

DISCLOSING SSE'S PERFORMANCE

The following report details SSE's social, environmental and economic KPIs. For transparency, three years' worth of data is provided against each KPI where possible.



Contributing to the United Nations Sustainable Development Goals:



ENVIRONMENTAL

	GRI Standard	Unit	Change*	2018/19	2017/18	2016/17
ENVIRONMENTAL MANAGEMENT						
Number of major incidents	307-1	Number	↑	1	0	0
Number of serious incidents	307-1	Number	↓	9	11	8
Number of minor incidents	307-1	Number	↓	22	44	57
Environmental prosecutions and civil penalties	307-1	Number	=	0	0	0
CARBON EMISSIONS						
Scope 1 emissions (emissions from operations owned or controlled by the organisation) ^[1]	305-1	Million tonnes CO ₂ e	↓	8.81 ^(A)	10.16 ^(A)	8.00 ^(A)
Scope 2 emissions (emissions from the generation of purchased electricity, heating and cooling consumed by the organisation) ^[2]	305-2	Million tonnes CO ₂ e	↓	0.72 ^(A)	0.91	1.12
Scope 3 emissions (emissions that occur outside of the organisation in support of its activities) ^[3]	305-3	Million tonnes CO ₂ e	↓	9.29 ^(A)	10.63	10.39
Total carbon emissions		Million tonnes CO ₂ e	↓	18.83 ^(A)	21.70	19.51
Carbon intensity of electricity generation	305-4	gCO ₂ e per kWh	↓	284 ^(A)	305	302
EMISSIONS TO AIR						
SO ₂ - thermal generation ^[4]	305-7	Tonnes	↓	1,345	1,916	1,822
NO _x - thermal generation ^[4]	305-7	Tonnes	=	6,124	6,305	6,143
SF ₆ - thermal generation, transmission and distribution activities	305-7	kg	↑	577	519	389
ENERGY CONSUMPTION						
Carbon Reduction Commitment (CRC) performance (absolute)		Tonnes CO ₂ e	↑	13,895	17,675	19,923
CRC target achieved compared to base ^[5]	302-4	% reduction	n/a	21.4	n/a	n/a
Total electricity consumption in non-operation buildings	302-1	kWh	↓	111,490,109 ^(A)	128,741,306	120,960,005
Total gas consumption in non-operation buildings	302-1	kWh	=	7,468,250 ^(A)	7,856,736	7,101,157
Total energy consumption in non-operation buildings	302-1	kWh	↓	118,958,359	136,598,042	128,061,162
Total energy consumption in operational buildings	302-1	kWh	↑	241,224,395	224,489,260	211,938,757
WATER CONSUMPTION						
Total water abstracted ^[6]	303-1	Million m ³	=	25,131.0 ^(A)	24,044.3 ^(A)	22,658.9 ^(A)
Total water consumed ^[6]	303-1	Million m ³	↓	5.6 ^(A)	7.6 ^(A)	5.1 ^(A)
Total water returned ^[6]	306-1	Million m ³	=	25,126.1 ^(A)	24,037.3 ^(A)	22,654.5 ^(A)
Total water abstracted and returned - hydro	303-1	Million m ³	=	24,238.4	23,506.0	22,184.0
Total water consumed - buildings		Million m ³	↑	0.095 ^(A)	0.089	0.092
Total water abstracted - thermal ^[6]	303-1	Million m ³	↑	892.7	537.9	473.9
Total water consumed - thermal ^[6]	303-1	Million m ³	↓	4.9	7.0	4.4
Total water returned - thermal ^[6]	306-1	Million m ³	↑	887.8	530.9	469.5
BUSINESS TRAVEL						
Fuel used in operational plant and vehicles	302-1	Litres	=	14,247,005 ^(A)	14,383,371	14,349,772
Flights - distance travelled		km	=	15,773,216 ^(A)	15,209,850	13,193,514
Train - distance travelled		km	↑	8,789,446 ^(A)	7,522,534	6,125,637
Company cars - distance travelled		km	↓	30,161,374 ^(A)	37,708,728	33,630,814

*Arrows denote a change of 5% or more between 2017/18 and 2018/19

(A) SSE's Greenhouse gas (GHG), carbon intensity, energy consumption, business travel and water data has been independently assured by PwC LLP. The assurance statement and the criteria used for reporting, along with SSE's submission to the CDP Climate Change Programme, can be found at sse.com/sustainability. SSE's GHG data has been assured since 2015/16. Improvements in data reporting over this time has led to the restatement of some of the previous year's data points.

