



INTEGRATION / TRANSPARENCY / RESPONSIBILITY

MEASURING OUR IMPACT 



**THIS IS THE THIRD YEAR IN WHICH ACCA HAS REPORTED ON ITS CSR OBLIGATIONS. THIS YEAR, WE HAVE BEGUN MOVING TOWARDS AN INTEGRATED WAY OF REPORTING OUR PERFORMANCE.**

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## ABOUT ACCA ▶

ACCA IS A GLOBAL BODY FOR PROFESSIONAL ACCOUNTANTS. INCORPORATED BY ROYAL CHARTER, ACCA'S AFFAIRS ARE MANAGED AND REGULATED IN ACCORDANCE WITH ITS CHARTER – WHICH IS EFFECTIVELY THE CONSTITUTION OF ACCA – AND ITS BYE-LAWS.

With over 586,000 members and students and a network of 83 offices and centres worldwide, we are able to influence the international accountancy profession and business in general through education, training and advocacy around sustainability and CSR issues.

Sustainability issues are embedded within the syllabus of the ACCA Qualification. Our syllabus emphasises social and environmental responsibility and ethical conduct, particularly at the final stages of our examinations (in *Paper P1 – Governance, Risk and Ethics* and *Paper P2 – Corporate Reporting*,

which asks students to consider the impact of performance measurement and ethical duties of accountants). We also require all our members to undertake continuing professional development to maintain and enhance their skills and knowledge and provide and promote seminars, papers, articles and other learnings on a range of sustainability issues.

As a responsible organisation, we also seek to reduce the impact of our global operations on the environment.

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# 586,000

MEMBERS AND STUDENTS  
AND A NETWORK OF 83 OFFICES  
AND CENTRES WORLDWIDE

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**SUSTAINABILITY ISSUES ARE EMBEDDED WITHIN THE SYLLABUS OF THE ACCA QUALIFICATION. OUR SYLLABUS EMPHASISES SOCIAL AND ENVIRONMENTAL RESPONSIBILITY AND ETHICAL CONDUCT, PARTICULARLY AT THE FINAL STAGES OF OUR EXAMINATIONS.**

## ABOUT THIS STATEMENT >

THIS IS THE THIRD YEAR IN WHICH ACCA HAS REPORTED ON ITS CSR OBLIGATIONS. THIS YEAR, WE HAVE BEGUN MOVING TOWARDS AN INTEGRATED WAY OF REPORTING OUR PERFORMANCE.

### Scope

We have joined the International Integrated Reporting Council (IIRC)'s pilot programme and, as part of our work, undertaken a materiality exercise involving consultation with stakeholder representatives. This work has confirmed the continued importance and relevance of ACCA's influence on the profession and the advocacy we undertake, relative to the direct environmental impact of our operations as a professional body. In the interests of transparency and acknowledging the responsibility we have to the planet and our people, we continue to report in more detail on environmental impacts and employee matters specifically within this CSR statement. We encourage readers to look at this statement in conjunction with our integrated report to get a more complete picture of how ACCA has performed and developed in 2011-12.

This statement specifically covers our global developments on advocacy and sustainability research and insights, and provides relevant global data where a) ACCA is in a position to measure it and b) it is deemed material to ACCA's strategy and operations. Environmental data cover ACCA's UK operations for the year ending 31 March 2012:

- > Economic data: global
- > Environmental data: London, Glasgow
- > Social data: UK and other selected national offices.

### Global Reporting Initiative (GRI)

This report has been aligned to relevant sections of the Global Reporting Initiative (GRI) G3 Framework. This report and ACCA's integrated report for 2011-12, taken together, meet the requirements of the GRI application level 'C' and have been checked by them. The certificate confirming this can be viewed [here](#).

### Content Index

A GRI Content Index which follows, shows which content elements are covered in this CSR statement and which are covered in our integrated report.



**WE ENCOURAGE READERS TO LOOK AT THIS STATEMENT IN CONJUNCTION WITH OUR INTEGRATED REPORT TO GET A MORE COMPLETE PICTURE OF HOW ACCA HAS PERFORMED AND DEVELOPED IN 2011-12.**

## GRI CONTENT INDEX TABLE

### STANDARD DISCLOSURES: Profile disclosures

| GRI disclosure requirements |  | Covered in this report? | Page reference/comment   |
|-----------------------------|--|-------------------------|--|
| <b>1</b>                    | <b>STRATEGY AND ANALYSIS</b>   |                         |  |
| 1.1                         | Statement from the most senior decision-maker of the organisation  | Yes                     | See president's statement and chief executive's statement on pages 4-12 of our integrated report   |
| <b>2</b>                    | <b>ORGANISATIONAL PROFILE</b>  |                         |  |
| 2                           | Organisational Profile   | Yes                     | See page 2 of this statement and pages 13 and 14 of our integrated report  |
| 2.1                         | Name of the organisation   | Yes                     | Page 2   |
| 2.2                         | Primary brands, products, and/or services  | Yes                     | See page 13 of our integrated report   |
| 2.3                         | Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures   | No                      | ACCA known as a single entity operating through an international branch network. Report based on the consolidated activities of ACCA   |
| 2.4                         | Location of organisation's headquarters  | Yes                     | Page 28  |
| 2.5                         | Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report                    | Yes                     | Page 2. A full list of national offices and contact details are available from the ACCA Corporate website <a href="http://accaglobal.com/contacts/offices">accaglobal.com/contacts/offices</a> |
| 2.6                         | Nature of ownership and legal form   | Yes                     | See pages 15-18 of our integrated report and ACCA's Corporate Governance Statement on pages 34-40 of ACCA's financial statements   |
| 2.7                         | Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)  | Yes                     | See page 13 (who we are) and pages 26-28 (stakeholder groups) of our integrated report   |
| 2.8                         | Scale of the reporting organisation  | Yes                     | See page 13 (Who we are) and pages 21-25 of our integrated report, together with pages 14-20 (Our people) of this statement  |
| 2.9                         | Significant changes during the reporting period regarding size, structure, or ownership  | Yes                     | See pages 21-25 of our integrated report   |
| 2.10                        | Awards received in the reporting period  | Yes                     | None received  |
| <b>3</b>                    | <b>REPORT PARAMETERS</b>   |                         |  |
| 3.1                         | Reporting period (eg, fiscal/calendar year) for information provided   | Yes                     | Page 2   |
| 3.2                         | Date of most recent previous report (if any)   | Yes                     | July 2011  |
| 3.3                         | Reporting cycle (annual, biennial, etc)  | Yes                     | Page 2   |
| 3.4                         | Contact point for questions regarding the report or its contents   | Yes                     | Page 28  |
| 3.5                         | Process for defining report content  | Yes                     | See <i>About this statement</i> section re scope on page 2   |
| 3.6                         | Boundary of the report (eg, countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance  | Yes                     | Page 2   |
| 3.7                         | State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope)  | Yes                     | Page 2   |
| 3.8                         | Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations | Yes                     | No changes on the basis for reporting  |

| GRI disclosure requirements |   | Covered in this report? | Page reference/comment  |
|-----------------------------|---|-------------------------|---|
| <b>3</b>                    | <b>REPORT PARAMETERS (CONTINUED)</b>  |                         |   |
| 3.10                        | Explanation of the effect of any restatements of information provided in earlier reports, and the reasons for such restatement (eg mergers/acquisitions, change of base years/periods, nature of business, measurement methods) | Yes                     | Restatements to financial information shown on pages 13 and 14 of ACCA's financial statements |
| 3.11                        | Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report  | Yes                     | No significant changes  |
| 3.12                        | Table identifying the location of the Standard Disclosures in the report  | Yes                     | Pages 4-8   |

|          |   |     |   |
|----------|---|-----|---|
| <b>4</b> | <b>GOVERNANCE, COMMITMENTS AND ENGAGEMENT</b>   |     |   |
| 4.1      | Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight | Yes | See pages 15-18 of our integrated report and our Corporate Governance statement on pages 34-40 of ACCA's financial statements |
| 4.2      | Indicate whether the Chair of the highest governance body is also an executive officer  | Yes | See page 15 of our integrated report  |
| 4.3      | For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members                   | Yes | See pages 15-18 of our integrated report  |
| 4.4      | Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body  | Yes | See pages 15-18 of our integrated report  |
| 4.14     | List of stakeholder groups engaged by the organisation  | Yes | See pages 26-28 of our integrated report  |
| 4.15     | Basis for identification and selection of stakeholders with whom to engage  | Yes | See pages 26-28 of our integrated report  |

