

*The UK Universities Purchasing Consortia (UKUPC) is the partnership between eight UK consortia; a formal entity to support collaborative procurement within Higher and Further Education. A UKUPC Responsible Procurement Network has been established with the aim of achieving a consistent approach across the UK to responsible procurement throughout our activities.*

*UKUPC are committed to embedding responsible procurement in everything we do. We want to look after our communities, our fellow global citizens, and our environment, and by working with us, members can access agreements tendered with responsible procurement in mind.*



This is a set of questions and model answers that relate back to the UN SDGs and the Social Value TOMs.

The questions can be used at framework or call off level to further investigate potential suppliers' commitments and plans to manage their organisations and supply chains in accordance with the UN Sustainable Development Goals.

The document is never finished, it is designed to be updated and added to. If you have any questions you'd like added to the question set, or you think there may be an element of the answer we've missed, please get in touch.

If you have any additional questions or areas you would like addressed, please contact the Responsible Procurement Lead in your Consortium.



736 million people live in extreme poverty – living on less than \$1.90 a day. Many lack food, clean water, and sanitation.

Women are more likely to face poverty than men, because they have less paid work, education, and own less property.

These questions can be aimed at all suppliers, across all categories. Being paid a living wage should be a right, not a luxury.

No	Question	Category	When?
1	What is your organisation doing to promote the national living wage and real living wage over national minimum wage?	General	Call off
	<ul style="list-style-type: none"> <li>We have increased our budgets to ensure that all workers are paid the living wage or real living wage</li> <li>We recognise that our staff are more loyal when they are paid a real living wage</li> <li>We ensure all our staff and temp workers are paid the real living wage to gain our 'Living Wage – livingwage.org.uk' accreditation.</li> </ul>		
2	What initiatives or proactive steps has your organisation taken to ensure that those employed within your supply chain are paid a living wage?	General	Framework
	<ul style="list-style-type: none"> <li>We have built it into our tender documents to ensure that workers in our supply chains are being paid the living wage</li> <li>We ask our suppliers to pay the living wage</li> <li>We have contractual clauses in our supplier contract to ensure that the living wage is being paid</li> <li>We audit our suppliers to ensure that they are paying their workers the living wage</li> <li>We contractually ensure that our temporary or agency workers are paid the living wage</li> <li>We contractually ensure that temporary or agency workers employed by third parties working on our sites are paid the living wage.</li> </ul>		

<b>Social Value TOMS</b>
NT13, RE16, NT13a, NT41, NT42, NT58



In 2017, an estimated 821 million people were classified as chronically undernourished.

63% of these people are living in Asia. 26% are employed in agriculture.

These questions are primarily aimed at suppliers whose supply chains impact on agriculture and the ability for small scale farmers to have fair access to land; and land that is suitable for farming.

No	Question	Category	When?
1	How do you ensure that the areas in which you operate globally are not damaging land on which small scale farmers operate?	ICT	Any
	<ul style="list-style-type: none"> <li>• Our products have EPEAT or equivalent environmental standards</li> <li>• We have clear policies, plans, objectives and measures including supply chain auditing</li> <li>• We have clear policies and plans to identify conflict minerals known to indirectly finance armed groups acting as perpetrators of serious human rights abuses in the Democratic Republic of the Congo (DRC) and other countries</li> <li>• We have robust procedures and checks to ensure our manufacturing partners conduct their manufacturing and business operations ethically and responsibly.</li> </ul>		
2	How do you ensure that the areas in which you operate globally are not subject to biodiversity loss as a result of your factories being located there?	ICT / STEMED	Any
	<ul style="list-style-type: none"> <li>• Our products have EPEAT or equivalent environmental standards</li> <li>• We have clear policies, plans, objectives and measures including supply chain auditing</li> <li>• The raw materials for our products are sourced responsibly with Fair Trade certification/or similar</li> <li>• We have robust procedures and checks to ensure our manufacturing partners conduct their manufacturing and business operations ethically and responsibly.</li> </ul>		

<b>Social Value TOMS</b>
NT72, NT35



7 million people die every year from exposure to fine particles in polluted air.

At least 400 million people have no basic healthcare, and 40% lack social protection.

This goal covers the health of workers in supply chains, as well our own colleagues and employees. Good health and well-being not only covers physical health, but mental health and the impact that can have on physical health.

No	Question	Category	When?
1	What are you doing to ensure that workers in your supply chains are not being exposed to dangerous chemicals?	ICT / STEMED	Any
	<ul style="list-style-type: none"> <li>We worked with our supplier to remove dangerous chemicals from the supply chain</li> <li>We have proper ventilation in our factories to remove any harmful vapour</li> <li>We provide sufficient PPE to our workers to ensure they are not exposed where non-toxic alternatives cannot be sourced</li> <li>We ensured that mandatory training was given to each worker in their native language to ensure risks were understood and minimised.</li> </ul>		
2	What are you doing to ensure that workers in your supply chains are not exposed to extremes of temperatures? Excessive noise?	ICT / STEMED	Any
	<ul style="list-style-type: none"> <li>We have heating and cooling systems to ensure that the temperature in the facilities remain at a safe level</li> <li>We have worked with our supply chain to ensure that we have provided adequate PPE where better methods of manufacture/processing cannot be used.</li> </ul>		
3	What is your organisation doing to ensure that workers in factories in your supply chain have access to adequate rest breaks and good sleeping conditions?	ICT / STEMED	Any
	<ul style="list-style-type: none"> <li>We work with our supply chain to ensure that all employees have access to rest breaks and sleeping conditions</li> <li>We work to the ILO standards on rest breaks and conditions and we allow independent auditors to verify this</li> <li>We regularly audit our own supply chains to ensure that workers have access to humane conditions</li> <li>Where we have found that standards have dropped below ILO standards we have worked with those parts of our supply chains to ensure that standards are increased. We will then re-audit and assist them in making the changes to meet the required standards. Only as a last resort would we terminate the relationship with the supplier.</li> </ul>		

4	Do you have arrangements for ensuring that on-site welfare provision meets legal requirements and the needs/expectations of your employees?	Estates	Any
	<ul style="list-style-type: none"> <li>Where we have workers on site that are unable to access site facilities, we will also ensure that they have full access to a welfare unit, or a portaloos, whichever is most appropriate to the site and the work being done.</li> </ul>		
5	Has your organisation been convicted or fined for any breach of the ROHS 2006 regulations 7, 8, 9 or 10 in the past two years? If yes, we may ask you to detail the steps you have taken to remedy the situation.	Any	SQ or ITT
	<ul style="list-style-type: none"> <li>Look for details of breach</li> <li>Look at the response to the breach</li> <li>Identify if new processes or measures have been put in place to prevent re-occurrence</li> <li>What were the lessons learnt</li> <li>Was the fine substantial or proportional</li> </ul>		
6	Please detail your knowledge and experience of reducing or advising on the reduction of the hazardous material content of the products to be supplied, or supplying goods with reduced hazardous content?	ICT / STEMED	Any
	<ul style="list-style-type: none"> <li>We work with our supply chains to understand what new materials are coming to the market that can replace those that have hazardous content</li> <li>We work with our design teams to design out products and processes that require the use of hazardous materials</li> <li>We work with our customers to choose alternative products that have no hazardous materials by advising on processes and products and potential re-designs with the customers</li> <li>We champion those customers and produce case studies to show how products and processes have been changed to remove materials with hazardous content</li> <li>We champion suppliers who are always innovating and developing products and processes that remove hazardous products from supply chains.</li> </ul>		
7	Please confirm how you will provide the relevant WEEE Transfer Certification to Institutions? Please include details of whether this service is provided in-house or whether this is carried out via a third-party. Please explain how your organisation's process to store, transport and dispose of your WEEE does not harm the environment.	ICT / STEMED	Any
	<ul style="list-style-type: none"> <li>All work we undertake in accordance with Government Guidance Notes produced with the legislation in 2013</li> <li>All work is undertaken and processed in accordance with DEFRA document, 'Guidance on Best Available Treatment Recovery and Recycling Techniques (BATRRRT)' and 'Treatment of Waste Electrical and Electronic Equipment WEEE'.</li> </ul> <p>NOTE: Ask in relationship to specific types of equipment and according to their build and make up (liquids, ceramics, metals, hazardous materials) etc</p>		

8	If you are awarded the contract, we would require you to, where possible, provide the lowest emission vehicle in the category requested. Please explain how you would achieve this.	Estates / Vehicles / Transport	Any
	<ul style="list-style-type: none"> <li>• Some of our fleet is required to travel long distances so we are using the most fuel efficient versions available to the market</li> <li>• Where short journeys are being carried out, we are using electric vehicles</li> <li>• We are able to provide a range of vehicles according to the requirement of the institution, the types of journeys undertaken, and the specific geography of the area.</li> </ul>		
9	Please outline any commitments you have as a company to increase your availability of lower emission vehicles and to help improve air quality? Evidence can be requested.	Estates / Vehicles / Transport	Any
	<ul style="list-style-type: none"> <li>• We have made a commitment to work towards carbon neutrality by XYZ date</li> <li>• We are making more vehicles available that have lower emissions or are electric</li> <li>• We are working with local governments and councils to ensure that vehicles are ULEZ compliant</li> <li>• We are working to make 'greener' choices more competitively priced and make them the best value for the customer and so the natural choice</li> <li>• We are happy to work with institutions to show the emission savings by switching to a greener model.</li> </ul>		
10	Please describe how you actively promote a mentally healthy workplace and workforce?	Any	Any
	<ul style="list-style-type: none"> <li>• We have training to ensure that our staff are able to spot instance where their own mental health might be suffering and equip with them the tools and support to manage that</li> <li>• We have trained mental health first aiders to assist should a situation require it</li> <li>• We ensure through our appraisal and 1-2-1s that our workforce is currently managing their own workload and are not under any undue stress or pressure</li> <li>• We have partnered with an occupational health organisation so our staff have someone impartial to talk to should they want to</li> <li>• We promote break times and breakouts to ensure our workforce are taking regular breaks to manage their own stress levels</li> <li>• We keep a track of our workforces' working times and patterns to ensure that people are not voluntarily working excessive hours</li> <li>• We take any kind of work place bullying or excessive 'banter' seriously and there are systems in place to deal with it</li> <li>• We are working with our workforce to ensure that the stigma around mental health is broken down and an open and healthy work space is maintained.</li> </ul>		

11	How do you ensure that workers in your supply chains that require access to PPE have free and unfettered access to the PPE required?	Any	Any
	<ul style="list-style-type: none"> <li>• We have PPE on hand and available for all staff members</li> <li>• We have written RAMS to ensure that all jobs that are undertaken have the correct PPE assigned for that role</li> <li>• We work with our supply chain and carry out regular unannounced audits to ensure that the workers have, and are using the correct PPE for the job</li> <li>• We work with our supply chains to manage any failures and put in place better processes and procedures to manage failures in PPE use</li> <li>• We work with our supply chains to look at the processes that require PPE and see if these can be changed to minimise the need for PPE overall.</li> </ul>		

<b>Social Value TOMS</b>
NT39, NT54,



57 million primary age children remain out of school, more than half of them in sub-Saharan Africa.  
 103 million youths worldwide lack basic literacy skills, and more than 60% of them are female.