[1] Scope 1 comprises electricity generation, operational vehicles and fixed generation, sulphur hexafluoride emissions and gas consumption in buildings.

[2] Scope 2 comprises electricity distribution losses and electricity consumption in non-operational buildings and substations - transmission and distribution. In 2018/19 there was a change in the approach used for Scope 2 data collection and as a result 2016/17 and 2017/18 figures have been restated.

[3] Scope 3 comprises upstream emissions associated with the extraction, refining and transport of raw fuels purchased, SHE transmission losses, gas sold and business travel.

[4] Figures for emissions to air include Irish thermal generation air emissions data for the periods between 1 January and 31 December and GB thermal generation air emissions data for the periods between 1 April and 31 March. Previous years' figures have been restated to include Irish as well as GB data.

[5] A new baseline year was set for SSE's carbon emissions reduction target for the non-operational estate of 5% CO₂ reduction per three-year period (up until 2030) on 2017/18 levels. This was done to align the target timeline with SSE's 2030 Goals.

[6] Figures for 2018/19 water data cover SSE's operations in GB and Ireland. Previous years' data only covered GB and this has not been restated as the impact was immaterial to the overall totals. Data for Ireland covers the periods between 1 January and 31 December and GB covers the periods between 1 April and 31 March.

ECONOMIC

Contributing to the United Nations Sustainable Development Goals:



	GRI Standard	Unit	Change*	2018/19	2017/18	2016/17
FINANCIAL PERFORMANCE						
Adjusted profit before tax (PBT) ^[1]	102-7	£m	↓	725.7	1,179.3	1,276.5
Adjusted earnings per share ^[1]		Pence per share	↓	67.1	98.8	104.3
Dividend per share ^[1]		Pence per share	=	97.5	94.7	91.3
TAXATION						
Adjusted current tax charge (excluding Energy Services)	201-1	£m	↓	-6.8 ^[2]	82.5	103.8
Adjusted underlying current tax rate (excluding energy services)		%	↓	-0.9	7.0	8.1
Payment of UK corporation tax (including energy services)	201-1	£m	↓	33.6	124.2	96.8
Total taxes paid in UK (including energy services)	201-1	£m	↓	403.7	484.1	385
Payment of Irish corporation tax (including energy services)	201-1	€m	↓	-2.0 ^[3]	6.5	-0.9 ^[4]
Total taxes paid in Ireland (including energy services)	201-1	€m	↓	14.6	22.6	16.5
INVESTMENT AND SUPPLY CHAINS						
Total investment and capital expenditure (adjusted)	201-1	£m	↓	1,422.9	1,503.0	1,726.2
Renewable generation investment (adjusted)	203-1	£m	↑	326.1	301.7	366.4
Thermal generation investment (adjusted)	203-1	£m	↑	187.7	89.0	108.6
Networks investment (adjusted)	203-1	£m	↓	684.7	760.3	789.7
Total procurement spend	102-9	£bn	↑	c.3.2	c.2.9	c.3.0
ECONOMIC CONTRIBUTION						
Total economic contribution - UK GDP ^[5]	201-1	£bn	=	8.91	8.55	9.26
Total economic contribution - Scotland GDP ^[5]	201-1	£m	↓	1,596	1,819	1,899
Total economic contribution - Ireland GDP ^[5]	201-1	€m	↓	689	806	779
Total jobs supported - UK ^[6]	203-2	Number	=	101,170	99,000	103,720
Total jobs supported - Ireland ^[6]	203-2	Number	↓	4,080	4,520	4,720
Total jobs supported - Scotland ^[6]	203-2	Number	↓	14,480	17,360	17,000
NETWORKS OPERATIONS						
Networks customers on Priority Services Register (PSR)		Number	↑	707,198	574,047	487,202 ^[7]
Electricity distributed		TWh	=	38.3	39.2	39.3
Customer minutes lost - SHEPD	203 -1	Average per customer	↑	59	55	60
Customer minutes lost - SEPD	203 -1	Average per customer	=	50	48	43
Customer interruptions - SHEPD	203 -1	Per 100 customers	↑	69	57	68
Customer interruptions - SEPD	203 -1	Per 100 customers	↓	52	55	48
Regulated Asset Value - Transmission, Distribution and SSE's share in SGN ^[8]		£m	↑	8,729	8,304	7,679
Accumulative total of renewable generation capacity connected to SSE's electricity transmission network		MW	↑	6,236	5,209	4,760
ENERGY SUPPLY AND RETAIL OPERATIONS						
Total Retail customer accounts ^[9]		Million	=	1.27	1.23	1.25
Total SSE Energy Services customer accounts (GB domestic)		Million	↓	5.78	6.35	6.76
Retail customer complaints to third parties (GB) ^[10]		Number	↓	1,414	1,616	1,322