## STANDARD DISCLOSURES: Performance indicators

| GRI disclosure requirements |  | Covered in this report? | Page reference/ comment  |
|-----------------------------|--|-------------------------|--|
| <b>GRI</b>                  | <b>ECONOMIC INDICATORS</b>   |                         |  |
| EC1                         | Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and Governments | Yes                     | Pages 25-27 of this statement together with pages 42-44 of our integrated report |
| EC2                         | Financial implications and other risks and opportunities for the organisation's activities due to climate change   | Yes                     | Pages 26 and 27  |
| EC3                         | Coverage of the organisation's defined benefit plan obligations  | Yes                     | Page 27  |
| EC4                         | Significant financial assistance received from government  | No                      | Not applicable to our organisation   |
| EC5                         | Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation  | No                      | Not available  |
| EC6                         | Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation   | No                      | Not available  |
| EC7                         | Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operations  | No                      | Not available  |
| EC8                         | Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement  | No                      | Not available  |
| EC9                         | Understanding and describing significant indirect economic impacts, including the extent of impacts  | No                      | Not available  |

|            |   |         |  |
|------------|---|---------|--|
| <b>GRI</b> | <b>ENVIRONMENTAL INDICATORS</b>   |         |  |
| EN1        | Materials used by weight or volume  | Partial | Does not include office paper. See page 23                       |
| EN2        | Percentage of materials used that are recycled input materials  | No      | Not available  |
| EN3        | Direct energy consumption by primary energy source = fuel that is burnt on site which includes gas boilers  | Partial | Does not include gas volumes for all London offices. See page 23 |
| EN4        | Indirect energy consumption by primary source - energy consumed by others who are serving the organisation = electricity purchased                              | Partial | No split between renewable and non-renewable. See page 24        |
| EN5        | Energy saved due to conservation and efficiency improvements  | No      | Not available  |
| EN6        | Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives | No      | Not available  |
| EN7        | Initiatives to reduce indirect energy consumption and reductions achieved   | No      | Not available  |
| EN8        | Total water withdrawal by source  | No      | Not available  |
| EN9        | Water sources significantly affected by withdrawal of water   | No      | Not material   |
| EN10       | Percentage and total volume of water recycled and reused  | No      | Not available  |
| EN11       | Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas               | No      | Not material   |



| GRI disclosure requirements |  | Covered in this report? | Page reference/ comment |
|-----------------------------|--|-------------------------|-------------------------|
| <b>GRI</b>                  | <b>ENVIRONMENTAL INDICATORS (CONTINUED)</b>  |                         |                         |
| EN12                        | Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas                                     | No                      | Not applicable          |
| EN13                        | Habitats protected or restored   | No                      | Not applicable          |
| EN14                        | Strategies, current actions, and future plans for managing impacts on biodiversity   | No                      | Not applicable          |
| EN15                        | Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk  | No                      | Not applicable          |
| EN16                        | Total direct and indirect greenhouse gas emissions by weight   | Yes                     | Page 24                 |
| EN17                        | Other relevant indirect greenhouse gas emissions by weight   | No                      | Not available           |
| EN18                        | Initiatives to reduce greenhouse gas emissions and reductions achieved   | No                      | Not available           |
| EN19                        | Emissions of ozone-depleting substances by weight  | No                      | Not available           |
| EN20                        | NOx, SOx, and other significant air emissions by type and weight   | No                      | Not available           |
| EN21                        | Total water discharge by quality and destination   | No                      | Not available           |
| EN22                        | Total weight of waste by type and disposal method  | No                      | Not available           |
| EN23                        | Total number and volume of significant spills  | No                      | Not applicable          |
| EN24                        | Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally | No                      | Not applicable          |
| EN25                        | Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff                          | No                      | Not applicable          |
| EN26                        | Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation  | No                      | Not applicable          |
| EN27                        | Percentage of products sold and their packaging materials that are reclaimed by category   | No                      | Not applicable          |
| EN28                        | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations  | No                      | Not applicable          |
| EN29                        | Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce                                   | No                      | Not available           |
| EN30                        | Total environmental protection expenditures and investments by type  | No                      | Not available           |

|            |  |         |   |
|------------|--|---------|---|
| <b>GRI</b> | <b>SOCIAL INDICATORS: LABOUR</b>   |         |   |
| LA1        | Total workforce by employment type, employment contract and region   | Yes     | Page 18   |
| LA2        | Total number and rate of employee turnover by age group, gender and region   | Partial | Page 18   |
| LA3        | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations  | No      | Not available   |
| LA4        | Percentage of employees covered by collective bargaining agreements  | Yes     | Page 15   |
| LA5        | Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements   | No      | Not available   |
| LA6        | Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes | No      | Not available   |
| LA7        | Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region  | No      | Not available   |
| LA8        | Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases      | No      | Not available   |
| LA9        | Health and safety topics covered in formal agreements with trade unions  | No      | Not available   |
| LA10       | Average hours of training per year per employee by employee category   | No      | Not available   |
| LA11       | Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings                            | No      | Not available   |
| LA12       | Percentage of employees receiving regular performance and career development reviews   | Yes     | Page 14   |
| LA13       | Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity               | Yes     | Pages 17-20, together with pages 15-18 of our Integrated report |
| LA14       | Ratio of basic salary of men to women by employee category   | No      | Not available   |

| GRI disclosure requirements |   | Covered in this report? | Page reference/ comment |
|-----------------------------|---|-------------------------|-------------------------|
| <b>GRI</b>                  | <b>SOCIAL INDICATORS: HUMAN RIGHTS</b>  |                         |                         |
| HR1                         | Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening                                  | No                      | Not available           |
| HR2                         | Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken   | No                      | Not available           |
| HR3                         | Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained     | No                      | Not available           |
| HR4                         | Total number of incidents of discrimination and actions taken   | No                      | Not available           |
| HR5                         | Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights       | No                      | Not available           |
| HR6                         | Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour                               | No                      | Not available           |
| HR7                         | Operations identified as having significant risk for incidents of forced or compulsory labour, and measures taken to contribute to the elimination of forced or compulsory labour | No                      | Not available           |
| HR8                         | Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations                          | No                      | Not available           |
| HR9                         | Total number of incidents of violations involving rights of indigenous people and actions taken   | No                      | Not available           |

|            |  |     |                |
|------------|--|-----|----------------|
| <b>GRI</b> | <b>SOCIAL INDICATORS: GENERAL</b>  |     |                |
| SO1        | Nature, scope and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting | No  | Not available  |
| SO2        | Percentage and total number of business units analysed for risks related to corruption   | No  | Not available  |
| SO3        | Percentage of employees trained in organisation's anti-corruption policies and procedures  | No  | Not available  |
| SO4        | Actions taken in response to incidents of corruption   | No  | Not available  |
| SO5        | Public policy positions and participation in public policy development and lobbying  | Yes | Page 13        |
| SO6        | Total value of financial and in-kind contributions to political parties, politicians and related institutions by country   | No  | Not applicable |
| SO7        | Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes  | No  | Not available  |
| SO8        | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations  | No  | Not available  |

|            |   |     |  |
|------------|---|-----|--|
| <b>GRI</b> | <b>SOCIAL INDICATORS: PRODUCT RESPONSIBILITY</b>  |     |  |
| PR1        | Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures | No  | Not available  |
| PR2        | Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes           | No  | Not available  |
| PR3        | Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements  | No  | Not available  |
| PR4        | Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes  | No  | Not available  |
| PR5        | Practices related to customer satisfaction, including results of surveys measuring customer satisfaction  | Yes | Pages 15-17 (re employees) and pages 21-25 of our integrated report (for members and students) |
| PR6        | Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship   | No  | Not available  |
| PR7        | Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes           | No  | Not available  |
| PR8        | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data   | No  | Not applicable   |
| PR9        | Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services  | No  | Not available  |

## ACCA AND SUSTAINABILITY >

AS A LEADING FORCE IN THE GLOBAL ACCOUNTANCY PROFESSION, ACCA HAS USED ITS POSITION TO ADVANCE AN UNDERSTANDING OF THE SIGNIFICANCE AND VALUE OF WIDER REPORTING FOR OVER TWENTY YEARS.