The Universal Declaration of Human Rights, article 26 states that:

“Everyone has the right to education. Education shall be free, at least in the elementary and fundamental stages. Elementary education shall be compulsory.”

No	Question	Category	When?
1	Please confirm how you are able to add value to the contract and work in partnership with an Institution to the mutual benefit of both parties, including but not limited to: 1. efficiencies, 2. collaboration, 3. work placements or graduate schemes for students, 4. early payment discounts?	Any	Any
	<ul style="list-style-type: none"> <li>We are happy to offer student site visits to our facilities to support curriculum and enhance real-life application of learning</li> <li>We are willing to work with institutions to consider opportunities for improved processes and efficiencies</li> <li>We will look to provide work experience or placements within our organisation or key suppliers</li> <li>We currently offer a graduate role every year as part of our investment in talent</li> <li>We can offer an early payment discount of 5% for payment within 14 days.</li> </ul>		
2	Please describe what opportunities you can provide to Institutions to help their student employability requirements? Such as work placement, graduation programmes, temporary or permanent roles?	Any	Any
	<ul style="list-style-type: none"> <li>We will look to provide work experience or placements within our organisation or key suppliers</li> <li>We currently offer a graduate role every year as part of our investment in talent</li> <li>We currently provide two paid 6 week internships for students over the summer break</li> <li>We will offer a one year paid internship for an undergraduate from your institution</li> <li>We would be willing to work with academic departments to develop a range of work experience and/or live project briefs to support application of learning in real-life scenarios.</li> </ul>		
3	Please describe how you ensure that there are no workers below the national minimum employment age in the countries in which you operate?	Any	Any
	<ul style="list-style-type: none"> <li>Wages and benefits paid for a standard working week meet at a minimum, national legal standards in the relevant country or industry or sector benchmark standards, whichever is higher</li> </ul>		



	<ul style="list-style-type: none"> <li>• We comply with the UK minimum and living wage for all of our employees and once an employee reaches 3 years service we apply the 'real' living wage as a minimum hourly rate</li> <li>• All of our employees are on hourly rates in excess of the UK national minimum wage and the 'real' living wage is applied as a minimum hourly rate</li> <li>• We encourage all of our suppliers to allow collective bargaining and/or work with their employees to enhance their standard of living and provide additional benefits such as education, occupational health, overtime payments, discounted essential goods.</li> </ul>		
4	Will you actively work to ensure that any children found working in your supply chains have any of the support required to complete as a minimum compulsory education? Such support should not have a detrimental impact on the former worker or those that the work previously supported.	Any	Any
	<ul style="list-style-type: none"> <li>• We work with Suppliers to ensure that the minimum age of employment exceeds the compulsory education age of that country</li> <li>• Where the minimum age of employment in a country falls below 16, we request that maximum hours of work should not exceed 40 hours and we sponsor the provision of two hours free education provided per week</li> <li>• We ensure that where there is a low minimum employment age, which is below that of normal education age in that country, that we work with the employer to provide free educational support and a living wage for young workers.</li> </ul>		

<b>Social Value TOMS</b>
--------------------------

NT4, NT9, RE11, NT49
----------------------



Women earn only 77cents for every dollar that men get for the same work.

The United Nations Development Programme has made gender equality central to its work and there has been remarkable progress in the past 20 years. There are more girls in education now compared to 15 years ago, and most regions have reached gender parity in primary education.

Although legislation has been in place for 50 years, the gender pay gap in Britain remains the highest in Europe. The Times Higher Education published reports in 2018 and 2019 highlighting that the gender pay gap had reduced from 15.9% to 15.1% in education, which is still significantly higher the 9.1% average gender pay gap.

No	Question	Category	When?
1	Please demonstrate how your organisation has embedded its statutory obligations and how it has proactively implemented equal and non-discriminatory treatment to all workers under the Equality Act 2010?	All	Any
	<ul style="list-style-type: none"> <li>We have a clear Equality and Diversity policy that treats all workers equally and fairly. This policy includes a reporting and grievance procedure in place. Policy attached</li> <li>We have a clear internal and external communication process for our policies, including an equality and diversity policy</li> <li>We have provided a document that describes recruitment procedures clearly and states that it applies to all workers, including contractors.</li> </ul>		
2	Please detail how your organisation will promote Equality and Diversity through the life of this Framework Agreement. Your response should include: <ul style="list-style-type: none"> <li>Raising awareness and communication of Equality and Diversity within the organisation</li> <li>Embedding Equality and Diversity in recruitment, selection, training, promotion and policies and procedures</li> <li>What recourse individuals have if they feel discriminated against</li> <li>Sanctions in place for those found guilty of discrimination</li> <li>Managing Equality and Diversity within your supply chain including contractual conditions with your suppliers (i.e Supply Chain Code of Conduct)</li> <li>Addressing unconscious bias in selection processes for workers or candidates.</li> </ul>	All	Any
	<ul style="list-style-type: none"> <li>We have a clear Equality and Diversity policy that treats all workers equally and fairly. This policy includes a reporting and grievance procedure in place</li> <li>We have a clear internal and external communication process for our policies, including equality and diversity policy</li> <li>We have provided a document that describes recruitment procedures and clearly states that it applies to all workers, including contractors.</li> </ul>		

3	Of the events your organisation has been or will be a corporate sponsor of, what steps are you taking to ensure your brand is associated with events that promote equality in the line-up of speakers, judges, panels, etc?	All	Any
	<ul style="list-style-type: none"> <li>• We have a clear Equality and Diversity policy that includes all aspects of our business. Policy attached</li> <li>• These are some examples of previous events that show our support to equality and diversity.</li> </ul>		

<b>Social Value TOMS</b>
NT3c, RE57, NT57, NT21, NT40



2.3 billion People lack basic sanitation.  
 785 million lack basic drinking water.  
 80% of waste water goes into waterways without adequate treatment.

No	Question	Category	When?
1	Does your organisation have ISO 14001 (or equivalent)? If No or Not Applicable, please provide details. If yes, please provide a copy of your current certificate	Any	Framework
	<ul style="list-style-type: none"> <li>We currently have ISO14001 – certification attached</li> <li>We're working towards ISO14001</li> <li>We're committed to the principles of ISO14001, but as an SME the audit and accreditation cost is prohibitive at this time.</li> </ul>		
2	Do you have a programme or action plan in place to develop the sustainability competence of your business and your supply chain? (Please note the term sustainability includes carbon, environmental management, waste, <u>water</u> , materials, biodiversity, community, ethics and procurement). If 'yes, please describe your programme of work or action plan to develop sustainability competence across your business and down your supply chain.	Construction	Call-off
	<ul style="list-style-type: none"> <li>We have ISO accreditations in a number of fields (ISO14001 and ISO20400)</li> <li>We have policies and processes in place to ensure sustainability in our supply chains</li> <li>We have regular refresher training for staff in [specific area] to ensure compliance and cooperation in the supply chain</li> <li>Our employees carry out voluntary ethics training annually provided by [accredited body].</li> </ul>		
3	Please detail how you ensure materials and products relevant to this tender are sustainably sourced, produced and delivered E.g. FSCS	STEMED	Call-off
	<ul style="list-style-type: none"> <li>We are committed to sustainable sourcing, with schemes such as Fairtrade, Better Cotton Initiative, Clean Clothes etc</li> <li>We are committed to sustainable sourcing with initiative such as accredited factories with the EMS, low-energy, reusable energy commitments and low water processes</li> <li>We are committed to sustainable deliveries, reduced travel miles, consolidated deliveries, reduced packaging, recyclable packaging, packing returns, etc.</li> </ul>		

4	Please explain how you manage other environmental impacts related to cleaning e.g. reduced water use, reduced packaging, low energy equipment	Soft FM	Call-off
	<ul style="list-style-type: none"> <li>• We are committed to reduced water use in cleaning</li> <li>• We use dilutable concentrate for cleaning fluids to reduce both packaging and space, so reducing the transport footprint</li> <li>• We use low energy equipment where we can</li> <li>• We don't use any disposable cleaning items such as cloths</li> <li>• We use equipment that have damaged or worn out parts replaced rather than disposing of the whole item.</li> </ul>		

<b>Social Value TOMS</b>
NT72-RE42, NT72-RE43,



1 in 7 people lack access to electricity, and most of them live in rural areas in the developing world.

3 billion people rely on polluting and unhealthy fuels for cooking.

No	Question	Category	When?
1	What could you do to help the Institution reduce carbon emissions and drive our commitment to environmental sustainability?	Any	Any
	<ul style="list-style-type: none"> <li>• We are able to advise on consolidated deliveries of goods to one single location in an institution</li> <li>• We are able to offer recycled and recyclable packaging as part of our goods deliveries</li> <li>• We take back packaging materials for recycling either by re-use or recycle</li> <li>• We are committed to reducing travel and as such are keen to continue online meetings.</li> </ul>		
2	In relation to the subject matter of the contract, what experience and capability do you have of providing and or advising on energy-efficient goods?	Goods	Any
	<ul style="list-style-type: none"> <li>• We have a range of lower carbon goods to sit alongside our regular ranges</li> <li>• We offer a range of energy efficient goods such as LED lights.</li> </ul> <p>Answers here will be varied according to the subject matter of the framework. Services contracts are likely to be considering lower emissions than goods based contracts.</p> <p>Consider keeping online meetings, or where face to face meetings are required ensure that it is not specific meeting to site where avoidable and is part of other meetings for the travelling party in that locale.</p> <p>Consider what 'swaps' can be made for energy efficient or lower carbon goods, particularly in promotional goods.</p>		

<b>Social Value TOMS</b>
RE39, RE37, RE38, RE40



An estimated 172 million people were without work in 2018, a 5% global unemployment rate.

