

SUSTAINABILITY RISK ASSESSMENT FOR PURCHASING SERVICES

Title of contract being considered: *[insert details]* Indicative Contract Value *[insert £ value]*

This assessment is intended to ensure that environmental, social and economic (sustainability) issues are assessed, understood and managed in all key procurement decisions that relate to the procurement of services. The assessment firstly involves the identification of key impacts on the environment, society and the economy. The results of this assessment then assist in the completion of a series of questions that pick up the main sustainability issues in any procurement activity. The answers to these questions are linked to a series of minimum requirements that should be applied in the procurement process to reduce adverse impacts / improve sustainability within the contract and contribute to the sustainability objectives of Welsh Assembly Government.

Note: This is a generic template that will meet most procurement needs for services but it is not exhaustive. See also the separate template for goods (products).

WHAT ARE THE KEY IMPACTS DURING THE LIFE OF THIS SERVICE?

The main sustainability impacts of a generic service have been identified below, but this is not an exhaustive list. *Please review and delete/ add additional impacts as necessary.*

Business Needs/ Reasons for the Service	Materials Used in Providing the Service
<p><i>Please review and delete/ add additional impacts as necessary.</i></p> <p>Does this need to be provided externally, is in-house expertise or resource available?</p> <p>Is there an opportunity to develop expertise internally through this project?</p> <p>Is there the opportunity to shape a market / develop a market for this service?</p> <p>Have user requirements been considered? i.e. through engagement with community / users / suppliers as part of commissioning process</p>	<p><i>Please review and delete/ add additional impacts as necessary.</i></p> <p>People (employment conditions, equality of opportunity) IT Travel (e.g. road / train) Consumables / spare parts (e.g. IT, stationery) Office Accommodation (building & equipment) Power (e.g. heating, lights) Meeting facilities Storage units (e.g. skips, bins) Chemicals (e.g. oils, greases, paints) Catering supplies Work equipment (e.g. ladders, plant) Building materials (e.g. timber, concrete)</p>
Providing the Service	Impacts from the Outputs of the Service
<p><i>Please review and delete/ add additional impacts as necessary.</i></p> <p>Service providers' understanding of <u>environmental</u> issues associated with delivery of service (e.g. waste management, chemicals handling, pollution control etc)</p> <p>Service providers' understanding of <u>social</u> issues associated with delivery of service (e.g. employment conditions, community engagement, equality of opportunity irrespective of race, disability, language etc)</p> <p>Travel Management</p> <p>Meeting Management (e.g. face to face, video-conference)</p> <p>Site induction/ project familiarisation</p> <p>Consumption at the service providers' office (e.g. power, paper, water, wastes)</p> <p>Use of sub-contractors</p>	<p><i>Please review and delete/ add additional impacts as necessary.</i></p> <p>Does the service satisfy internal customers' demands? (e.g. for maintenance - reduced breakdowns and good response times to call-out, for cleaning - a clean working environment)</p> <p>Does the service support good sustainable practice? (e.g. recycling waste, equal access for all end users in keeping with relevant equality legislation)</p> <p>As a result of the service, will there be significant negative impacts to be managed? (e.g. wastes, WEEE)</p> <p>If the service involves the use of consultants, do the consultants' recommendations support good sustainable practice?</p> <p>In implementing consultants' recommendations, will there be significant negative impacts to be managed? (e.g. often an issue in design / management consultancy)</p>

