

DATA AND PERFORMANCE

Transparent and open reporting of current and historic non-financial data.

This document provides detailed disclosure of SSE's sustainability key performance indicators.

For transparency, three years' worth of data for environmental, social and economic data is provided against each indicator where possible. SSE has also sought to report 2019/20 data within these sections both including and excluding SSE Energy Services, which was demerged from SSE plc in January 2020, to provide a new baseline for 2020/21 performance.



SSE'S GREEN BOND REPORTING

SSE issued its third Green Bond (GB3) of £350m in September 2019. This GB3 was fully allocated at issuance to refinance part of SSE's £1.3bn portfolio (includes 1,200MW Caithness Moray transmission project) of eligible transmission projects that transmit energy between Scottish renewable generation supply sites and the UK electricity customer. This GB3 is in addition to SSE's previous two Green Bonds which were issued in 2017 and 2018 to refinance part of SSE's portfolio of eligible projects of onshore and offshore wind farms in the UK and Ireland as well as the 1,200MW Caithness Moray transmission project.

The three green bonds that SSE has issued makes SSE one of the largest issuers of Green Bonds in the UK corporate sector with a total of £1.5bn raised.

SSE's Green Bond framework details the projects that SSE finances under each Green Bond and every year the Green Bonds are assured by PwC against SSE's GB Framework and its criteria document.

All green bonds that have been issued were used to refinance projects and the whole amount raised was employed at settlement:

- Green Bond 1 was issued in 2017 to refinance £548.4m of onshore wind projects with a capacity of 411MW. These projects generated around 1.4TWh of low carbon electricity and saved over 356mtCO₂e of carbon in the period between 01 April 2019 and 31 March 2020.
- Green Bond 2 was issued in 2018 to refinance £591.4m of onshore wind projects with a capacity of 132MW along with the Caithness-Moray HVDC (High Voltage Direct Current) transmission connection project. The Caithness-Moray transmission project has a capacity of 1,200MW and transmits renewable power from the north of Scotland across the UK. The onshore wind farm projects generated around 0.34TWh of low carbon electricity and saved around 87mtCO₂e of carbon in the period between 01 April 2019 and 31 March 2020.
- Green Bond 3 was issued in 2019 to refinance £350m of transmission projects. The primary reason for the transmission projects in the SHET network region is to support the expected increase in renewable generation connecting to the transmission network. Transmission networks can involve the construction of new transmission assets or the upgrade or reinforcement of existing transmission infrastructure to support new renewable connections. For the pipeline of SHET projects, the green impact relates to 2,732.2MW (including Caithness-Moray Link) of capacity for renewable generation connections with a further 3,519MVA of new or upgraded transmission infrastructure to accept additional power from new renewable projects.

More detail on SSE's Green Bonds, including its Green Bond Framework and full allocation of proceeds, can be found on [sse.com/investors](https://www.sse.com/investors).

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EXECUTIVE REMUNERATION – NON-FINANCIAL PERFORMANCE

The Annual Incentive Plan (AIP) for SSE's Executive Directors is evaluated against several sustainability measures, including progress made each year against the company's 2030 Goals. The below table summarises the performance outcome for 2019/20 for the 'Stakeholders' and 'Contribution to the UN Sustainable Development Goals' measures. Further detail can be found within the Remuneration Committee Report on page 145 of SSE's Annual Report 2020.