	GRI Standard	Unit	Change*	2018/19	2017/18	2016/17
uSwitch overall customer satisfaction rating ^[11]		%	=	70	71	76
Aged debt (Business Energy and Artiricty)		£m	↑	35.8	19.3	-
Aged debt (GB domestic)		£m	↑	82.8	76.9	-
SSE customers on Standard Variable Tariffs (GB)		%	=	c.67 ^[12]	c.68	c.70
Customers that have received assistance from SSE through Warm Homes Discount (WHD) scheme		Number	=	340,396	352,677	359,505
Accumulative total of homes fitted with energy efficiency measures as part of Energy Company Obligation (ECO), since the scheme started in 2013 ^[13]		Number	=	346,480	331,023	312,802
Smart meters on supply		Number	↑	>1,250,000	>850,000	>450,000
DIVERSITY OF ELECTRICITY GENERATION PORTFOLIO						
Total renewable generation output (inc. pumped storage)		GWh	=	9,779	9,428	7,955
Total thermal generation output		GWh	↓	21,056	23,670	18,341
Total generation output (all plant)		GWh	↓	30,835	33,098	26,296
Renewable generation (inc. pumped storage) - proportion of total output		%	=	31.7	28.4	30.3
Total renewable generation capacity (inc. pumped storage)		MW	=	3,767	3,826	3,309
Total thermal generation capacity		MW	↓	6,765	7,334	7,334
Total electricity generation capacity		MW	↓	10,532	11,160	10,643
Renewable generation (inc. pumped storage) - proportion of total capacity		%	=	35.8	34.2	31.1
SSE renewable generation capacity potential pipeline		GW	↑	Over 8	Over 2.5	Over 2.5

*Arrows denote a change of 5% or more between 2017/18 and 2018/19

[1] At 31 March 2019 SSE Energy Services is held for disposal and has been accounted for as a discontinued operation. Therefore, the results of SSE Energy Services have been excluded from the profit and loss metrics.

[2] The reduction in adjusted current tax charge is primarily due to SSE's reduced underlying profits for 2019 resulting in a lower corporation tax charge for the year, this then being more than eliminated by tax credits from earlier years. As SSE has continued to invest heavily in capital projects, at a time when profits are reduced, the capital allowances obtained on that expenditure also has a more significant impact on SSE's adjusted current tax rate for the year.

[3] In FY19, the ROI group received a net corporation tax refund of €2m. This mainly related to refunds of preliminary tax overpaid of €2.2m for FY18 and €0.2m for years prior to FY18. A preliminary tax payment of €0.4m was also made in relation to FY19.

[4] In FY17, the ROI group received a net corporation tax refund of €0.9m. A refund of €1m was received in relation to FY14 as preliminary corporation tax was overpaid for that period. A preliminary tax payment of €0.1m was made in relation to FY17 due to the availability of capital allowances.

