



BTTC

Better Through
Total Collaboration

BTTC

Corporate and social responsibility report 2024



About BTTC



BTTC is a global high-performance consultancy organisation, recognised for delivering strategic and innovative services to public agencies delivering complex infrastructure projects. Our mission is to ‘transform the infrastructure sector’, which we aim to achieve through re-defining how owners, contractors and stakeholders work together; delivering better project outcomes through the embedment of true collaboration.

We are industry leaders in transit and heavy infrastructure delivery, operating at all stages of the project life-cycle on behalf of owner teams and public agencies.



Our Vision

We have a bold vision to transform the infrastructure industry.

In 2023, we launched Vision 27, our five-year strategic plan which sets out our vision, goals and objectives for our business. Vision 27 was devised with the active participation of all our employees who overwhelmingly agreed with our Senior Leadership Team's advocacy for the inclusion of meaningful corporate and social responsibility goals and objectives.

As part of Vision 27, we have set five strategic goals:

- ◆◆◆ **Leaving a lasting legacy:** We work in markets that contribute to social value or carbon reduction outcomes with customers who share our vision, values and ambition for progressive ways of working.
- ◆◆◆ **Passionate for our people:** We value, respect and care for our people who are proud ambassadors of our business.
- ◆◆◆ **Reputation and recognition:** Our brand strength and customers' advocacy creates demand, allowing us to be selective over who we work for, what we do and how we provide our services.
- ◆◆◆ **Operational excellence:** We are equipped with the end-to-end systems, processes and tools to continually improve, innovate and excel.
- ◆◆◆ **Business balance:** Our strategic approach to managing opportunity and risk underpins a diverse and sustainable business.

Our values

Achieving these five strategic goals goes hand in hand with our success in delivering a proactive approach to corporate and social responsibility, all of which is encompassed by our overarching company values:



Pragmatism

We believe there is always a better, faster or more efficient solution.

Respect

We consider and care for our people, our planet and our communities.



Integrity

We are open and honest, and keep our commitments.

Challenge

We challenge today's status quo for a better tomorrow.



Collaboration

We collaborate to achieve better outcomes.

Customer Focused

We put our customers at the heart of everything we do.



Governance



The BTTC Board of Directors has assigned the accountability for corporate and social responsibility to Director, Duncan Golding, as Board Sponsor for this area. Duncan is accountable for delivering all aspects of the business' approach to corporate and social responsibility.

The Board of Directors has established a corporate and social responsibility steering group to manage and deliver the business' goals and objectives for corporate and social responsibility.

The Board of Directors appointed Innes Murray, Operations Manager, as the chair for this group with the overall responsibility for delivering the corporate and social responsibility elements of Vision 27. The role of chair has a direct reporting line to the Board of Directors, and is invited to present on the steering group's progress against its objectives on a quarterly basis.

Our approach

We were founded on the principle that our industry can deliver projects ‘better through total collaboration’. We are committed to the local communities we serve in our locations around the globe, and we are proud of the difference we can make to these communities through our work on projects.

Our approach to corporate and social responsibility is built on four pillars:

Social value

Our people make individual contributions that add value to the communities we serve through applying their professional expertise.

Equity, diversity and inclusion

We value, respect and care for our people who are proud ambassadors for our business and for the communities they serve.

We are committed to assuring that our inclusive teams reflect the communities we work within at all levels of our organisation and that they are treated equally.

Ethical approach

We conduct business with integrity and respect.

By being a responsible and ethical company, we increase the trust that our employees, our customers and the communities we serve place in us.

Environmental responsibility

We are committed to the future of our planet.

We will be carbon neutral by 2026, have Net Zero carbon emissions before 2050 and work only in markets which contribute to social value or carbon reduction.

United Nations Sustainable Development Goals

The United Nations' (UN) 2030 Agenda for Sustainability was adopted by all 193 UN Member States in 2015. It provides 'a shared blueprint for peace and prosperity for people and the planet, now and into the future'.

This roadmap details 17 'Sustainable Development Goals' (SDGs), which are 'an urgent call for action by all countries - developed and developing - in a global partnership.' These goals have been established to recognise that ending poverty and other deprivations are intrinsically linked with strategies that improve health and education, reduce inequality, and drive economic growth – all while working to protecting our environment.

Our approach to corporate and social responsibility has a significant impact on and alignment to the UN's SDGs.



Our people

Engaging with our employees to define our strategy and how we deliver it is key to us assuring that we target our corporate and social responsibility initiatives to have maximum impact.

Whilst the Corporate and Social Responsibility steering group is responsible for setting the initiatives which will deliver our goals for corporate and social responsibility, we recognise that it is our employees who will help us achieve these goals.

The steering group reports quarterly, through business briefings and internal communications, on the progress made against our Vision 27 objectives.