High-level measure	Detailed measure	Factors to be assessed	Summary performance	Outcome
Contribution to the UN Sustainable Development Goals (20% of total AIP)	Climate action: Take urgent action to combat climate change and its impacts	Reduce the carbon intensity of electricity generated by 50% by 2030, compared to 2018 levels, to around 150gCO ₂ e/kWh.	Carbon intensity of electricity generated increased marginally by 1.5%; but decision taken to bring coal-fired generation to an end, effective from March 2020. Significant long-term opportunities developed in SSE Renewables and SSE Thermal, enabling adoption of more stretching target to reduce carbon intensity by 60% by 2030, in line with adoption of other science based targets.	65% Met expectation
	Affordable and clean energy: Affordable, reliable and sustainable energy for all	Develop and build by 2030 more renewable energy to contribute renewable output of 30TWh a year.	2019/20 represented SSE's highest ever year of electricity generation from renewable sources. Secured 2.2GW of new offshore wind through CfD contracts. Announced development of first subsidy-free onshore wind farm.	90% Far exceeded expectation
	Industry, innovation and infrastructure: Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation	Build electricity network flexibility and infrastructure that helps accommodate 10 million electric vehicles in GB by 2030.	Working to pilot and trial electricity network flexibility that will enable local grids to accommodate the electrification of cars. Project LEO and a partnership between Government and network owners in Scotland represent two of the most significant projects in the UK that will help accelerate transport electrification. SSE joined the global EV100 initiative, committing to switch 3,500 of its vehicles to electric.	75% Exceeded expectation
	Decent work and economic growth: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Be the leading company in the UK and Ireland championing Fair Tax and a real Living Wage.	SSE achieved ongoing accreditation of both the Fair Tax Mark and the Living Wage, supporting both campaigns to attract more companies to become accredited. Furthermore, SSE continued its support of the new Living Hours initiative, which is a positive antidote to exploitative zero-hour contracts.	70% Exceeded expectation
Stakeholders (15% of total AIP)	Customers	Business Energy – A range of measures including customer complaints and satisfaction. Gateway for threshold performance at median performance of Citizens Advice league table.	Consistently ranked in the top 3 of business energy providers by Citizens Advice.	85% Far exceeded expectation
		Electricity Networks – A range of measures including customer interruptions and customer minutes lost. Gateway for threshold performance if average position is above median for all league tables.	Average ranking across the league tables is below median and therefore the performance gateway has not been met.	0 Below expectation
	Employees	Safety – Total Recordable Injury Rate (TRIR) and Accident Frequency Rate (AFR) for direct employees. TRIR target of <0.1.	TRIR and AFR have been maintained at the same low level as 2018/19. Continued improvement in driving safety and environmental performance.	92% Far exceeded expectation
		Engagement – A range of measures including employee engagement survey score, employee uptake of share plans and retention rate. Board and leadership engagement with employees.	Good employee engagement index relative to external benchmark and continued good uptake on employee share plans. A programme of employee engagement activity has been delivered.	80% Exceeded expectation
Suppliers	Inclusion and diversity – progress made closing SSE's median UK gender pay gap and progress made against SSE's Inclusion Strategy including progress on Return on Inclusion.	Improved Return on Inclusion with "champion" status reached. Increase in inclusive hiring practices, and strong improvement in women applying for and being appointed into senior roles. Decreased gender pay gap.	85% Far exceeded expectation	
	Safety – Total Recordable Injury Rate (TRIR) and Accident Frequency Rate (AFR) for contractors. TRIR target of <0.37.	Maintained TRIR at previous year's level and improved AFR.	87% Far exceeded expectation	

