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.

**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.

**ENVIRONMENTAL**

<table>
<thead>
<tr>
<th>KPI</th>
<th>GRI Standard</th>
<th>Unit</th>
<th>Change</th>
<th>2018/19</th>
<th>2017/18</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ENVIRONMENTAL MANAGEMENT</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of major incidents</td>
<td>307-1</td>
<td>Number</td>
<td>↑</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Number of serious incidents</td>
<td>307-1</td>
<td>Number</td>
<td>↓</td>
<td>9</td>
<td>11</td>
<td>8</td>
</tr>
<tr>
<td>Number of minor incidents</td>
<td>307-1</td>
<td>Number</td>
<td>↓</td>
<td>22</td>
<td>44</td>
<td>57</td>
</tr>
<tr>
<td>Environmental prosecutions and civil penalties</td>
<td>307-1</td>
<td>Number</td>
<td>=</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>CARBON EMISSIONS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scope 1 emissions (emissions from operations owned or controlled by the organisation)</td>
<td>305-1</td>
<td>Million tonnes CO₂e</td>
<td>↓</td>
<td>8.81</td>
<td>10.16</td>
<td>8.00</td>
</tr>
<tr>
<td>Scope 2 emissions (emissions from the generation of purchased electricity, heating and cooling consumed by the organisation)</td>
<td>305-2</td>
<td>Million tonnes CO₂e</td>
<td>↓</td>
<td>0.72</td>
<td>0.91</td>
<td>1.12</td>
</tr>
<tr>
<td>Scope 3 emissions (emissions that occur outside of the organisation in support of its activities)</td>
<td>305-3</td>
<td>Million tonnes CO₂e</td>
<td>↓</td>
<td>9.28</td>
<td>10.63</td>
<td>10.39</td>
</tr>
<tr>
<td>Total carbon emissions</td>
<td>305-4</td>
<td>Million tonnes CO₂e</td>
<td>↑</td>
<td>18.83</td>
<td>21.70</td>
<td>19.51</td>
</tr>
<tr>
<td>Carbon intensity of electricity generation</td>
<td>305-4</td>
<td>gCO₂e per kWh</td>
<td>↓</td>
<td>284.1</td>
<td>305.3</td>
<td>302.2</td>
</tr>
<tr>
<td><strong>EMISSIONS TO AIR</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SO₂ - thermal generation</td>
<td>305-7</td>
<td>Tonnes</td>
<td>↓</td>
<td>1.345</td>
<td>1.916</td>
<td>1.822</td>
</tr>
<tr>
<td>NOₓ - thermal generation</td>
<td>305-7</td>
<td>Tonnes</td>
<td>=</td>
<td>6.124</td>
<td>6.105</td>
<td>6.143</td>
</tr>
<tr>
<td>SF₆ - thermal generation, transmission and distribution activities</td>
<td>305-7</td>
<td>kg</td>
<td>↑</td>
<td>577</td>
<td>519</td>
<td>389</td>
</tr>
<tr>
<td><strong>ENERGY CONSUMPTION</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carbon Reduction Commitment (CRC) performance (absolute)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CRC target achieved compared to base</td>
<td>302-4</td>
<td>%</td>
<td>↓</td>
<td>11,895</td>
<td>17,675</td>
<td>19,923</td>
</tr>
<tr>
<td>Total electricity consumption in non-operation buildings</td>
<td>302-1</td>
<td>kWh</td>
<td>↓</td>
<td>111,490,109</td>
<td>128,781,306</td>
<td>120,960,005</td>
</tr>
<tr>
<td>Total gas consumption in non-operation buildings</td>
<td>302-1</td>
<td>kWh</td>
<td>↓</td>
<td>7,468,250</td>
<td>7,856,756</td>
<td>7,103,157</td>
</tr>
<tr>
<td>Total energy consumption in non-operation buildings</td>
<td>302-1</td>
<td>kWh</td>
<td>↓</td>
<td>118,958,359</td>
<td>136,631,042</td>
<td>128,062,161</td>
</tr>
<tr>
<td>Total energy consumption in operational buildings</td>
<td>302-1</td>
<td>kWh</td>
<td>↓</td>
<td>241,224,395</td>
<td>224,489,260</td>
<td>211,938,757</td>
</tr>
<tr>
<td><strong>WATER CONSUMPTION</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water abstracted</td>
<td>303-1</td>
<td>Million m³</td>
<td>=</td>
<td>213,130.1</td>
<td>244,043.3</td>
<td>22,689.8</td>
</tr>
<tr>
<td>Total water abstracted</td>
<td>303-1</td>
<td>Million m³</td>
<td>=</td>
<td>5.6</td>
<td>7.6</td>
<td>5.1</td>
</tr>
<tr>
<td>Total water returned</td>
<td>306-1</td>
<td>Million m³</td>
<td>=</td>
<td>25,126.1</td>
<td>24,037.3</td>
<td>22,654.5</td>
</tr>
<tr>
<td>Total water abstracted and returned - hydro</td>
<td>303-1</td>
<td>Million m³</td>
<td>=</td>
<td>24,238.4</td>
<td>23,506.0</td>
<td>22,184.0</td>
</tr>
<tr>
<td>Total water consumed - buildings</td>
<td>303-1</td>
<td>Million m³</td>
<td>↑</td>
<td>0.095</td>
<td>0.089</td>
<td>0.092</td>
</tr>
<tr>
<td>Total water abstracted - thermal</td>
<td>303-1</td>
<td>Million m³</td>
<td>↑</td>
<td>892.7</td>
<td>537.9</td>
<td>473.9</td>
</tr>
<tr>
<td>Total water consumed - thermal</td>
<td>303-1</td>
<td>Million m³</td>
<td>↓</td>
<td>4.9</td>
<td>7.0</td>
<td>4.4</td>
</tr>
<tr>
<td>Total water returned - thermal</td>
<td>306-1</td>
<td>Million m³</td>
<td>↑</td>
<td>887.8</td>
<td>530.9</td>
<td>469.5</td>
</tr>
<tr>
<td><strong>BUSINESS TRAVEL</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fuel used in operational plant and vehicles</td>
<td>302-1</td>
<td>Litres</td>
<td>=</td>
<td>14,247,005</td>
<td>14,383,371</td>
<td>14,349,772</td>
</tr>
<tr>
<td>Flights - distance travelled</td>
<td>302-1</td>
<td>km</td>
<td>=</td>
<td>15,773,116</td>
<td>15,209,850</td>
<td>11,193,554</td>
</tr>
<tr>
<td>Train - distance travelled</td>
<td>302-1</td>
<td>km</td>
<td>↑</td>
<td>8,789,446</td>
<td>7,522,534</td>
<td>6,125,677</td>
</tr>
<tr>
<td>Company cars - distance travelled</td>
<td>302-1</td>
<td>km</td>
<td>↓</td>
<td>30,165,376</td>
<td>37,708,728</td>
<td>33,630,864</td>
</tr>
</tbody>
</table>