ACCA was one of the first professional accountancy bodies to articulate the need to measure and report on environmental and social, as well as financial, impacts. In doing this, ACCA recognised the broader role that the accountant could play in creating value for organisations they serve – a role which is widely appreciated and understood today.

As a result of work across the global profession, many sustainability issues are already being integrated directly into conventional financial reporting. ACCA has been an active participant in, and strong supporter of, developing further environmental, sustainability and social accounting techniques, covering issues such as financial exposure and risk, environmental taxation and value creation.

ACCA continues to promote sustainability efforts among private and public sector organisations through our ongoing research and insights activities and awards scheme. Our global footprint and in particular our presence in and work within developing economies, means ACCA can play an important role in promoting and embedding sustainability thinking and practice outside of established capital markets.

Through the ACCA Qualification we equip talented individuals, regardless of background, with the skills needed to meet the needs of the changing business environment and the ethical understanding which means they act in the best interests of those they serve and society at large. By doing this, ACCA seeks to deliver both economic and public value around the world.

Our 586,000 members and students around the world are in a position to be a powerful force for delivering sustainability benefits to organisations and society. And, while we continue

to look at how we can minimise our own impacts as an organisation, the engagement we have with members and future members represents the most significant positive effect we can have regarding sustainability issues.

To deliver all of the above, we rely heavily on a diverse, skilled and talented workforce. As a result, people issues feature significantly in our reporting. We set challenging targets around employee engagement, as we believe a deep understanding and commitment to our values and strategy is essential to our continued success.

While our environmental impacts are not as significant as some organisations, we nevertheless recognise that there is much we can do to minimise our footprint, not least through the adoption of paperless solutions for our processes.



**ACCA WAS ONE OF THE FIRST PROFESSIONAL ACCOUNTANCY BODIES TO ARTICULATE THE NEED TO MEASURE AND REPORT ON ENVIRONMENTAL AND SOCIAL, AS WELL AS FINANCIAL, IMPACTS.**

## ACCA CSR POLICIES AND LEADERSHIP COMMITMENTS

Our policies, which were developed in 2010, are as follows:

|  |  |
|--|--|
| <p>Public interest and stakeholder-driven policies</p> | <p>ACCA is committed to acting responsibly and in the public interest and in driving the professional, business and political debates on issues pertaining to sustainability and CSR.</p> <p>We will:</p> <ul style="list-style-type: none"> <li>&gt; seek to lead the professional debate on CSR and SD (Sustainable Development), in particular, the roles accountants should play</li> <li>&gt; ensure that CSR and SD issues are incorporated into our lifelong education, training and continuing professional development (CPD) processes</li> <li>&gt; develop guidance material for our members on how to address CSR and SD issues</li> <li>&gt; seek to understand the importance of, and enhance the consideration of, CSR and sustainability issues in the boardroom</li> <li>&gt; support funded research and drive insights in the areas of carbon accounting and social accounting</li> <li>&gt; support IFAC and its contributions to global policy initiatives, as well as the accountancy profession at a regional level through work with bodies such as FEE.</li> </ul>  |
| <p>Operational CSR/environmental policies</p>          | <p>ACCA is committed to understanding and minimising the environmental impact of its global operations.</p> <p>We will:</p> <ul style="list-style-type: none"> <li>&gt; seek to develop a clear image of what it would take to make ACCA itself an environmentally sustainable organisation</li> <li>&gt; encourage awareness and commitment to improved environmental performance amongst our staff and suppliers</li> <li>&gt; minimise consumption of natural resources by setting stretching targets for future improvement</li> <li>&gt; be creative in the utilisation of new technologies which have the potential to reduce our environmental footprint</li> <li>&gt; develop and implement ways to measure and report on our own carbon footprint</li> <li>&gt; develop a view on whether or not ACCA should aspire to carbon neutrality in its operations or seek to identify an acceptable offset position</li> <li>&gt; be transparent as to our sustainability impacts through a regular reporting process</li> <li>&gt; integrate environmental considerations and objectives (including the cost of carbon) into all our strategic planning and procurement decisions.</li> </ul> |

## People policies

ACCA recognises that its employees are fundamental to its success. A strategic and professional approach in recruitment enables ACCA to attract and appoint staff with the necessary skills and attributes to fulfil its strategic aims, and support its values.

We will:

- > provide regular and relevant opportunities for the development of individuals, both within the boundaries of their post and in terms of wider personal progress
- > seek to enhance our flexible working environment enabling as many staff as possible to benefit from improved work/life balance
- > operate a transparent performance reward system, with a clear link established between personal objectives, assessment of outcomes and eventual reward patterns
- > conduct regular staff satisfaction and engagement surveys and seek continuous improvement against key measures.

## PROGRESS AGAINST OUR POLICIES

### Public interest

Full details of our work can be found in the [Leading the Profession](#) section.

### Operational CSR/environmental policies

Our focus for 2011-12 has been on operational improvements, particularly around student processes. For 2012-13, we have a strategic priority to 'move online' which encompasses extending digital-only offerings more widely. In centralising more of our transactional

work and moving our offices in markets to more relationship-building and strategic engagement, we are increasing the operational impact and significance of our Glasgow office. Currently, we continue to only report the carbon footprint of our Glasgow and London operations. This year, we also announced our long-term move towards the e-assessment of all our examinations, which will significantly lessen the environmental impact of our examinations operations in the medium and long term.

### People policies

Full details of our work can be found in the [Our People](#) section.



**FOR 2012-13, WE HAVE A STRATEGIC PRIORITY TO 'MOVE ONLINE' WHICH ENCOMPASSES EXTENDING DIGITAL-ONLY OFFERINGS MORE WIDELY.**

## LEADING THE PROFESSION ▶

### Promoting a global agenda in sustainability

The greatest benefit ACCA can bring in the CSR and broader sustainability agenda is by influencing all our stakeholders and identifying ways to improve business performance on sustainability issues.

### Collaboration with sustainability organisations

We work widely through organisations around the world seeking to increase transparency. We have been involved from the very beginning of the following two significant reporting initiatives.

**1. GRI** – The Global Reporting Initiative (GRI) is a network-based organisation that pioneered the world's most widely used sustainability reporting framework. ACCA was represented on the GRI's board from inception until 2007, and on the GRI's technical advisory committee originally as Chair and latterly as a member. From 2012, we are represented on GRI's Stakeholder Council, as well as being part of the Editing Task Force for the G4 guidelines.

**2. IIRC** – The International Integrated Reporting Council (IIRC) was created to respond to the perceived need for a concise, clear, comprehensive and comparable integrated reporting framework structured around the organisation's strategic objectives, its governance and business model and integrating both material financial and non-financial information. ACCA is a member of both IIRC's Council and Working Party.

ACCA is a member of the Climate Disclosure Standards Board's Technical Working Group, a member of the Sustainability Working Group of FEE (the representative organisation for the accountancy profession in Europe), a member of the Accounting for Sustainability initiative and its Accounting Bodies Network global group, and a member of IFAC's Professional Accountants in Business (PAIB) sustainability task force.

We work in partnership with significant organisations across the globe on sustainability matters, including WWF, Flora and Fauna International (FFI) and KPMG, and we continue to be a member of the Queen's Award for Sustainable Development judging panel.

### Research and insights

ACCA continues to produce a range of reports and publications on sustainability matters of importance to the profession, and host events around the world.

We have partnered with WWF in Singapore, Indonesia and China to organise roundtables discussing the impacts and influence of the green economy on the corporate sector. We have also held similar green economy themed events in Toronto and Vancouver.

We continue to host Reporting Awards in Malaysia, Singapore, South Africa and Pakistan, rewarding best practice and helping to improve the quality of sustainability disclosures.

We have undertaken some key and original pieces of work, including analysing the current and future treatment of natural capital as a material issue, analysing the impact of King III code on sustainability disclosures in annual reports of companies in South Africa, and the implications of current fossil fuel reserves accounting in a carbon constrained economy.

In September 2011, we established our Global Forum for Sustainability, chaired by the chief executive of WWF-UK, which provides guidance on and input into ACCA's global sustainability research and insights agenda.