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ENVIRONMENTAL DATA

Metric	Unit	2019/20 - excluding SSE Energy Services	2019/20 - including SSE Energy Services*	2018/19	2017/18	SDG target	GRI Standard
Environmental Management							
Number of major incidents	Number	0	-	1	0	14.1, 15.1	307-1
Number of serious incidents	Number	12	-	9	11	14.1, 15.2	307-1
Number of minor incidents	Number	41	-	22	44	14.1, 15.3	307-1
Environmental prosecutions and civil penalties	Number	0	-	0	0	14.1, 15.4	307-1
Permit/Licence breach	Number	10	-	4	15	14.1, 15.5	
Carbon Emissions							
Scope 1 emissions ¹	Million tonnes CO ₂ e	8.26 ^(A)	8.27	8.81 [^]	10.16	13.2	305-1
Generation	Million tonnes CO ₂ e	8.21	8.21	8.76	10.10	13.2	305-1
Other scope 1	Million tonnes CO ₂ e	0.05	0.06	0.05	0.05	13.2	305-1
Scope 2 emissions ²	Million tonnes CO ₂ e	0.65 ^(A)	0.65	0.72 [^]	0.91	13.2	305-2
Distribution electricity network losses	Million tonnes CO ₂ e	0.55	0.55	0.61	0.77	13.2	305-2
Other scope 2	Million tonnes CO ₂ e	0.10	0.10	0.11	0.14	13.2	305-2
Scope 3 emissions ³	Million tonnes CO ₂ e	3.61 ^(A)	6.85	9.29 [^]	10.63	13.2	305-3
Raw fuels purchased	Million tonnes CO ₂ e	0.80	0.80	1.27	1.42	13.2	305-3
Gas sold	Million tonnes CO ₂ e	2.69	5.93	7.91	9.07	13.2	305-3
Transmission electricity network losses	Million tonnes CO ₂ e	0.10	0.10	0.09	0.11	13.2	305-3
Other Scope 3	Million tonnes CO ₂ e	0.02	0.02	0.02	0.02	13.2	305-3
Total carbon emissions ⁴	Million tonnes CO ₂ e	12.52 ^(A)	15.77	18.83	21.70	13.2	305-3
Carbon intensity of electricity generation	gCO ₂ e per kWh	288 ^(A)	-	284 [^]	305	13.2	305-4
Emissions to air							
SO ₂ - thermal generation ⁵	Tonnes	2,464	-	1,345	1,916	9.4, 12.4	305-7
NO _x - thermal generation ⁵	Tonnes	6,080	-	6,124	6,305	9.4, 12.4	305-7
SF ₆ - thermal generation, transmission and distribution activities	kg	607	-	577	519	9.4, 12.4	305-7
Energy consumption							
Purchased heat from non-renewable sources	GWh	3.59	3.85	7.47	7.86	12.2	302-1
Purchased electricity from renewable sources	GWh	97.60	104.56	111.49	128.74	12.2	302-1
Purchased electricity from non-renewable sources	GWh	233	233	241	225	12.2	302-1
Water consumption							
Total water abstracted ⁶	Million m ³	27,757 ^(A)	27,757	25,131 [^]	24,044	12.2	303-3
Total water consumed ⁶	Million m ³	6.9 ^(A)	6.9	5.6 [^]	7.6	12.2	303-5
Total water returned ⁶	Million m ³	27,751 ^(A)	27,751	25,126 [^]	24,037	12.2	303-4
Total water abstracted and returned - hydro	Million m ³	27,036	27,036	24,238	23,506	12.2	303-3
Total water consumed - buildings	Million m ³	0.046 ^(A)	0.052	0.095 [^]	0.089	12.2	303-5
Total water abstracted - thermal ⁶	Million m ³	721.6	721.6	892.7	537.9	12.2	303-3
Total water consumed - thermal ⁶	Million m ³	6.3	6.3	4.9	7	12.2	303-5
Total water returned - thermal ⁶	Million m ³	715.3	715.3	887.8	530.9	12.2	303-3
Business travel							
Fuel used in operational plant and vehicles	Litres	10,435,527 ^(A)	13,528,112	14,247,005 [^]	14,383,371	12.2	302-1
Flights - distance travelled	km	11,988,081 ^(A)	16,451,205	15,773,216 [^]	15,209,850	12.2	
Train - distance travelled	km	6,663,009 ^(A)	7,981,091	8,789,446 [^]	7,522,534	12.2	
Company cars - distance travelled	km	33,995,795 ^(A)	38,813,885	30,161,374 [^]	37,708,728	12.2	
Climate adaption and resilience							
Overhead line replacement and refurbishment ⁷	£m	26.5	-	36.8	35.6	13.1	
Tree cutting conducted by SSEN Distribution ⁷	£m	26.6	-	20.4	17.7	13.1	
Flood protection conducted by SSEN Distribution ⁷	£m	4.3	-	0.8	1.5	13.1	

* Energy Services data is included where relevant up to the date of the transaction with OVO Energy Ltd, in January 2020.

(A) This data has been subject to assurance. For the limited assurance opinion see [sse.com/sustainability](https://www.sse.com/sustainability).

[^] This data was subject to assurance in 2019. For the limited assurance opinion see [sse.com/sustainability](https://www.sse.com/sustainability).

¹ Scope 1 emissions are direct emission from sources owned or controlled by and organisation. For full detail on emission sources included in scope 1, see SSE's GHG and Water reporting criteria at [sse.com/sustainability](https://www.sse.com/sustainability).

² Scope 2 emissions are indirect emissions from the generation of purchased electricity, heating and cooling consumed by an organisation. For full detail on emission sources included in scope 2, see SSE's GHG and Water reporting criteria at [sse.com/sustainability](https://www.sse.com/sustainability).

³ Scope 3 emissions are other indirect emissions that outside of an organisation in support of its activities. For full detail on emission sources included in scope 3, see SSE's GHG and Water reporting criteria at [sse.com/sustainability](https://www.sse.com/sustainability).

⁴ GHG emissions from SGN's activities are excluded (SGN reports these separately). GHG emissions from other Joint Ventures are also excluded. For full detail on emission sources included in reporting, see SSE's GHG and Water reporting criteria at [sse.com/sustainability](https://www.sse.com/sustainability).

