Carbon Reduction Plan

Client name: TTEC CONSULTING (UK) LIMITED
Company Registration Number: 03424866
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Commitment to achieving Net Zero

TTEC Consulting is committed to achieving Net Zero emissions by 2045.

Baseline & Current Year Emissions

Baseline emissions are those measured prior to the introduction of any carbon reduction strategies and are therefore the reference point against which emissions reduction can be measured. We have previously measured emissions for the 21 – 22, 22 – 23, 23-24 and 24-25 reporting years, but as the 2021 -2023 years were affected by a COVID-19-related travel ban, they are not a good reflection of baseline operations. Then for the 2025-2026 reporting period we added in measuring our procurement categories, which had not previously been included. We have therefore chosen to set our baseline year as the 1st of April 2025 to the 31st of March 2026.

Baseline Year & Current Year: 2025 – 2026

TTEC rebaselined in 2026 to the 2025/26 reporting year due to the inclusion of measuring their procurement categories. Procurement activity measured includes spending TTEC UK is responsible for. Using the operational control approach, all scope 1 and 2 emissions have been measured, as well as emissions that fall within the following categories:

- Purchased goods & services
- Capital Goods
- Fuel- and energy-related activities
- Upstream transportation and distribution
- Waste generated in operations
- Business Travel
- Commuting
- Upstream leased assets
- Downstream transportation and distribution

All emissions were categorised under business travel or commuting due to our lack of office, company cars and physical products.

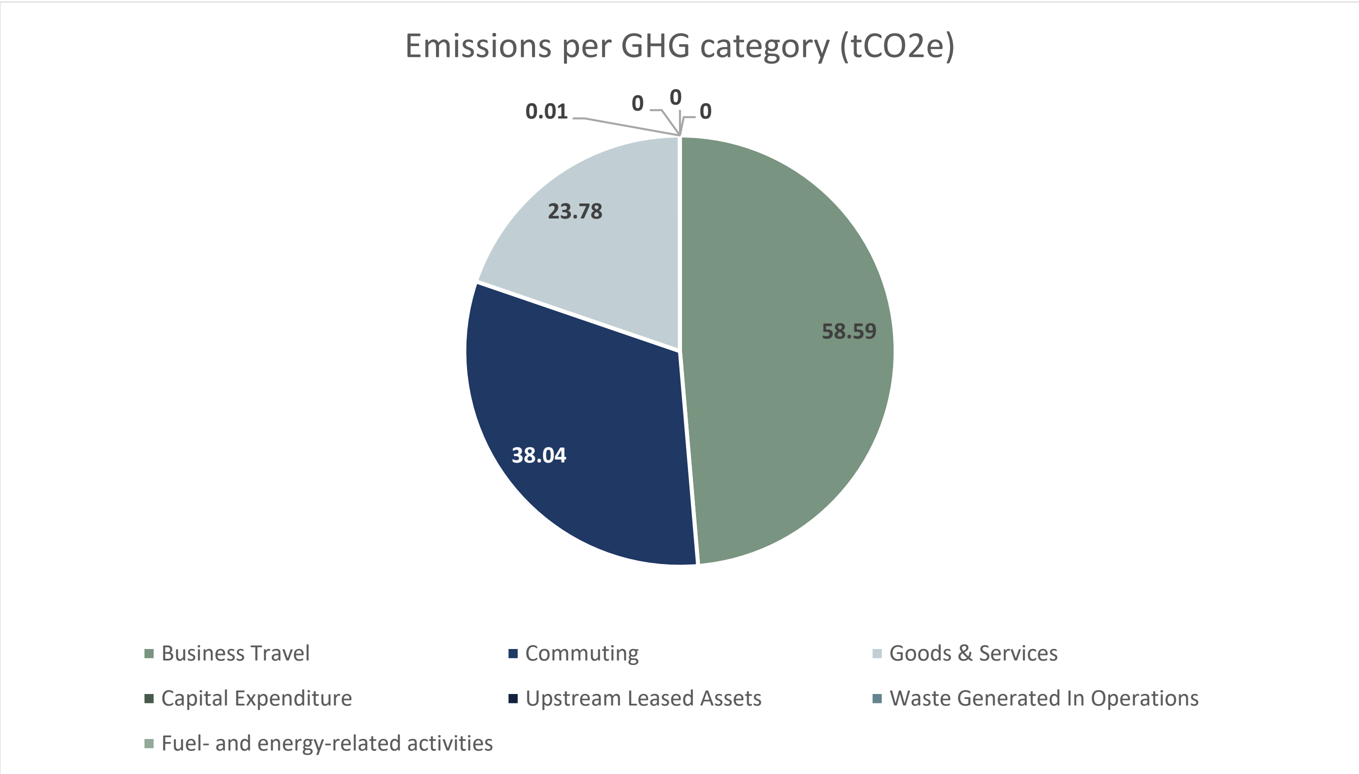
EMISSIONS	TOTAL (tCO_2e)
Scope 1	0 tCO_2e