We engage with our employees to promote opportunities to support the delivery of our commitments and to educate on the benefits of corporate and social responsibility.





Social value

As part of our goal of 'leaving a lasting legacy' we are committed that all our people make individual contributions that add value to the communities we serve through applying their professional expertise.

We define social value as the ways in which we collaborate with the communities we serve to bring positive change to society, the economy and the environment. By positively contributing to social value initiatives, we have the potential to make massive impacts to the communities we serve.

Social value initiatives can unlock millions of pounds of public money for community benefit to address social, economic and environmental issues.



Social value approach

We have adopted five themes, defined as ‘visionary social value areas for an organisation to look at’, for social value in alignment with the National TOMs (themes, outcomes and measures) framework, published by the National Social Value Taskforce. These themes are:

- ❖ **Jobs:** Promoting local skills and employment, creating more opportunities, and supporting local businesses.
- ❖ **Growth:** Supporting the growth of responsible regional businesses, fostering economic development and creating a thriving local economy.
- ❖ **Social:** Promoting healthier, safer, and more resilient communities, addressing social inequalities, and improving the well-being of residents.
- ❖ **Environment:** Decarbonising, protecting the environment, and promoting sustainable practices.
- ❖ **Innovation:** Promoting social innovation, adopting new ideas and approaches, and driving positive change in communities.

Aligning with the national framework allows us to monitor our progress and impact consistently and to the same standard against similar companies and a national baseline, driving better social value performance for the communities we serve.

Social impact in numbers

We utilise the TOMs (themes, outcomes and measures) framework, published by the National Social Value Taskforce, to target and measure our social value approach. The framework's metrics are built using 'proxy' values, financial values to measure the value delivered and quantify the wider value created for society, informed by data from respected sources like the Office for National Statistics, meaning we quantify how much value we are adding.

In 2024, we created £3.6 million in social value to the communities that we serve, an increase from £1.4 million in 2023.



Jobs: We hired 23 new employees, 11 graduates undertook comprehensive upskilling training, 67% of employees engaged in volunteering outreach programmes (up from 25% in 2023), and we welcomed four student placements and our first apprentice to the company.



Growth: We prioritised local small and medium employers in our supply chain, provided comprehensive and multidimensional well-being programmes to all employees, and undertook 171 hours of EDI training across the company.



Social: We donated 1% of our pre-tax profits to charities in the United Kingdom and Canada, selected by our employees. In the UK this was Crohn's and Colitis UK, a UK charity dedicated to Crohn's disease, ulcerative colitis, and other forms of inflammatory bowel disease (IBD). In Canada, this was Indspire, a national Indigenous registered charity that invests in the education of Indigenous people for the long-term benefit of these individuals, their families and communities, and Canada.



Environment: We implemented carbon reduction initiatives including a cycle to work scheme and an electric car scheme, offset 94% of our carbon emissions, and ran an environmental awareness training programme for employees.



Innovation: We implemented accurate and efficient carbon emissions monitoring, we partnered with organisations to reintroduce people back into the workplace, and to highlight the benefits of gender-balance and diversity in the UK rail industry.

Social value recognition

In 2024, our Corporate and Social Responsibility Steering Group Chair, Innes Murray, was recognised at the Social Value Awards. Innes was awarded the prestigious Social Value Champion Award for 2024.

This award is given to an individual in any sector who is leading the way in delivering the Social Value Economy through their own work or the work they are doing within their organisation. This includes making Social Value core, being accountable, creating capability and demonstrating how they have collaborated across multiple stakeholder groups to achieve this.

Innes was chosen for the way he has led the charge in integrating social responsibility at BTTC, and how he truly embodies what it means to be a Social Value Champion.



Equity, diversity and inclusion

We value, respect and care for our people who are proud ambassadors for our business and for the communities they serve. We are committed to assuring that our inclusive teams reflect the communities we work within at all levels of our organisation and that they are treated equally.

In 2024, **40.5%** of our employees were women, against a UK rail industry average of **16.3%**. In 2024, we achieved or maintained the following recognition of our workplace and our culture:

Great Place to Work

Certified through an annual survey in which **98%** of employees strongly agreed that BTTC is a great place to work, an increase from 97% in 2023.



In addition to retaining our status as a Great Place to Work in the UK, we gained Great Place to Work for our Canadian business for the first time, where we were also recognised as one of the Best Workplaces in Professional Services.

In the UK, we retained our status as one of the Best Workplaces for Women, and were also recognised as a Best Workplace in Consulting and Professional Services, and for Women and Wellbeing.

Investors in People

Investors in People is an internationally recognised accreditation for people management and employee wellbeing. In 2023, we achieved a 3-year 'silver' accreditation.

