

Economic KPIs

	GRI standard	Unit	2017/16	2016/15	2015/14
Financial performance					
Adjusted profit before tax (PBT)		£m	1,545.9	1,513.5	1,564.7
Adjusted earnings per share		Pence per share	125.7	119.5	124.1
Dividend per share		Pence per share	91.3	89.4	88.4
Economic contribution					
Total economic contribution - UK GDP	GRI 201-1	£bn	9.26	8.87	8.78
Total economic contribution - Ireland GDP	GRI 201-1	€m	779	795	954
Total economic contribution - Scotland GDP	GRI 201-1	£m	1,899	1,555	1,465
Total jobs supported - UK ¹	GRI 203-2	Number	103,720	113,640	106,320
Total jobs supported - Ireland ¹	GRI 203-2	Number	4,720	4,910	5,380
Total jobs supported - Scotland ¹	GRI 203-2	Number	17,000	17,290	17,730
Total Networks Regulated Asset Value - Transmission, Distribution and SSE's share in SGN, which reduced from 50% to 33% from 26 October 2016.	GRI 201-1	£bn	7.68	7.96	7.35
Taxation					
Adjusted current tax charge	GRI 201-1	£m	157.7	193.4	224.8
Payment of UK corporation tax	GRI 201-1	£m	96.8	130.8	155.2
Payment of Irish corporation tax	GRI 201-1	€m	-0.9 ²	0.04	7.3
Total taxes paid in UK	GRI 201-1	£m	385.0	453.9	506.2
Total taxes paid in Ireland	GRI 201-1	€m	16.5	15.2	20.1
Investment and Capex summary (adjusted)					
Total investment and capital expenditure	GRI 201-1	£m	1,726.2	1,618.7	1,475.3
Renewable generation	GRI 203-1	£m	366.4	291.8	239.0
Thermal generation	GRI 203-1	£m	108.6	90.8	160.6
Total Networks	GRI 203-1	£m	789.7	831.7	794.8
Networks operations					
Electricity distributed		TWh	39.3	39.5	39.6
Customer minutes lost - SHEPD		Average per customer	60	55	69
Customer minutes lost - SEPD		Average per customer	43	41	57
Customer interruptions - SHEPD		Per 100 customers	68	66	70
Customer interruptions - SEPD		Per 100 customers	48	47	60
Number of Networks customers on Priority Services Register (PSR) at 31 March in each financial year		Number	477,438	451,490	329,229

¹Measured as headcount, from analysis undertaken by PwC.

²In 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.

	GRI standard	Unit	2017/16	2016/15	2015/14
Diversity of generation portfolio					
Total renewable generation output (inc. pumped storage)		GWh	7,955	9,695	8,656
Renewable generation output as % of total generation output		%	30.3	34.9	31.4
Total thermal generation output		GWh	18,341	18,081	18,931
Total generation output all plant		GWh	26,296	27,776	27,587
Total renewable generation capacity (inc. pumped storage)		MW	3,309	3,275	3,394
Renewable generation capacity as % of total generation capacity		%	31.1	31.0	28.9
Total thermal generation capacity		MW	7,334	7,282	8,339
Total electricity generation capacity		MW	10,643	10,557	11,733
Onshore wind in development		MW	Over 500	Over 500	Over 1,000
Onshore wind in construction		MW	757	548	609
Offshore wind in development		GW	Over 2	Over 2	Over 3
Offshore wind in construction		MW	235	n/a	n/a
Retail customers					
Total domestic and business energy customer accounts (GB,Ire)		Million	8.00	8.21	8.58
Retail customer complaints to third parties (GB) ³		Number	1,322	1,416	1,528
Satisfaction amongst domestic customers with service provided by SSE Airtricity (ROI) (gas/ electricity) ⁴		%	n/a	85/89	91/82
GB average dual fuel energy bill ⁵		£	1,056	1,088	1,115
Household/small business aged debt (GB,Ire)		£m	80.2	103.2	106.2
uSwitch Overall customer satisfaction Rating ⁶		%	76	74	72
Customers that have received assistance from SSE through Warm Homes Discount scheme (WHD)		Number	359,505 ⁷	325,194	336,794
Accumulative total of homes fitted with energy efficiency measures as part of Energy Company Obligation (ECO), since the scheme started in 2013		Number	314,026	264,506 ⁸	223,457
Accumulative total of smart meters installed		Number	Over 500,000	Over 180,000	n/a

³Ombudsman: Energy Services and Citizens Advice.

⁴From the Commission for Energy Regulation (CER) consumer survey reports. Results for 2016/17 will be available later in 2017.