Scope 2	Market-based: 0 tCO_2e Location-based: 0 tCO_2e
Scope 3 (including categories listed above)	120.42 tCO_2e
Total Emissions	**Market-based:** 120.42 tCO_2e **Location-based:** 120.42 tCO_2e

**Purchased electricity can be measured in two ways. A location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data). A market-based method reflects emissions from the electricity that companies have purposefully chosen (or their lack of choice). A market-based method, therefore, considers the purchase of electricity via a verified renewable energy tariff. We have chosen to base our Net Zero target on a market-based methodology.*

Carbon Intensity

2025 – 2026	No. FTE	CARBON INTENSITY (tCO_2e / FTE)
Employees (FTE)	58	2.08 tCO2e



The largest emissions category for 2025/26 is Business Travel, with a total of 58.59 tCO_2e. This includes emissions from spend on flights, trains, ferries, taxis, car travel and accommodation. The second largest category was Employee Commuting, emitting 38.04 tCO_2e, of which 30.99tCO_2e is from emissions associated with homeworking. The third largest category is Goods & Services, totalling 23.78 tCO_2e. This includes any spending activity that TTEC UK is responsible for, such as pensions, training and entertainment.

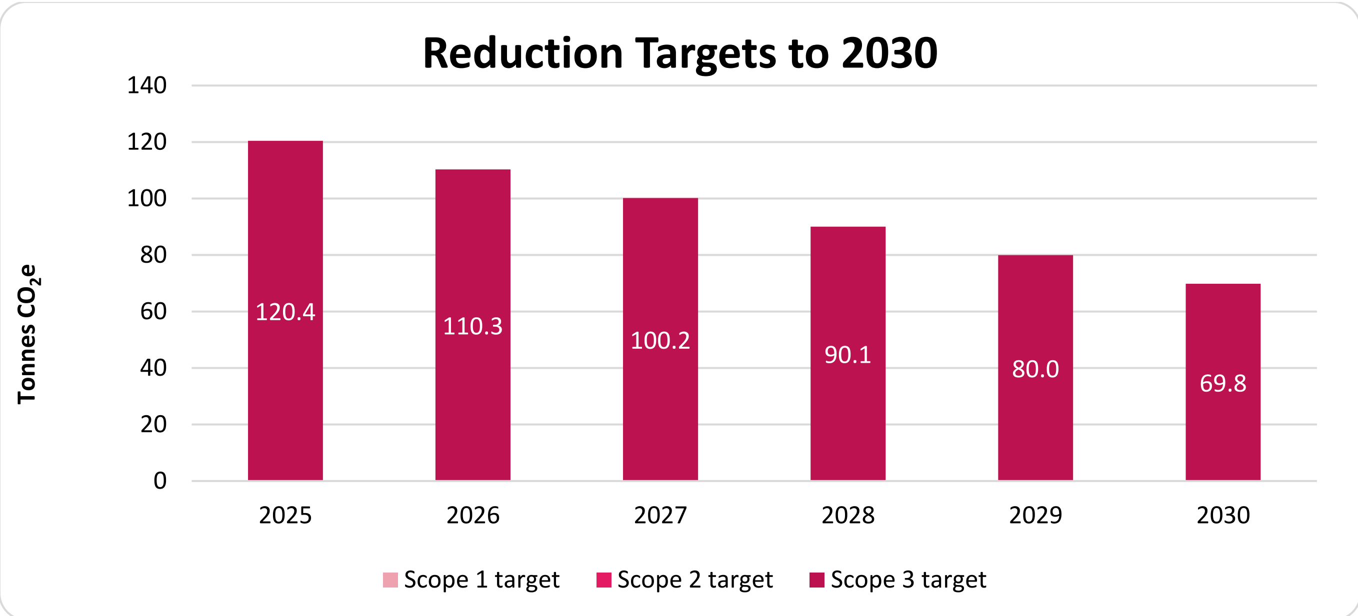
**Indirect energy emissions (GHG category; Fuel- and Energy-Related Activities) are those that occur upstream of energy use. In the other energy use categories e.g. business travel and employee commuting, we are accounting for the generation of electricity used or the combustion of fuels used. But these calculations do not consider the other emissions that occur e.g. the generation emissions of electricity lost in the transmission and distribution system or the well-to-tank (extraction, processing and transportation) emissions of fuels. To ensure we are measuring our full impacts, we have included these emissions for all scope 1, scope 2 (mandatory) and upstream scope 3 (optional) energy use activities.*

