

Schedule 14

Annex A: List of Transparency Reports

Title	Content	Report Format to be Agreed	First Transparency Report Due	Minimum Frequency of Transparency Report
Performance Monitoring	Management Information to report on the performance of the Services, including SLAs and KPIs, and operational metrics as agreed between both parties.	60 Working Days from Contract Date	As defined in Call Off Schedule 14	Monthly As defined in Call Off Schedule 14
Audit Reports	As required by the Buyer	As required	As required	As required
Training progress and compliance	Training progress of all agents in line with current agents and ramp-up plans for the next ninety (90) days	20 Working Days from Contract Date	20 Working Days from Contract Date	Monthly during the Mobilisation Period and every 6 months thereafter
Open book profit reporting	Open book profit reporting from suppliers, providing detail on the profit levels achieved from this agreement.	60 Working Days from Contract Date	Timing to be agreed	Annually (Timing to be agreed)
SME Spend	Suppliers spend on SMEs & Subcontractors split by supplier diversity group	60 Working Days from Contract Date	110 Working Days from Full Service Commencement Date	Monthly (Timing to be agreed)
SME Time to Pay	Supplier payment of SME's & Subcontractors	60 Working Days from Contract Date	110 Working Days of the Contract Date	Monthly
Key Sub-Contractors	List of all Key Sub-contractors used in the previous three (3) months and those expected to be used in the next twelve (12) months.	20 Working Days from Contract Date	20 Working Days from Contract Date	6 monthly

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Freedom of Information Request	<p>As detailed in the Freedom of information request. Note that the following categories of information could be reasonably withheld on the grounds of commercial confidentiality:</p> <p>a. Pricing. The way the supplier has arrived at the price they are charging government in a contract could normally be withheld but this should not be grounds for withholding the contract value itself.</p> <p>b. Intellectual property. Certain proprietary details of the solution that the contractor is deploying for government could be confidential. This should not be grounds for withholding performance information.</p> <p>c. Business plans. Detail of how the contractor expects to yield a financial return from the service, including investment plans could normally be withheld</p>	As detailed in the Freedom of Information request and in accordance with the FOIA	As required	As required
Supplier Diversity	Demonstration of work undertaken to remove any barriers to contracting with and supporting SME's and other under represented supplier groups.	60 Working Days from Contract Date	Annual	Annual
Real Living Wage (Living Wage Foundation)	Demonstration of compliance within a year of contract award and that this is maintained throughout the contract.	60 Working Days from Contract Date	Annual	Annual

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Modern Slavery	<ul style="list-style-type: none"> Modern Slavery Assessment Tool to be completed before Contract Award. Progress against MSAT action plan to be reviewed regularly Regular review of any MS incidents, potential MS incidents. 	Contract Date	Contract Date	Quarterly (align to MS statement reporting requirements – FY)
Modern Slavery	<ul style="list-style-type: none"> 90 days from the commencement of the contract the <i>Service Provider</i> will provide a summary of the risks of modern slavery relevant to the contract, steps that will be taken to address them and work to improve supply chain transparency. <p>An annual due diligence report will be required to demonstrate progress.</p>	20 Working Days from Contract Date	90 days from Contract Date	Annual or any changes (Will need to be before end of FY so updates can be included in MS statement)
Supply Chain Mapping	<ul style="list-style-type: none"> Mapping of highest risk goods and services within year 1 or setting out a planned approach. 	60 Working Days from Contract Date	1 year of Contract Date	Annual review
Equality, Diversity & Inclusion	<ul style="list-style-type: none"> EDI action plan to be developed and reviewed regularly Regular review of EDI incidents/complaints 	60 Working Days from Contract Date	Full Service Commencement Date	Quarterly
Sustainability Training	<ul style="list-style-type: none"> Evidence of staff trained on Modern Slavery & EDI 	20 Working Days from Contract Date	90 days from Contract Date	Quarterly (Needs to align with reporting periods for EDI & MS Statement)

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Whistleblowing	Evidence that Whistleblowing policy communicated and accessible to subcontractors and key suppliers <ul style="list-style-type: none"> Any instances and actions recorded. 	60 Working Days from Contract Date	110 Working Days after Full Service Commencement Date	Six monthly
Working Conditions	The Supplier will provide a plan to work with staff to understand and address any improvements to working conditions Also link to commitments made in evaluation response	60 Working Days from Contract Date	110 Working Days after Full Service Commencement Date	Six monthly
Government Buying Standards	Annual evidence/assurance demonstrating compliance	60 Working Days from Contract Date	110 Working Days after Full Service Commencement Date	Six monthly (needs to align with reporting period to Gov)

