

Responsible procurement

Impact report 2023 - 2024



Partnering for a better future



“We are committed to preserving the natural environment and using the power of our diverse supply chain to reduce carbon, waste, air pollutants and biodiversity loss; supporting our **Climate Action Strategy** is the top priority for suppliers.”

Alderman Alison Gowman
Policy Lead for Sustainability



“Providing excellent services is an outcome in our Corporate Plan 2024 - 2029, and a focus on **equity, equality, diversity and inclusion** to improve social mobility and reduce inequalities is also a priority in our Equality Objectives 2024 - 2029. We can’t overlook the impact that our supply chain can have on addressing representation and inclusion. We’re delighted to feature some amazing progress by our built environment suppliers in this report.”

Dionne Corradine
Chief Strategy Officer



“The City of London Police is a proactive force guarding against **modern slavery**. It is essential that we work with suppliers who are aware of the risks and take active steps to ensure human rights are upheld here in the UK and abroad.”

Peter O'Doherty
Temporary Commissioner, City of London Police



“We want **supply chains as diverse as London** helping us innovate and create value for our communities. We’re incredibly proud of the support and engagement we’ve accomplished for SMEs and diverse owned enterprises this year. We are breaking down barriers to our procurement team and making lasting relationships with new suppliers.”

Councillor Paul Singh
Policy Lead for SMEs



“We’re proud to be working with supply chain partners that engage our communities and provide opportunities for growth in skills which are essential for the future. We celebrate every apprentice, graduate, intern, or other **work-related opportunity** provided on our sites through these contractors.”

Alison Littlewood
Chief People Officer




“**Social value** is critical in providing excellent services to our communities for the things they need. It is important that our suppliers share our values and demonstrate the impact they have on our communities through creating jobs, volunteering, providing employment support and more.”

Judith Finlay
Executive Director of Community & Children’s Services

“What does good look like to us?”

It's a question we ask ourselves often here at the City of London Corporation. Last year, Responsible Procurement set out on a quest for answers. The result: our first-ever impact report.



Responsible procurement — or in other words, **sourcing products and services ethically, sustainably, and from organisations that share our values** — is integral to the broader Corporate Plan at the City Corporation. We buy everything from the bathroom hand wash and breakroom tea to equipment recycling and building security. Each and every touchpoint like these, no matter how seemingly small, represents an opportunity for **exponential positive impact** across our supply chain.

From **April 2023 to March 2024**, we got to know our suppliers over the course of **dedicated meetings**. As it turns out, they are up to some serious good that we couldn't be prouder to share. Across the next several pages of this inaugural impact report, you'll find our **six supply chain commitments, impact statistics, supplier spotlights**, and **what's in store for the future**.

For this first year, we embraced an approach of **shared curiosity**. We had meaningful conversations and learned together. We encouraged suppliers to reflect on what they are able to do. And we explored opportunities, **building a solid foundation for years to come**.

As we're at the beginning of our reporting journey, our data collection efforts are a work in progress. Rather than being all-inclusive, this report scratches the surface — and that's a very good thing. We hope our findings will inspire officers to contact their own suppliers and **discover the possibilities that await**.

Our six supply chain commitments

Originating out of a desire to do business responsibly, the City Corporation Responsible Procurement commits to:

1. Take **climate action** and minimise environmental impacts of procurement on our operations and throughout our supply chain
2. Encourage and facilitate **supplier diversity** (Diverse-Owned Enterprises and SMEs) through direct contracts, partnerships, and active monitoring
3. Embed **equity, diversity, and inclusion** throughout the contract process and work with suppliers who have proven to take active steps within their own organisations, supply chain, and industry
4. Protect human rights in our supply chain by working with suppliers who undertake due diligence to guard against **modern slavery** and other human rights abuses
5. Facilitate **meaningful work-related opportunities**, which are actively targeted to enable social mobility and inclusion
6. Achieve **meaningful social value outcomes** according to organisational and stakeholder priorities through internal collaboration, community input, and supplier engagement

Supply chain commitments key:



Climate action



Modern slavery



Supplier diversity



Meaningful work-related opportunities



Equity, diversity and inclusion



Meaningful social value outcomes

In line with the **UN Sustainable Development Goals (SDGs)**, which recognise that true sustainability requires a multi-layered approach, our six supply chain commitments hold our department accountable to the environment, people near and far, and the betterment of our society through the engagement of our partners.





