

Reporting and data SSE's sustainability performance



Social KPIs

	GRI-G4 Indicator Reference	Unit	2016/15	2015/14	2014/13
Health and safety					
Accident Frequency Rate - employees	G4 - LA6	Per 100,000 hours	0.07	0.04	0.05
Total Recordable Injury Rate - employees	G4 - LA6	Per 100,000 hours	0.15	0.12	0.12
Fatal incidents - employees	G4 - LA6	Number	0	1	0
Accident Frequency Rate - contractors	G4 - LA6	Per 100,000 hours	0.22	0.25	0.20
Total Recordable Injury Rate - contractors	G4 - LA6	Per 100,000 hours	0.56	0.48	0.42
Fatal incidents - contractors	G4 - LA6	Number	0	0	0
Accident Frequency Rate - employees and contractors	G4 - LA7	Per 100,000 hours	0.1	0.1	0.09
Total Recordable Injury Rate - employees and contractors	G4 - LA8	Per 100,000 hours	0.23	0.23	0.2
Dangerous or potentially dangerous road traffic incidents involving SSE employees driving company vehicles	G4 - LA6	Rate per 100 vehicles	0.37	0.28	0.25
Lost days per year due to sickness		Number	182,058	165,407	161,717
General employment statistics					
Total number of employees ¹	G4 - LA12	Number	21,118	19,965	19,894
Ratio of CEO earnings to average employee earnings ²		Number:1	42:1	-	-
Total number of hours worked ³		Hours	39,128,900	36,717,450	37,045,000
Sustainable employment					
Employee retention rate ⁴	G4 - LA1	%	89	87	91
Average/median length of service		Years	9.43/7.22	9.34/6.57	9.07/6.00
Employees with flexible working arrangements		%	8.8	9.1	10.6
Employee productivity - Direct contribution to GDP per capita (UK)		£	129,700	139,900	115,700
Employee productivity compared to national averages - UK ⁵		Number:1	2.4:1	2.6:1	2.2:1
Employee productivity compared to national averages - Ireland ⁵		Number:1	2.4:1	2.3:1	2.6:1
Employees covered by Living Wage (UK only)	G4 - EC5	%	100	100	100
Employees covered by Minimum Wage	G4 - EC5	%	100	100	100
Human capital value	G4 - EC5	£bn	-	3.4	-
Employee engagement					
Employee engagement survey participation		%	89	92	92
Employee engagement survey result		% engagement index	77	73	78
Employees participating in the share incentive plan		%	64	52	53
Employees participating in the sharesave plan		%	41	41	40

1. Headcount at 31 March 2016, including employees within Windtowers Ltd.
 2. See page 110 in SSE's Annual Report 2016 for further details.
 3. Based on standard contractual hours over a 52 week period (excludes Overtime & Standby).
 4. Excludes end of fixed term contracts and internal transfers.
 5. Based on GVA per capita and data provided by the UK's Office for National Statistics (ONS) and Ireland's Central Statistics Office (CSO), from PwC analysis.

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Employee skill development (training and education)					
Investment in externally-provided training and development	G4 - LA10	£m	2.1	1.1	2.5
Investment in pipelines ⁶	G4 - LA10	£m	12.7	11	-
Total number of training interventions ⁷	G4 - LA10	Number	63,052	48,656	-
Equal opportunities and non-discrimination					
Percentage of female employees	G4 - LA12	%	31	30	30
Average age of employees	G4 - LA12	Years	40	40	41
Male/female employees earning over £40,000	G4 - LA13	%	25.3/11.9	23.6/10.9	23.2/10.7
Diversity of Board	G4 - LA12	% female	33	25	33
Human rights					
Human rights grievances filed through formal mechanisms	G4 - HR12	Number	0	0	0
Modern Slavery Statement			http://sse.com/media/400902/statement-on-modern-slavery-v1.pdf		
Corporate governance					
Corporate Governance Report	G4 - 56		http://sse.com/aboutus/corporategovernance/		
Business ethics					
Code of business ethics - including anti-corruption, anti-bribery and anti-competitiveness			http://sse.com/aboutus/corporategovernance/		
Recorded whistle blowing incidents		Number	41	-	-
Formal grievances raised	G4 - LA16	Number	76	80	88
Formal disciplinary procedures instigated	G4 - LA16	Number	288	319	420
Suppliers					
Total procurement spend	G4 - EC9	£bn	2.7	2	-
Supply chain employees impacted by Living Wage ⁸	G4 - EC9	Number	400	80	-
Value of Open4Business contracts	G4 - EC9	£m	22.8	56.8	-
Community					
Employee days donated to charity		Days	3,422	5,000	8,041
Employees involved in community volunteering		%	17	26	41
Value of employee days donated to charity		£	355,000	440,626	683,405
Community investments funds		£m	3.96	3.7	4.5
Charitable giving ⁹		£m	4.83	4.16	5.18

