a charity or community projects within their locations which was part of our celebration of Employee Ownership Day and supports 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 94 thought leadership pieces on a wide variety of topics ranging from town centre mixed-use renewal to the changing housing market, including build-to-rent, later living, urban living and new communities.

Turley supports our co-owners in membership and participation in 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

**Inclusion and diversity is at the heart of our company business strategy.**

In the earlier part of 2020 we were horrified by news about the killings of George Floyd, Breonna Taylor and Ahmaud Arbery. Incidents which are not isolated, but rather part of a systemic problem.

We understand that Black discrimination is seen all over the world, and is prevalent throughout the UK.

Embrace (our inclusion and diversity group), together with contributions from co-owners, collated suggestions, online resources and books to support co-owners to consider how we can educate ourselves and continue to play an active role in the movement against discrimination.

This year we reported formally on our gender pay gap having published our data internally the year before despite not meeting the 250+ employee requirement at that time. We have worked with an external consultant to prepare an action plan to close our gender pay gap and agreed priorities with our Senior Directors and Embrace.

We continue our membership of Real Estate Balance (REB) and are committed to the REB CEO Commitments to Diversity.

In December 2019 Oasis, our LGBT+ network, published our network aims internally. These aims are fully supported by the company and are aligned to our work as a Diversity Champion and participation in the Stonewall Work Place Equality Index.

We were pleased to update all of our policies to incorporate the use of gender neutral language and to be inclusive to same sex couples.

We marked Trans Day of Remembrance in November and two of our senior allies accompanied a member of Oasis to the National Transgender Memorial.

We marked LGBT+ History Month in February and with the theme 'Poetry, Prose and Plays', co-owners participated in a variety of activities to show their support to promote equality and diversity.

Co-owners across the company have also been showing their support for the LGBT+ community by attending events, raising awareness during team meetings and taking a pledge to find a way to mark an LGBT+ awareness day', 'start conversations' and 'be excellent to each other'.



# 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.

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

**As responsible professionals engaged in the built environment, we understand and embrace sustainability.**

**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.**

**Within the last year, we have also become a carbon neutral business.**

We have used a combination of approaches to robustly achieve third party CarbonNeutral® company certification in March 2020. **Natural Capital Partners**, leading experts in carbon neutrality and climate finance, provided this accreditation.

This commitment demonstrates our firm commitment to climate leadership and resource management.

Our journey to carbon neutrality began in 2016 when we first voluntarily calculated and reported our carbon footprint (using internationally recognized methodology) as part of our wider CSR initiative. Our carbon neutral certification is based on data for the 2018 -19 financial year. We will be undertaking a similar exercise this financial year to maintain our CarbonNeutral® status based on the greenhouse gas (GHG) emissions shown in the table.

For the first time we are able to report on our emissions associated with co-owner commuting. Therefore, in 2019–20 our total carbon footprint from all offices, based on the energy consumption in our offices and the emissions from our business travel and now, co-owner commuting, was 319 tonnes of carbon. This equates to 372kg CO2 per co-owner for Scope 1 and 2 emissions, and 781kg CO2 per co-owner for Scope 3 emissions.

Our total GHG emissions have increased compared to that reported in 2018. However, this is due to improvements in our reporting given that we now account for emissions associated with commuting and refrigerant gas losses from air conditioning units within our offices (as part of Scope 1).

The COVID-19 lockdown during 2020 accelerated our digital connectivity and significantly reduced our business travel and resource consumption.

Emission Scope	GHG Emissions [tonnes CO <sub>2</sub> e]		% Change
	2018-19	2019-20	
Scope 1	5.9	6	2%
Scope 2	112	97	-13%
Scope 3	148	216	46%
TOTAL	266	319	20%

We will introduce a blended flexible working model for co-owners to continue our efforts in these areas.

In addition, we continue to:

- i. Monitor the consumption of resources across our practice along with a commitment to reduce these on an annual basis where possible.
- ii. Provide co-owners with access to sustainability best practice and knowledge to advise our clients accordingly.
- iii. Adhere to responsible procurement processes for the goods and services that we procure.
- iv. Maintain our ISO14001 certification to ensure we have an accredited standard to demonstrate our continuous improvement to environmental management.
- v. Maintain office locations which have good access to public transport facilities and incorporate sustainable design features where under our control or negotiation.
- vi. Encourage the use of public transport, walking and cycling by our co-owners in their commuting and business travel (where applicable).

# 07

## Education and talent development

UNSDGs: 4, 13, 17

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



**RTPI**

mediation of space · making of place

During 2019/20 we increased our activities to support greater social mobility within the Real Estate sector.

We participated in social mobility conversations with the British Property Federation and supported the work of the Mayor's Fund for London which is committed to ensuring all young people in London receive the same opportunities.

We were pleased to participate in the socio-economic diversity in the Real Estate sector research during the early part of 2020 and the report has since been published - [click here](#).

Turley was one of twelve leading companies within the property sector to collaborate with the Bridge Group to understand how socio-economic background affects access to, and success in, the industry. The research was funded by the JLL UK Foundation, a registered charity focused on supporting young people from low socio-economic backgrounds into the property industry.

The report revealed that the sector is deeply lacking in diversity, and acutely by socio-economic background.

As part of our work in education and talent development we continue to be 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.

We are pleased to support our assistant level co-owners through our in-house learning and development programme which develops personal and professional attributes and capabilities.

# Looking ahead to 2020/21

**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.**

The pandemic will continue to bring challenges for our industry and our company.

Our leadership team and co-owners will work closely together to maintain our resilience and contribution to 'building back better' into the 2020/21 year.

We will:

- Take a long term view of CSR and continue to live by our purpose 'we are in business together so our people, places and performance will flourish'.
- Maintain our strong ethics and attributes as an employee owned business, e.g. to make the best judgements about Government funds and support.
- Focus on refreshing our Sustainability Policy to align with our carbon neutral goals.
- Continue to advise clients and third parties to support their path to carbon neutrality as part of a green recovery.
- Continue to enhance our culture and working practices to align with the 'new normal' to meet client and co-owner needs.
- Work with Embrace to refresh our inclusion and diversity goals and continue to actively take steps to reduce our gender pay gap.
- Focus on implementation of the Bridge Group socio-economic research recommendations.
- 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).



**Contact:**

Chrysta Poppitt  
Senior Director, HR / Lead for Corporate  
Social Responsibility  
chrysta.poppitt@turley.co.uk

0161 233 7676

**turley.co.uk**

 **@turleyplanning**

 **linkedin.com/company/turley**

**Turley**