



Home Office

AUTHORITY: The Secretary of State for the Home Department

SCHEDULE 16
SUSTAINABILITY

NEXT GENERATION OUTSOURCED VISA SERVICES

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SCHEDULE 16

SUSTAINABILITY

1. SUSTAINABILITY POLICY

- 1.1. The objective of the Home Office Sustainable Development Policy is to reduce the impacts of the Authority's work on the environment, and to reduce the Authority's carbon dioxide emissions.
- 1.2. The Authority is committed to working with its suppliers to:
 - 1.2.1. reduce waste and cut costs;
 - 1.2.2. reduce its carbon footprint;
 - 1.2.3. improve its reputation; and
 - 1.2.4. deliver better value for money, both for the Authority and for the public.
- 1.3. The Supplier shall support the Authority's strategy for sustainable development with its own robust sustainability policy, which shall be attached to this Schedule 16 (**Sustainability**) as Annex 16-1 and which shall provide details of how the Suppliers Solution will:
 - A. Reduce:**
 - a. Carbon and other emissions
 - b. Energy consumption
 - c. Water consumption
 - d. Vehicle emissions
 - e. Material consumption
 - f. The amount of waste generated and going to landfill
 - g. The use of hazardous materials
 - h. Health and Safety risks; and
 - i. Supply chain risks
 - B. Enhance:**
 - a. Energy and water efficiency
 - b. The use of durable and recyclable materials
 - c. Opportunities to reuse/remanufacture
 - d. Opportunities to minimise waste and increase recycling
 - e. Opportunities for training and apprenticeship
 - f. Opportunities for equality and diversity; and

g. Opportunities for SMEs and Social Enterprises.

1.4. The Supplier's sustainability policy must also include the following principles:

- a. Value for money
- b. Whole-life costs – conception, purchase price, running costs and end of life (*e.g.* disposal)
- c. Environmental and social benefits
- d. More efficient use of resources
- e. Greater social inclusion
- f. Support for innovation
- g. Better risk management
- h. Improved supplier relationships

1.5. The Supplier shall ensure that both it and its Material Subcontractors are certified to ISO14001 or equivalent. Where ISO14001 or equivalent is not in place, then the Supplier shall provide to the Authority a project plan of when the accreditation will be due.

1.6. The Authority shall endeavour to support the Supplier in the delivery of its sustainability policy by:

- a. providing support and guidance regarding supply management where appropriate, including introducing better working practices; and
- b. sharing best practice.

2. SUSTAINABILITY TARGETS

2.1. The Supplier's own sustainability policy shall include energy efficiency for the Visa Application Services it provides and reduction of the carbon emissions relating to Visa Application Centres and to transportation of Visa Applications and Supporting Documents. Both Parties shall agree a set of sustainability targets which shall demonstrate continuous improvement and be documented and monitored in accordance with Schedule 14 (**Management Systems and Reporting**). These shall include targets which shall complement the Authority's own sustainability targets in the following areas:

- a. Carbon from offices;
- b. Energy efficiency;
- c. Waste arising; and
- d. Water consumption.

3. MONITORING AND REVIEW

3.1. The Supplier will demonstrate its commitment to sustainable development through continual review of its sustainability policy.

- 3.2. In addition, the Authority shall periodically request the Supplier to complete its Corporate Social Responsibility (CSR) Assessment, currently known as CAESER (Corporate Assessment of Environmental, Social and Economic Responsibility) questionnaire, which will set out an action plan to improve performance against an agreed baseline. The parties shall review the progress of this action plan at the Contract Management Boards which will be held as set out in Schedule 8 (**Governance and Contract Management**).
- 3.3. Following the completion of the CSR Assessment, the Supplier will report on any agreed actions, in a format to be agreed between the Parties.
- 3.4. The Supplier, when making Continuous Improvement recommendations regarding the Services under Schedule 20 (**Continuous Improvement**) shall consider recommendations which positively impact the Home Office Sustainable Development Policy.

ANNEX 16-1

SUPPLIER'S SUSTAINABILITY POLICY

Supplier's Sustainability Policy to be provided following contract award within 30 days of effective date.