[5] Total direct, indirect and induced Gross Value Added, from PwC analysis.

[6] Measured as headcount, from analysis undertaken by PwC.

[7] This number has been restated.

[8] SSE's share in SGN reduced from 50% to 33% from 26 October 2016.

[9] Includes Business Energy customer accounts and All-Island energy market customers (Ire).

[10] Ombudsman: Energy Services and Citizens Advice.

[11] The uSwitch independent survey asks energy customers to rate energy suppliers in a number of areas, including customer service, online service and value for money.

[12] Subject to Default Tariff Cap.

[13] Historic figures may vary from previously reported figures, due to Energy Efficiency savings being verified and determined by the scheme administrator throughout the scheme. Until such time as savings are determined, the number of measures or properties treated in a scheme can change while verification checks are completed by the administrator.

SOCIAL

Contributing to the United Nations Sustainable Development Goals:



	GRI Standard	Unit	Change*	2018/19	2017/18	2016/17
SAFETY						
Accident Frequency Rate - employees and contractors combined	403-2	Per 100,000 hours	↓	0.08	0.10	0.11
Accident Frequency Rate - employees/contractors	403-2	Per 100,000 hours	↓/↓	0.05/0.16	0.07/0.21	0.05/0.30
Total Recordable Injury Rate - employees and contractors combined	403-2	Per 100,000 hours	↓	0.16	0.20	0.22
Total Recordable Injury Rate - employees/contractors	403-2	Per 100,000 hours	↓/↓	0.10/0.32	0.12/0.44	0.13/0.51
Fatal incidents - employees/contractors	403-2	Number	=	0/0	0/0	0/1
Accountable Road Traffic Collision (RTC) Class 1 (Potential for major harm to people and the environment)		Number	↓	12	23	19
Accountable RTC Class 1 and RTC Class 2 (Potential for serious harm to people and the environment)		Rate per million miles	↓	0.53	1.14	1.43
WORKFORCE COMPOSITION						
Total SSE employees ^[1]	102-7	Number	=	20,370	20,785	21,157
Contingent Labour Force Size ^[2]	102-	Number	↓	4533	4,851	4,074
Average age of employees ^[3]	405-1	Years	=	40.9	40.5	40
Mean/median length of service		Years	≠	9.82/7.67	9.52/7.52	9.27/7.17
Average employee earnings ^[4]		£	=	45,230	43,144	40,723
Employees with flexible working arrangements ^[5]		%	=	12.0	11.9	11.5
Employees that say they can "work differently" ^[6]		%	↑	44	37	-
GENDER BALANCE						
Proportion of employees that are female	405-1	%	=	31.4	31.1	31.4
Diversity of Board of Directors	405-1	% female	=	30	30	33.3
Total SSE plc (UK) median gender pay gap	405-2	%	↑	21.0	19.6	19.3
Male/female employees earning over £40,000		%	↑/↑	29.8/18.0	25.7/14.3	24.7/12.8
Executive Committee and Direct Reports to the Executive Committee (excluding administrative roles) ^[7]		% female	=	18.5	19.1	18.2
WORKFORCE STABILITY AND WELLBEING						
Total number of hours worked ^[8]	401-1	Number	=	37,958,925	38,780,846	39,534,659
Employees on permanent/temporary/non-guaranteed or short hour contracts		%	≠/≠	95.1/4.7/0.2	95.3/4.4/0.2	96.3/3.4/0.3
Employee retention and turnover rate ^[9]		% retention/% turnover	≠	86.8/13.2	86.3/13.7	85.7/14.3
Regrettable or voluntary turnover ^[10]	403-2	Number (% of total turnover)	↓/≠	1,700 (63.5%)	1,817 (63.7%)	1,751 (57.9%)
Lost days per year due to sickness	102-38	Number	=	217,049	215,738	204,122
Employees covered by the negotiating arrangements under the Joint Negotiating and Consultative Committee		%	=	65	65	66
Ratio of CEO earnings to average employee earnings ^[11]		Number:1	↓	36:1	62:1	72:1
Employee productivity - direct contribution to GDP per capita (UK)		£	↓	140,470	148,120	172,000

