

- 23.5.2 procure a suitable alternative to such assets, the Buyer or the Replacement Supplier to bear the reasonable proven costs of procuring the same.
- 23.6 The Supplier shall as soon as reasonably practicable assign or procure the novation of the Transferring Contracts to the Buyer and/or the Replacement Supplier. The Supplier shall execute such documents and provide such other assistance as the Buyer reasonably requires to effect this novation or assignment.
- 23.7 The Buyer shall:
- 23.7.1 accept assignments from the Supplier or join with the Supplier in procuring a novation of each Transferring Contract; and
- 23.7.2 once a Transferring Contract is novated or assigned to the Buyer and/or the Replacement Supplier, discharge all the obligations and liabilities created by or arising under that Transferring Contract and exercise its rights arising under that Transferring Contract, or as applicable, procure that the Replacement Supplier does the same.
- 23.8 The Supplier shall hold any Transferring Contracts on trust for the Buyer until the transfer of the relevant Transferring Contract to the Buyer and/or the Replacement Supplier has taken place.
- 23.9 The Supplier shall indemnify the Buyer (and/or the Replacement Supplier, as applicable) against each loss, liability and cost arising out of any claims made by a counterparty to a Transferring Contract which is assigned or novated to the Buyer (and/or Replacement Supplier) pursuant to Paragraph 23.6 in relation to any matters arising prior to the date of assignment or novation of such Transferring Contract. Clause 19 (Other people's rights in this contract) shall not apply to this Paragraph 23.9 which is intended to be enforceable by Third Parties Beneficiaries by virtue of the CRTPA.

24. No charges

- 24.1 Unless otherwise stated, the Buyer shall not be obliged to pay for costs incurred by the Supplier in relation to its compliance with this Schedule.

25. Dividing the bills

- 25.1 All outgoings, expenses, rents, royalties and other periodical payments receivable in respect of the Transferring Assets and Transferring Contracts shall be apportioned between the Buyer and/or the Replacement and the Supplier as follows:
- 25.1.1 the amounts shall be annualised and divided by 365 to reach a daily rate;
- 25.1.2 the Buyer or Replacement Supplier (as applicable) shall be responsible for or entitled to (as the case may be) that part of the value of the invoice pro rata to the number of complete days following the transfer, multiplied by the daily rate; and

25.1.3 the Supplier shall be responsible for or entitled to (as the case may be) the rest of the invoice.

Call-Off Schedule 14 (Service Levels)

1. INTRODUCTION

The Buyer will specify in the Order Form at Further Competition whether Part A or Part B to this Schedule applies.

1.1 Where the Buyer has not conducted a Further Competition Part B to this Schedule will apply.

2. Definitions

In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

“Achieved Service Level” means the actual level of performance of a Service achieved by the Supplier in relation to a Service Level Performance Criteria for a Service Period;

“Agreed Service Time” means the period during which the Supplier ensures the Services are Available to the Buyer;

“Available” a Service shall be “Available” when the Buyer’s end users are able to access and use all its functions at a level that enables them to carry out their normal duties. Availability shall be construed accordingly;

“Call-Off Contract Year” means a consecutive period of twelve (12) Months commencing on the Call-Off Start Date or each anniversary thereof;

“Critical Service Level Failure” takes the meaning;

- a) Specified by the Buyer where the Buyer selects Part A to this Call-Off Schedule 14; or
- b) any instance of critical service level failure specified in Annex 2 to Part B of this Schedule where the Buyer selects Part B to this Schedule;

“Downtime” means any period of time within the Agreed Service Time during which a Service is not Available, excluding Planned Downtime;