⁵ 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.

⁶ Figures for 2017/18 do not include operations in Ireland. For other years, data for Ireland covers the periods between 1 January and 31 December and GB covers the periods between 1 April and 31 March.

⁷ 2019/20 data may be subject to minor adjustment before final inclusion in the regulatory reporting pack published to Ofgem in August 2020. Some 2018/19 data has been slightly revised after finalisation of data for the August 2019 Ofgem regulatory reporting pack.

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ECONOMIC DATA

Metric	Unit	2019/20 - excluding SSE Energy Services	2019/20 - including SSE Energy Services*	2018/19	2017/18	SDG target	GRI Standard
Financial performance							
Adjusted profit before tax	£m	1,488.40	-	725.7	1,179.30	8.1	102-7
Adjusted earnings per share	Pence per share	83.6	-	67.1	98.8	8.1	
Dividend per share	Pence per share	80	-	97.5	94.7	8.1	
Taxation							
Adjusted current tax charge	£m	115.1	-	-6.8 ¹	82.5	8.1	201-1
Adjusted underlying current tax rate	%	11.2	-	-0.9 ¹	7	8.1	
Payment of UK corporation tax	£m	-	78.4	33.6	124.2	8.1	201-1
Total taxes paid in UK	£m	-	421.6	403.7	484.1	8.1	201-1
Payment of Irish corporation tax	€m	-	0	-2.0 ²	6.5	8.1	201-1
Total taxes paid in Ireland	€m	-	15.8	14.6	22.6	8.1	201-1
Investment and supply chains							
Total investment and capital expenditure (adjusted)	£m	1,358	-	1,423	1,503	9.1	201-1
Renewable generation investment (adjusted)	£m	342.7	-	326.1	301.7	9.1	203-1
Thermal generation investment (adjusted)	£m	177	-	187.7	89	9.1	203-1
Networks investment (adjusted)	£m	693.9	-	684.7	760.3	9.1	203-1
Total procurement spend	£bn	c.2.2	c.2.5	c.3.2	c.2.9	8.3	102-9
Proportion of SSE's top 50% of suppliers by spend with Science Based Target ³	%	4	-	-	-	13.2	
Economic contribution							
Total economic contribution - UK GDP ⁴	£bn	5.72	7.74	8.91	8.55	8.1	201-1
Total economic contribution - Scotland GDP ⁴	£m	1,339	1,436	1,596	1,819	8.1	201-1
Total economic contribution - Ireland GDP ⁴	€m	650	650	689	806	8.1	201-1
Total jobs supported - UK ⁵	Number	56,810	83,040	101,170	99,000	8.1	203-2
Total jobs supported - Ireland ⁵	Number	3,740	3,740	4,080	4,520	8.1	203-2
Total jobs supported - Scotland ⁵	Number	7,390	10,530	14,480	17,360	8.1	203-2
Networks operations							
Networks customers on Priority Services Register (PSR)	Number	746,821	-	707,198	574,047	7.1	
Electricity distributed	TWh	38	-	38	39	9.1	
Customer minutes lost - SHEPD	Average per customer	56	-	59	55	7.1	203 -1
Customer minutes lost - SEPD	Average per customer	46	-	50	48	7.1	203 -1
Customer interruptions - SHEPD	Per 100 customers	63	-	69	57	7.1	203 -1
Customer interruptions - SEPD	Per 100 customers	47	-	52	55	7.1	203 -1
Regulated Asset Value - Transmission, Distribution and SSE's share in SGN	£m	9,106	-	8,729	8,304	9.1	
Cumulative total of renewable generation capacity connected to SSE's electricity transmission network	MW	6,298	-	6,236	5,209	9.1	
Customer solutions							
Business Energy Electricity Sold	GWh	16,914	-	19,336	20,177	7.3	
Business Energy Gas Sold	mtherms	272	-	277	294	7.3	
Meter Point Administration Numbers (MPANs) supplied with SSE Green 100% renewable energy ⁶	Number	49,080	-	44,801	36,610	7.3	
Business Energy smart meter operating volumes (gas and electricity) ⁷	Number	157,409	-	121,175	88,616	7.3	
Energy customers' accounts (Business Energy sites)	Millions	0.52	-	0.55		7.3	
All Ireland energy market accounts	Millions	0.72	-	0.72	0.74	7.3	
Energy saved as a result of energy efficiency measures targeted to fuel poor households in Ireland	Million kWh	5.8	-	2.1	-	7.3	
Diversity of electricity generation portfolio							
Total renewable generation output ⁸	GWh	10,753	-	9,779	9,428	7.2	
Total renewable generation output including GB constrained off wind ⁸	GWh	11,442	-	10,464	9,824	7.2	
Total thermal generation output	GWh	17,725	-	21,056	23,670	7.1	
Total generation output (all plant) ⁹	GWh	28,486	-	30,835	33,098	7.1	
Renewable generation – proportion of total output	%	37.7	-	31.7	28.4	7.2	
Total renewable generation capacity ⁸	MW	3,992	-	3,767	3,826	7.2	
Total thermal generation capacity	MW	5,364	-	6,765	7,334	7.1	
Total electricity generation capacity	MW	9,356	-	10,532	11,160	7.1	
Renewable generation – proportion of total capacity	%	42.7	-	35.8	34.2	7.2	
SSE renewable generation capacity potential pipeline	GW	> 7	-	> 8	> 2.5	7.2	