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

1) SSE’s Gas Emissions (GGE) 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.
2) 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.
3) SSE’s carbon emissions reduction target for the non-operational estate of 5% CO₂ reduction per three-year period (up until 2030) on total emissions.
4) 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.
5) 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.

**Contributing to the United Nations Sustainable Development Goals:**

- SDG 6: Clean Water and Sanitation
- SDG 7: Affordable and Clean Energy
- SDG 13: Climate Action
- SDG 9: Industry, Innovation and Infrastructure
- SDG 14: Life Below Water
- SDG 15: Life on Land
- SDG 17: Partnerships for the Goals

**GRI**

<table>
<thead>
<tr>
<th>Standard</th>
<th>Unit</th>
<th>Change</th>
<th>2018/19</th>
<th>2017/18</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>307-1</td>
<td>Number</td>
<td>↑</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>307-1</td>
<td>Number</td>
<td>↓</td>
<td>9</td>
<td>11</td>
<td>8</td>
</tr>
<tr>
<td>307-1</td>
<td>Number</td>
<td>↓</td>
<td>22</td>
<td>44</td>
<td>57</td>
</tr>
<tr>
<td>307-1</td>
<td>Number</td>
<td>=</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**SCOPE 1**

- Electricity generation, operational vehicles and fixed generation, sulphur hexafluoride emissions and gas consumption in buildings.