6. Total cost of apprentice, engineering graduate and Technical Skills Trainee programmes.
 7. Including targeting courses, workshops, seminars on e-learning packages.
 8. Estimated by KPMG. Full report can be found at www.sse.com/beingresponsible.
 9. Total across UK and Ireland, including: charitable donations through match funding, community investment funds, resilient communities fund, financial value of employee volunteering. Breakdown found within the 'Charitable giving' section on page 12.

Environmental KPIs

	GRI-G4 Indicator Reference	Unit	2016/15	2015/14	2014/13
Environmental management					
Number of major incidents	G4 - EN29	Number	0	0	1
Number of serious incidents	G4 - EN29	Number	11	4	6
Number of minor incidents	G4 - EN29	Number	20	31	34
Environmental prosecutions	G4 - EN29	Number	0	0	0
Carbon emissions (climate change)					
Scope 1 emissions (emissions from operations owned or controlled by the organisation)	G4 - EN15	000s tonnes CO ₂ e	11,021	13,079	20,722
Scope 2 emissions (emissions from the generation of purchased electricity, heating and cooling consumed by the organisation)	G4 - EN16	000s tonnes CO ₂ e	1,138	1,244	1,163
Scope 3 emissions (emissions that occur outside of the organisation in support of its activities)	G4 - EN17	000s tonnes CO ₂ e	906	2,426	3,505
Total carbon emissions		000s tonnes CO ₂ e	13,066	16,749	25,389
Carbon intensity of electricity generation	G4 - EN18	kg CO ₂ e per MWh	397	474	576
Energy consumption					
Carbon Reduction Commitment (CRC) performance (absolute)		tonnes CO ₂ e	20,276	22,788	23,449
CRC target achieved compared to base		% reduction	19.0%	10.3%	6.7%
Total electricity consumption in buildings covered by CRC	G4 - EN3	kWh	102,485,611	107,695,334	117,056,911
Total gas consumption in buildings covered by CRC	G4 - EN3	kWh	6,295,651	10,303,824	10,451,412
Total energy consumption in buildings covered by CRC	G4 - EN3	kWh	108,781,262	117,999,158	127,508,323

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Travel and transport					
Fuel used in operational plant and vehicles		Litres	14,231,632	13,788,400	14,446,621
Flights		km	20,576,438	18,660,228	15,465,353
Train		km	7,039,160	5,822,964	5,175,182
Company cars		km	41,452,578	38,711,546	40,039,523
Water consumption					
Total water abstracted	G4 - EN8	Million m ³	28,856	27,109	27,914
Total water consumed		Million m ³	8.1	19.4	15.9
Total water returned	G4 - EN22	Million m ³	28,848	27,090	27,898
Total water abstracted & returned - hydro	G4 - EN8	Million m ³	28,563	27,027	27,569
Total water consumed - buildings		Million m ³	0.078	0.076	0.073
Total water abstracted - thermal	G4 - EN8	Million m ³	292.5	82.4	345.4
Total water consumed - thermal		Million m ³	8	19.3	15.8
Total water returned - thermal	G4 - EN22	Million m ³	284.6	62.8	329.3
Emissions to air					
SO ₂	G4 - EN21	Tonnes	10,685	16,871	29,969
NO _x	G4 - EN21	Tonnes	6704	9,977	24,233
SF ₆	G4 - EN21	kg	23	21	11