⁵SSE's average GB fuel energy bill based on current Ofgem typical domestic consumption values. Figures at 31 March in each financial year.

⁶The uSwitch independent survey asks energy customers to rate energy suppliers in a number of areas, including customer service, online service and value for money.

⁷The Warm Homes Discount scheme usually runs between 1 June and 31 March annually. The 2016/17 scheme was delayed while awaiting new regulations, and was open between 23 July 2016 to 31 May 2017.

⁸This figure has been restating since the Sustainability Report 2016 was published. The ECO 1 scheme ran from January 2013 to the end of March 2015. The ECO 2 scheme commenced in April 2015 and has recently been extended to a 3.5 year scheme, concluding in September 2018. At the end of a scheme, Energy Efficiency savings are verified and determined by the administrator of 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.

Environmental KPIs

	GRI standard	Unit	2017/16	2016/15	2015/14
Environmental management					
Number of major incidents	GRI 307-1	Number	0	0	0
Number of serious incidents	GRI 307-1	Number	8	11	4
Number of minor incidents	GRI 307-1	Number	57	20	31
Environmental prosecutions ⁹	GRI 307-1	Number	0	0	1
Carbon emissions (climate change)					
Scope 1 emissions (emissions from operations owned or controlled by the organisation) ¹⁰	GRI 305-1	000s tonnes CO ₂ e	8,004	11,021	13,079
Scope 2 emissions (emissions from the generation of purchased electricity, heating and cooling consumed by the organisation) ¹¹	GRI 305-2	000s tonnes CO ₂ e	1,034	1,138	1,244
Scope 3 emissions (emissions that occur outside of the organisation in support of its activities) ¹²	GRI 305-3	000s tonnes CO ₂ e	10,357	10,375	12,368
Total carbon emissions		000s tonnes CO ₂ e	19,395	22,534	26,676
Carbon intensity of electricity generation	GRI 305-4	kgCO ₂ e/MWh	304	397	474
Energy consumption					
Carbon Reduction Commitment (CRC) performance (absolute)		tonnes CO ₂ e	19,923	20,276	22,788
CRC target achieved compared to base	GRI 302-4	% reduction	21.0	19.0	10.3
Total electricity consumption in non-operation buildings	GRI 302-1	kWh	120,960,005	102,485,611	107,695,334
Total gas consumption in non-operation buildings	GRI 302-1	kWh	7,101,157	6,295,651	10,303,824
Total energy consumption in non-operation buildings	GRI 302-1	kWh	128,061,162	108,781,263	117,999,158

	GRI standard	Unit	2017/16	2016/15	2015/14
Travel and transport					
Fuel used in operational plant and vehicles	GRI 302-1	Litres	14,349,772	14,231,632	13,788,400
Flights		km	13,193,514	20,576,438	18,660,228
Trains		km	6,125,637	7,039,160	5,822,964
Company cars	GRI 302-1	km	33,630,814	41,452,578	38,711,546
Water consumption					
Total water abstracted	GRI 303-1	Million m ³	22,658	28,856	27,109
Total water consumed	GRI 303-1	Million m ³	5.0	8.2	19.4
Total water returned	GRI 306-1	Million m ³	22,654	28,848	27,090
Total water abstracted and returned - hydro	GRI 303-1	Million m ³	22,184	28,563	27,027
Total water consumed - buildings		Million m ³	0.092	0.078	0.076
Total water abstracted - thermal	GRI 303-1	Million m ³	473.9	292.5	82.4
Total water consumed - thermal	GRI 303-1	Million m ³	4.4	8.0	19.3
Total water returned - thermal	GRI 306-1	Million m ³	469.5	284.6	62.8
Emissions to air					
SO ₂	GRI 305-7	Tonnes	1,564	10,685	16,871
NO _x	GRI 305-7	Tonnes	5,555	6,704	9,977
SF ₆	GRI 305-7	kg	9.3	23	21

⁹Includes prosecutions and civil penalties.

¹⁰Scope 1 comprises electricity generation, operational vehicles and fixed generation, sulphur hexafluoride emissions and gas consumption in buildings.

¹¹Scope 2 comprises electricity distribution losses and electricity consumption in non-operational buildings and substations – transmission and distribution.

¹²Scope 3 emissions have been extended to include emissions from SHE Transmission losses and gas sold. As a result, scope 3 emissions have been restated for the previous year.