2 billion workers were in 'informal' employment, approximately 60% of the workforce.

No	Question	Category	When?
1	Does your organisation actively employ individuals from disadvantaged groups? If yes, please provide further details.	General	Any
	<ul style="list-style-type: none"> <li>• We collect and report on our employee profile in terms of gender, disability, ethnicity, sexual orientation, and religion and belief to consider whether that is reflective of the community we operate in. Where possible and relevant to the role, within employment legislation, we will use positive discrimination to enhance and balance the diversity of our employees</li> <li>• We actively support the Armed Services Covenant for Businesses to provide employment to ex-service personnel and have taken on 3 in the last 12 months</li> <li>• We work with the New Futures Network to support the rehabilitation of offenders and have helped four individuals make the successful transition from custody to employment over the last 3 years.</li> </ul>		
2	How do you ensure that workers in your supply chain are not in debt bondage and have not surrendered personal items such as passports to secure employment?	ICT/Stemed/Textiles/Construction/	Any
	<ul style="list-style-type: none"> <li>• We undertake pre-employment checks that aim to eliminate the risk of debt bondage i.e.               <ul style="list-style-type: none"> <li>○ We only interview unaccompanied individuals and where language is a difficulty, we would bring in our own independent interpreter</li> <li>○ We check home addresses to identify houses of multiple occupancy</li> <li>○ We check national insurance numbers and require proof of id through a passport or driving license</li> <li>○ We will check bank account details to ensure they are held in the name of the potential employees</li> <li>○ We check the GLAA register to ensure the labour provider is licensed</li> <li>○ We will check the business address and published contact details of the company to ensure they are legitimate</li> <li>○ We will provide considerate supervision of employees and provide confidential communication and support for them.</li> </ul> </li> </ul>		

	<ul style="list-style-type: none"> <li>○ Where there is any doubt, we will bring in the relevant authorities and support groups to investigate further.</li> </ul>		
3	How do you ensure that any recruitment fee for employment is borne by the employer and not the employee?	ICT/Stemed/Textiles/Construction/cleaning services	Any
	<ul style="list-style-type: none"> <li>● We have policies to ultimately eliminate recruitment fees being charged for our roles, however where there is evidence that a worker has been charged recruitment fees, we will look to work with the recruitment agency to refund those fees to the worker</li> </ul>		
4	Please describe how you ensure that the Labour conditions of workers in the supply chain involved in providing Goods or Services of this Framework meet the International Labour Organisation (ILO) standards. Please include information on how your company works with suppliers in the case of any breaches of the ILO standards.	ICT/Stemed/Textiles/Construction//cleaning services	Any
	<p>We request that all suppliers commit working towards the key principles of the ILO labour standards in terms of:</p> <ul style="list-style-type: none"> <li>● Freedom of association and the effective recognition of the right to collective bargaining</li> <li>● The elimination of all forms of forced and compulsory labour (Conventions 29 &amp; 105)</li> <li>● The effective abolition of child labour (Conventions 138 &amp; 182)</li> <li>● The elimination of discrimination in respect of employment and occupation (Conventions 100 &amp; 111)</li> <li>● To end violence and harassment in the world of work (Convention 190A)</li> <li>● The right to a living wage based on a work week that does not exceed 48 hours</li> <li>● Humane working hours with no forced overtime</li> <li>● A safe and healthy workplace free from harassment</li> <li>● A recognised employment relationship with labour and social protection.</li> </ul> <p>We recognise that not all suppliers can currently demonstrate all of the standards when we initially start working with them and will provide support and education to ensure they achieve this within a reasonable period of time.</p>		
5	What steps, if any, have you put in place or plan to put in place, with timescales of implementation, for ensuring all of your supply chains are in accordance with the Ethical Trading Initiative Base Code,	Any	Any



	<p>We ask that all of our suppliers commit to the Ethical Trading Initiative Base Code below and will arrange audits to confirm that the commitment has followed through into actual practise. In 2019 we undertook 3 site audits with Asian suppliers and arranged for a third party inspector to undertake 6 more. At those audits, no major non-compliances were found, but action plans for further improvements were agreed with the suppliers</p> <ul style="list-style-type: none"> <li>• Employment is freely chosen</li> <li>• Child labour shall not be used</li> <li>• No discrimination is practised</li> <li>• Freedom of association and the right to collective bargaining are respected</li> <li>• Living wages are paid</li> <li>• Regular employment is provided</li> <li>• Working conditions are safe and hygienic.</li> <li>• Working hours are not excessive</li> <li>• No harsh or inhumane treatment is allowed.</li> </ul> <p>We recognise that not all suppliers can currently demonstrate all of the standards when we initially start working with them and will provide support and education to ensure they achieve this within a reasonable period of time.</p>		
6	<p>Please describe the steps that your organisation takes to ensure that all workers, including temporary staff and contracted workers, have the same working conditions as full time employees, e.g. wages, sickness absence and overtime rates, etc.</p>	Any	Any
	<ul style="list-style-type: none"> <li>• We are strongly committed to ensuring that we pay a living wage to our workers regardless of their employment status</li> <li>• We ensure that all workers on site have access to the same facilities and benefits as permanent members of staff</li> </ul>		
7	<p>Does your organisation ensure that sub-contractors are paid within 30 days? If Yes, please describe how you would do this?</p>	Any	Any
	<ul style="list-style-type: none"> <li>• We are strongly committed to the prompt payment of our Suppliers. We monitor our payments to suppliers and subcontractors to ensure they are paid within 30 days. If an invoice has not been cleared for payment by day 25, the system flags it and it is referred to the Purchase Ledger Team Leader for investigation and resolution</li> <li>• We monitor creditor and debtor days monthly against our company target of 30 days. In 2019, we can demonstrate that 98% of our suppliers were paid on time</li> </ul>		

8	<p>The Institution is seeking to maximise the benefits available through this partnership to align with the Institution's strategy. Please detail how you can help the Institution meet its aims of engaging with apprenticeships and internships.</p>	Any	Any
	<ul style="list-style-type: none"> <li>• As this contract will lead to expansion of our Leeds depot, we will be going through a recruitment exercise during which we will employ two additional apprentices to the two who are already employed by us</li> <li>• The employment of apprentices is part of our organisations strategy to develop talent and skills. For every two skilled tradesman we employ, we employ an apprentice to support them. We strongly believe that a balance of off the job classroom or workshop learning balanced with on the job practise under supervision is the best way to develop effective and skilled tradesmen. We work closely with local colleges on apprenticeships</li> <li>• We are willing to provide 2 paid internships for undergraduates to support their studies and application of learning.</li> </ul>		
9	<p>With regard to the organisation's description of its recruitment practices, does it include open recruitment methods such as the use of job centres, careers service and press advertisements?</p>	Any	Any
	<ul style="list-style-type: none"> <li>• Our recruitment methods are very much designed with consideration of the role to be filled and where it would get the most exposure and target the right people.</li> <li>• All jobs are posted on the popular internet based website such as indeed and total jobs, as well as the Government's 'Find a Job' site and our own website</li> <li>• Trainee roles such as apprentices and graduate placements will be advertised widely through the appropriate website nationally and in some cases through partnerships with local schools, colleges and universities.</li> </ul> <p>Professional and support roles are often offered to agencies to provide recommended CV's our consideration and shortlist. Where we want to increase the diversity of our employees, we will consider wider advertising of role in the relevant trade press or network groups.</p>		
10	<ul style="list-style-type: none"> <li>• Do you take steps to increase local employment opportunities, such as offering opportunities for long-term unemployed or NEETs or offering paid work placements for young adults? If 'Yes', please explain how you achieve this.</li> </ul>	Any	Any
	<ul style="list-style-type: none"> <li>• We provide work 'taster' sessions in our warehouses and offices for NEETS and long term unemployed in partnership with the local Job Centre Service. If both parties are interested to continue after an initial 3 hour taster, we will offer five further half day work experiences and will provide a work reference once</li> </ul>		

	<p>completed to improve their future employability. In two cases, we were able to provide a paid role with one person still with us after 10 months.</p> <p>We work with schools, Colleges and universities to provide both paid and non-paid work experience or placements. Each year we host 6 students under the age of 18 for 2 weeks work experience for which expenses only are paid, but then offer two 8 week paid placements over the summer break which is aimed at those in Post-18 education. Where possible, we will work with their tutor to ensure the placement provides a project or learning experience that will benefit their studies.</p>		
11	<ul style="list-style-type: none"> <li>• How do you ensure that there is no forced labour or prison labour used in your supply chains?</li> </ul>	Any	Any
	<ul style="list-style-type: none"> <li>• Within the UK, we undertake pre-employment checks for any temporary low skill roles that aim to eliminate the risk of debt bondage i.e. <ul style="list-style-type: none"> <li>○ We only interview unaccompanied individuals and where language is a difficulty, we would bring in our own independent interpreter</li> <li>○ We check home addresses to identify houses of multiple occupancy</li> <li>○ We check national insurance numbers and require proof of id through a passport or driving license</li> <li>○ We will check bank account details to ensure they are held in the name of the potential employees</li> <li>○ We check the GLAA register to ensure the labour provider is licensed</li> <li>○ We will check the business address and published contact details of the company to ensure they are legitimate</li> <li>○ We will provide considerate supervision of employees and provide confidential communication and support for them.</li> <li>○ Where there is any doubt, we will bring in the relevant authorities and support groups to investigate further.</li> </ul> </li> <li>• With international Suppliers we ask for a commitment to the ETI base code or ILO Labour standards and will undertake audits to ensure compliance.</li> </ul>		
12	How do you ensure that workers in your supply chain are not working excessive hours? (eg no more than 48 hours per week before overtime)	Any	Any
	<ul style="list-style-type: none"> <li>• Within the UK, we operate within the working time directive and the vast majority of our staff work less than 40 hours per week including overtime, based on a standard working week of 37 hours. The maximum hours any employee has worked in the last year has</li> </ul>		