**THE GLOBAL REPORTING INITIATIVE (GRI) IS A NETWORK-BASED ORGANISATION THAT PIONEERED THE WORLD'S MOST WIDELY USED SUSTAINABILITY REPORTING FRAMEWORK.**

## OUR PEOPLE >

### Introduction

Investment in people is a cornerstone of ACCA's strategy to 2015. We are committed to:

- > recruiting and retaining the best people, ensuring that they are located in the most effective place to efficiently deliver the strategy
- > embedding ACCA values into our culture with ACCA's leadership promoting and seen as living up to these values
- > developing a talent management programme which offers training and secondment opportunities to further enhance the skills and knowledge of ACCA's employees
- > aligning performance management and reward to strategy and values
- > ensuring an effective leadership team is in place which leads by example and provides clear strategic direction.

In the past year, ACCA has continued to transform how we operate with the aim of providing best-in-class, customer-focused service and there have been some key developments in how customers are serviced, which have impacted on our workforce. Following a successful pilot, we have centralised transactional telephony contact for nine markets, meaning that all service queries and requests are handled centrally and giving a globally-consistent service, benchmarked to industry standards for more of our direct customers. We moved our global contact centre, *ACCA Connect*, which deals with all general telephone and email queries to 24/7, 365 operation in September 2011. As a result of this centralisation of transactional contact, our people in market are refocusing exclusively on strategic engagement which will help build ACCA's reputation and influence.

In January 2012, we introduced a total reward system for our employees in the UK and Ireland, giving them more control over their pay and benefits package, as well as allowing them to structure their pay in the most tax efficient way possible. Outside the UK, pay and benefits packages continued to be developed in response to ensuring employees are remunerated fairly and equitably with regard to local market practices.

In 2011 we were among the initial signatories to the Social Compact introduced in the UK by deputy prime minister Nick Clegg MP. This provides a framework for employing interns.

### Performance reviews

All ACCA employees (globally) receive an annual performance review and performance rating. Personal and career development discussions are integrated with ACCA's performance review process including quarterly and annual review discussions.



# 24/7

## ACCA CONNECT, OUR GLOBAL CONTACT CENTRE, NOW OPERATING 24/7, 365

IN SEPTEMBER 2011, ACCA BECAME THE FIRST PROFESSIONAL ACCOUNTANCY BODY TO PROVIDE THIS ROUND-THE-CLOCK CONTACT SERVICE.



### Employee consultation

In the UK, ACCA continues to recognise the union Unite to negotiate on terms and conditions of employment, including pay, grading, pensions and hours of work.

### Employee engagement survey

Our employee engagement survey is conducted on an annual basis. In previous years, the survey has been conducted for ACCA by The Work Foundation. In 2011, the survey provider Best Companies was selected

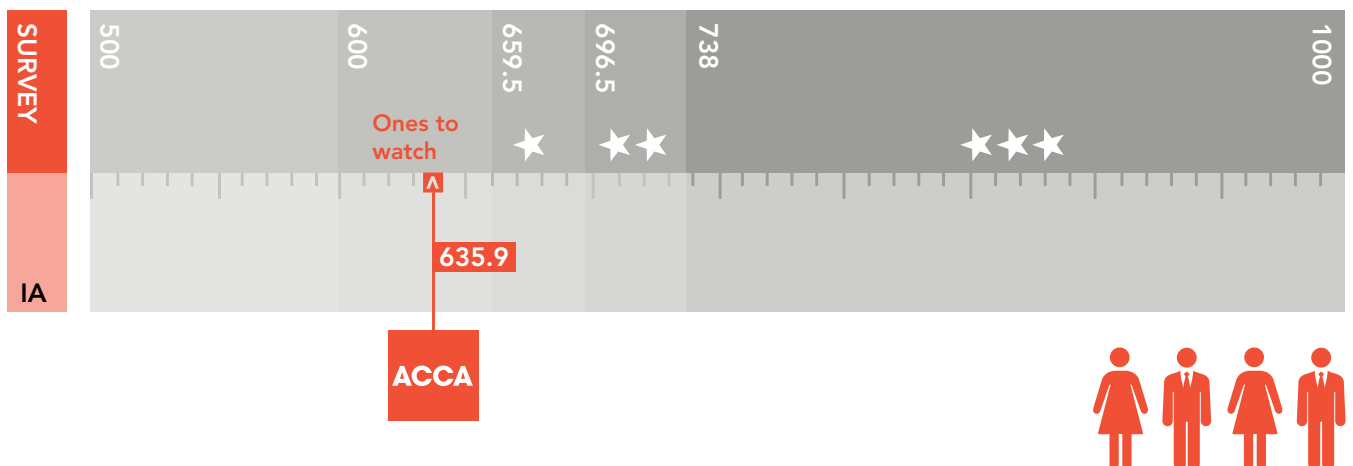
to partner with us in conducting our employee engagement survey. Working with a larger survey provider has enabled us to work more effectively with our results internally as well as benchmark our scores against other organisations externally.

ACCA achieved a Best Companies Index score (engagement score) of 635.9 which places the organisation in the 'Ones To Watch' category. These results are based upon the 742 surveys returned from 1036 sent out (a response rate of 71.6%), which was the best yet for our engagement surveys.

# 635.9

THIS IS THE ENGAGEMENT SCORE ACHIEVED BY ACCA WHICH PLACES THE ORGANISATION IN THE 'ONES TO WATCH' CATEGORY IN THE BEST COMPANIES INDEX

ACCA and Best Companies employee engagement survey

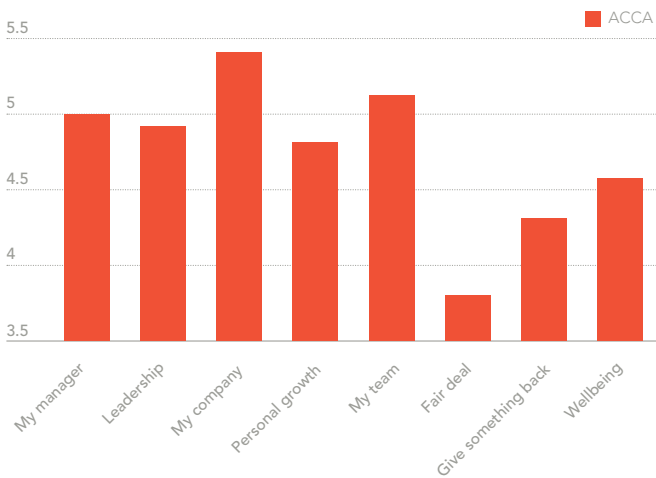


**Organisation overall results**

Of the eight employee engagement factors, the highest ranked factors for ACCA are My Company (how much people value their company, how proud they are to work there and whether they make a difference) and My Team (team spirit, feeling part of the company, having fun, and belonging).

The lowest ranked factor is Fair Deal (how well employees feel they are treated and how their pay and benefits compare to similar organisations).

Overall by factor



> The maximum score possible is 7 and the minimum 1.

**Highlights from the 2011 survey include:**

- > The majority of employees (87%) feel that they can make a valuable contribution to the success of the organisation.
- > There is strong sense of pride amongst employees with 78% reporting that they feel proud to work for the organisation.
- > Team working is strong with 83% of employees reporting that their team members are willing to go out of their way to help each other and 77% agreeing that their team is fun to work with.
- > People feel that not only does their manager talk openly and honestly with them (81% of employees gave a positive response in their area) but also that they share important knowledge and information with them (76%).

**Our people challenges**

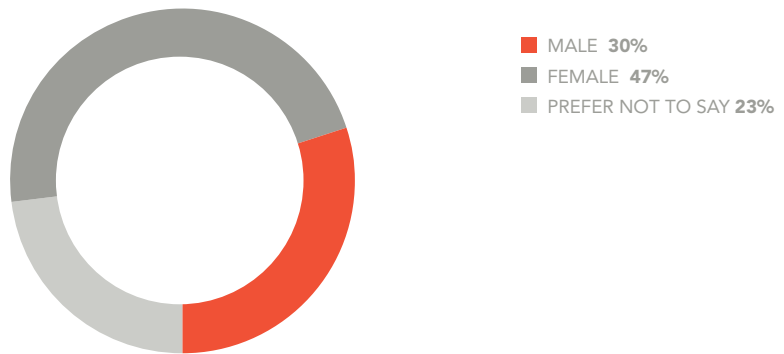
We recognise that there is ongoing work in becoming an employer of choice and we continue in striving to improve in areas which will make a difference to our employees. Every year, an organisation level action plan for improvement is created by our Executive Team with the Organisation Development Team. This year, a representative from Best Companies gave input into this process to help interpret the results and provide some benchmark information and guidance on targets for 2012-2013.