“Imposed Carrier Downtime” means time during which the Supplier is prevented from supplying the Services due to unavailability of an underlying telecommunications service from a third-party provider on which the Services are dependent. In any instance where the Supplier claims Imposed Carrier Downtime, the Supplier must be able to

	provide evidence to the satisfaction of the Buyer that the interruption to the Services was in fact due in its entirety to unavailability of the underlying service;
“Incident”	means an unplanned incident or interruption to Services, reduction in the quality of the Services or event which could affect the Services in the future;
“Incident Resolution Time”	means the time taken by the Supplier to Resolve an Incident, as set out in this Schedule;
“Planned Downtime”	means the time agreed in advance in writing by the Supplier and Buyer within the Agreed Service Time when a Service is not Available;
“Provisioning”	means the time taken from the placement of an Order for a Service or part thereof until the Service is Available to the Buyer and Provision shall be construed accordingly;
“Resolution”	means an action taken by or on behalf of the Supplier to fully repair the root cause of an Incident or to implement a workaround, such that the Services are returned to being Available. Resolve and Resolved shall be construed accordingly;
“Service Credit Cap”	<p>means:</p> <p>(a) in the period from the Call-Off Start Date to the end of the first Call-Off Contract Year fifteen thousand pounds (£15,000); and</p> <p>(b) during the remainder of the Call-Off Contract Period, thirty five per cent (35%) of the Call-Off Contract Charges payable to the Supplier under this Call-Off Contract in the period of twelve (12) Months immediately preceding the Service Period in respect of which Service Credits are accrued;</p> <p>unless otherwise stated in the Order Form during a Further Competition.</p>
“Service Credits”	a) any service credits specified in the Annex to Part A of this Schedule being payable by the Supplier to the Buyer in respect of any failure by the Supplier to meet one or more Service Levels; or

- b) any service credits specified in the Annex to Part B of this Schedule being payable by the Supplier to the Buyer in respect of any failure by the Supplier to meet one or more Service Levels;

“Service Desk”	means the single point of contact set up and operated by the Supplier to log, monitor and escalate Incidents, Incident Resolutions and Service Requests;
“Service Failure Threshold”	means the level of performance of a Service which becomes unacceptable to the Buyer, including as set out in each Service Level Performance Criteria and where the Supplier fails to provide the Services in accordance with this Contract;
“Service Level Failure”	means a failure to meet the Service Level Threshold in respect of a Service Level Performance Criterion;
“Service Level Performance Criteria”	means the criteria identified in either; <ul style="list-style-type: none"> a) Annex 1 to Part A of this Schedule; or b) paragraph 3.6 of Part B of this Schedule, against which the individual metrics are assessed; <p>3. depending upon whether Part A or Part B is selected by the Buyer</p>
“Service Levels”	means any service levels applicable to the provision of the Services under this Call-Off Contract specified in Call-Off Schedule 14 (Service Levels);
“Service Level Threshold”	shall be as set out against the relevant Service Level Performance Criteria in Annex 1 of Part A, or Annex 1 of Part B, of this Schedule depending upon which option is selected by the Buyer;
“Service Period”	means a recurrent period of one month during the Call-Off Contract Period, unless otherwise specified in the Order Form;
“Unavailable”	in relation to a Service, means that the Service is not Available;

4. What happens if you don’t meet the Service Levels

The Supplier shall at all times provide the Deliverables to meet or exceed the Service Level Threshold for each Service Level.

The Supplier acknowledges that any Service Level Failure shall entitle the Buyer to the rights set out in Part A or Part B of this Schedule, as appropriate, including the right to any Service Credits and that any Service Credit is a price adjustment and not an estimate of the Loss that may be suffered by the Buyer as a result of the Supplier's failure to meet any Service Level Threshold.

The Supplier shall send Performance Monitoring Reports to the Buyer detailing the level of service which was achieved in accordance with the provisions of Part C (Performance Monitoring) of this Schedule.

A Service Credit shall be the Buyer's exclusive financial remedy for a Service Level Failure except where:

the Supplier has over the previous (twelve) 12 Month period exceeded the Service Credit Cap; and/or

the Service Level Failure:

exceeds the relevant Service Failure Threshold;

has arisen due to a Prohibited Act or wilful Default by the Supplier;

results in the corruption or loss of any Government Data; and/or

results in the Buyer being required to make a compensation payment to one or more third parties; and/or

the Buyer is otherwise entitled to or does terminate this Contract pursuant to Clause 10.4 of the Core Terms (CCS and Buyer Termination Rights).

