

Order Form Attachment 4 (Service
Levels and Service Credits) Annex 1:
Sustainability and Social Value KPIs for
Defra FEUS

Sustainability Key Performance Indicators

Table 1 summarises the Sustainability Key Performance Indicators that the Supplier shall report against concerning sustainability.

The Supplier's sustainability lead () will report on the Sustainability Key Performance Indicators quarterly. The Supplier will also prepare an annual report where performance metrics for the year are calculated and formally recorded.

Table 1. Summary of Sustainability Key Performance Indicators.

KPI	Target	Measurement
CO2e Emissions	<p>75% CO2e reduction of the contract vs a standard approach across the 5 years of the contract.</p> <p>KPIs</p> <ul style="list-style-type: none"> - Y1: 5% reduction - Y2: 15% reduction - Y3: 35% reduction - Y4: 55% reduction - Y5: 75% reduction <p>Note: Reduction speeds up as more remanufactured devices are deployed.</p>	<p>Atos have developed a greenhouse gas protocol aligned CO2e emission calculation methodology which will be used.</p> <p>The emissions in scope of the KPI include Scope 3 (category 1) purchased goods and services, Scope 3 (cat 11) use of sold products, and Scope 1, 2, 3 (cat 6&7) related to service staff emissions.</p> <p>Other emissions will be calculated but excluded from the KPI because they do not significantly contribute to overall service emissions. Such as emissions from Transport and Distribution (Cat 4 and 9) and Waste (Cat 5 and 12) will be calculated too, however, it may not be possible to provide service-based calculations using real data in all instances (for example emissions relating to waste generated in the Supplier's operations is not possible to calculate just for one client, so a spend-based methodology will likely be used to provide an indicative figure). To be agreed during transition.</p>
Devices extended beyond the standard refresh lifecycle or refurbished devices deployed	<p>Percentage of extended lifecycles or refurbished devices deployed:</p> <ul style="list-style-type: none"> - Y1: 23% - Y2: 37% - Y3: 64% - Y4: 80% - Y5: 99.9% 	<p>Standard lifecycles used in the KPI will be shared with the Buyer during transition and baselined to enable accurate measurement of the KPI.</p>

KPI	Target	Measurement
		Data from the Configuration Management Database (CMDB)
Resources/Raw materials saved	Saving targets (Tonnes): - Y1: 1,190 - Y2: 3,697 - Y3: 7,096 - Y4: 10,424 - Y5: 11,951	<p>In respect of laptop devices raw materials saved is calculated to be 1,200kg per brand new device avoided being purchased. The data comes from the CMDB.</p> <p>Figures will be adjusted for other device types such as desktops, phones and monitors.</p>
Water saved	Saving targets (Megalitres): - Y1: 93 - Y2: 418 - Y3: 882 - Y4: 1,356 - Y5: 1,527	<p>Water saved is calculated to be 190,000 litres per brand new device avoided being purchased. The data comes from the CMDB.</p>
End-User Device Recycling	100% recycle rate of end-user devices	<p>Disposal partner (Tier 1) will provide disposal reports for all devices collected.</p> <p>Firstly, end-of-life stage will be minimised through remanufacturing devices back into the Buyer's environment. Where this is not possible, devices could be deployed to charity/school-like organisations.</p> <p>However, on the occasion that devices become end-of-life the Supplier's disposal partner (Tier 1) will break down devices into their component parts to ensure maximum recycling rate as possible.</p>
Packaging	100% recycled/recyclable packaging used for end-user devices	Logistic partners (Tialis and Circular Computing) will provide recyclable packaging confirmation for all deliveries.
Travel and Delivery of devices within the UK	To be determined	<p>Supplier upstream emissions related to transport and distribution (category 4) will be calculated using Supplier's emission data.</p> <p>Supplier downstream emissions related to transport and distribution (cat 9) will</p>

KPI	Target	Measurement
		<p>be calculated using data provided by our logistic partner (Tialis).</p> <p>These emissions will be shared with the Buyer at the reporting sessions.</p> <p>At Commencement Date there will no KPI specifically for transport emissions, however, the parties will discuss the potential to increase the scope of CO2e emissions KPI to include these as they are being calculated anyway. This will be agreed during transition.</p>

Sustainability Commitments

In addition to the above Sustainability Key Performance Indicators, the Supplier shall report on the following sustainability commitments which will be tracked, measured and reported by the Supplier's sustainability lead.

Table 2. Summary of Sustainability commitments.

Bid Commitment	Activities	Minimum Level of Performance
Overlay supply chain data	Host a scoping session in to overlay the supply chain with key data such as the Global Slavery Index, Water Stress and Climate Change	Scoping session (virtual or in person TBC) completed by Q4 Contract Year 1
GDSA Participation	FEUS account leadership [REDACTED] and our Sustainability Practice [REDACTED] will attend GDSA events and [REDACTED] will apply to join the AI Working Group	N/A
Deliver annual environmental knowledge share	Run annual knowledge sharing on new green technologies	Five knowledge shares delivered by Q4 Contract Year 5
Deliver annual mandatory environmental training for Atos staff	Throughout the contract, Atos will increase the capability/competence of our employees via mandatory environmental training	100% of UK contract workforce completed mandatory training
Atos Environment Network awareness and education sessions	Our Environment Network (community evangelising sustainability through Webinars/Events) will educate on topics such as emission scope and role-specific sustainability tips. The Supplier will collaborate with the Buyer on a webinar covering an agreed topic once per year.	Five* collaborative webinars delivered by Q4 Contract Year 5 *Dependent on Defra availability/collaboration
Run annual Device Amnesty Day	Hosted in Defra's London/Bristol/York locations where staff can recycle personal devices	Five Amnesty Days delivered by Q4 Contract Year 5

Social Value Key Performance Indicators

Table 3 summarises the Social Value Key Performance Indicators with their respective reporting metric and delivery period.