* Energy Services data is included where relevant up to the date of the transaction with OVO Energy Ltd, in January 2020.

1 The reduction in adjusted current tax charge between 2017/18 and 2018/19 was 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 continued to invest heavily in capital projects, at a time when profits are reduced, the capital allowances obtained on that expenditure also had a more significant impact on SSE's adjusted current tax rate for the year.

2 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 FY18.

3 SSE's supplier target, which is part of its science based carbon targets, is calculated from a 2019/20 baseline.

4 Total direct, indirect and induced Gross Value Added, from PwC analysis.

5 Measured as headcount, from analysis undertaken by PwC.

6 Individual companies may have more than one MPAN so figures are not representative of customer numbers.

7 SMETS1, SMETS2 and AMR meters at 31 March in each year. SMETS1 meters installed before 5 December 2018 are counted as compliant.

8 Totals include pumped storage and biomass output.

9 Includes output from small biomass and CEP capability.

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|| SOCIAL DATA

Metric	Unit	2019/20 - excluding SSE Energy Services	2019/20 - including SSE Energy Services*	2018/19	2017/18	SDG target	GRI Standard
Safety							
Accident Frequency Rate - employees and contractors combined	Per 100,000 hours	-	0.09	0.08	0.1	8.8	403-9
Accident Frequency Rate - employees/contractors	Per 100,000 hours	-	0.05/0.19	0.05/0.16	0.07/0.21	8.8	403-9
Total Recordable Injury Rate - employees and contractors combined	Per 100,000 hours	-	0.16	0.16	0.20	8.8	403-9
Total Recordable Injury Rate - employees/contractors	Per 100,000 hours	-	0.10/0.32	0.10/0.32	0.12/0.44	8.8	403-9
Fatal incidents - employees/contractors	Number	0/0	0/0	0/0	0/0	8.8	403-10
Accountable Road Traffic Collision (RTC) Class 1 (Potential for major harm to people and the environment)	Number	20	-	26	41	8.8	403-9
Accountable RTC Class 1 and RTC Class 2 (Potential for serious harm to people and the environment)	Rate per million miles	1.45	-	1.41	1.77	8.8	403-9
Workforce composition							
Total SSE employees ¹	Number	12,133	19,182	20,370	20,785	8.5	102-7
Contingent Labour Force Size ²	Number	2,443	5,065	4,533	4,851	8.5	102-8
Average age of employees ³	Years	42.2	41.4	40.9	40.5	8.5	405-1
Mean/median length of service	Years	11.1/8.4	10.2/8.0	9.82/7.67	9.52/7.52	8.5	
Median employee earnings ⁴	£	40,908	-	45,230	43,144	8.5	
Employees that say they can "work differently" ⁵	%	61	-	44	37	8.5	
Gender balance							
Proportion of employees that are female	%	25.1	31.5	31.4	31.1	5.5	405-1
Diversity of Board of Directors	% female	30	-	30	30	5.5	405-1
Total SSE plc (UK) median gender pay gap	%	18.4	-	21	19.6	5.1, 8.5	405-2
Male/female employees earning over £40,000	%	42.9/28.9	33.2/21.0	29.8/18.0	25.7/14.3	5.5	
Group Executive Committee and Direct Reports to the Executive Committee (excluding administrative roles) ⁶	% female	20	-	18.5	-	5.5	405-1
Group Executive Committee, its sub-committees and Business Unit Executive Committees ⁷	% female	27.1	-	24.3	-	5.5	405-1
Roles at £70,000 (indexed to 31/12/17) or above	% female	17.1	-	16	-	5.5	
Workforce stability and wellbeing							
Total number of hours worked ⁸	Number	22,906,549	35,658,886	37,958,925	38,780,846	8.5	403-9
Employees on permanent/temporary/non-guaranteed or short hour contracts	%	95.4/4.1/0.5	95.1/4.5/0.3	95.1/4.7/0.2	95.3/4.4/0.2	8.5	102-8
