



Connect for impact
Performance metrics

Performance metrics

All metrics shown below reflect aggregate performance across the Deloitte network except where otherwise noted.

REVENUE	FY2019	FY2018	FY2017
Revenue			US\$ billion
Revenue	46.2	43.2	38.8
Revenue growth		Percentage growth in US dollars/local currency	
Revenue growth	6.9%/9.4%	11.3%/8.2%	5.5%/7.1%
Revenue by business area			
Audit & Assurance	10.2	10.2	9.4
Consulting	18.7	16.5	14.3
Financial Advisory	3.8	3.6	3.4
Risk Advisory	5.3	5.0	4.5
Tax & Legal (1)	8.3	7.9	7.3
By region			
Americas	24.2	22.1	20.4
Europe/Middle East/Africa	15.0	14.5	12.5
Asia Pacific	7.1	6.6	5.8
By industry			
Consumer (2)	10.8	10.1	12.2
Energy, Resources & Industrials (2)	7.7	6.4	2.7
Financial Services	12.4	11.8	10.7
Life Sciences & Health Care	4.3	4.1	3.7
Government & Public Services	5.3	5.4	5.1
Technology, Media & Telecom	5.6	5.3	4.5
TALENT	FY2019	FY2018	FY2017
Workforce	312,028	286,214	263,924
By level			
Partners and principals (3)	13,411	12,250	11,378
Professional staff (4)	251,584	226,547	209,234
Administrative staff (5)	47,033	47,416	43,311

Performance metrics

TALENT	FY2019	FY2018	FY2017
By region			
Americas	139,488	125,180	115,387
Europe/Middle East/Africa	102,614	99,493	93,408
Asia Pacific	69,926	61,541	55,129
Talent by gender			
By region and gender—male			
Overall	174,725	161,228	147,256
Americas	80,187	71,488	65,427
Europe/Middle East/Africa	57,710	55,430	51,849
Asia Pacific	36,829	34,310	29,980
By region and gender—female			
Overall	137,303	124,986	116,668
Americas	59,301	53,692	49,960
Europe/Middle East/Africa	44,904	44,063	41,559
Asia Pacific	33,097	27,231	25,149
Percentages of women			
Overall	44%	44%	44%
Among partners, principals and directors (3) (4)	23%	23%	22%
Among managers (4)	34%	35%	35%
Among new hires	45%	44%	45%
Among new partners, principals and director admissions (3) (4)	26%	25%	26%
Percentages of women in leadership and governance bodies			
On Deloitte Global's Board of Directors	16%	16%	16%
On Deloitte Global's Executive Committee	17%	17%	22%
Turnover			
Turnover rate	21%	20%	20%

Performance metrics

TALENT	FY2019	FY2018	FY2017
Rate by region			
Americas	16%	16%	18%
Europe/Middle East/Africa	24%	23%	20%
Asia Pacific	23%	23%	23%
Rate by gender			
Male	20%	19%	19%
Female	21%	20%	20%
New hires			
Total new hires	90,540	77,390	69,878
Total new hire rate (6)	29%	27%	26%
By region			
Americas new hires	35,910	29,417	27,323
Americas new hire rate (6)	26%	23%	24%
Europe/Middle East/Africa new hires	32,348	28,337	25,328
Europe/Middle East/Africa new hire rate (6)	32%	28%	27%
Asia Pacific new hires	22,282	19,636	17,227
Asia Pacific new hire rate (6)	32%	32%	31%
By level			
New partners and principals (3)	426	457	350
New managers	10,244	7,602	6,840
New staff	70,166	60,411	54,671
New administrative staff	9,704	8,921	8,017
Recruiting and learning			
Total number of RMS (Recruitment and Mobility System) applications	3,200,000	2,280,000	2,217,000
Number of internships	19,000	18,000	17,000
Hours of training per full-time Deloitte employee (7)	47	46	49

Performance metrics

SOCIETAL IMPACT	FY2019	FY2018	FY2017
Percentage of workforce covered by reported data. Extrapolations have not been made.	98%	99%	99%
Monetary value of community investments			
	US\$ million		
Community investments	239	218	204
By source			
Total donations	89	78	71
Foundation donations (monetary and in-kind)	60	51	45
Donations by Deloitte people (to member firm-supported organizations and fundraisers)	29	27	26
Costs for managing community investment programs	20	14	13
Total value of volunteer and pro bono work by Deloitte people	130	126	120
Member firm pro bono work	42	43	44
Skills-based volunteering	43	42	42
Traditional volunteering	44	41	34
By contribution area			
Contributions toward education and skills-building organizations	36%	33%	35%
Value of pro bono and skills-based volunteering as percentage of value of all volunteering and pro bono work	66%	67%	72%
Hours of community investments			
	Thousand hours		
Total hours of volunteer and pro bono work by Deloitte people	1,358	1,306	1,219
Member firm pro bono work	346	311	338
Skills-based volunteering	568	596	466
Traditional volunteering	444	399	415