KEY ISSUES AND ACTIONS YOU NEED TO CONSIDER TO ENSURE THE CONTRACT IS AS SUSTAINABLE AS POSSIBLE

UK SD Framework Indicator No. ¹	Issue (Answer all Issues)	Yes / No or Unsure *	Reason for answer (Justify each answer)	Scope to do More		Owner & Date
				Minimum Requirements (Delete/ Add Actions as appropriate)	Desirable Actions (Delete/ Add Actions as appropriate)	
1	Will the service provider need to travel to deliver this contract?			<ul style="list-style-type: none"> • Ensure service provider has a sustainable travel plan that includes disability access issues • Require use of telephone conferencing/ VC conferencing etc • If appropriate require the service provider to use the awarding authority's VC facilities • Require train / public transport where feasible (incentivise this if possible) 	<ul style="list-style-type: none"> • Require service provider to carbon off set all travel 	
13, 18	Are reports going to be produced as part of delivery of the service?			<ul style="list-style-type: none"> • Specify that all draft reports are sent electronically • Specify that final documents are printed double-sided and on paper containing at least 80% post consumer waste • Require that bilingual reports (i.e. Welsh/English) be produced where necessary. • Require that reports are produced in specialist formats if required, e.g. Braille 		
13, 18	Will the service provider use large amounts of spare parts / consumable items?			<ul style="list-style-type: none"> • Require them to use recycled consumable items where possible, and ensure that all items are recyclable 	<ul style="list-style-type: none"> • Enquire about the packaging applied to consumable items and check delivery arrangements (e.g. option of supplier take-back of packaging/ use of re-usable crates etc) 	

¹ These are the UK Sustainable Development Framework Indicators, shared by the UK Government and the devolved administrations of Wales, Scotland and Northern Ireland. See www.sustainable-development.gov.uk/progress/national/framework.htm for details of the indicators and an explanation of the numbers.

1, 13	Will significant amounts of power/ fuel be used to provide this service? e.g. 24hr equipment/ pumps, machinery operation, 24hr computer modelling			<ul style="list-style-type: none"> • Ensure service provider has an energy/ fuel management programme • Enquire about reduction targets • Ensure adequate fuel storage arrangements e.g. bunding, drip trays 	<ul style="list-style-type: none"> • Consider renewable energy/ alternate fuels if appropriate 	
1, 13, 18	Does the service provider have an environmental management system that covers their offices and/or service activities?			<ul style="list-style-type: none"> • Require the service provider to consider their key impacts/ wastes (see this document) • Require them to identify actions to reduce impacts • Require them to set a policy • Require them to set targets • Require them to report on progress during the contract 		
18	In providing this service, are waste products generated? e.g. used oil, broken parts, redundant spares, consumables			<ul style="list-style-type: none"> • Check whether waste duty of care applies to this contract • Check the service provider's CV and experience of handling and managing wastes • Require them to recycle where possible 	<ul style="list-style-type: none"> • Require them to implement a waste management plan, set reduction targets and report on non-recycled wastes (i.e. waste to landfill/ incineration) 	
13, 18	Does the service require the use of chemical products or oils? e.g. cleaning agents, paints, coatings, oils, lubricants, pesticides, horticultural applications etc			<ul style="list-style-type: none"> • Ensure service provider is aware of all legislation governing chemical use, storage, management and disposal e.g. COSHH, use of personal protective equipment (PPE) • Require the service provider to use environmentally preferable chemical products if they exist (e.g. low-VOC paints, biodegradable cleaning products) • Require the service provider to use Environmentally Considerate Lubricants (ECLs) where technically feasible 		