Supplier spotlight

As part of our climate action strategy, the City Corporation has invested funds to support **Heart of The City** (HOTC) in delivering the 'Climate 4 SMEs: 4 Steps to Action programme'. This initiative ensures that no SME is left behind in the journey towards climate action, helping SMEs measure their carbon footprints and create a plan to achieve net-zero emissions. We have actively promoted this programme through our supplier engagements, and as a result, **OCS** and **ISS** have not only engaged with HOTC but have promoted the programme within their supply chains, assisting more SMEs to work towards supporting the UK's net-zero targets.

The feedback from **Sykes & Sons**, one of our suppliers, highlights the value of HOTC's programme:

- They've transitioned from low awareness to active participation, taking steps towards adopting an action plan driven by their key clients and financial implications
- Their tree planting initiatives have already yielded significant results, with 554 trees planted and 40.26 metric tons of carbon reduction achieved to date (equivalent to driving 99,885 miles)
- Additionally, they have committed to planting 1,000 trees to offset carbon from The City of London School for Girls and Walbrook Wharf works



7%



CO2e reduction across Purchased Goods and Services (PG&S) compared to 18/19 baseline

17



peer-to-peer supplier diversity and best practice engagements with private and public sector stakeholders

45/45



Neilcott scored full marks on their Considerate Constructors Scheme assessment and was shortlisted for an award on their refurbishment of Tottenham Court Road, which demonstrated carbon reduction, promoted mental health on site, and provided overnight refuge for local rough sleepers

92



young people supported through a digital skill-boosting programme from **PwC and Palantir**, encouraging social mobility and entry into the technology sector

1,875



products purchased via the Crown Commercial Service catalogue on a framework supported by **Electronics Watch**, an organisation that promotes and protects the rights of workers in global supply chains.





Supplier spotlight

The key supplier, **FM Conway**, has a Net Zero Strategy that supports our commitment to climate action and minimising environmental impacts on City Corporation projects. This includes achieving BSI certification to PAS 2080 standard and managing whole-life carbon in infrastructure and the built environment, with a focus on decarbonising projects through:

- Adopting 2 electric cranes, saving 130 tonnes of CO2 emissions.
- Transitioning their Aldershot asphalt plant to mains gas & electric reduces the carbon footprint of asphalt supplied
- Utilising lower carbon cement (CEM II) across operations resulted in roughly 760m3 of concrete being used, with a carbon savings of around 32 tonnes of CO2e
- Implementing one fully electric <1.5-tonne panel van to fulfil contracts



2.73



out of 5: our first-ever score on ISO 20400 Sustainable Procurement (the average first-time score is 2.15)



November 2023



CBRE delivers an event for clients at Guildhall, fostering discussion around the value of EDI in the workplace

£1,500



charitable donation from **Greenham** to the Lord Mayor's Appeal, which supports the inclusion, mental health, and skills of people living and working in the City of London and neighbouring communities



Supplier spotlight

Sharing our supplier diversity journey & experiences with fellow networks and councils, The London Responsible Procurement Network made supplier diversity the topic for one of three meetings it held last year, starting a Supplier Diversity Working Group. **OT Group**, the winning supplier for our new 'commonly purchased items' catalogue, which could deliver £4m worth of spend, mapped the diversity of their supply chain. We're delighted to host 134 attendees across two meet-the-buyer events from '23 to '24.



Supplier spotlight

The London Careers Festival is a vital platform to connect young individuals from London and around the country with diverse career opportunities across sectors, igniting their passion and nurturing their potential. 30,000 students were supported over the two-week event, with 3 of our supply chain partners participating in this initiative, providing meaningful work-related opportunities:

- **Phoenix Software** engaged students at the Guildhall by providing hands-on experiences with their HoloLens, inspiring students to explore technology in various industries
- **PwC** 'a Day in the Life of a Consultant' workshop to 20 students offered invaluable insights into technology-focused school-leaver programmes spotlighting unconventional career paths
- With Palantir, PwC's series of 5 social value initiatives focused on social mobility, digital upskilling, and digital inclusion attracted diverse audiences to each event
- **MACE**, a returning presenter at the festival, hosted a workshop at the Guildhall on 'Careers in Construction', showcasing the diverse roles available. Moreover, they hosted students on one of their construction sites, offering a glimpse into the live environment