5. Critical Service Level Failure

On the occurrence of a Critical Service Level Failure:

any Service Credits that would otherwise have accrued during the relevant Service Period shall not accrue; and

the Buyer shall (subject to the Service Credit Cap) be entitled to withhold and retain as compensation a sum equal to any Charges which would otherwise have been due to the Supplier in respect of that Service Period ("**Compensation for Critical Service Level Failure**"),

provided that the operation of this paragraph 5 shall be without prejudice to the right of the Buyer to terminate this Contract pursuant to Clause 10.4 of the Core Terms (CCS and Buyer Termination Rights) and/or to claim damages from the Supplier for material Default.

PART A: Short Form Service Levels and Service Credits

6. Service Levels

If the level of performance of the Supplier:

1.1 is likely to or fails to meet any Service Level Threshold; or

1.2 is likely to cause or causes a Critical Service Level Failure to occur,

the Supplier shall immediately notify the Buyer in writing and the Buyer, in its absolute discretion and without limiting any other of its rights, may:

1.2.1 require the Supplier to immediately take all remedial action that is reasonable to mitigate the impact on the Buyer and to rectify or prevent a Service Level Failure or Critical Service Level Failure from taking place or recurring;

1.2.2 instruct the Supplier to comply with the Rectification Plan Process;

1.2.3 if a Service Level Failure has occurred, deduct the applicable Service Level Credits payable by the Supplier to the Buyer; and/or

1.2.4 if a Critical Service Level Failure has occurred, exercise its right to Compensation for Critical Service Level Failure (including the right to terminate for material Default).

2. Service Credits

2.1 The Buyer shall use the Performance Monitoring Reports supplied by the Supplier to verify the calculation and accuracy of the Service Credits, if any, applicable to each Service Period.

2.2 Service Credits are a reduction of the amounts payable in respect of the Deliverables and do not include VAT. The Supplier shall set-off the value of any Service Credits against the appropriate invoice in accordance with calculation formula in the Annex 1 to Part A of this Call-Off Schedule.

PART A Annex 1: Short Form Services Levels and Service Credits Table



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Call-Off Schedule 20 – Call-Off Specification

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyer under this Call-Off Contract

Row Labels	Qty
1571 voicemail retrieval	3
21CN Max Premium Classic	1
ADSL MAX 50GB	18
ADSL2+ 50GB	90
ADSL2+ Broadband	11
ADSL2+ Unlimited	15
ADSL2+: Rental	1
Caller Display	170
Care Level 2	4
Fibre 40 Unlimited	1
Fibre 76Mbps Unlimited	1
Fibre 80 100GB	1
Fibre 80 Unlimited	3
Fibre Broadband line rental	1
Line Rental - Single Line	172
Raw Call Data	1
Superfast Fibre Broadband (76 Mbps)	1
Voicemail retrieval remote	2
Withhold Number (All Calls)	23

Call-Off Schedule 23

The Buyer's Sustainability Policies

The Buyer is the leading government organisation for sustainability and needs to minimise the risk of reputational damage arising from negative sustainability impacts of the Service(s) delivered by the Supplier and its Sub-contractors, across the three pillars of environmental, societal and economic sustainability.

The Supplier shall ensure that the provision of the Services does not detract from and, where possible, contributes to the Buyer's efforts to achieve and comply with the Sustainability Policies.