Economic KPIs

	GRI-G4 Indicator Reference	Unit	2016/15	2015/14	2014/13
Financial performance					
Adjusted profit before tax (PBT)		£m	1513.5	1,564.70	1,551.10
Adjusted earnings per share		Pence per share	119.5	124.1	123.4
Dividend per share		Pence per share	89.4	88.4	86.7
Economic contribution					
Total economic contribution - UK GDP ¹⁰	G4-EC1	£bn	8.87	8.81	9.22
Total economic contribution - Ireland GDP ¹⁰	G4-EC1	€m	805	966	973
Total economic contribution - Scotland GDP ¹⁰	G4-EC1	£m	1,555	1,469	1,412
Total jobs supported - UK ¹¹	G4-EC8	Number	113,640	106,320	111,950
Total jobs supported - Ireland ¹¹	G4-EC8	Number	4,910	5,380	5,340
Total jobs supported - Scotland ¹¹	G4-EC8	Number	17,290	17,730	17,010
Regulated Asset Value - Transmission, Distribution and 50% share in SGN	G4-EC7	£m	7,957	7,350	6,820
Taxation					
Adjusted current corporation tax charge	G4 - EC1	£m	193.4	224.8	236.7
Payment of UK corporation tax	G4 - EC1	£m	130.8	155.2	115.4
Payment of Irish corporation tax ¹²	G4 - EC1	€m	0.04	7.3	11.1
Total taxes paid in UK	G4 - EC1	£m	453.9	506.2	431.6
Total taxes paid in Ireland	G4 - EC1	€m	15.2	20.1	24.5
Investment					
Total investment and capital expenditure	G4-EC7	£m	1,618.7	1,475.3	1,582.5
Renewable generation investment	G4-EC7	£m	291.8	239.0	339.9
Thermal generation investment	G4-EC7	£m	90.8	160.6	276.6
Networks investment	G4-EC7	£m	831.7	794.8	712.1
Networks operations					
Electricity distributed		TWh	39.5	39.6	40.4
Customer minutes lost - SHEPD		Average per customer	55	69	77
Customer minutes lost - SEPD		Average per customer	41	57	67
Customer interruptions - SHEPD		Per 100 customers	66	70	75
Customer interruptions - SEPD		Per 100 customers	47	60	68

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Diversity of generation portfolio					
Output of renewables (includes pumped storage)		GWh	9,695	8,656	9,271
Renewable output as % of total output		%	35	31	26
Output of thermal generation		GWh	18,081	18,931	26,687
Total generation output		GWh	27,776	27,587	35,958
Capacity of renewables		MW	3,275	3,394	3,326
Renewable capacity as % of total capacity		%	31	29	29
Capacity of thermal generation		MW	7,282	8,339	8,339
Total generation capacity		MW	10,557	11,733	11,665
Onshore wind pipeline		MW	1,331	1,117	776
Onshore wind in construction		MW	583	367	361
Offshore wind pipeline (Beatrice/ other projects)		MW	235/ 2950	332/ 2208	498/ 3720
Transmission projects in construction		Number	5	4	4
Retail customers					
Total energy customer accounts (GB,Ire)		Million	8.21	8.58	9.1
GB dual fuel energy bill based on current Ofgem typical domestic consumption values ¹³		£	1,088	1,115	-
Retail customer complaints to third parties (GB) ¹⁴		Number	1,416	1528	1208
National Customer Satisfaction Index for retail - UK		Score out of 100	73	72	71
Household/small business aged debt (GB,Ire)		£m	103.2	106.2	117.8
Customers that have received assistance from SSE through Warm Homes Discount scheme (WHD)		Number	325,194	336,794	314,389
Accumulative total of homes fitted with energy efficiency measures as part of Energy Company Obligation (ECO), since the scheme started in 2013		Number	265,037	223,457	100,861
Homes fitted with energy efficiency measures as part of Northern Ireland Sustainable Energy Programme (NISEP)		Number	976	560	-
Accumulative total of smart meters installed		Number	184,363	40,834	964

13. Figures at March in each financial year.
14. Ombudsman: Energy Services and Citizens Advice.

10. In current prices, from PwC analysis.

11. Measured as headcount, from PwC analysis.

12. The reduction in corporation tax paid in Ireland is due to the impact of capital allowances available for 2015 and 2016 on the Great Island CCGT plant constructed at Wexford County, Ireland. SSE is the only FTSE100 company to be Fair Tax Mark accredited. For more information on the Fair Tax Mark please see the case study on page 13 and the tax publications on www.sse.com/beingresponsible.