	<p>been 45 hours as we do our utmost to minimise overtime to ensure our employees are rested and enjoy a good work-life balance</p> <ul style="list-style-type: none"> <li>• With international Suppliers we ask for a commitment to the ETI base code or ILO Labour standards and will undertake audits to ensure compliance. Both codes indicate that excessive hours should not be worked and we will inspect payroll records and talk to employees to check this during audits.</li> </ul>		
13	<p>How do you ensure that, where allowed by national law that all workers are given at least one day off in 7, or 2 days off in any 14 day period?</p>	Any	Any
	<ul style="list-style-type: none"> <li>• Our normal working week is 5 days and any additional overtime is taken within those 5 days as we are keen to ensure all of our workers enjoy 2 consecutive days off per week.</li> </ul> <p>With International suppliers, we request that all workers should have one rest day per week or abide by their national regulations where they exceed one day.</p>		
14	<p>How do you ensure that no worker is working more than 60 hours per week, including any overtime? Except in exceptional circumstances and allowed by national law?</p>	Any	Any
	<ul style="list-style-type: none"> <li>• Within the UK, we operate within the working time directive and the vast majority of our staff work less than 40 hours per week including overtime, based on a standard working week of 37 hours. The maximum hours any employee has worked in the last year has been 45 hours as we do our utmost to minimise overtime to ensure our employees are rested and enjoy a good work-life balance</li> <li>• With international Suppliers we ask for a commitment to the ETI base code or ILO Labour standards and will undertake audits to ensure compliance. Both codes indicate that excessive hours should not be worked and we will inspect payroll records and talk to employees to check this during audits.</li> </ul>		
15	<p>How do you ensure that workers in your supply chains have access to trade unions or collective bargaining initiatives that wholly run and represented by the employees?</p>	Any	Any
	<ul style="list-style-type: none"> <li>• Within the UK and Europe the right to become a trade union member and collective bargaining rights are enshrined in law and part of normal working practises. We would check this within audits, and encourage workplace representation where it is not already evident.</li> </ul> <p>With international Suppliers we ask for a commitment to the ETI base code or ILO Labour standards and allows for workplace representation and collective bargaining. This is probably one of</p>		

	the most difficult principles to imbed, if trade unions and collective bargaining are not part of the culture or standing working practise in that country. We would provide support, training and encouragement to implement it.		
--	---	--	--

<b>Social Value TOMS</b>
NT3, RE4, NT3a, NT3b, NT3c, NT3d, NT4, RE5, NT4a, NT5, RE6, NT5a, NT6, RE7, NT6a, RE57, RE58, RE71, RE72, NT7, RE8, Nt10, RE12, NT10a, NT10b, NT9a



4 billion people do not have access to the internet, 90% of them are in developing world.

20 million people are expected to be working in renewable energy sectors by 2020.

No	Question	Category	When?
1	Please enclose an organisational chart showing roles and responsibilities for sustainability within your organisation.	Any	All
	<ul style="list-style-type: none"> <li>This is our organisational chart that shows who is responsible for sustainability within the different departments</li> <li>This is our organisation chart that shows where the sustainability department is located in the organisation.</li> </ul>		
2	Please provide a job description or person profile of the employee in your organisation responsible for managing sustainability. Please outline specific skills, experience, qualification, memberships of professional bodies in relation to sustainability.	Any	All
	<ul style="list-style-type: none"> <li>We provide details of the person that manage sustainability in our organisation. The full details of the role are here.</li> </ul>		
3	How do you ensure that you and organisations within your supply chains comply with all appropriate financial and tax regulations in the countries in which they operate?	Any	Any
	<ul style="list-style-type: none"> <li>We carry out due diligence checks on suppliers to be able to identify any risks, this allows to take appropriate action. Evidence attached</li> <li>We have a due diligence process and carry out risk assessment to all suppliers to identify areas of risk and actions depending on the risk. This includes conducting general research, seeking business references or making direct enquires, among others. Evidence attached.</li> </ul>		
4	How do you ensure that the organisations you engage in your supply chains are not involved in any kind of corruption, bribery, financing terrorism, anti-competitive activities/cartels etc	Any	Any
	<ul style="list-style-type: none"> <li>Attached is a general description of our ethical procurement and supply chains processes to detect and prevent conflict of interest, corruption and unethical business practices within our supply chain</li> <li>Workers are trained on policy, process and relevant legislation such as the Bribery Act to prevent unethical procurement practices. Our company does not force unsustainable or unfair contract terms on their suppliers, or throughout their supply chain</li> <li>The company has an anti-bribery / corruption policy and defined internal management controls and processes to detect and prevent conflict of interest, corruption and unethical business practices. Evidence attached</li> <li>We have a process for identifying and managing legal and ethical beaches in our supply chains. Evidence attached.</li> </ul>		

5	How do you ensure that the organisations in your supply chains do not use unfair contract terms or exploit their position as market leader by dominating other parts of the supply chain.	Any	Any
	<ul style="list-style-type: none"> <li>• We carry out due diligence checks on suppliers to be able to identify any risks, this allows us to take appropriate action. Evidence attached</li> <li>• Attached is a general description of our ethical procurement and supply chain processes to detect and prevent conflict of interest, corruption and unethical business practices within our supply chain</li> <li>• We have a process for identifying and managing legal and ethical beaches in our supply chains. Evidence attached.</li> </ul>		
6	How do you offer protection to those raising concerns about operating or working conditions, eg Whistleblower protection?	Any	Any
	<ul style="list-style-type: none"> <li>• We have a formal worker grievance procedure in place, detailing who is the initial point of contact, the escalation process and timescales for the process and procedure for resolution of the grievance. The process is carried out in confidentiality. All workers are fully aware of the grievance procedure. Evidence attached</li> <li>• We have training of complaints and grievance handling, which is essential to ensure our staff deal with any grievance fairly and in line with our policies and procedures</li> <li>• We have a separate and distinct whistleblowing policy in place as it deals with the framework for dealing with serious concerns, e.g. suspected criminal offences, modern slavery, suspected fraud, etc. to make sure our policy is known to all workers, we include awareness of the procedure at worker induction and we make sure the policy is available in staff handbook, website and notice boards</li> <li>• Our grievance procedure ensures that workers raising the grievance, or others involved in the grievance, are not in any way discriminated against.</li> </ul>		

<b>Social Value TOMS</b>
Any



By 2050 the top 1% will have 39% of global wealth if we carry on 'business as usual'.

No	Question	Category	When?
1	<p>Under the Equality Act 2010, unlawful discrimination can be on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Please demonstrate how your organisation has embedded its statutory obligations and how it has proactively implemented an equal and non-discriminatory treatment to all workers under the Equality Act 2010? Please describe how this is cascaded through your supply chain and remuneration packages in yours and your supply chains employee packages?</p>	Any	Any
	<ul style="list-style-type: none"> <li>• We monitor regularly our organisation's compliance with equality and diversity legislation and effectiveness of our policies, ensuring any issues are acted promptly</li> <li>• Our policies and procedures ensure no worker or potential worker is subject to any form of discrimination. Processes for selection or rejection of a worker are based on fair and transparent criteria and not driven by any form of discrimination. Evidence attached.</li> <li>• We include E&amp;D compliance as part of our tender and contract process or contract management process to establish the compliance level of our supply chain with expected standards</li> <li>• Our policy ensures the terms and conditions of employment; including hours of work, holiday entitlement and sick pay are in line with the requirements and responsibilities of the position. It ensures the same roles have similar terms and conditions and there is no discrimination against workers because of race, gender, religion, political opinion, age or disability. We make job roles, pay grades and performance assessment as transparent and objective as possible</li> <li>• We request to our suppliers E&amp;D compliance within contract and tender processes</li> <li>• Our policy ensures that all employees, whether temporary, fixed term or permanent are not discriminated against and that their rights and benefits are not affected by their contract status. Evidence attached.</li> <li>• We have a supplier code of conduct, that all suppliers must sign and adhere to, which includes no discrimination in any form in our supply chains. Evidence attached.</li> </ul>		
2	<p>How does your organisation ensure and monitor the delivery of all work through fair and ethical employment practices? Explain in no more than 100 words</p>	Any	Any
	<ul style="list-style-type: none"> <li>• Our policy ensures that all employees, whether temporary, fixed term or permanent are not discriminated against and that their</li> </ul>		



	<p>rights and benefits are not affected by their contract status. Evidence attached.</p> <ul style="list-style-type: none"> <li>• Our policy ensures the terms and conditions of employment; including hours of work, holiday entitlement and sick pay are in line with the requirements and responsibilities of the position. It ensures the same roles have similar terms and conditions and there is no discrimination against workers because of race, gender, religion, political opinion, age or disability. We make job roles, pay grades and performance assessment as transparent and objective as possible.</li> <li>• Our procedures ensure no worker or potential worker is subject to any form of discrimination. Processes for selection or rejection of a worker are based on fair and transparent criteria and not driven by any form of discrimination. Evidence attached.</li> </ul>		
3	<p>In the last three years, has any finding of unlawful discrimination been made against your organisation by any court or industrial tribunal? If yes, please provide details and what steps were taken as a consequence of that finding:</p>	Any	Any
	<ul style="list-style-type: none"> <li>• We provide evidence that there have been no E&amp;D incidents in the last 3 years</li> <li>• we provide evidence that any incidents have been effectively and efficiently resolved.</li> </ul>		
4	<p>Who is responsible for dealing with equal opportunities in your organisation? Please provide a job description or person profile for this area of responsibility.</p>	Any	Any
	<ul style="list-style-type: none"> <li>• We provide details of the person responsible for equality, diversity and inclusion in our organisation. The full details of the role are here.</li> </ul>		
5	<p>Is it the organisation's policy to comply with its statutory obligations to staff, applicants and service users as contained in discrimination law?</p>	Any	Any
	<ul style="list-style-type: none"> <li>• Yes, we have an Equality and Diversity policy in place, and we are committed to treating all workers equally and fairly, ensuring all workers receive equal opportunities and benefits. We monitor regularly our organisation's compliance with equality and diversity legislation and effectiveness of our policies, ensuring any issues are acted on promptly.</li> </ul>		
6	<p>Has the organisation provided an equality and diversity (or equal opportunities) policy? If yes, does the policy cover how the organisation manages recruitment, selection, promotion, training, discipline &amp; dismissal?</p>	Any	Any
	<ul style="list-style-type: none"> <li>• We have an Equality and Diversity policy in place, and we are committed to treating all workers equally and fairly, ensuring all workers receive equal opportunities and benefits. Evidence attached</li> <li>• Our policy ensures the terms and conditions of employment; including hours of work, holiday entitlement and sick pay are in line with the requirements and responsibilities of the position. It ensures the same roles have similar terms and conditions and there</li> </ul>		