For the purposes of Paragraph 0, Sustainability Policies shall mean:

the 2020 GGC obligations, requiring the Buyer amongst other obligations to:

reduce GHG emissions, waste arisings and land fill, paper and water consumption and domestic flights;

sustain biodiversity and the natural environment;

adapt to climate change;

reduce the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment; and

buy more sustainable and efficient products and services with the aim of achieving the best long-term, overall value for money for society;

the One Public Estate programme that seeks to reduce and merge existing offices across central departments into a fewer number of large government hubs;

the GPU TW3 programme, which seeks to reduce the government's need for office space, by changing work behaviours;

the Closed Loop approach to providing the goods deployed in the Services such that they consist of an increasing proportion of materials that are recycled from waste produced by the Supplier or the Buyer;

the Buyer's objective to reduce the costs of the sustainability impacts arising from the Buyer's supply chain by 20%; where ICT lies alongside construction and car fleet as the three sectors with the highest impacts;

the Environment Agency internal E: Mission programme that in addition to the GGC obligations seeks:

to reduce air travel;

to reduce air pollution;

to reduce land and water pollutants; and

to reduce land use change,

arising in the Environment Agency's supply chain; and adoption by the Buyer's Supply Chain of standards and best practices to provide sustainable workforces for delivering services.

the Buyer's organisational goals for:

a cleaner and healthier environment which benefits people and the economy;
and

a nation protected against natural threats and hazards with strong response
and recovery capabilities;

the Greening Government ICT Strategy according to which the Buyer is required,
amongst other commitments:

to sustain its level 3 maturity in deploying best practices for the sustainability
of its ICT services;

to provide an annual assessment of the energy footprint of its ICT services;

to provide an annual report on the recycling and disposal of ICT assets;

to use hosting services which use data centres that are registered as
participants in the EU Code of Conduct for Energy Efficient Data
Centres ([http://iet.jrc.ec.europa.eu/energyefficiency/ict-codes-
conduct/data-centres-energy-efficiency](http://iet.jrc.ec.europa.eu/energyefficiency/ict-codes-conduct/data-centres-energy-efficiency)) (the **Code**); and

to use broadband services that deploy devices which comply with the EU
CoC for Broadband services.

The Supplier shall ensure that by the first Operational Service Commencement Date and thereafter throughout the Term, the Supplier Personnel are aware of the Sustainability Policies and the Supplier's role in helping the Buyer achieve the Sustainability Policies.

The Buyer shall notify the Supplier of any changes in its Sustainability Policies during the Term and any amendments to the Services will be agreed in accordance with the Change Control Procedure.

Every six (6) Months from the first Operational Service Commencement Date the Supplier shall provide a report on the Sustainability impacts of the Services (Annex 1, report 1), setting out the key impacts, improvements made and actions taken not covered by other reports to reduce those impacts, and describing any new actions that are being taken to minimise future risks and maximise the contribution the Service makes to the Buyer's Sustainability Policies.

Manufacture and Energy Efficiency of deployed assets

2A With the exception of Paragraphs 0 and 0, the provisions of this Paragraph 2 do not apply to assets inherited from Former Suppliers during the TMO Period, i.e. they only apply to new assets and services introduced by the Supplier over this period and at FMO.

The Supplier shall provide evidence at the start, and throughout the Term, for any new ICT Assets and ICT Buyer Assets deployed by itself or its Sub-contractors, that the models of Asset or Buyer Asset (as applicable) deployed are, in so far as is reasonably practicable, constructed from recycled materials and components, with minimal use of Critical Materials, tools to minimise use of energy in operation and are recyclable with readily separable and re-useable components and constituent materials (plastics, metals, labels).

Unless agreed with Buyer prior to deployment, in so far as is reasonably practicable, all new Asset Models deployed by the Supplier or its Sub-contractors shall have:

equivalent or fewer and lower sustainability impacts than the model(s) being replaced;

lower levels of energy use;

higher levels of recycled/recovered materials and materials from renewable sources;
and

lower use of non-renewables and Critical Materials in their construction.

Where the existing Asset Model was not originally supplied by the Supplier, all reasonable endeavours shall be used to obtain the information to demonstrate equivalent or lower impacts.