	GRI Standard	Unit	Change*	2018/19	2017/18	2016/17
Employee productivity compared to national averages - UK ^[12]		Number:1	↓	2.4:1	2.6:1	3.1:1
Employee productivity compared to national averages - Scotland ^[12]		Number:1	↓	2.7:1	2.9:1	3.4:1
Employee productivity compared to national averages - Ireland ^[12]		Number:1	↑	2.5:1	2.3:1	2.4:1
EMPLOYEE SKILLS AND CAPABILITIES						
Learning and development expenditure ^[13]	404-2	£m	↓	11.1	12.4	9.5
Investment in pipeline programmes ^[14]	404-2	£m	↑	17.2	15.4	9.4
Average training hours per full-time equivalent employee		Number	=	22	22	21
EMPLOYEE ENGAGEMENT						
Employee engagement survey participation ^[15]		%	=	78	82	-
Employee engagement survey result ^[15]		% engagement index	↓	68	73	-
Employees participating in the share incentive plan		%	↑	65	58	75
Employees participating in the sharesave plan		%	↓	34	42	43
BUSINESS ETHICS						
Speak up contacts made	102-17	Number	↑	112	105	92
Formal grievances raised		Number (Rate per 100 employees)	↑(↑)	164 (0.81)	143 (0.69)	153 (0.72)
Formal disciplinary procedures instigated	102-17	Number (Rate per 100 employees)	↑(↑)	334 (1.64)	234 (1.13)	254 (1.20)
Human rights grievances filed through formal mechanisms		Number	=	0	0	0
COMMUNITY						
Employee days donated to charity		Number	↓	2,188	2,494	3,407
Employees involved in community volunteering		%	=	11.5	11.4	16
Value of employee days donated to charity ^[16]		£	↓	251,814	274,282	361,155
Community investments funds		£m	↑	8.16	5.70	5.78
Investment in communities ^[17]		£m	↑	8.45	6.51	6.93

*Arrows denote a change of 5% or more between 2017/18 and 2018/19

1 Headcount as at 31 Mar in each financial year – figure includes all SSE UK and ROI employees, excludes contingent/agency staff.

2 A contingent worker describes external personnel where the business determines that it cannot fulfil the requirement internally. A contingent worker can be a Consultant, Contractor or Temporary Agency Worker.

3 Based on average of all ages as at 31 March in each financial year.

4 Average employee earnings are based on staffing costs calculated on the same basis as Note 8.1 of the accounts in SSE's Annual Report 2019 (page 182), excluding social security costs.

5 Defined as employees with working hours of <1.0 FTE.

6 "Working differently" includes agile work arrangements such as compressed hours, job sharing and flexible start and end times. Result from SSE's employee 'Great Place to Work' (GPTW) survey.

7 The figures for the Executive Committee include the relevant members of the Committee in each financial year, as well as the Company Secretary and MD, Corporate Affairs and Sustainability, who attend all Committee meetings. Administration employees have not been included when calculating the direct reports to these individuals. Note that this percentage increased to 23.2% on 1 April 2019 following a reorganisation of SSE's business.

8 Based on standard contractual hours over a 52-week period (excludes Overtime and Standby).

9 Excludes end of fixed term contracts and internal transfers.

10 Based on turnover reason of "Regretted" as at 31 March of each financial year.

11 See page 55 for further details. Note SSE has also reported its median CEO pay ratio following the methodology outlined by the UK Government in line with its new reporting requirements.

12 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.

13 Total internal and external learning and development expenditure excluding pipeline programme investment. 2017/18 figures have been restated to include relevant investment data not previously captured.

14 Total cost of apprentice, engineering graduate and Technical Skills Trainee programmes, including salary costs.

15 Results from SSE's employee 'Great Place to Work' (GPTW) survey.

16 Calculated using the median base salary for those financial years (2016/17: £27,561, 2017/18: £28,594, 2018/19: £29,923).

17 Total across UK and Ireland, including: charitable donations through matched funding, Community Investment Funds, Resilient Communities Fund and financial value of employee volunteering.