INVESTORS IN PEOPLE®
We invest in people Silver

Disability Confident and Living Wage Employer Accreditation

In 2024, we became accredited as a Living Wage Employer and became a Disability Confident Committed employer.



Our commitment to indigenous relations

We are committed to respectfully working with the Indigenous peoples of Canada, promoting employment and business opportunities, educating our employees and ensuring that our workplace is a proactive and welcoming environment for Indigenous peoples.

We have embraced the Truth and Reconciliation Commission's call to action #92 to adopt the United Nations Declaration on the Rights of Indigenous Peoples as a reconciliation framework and have integrated it into our strategic goals. We are proud to show our dedication to building bridges with Indigenous communities which is demonstrated through our participation in the Partnership Accreditation in Indigenous Relations (PAIR) program. PAIR's certification program provides a high level of assurance to communities because the designation is supported by independent and third-party verification of company reports.

We have developed and adopted an Indigenous relations policy and strategy, to support the delivery of this reconciliation framework, and to provide measurable outcomes and initiatives in four performance areas: Leadership Actions, Employment, Business Development, and Community Relations (Engagement and Support).

PAIR Committed participation indicates our commitment to continual improvement in Indigenous relations and intention to undergo external verification of our performance in the future.



PAIR COMMITTED
PARTNERSHIP ACCREDITATION
IN INDIGENOUS RELATIONS





Ethical approach

As part of our 'reputation and recognition' goal, we aim that our customers' advocacy creates demand and that our brand is internationally recognised and respected.

We must conduct business with integrity and respect.

By being a responsible and ethical company, we increase the trust that people place in BTTC. Being a highly ethical company builds our reputation and recognition in the marketplace, supporting our business' growth. Corporate and social responsibility also builds our reputation with staff, improving employee engagement and satisfaction, as well as attracting new, high-quality candidates who align with our values.

We commit to ensuring that all our partnerships and collaborations are open and transparent with communication at the forefront. We will assure the highest levels of ethics in the services we offer customers, and only work with supply chain partners and customers who align with our ethical approach.

In 2024, we launched an independently run whistleblowing service giving our employees the opportunity to raise any ethical concerns they have over our business practices and what happens in our workplaces, safely and in confidence.

Our integrated management system was also certified by ANAB and UKAS to the requirements of ISO 9001:2015 Quality Management.

ISO 9001 certification provides many benefits, including assuring legal compliance, increased efficiency, improved customer satisfaction, and better risk management.



Protecting our planet

At BTTC, we are committed to the future of our planet as part of our goal of 'leaving a lasting legacy'. As part of this, we have made the following commitments:

- ❖ We will be carbon neutral by 2026.
- ❖ We will achieve net zero carbon emissions by 2050.
- ❖ 100% of our turnover is from markets which contribute to social value or carbon reduction.

In 2024, our integrated management system was certified by ANAB and UKAS to the requirements of ISO 14001:2015 Environmental Management.

ISO 14001 certification provides us numerous benefits, including enhanced environmental performance, legal compliance, cost savings, and improved stakeholder trust. It helps us structure our environmental management system, reduce waste and pollution, and demonstrate a commitment to sustainability.

Carbon offsetting



PROJECT: Clean Cook Stoves

LOCATION: Ghana

CARBON OFFSET: 983.84 tCO₂e

In 2024, BTTC offset 101% of its travel-related carbon emissions and 80% of our other emissions, totalling 94% of our carbon emissions. We selected the Clean Cook Stoves project in Sub-Saharan Africa by ClimateCare Limited. Through this project, not only did we offset our carbon emissions but also provided three major co-benefits to users of the stoves: environmental, social and economic.

CookClean manufactures efficient cookstoves to displace the wasteful and unhealthy traditional stoves which kill 13,400 people and subject 21 million to household air pollution yearly in Ghana.

This method of cooking has a devastating effect on Ghanaian forests which have been reduced to 25% of their original size. Furthermore, CookClean manufactures sustainable biomass cooking fuels made of agricultural waste and sawdust in its own second production facilities to complement the stove production.

CookClean has therefore enhanced the transition of cooking on open fire to using efficient cookstoves and transitioned from the use of environmentally unsustainable firewood to sustainable biomass fuels.

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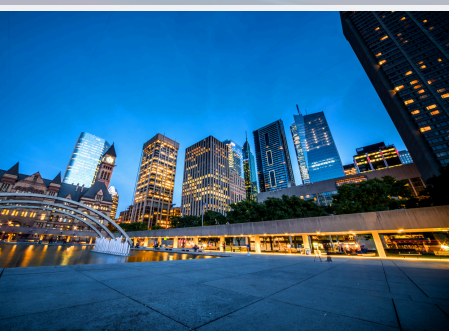
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