Social KPIs

	GRI standard	Unit	2017/16	2016/15	2015/14
Health and Safety					
Accident Frequency Rate - employees	GRI 403-2	Per 100,000 hours	0.05	0.07	0.04
Total Recordable Injury Rate - employees	GRI 403-2	Per 100,000 hours	0.13	0.15	0.12
Fatal incidents - employees	GRI 403-2	Number	0	0	1
Accident Frequency Rate - contractors	GRI 403-2	per 100,000 hours	0.30	0.22	0.25
Total Recordable Injury Rate – contractors	GRI 403-2	per 100,000 hours	0.51	0.56	0.48
Fatal incidents - contractors	GRI 403-2	Number	1	0	0
Accident Frequency Rate - employees and contractors	GRI 403-2	Per 100,000 hours	0.1	0.1	0.1
Total Recordable Injury Rate - employees and contractors	GRI 403-2	Per 100,000 hours	0.22	0.23	0.23
Road Traffic Collision Class 1 (Potential for major harm to people) both accountable and not accountable – employees	GRI 403-2	Rate per 100 vehicles	0.24	0.38	0.28
Lost days per year due to sickness	GRI 403-2	Number	204,122	182,058	165,407
General employment statistics					
Total SSE employees ¹³	GRI 102-7	Number	21,157	21,118	19,965
Ratio of CEO earnings to average employee earnings ¹⁴	GRI 102-38	Number:1	72:1	42:1	n/a
Total number of hours worked ¹⁵		Hours	39,534,659	39,128,900	36,717,450
Contingent Labour Force Size		Number	4,074	n/a	n/a
Sustainable employment					
Employee retention rate ¹⁶	GRI 401-1	%	86	89	87
Regrettable or voluntary turnover ¹⁷		Number (% of total turnover)	1,751 (57.9%)	n/a	n/a
Average/median length of service		Years	9.27/7.17	9.43/7.22	9.34/6.57
Employees with flexible working arrangements ¹⁸		%	11.5	11.4	10.3
Employee productivity - Direct contribution to GDP per capita (UK)		£	172,000	129,670	139,870
Employee productivity compared to national averages – UK ¹⁹		Number:1	3.1:1	2.4:1	2.6:1
Employee productivity compared to national averages – Scotland ¹⁹		Number:1	3.4:1	2.7:1	3.0:1
Employee productivity compared to national averages - Ireland ¹⁹		Number:1	2.4:1	2.4:1	2.3:1
Employees covered by Living Wage (UK only)	GRI 202-1	%	100	100	100
Employees covered by Minimum Wage	GRI 202-1	%	100	100	100
Employee engagement					
Employee engagement survey participation ²⁰	GRI 404-2	%	n/a	89	92
Employee engagement survey result ²⁰	GRI 404-2	% engagement index	n/a	77	73
Employees participating in the share incentive plan	GRI 404-2	%	75	64	52
Employees participating in the sharesave plan	GRI 404-2	%	43	41	41

	GRI standard	Unit	2017/16	2016/15	2015/14
Employee skill development (training and education)					
Investment in externally-provided training and development	GRI 404-2	£m	1.9	2.1	1.1
Total investment in training and development	GRI 404-2	£m	18.9	£17.2	n/a
Investment in pipelines ²¹	GRI 404-2	£m	9.4	12.7	11
Total number of training interventions ²²	GRI 404-2	Number	103,688 ²³	63,052	48,656
Equal opportunities and non-discrimination					
Percentage of female employees	GRI 405-1	%	31.4	30.9	29.6
Average age of employees ²⁴	GRI 405-1	Years	40	40	40
Male/female employees earning over £40,000	GRI 405-1	%	24.7/12.8	25.3/11.9	23.6/10.9
Diversity of Board	GRI 405-1	% female	33	33	25
Human rights					
Human rights grievances filed through formal mechanisms	GRI 102-18	Number	0	0	0
Modern Slavery Statement			http://sse.com/media/470685/ModernSlaveryStatement2017.pdf		
Corporate governance					
Corporate Governance Report			http://sse.com/aboutus/corporategovernance/		
Business ethics					
Code of business ethics - including anti-corruption, anti-bribery and anti-competitiveness	GRI 102-17		http://sse.com/aboutus/corporategovernance/codeofbusinesspractice/		
Recorded whistle-blowing incidents	GRI 102-17	Number	88	41	n/a
Formal grievances raised	GRI 102-17	Number (Rate per 100 employees)	153 (0.72 per 100 employees)	73 (0.35 per 100 employees)	80
Formal disciplinary procedures instigated		Number (Rate per 100 employees)	254 (1.20 per 100 employees)	271 (1.29 per 100 employees)	319
Suppliers					
Total procurement expenditure	GRI 102-9	£bn	c. 3.0	c. 2.7	c. 2
Supply chain employees impacted by the living wage ²⁵	GRI 204-1	Number	720	400	80
Value of Open4Business contracts	GRI 204-1	£m	36.9	22.8	56.8
Community					
Employee days donated to charity		Days	3,407	3,422	5,000
Participation rate in community volunteering		%	16	17	26
Value of employee days donated to charity ²⁶		£	361,155	355,361	440,626
Community investments funds	GRI 413-1	£m	5.78	3.96	3.7
Investment in communities ²⁷		£m	6.93	4.83	4.16

¹³ Headcount as at 31 March in each financial year – figure includes all SSE UK and ROI employees, excludes contingent/agency staff.