	is no discrimination against workers because of race, gender, religion, political opinion, age or disability. We make job roles, pay grades and performance assessment as transparent and objective as possible.		
7	Does the equality and diversity (or equal opportunities) policy include or describe:	Any	Any
	<ul style="list-style-type: none"> <li>• The organisation's position on discrimination, harassment and victimisation, making it clear that these are disciplinary offences?</li> <li>• Who is the senior position within the organisation responsible for the policy and its effective implementation?</li> <li>• How the policy is communicated to staff?</li> <li>• Whether it covers both employees and service users?</li> <li>• We have an Equality and Diversity policy in place, and we are committed to treating all workers equally and fairly, ensuring all workers receive equal opportunities and benefits. Evidence attached.</li> <li>• We provide details of the senior person in our organisation responsible for the policy and its effectiveness.</li> </ul>		
8	Does the organisation state how often it reviews its equal opportunities/ employment policy? If yes, how often is it reviewed?	Any	Any
	<ul style="list-style-type: none"> <li>• Yes, we monitor regularly our organisation's compliance with equality and diversity legislation and effectiveness of our policies, ensuring any issues are acted promptly. We review equality and diversity in our organisation annually.</li> </ul>		
9	Does your organisation monitor the profile of its staff according to: age? gender? disability? ethnicity? sexual orientation? religion and belief? If yes, how regularly is monitoring undertaken?	Any	Any
	<ul style="list-style-type: none"> <li>• Yes, we monitor the profile of our staff. Effective monitoring is important for measuring performance and progress towards equality and diversity goals in our company.</li> <li>• Yes, monitoring our staff profile helps identify how inclusive we are and to take the respective actions when needed. We do this annually.</li> </ul>		
10	Does the organisation regularly monitor external applicants by age, gender, disability, and ethnicity or by additional equality categories such as sexual orientation, religion and belief?	Any	Any
	<ul style="list-style-type: none"> <li>• We monitor and collect data during the recruitment process to be able to identify which groups have applied for vacancies. We follow up the data with appropriate action to remove any unfair barriers in place.</li> </ul>		

11	What action has your organisation taken to meet the requirements of the Equality Act 2010?	Any	Any
	<ul style="list-style-type: none"> <li>• we have an Equality and Diversity policy in place, and we are committed to treating all workers equally and fairly, ensuring all workers receive equal opportunities and benefits We monitor regularly our organisation's compliance with equality and diversity legislation and effectiveness of our policies, ensuring any issues are acted promptly</li> <li>• We monitor regularly our organisation's compliance with equality and diversity legislation and effectiveness of our policies, ensuring any issues are acted promptly</li> <li>• Our policies and procedures ensure no worker or potential worker is subject to any form of discrimination. Processes for selection or rejection of a worker are based on fair and transparent criteria and not driven by any form of discrimination. Evidence attached.</li> <li>• Our policy ensures the terms and conditions of employment; including hours of work, holiday entitlement and sick pay are in line with the requirements and responsibilities of the position. It ensures the same roles have similar terms and conditions and there is no discrimination against workers because of race, gender, religion, political opinion, age or disability. We make job roles, pay grades and performance assessment as transparent and objective as possible.</li> </ul>		
12	<p>Please detail how your organisation will promote Equality and Diversity through the life of this Framework Agreement. Your response should include:</p> <ul style="list-style-type: none"> <li>• Raising awareness and communication of Equality and Diversity within the organisation</li> <li>• Embedding Equality and Diversity in recruitment, selection, training, promotion and policies and procedures</li> <li>• What recourse individuals have if they feel discriminated against;</li> <li>• Sanction in place for those found guilty of discrimination</li> <li>• Managing Equality and Diversity within your supply chain including contractual conditions with your suppliers (i.e. Supply Chain Code of Conduct).</li> </ul>	Any	Any
	<ul style="list-style-type: none"> <li>• We have an Equality and Diversity policy in place, and we are committed to treating all workers equally and fairly, ensuring all workers receive equal opportunities and benefits We monitor regularly our organisation's compliance with equality and diversity legislation and effectiveness of our policies, ensuring any issues are acted on promptly</li> <li>• Our policies and procedures ensure no worker or potential worker is subject to any form of discrimination. Processes for selection or rejection of a worker are based on fair and transparent criteria and not driven by any form of discrimination. Evidence attached.</li> <li>• We have a formal worker grievance procedure in place, detailing who is the initial point of contact, the escalation process and timescales for the process and procedure for resolution of the</li> </ul>		

	<p>grievance. The process is carried out in confidentiality. All workers are fully aware of the grievance procedure. Evidence attached.</p> <ul style="list-style-type: none"> <li>• We have a supplier code of conduct, that all suppliers must sign and adhere to, which includes no discrimination in any form in our supply chains. Evidence attached.</li> <li>• We have a supplier code of conduct, that all suppliers must sign and adhere to, which includes no discrimination in any form in our supply chains. Evidence attached.</li> </ul>		
--	--	--	--

<p><b>Social Value TOMS</b></p>
<p>NT21, RE25</p>



4.2bn, 55% of the world's population live in cities.

Cities produce 70% of carbon emissions.

828 million people are estimated to live in slums, and the number is rising.

No	Question	Category	When?
1	Social Value Act 2012 - Sustainable Recruitment. What opportunities can you provide to Institutions to help their student employability requirements? Such as work placement, graduation programmes, temporary or permanent roles.	Any	Any
	<ul style="list-style-type: none"> <li>We offer short term work experience</li> <li>We offer paid intern placements</li> <li>We offer a number of graduate schemes</li> <li>We offer work placements as part of a degree programme</li> <li>We can offer CV skills and interview skills workshops.</li> </ul>		
2	Does your organisation have a current sustainability policy or statement? If yes please attach.	Any	Any
	<ul style="list-style-type: none"> <li>We currently have a sustainability statement and it is regularly updated – and attached</li> <li>We have a sustainability statement – attached</li> <li>We are working towards a policy and statement.</li> </ul>		
3	Please can you give examples of corporate social responsibility in action for example, generating employment and training opportunities for long-term unemployed people; providing training opportunities for young people; promoting supply-chain opportunities to new and small enterprises	Any	Call-off
	<ul style="list-style-type: none"> <li>We work with our local job centre to provide opportunities for long term unemployed and ex-service personnel</li> <li>We have apprenticeship schemes</li> <li>We commit to spending x% of our spend with SMEs and micro enterprises</li> <li>We commit to spending x% of our spend with social enterprises etc.</li> </ul>		
4	Do you have a programme or action plan in place to develop the sustainability competence of your business and your supply chain? (Please note the term sustainability includes carbon, environmental management, waste, water, materials, biodiversity, community, ethics and procurement). If 'yes, please describe your programme of work or action plan to develop sustainability competence across your business and down your supply chain.	Any	Call-off
	<ul style="list-style-type: none"> <li>We have policies and processes in place to ensure sustainability in our supply chains, such as better use of raw materials and using SMEs and micro enterprises</li> <li>We have regular refresher training for staff in [specific area] to ensure compliance and cooperation in the supply chain.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Our employees carry out voluntary ethics training annually provided by [accredited body]</li> <li>• We audit our supply chain annually to ensure compliance in areas such as modern slavery, environmental protections, recycling, grey water recycling etc.</li> </ul>		
5	Raw materials used in the IT electronics industry are frequently drawn from developing nations and/or regions affected by conflict and political instability. These may then pass through several intermediaries prior to their final assembly. How will your sourcing and supply chain strategy ensure that appropriate and comprehensive systems are in place to minimise or avoid potential ethical and social risks on behalf of our Institutions?	ICT	Framework
	<ul style="list-style-type: none"> <li>• We are aware that some minerals have a human cost and we are continually working with NGOs and monitoring organisations to improve the lives of these workers</li> <li>• We work with manufacturers to ensure that the processes within the refineries and factories do not put workers at an unnecessary risk</li> <li>• We work with our suppliers and have terms in place to prevent human rights abuses and regularly audit our supply chains.</li> <li>• We work with our suppliers to improve the conditions rather than terminating the relationship and shifting the problem elsewhere.</li> </ul>		
6	Please give details of your projected environmental investments in the next 24 months, including investment levels expressed as a percentage of current revenues.	Any	Call-off
	<ul style="list-style-type: none"> <li>• We are looking to completely switch our investment portfolio to ethical and environmental investments</li> <li>• We are looking to invest in renewable energy for our all facilities and buildings</li> <li>• We are looking to create more sustainable ways of working for our staff, such as increased WFH and cycle to work schemes.</li> </ul>		

<b>Social Value TOMS</b>
--------------------------

NT2, NT3, NT11, NT12, NT14, NT19a, NT21, NT35, NT47, NT67,
--



1.3 billion tons of food is wasted every year.

The food sector accounts for 22% of greenhouse emissions, largely from turning forests into farmland.