**83%**

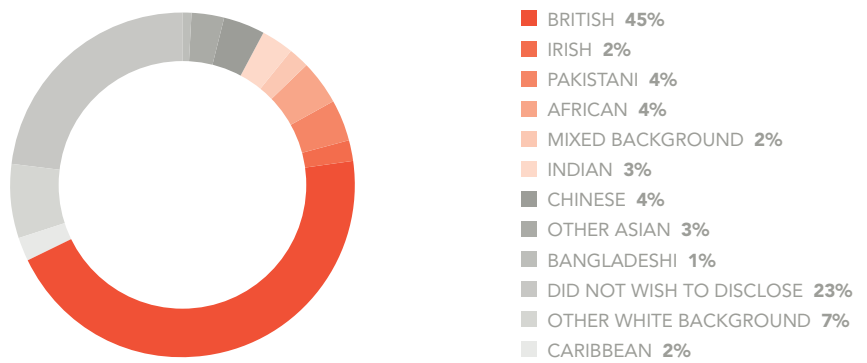
OF EMPLOYEES REPORT THAT THEIR TEAM MEMBERS ARE WILLING TO GO OUT OF THEIR WAY TO HELP EACH OTHER AND 77% AGREE THAT THEIR TEAM IS FUN TO WORK WITH.

## Demographic information on survey respondents

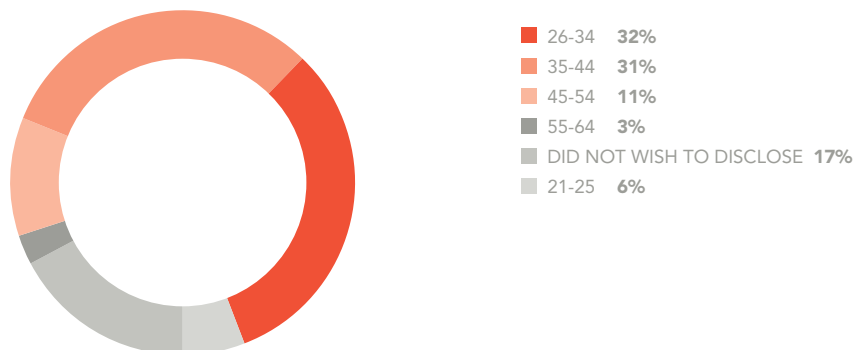
### Gender



### Ethnicity



### Age



> Base: all ACCA employee respondents – 742 (71.6% of ACCA's workforce).

## GLOBAL WORKFORCE DATA

### Data pertaining to our global workforce is shown here

ACCA's total workforce globally as of 31 March 2012 was 1,049. This is equal to 559 customers per employee (where customer is defined as students, members and affiliates).

| No. of employees   |            |            |              |
|--------------------|------------|------------|--------------|
|                    | Full Time  | Part Time  | Total        |
| Permanent contract | 852        | 94         | 946          |
| Temporary contract | 89         | 14         | 103          |
| <b>Total</b>       | <b>941</b> | <b>108</b> | <b>1,049</b> |

### Staff turnover

This year our overall staff turnover was an average of 16.95%. This can be broken down by location and gender as follows. These % figures relate to overall turnover (eg including employees who have been engaged on fixed term contracts or for a specific, time-bound piece of work). Voluntary turnover globally for the year ended 31 March 2012 is 12.4%.

| Staff turnover data for year to 31 March 2012 |                               |                               |               |              |
|---|-------------------------------|-------------------------------|---------------|--------------|
|   | Total staff as at 31 March 12 | Total staff as at 31 March 11 | No of leavers | % turnover   |
| London  | 279                           | 271                           | 48            | 17.45        |
| Glasgow                                       | 412                           | 382                           | 61            | 15.37        |
| National offices (outside UK)                 | 321                           | 317                           | 59            | 18.50        |
| UK regions                                    | 37                            | 33                            | 6             | 17.14        |
| <b>Total</b>                                  | <b>1,049</b>                  | <b>1,003</b>                  | <b>174</b>    | <b>16.95</b> |

|              |              |              |            |              |
|--------------|--------------|--------------|------------|--------------|
| Female       | 661          | 626          | 108        | 16.78        |
| Male         | 388          | 377          | 66         | 17.25        |
| <b>Total</b> | <b>1,049</b> | <b>1,003</b> | <b>174</b> | <b>16.95</b> |

### Manager headcount

30.9% of our employees are categorised as managerial. It should be noted however that the number of direct reports a manager within ACCA may be accountable for varies significantly, from one report to hundreds of employees.

| Manager headcount             |              |                |             |
|-------------------------------|--------------|----------------|-------------|
|                               | Total staff  | Total managers | % managers  |
| London                        | 279          | 107            | 38.4        |
| Glasgow                       | 412          | 84             | 20.4        |
| National offices (outside UK) | 321          | 125            | 38.9        |
| UK regions                    | 37           | 8              | 21.6        |
| <b>Total</b>                  | <b>1,049</b> | <b>324</b>     | <b>30.9</b> |

### Gender headcount

63% of our employees are female, 37% male.

| Gender headcount              |             |        |      |
|-------------------------------|-------------|--------|------|
|                               | Total staff | Female | Male |
| London                        | 279         | 182    | 97   |
| Glasgow                       | 412         | 235    | 177  |
| National offices (outside UK) | 321         | 221    | 100  |
| UK regions                    | 37          | 23     | 14   |
| Total                         | 1,049       | 661    | 388  |

### Managers by gender

30% of female employees are managers, 32% of male employees are managers.

| Managers by gender            |                |        |      |
|-------------------------------|----------------|--------|------|
|                               | Total managers | Female | Male |
| London                        | 107            | 65     | 42   |
| Glasgow                       | 84             | 52     | 32   |
| National offices (outside UK) | 125            | 77     | 48   |
| UK regions                    | 8              | 4      | 4    |
| Total                         | 324            | 198    | 126  |

**30%**

OF FEMALE EMPLOYEES  
ARE MANAGERS



**32%**

OF MALE EMPLOYEES  
ARE MANAGERS



**Length of service of employees**

| Length of service |         |          |           |             |       |
|-------------------|---------|----------|-----------|-------------|-------|
|                   | 0-3 yrs | 4-10 yrs | 11-20 yrs | Over 20 yrs | Total |
| Total global      | 540     | 341      | 137       | 31          | 1,049 |

| Starters 1/4/2011–31/3/2012 by age |       |       |       |       |       |       |       |
|------------------------------------|-------|-------|-------|-------|-------|-------|-------|
| Gender                             | 10-19 | 20-29 | 30-39 | 40-49 | 50-59 | 60-69 | Total |
| Female                             | 1     | 57    | 47    | 21    | 10    | 1     | 137   |
| Male                               | 2     | 29    | 25    | 15    | 7     | —     | 78    |
| Total                              | 3     | 86    | 72    | 36    | 17    | 1     | 215   |

| Leavers 1/4/2011–31/3/2012 by age |             |       |       |       |       |       |       |
|-----------------------------------|-------------|-------|-------|-------|-------|-------|-------|
| Gender                            | Age unknown | 10-19 | 20-29 | 30-39 | 40-49 | 50-59 | Total |
| Female                            | 3           | 1     | 35    | 51    | 13    | 5     | 108   |
| Male                              | 1           | 2     | 24    | 29    | 6     | 4     | 66    |
| Total                             | 4           | 3     | 59    | 80    | 19    | 9     | 174   |

**Salary by grades – UK Staff only**

| Grade                  | Female | Male | Grand total |
|------------------------|--------|------|-------------|
| 1 (£14,636 – £27,270)  | 121    | 79   | 200         |
| 2 (£19,341 – £33,835)  | 60     | 31   | 91          |
| 3 (£22,477 – £40,400)  | 51     | 34   | 85          |
| 4 (£25,613 – £47,470)  | 64     | 44   | 108         |
| 5 (£34,500 – £55,550)  | 73     | 41   | 114         |
| 6 (£46,000 – £72,720)  | 30     | 20   | 50          |
| 7 (£52,273 – £85,850)  | 29     | 25   | 54          |
| 8 (£82,400 – £126,250) | 9      | 8    | 17          |
| 9 (>£126,250)          | 3      | 6    | 9           |
| Total                  | 440    | 288  | 728         |

## OUR ENVIRONMENT >

### Introduction

The scope of our CSR statement includes our Glasgow and London offices.