The Supplier shall, prior to the relevant Operational Service Commencement Date and then sufficiently ahead of deploying new assets models during the Term (to permit the Buyer with a minimum of thirty (30) Working Days to consider, challenge and agree a replacement model if required), provide a New Asset Models Impacts report (Annex 1, report 4) to the Buyer of:

the use made of:

recycled materials and components;

materials taken from renewable sources; and

Critical Materials;

the appropriate energy efficiency certification for the new Asset Model;

any other environmental impacts from deploying and using the new Asset Model and disposing of the existing model; and

how the new model will contribute to the targets set for reducing the sustainability impacts of deployed assets.

The Supplier shall provide by the first Operational Service Commencement Date, and maintain during the Term, the following additional information on the Asset Register, as provided for in Schedule 8.5 (Exit Management), for each Asset Model using reasonable endeavours to obtain this information from supplier(s) of existing assets:

proportion of recycled materials and components, and proportion of Critical Materials being hazardous substances and chemicals, and Conflict Minerals in the construction of the Asset Model;

GBS compliance or Energy Star or similar (ECMA, EPEAT) accreditation or demonstration of the energy efficiency and environmental impact of each asset type being deployed; and

type of packaging and weight for new supplied Asset Model.

For all Assets and Buyer Assets deployed for delivery of the Service at its commencement date and over the Term of this Agreement), the Supplier shall, and shall ensure that its Sub-contractors engaged in the provision of Assets do, comply with the Environmental Management and Energy Efficiency standards set out in Schedule 2.3 (Standards) and handle and use Critical Materials in accordance with the best practices set out there.

In operation of the service, all available power management facilities on assets are to be utilised to deliver the service, such that standby and other low power modes are activated to match availability to demand, paying due regard to performance levels as set out elsewhere in this Agreement.

In this regard each quarter, the Supplier shall provide the Buyer with a Sustainable Operations report (Annex 1, report 2). The report shall include the energy consumption of the assets deployed in providing the Services and making use of a sample of real asset energy readings and estimates as agreed with the Buyer (during transition and then from time to time) provide:

the energy consumption of assets deployed on-site, separately showing energy consumed by IT assets and by the cooling devices deployed; and

the energy consumption by assets deployed off-site, separately showing energy consumed by IT assets and by the cooling devices deployed and deriving the PUE rating for each data centre.

All data centres used in the provision of the Services shall be operated with due regard for energy and cooling efficiency and in accordance with the Code (as defined in Paragraph 0) and the best practices contained therein, either through the data centre being used for the hosting being a registered as participant in the Code or through separate demonstration to the Buyer of adoption of the mandatory best practices therein.

Performance Indicators for reducing data centre PUE over the Term and the energy consumption of assets on asset replacement are set out in Schedule 2.2 (Performance Levels).

The Supplier shall provide the Buyer with a copy of the annual energy return required by the Code at least five (5) Working Days prior to its submission.

Recycling and disposal of deployed assets

Notwithstanding obligations elsewhere in this Agreement, the Supplier shall follow the Waste Hierarchy¹ (meaning the Guidance on applying the Waste Hierarchy published by the Buyer pursuant to regulation 15(1) of the Waste (England and Wales) Regulations 2011 (as amended from time to time)) in handling and reporting on the re-use and recycling of Assets and Buyer Assets no longer required in delivering services, to ensure:

the secure removal of Buyer's data and identity from those Assets and Buyer Assets;
and

minimal landfill and incineration resulting from the disposal of those Assets and Buyer Assets,

in line with any Performance Indicators set in Schedule 2.2 (Performance Levels).

In order to reduce waste arising from the Services, the Supplier shall use all reasonable endeavours to prolong the life of Assets through repairs and replacement of broken components.