No	Question	Category	When?
1	Please describe how your organisation measures and monitors its environmental impact; and the steps put in place to reduce identified environmental impacts (e.g. recycling, single use packaging and general plastic usage, energy efficiency measures, etc.)	Any	Any
	<ul style="list-style-type: none"> <li>• We utilise an environmental management system which enables us to understand the environmental impact of our activities</li> <li>• We reduce our negative environmental impact and increase our positive impact by establishing environmental performance targets and consistently monitoring performance against these</li> <li>• We report to our internal and external stakeholders on our targets and performance against these targets.</li> </ul>		
2	Describe the arrangements you have for your operational waste disposal which ensure minimisation of environmental pollution.	Any	Any
	<ul style="list-style-type: none"> <li>• We use historic data to understand the types and volume of waste that we generate within our operations</li> <li>• We consider the types and volume of waste associated with our inputs as part of our sourcing process to minimise waste generated</li> <li>• We have achieved zero waste to landfill which has been independently verified</li> <li>• We aim to achieve zero waste to landfill by <b>[insert date]</b></li> <li>• We establish waste reduction targets, consistently monitor performance against these and publish our performance</li> <li>• We maximise the re-use of materials within our operations (provide examples)</li> <li>• We maximise the recycling of materials that cannot be reused (provide examples)</li> <li>• We maximise the recovery of energy for materials that cannot be reused or recycled (provide examples)</li> <li>• We have a long-term zero waste philosophy within our operations.</li> </ul>		
3	The Institution would like to be made aware of prices for key consumable items and their typical life expectancy. We would expect price visibility, in the form of a price list, for all consumables, again expecting any future increase in these prices to be in line with inflation or RPI indicators. We would also like to be given your normal delivery time for these items.	Any goods	Any
	<ul style="list-style-type: none"> <li>• We will provide a complete price list for all in scope consumables</li> <li>• Within this we will include the applicable warranty for these consumables and the typical life expectancy/number of uses by product</li> <li>• Consumables will be supplied within our standard delivery timescale</li> </ul>		

	<ul style="list-style-type: none"> <li>Where we see price increases from our upstream supply chain, we will drive value for money in our negotiations, drive efficiencies within our operations to manage costs and absorb increases where possible; and communicate the cost basis of our proposed increases to you.</li> </ul>		
4	The Institution will have to consider the costs of disposal at the end of the equipment's working life. As part of your response, we would like your opinion with regard to potential disposal costs and any environmental legislation, which may apply. Please provide advice on any alternatives to disposal, which might be considered to reduce costs. Your response might include an indication of an estimated residual value that we might expect to receive at the end of the equipment's working life (expressed as a percentage of the purchase price) by way of a 'trade in' against new equipment.	Any goods	Any
	<ul style="list-style-type: none"> <li>The equipment would be able to be re-purposed through the following route [insert]. The residual value of the equipment would depreciate on the following scale [insert]</li> <li>Where repurposing is not applicable, the equipment could be disposed of via the following route [insert]. This would maximise recycling as follows [insert]</li> <li>All proposed routes comply with applicable legislation and discharge all the institution's obligations.</li> </ul>		
5	Does your company have policies to maximise recycling and minimising output of waste for disposal in landfill? Provide details including copies of any relevant policies and certificates.	Catering	Any
	<ul style="list-style-type: none"> <li>We use historic data to understand the types and volume of waste that we generate within our operations</li> <li>We have a formal policy for the management of waste which focuses on optimising the higher tiers of the waste hierarchy</li> <li>We consider the types and volume of waste associated with our inputs as part of our sourcing process to minimise waste generated</li> <li>We have achieved zero waste to landfill which has been independently verified</li> <li>We aim to achieve zero waste to landfill by [insert date]</li> <li>We establish waste reduction targets, consistently monitor performance against these and publish our performance</li> <li>We maximise the re-use of materials within our operations (provide examples)</li> <li>We maximise the recycling of materials that cannot be reused (provide examples)</li> <li>We maximise the recovery of energy for materials that cannot be reused or recycled (provide examples)</li> <li>We have a long-term zero waste philosophy within our operations.</li> </ul>		
6	How does the organisation reduce environmental impacts throughout the whole life of products/ services (taking into account disposal and the supply chain)	Any goods	Any
	<ul style="list-style-type: none"> <li>We minimise the transportation of goods from our upstream supply chain through the following strategies [insert]</li> </ul>		



	<ul style="list-style-type: none"> <li>We consider product composition in sourcing products to be offered under this contract including the use of raw materials, chemical ingredients, recycled content, sustainable sources and the recyclability of products as follows [insert]</li> <li>We minimise the transportation of goods to our downstream supply chain through the following strategies [insert]</li> <li>We offer schemes for the servicing/maintenance of products to prolong the operational reliability and lifespan of products</li> <li>We offer repair/refurbishment schemes to extend the life of products</li> <li>We offer repurposing schemes for redundant products to maximise the higher tiers of the waste hierarchy (provide examples)</li> <li>We maximise the recycling of redundant products that cannot be reused (provide examples)</li> <li>We maximise the recovery of energy for redundant products that cannot be reused or recycled (provide examples).</li> </ul>		
7	<p>The Institution may require the contractor to provide a trade in and recycling scheme to return to the manufacturer any redundant equipment supplied or maintained under this contract in exchange for an additional discount off new equipment purchases.</p> <p>Tenderers shall explain how they will meet this requirement, including as part of the response: 1. Details of any trade in and recycling scheme available for collection and recycling of redundant equipment; 2. details of the procedures and processes for ensuring that faulty equipment containing data is destroyed or that all Institution data is removed from returned equipment, 3. Details of the procedures and processes for safe and secure disposal of equipment under WEEE regulations 4. The location of recycling site(s) and details of any subcontractors involved in the disposal process to evidence that they meet relevant requirements.</p>	Any goods	Any
	<ul style="list-style-type: none"> <li>We are able to provide a trade in scheme for redundant equipment</li> <li>We provide the scheme in-house/we use subcontractors</li> <li>Our scheme promotes the re-use/redeployment of equipment in the following ways [insert]</li> <li>Where equipment cannot be re-used, it is recycled as follows [insert]</li> <li>We utilise NCSC approved data sanitisation software/we offer destruction through shredding to no larger than 6mm.</li> </ul>		
8	<p>The successful tenderer will be required to collect packaging after delivery to allow for re-use or recycling, in addition the successful tenderer will be required to confirm what percentage of packaging is made from recycled materials. Tenderers should provide details and state how they will meet this requirement.</p>	Any Goods	Any
	<ul style="list-style-type: none"> <li>We will collect all packaging following delivery</li> <li>We keep all packaging to a minimum [information provided on how packaging is optimised].</li> <li>We use the following materials for outer packaging [insert]. [Insert] percentage of this is recycled. [Insert] percentage of this can be recycled at end of use</li> </ul>		

	<ul style="list-style-type: none"> <li>We use the following materials for filler [insert], [Insert] percentage of this is recycled. [Insert] percentage of this can be recycled at end of use/ we do not use filler</li> <li>We use the following materials to secure packaging [insert], [Insert] percentage of this is recycled. [Insert] percentage of this can be recycled at end of use.</li> <li>We work with our supply chain to ensure that recycled and recyclable packaging materials are used, and that packaging is optimised to the product.</li> </ul>		
9	Is your organisation registered with a WEEE (Waste Electronic & Electrical Equipment) compliant scheme? If yes, please provide evidence of your registration.	ICT / STEMED	SQ or ITT
	<ul style="list-style-type: none"> <li>We are registered with a WEEE compliance scheme</li> <li>We have provided documentary evidence demonstrating this.</li> </ul>		
10	Please provide details of any documented targets your organisation has to increase the re-use and recycling of packaging and reduce the amount going to landfill?	Any Goods	Any
	<ul style="list-style-type: none"> <li>We have a complete profile of the materials that are used in packaging our products</li> <li>We establish targets on the volume of packaging used, the volume of packaging able to be re-used and the volume of recyclable packaging used</li> <li>We consistently monitor our performance against these targets</li> <li>We report to our internal and external stakeholders on our targets and performance against these targets</li> <li>We seek innovative solutions to reduce both packaging volume and packaging to landfill</li> <li>We work with our supply chain to ensure that recycled and recyclable packaging materials are used, and that packaging is optimised to the product.</li> </ul>		
11	Do you have a policy and systems in place to prove that your products have been made with constituent materials that have been responsibly sourced? (In the UK, evidence may include attainment of BES 6001 or equivalent). If yes, please provide details	Any Goods	Any
	<ul style="list-style-type: none"> <li>We consider the sources and composition of raw materials and constituent parts for our products within the sourcing process</li> <li>We have a system in place that addresses environmental and social considerations within the sourcing process</li> <li>We have had the abovementioned system externally verified and offer products with third party certification.</li> </ul>		
12	Please confirm how you will support the Institution to ensure that a strategy of re-use, refurbishment and repair are considered before committing to new furniture solutions. How will you ensure this approach is followed?	Furniture	ITT or Call off
	<ul style="list-style-type: none"> <li>We are able to offer a repair and refurbishment service</li> <li>We will promote the repair and refurbishment of existing furniture before committing to the provision of new furniture</li> </ul>		

	<ul style="list-style-type: none"> <li>We will use space planning design to evidence how existing furniture can be best optimised and redeployed to reduce product consumption.</li> </ul>		
13	<p>Please confirm that the furniture provided for this framework is recyclable and please provide details on the following:  Your strategy for recycling noting that there will be legacy as well as new products to be considered  Your policy on reuse/recycling regarding packaging after delivery  Furniture components and detailing if recycled parts are used in products</p>	Furniture	ITT of Call off
	<ul style="list-style-type: none"> <li>The furniture supplied through the framework agreement is fully recyclable</li> <li>Where the furniture retains functionality, we will seek to re-use rather than recycle the furniture via the following schemes [insert]</li> <li>Furniture not suitable for repurposing will be broken down into its component parts and recycled as follows [insert]</li> <li>We will remove all packaging following delivery</li> <li>We use the following reusable materials to support product delivery [insert]</li> <li>We use the following non-reusable materials for outer packaging [insert]. [Insert] percentage of this is recycled. [Insert] percentage of this is recycled at end of use by us as follows [insert].</li> <li>We use the following non-reusable materials for filler [insert], [Insert] percentage of this is recycled. [Insert] percentage of this is recycled at end of use by us as follows [insert]/ we do not use filler.</li> <li>We use the following non-reusable materials to secure packaging [insert], [Insert] percentage of this is recycled. [Insert] percentage of this is recycled at end of use by us as follows [insert].</li> <li>We offer products with recycled content and can provide detailed information on the percentage of recycled content and/or remanufactured and reused components of wood-based materials, plastics and/or metals in finished pieces of furniture within our range.</li> </ul>		
14	<p>In relation to the subject matter of the contract, what knowledge, capacity and experience do you have of providing and or advising on the supply of products that meet the criteria of the EU Ecolabel or equivalent environmental standards?</p>	Any Goods	Any
	<ul style="list-style-type: none"> <li>We are able to supply products which are EU Ecolabel certified</li> <li>We are able to demonstrate the sustainable credentials of these products that led to their certification</li> <li>We are able to supply products certified to an equivalent environmental standard and are able to demonstrate the equivalency of this standard.</li> </ul>		
15	<p>In relation to the subject matter of the contract, please detail your capability in and experience of providing and or advising on a packaging take-back scheme.</p>	Any goods	Any
	<ul style="list-style-type: none"> <li>We offer a packaging take back scheme</li> <li>We use the following reusable materials to support product delivery [insert] which are removed from site at the point of delivery</li> </ul>		