Emissions Reduction Targets

TTEC Consulting is committed to achieving Net Zero by 2045. We will be using the following near-term targets to track progress to 2030:

- Maintain zero scope 1 and market-based 2 emissions to and beyond 2030.
- Reduce our measured scope 3 emissions by 42% from our baseline year to 2030.

To reach these targets, we will need to maintain zero scope 1 and market-based scope 2 emissions and reduce scope 3 emissions by 8.4 % each year, which will be a total reduction of 6.54tCO_2e annually.



Carbon Reduction Projects

Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been completed or implemented since the baseline reporting period.

Activity	Completion Date	Scope
We have Measured our carbon emissions and use results to create a carbon reduction plan and set a science-based Net Zero target.	2022	1, 2 & 3
Created a sustainability-focused module within our internal training platform, TTEC Talent, that includes videos, a course and an exam.	2023	1, 2 & 3
We have launched a cycle-to-work scheme for employees and encourage them to connect with other cyclists via the Cycle scheme Strava Club. Public transport is encouraged for all travel activity.	2024	3
We have already improved the quality of data for our 2024 measurement providing more distances for travel. We will look to set up a system that will allow the **collection of high-quality business travel data** (distance) We will consider the best way to do this considering current systems (e.g. adding additional fields to the expenses system or using an Excel tracker)	2025	1,2 &3
Our **sustainability-focused learning module** is now a mandatory set of training that all employees must do. This will **increase knowledge and skills across the workforce** and hopefully increase engagement with sustainability amongst staff.	2025	1,2 &3
We did a commuting and WFH **staff survey** this year which included information about their current home energy use, what schemes and incentives might help them travel more sustainably and if they have any carbon reduction actions to contribute to our plans. This will allow us to improve the quality of future homeworking measurements, assess the appetite for potential schemes and incentives and increase engagement with the plans across the team.	2025	3

TTEC's Global Sustainability Lead led an internal training session to engage with employees regarding sustainability actions.	2025	3
Green team created, involving cross-department collaboration, regular meetings and sustainability embedded in company newsletters and communications.	2025	3

Future Carbon Reduction Initiatives

To reduce our carbon emissions and start work towards our Net Zero targets, we will be looking to implement the following initiatives over the following year.

Reduction Plans			
Activity No.	**Activity**	**Target Date**	**Category**
1	**Explore schemes and incentives** that may encourage staff to use sustainable modes of transport when **travelling for business** purposes. Public transport is already encouraged as a priority within internal company communications and newsletters. Business Travel data was given this year as low-quality spend data, therefore TTEC will also need to prioritise getting more accurate travel data for future reporting.	2026	Business Travel
2	We will use the results from our Employee Commuter and WFH survey to collect information about employees' current home energy use and their travel. **Explore schemes and incentives** that may encourage staff to complete **work from home** more sustainably. We will look into renewable energy salary sacrifice schemes for example a https://www.heva.energy/nd share information in the form of staff training around renewable energy tariffs, low emissions homeworking, and consider potential incentives for these behaviours. Consideration will also be given to creative ways to engage the workforce with sustainability, such as setting up competitions and challenges to share sustainability initiatives implemented for a reward, to help employees reduce emissions.	2026	Business Travel and home working
3	We have **hosted a short training session/shared information regarding home renewable electricity tariffs**. In our 2024 commuting and WFH survey, we asked employees if they were	2026	Homeworking