### Environmental impact

ACCA has identified both its direct and indirect environmental impacts: carbon and paper use.

|                      |   |
|----------------------|---|
| Carbon/GHG emissions | Travel of staff, members and students                         |
| Paper use            | Publications, examinations, marketing, and general office use |

Other impacts include energy, waste and water use (offices, exam centres and ACCA supply chain).

### Environmental indicators selected

In 2008, ACCA commissioned an environmental consultancy to track and measure its environmental impacts over several years. From this work, they identified ACCA's key environmental impacts which are principally related to the activities of: mailing/distribution, business travel, print buying and utility usage. We have continued this year to report against the Global Reporting Initiative (GRI) and in light of our impacts identified above, are reporting against the following three environmental indicators:

- > EN3 direct energy consumption (gas and electricity)
- > EN4 indirect energy consumption by primary source
- > EN16 total direct greenhouse gas emissions.

The main development which has mitigated our direct environmental impact this year has been our continued move towards complete

online transactional services for our customers. Our focus has been on automating student processes, as – with 432,000 students worldwide – these improvements deliver the greatest operational benefit and positive environmental impact.

Following the introduction of complete online registration and improved online examination entry processes, we have been able to move to fully online registration in eight markets (Australia, Hong Kong SAR, Ireland, Malaysia, New Zealand, Singapore, Ukraine and the UK). This was accompanied by switching off relevant paper documentation for initial registrations, exam entry and results, delivering both financial and environmental savings as well as significant customer satisfaction improvement. This process will be extended to other markets in 2012-13, in line with ACCA's 'move online' agenda.



**OUR FOCUS HAS BEEN ON AUTOMATING STUDENT PROCESSES, AS - WITH 432,000 STUDENTS WORLDWIDE - THESE IMPROVEMENTS DELIVER THE GREATEST OPERATIONAL BENEFIT AND POSITIVE ENVIRONMENTAL IMPACT.**

We have also been encouraging students in other markets to transact with us online by offering tiered pricing for online examination entry and introducing self-service terminals in key ACCA offices. As a result, we have moved almost 247,000 students to online exam entry.

Looking further forward, our long-term move towards the e-assessment of all our examinations will dramatically reduce paper usage and transportation impacts by delivering a completely online process around the world.

**Our carbon footprint**

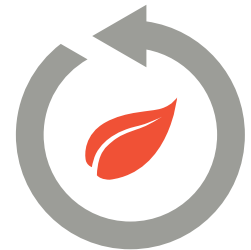
We measure our carbon footprint in terms of scope 1, 2 and partial scope 3 emissions. Scope 1 and 2 can be classified as our 'internal footprint' (gas, electricity, fuel) while our 'external footprint' or partial scope 3 emissions includes all UK-originated rail, air and taxi travel.



**OUR LONG-TERM MOVE TOWARDS THE E-ASSESSMENT OF ALL OUR EXAMINATIONS WILL DRAMATICALLY REDUCE PAPER USAGE AND TRANSPORTATION IMPACTS BY DELIVERING A COMPLETELY ONLINE PROCESS AROUND THE WORLD.**



10 / 10





## Environmental data

| Materials used by weight or volume |                        |                        |                        |
|------------------------------------|------------------------|------------------------|------------------------|
| Category                           | 2011/2012 (kg)         | 2010/2011 (kg)         | 2009/2010 (kg)         |
| Office paper                       | Quantity not specified | Quantity not specified | Quantity not specified |
| Marketing materials                | Quantity not specified | Quantity not specified | Quantity not specified |
| Publishing and magazines           | 285,887kg              | 249,110kg              | 607,114kg              |
| Examination papers                 | Quantity not specified | Quantity not specified | Quantity not specified |
| Total paper use in kg              | 285,887kg              | 249,110kg              | 607,114kg              |

| Gas consumption by ACCA office      |                             |                             |                          |
|-------------------------------------|-----------------------------|-----------------------------|--------------------------|
| Location                            | 2011/2012 (GJ)              | 2010/2011 (GJ)              | 2009/2010 (GJ)           |
| 29 Lincoln's Inn Fields (London)    | 408.42                      | 374.206                     | 593.957                  |
| 10/11 Lincoln's Inn Fields (London) | Not available for 2011/2012 | Not available for 2010/2011 | Included in above figure |
| New Penderel House (London)         | Not available for 2011/2012 | Not available for 2010/2011 | Included in above figure |
| 2 Central Quay (Glasgow)            | No gas consumption          | No gas consumption          | No gas consumption       |
| 139 Hydepark Street (Glasgow)       | Not available for 2011/2012 | n/a                         | n/a                      |
| Total gas consumption               | 408.42                      | 374.206                     | 593.957                  |

| Electricity consumption by ACCA office |                |                |                |
|--|----------------|----------------|----------------|
| Location                               | 2011/2012 (GJ) | 2010/2011 (GJ) | 2009/2010 (GJ) |
| 29 Lincoln's Inn Fields (London)       | 826.25         | 890.392        | 861.995        |
| 10/11 Lincoln's Inn Fields (London)    | 1,210.032      | 1,298.146      | 1,341.569      |
| New Penderel House (London)            | 515.128        | 510.282        | 487.634        |
| 2 Central Quay (Glasgow)               | 4,614.408      | 4,533.671      | 5,126.198      |
| 138 Hydepark Street (Glasgow)          | 100.357        | n/a            | n/a            |
| Total electricity consumption          | 7,266.175      | 7,232.491      | 7,817.396      |

**Environmental data (continued)**

| Total direct greenhouse gas emissions by weight          |                                 |                                 |                                 |
|--|---------------------------------|---------------------------------|---------------------------------|
| Item   | 2011/2012 (kg CO <sub>2</sub> ) | 2010/2011 (kg CO <sub>2</sub> ) | 2009/2010 (kg CO <sub>2</sub> ) |
| Gas  | 20,830                          | 21,369                          | 4,202                           |
| Electricity  | 1,058,884                       | 1,095,361                       | 1,169,677                       |
| All UK originated travel and transport:                  | 1,119,978                       | 718,485                         | 769,489                         |
| Air 1 – Long haul  | 710,614                         | 328,808                         | 354,204                         |
| Air 2 – Short haul                                       | 67,503                          | 68,564                          | 67,406                          |
| Air 3 – Domestic   | 312,528                         | 302,636                         | 335,300                         |
| Rail 1 – Eurostar  | 971                             | 1,078                           | 1,539                           |
| Rail 2 – Domestic  | 18,568                          | 8,944                           | 6,818                           |
| Taxi   | 9,794                           | 8,455                           | 4,222                           |
| <b>ACCA's total direct CO<sub>2</sub> emissions (kg)</b> | <b>2,199,692</b>                | <b>1,835,215</b>                | <b>1,943,368</b>                |

It should be noted that CO<sub>2</sub> emissions have increased by almost 20% year on year and this is mainly due to increases in the figures for long haul air and domestic rail travel. While there has

been greater use of rail travel in the UK and increases in the number of long haul flights taken, this does not account for the noted rise in CO<sub>2</sub> emissions. After a robust review of the data, it is thought that the previous year's

figures were not calculated using the correct emissions factors as set out in the UK Government's Department for Environment, Food and Rural Affairs (DEFRA) guidelines.

| Core Indicator                                     | Aspect            |        |               |               |               |        |           |              |
|--|-------------------|--------|---------------|---------------|---------------|--------|-----------|--------------|
| EN4. Indirect energy consumption by primary source | Electricity in GJ |        |               |               |               |        |           |              |
|  | 2 CQ              | 138 HP | 1st floor NPH | 3rd floor NPH | 5th floor NPH | 29 LIF | 10/11 LIF | TOTAL        |
| Eon  |                   |        |               | 142           | 221           |        |           | 363          |
| EDF  |                   |        | 152           |               |               | 826    | 891       | 1,869        |
| SP   | 4,615             | 100    |               |               |               |        | 319       | 5,034        |
| <b>2011-12</b>                                     | 4,615             | 100    | 152           | 142           | 221           | 826    | 1,210     | <b>7,266</b> |
| <b>2010-11</b>                                     | 4,534             | n/a    | 146           | 149           | 216           | 890    | 1,298     | <b>7,233</b> |
| <b>2009-10</b>                                     | 5,126             | n/a    | 103           | 153           | 190           | 862    | 1,342     | <b>7,776</b> |

Refer to pages 4-8 for a copy of the completed GRI tables.