50%

less energy used by more efficient magnetic door locks supplied by ISS



September 2023

sponsored critical research from **Action Sustainability & Partners** on the ethical purchasing of solar panels. The paper was shortlisted for an EDIE Award in 2024! The paper was downloaded 1,279 times across 10 countries



20

people supported through other work-related opportunities, including internships and as graduates with **ISS, MACE** and **CBRE**



470

female-owned businesses with which the City Corporation has direct spend



61

ethnic minority-owned businesses with which the City Corporation has direct spend





Supplier spotlight

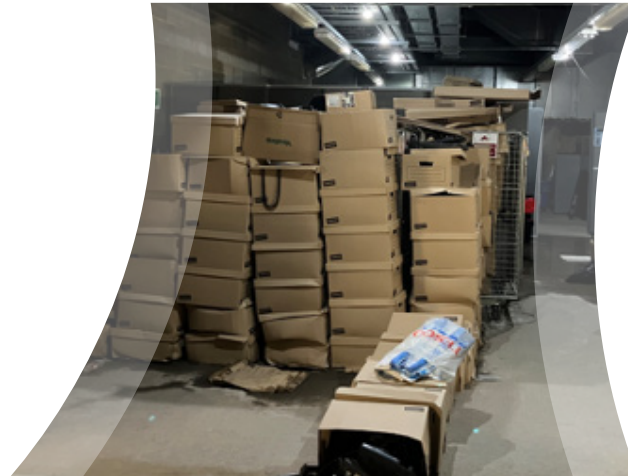
Through our key partnership with **Greenham**, we can reduce single-use plastic and carbon emissions within our supply chain for personal protective equipment (PPE) and cleaning and hygiene products by:

- Choosing more sustainable products that Greenham offers through their Gold, Silver, and Bronze ranking system
- Replacing 750mL ready-to-use spray bottles with 5L concentrates will save 69 KG of single-use plastic per year for every product switched
- Receiving goods in reusable tote boxes via an electric delivery van, removing 40g of plastic wrap per pallet and reducing vehicle emissions
- Switching to a less wasteful type of toilet paper, which has the potential to save 115,790 KG of CO2e per year



50%

of work carried out by **Bloom**, a procurement solution for professional services, was with SMEs and 25% with VCSEs



2,752

items of retired IT equipment repurposed by DSA Connect for prisoner reskilling initiatives in partnership with **CBRE**



Supplier spotlight

Through supply chain collaborations with **Wates** as a supplier to the City Corporation, Wates has played a pivotal role in fostering an inclusive business environment for diverse suppliers like Masterdec, supporting The City Corporation with its mission to promote economic growth and create positive social change.

- Masterdec, a woman-owned business, has been a key supplier in Wates supply chain installing fire door sets and conducting various fire-stopping actions
- Providing services across key locations like the Guildhall complex, London Metropolitan Archives, City of London Boys School, and Mayors Court
- Masterdec has confidently expanded its service offerings and footprint as a trusted partner to Wates, reflecting the power of collaboration in driving meaningful progress



Supplier spotlight

For many people, a cup of tea is an important part of the day. Now, through our supply chain, each cup we drink or pour helps others:

- Hope and Glory has a strong sustainability ethos, ensuring that the tea plants and the farmers' livelihoods are protected for the future, and is the default tea for catering at the Central Criminal Courts
- NEMI Teas served across The City of London engagements (Christmas luncheon by **Company of Cooks**), and sites such as the Chamberlain's office align with nearly all of our six supply chain commitments. It is an ethnic minority business that employs refugees and is committed to environmental sustainability. In a full circle moment, we are pleased to have introduced the NEMI Teas team to the Small Business Research and Enterprise Centre (SBREC), helping NEMI Teas to use SBREC databases and spaces to grow their business. We are grateful to our suppliers, **Company of Cooks** and **Thomas Franks**, for serving NEMI Teas. Every cuppa counts!