As part of the Sustainable Operations Report (Annex 1, report 2), the Supplier shall provide the Buyer with a quarterly report on Recycling and Disposals that will include data on:

waste avoided, including:

the number of asset repairs carried out for each deployed Asset or Buyer Asset type (as applicable); and

the number of broken components replaced by type of component for each Asset type;

the number of Assets and Buyer Assets by type that become surplus to Service requirements or are broken beyond reasonable repair;

the number of Assets and Buyer Assets that are re-used elsewhere within the Services, re-used commercially or (if agreed with the Buyer in writing in advance) sold/leased at reduced price for schools/charities/communities, including any funds generated for the Buyer;

¹ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/69403/pb13530-waste-hierarchy-guidance.pdf

- the net number and weight of Assets and Buyer Assets sent for recycling;
- weight of reclaimed components;
- weight of reclaimed materials, and what proportion are hazardous substances subject to RoHS processes;
- weight of materials sent for incineration at heat generating plants/at non-heat generating plants; and
- weight of materials sent to landfill.

Supply, use and recycling/disposal of consumables

Packaging

- (a) In accordance with the UK Packaging Regulations and Producer responsibilities set out in Schedule 2.3 (Standards) the Supplier shall where possible to adopt the following processes for Assets it deploys to Buyer Sites and seek adoption where possible by its Sub-contractors for their delivery of Assets to Buyer Sites to:
 - (i) use completely re-usable or recyclable packaging. Where possible any packaging that cannot be reused or recycled should be substituted with that which can;
 - (ii) use packaging made of one hundred percent (100%) recycled materials in so far as this is reasonably practicable; and
 - (iii) minimise the amount of packaging used and ensure it is reasonably sized to suit the Asset Model or consumable type being delivered while maintaining protection.
- (b) As part of the information provided for proposed new Asset Models, state the weight by type of packaging to be used (paper/card, plastic, polystyrene) in supplying and delivering the new Asset Model.
- (c) The Supplier or its Sub-contractor shall remove all packaging from the Buyer Site after asset installation, and as part of the Sustainable Operations Report (Annex 1, report 2) provide quarterly data on:
 - (i) the weight of packaging disposed of;
 - (ii) proportion recycled and the recycling routes taken;
 - (iii) weight sent for landfill; and
 - (iv) weight sent for incineration,

by packaging type (paper/card, plastic, polystyrene).

Paper

- (a) The Supplier shall minimise use of paper in performing the Services.
- (b) The Supplier shall use reasonable endeavours to avoid the use of paper and card in executing the contract and where unavoidable ensure that any paper or card deployed in the performance of the Services (for example training materials, operating manuals and guides) should consist of one hundred percent (100%) recycled content and not be bleached with chlorine.
- (c) Not Used

Service GHG emissions

In supporting the Buyer's requirement to reduce its and its Sub-contractors' GHG emissions, and working towards any Performance Indicators in Schedule 2.2 (Performance Levels), the Supplier shall avoid fuel emissions in transporting goods and in staff travel to Buyer Sites for staff engaged in delivering Services wherever possible, and without exclusion, by:

arranging meetings using e-conferencing services where face to face meetings are not required by the Buyer;

where possible rationalise journeys and minimise miles travelled in the transportation of goods to Buyer Sites;

providing online and webinar based training, minimising the need for travel to attend courses; and

using electric/hybrid vehicles or the rail service rather than petrol or diesel powered vehicles.

To these ends as part of the quarterly Sustainable Operations report (Annex 1, report 2) the Supplier shall report on the:

miles travelled by transport and fuel type, in delivering goods to Buyer Sites;

miles travelled by staff in visiting Buyer Sites;

resulting GHG emissions using agreed Conversion Factors; and

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.