Employee retention and turnover rate ⁹	% retention/% turnover	88.0/12.0	86.2/13.8	86.8/13.2	86.3/13.7	8.5	401-1
Regrettable or voluntary turnover ¹⁰	Number (% of total turnover)	796/54.5%	1,410/53.1%	1,700 (63.5%)	1,817 (63.7%)	8.5	403-
Lost days per year due to sickness	Number	110,604	181,365	217,049	215,738	8.5	2/401-1
Employees covered by the negotiating arrangements under the Joint Negotiating and Consultative Committee	%	56	69.4	65	65	8.8	102-38
Employees covered by collective bargaining (UK only)	%	56.0	69.4	70.8	-	8.8	
Ratio of CEO earnings to average employee earnings ¹¹	Number: 1	59:1	-	55:1	-	8.5	102-41
Employee productivity - direct contribution to GDP per capita (UK) ¹²	£	236,410	158,050	140,470	148,120	8.2	
Employee productivity compared to national averages - UK ¹²	Number: 1	3.8:1	2.6:1	2.4:1	2.6:1	8.2	
Employee productivity compared to national averages - Scotland ¹²	Number: 1	4.5:1	3.0:1	2.7:1	2.9:1	8.2	
Employee productivity compared to national averages - Ireland ¹²	Number: 1	1.7:1	1.7:1	2.5:1	2.3:1	8.2	
Employee skills and capabilities							
Learning and development expenditure ¹³	£m	75	10	111	124	8.2, 8.5	
Investment in pipeline programmes ¹⁴	£m	11.1	13.8	17.2	15.4	8.2	404-2
Average training hours per full-time equivalent employee	Number	24.9	23.4	22	22	8.2	404-2
Employee engagement							
Employee engagement survey participation ¹⁵	%	76	-	78	82	8.5	
Employee engagement survey result ¹⁵	% engagement index	76	-	68	73	8.5	
Employees participating in the share incentive plan (UK/Ire)	%	77/38	-	68/24	-	8.5	
Employees participating in the sharesave plan (UK/Ire)	%	24/16	-	34/18	-	8.5	
Business ethics							
Speak up contacts made	Number	88	188	112	105	8.8	
Formal grievances raised	Number (Rate per 100 employees)	66	-	164 (0.81)	143 (0.69)	8.8	102-17
Formal disciplinary procedures instigated	Number (Rate per 100 employees)	87	-	334 (1.64)	234 (1.13)	8.8	
Human rights grievances filed through formal mechanisms	Number	0	-	0	0	8.7	102-17
Community							
Employee days donated to charity	Number	1,817	1,856	2,188	2,494	8.3	
Employees involved in community volunteering	%	9.0	9.5	11.5	11.4	8.3	
Investment in communities ¹⁶	£m	8.2	-	8.5	6.5	8.3	

* Energy Services data is included where relevant up to the date of the transaction with OVO Energy Ltd, in January 2020.

1 Headcount as at 31 March 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 at 31 March in each financial year.

4 See page 150 of the Annual Report 2020.

5 "Working differently" includes agile work arrangements such as compressed hours, job sharing and flexible start and end times. Results are from SSE's annual employee engagement survey.

6 The Group Executive Committee, and senior management within SSE, is defined as members of the Committee, as well as the Company Secretary, General Counsel and MD Corporate Affairs and Strategy, who attend all Committee meetings.

7 Figures for all committees includes the relevant Committee Secretary.

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 150 of the Annual Report 2020 for further details. SSE has restated the 2018/19 figure so that the methodology is in line with UK Government reporting requirements, which it began reporting against in 2018/19.

12 From PwC analysis.

13 Total internal and external learning and development expenditure excluding pipeline programme investment.

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

15 Results from SSE's annual employee engagement survey. Note SSE changed survey provider in 2019/20, see page 80 of the Annual Report 2020.

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