69%



percentage of **APS**, our print supplier, onward supply chain spend spent with SMEs

5



student doctors hosted by **Kennedy Occupational Health Ltd** to provide exposure to occupational health as a profession



16



SME suppliers funded by the City Corporation to participate in the Climate for SMEs: 4 Steps To Action course from **Heart of the City**



2.23



tonnes of retired office equipment rehomed with schools and social enterprises by Crown Workspace in partnership with **CBRE**

10



suppliers received modern slavery and supply chain due diligence training from **Motorola Solutions UK** in acknowledgement of Anti-Slavery Day in October

2,634



small and micro businesses with which the City Corporation has direct spend

2,806



electronic devices evaluated by **Phoenix Software** in our first IT carbon report

17



people supported by Hays Specialist Recruitment on employability skills through our Connecting Communities team.



January 2024



first Senior Lead appointed to be a strategic corporate lead for modern slavery



Supplier spotlight

Recognising the importance of supporting underrepresented groups, our supply chain has helped us implement an inclusive workplace within our operations. This collaborative effort is evident in the construction and facilities management sectors, with suppliers taking proactive steps to unlock opportunities for marginalised groups, particularly women in the built environment.

- **ISS** engineer working on a contract for the City Corporation was nominated for the prestigious 'Women in STEM' Award at the ISS internal awards, recognising talented individuals irrespective of gender
- **WATES** participated in a 'Meet the Professional' session at City of London Academy Highgate Hill for International Women's Day, inspiring the next generation of female professionals
- **CBRE** contributed to driving positive change within the facilities management industry, a traditionally male dominated field, by welcoming a woman to the engineering team assigned to City Corporation contracts.
- **OCS** delivered a learn-to-earn program at Mulberry School for Girls in Tower Hamlets, teaching financial literacy and career exploration skills to over 200 students
- **MACE** organised a week-long work experience on our Salisbury Square project called 'Constructing Your Success' for young girls in sixth form, and the initiative supported 17 participants. One of the students who took part landed a MACE apprenticeship, starting on the Salisbury Square project this year. It showcases the impact of such initiatives in cultivating future talent





Supplier spotlight

With funding support from the City Corporation, **Action Sustainability & Partners** has spearheaded efforts to combat modern slavery in solar panel supply chains. Their published procurement guide, 'Addressing Modern Slavery in Solar PV Supply Chains,' provides invaluable insights into industry risks, impacts and actionable steps for procurement due diligence.

“People often ask me how to ensure solar panels for large-scale projects are free of forced labour. Until Action Sustainability’s new guidance, there wasn’t a comprehensive set of recommendations for procurement specialists. This guidance encourages stakeholders to eliminate forced labour from solar supply chains. These tools will significantly increase transparency in the sector.”



August 2023



published our first Low-Carbon Procurement Guidance for colleagues and suppliers

£500



charitable donation from **FM Conway** to City Harvest, which works with food banks, soup kitchens, community centres, and refugees across London



£820k

amount **Neilcott** spent with SMEs on Tottenham Court Road refurbishment project



7

apprentices supported with working toward qualifications, including engineering and business administration through our contracts with **ISS, OCS, PwC, and MACE**

“It’s been such a good experience working alongside both our experienced PwC and CoLP teams on this implementation. It’s great that someone of my age is getting the experience of programme managing a programme of this size. I really see the impact that our work is going to have on NFIB and I want to make sure I use this experience and continue to work in Policing as my career progresses.”

Harry Burnell
Higher Apprentice at PwC



180,000



paper tickets removed annually as **SABA** enables all 6 car parks across the City Corporation to go ticketless as of April 2023



Supplier spotlight

The City Corporation understands the importance of embedding equity, diversity, and inclusion (EDI) principles throughout its operations and supply chain. **ISS** has fulfilled this commitment through Project SEARCH, a program providing supported internship opportunities for young people with learning disabilities and those on the autistic spectrum. This program has helped The City Corporation to facilitate meaningful work-related opportunities that promote social mobility and inclusion in our operations. Notable achievements include:

- Two interns, supported by ISS, have completed valuable job rotations at locations across The City
- Interns have contributed positively to security and front-of-house roles at sites such as the Barbican/Guildhall School of Music & Drama (GSMD) and Mansion House
- ISS are planning to continue this partnership in the new year with another placement beginning in September 2024

24



outreach events attended to meet and engage with diverse-owned enterprises

333



views of our Data to Decarbonisation webinar co-hosted by **Avarni**

9



contracts with contractual targets for supplier diversity



1



T Level Construction placement through **MACE** on the Salisbury Square collaboration with City of Westminster College