Supplier Employment

The Supplier shall ensure that it and its Sub-contractors:

comply with the provisions of the Equality & Diversity Act (2010), and otherwise ensure the equality and diversity of its workforce in respect of the ratified

International Labour Organisation conventions (http://www.ilo.org/dyn/normlex/en/f?p=1000:11200:0::NO:11200:P11200_COUNTRY_ID:102651) and the Modern Slavery Act 2015;

pay staff fair wages (and shall pay its staff in the UK not less than the Foundation Living Wage Rate);

implement fair shift arrangements, providing sufficient gaps between shifts, adequate rest breaks and reasonable shift length, and other best practices for staff welfare and performance such as contained within the Electronics Industry Code of Conduct (<http://www.eiccoalition.org/>) and the Social Accountability standard SA8000 (<http://www.sa-intl.org/index.cfm?fuseaction=Page.ViewPage&PageID=937>); and

promote and, where applicable, use UK apprenticeship schemes.

Any changes to these provisions are to be reported in the Sustainable Operations report in sufficient time to enable the Buyer to have at least ten (10) Working Days to consider the changes and either confirm their acceptability or agree any modifications.

Climate Change Adaptation

The Supplier shall ensure that it and its Sub-contractors:

understand any risks to the Service from severe weather events such as flooding and extremes of temperature. And to that end shall provide an annual assessment to the Buyer of those risks and any mitigations being employed as part of its Sustainable Operations report; and

ensure that any identified risks are covered off in business continuity plans developed in accordance with continuity planning as set out in Schedule 8.6 (Business Continuity and Disaster Recovery).

Supplier Sustainability

The Supplier shall actively pursue a reduction in the sustainability impacts of the Service, and those of organisations in its Sub-contractors for the Service, and demonstrate this through relevant accreditations including those that are mandated in Schedule 2.3 (Standards) or other evidence or equivalent measures taken.

The Supplier shall provide an Annual Sustainable Organisation Report (Annex 1, report 3). This shall include:

a review on the use of renewables in its energy supply arrangements for Assets and Buyer Assets and hosting services deployed in delivering the Services (including Sub-contractors), and progress on any plans to increase the proportion of renewable energy in that supply (for example through changing energy supplier and/or use of combined heat and power technologies to enable heat generated by deployed assets to be used to generate power);

a report to the Buyer identifying any actions taken not covered by other reports to reduce the sustainability impacts of the Services;

evidence of its organisation's commitment to providing Services with minimal sustainability impacts setting out its sustainability policies, targets and practices that are currently in place for the resourced deployed to deliver the Services and evidence of these being actively pursued by staff, indicating arrangements for staff engagement, and any achievements in improving sustainability of those resources;

any support the Supplier organisation provides for local or regional communities in which it or its Sub-contractors has its facilities that will be used in providing the Services, and any proposals to provide further support to agree with the Buyer before they are adopted. Such support could include, use of local suppliers, community use of physical resources, use of assets no longer required for the Service, and local apprenticeships.

Additionally:

In order to show progress in achieving its Sustainability Policy commitments the Buyer may from time to time need to request information from the Supplier to update that provided in the reports set out in this Schedule 11. This information will relate to improvements achieved through the delivery of the Services that will assist the Buyer in implementing the Sustainability Policies and reducing the sustainability impacts of the Services. To that end the Supplier shall use reasonable endeavours to provide to the Buyer, within ten (10) Working Days of such a written request, information which the Buyer requests in order that it can report progress to Ministers, the Cabinet Office and other senior Government bodies on the progress that it is making in delivering its Sustainability Policies.

In support of the Buyer's Sustainability Policies to monitor and reduce the costs of the sustainability impacts of the Buyer's supply chain and to comply with the Buyer's ISO 14001 accreditation, the Supplier may be required from time to time to supply or verify environmental data and sustainability impacts for the Services, including impacts of contributions to the Services from any Sub-contractors, so that the Buyer and/or its authorised agent (subject to the agreement of appropriate confidentiality provisions, such agreement not to be unreasonably withheld or delayed by the Supplier) can work out the costs of those sustainability impacts for the Services. The request for this data may be made by the Buyer or an agent for the Buyer. The aim of these impact and cost analyses will be to identify major impacts and to agree with the Supplier action plans for it and/or the Buyer to implement to reduce those impacts through the Change Control Procedure.