	on 100% renewable energy tariffs at home; 17 reported that they already were, but a further 16 employees were unsure what tariffs they were on. We will show staff how they can check what tariff they are on (e.g. by showing example bills and sharing a list of suppliers who only offer renewable tariffs like Octopus), and we will encourage/incentivise those that are not on renewable energy tariffs to switch. We will add these questions back in for the 2026 measurement to review progress.		
4	Sustainability-related **training** is rolled out internally at TTEC. Where future training needs may be required, consideration will be given to Carbon Literacy Training for all applicable and to roll out the further workforce. Exploration of the different Carbon Literacy courses available and what would work best can be looked into. On average certified learners reduce their carbon footprint by 5-15% annually of which 50% are work related.	Ongoing	All scopes and categories
5	Develop a **Sustainable Procurement Policy** with the twin goals of being able to assess and prioritise the sustainability credentials of suppliers, and collect data from suppliers on an annual basis in an effective way. Existing and new suppliers will be engaged with to ensure alignment with sustainability goals and target of Net Zero by 2045. Possible mechanisms to do so could include: - engaging suppliers by sharing this Carbon Reduction Plan and communicating net zero targets, and asking for suppliers' information in return; - introducing/increasing sustainability weighting in tender processes/contracts; - adding sustainability criteria to all purchasing decisions, focusing on lifespan and efficiency; - increasing supplier monitoring/reporting requirements including provision of supplier-specific data; - partnering with sustainable suppliers and vendors for events and other business requirements. Alternative suppliers with in-place decarbonisation strategies can also be explored. This action will embed sustainability considerations into the procurement process and enable suppliers with lower organisational carbon footprints, lower embodied carbon of	2026	Goods & Services

	products, or a demonstrated commitment to Net Zero to be prioritised, as part of a phased approach. Taking action here is essential, as 20% of measured emissions sit within the supply chain. Commit to a **sustainability audit** of existing suppliers. Initially the top 10 suppliers (identified by spend and/or carbon intensity) will be engaged with to request further information regarding emissions reporting, net zero targets and sustainability ambitions. This data collection will support the reduction journey by: - improving the accuracy of carbon footprint measurements through collecting supplier-specific data; - allowing the positive impacts from reduction actions to be captured; - identifying business risks in the supply chain; and - encouraging supply chain integration towards Net Zero. Plan to increase the proportion of suppliers engaged year-on-year to capture at least 50% of annual spend/procurement emissions by 2030.		
6	Of our Purchased Goods & Services emissions, **pension contributions** were the biggest emitting activity. We will research the impact of our current pension provider and assess the feasibility of moving to a more ethical provider or collecting the emissions specific information for our current contributions. See ethical pensions comparison table here.	2026	Goods & Services

TTEC UK

TTEC as a global business adopts best practices relevant to the working environment and local practices within the countries it operates. Prior to developing its first Carbon Reduction Plan, TTEC UK, had already taken significant steps to reduce its footprint through work-from-home initiatives and policies relating to business travel only by exception. Since these policies have been introduced, TTEC UK is now measuring emissions to fully understand any further opportunities for reductions in line with our intention to achieve a Net Zero target by 2045. Whilst not entirely defined the five key areas of future focus relate to:

1. Reduction of operational building capacity.
2. Technologies which reduce emissions from building locations.
3. Working practice changes and use of vehicles which can further reduce/remove travel emissions.
4. Wider focus on emerging technologies and landscape changes presenting yet unknown opportunities.
5. Procurement/purchase-minded towards products and services with proven environmental benefits.

Declaration and Sign-off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standards for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard[1] and uses the appropriate Government emission conversion factors for greenhouse gas company reporting[2].

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard[3].

This Carbon Management Plan has been reviewed and approved by the TTEC Consulting (UK) Limited Executive Team.

Signed on behalf of TTEC Consulting (UK) Limited:

Maha Meikum Perumal

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Name: Mahadevan Meikum Perumal
Position: VP, Head of TTEC Digital - Delivery & Ops, EMEA
Date: 29th June 2026

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https://ghgprotocol.org/corporate-standard
https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting
https://ghgprotocol.org/corporate-value-chain-scope-3-standard