## OUR ECONOMIC IMPACT >

### Financial/economic indicators

We have continued this year to report against the Global Reporting Initiative (GRI) using the following financial/economic indicators:

- > EC1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and Governments. See 'Financial history'
- > EC2 Financial implications and other risks and opportunities for the organisation's activities due to climate change. See 'Climate change risk'
- > EC3 Coverage of the organisation's defined benefits plan obligations. See 'Pension obligations'.

### Financial history

ACCA's recent financial track record can be found in the financial performance section on pages 38-40 of ACCA's integrated report. This presents a five-year summary table which shows that the ACCA group, including the Certified Accountants Educational Trust (CAET), generated a total gross operating surplus of £20.147m and that, as of 31 March 2012, ACCA was in a strong financial position with total funds and reserves of almost £26.085m. Further financial information can be found in ACCA's integrated report and financial statements at [www.accaglobal.com](http://www.accaglobal.com)



**THE ACCA GROUP, INCLUDING THE CERTIFIED ACCOUNTANTS EDUCATIONAL TRUST (CAET), GENERATED A TOTAL GROSS OPERATING SURPLUS OF £20.147M AND AS OF 31 MARCH 2012, ACCA WAS IN A STRONG FINANCIAL POSITION WITH TOTAL FUNDS AND RESERVES OF ALMOST £26.085M.**

## OUR COMMUNITY ➤

### OUR KEY CHARITABLE INITIATIVES

#### The Chartered Certified Accountants' Benevolent Fund

The Benevolent Fund exists to help ACCA members and their families in times of hardship and distress. The Fund's purpose is to assist its beneficiaries through grants or loans, or the provision of specific items or payment of services. It supports ACCA members and their dependants who are experiencing severe financial difficulties. The Benevolent Fund relies on member donations to continue providing assistance where it is needed the most. During the year to 31 March 2012 the Benevolent Fund awarded a total of £19,258 to 13 beneficiaries (members and/or their families). Further information about the Fund can be found at [www.accaglobal.com/members/fund](http://www.accaglobal.com/members/fund)

#### Simpson Scholarship

The Scholarship rewards talented students who have proven themselves to be of distinction in ACCA's examinations. There are five annual winners, who have their exam and subscription fees covered until they become ACCA members, or for up to five years. In order to be eligible for the Scholarship, applicants must meet the prescribed criteria and submit a 1,000 word essay. During the year to 31 March 2012, a total of £5,596 was awarded to 19 students. Further information can be found at [www.accaglobal.com/scholarship/](http://www.accaglobal.com/scholarship/)

#### Helping the wider community

As in 2010-11, our UK Staff Charity and Events Team, and their two sub-groups representing the London/UK Regional and Glasgow offices, asked employees to nominate two charities to support. For 2011-12, these were Anthony Nolan (Glasgow) and Great Ormond Street Hospital (London). Over the course of the year, ACCA employees in the UK participated in a range of charitable events including bake sales, charity football matches and quiz nights, raising a total of £9,000. ACCA also has a Give As You Earn Scheme, whereby money can be deducted from employees' salaries and sent to the charities of their choice.

In 2012-13, our chosen charities will be Cancer Research UK (London/UK regional) and The Scottish Centre for Children with Motor Impairments (Glasgow), the latter being a charity based in the Craighalvert Centre which provides educational and therapy services for children affected by cerebral palsy and other related conditions. Plans for the year include Easter Egg donations, bake sales, football matches and Olympic-themed fundraising events which involve children based in the Craighalvert Centre. ACCA's offices outside the UK also partake in a number of charitable activities.

The Charity and Events Teams within the UK employee population will be reviewed in 2012-13 to ensure that their objectives and activities link more closely with the objectives of the organisation in Giving Something Back and involve as many employees as possible. This structure can then be rolled out regionally in order that all employees have the opportunity to contribute to the Giving Something Back agenda.

#### Climate change risk

ACCA acknowledges that climate change represents a real and disclosable risk issue with which many public and private sector organisations are going to have to deal with.

With direct operations in over 70 countries and a member/student body in over 170 countries, ACCA cannot consider itself immune from climate change risk in any and all circumstances. In terms of how ACCA could be affected:

- > In the short term: increased frequency of natural weather phenomena impacting ever more deeply on our ability to run a global examination programme – financial impact in terms of increased insurance premium on ACCA's events policy if risk events are seen as more likely.
- > In the medium term: industry and enterprise and hence the livelihoods of ACCA members are affected by climate change, tighter environmental regulation, etc.
- > In the longer term: in some particularly vulnerable countries, ACCA's own infrastructure and operations could be threatened by irreversible climate change effects such as rising sea levels – financial impact would be the potential loss of student and member income, and the loss of working days through disruption to ACCA's infrastructure (could be quantified conservatively in terms of salary).

If these risks were to be realised, in terms of financial impacts:

- > Physical property damage/loss would be minimal
- > Income stream: this could suffer were climate change to materialise in a form which led to the permanent impairment of economic activities in countries with significant populations of ACCA members or students or in a way which significantly impaired our ability to deliver our core services: examinations and members services. Risk is limited (especially when compared to other professional bodies) by ACCA's wide geographical spread.

At present, we continue to consider the financial consequences of climate change risk to be immaterial in the short term to medium term. Risk mitigation measures include:

- > Monitoring of climate disturbances on our examination processes
- > Long-term plans to migrate wholly to online examinations which do not demand traditional periodic large group examination processes.

#### **Pension obligations**

In the UK and Ireland, ACCA operates pension schemes providing benefits based on final pensionable pay and on a career average revalued earnings basis. The assets of the schemes are held separately from those of ACCA. Contributions to the schemes are

determined by a qualified actuary on the basis of triennial valuations. In 2011-12 changes were made to both of the schemes which will result in them closing to future accrual on 31 July 2013.

Defined contributions schemes are operated for qualifying employees within the UK and Ireland and certain employees outside the UK and Ireland. The nature of such schemes varies according to legal regulations, fiscal requirements and economic conditions of the countries in which employees are based. Plans are funded by payments from ACCA and by employees and are held separately and independently of ACCA's finances.

Further information on ACCA's pension arrangements for its employees can be found on pages 25-28 of ACCA's financial statements.



**THE CHARITY AND EVENTS TEAMS WITHIN THE UK EMPLOYEE POPULATION WILL BE REVIEWED IN 2012-13 TO ENSURE THAT THEIR OBJECTIVES AND ACTIVITIES LINK MORE CLOSELY WITH THE OBJECTIVES OF THE ORGANISATION IN GIVING SOMETHING BACK AND INVOLVE AS MANY EMPLOYEES AS POSSIBLE.**

## CONTACT DETAILS AND FEEDBACK

### Contact details and feedback

Thank you for your interest in ACCA's CSR statement. If you have any queries or would like any further information, please contact:

Hugh McCash  
[hugh.mccash@accaglobal.com](mailto:hugh.mccash@accaglobal.com)

Helen Perkins  
[helen.perkins@accaglobal.com](mailto:helen.perkins@accaglobal.com)

### ACCA's headquarter offices

ACCA (The Association of Chartered Certified Accountants)  
29 Lincoln's Inn Fields  
London WC2A 3EE  
United Kingdom