**SCOPE 2**

- Electricity distribution losses and electricity consumption in non-operational buildings.

**SCOPE 3**

- Transportation losses, gas sold and business travel.

**TOTAL WATER CONSUMED**

- Includes both abstracted and returned water.

**TOTAL WATER ABSTRACTED**

- Includes both abstracted and returned water.

**THEFT AND VANDALISM**

- Total number of incidents reported.

**BUSINESS TRAVEL**

- Flights: Total number of flights and distance travelled (in km).
- Trains: Total number of journeys and distance travelled (in km).
- Cars: Total number of car journeys and distance travelled (in km).

**ENVIRONMENTAL PERFORMANCE**

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### ECONOMIC CONTRIBUTION

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<thead>
<tr>
<th>GRI Standard</th>
<th>Unit</th>
<th>Change*</th>
<th>2018/19</th>
<th>2017/18</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>£m</td>
<td>£m</td>
<td>%</td>
<td>£m</td>
<td>£m</td>
<td>£m</td>
</tr>
<tr>
<td>Total economic contribution - UK GDP</td>
<td>£bn</td>
<td>=</td>
<td>7.0</td>
<td>7.1</td>
<td>7.6</td>
</tr>
<tr>
<td>Total economic contribution - Ireland GDP</td>
<td>£m</td>
<td>=</td>
<td>31.6</td>
<td>32.1</td>
<td>32.8</td>
</tr>
<tr>
<td>Total economic contribution - Scotland GDP</td>
<td>£m</td>
<td>=</td>
<td>31.6</td>
<td>32.1</td>
<td>32.8</td>
</tr>
</tbody>
</table>

*Arrows denote a change of SSS 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 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 €0.1m was made in relation to FY17 due to the availability of capital allowances.

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

[5] This number has been restated.

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

[7] Total procurement spend

[8] Total jobs supported

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


[11] 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.

[12] Subject to Default Tariff Caps.


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


[16] 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.

[17] Includes customers on Priority Services Register (PSR).

[18] Includes customers on Priority Services Register (PSR) and customers with energy market accounts.

[19] SSE’s share in SGN.

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

[21] Subject to changes in the Independent Standards Accelerator (ISA) programme.

[22] Includes customers on Priority Services Register (PSR) and customers with energy market accounts.

[23] GRI 102-3: The number of customers on Priority Services Register for oldest customers.

[24] Includes customers on Priority Services Register (PSR) and customers with energy market accounts.

[25] SSE’s share in SGN.

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

[27] Subject to changes in the Independent Standards Accelerator (ISA) programme.

[28] Includes customers on Priority Services Register (PSR) and customers with energy market accounts.

[29] SSE’s share in SGN.

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

[31] Subject to changes in the Independent Standards Accelerator (ISA) programme.

[32] Includes customers on Priority Services Register (PSR) and customers with energy market accounts.

[33] SSE’s share in SGN.

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

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[37] SSE’s share in SGN.

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

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[40] Includes customers on Priority Services Register (PSR) and customers with energy market accounts.

[41] SSE’s share in SGN.

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

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[45] SSE’s share in SGN.

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

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

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[53] SSE’s share in SGN.

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

[55] Subject to changes in the Independent Standards Accelerator (ISA) programme.

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[57] SSE’s share in SGN.

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

[59] Subject to changes in the Independent Standards Accelerator (ISA) programme.

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[61] SSE’s share in SGN.

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

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[64] Includes customers on Priority Services Register (PSR) and customers with energy market accounts.