Performance metrics

ENVIRONMENTAL SUSTAINABILITY	FY2019	FY2018	FY2017
Percentage of workforce covered by reported data. Metrics are extrapolated to cover entire workforce.	96%	94%	95%
Greenhouse gas emissions	Metric tonnes CO2e		
Greenhouse gas emissions (8)	1,017,804	941,555	847,693
By source			
Buildings: electricity (9)	201,771	187,469	184,043
Buildings: other sources	18,174	16,354	12,531
Business travel: air travel (8) (10)	494,824	458,390	395,557
Business travel: other sources (11)	303,035	279,342	255,562
By GHG Protocol scope			
Scope 1: Direct greenhouse gas emissions	61,901	62,456	51,033
Scope 2: Electricity indirect greenhouse gas emissions	201,771	187,469	184,043
Scope 3: Other indirect greenhouse gas emissions	754,133	691,630	612,617
Intensity measures			
Greenhouse gas emissions per full-time equivalent (metric tonnes CO2e/FTE) (8)	3.26	3.30	3.20
Greenhouse gas emissions per dollar of revenue (kg CO2e/\$000 USD) (8)	22.0	21.4	21.8
Energy usage	Gigawatt hour (GWh)		
Purchased electricity in Deloitte facilities	442	418	416
Energy consumption within the Deloitte organization	Terajoule (TJ)		
Total electricity (including renewable electricity)	1,592	1,504	1,497
Renewable electricity	199	170	171
Natural gas	245	232	203

Performance metrics

ENVIRONMENTAL SUSTAINABILITY	FY2019	FY2018	FY2017
Gasoline	348	326	204
Diesel fuel	405	447	401
Total energy	2,590	2,509	2,305
Energy consumption outside the Deloitte organization	Terajoule (TJ)		
Gasoline	1,663	1,790	1,608
Diesel fuel	13	28	18
Material usage			
Paper usage (metric tonnes)	3,279	4,109	4,508
Percent of recycled input materials used based on estimate of recycled content paper	18%	15%	21%
Non-renewable materials used	2,691	3,508	3,561
Renewable materials used	588	601	947

Note: because of rounding, numbers may not tally with the total.

A detailed description of this report's boundaries and the performance measurement methods used is available in the forthcoming "[Basis of reporting](#)" section.

(1) "Deloitte Legal" means the legal practices of Deloitte Touche Tohmatsu Limited member firms or their affiliates that provide legal services. For legal and regulatory reasons, not all member firms provide legal services.

(2) FY2018 values restated to align with FY2019 change to industry sectoral grouping.

(3) "Partners" refers to Deloitte member firm partners only.

(4) For purposes of this report, professional staff is defined as individuals spending at least 50% of their time serving clients.

(5) For purposes of this report, administrative staff is defined as individuals spending less than 50% of their time serving clients.

(6) Per the Global Reporting Initiative Indicator Protocol, the rate is calculated using the total Deloitte people at the end of the reporting period.

(7) Represents a lower bound for measures of learning because certain types of training are not tracked in the online learning platforms.

(8) Does not include carbon offsets. Metric tonnes CO2e offset for FY2019 were 494,824 metric tonnes and for FY2017 6,827 metric tonnes.

(9) Emissions related to Scope 2 Electricity reflect a market-based accounting approach as defined by the updated GHG Protocol Scope 2 guidance. FY2019 electricity emissions calculated using a location-based approach would be 210,997 metric tonnes of CO2e. Electricity emissions include emissions from electric vehicle charging.

(10) Business travel emissions resulting from air travel were calculated using emission factors that do not include radiative forcing. FY2019 air travel emissions including radiative forcing emissions factors are estimated to be 935,937 metric tonnes CO2e.

(11) FY2018 and FY2017 data includes a limited amount of emissions from Deloitte professional's commuting.

Contact us

globalreport@deloitte.com

Learn more

globalreport.deloitte

Stay connected



Deloitte.

“Deloitte,” “us,” “we” and “our” refer to one or more of Deloitte Touche Tohmatsu Limited (“DTTL”), its global network of member firms, and their related entities (collectively, the “Deloitte organization”). DTTL (also referred to as “Deloitte Global”) and each of its member firms and related entities are legally separate and independent entities, which cannot obligate or bind each other in respect of third parties. DTTL and each DTTL member firm and related entity is liable only for its own acts and omissions, and not those of each other. DTTL does not provide services to clients. Please see www.deloitte.com/about to learn more.

Deloitte is a leading global provider of audit and assurance, consulting, financial advisory, risk advisory, tax and related services. Our global network of member firms and related entities in more than 150 countries and territories (collectively, the “Deloitte organization”) serves four out of five Fortune Global 500® companies. Learn how Deloitte’s approximately 312,000 people make an impact that matters at www.deloitte.com.

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited (“DTTL”), its global network of member firms or their related entities (collectively, the “Deloitte organization”) is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser.

No representations, warranties or undertakings (express or implied) are given as to the accuracy or completeness of the information in this communication, and none of DTTL, its member firms, related entities, employees or agents shall be liable or responsible for any loss or damage whatsoever arising directly or indirectly in connection with any person relying on this communication. DTTL and each of its member firms, and their related entities, are legally separate and independent entities.

© 2020. For information, contact Deloitte Touche Tohmatsu Limited.