	<ul style="list-style-type: none"> <li>• All packaging will be removed by us at the point of delivery/packaging must be stored in accordance with the following requirements [insert] and a collection will be arranged as follows [insert]</li> <li>• We use the following non-reusable materials for outer packaging [insert]. [Insert] percentage of this is recycled. [Insert] percentage of this is recycled at end of use by us as follows [insert].</li> <li>• We use the following non-reusable materials for filler [insert], [Insert] percentage of this is recycled. [Insert] percentage of this is recycled at end of use by us as follows [insert]/ we do not use filler.</li> <li>• We use the following non-reusable materials to secure packaging [insert], [Insert] percentage of this is recycled. [Insert] percentage of this is recycled at end of use by us as follows [insert].</li> </ul>		
16	<p>The Institution currently has an agreement in place with a waste contractor that specialises in IT equipment disposal and it is envisaged that end of life laptops and related accessories purchased under this contract will be disposed of via that route. However, the Institution may be interested in any service that the Provider can offer in respect of device disposal. Please provide details of any service you can offer, including costs. This must include data cleansing to an appropriate standard.</p>	ICT	Any
	<ul style="list-style-type: none"> <li>• We are able to offer a free of charge service for IT equipment recycling and disposal</li> <li>• We utilise NCSC approved data sanitisation software, maintaining GDPR compliance</li> <li>• We ensure compliance with environmental policy and legislation and can provide copies of all relevant waste transfer notes, consignment notes and all other relevant documentation as required by the Institution to evidence that they have met all obligations</li> <li>• Provide access to enhanced services such as on-site data destruction</li> <li>• Support institutions in generating revenue through the extraction of residual value from redundant assets through the express incorporation of fair market rebates (where achievable)</li> <li>• Promote the re-use, redeployment and recycling of redundant assets delivering economic, environmental and social benefits, with an emphasis on the higher tiers of the waste hierarchy.</li> </ul>		
17	<p>Does your organisation conform to the Government Buying standards for IT equipment? The standards can be found at <a href="https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs">https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs</a>? If no, please confirm whether you intend to comply with these standards, where possible giving anticipated timeframes</p>	ICT	Any
	<ul style="list-style-type: none"> <li>• We confirm that we comply with the class leader standards for IT equipment / We confirm that we comply with the best practice standards for IT equipment and are working towards the class leader standards and expect to achieve these by [insert date]/ We confirm that we comply with the mandatory standards for IT equipment and are working towards the best practice and class leader standards and expect to achieve these by [insert date]</li> </ul>		

18	Please confirm if you are a member of either 'SUSTAIN' or NetPositives with regard to Sustainability. This report contained in either of the above will be evaluated and scored.	Any	Any
	<ul style="list-style-type: none"> <li>• We confirm that we have a live action plan on NETpositives which we update, in accordance with our contractual obligations</li> <li>• We confirm that we have a live action plan on SUSTAIN which we update, in accordance with our contractual obligations.</li> </ul>		

<b>Social Value TOMS</b>
Any



Sea levels have risen by 20cm since 1880 and are projected to rise by anything up to another 120cm by 2100.

To limit warming to 1.5°C, global net CO<sub>2</sub> emissions must drop 45% by 2030.

No	Question	Category	When?
1	Does the organisation have time bound, measurable environmental targets e.g. carbon reduction?	Any	Any
2	Give examples of how you have used innovation to improve the sustainability credentials of your product/ service.	Any	Any
3	<p>The Institution is fully committed to its sustainability policy and objectives. In relation to the specific requirements of this ITT please state your commitments, obligations and future developments in relation to sustainability (or those of the manufacturer) including but not limited to</p> <ul style="list-style-type: none"> <li>• energy optimisation of the product range (and any associated accreditations)</li> <li>• length of product life</li> <li>• use of toxic materials within production process</li> <li>• product efficiency</li> <li>• percentage of product manufactured from recycled materials and / or is recyclable.</li> </ul>	Any	Any
4	<p>What actions has your company taken to minimise the CO<sub>2</sub> impact of your (or your 3rd party) vehicle fleet across your entire company, and how do you track that impact?</p> <p>Include details on:</p> <ul style="list-style-type: none"> <li>• specific targets in place</li> <li>• achievements to date</li> <li>• technology used to reduce CO<sub>2</sub> emissions</li> </ul> <p>Please note that institutions will not be liable to pay for any additional charges linked to clean air zones etc. for the duration of the framework.</p>	Goods	Any
5	<p>Do you have suitable arrangements in place to minimise your company's fuel consumption?</p> <ul style="list-style-type: none"> <li>• We are looking at consolidated deliveries and fewer deliveries</li> <li>• We are looking at moving to an electric fleet to reduce our carbon output</li> <li>• We are moving to use solar and wind energies to power our buildings and site</li> <li>• We have banned the use of persona space heaters in the offices.</li> </ul>	Any	Any
6	<p>Carbon Off-setting. Please describe any initiatives that will be in place within your organisation to offset your carbon emissions in relation to this Framework Agreement.</p> <ul style="list-style-type: none"> <li>• We work with partners XYZ who work in the off-setting space</li> <li>• We work with XYZ organisation who plant trees on our behalf</li> </ul>	Any	Any

	<ul style="list-style-type: none"> <li>We realise that off-setting should really only be used as a last resort so we continue to explore all the possible carbon reductions we can.</li> </ul>		
7	<p>Have you acknowledged the Global Climate Emergency and published a meaningful action plan to work towards carbon neutrality?</p> <ul style="list-style-type: none"> <li>We have acknowledged the global climate emergency and have an action plan to reduce carbon output</li> <li>We have acknowledged the GCE and are working towards an action plan</li> <li>We have acknowledged a climate crisis and working towards an action plan that is reasonable for our size of business.</li> </ul>	Any	Any

	<b>Social Value TOMS</b>
	NT48, NT49, NT53, RE70, NT54, NT10b, NT15a, RE18a, RE73, NT33, NT44, NT64, RRE39, RE41, RE61, RE62, NT45, RE37,



The ocean covers 75% of earth's surface.

Oceans absorb 30% of carbon dioxide produced by humans, buffering the impacts of global warming.

No	Question	Category	When?
1	<p>Please describe how you are managing your supply chain to ensure that you are not contributing to the pollution of waterways?</p> <ul style="list-style-type: none"> <li>• We have an environmental policy that outlines any waste and defines the appropriate waste streams for that waste</li> <li>• We have worked to remove any potential pollutants from our supply chains and processes</li> <li>• We keep our equipment and plant well maintained to ensure there are no accidental spills that might pollute a waterway</li> <li>• We have spill kits dotted around our facility in convenient locations to ensure that any spills are attended to quickly to prevent any pollution</li> <li>• We do not produce anything that toxic that might contaminate an otherwise clean waterway.</li> </ul>	Estates/STEMED/ICT	Any
2	<p>Please describe how you are promoting practices for sourcing raw materials in your supply chains that don't contribute to poor mining practices?</p> <ul style="list-style-type: none"> <li>• We have an environmental policy that outlines practices related to sourcing materials in our supply chains</li> <li>• We have a standalone policy on environmental practices that covers our supply chain from mining to manufacture</li> <li>• We work with relevant suppliers for the recovery of critical raw materials from mining waste and landfills</li> <li>• We are part of/collaborate with third party initiatives for responsible mining in our industry</li> <li>• Our environmental policy considers the overall management of water connected to excavation phase, and to water and reagents connected to processing phase, during the sourcing of raw materials.</li> </ul>	Estates/STEMED/ICT	Any
3	<p>Please describe what processes or systems you have in place to ensure kitchen waste oil is properly managed and disposed of?</p> <ul style="list-style-type: none"> <li>• We have a robust waste management strategy/procedure that includes information on the adequate facilities to store and dispose of cooking oil. This strategy/procedure is communicated to all relevant workers and we provide training on waste disposal</li> <li>• We have a waste management procedure that prohibits pouring waste cooking oil down drains or sewers, contains how to store it properly and has a specific</li> </ul>	Catering	Any



	<p>procedure for the disposal of oil waste (separate procedure for the rest of kitchen waste)</p> <ul style="list-style-type: none"> <li>• We have a clear procedure on the disposal of waste that is hygienic and environmentally friendly, in accordance with legislation, including the appropriate storage and disposal of cooking oil by an authorised collector. This procedure is communicated to all relevant workers and training on waste disposal is provided.</li> </ul>		
4	<p>Please describe any processes or practices you or your suppliers have in place to save water, or use water recycling schemes, or grey water usage schemes?</p> <ul style="list-style-type: none"> <li>• We have an environmental policy that address how we reduce water waste, prevent waste mismanagement and promote ocean sustainability</li> <li>• We have implemented processes to improve resource efficiency by adjusting the design, manufacture, or use of products and packaging to reduce the amount of waste that could potentially enter the environment.</li> <li>• We replace, limit or prohibit the use of certain chemicals, additives, or materials that could prevent closing the loop or lead to nutrient pollution or chemical and physical hazards if they happen to reach marine ecosystems.</li> <li>• We measure and therefore seek on ways to reduce the waste and wastewater we generate, as well as other sources of pollution as a result of our activities</li> <li>• We tackle and report on the water discharged to oceans, the efforts to minimise plastic and non-degradable materials used in our products and the impact to land pollution from our own operations and our supply chains.</li> </ul>	Any	Any

<b>Social Value TOMS</b>
--------------------------

RE42
------



1.6 billion rely depend on forests for their livelihoods.

More than 80% of all terrestrial species of animals, plants and insects live in forests.