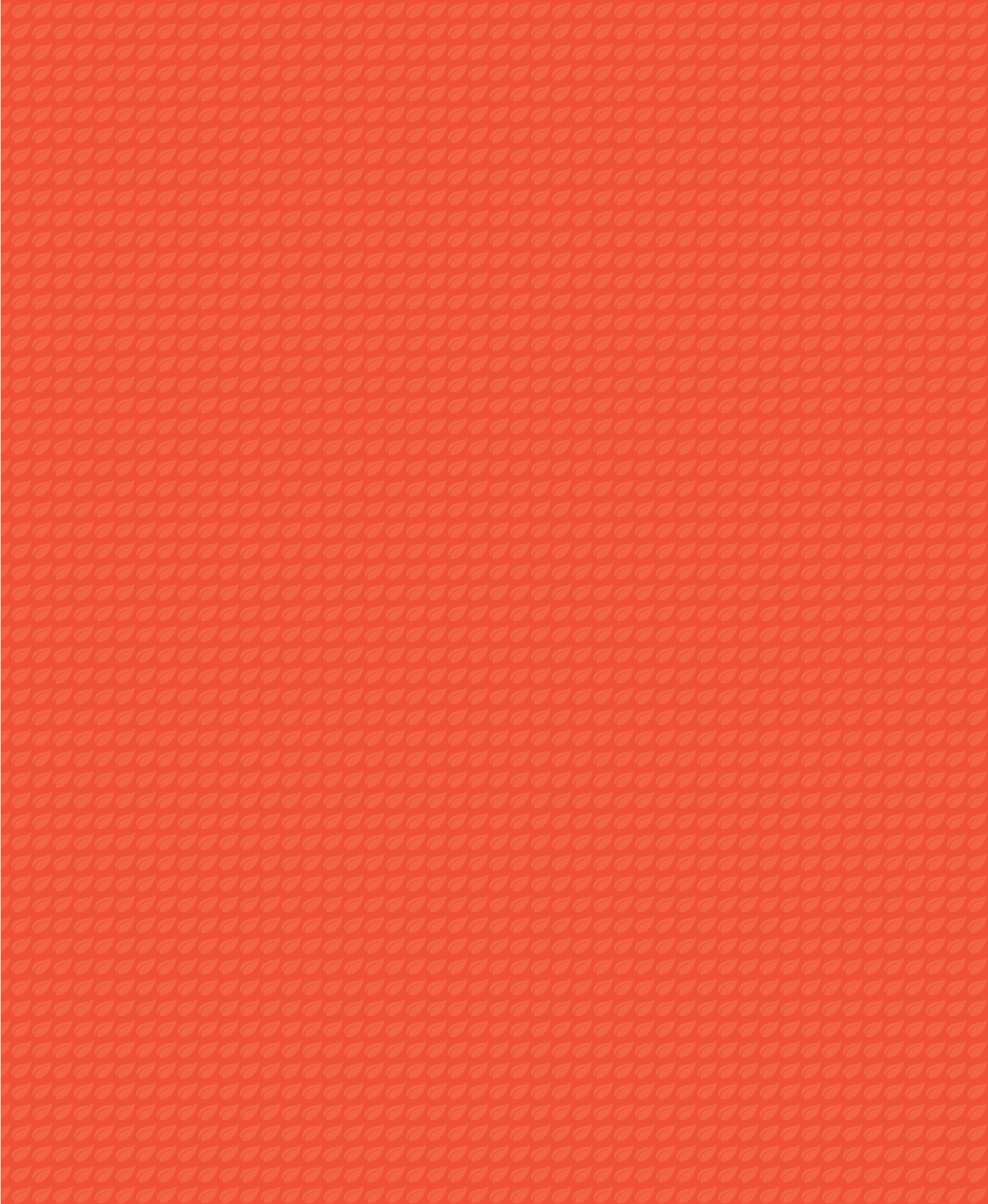
### The global website

[www.accaglobal.com](http://www.accaglobal.com)

[www.accaglobal.com/en/technical-activities/sustainability.html](http://www.accaglobal.com/en/technical-activities/sustainability.html)

[www.accaglobal.com/af/environmental](http://www.accaglobal.com/af/environmental)

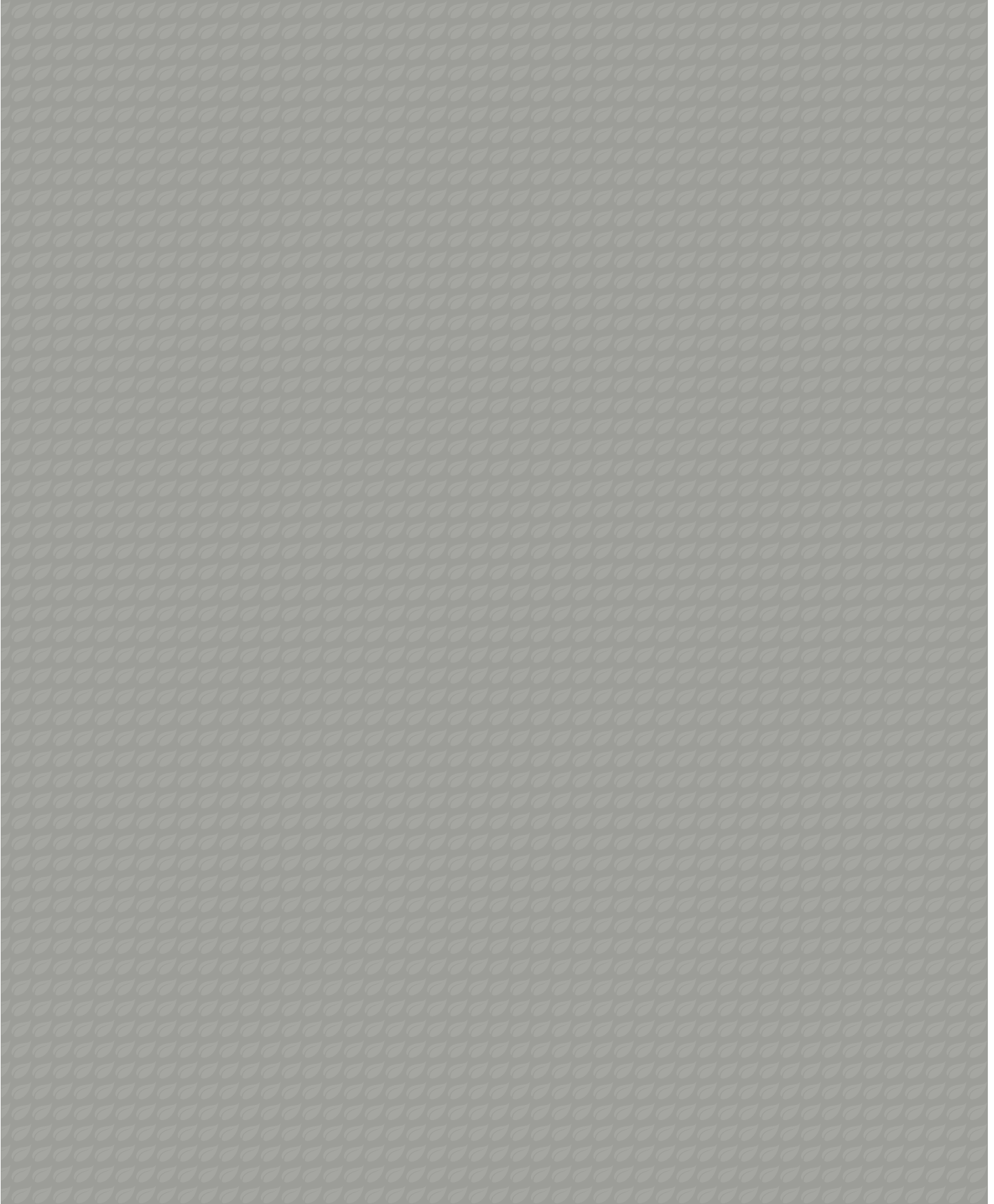
INTEGRATION / TRANSPARENCY / RESPONSIBILITY





ACCA  
29 Lincoln's Inn Fields  
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## Statement GRI Application Level Check

GRI hereby states that **ACCA** has presented its report "ACCA CSR STATEMENT 2011-12" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level C.

GRI Application Levels communicate the extent to which the content of the G3 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3 Guidelines.

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 26 June 2012

A handwritten signature in blue ink, appearing to read "Nelmara Arbex", is written over a faint, light blue circular watermark or background.

Nelmara Arbex  
Deputy Chief Executive  
Global Reporting Initiative



*The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. [www.globalreporting.org](http://www.globalreporting.org)*

**Disclaimer:** Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 14 June 2012. GRI explicitly excludes the statement being applied to any later changes to such material.