¹⁴ See page 91 in SSE's Annual Report 2017 for further details.

¹⁵ Based on standard contractual hours over a 52 week period (excludes Overtime and Standby).

¹⁶ Excludes end of fixed term contracts and internal transfers.

¹⁷ Based on Turnover reason of "Regretted" as at 31 March 2017.

¹⁸ Figures for 2014/15 and 2015/16 have been restated to now include employees in both UK and Ireland.

¹⁹ 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.

²⁰ Externally facilitated company-wide employee engagement survey, 2016/17 results not available until July 2017.

²¹ Total cost of apprentice, engineering graduate and Technical Skills Trainee programmes.

²² Including targeting courses, workshops, seminars and e-learning packages.

²³ 2016/17 figure represents classroom based interventions only, recorded on SSE's new Learning Management System.

²⁴ Based on average of all ages as at 31 March in each financial year.

²⁵ Estimated by KPMG. Full report can be found at www.sse.com/beingresponsible.

²⁶ 2015/16 and 2016/17 values calculated using the median base salary for those financial years (£27,000 and £27,561 respectively). 2014/15 value taken from SSE's Responsibility Review 2015.

²⁷ Total across UK and Ireland, including: charitable donations through matched funding, Community Investment Funds, Resilient Communities Fund and financial value of employee volunteering. Breakdown found on page 18.

Gender Pay KPIs (UK)

As at 5 April 2017

SSE Business Entity with 250 or more employees	Number of relevant employees in entity	Proportion of male and female employees in business entity (M%/F%)	Mean hourly pay difference between male and female employees (%)	Median hourly pay difference between male and female employees (%)	Proportion of men/women in lower quartile pay band (M%/F%)	Proportion of men/women in lower middle quartile pay band (M%/F%)	Proportion of men/women in upper middle quartile pay band (M%/F%)	Proportion of men/women in upper quartile pay band (M%/F%)	Mean difference in bonus payment between male and female employees (%)	Median difference in bonus payment between male and female employees (%)	Proportion of men/women receiving bonus pay (M%/F%)
SSE Plc	20,309	68.6/31.4	22.0	19.3	56.8/43.2	59.3/40.7	78.4/21.6	84.0/16.0	32.5	9.1	32.1/12.4
SSE Energy Supply Ltd	5,905	40.9/59.1	8.9	-3.8	41.3/58.7	45.5/54.5	35.2/64.8	46.9/53.1	65.4	19.9	8.0/4.2
SSE Metering Ltd	2,543	82.6/17.4	-5.8	0.0	87.5/12.5	82.8/17.2	79.9/20.1	80.8/19.2	-0.9	26.4	37.0/12.2
SSE Contracting Ltd	2,529	89.3/10.7	21.3	20.9	77.7/22.3	88.7/11.3	95.6/4.4	95.2/4.8	-5.5	-25.5	35.1/10.0
Southern Electric Power Distribution Plc	2,427	82.6/17.4	14.6	18.7	72.9/27.1	78.5/21.5	90.1/9.9	90.4/9.6	-5.1	14.4	10.2/6.8
SSE Services Plc	2,281	61.0/39.0	26.5	29.5	38.6/61.4	57.6/42.4	69.8/30.2	81.4/18.6	60.3	21.3	32.7/27.9
Scottish Hydro Electric Power Distribution Plc	1,361	82.4/17.6	20.7	20.1	76.0/24.0	81.9/18.1	89.9/10.1	91.4/8.6	46.8	20.0	19.6/13.3
SSE Generation Ltd	690	87.4/12.6	25.5	27.0	79.7/20.3	80.1/19.9	94.2/5.8	95.9/4.1	60.3	27.9	84.3/82.8
SSE Home Services Ltd	512	78.1/21.9	24.9	24.6	42.6/57.4	82.8/17.2	96.7/3.3	94.2/5.8	7.8	-25.5	73.5/1.8
Scottish Hydro Electric Transmission Plc	460	80.2/19.8	33.4	36.1	55.8/44.2	81.2/18.8	92.9/7.1	95.6/4.4	48.7	25.5	50.4/35.2