No	Question	Category	When?
1	Do your proposed products contain palm oil? Yes / No	Goods/ Catering	Any
	<ul style="list-style-type: none"> <li>• If Yes, which products?</li> <li>• Are all of the products containing palm oil from a sustainable source? Yes / No</li> <li>• If Yes, which sustainable palm oil accreditation scheme does your organisation use?</li> </ul>		
2	Has your company had any prosecutions with respect to environmental legislation within the last five years? (Relevant bodies include Environment Agency and local authorities). (You need not disclose details of spent convictions.)	Goods	Any
	<ul style="list-style-type: none"> <li>• If YES, describe the steps you have taken in response to this legal action and to prevent further breaches.</li> <li>• Answers should address process and policy changes</li> <li>• Should also address root cause such as manufacturing and changes in raw materials or handling processing</li> <li>• May include references to upgrades machinery to remove harmful chemicals or malfunctions which might cause environmental damage.</li> </ul>		
3	At the time of the signing of this application, do you know of any facts or circumstances which may reasonably be expected to result in a claim or claims being asserted against your company for environmental clean-up or response, or for bodily injury or property damage arising from the release of pollutants into the environment?	Goods	Any
	<ul style="list-style-type: none"> <li>• Good answer: No</li> <li>• Poor answer: yes</li> <li>• Look for changes to policies, procedures, operating models, changes in manufacturing processes, changes in raw materials, additional PPE, damages payments etc.</li> </ul>		
4	Do you check the environmental performance of your sub-contractors and suppliers?	Goods	Any
	<ul style="list-style-type: none"> <li>• Should make mention of audits</li> <li>• Should make note of terms and conditions, KPIs, performance measures, collaborative working to tackle environmental performance</li> <li>• Should note working with suppliers to help them improve, failure to improve will result in termination of relationship but this should be a last resort after exploring all mitigation routes for poor performance.</li> </ul>		

5	Do you have a specific procedure for any complaints regarding environmental issues?	Any	Any
	<ul style="list-style-type: none"> <li>Any complaint about any part of the business follows our standard procedures and are investigated fully. Any remedial actions that need to be taken are put in place, with reviews of processes and procedures to ensure the issue or problem doesn't arise again.</li> </ul>		
6	Does your organisation currently have a published Environmental Policy for the management of construction-related environmental issues? If 'Yes', you will be asked to produce this if you are successful at award stage.	Any	Any
	<ul style="list-style-type: none"> <li>This document can be produced at award stage, or a link is sent to the policy that is published on their website</li> <li>The organisation is working towards a policy and has codes of conduct in place for any contractors</li> <li>The organisation has a policy which is updated annually to show the progress they have made against published targets.</li> </ul>		
7	Do you have documented arrangements for ensuring that your environmental management procedures are effective in reducing/preventing significant impacts on the environment?	Any	Any
	<ul style="list-style-type: none"> <li>Our policy is reviewed annually. It is at this time that the progress is measured from the previous year and new targets are set for the new year.</li> </ul>		
8	Do you have arrangements for providing employees who will engage in construction, with training and information on construction-related environmental issues?	Estates	Any
	<ul style="list-style-type: none"> <li>All of the products we use will come with risk assessments or COSHH statements as appropriate</li> <li>Every job that is undertaken has its method statement reviewed and the potential environmental impact is measured and mitigated where appropriate.</li> </ul>		
9	Is there an option for using fair trade cotton or responsible sourcing of other raw materials, in the production of Personal Protective garments, if required by the Institution?	Any	Any
	<ul style="list-style-type: none"> <li>We would welcome the institution to get involved in this aspect of the procurement and offer their insights</li> <li>We would also be prepared (where cost can be balanced) to use an institution approved supplier to source PPE for the jobs we carry out at the institution</li> <li>We welcome ongoing improvement in this area and looking to improve in this area.</li> </ul>		

#### Social Value TOMS

NT53, RE70, RE65, NT67, NT47, RE48a, NT68, RE74



1 billion people are legally ‘invisible’ because they cannot prove who they are. 625million are children under 14 whose births were not registered.

49 countries lack laws protecting women from domestic violence.

No	Question	Category	When?
1	How is your MSA statement monitored within your organisation to ensure its use and effectiveness? In addition to overarching CEO/Board ownership of the statement/policy, is there delegated responsibility to other senior management staff for reviewing internal controls and procedures?	Any	Call-off
	<ul style="list-style-type: none"> <li>• We have a Head of Sustainability who looks after the MSA statement and keeps a track of the progress we have made during the year and sets out the steps for the next financial year</li> <li>• The effectiveness is checked by a series of KPIs for both the organisation and the Head of Sustainability to make continuous improvement</li> <li>• The Head of Sustainability has the authority to challenge and set goals for the rest of the organisation to make improvements.</li> </ul>		
2	Do you have a whistleblowing policy? If there have been any incidents, what steps have you taken to address these?	Any	Framework
	<ul style="list-style-type: none"> <li>• We have a whistleblowing policy in place to ensure that any misconduct can be dealt with properly</li> <li>• We have a confidential email address and telephone line to allow employees to report misconduct and wrongdoing.</li> <li>• We investigate all and any claim of misconduct or wrongdoing very seriously and ensure that employees are treated with the strictest of confidence</li> <li>• Each investigation has to be treated individually, but all reports are fully investigated and any process or procedure that may allowed wrongdoing or misconduct is reviewed and amended to ensure that any gaps or loop holes are closed and that no further wrong doing can take place</li> <li>• We deal with those who have been proven to have acted dishonourably or unlawfully very seriously and will always report them to the appropriate law enforcement bodies.</li> </ul>		
3	If any, what type of training provided to staff on the issue of modern slavery within supply chains and who is eligible for this training?	Any	Any
	<ul style="list-style-type: none"> <li>• We have engaged with the GLAA to provide training to our staff</li> <li>• We ensure all our staff are trained on the issue of modern slavery and how to look for the signs of modern slavery</li> <li>• We ensure that staff are refreshed at least annually and that all new starters undergo this training as part of their induction.</li> </ul>		

4	And what is your methodology for ensuring you comply with the principals of Modern Slavery within your full supply chain.	Any	Any
	<ul style="list-style-type: none"> <li>We work with our suppliers and ask that they have a modern slavery statement regardless of turnover</li> <li>We work with them to better understand their risks and who they can work with to monitor and audit their supply chains.</li> <li>We ask that they look into regular training for their staff that is refreshed regularly</li> <li>We ask them to train their staff on how to spot the signs of modern slavery and who to speak to if they do</li> <li>We do not automatically terminate relationships with supplier if they find an incidence of modern slavery, rather work with them and their partners to remediate and improve and monitor more closely.</li> </ul>		
5	Considering this framework will include working in an educational environment, in particular where students may be children or vulnerable adults; what policies has your organisation implemented with regards to safeguarding? How do you ensure your staff are fully versed with these policies and trained in safeguarding measures	Any	Call-off
	<ul style="list-style-type: none"> <li>We complete DBS checks on our staff prior to starting in any environment such as this</li> <li>We have a code of conduct that we expect our workers to adhere to</li> <li>We ensure that any additional local requirements are fully disseminated to the workers on site and that they fully understand and agree to work to those standards.</li> </ul>		
6	Do you hold membership and actively participate in either the Ethical Trading Initiative (ETI Stone Group), the TFT Responsible Stone Program or the United Nations Global Compact? If yes, you may be asked to provide a copy of certification on award.	Any/ Construction	Call-off
	<p>If yes – docs to follow</p> <p>If no:</p> <ul style="list-style-type: none"> <li>We are working towards one of the named accreditations and actively participate in our membership</li> <li>We are following the principles of the named memberships and are working to full compliance</li> <li>We do not currently hold any certification but we are working towards XYZ accreditation.</li> </ul>		
7	Please describe how you will audit your suppliers' factories/premises including site visits, factory facilities, quality assurance systems, social responsibility and compliance, hygiene, health and safety and environmental impacts in relation to this Framework. If you use a third-party to undertake this process, please provide details. Please include which methodology is used, the time frames for the audit process and follow-up monitoring in non-compliance cases.	Any	Call-off
	<ul style="list-style-type: none"> <li>For UK or EU factories we would undertake partial audits ourselves to ensure working conditions meet the required standards.</li> </ul>		

	<ul style="list-style-type: none"> <li>• For overseas factories, we work with monitoring partners to ensure that workers have a voice and the local labour laws are being adhered to</li> <li>• Our audit partners work with independent NGOs and monitoring partners to ensure that the monitoring of supply chains is not influenced by the manufacturers.</li> </ul>		
8	How do you ensure that the organisations you work with and those in your supply chain have adequate health and safety and any work deemed as hazardous is only done by persons over 18?	Any	Any
	<ul style="list-style-type: none"> <li>• We conduct regular factory audits to monitor the work being done and ensure any violations are remedied</li> <li>• We will make unannounced factory visits to ensure that health and safety processes are being adhered to and so we can get a better insight into what happens normally</li> <li>• We work with monitoring organisations to ensure that workers' rights are enforced according to the local labour laws.</li> </ul>		
9	How do you ensure that onsite facilities such as catering and accommodation meet appropriate standards and those which you would provide to your own employees		
	<ul style="list-style-type: none"> <li>• We would work with the local authorities to understand what the local labour laws demand, and work with monitoring partners and audit partners to ensure there are no breaches of these standards.</li> </ul>		

<b>Social Value TOMS</b>
--------------------------

NT22, NT43, NT59, NT60
------------------------



The UN Conference on Trade and Development says achieving the SDGs will require \$5 trillion to \$7 trillion in annual investment.

No	Question	Category	When?
1	<p>Please list any relevant certificates and accreditations and submit evidence along with your submission - Example: ISO standards.</p> <ul style="list-style-type: none"> <li>If they don't hold any ISO standards, look for equivalents or internal processes and policies that reflect them. (beware of excluding SMEs).</li> </ul>	Any	SQ
2	<p>Does your organization hold a current ISO 14001 or EMAS or equivalent Environmental Management System certificate which is relevant to this particular contract?</p> <ul style="list-style-type: none"> <li>If they don't have the ISO standards, check for alternatives or internal procedures/policies that might match. Beware of excluding SMEs and only insist if the requirement is reasonable and proportional.</li> </ul>	Any	SQ
3	<p>Does your organisation have a written environmental policy endorsed by senior management? If YES please enclose a copy.</p> <ul style="list-style-type: none"> <li>A policy should be the bare minimum, be sure to evaluate, but exercise proportionality.</li> </ul>	Any	SQ
4	<p>Do you have procedures for periodically reviewing, correcting and improving quality performance?</p> <ul style="list-style-type: none"> <li>Request and review if necessary</li> </ul>	Any	SQ or ITT
5	<p>Do you have arrangements for ensuring that your own suppliers apply quality management measures that are appropriate to the work for which they are being engaged?</p> <ul style="list-style-type: none"> <li>Request and review.</li> </ul>	Any	SQ or ITT