The Supplier's Social Value Lead () will report on the Social Value Key Performance Indicators quarterly. The Supplier shall also prepare an annual report where social impact for the year is calculated and formally recorded.

Table 3. Summary of Social Value Key Performance Indicators.

<i>Activity (aligned to Cabinet Office Social Value Model) and Atos commitment</i>	<i>Reporting Metric (aligned to Impact Evaluation Standard reporting framework)</i>	<i>Delivery completed by</i>	<i>KPI</i>
<p>Inclusive and accessible recruitment practices, and retention-focussed activities.</p> <p><i>We will hire 30% of new recruits from disadvantaged, underrepresented and minority groups</i></p>	% of FTE Hires from diverse groups	Q4 Contract Year 5	30%
<p>Delivery of apprenticeships, traineeships and T Level industry placement opportunities (Level 2, 3, and 4+) in relation to the contract.</p> <p><i>Create two technical apprenticeships on the contract</i></p>	# of apprenticeship weeks delivered	Q4 Contract Year 5	144
<p>Delivery of apprenticeships, traineeships and T Level industry placement opportunities (Level 2, 3, and 4+) in relation to the contract.</p> <p><i>Create one Digital T-Level (or equivalent/alternative) industry placement on the contract</i></p>	# of hours of training provided	Q4 Contract Year 5	315
<p>Other activities to support relevant sector related skills growth and sustainability such as delivering the following, in relation to the contract. Illustrative examples: careers talks, curriculum support, literacy support and safety talks.</p> <p><i>Engage and inspire students aged 10-14 to pursue careers in Science Technology Engineering Mathematics (STEM) by delivering career talks, workshops, mentoring on the contract through annual hub events</i></p>	# of people-hours of learning delivered to support employment and skills	Q4 Contract Year 1	400
		Q4 Contract Year 2	400
		Q4 Contract Year 3	400
		Q4 Contract Year 4	400
		Q4 Contract Year 5	400

Social Value Commitments

In addition to the above Cabinet Office Social Value Model aligned Social Value Key Performance Indicators, the Supplier shall report on the following social value commitments which will be tracked, measured and reported by the Supplier's Social Value Delivery Lead (SVDL):

Modern Slavery

Table 4. Summary of Modern Slavery commitments.

Bid Commitment	Activities	Minimum Level of Performance
Slave Free Alliance (SFA) will conduct an Atos Group-wide best practice gap analysis	SFA will conduct an Atos Group-wide best practice gap analysis to identify improvement areas in addressing modern slavery. SVDL will work with SFA to assess actions/learnings to be implemented on the contract to drive improvements.	Gap Analysis Report (MS Word/PowerPoint) with findings applicable to the FEUS contract provided to Defra by Q4 Contract Year 1
SFA deliver two Anti-Modern Slavery Workshops	SFA will deliver two bespoke Anti-Modern Slavery workshops for Defra, Atos and our supply chain around risk mapping, supplier due diligence and responsible procurement.	Two workshops (virtual or in person TBC) delivered by Q4 Contract 3
Co-design Modern Slavery Toolkit with SFA	Co-design with SFA a Modern Slavery Toolkit specifically for the ICT sector to with other suppliers in Defra's ecosystem.	Toolkit (digital format) produced by Q4 Contract Year 2

Equality, Diversity & Inclusion (EDI)

Table 5. Summary of EDI commitments.

Bid Commitment	Activities	Minimum Level of Performance
Self-declaration campaign	The SVDL will create tailored communications encouraging annual EDI self-declaration from the contract workforce. Campaigns will demonstrate the benefits of increased self-declarations e.g. highlighting any contract pay gaps. The SVDL will work with HR to gather an excel download of anonymised declaration data for the contract workforce from our HR system. The data will be used to drive action plans ensuring our team is representative of Defra users.	Actions Plans developed and reviewed annually (Contract Years 1-5)

Tackling Economic Inequality

Table 5. Summary of Tackling Economic Inequality commitments.

Bid Commitment	Activities	Minimum Level of Performance
Deliver work experience	Atos will deliver annual week-long work experience placements from our London office for up to five students from schools in local/disadvantaged areas. Led by the SVL, Atos volunteers will deliver a range of in-person and virtual activities to improve both soft/hard skills.	5 week-long work experience placements completed by Q4 Contract Year 5
Trees for Schools programme	Fund GreenTheUK's Trees for Schools programme, planting 100 trees in three schools in Contract Years two and four, educating students through two sessions delivered by a trained	Two Trees for Schools programmes fund and delivered by Contract Year 4

	Education Officer, developing understanding of our natural assets.	
Small Medium Enterprise (SME) spend	<p>Our modelling estimates SMEs will receive between 20-30%* of the contract value.</p> <p>*Dependent on Defra adopting a remanufactured device approach</p>	<p>20%* of the contract value awarded to SMEs</p> <p>*Dependent on Defra adopting a remanufactured device approach</p>

Service Credits and/or Other Incentives

The Supplier will gamify/reward Buyer end-users with 'social value points' for sustainable activities they perform that can be "cashed-in" as donations to GreenTheUK for planting climate-resilient trees. The Supplier will donate [REDACTED], adding to our track-record of 480 trees planted in 2023-24 via GreenTheUK for Defra contracts. This high-quality tree planting supports the environment through carbon sequestration.

The Supplier will provide more detail on this during Transition.