[65] SSE’s share in SGN.

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

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[91] Subject to changes in the Independent Standards Accelerator (ISA) programme.

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[93] SSE’s share in SGN.

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

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[101] SSE’s share in SGN.

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

[103] Subject to changes in the Independent Standards Accelerator (ISA) programme.
**SOCIAL**

### Employees covered by the negotiating arrangements

- **Per 100,000 hours:**
  - 403-2: Number: 0.08 ± 0.10 ± 0.11
  - 403-2: Total Recordable Injury Rate: 0.07 ± 0.21 ± 0.33

### Workforce Composition

- **Total number of hours worked:**
  - 401-1: Number: 37,968,925 ± 38,780,846 ± 39,534,659

### Contingent Labour Force Size

- **Number:** 102-7: 20,370 ± 20,785 ± 21,157

### Gender Balance

- **Proportion of employees that are female:**
  - 405-1: %: 31.4 ± 31.1 ± 31.4

### Workforce Stability and Wellbeing

- **Total number of hours worked:**
  - 401-1: Number: 37,968,925 ± 38,780,846 ± 39,534,659

### Workforce Skills and Capabilities

- **Employee productivity compared to national averages - UK:**
  - Number: 1 ± 2.41 ± 2.61 ± 3.11
- **Employee productivity compared to national averages - Scotland:**
  - Number: 1 ± 2.7 ± 2.91 ± 3.41
- **Employee productivity compared to national averages - Ireland:**
  - Number: 1 ± 2.5 ± 2.31 ± 2.41

### Employee Engagement

- **Employee engagement survey participation:**
  - % = 78 ± 82
- **Employee engagement survey results:**
  - % engagement index: 68 ± 73

### Community

- **Investment in communities:**
  - £m: 1.43 ± 1.43 ± 1.43

---

### Contributing to the United Nations Sustainable Development Goals:

- **Sustainable Development Goals:**
  - Contribution to the United Nations
    - [140,470](#) — 1
    - [65](#) — 2
    - [217,049](#) — 1,700 (63.5%)
    - [86.8/13.2](#) — 403-2
    - [95.1/4.7/0.2](#) — 403-2
    - [29.8/18.0](#) — 102-1
    - [31.4](#) — 403-2
    - [45,230](#) — 9.82/7.67 ± 0.53 ± 12
    - [9.52/7.52](#) — 403-2
    - [19.1](#) — 403-2
    - [19.6](#) — 403-2
    - [31.1](#) — 403-2
    - [43,144](#) — 31.4 ± 9.82 ± 0.53 ± 12
    - [19.6](#) — 403-2
    - [31.1](#) — 403-2
    - [43,144](#) — 9.82/7.67 ± 0.53 ± 12
    - [19.6](#) — 403-2
    - [31.1](#) — 403-2
    - [43,144](#) — 9.82/7.67 ± 0.53 ± 12
    - [19.6](#) — 403-2
    - [31.1](#) — 403-2

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*Arrows denote a change of 5% or more between 2017/18 and 2018/19
1 Headcount at 31 March in each financial year – figure includes all SSE UK and RO employees, excludes contingent/agency staff
2 Based on average of all ages as at 31 March in each financial year
3 Average training hours per full-time equivalent employee
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 181), excluding social security costs.
5 Defined as employees with working hours of <10 FTE
6 “Volunteering” includes activities such as compressed hours, job sharing and flexible start and end times. Result from SSE’s employee ‘Great Place to Work’ (GPTW) survey.
7 Based on average of all ages as at 31 March in each financial year
8 Based on average of all ages as at 31 March in each financial year
9 Excludes first and second term contracts and internal transfers.
10 On turnover reasons of ‘Regretted’ as at 31 March of each financial year
11 A quarterly payment that will be applied to employees within the SSE group to help them with living costs
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 PaC 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 apprentices, engineering graduates 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) and relevant Central Statistics Office (CSO) from PaC analysis