29,845



sheets: the equivalent amount of A4 paper removed from our PCN traffic enforcement supply chain annually thanks to initiatives led by **Marston Holdings**

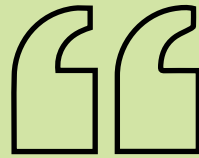




Supplier spotlight

Utilising the innovative capabilities of **Avarni**, a carbon accounting software start-up, the City Corporation embarked on a transformative journey to reduce emissions throughout its supply chain in 2023. Collaborating with 23 key emitting suppliers, data was gathered to create a tailored supplier factor, leveraging DEFRA emissions factors on spending to drive impactful change. The results speak volumes about the effectiveness of this initiative, as evidenced by some of the suppliers of the City Corporation:

- **Preventx**, an SME, achieved an impressive 98% reduction in emissions
- **Thames Reach**, a charity organisation, successfully completed their first carbon footprint and reduced emissions by 50%
- **Banner**, a large corporate entity, realised a commendable 36% decrease in emissions
- **FM Conway**, a major player in infrastructure, demonstrated a noteworthy 22% reduction in emissions



“As a technology partner, **Avarni** is proud to support these initiatives with our decarbonization solutions. Our approach facilitates sustainable procurement practices and enables suppliers to make meaningful strides towards achieving net zero.”

David Tan
Head of customer success, Avarni



360

meals purchased through a local catering supplier by **SocietyLinks**



Supplier spotlight

Through their active involvement at The City of London Freeman’s School, our catering partner, **Thomas Franks**, has been instrumental to the success of our climate action and social value commitments. Their critical work at this site includes:

- Establishing a pupil-run committee with the goals of engaging sustainability issues, tracking and reducing the school’s carbon footprint through their partnership with Planet Mark, switching to reusable plates and utensils
- Partnering with key suppliers located within five miles of the site, allowing for frequent deliveries; this, in turn, increases freshness, reduces spoilage, and maintains menu flexibility
- Producing multiple podcasts for students, parents, and staff around themes of healthy and sustainable eating
- Recycling cooking oil for use as biofuel



Supplier spotlight

The City Corporation recognises that partnering with SMEs and diverse suppliers is vital to supporting conditions for growth through championing diversity in our supply chains. Since joining **MSDUK** in 2020, we have shown consistent progress through our active participation and engagement, with benchmarking exercises capturing our year-on-year improvement.

- 2020 ► 36% 'Evolving'
- 2021 ► 39% 'Evolving'
- 2022 ► 59% 'Progressive'

- In '23, our efforts to collect more data and the inclusion of contractual obligations for suppliers are two reasons we moved from 'Evolving' to 'Progressive'
- We are making changes to the data we collect at the time of tender and contract award, enabling us to provide better statistics as soon as '25



57%

of PG&S supply chain spend with suppliers that have Science Based Targets initiative (SBTi) or equivalent targets



353

hours of environmental and sustainability training for operative and managerial staff across **ISS** and **OCS** contracts



500

kilograms of waste timber from Guildhall upcycled into wheelchair-accessible planters and a community stage (and much more) by **The Woodshop Of Recycled Delights CIC**



4,574

suppliers mapped by **DataGardener** (a B Corp Certified and an MSDUK ethnic minority business) to report on diverse-owned enterprises in the supply chain



What's next: roadmap

While we are immensely proud of the impact captured in our first impact report and of the actions of our suppliers and partners that made it possible, this is only the start. Moving forward in line with the City Corporation Corporate Plan 2024-2029, Responsible Procurement is committed to cultivating:

Better Data



- Building on the data collection foundations we laid in 2023-2024, leveraging insights to drive impactful decisions
- Involving more contract managers and suppliers in reporting on their impact to deepen their understanding
- Using data to inform our buying processes and guide conversations that support community impact

Better Involvement



- Working more closely with our contract managers to ensure that Responsible Procurement continues to extend its impact beyond our central team
- Providing training and resources to support contract managers in fulfilling commitments
- Strengthening contract managers confidence in their ability to make a positive impact on the community they serve

Better Connection



- Deepening our connections with residents, communities and businesses through the City Corporation's SEND Employment Forum
- Engaging more SMEs and diverse suppliers for climate action support and supply chain access
- Connecting our suppliers with charities and partners for greater community impact

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