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Apprenticeships /Wider Training Opportunities	<ul style="list-style-type: none"> Evidence that opportunities are open to and attracting those facing barriers to employment Apprenticeship requirements already in schedule 5 The number of people hours/weeks invested to support apprentices working on the contract by UK region The number of people hours supporting training opportunities with educational facilities e.g. schools by UK region Demonstration of the value added to individuals involved in the contract engaged in apprentice or wider training opportunity e.g. qualifications achieved, skills and confidence improved, permanent employment secured. 	60 Working Days from Contract Date	110 Working Days after Full Service Commencement Date	Six monthly (needs to align with reporting period to Gov)
ISO 14001	<ul style="list-style-type: none"> Annual checks to confirm have maintained a relevant environmental management system 	60 Working Days from Contract Date	Aligned with Service Provider	Aligned with Service Provider
Carbon Reduction Plan	<ul style="list-style-type: none"> Annual review of progress 	60 Working Days from Contract Date	Quarterly	Quarterly
Timber	<ul style="list-style-type: none"> Assurance to demonstrate timber compliance 	60 Working Days from Contract Date	Quarterly	Quarterly
Sustainability	a. the key sustainability impacts identified; b. sustainability improvements made;	60 Working Days from Contract Date	Quarterly	Quarterly

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	<p>c. actions underway or planned to reduce sustainability impacts;</p> <p>d. contributions made to the <i>Client's</i> sustainability policies and objectives;</p> <p>e. sustainability policies, standards, targets and practices that have been adopted to reduce the environmental impact of the <i>Service Provider's</i> operations and evidence of these being actively pursued, indicating arrangements for engagement and achievements. This can also include where positive sustainability impacts have been delivered; and</p> <p>f. risks to the Service and Subcontractors of climate change and severe weather events such as flooding and extreme temperatures including mitigation, adaptation and continuity plans employed by the <i>Service Provider</i> in response to those risks.</p>			
Sustainability Plan	Report on progress of the sustainability plan once agreed with the Client	60 Working Days from Contract Date	Quarterly	Quarterly
Waste created	By type of material the weight of waste categories by each means of disposal in the Waste Hierarchy with separate figures for disposal by incineration and landfill. On a site by site basis	60 Working Days from Contract Date	One month from Full Service Commencement Date	Monthly

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Waste permits	Copies of relevant permits and exemptions for waste, handling, storage and disposal.	60 Working Days from Contract Date	30 Working Days prior to Full Service Commencement Date	Before the Effective Date, on the anniversary of the Effective and within ten (10) Working Days if there is any change or renewal to license or exemption to carry, store or dispose waste
Greenhouse Gas Emissions	Indicate greenhouse gas emissions making use of the use of the most recent conversion guidance set out in 'Greenhouse gas reporting – Conversion factors' available online at https://www.gov.uk/guidance/measuring-and-reporting-environmental-impacts-guidance-for-businesses Broken down by source, type and scope (1,2,3) Carbon reduction plan once agreed with the client	20 Working Days from Contract Date	30 Working Days from Contract Start Date	Monthly
Water Use	Volume in metres cubed broken down by site. Number of water leaks identified, and amount of excess water lost.	60 Working Days from Contract Date	One month from Full Service Commencement Date	Monthly
Energy Use	Separate energy consumption figures for: a. assets deployed on the <i>Service Provider's</i> site; b. assets deployed on the <i>Client's</i> site; c. assets deployed off-site; and	20 Working Days from Contract Date	30 Working Days from Contract Date	Monthly

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	<p>d. energy consumed by IT assets and by any cooling devices deployed.</p> <p>Power Usage Effectiveness (PUE) rating for each data centre/server room in accordance with ISO/IEC 31034-2/EN 50600-4-2.</p>			
FGas	<p>Amount of Fgas used across the estate broken down by site and type</p> <p>Amount of Fgas escapes to the atmosphere broken down by site and type</p>	20 Working Days from Contract Date	30 Working Days from Contract Date	Monthly
Transport Use	<p>a. miles travelled by transport and fuel type, for goods delivered to the <i>Client's</i> sites;</p> <p>b. miles travelled by staff when visiting the <i>Client's</i> sites from the <i>Service Provider's</i> sites or home;</p> <p>c. resulting Green House Gas (GHG) emissions using agreed Conversion Factors; and</p> <p>d. the number of multi-lateral e-meetings i.e. with more than two attendees, held by type (audio, webinar, v/conferencing) their length and number of attendees</p>	20 Working Days from Contract Date	30 Working Days from Contract Date	Monthly
Prohibited Items	The following consumer single use plastics are Prohibited Items:	20 Working Days from Contract Date	One month from Full Service Commencement Date	Monthly

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	<p>Catering</p> <ul style="list-style-type: none"> a. Single use sachets e.g. coffee pods, sauce sachets, milk sachets b. Take away cutlery c. Take away boxes and plates d. Cups made wholly or partially of plastic e. Straws f. Stirrers g. Water bottles <p>Facilities</p> <ul style="list-style-type: none"> a. Single use containers e.g. hand soap, cleaning products b. Wipes containing plastic <p>Office Supplies</p> <ul style="list-style-type: none"> a. Plastic envelopes b. Plastic wrapping for brochures c. Paper or card which is bleached with chlorine 			

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	Packaging a. Single use plastic packaging from deliveries where avoidable e.g. shrink wrapped packaging from office supplier or facilities products. b. Single use carrier bags Any items that harm the environment will need to agreed by the client before purchase or use.			
Resource Use	Materials / Resources used, including: a. type of material/ resource used; b. quantity or volume of material/resource used; and amount of recycled/recovered material used	60 Working Days from Contract Date	One month after Full Service Commencement Date	Monthly
Greening Government Commitment	Any reporting as required by the client to report on the Greening Government Commitments	60 Working Days from Contract Date	One month after Full Service Commencement Date	Monthly