-	Are there any particular equality and diversity issues (e.g. race, age, religion, gender, language, disability etc) that need to be considered in delivering this service? e.g. production bilingual reports, provision of services to meet special educational / training / welfare needs of particular racial groups?			<ul style="list-style-type: none"> Identify key areas where equality legislation is relevant. Refer to Value Wales' guidance on Procurement Route Planner at www.buy4wales.co.uk Ensure that the specification addresses service delivery issues for different end-users, e.g. disabled people, people with different cultural backgrounds Require the service provider to detail exactly how they intend to manage equality issues in delivering the contract, e.g. provision of training for their staff 		
-	Will the service provider's work influence the delivery of internal sustainability policies / targets? e.g. recycled aggregate, legal and sustainable timber, renewable energy, equality and diversity			<ul style="list-style-type: none"> Ensure service provider is aware of relevant policies / targets Mandate that the service provider only delivers outputs that support these 		
40, 47	Will site contractors need to be competent, adequately trained and briefed in the sustainability issues associated with the contract?			<ul style="list-style-type: none"> Requirement that all staff entering/ working on site have a site induction e.g. health and safety, environmental, emergency response, equality and diversity Requirement that for longer-term contracts, staff receive refresher training/ updates Agree minimum competency requirements with the contractor and monitor performance 	<ul style="list-style-type: none"> Require contractors to manage local community issues e.g. noise, access, hours of operation etc 	
-	Are there noise impacts associated with delivery of the service contract?			<ul style="list-style-type: none"> Require contractor to identify noise impacts Require a noise management plan Brief corporate affairs as appropriate 	<ul style="list-style-type: none"> Ensure adequate community liaison/ briefings 	

<p>1, 13, 18, 28, 30, 40, 60</p>	<p>If consultants are involved, could the eventual output from a consultant have a sustainability impact? e.g. design of project / construction</p>			<ul style="list-style-type: none"> • Check the consultants CV and experience of sustainability issues and ensure they are adequate • Require them to risk assess the sustainability impact of their design / process / activities • Require a sustainability management plan as part of the output / design. 		
<p>32, 40, 47, 59, 68</p>	<p>Is there the potential for contractor's employees to be exploited? e.g. low pay, antisocial hours, migrant workers, language issues etc</p>			<ul style="list-style-type: none"> • Check recruitment policy and practices • Ask the supplier how they comply with legislative requirements e.g. minimum wage, statutory rest periods/ breaks, equality of opportunity regardless of race, religion, language, disability, age, gender, sexual orientation etc • Enquire whether overtime is voluntary, and whether it is paid at a higher rate • Ask how long the employees' working week is 	<ul style="list-style-type: none"> • If migrant workers are employed, ask about language issues and working permit/ visa • Check whether employees are employed direct, or through agents. If through agents, check whether employees still receive minimum wage/ rights 	
<p>40</p>	<p>Are subcontractors likely to be used to deliver any part of this service?</p> <p>NB: sub-contractor alliances with prime contractors can be helpful in opening up supply opportunities to SMEs / BMEs / third sector organisations and supported enterprises</p>			<ul style="list-style-type: none"> • Ask who the sub-contractors are • Ensure that sub-contract mirrors contract with the main supplier e.g. payment terms, sustainability factors in this document 		

-	Is there potential for people involved in delivering the service to be working in developing world countries (e.g. IT recycling, mathematical modelling, call centres).			<ul style="list-style-type: none"> • Enquire about contractor's sourcing and employment policies in relation to overseas workers • Ask how the contractor ensures compliance with local legal requirements • Ensure that contractor is complying with ILO conventions (www.ilo.org) 	<ul style="list-style-type: none"> • Require the contractor to have an ethical business code and provide evidence that this is adopted and implemented. • Check against SA8000 (www.sa-intl.org) 	
32, 37, 40	<p>Are there opportunities for this service to be supplied* by SMEs / BMEs / supported enterprises or the "third sector"? i.e. voluntary & community organisations, charities, social enterprises, mutuals and cooperatives</p> <p>* acting as the prime contractor or a sub-contractor to the prime contractor</p>			<ul style="list-style-type: none"> • Ensure SMEs / third sector etc are aware of organisational objectives and are informed about the tendering process (NB: see Opening Doors – the Charter for SME Friendly Procurement and associated guidance²). • Ensure contract is written in such a way that SMEs etc are encouraged / able to supply, e.g. use VW standard PQQ, contract split into regional lots, opportunities for sub-contractor alliances with prime contractors • Consider the option of reserving contract for organisations providing supported employment opportunities to disabled people (known in the UK as 'supported factories and businesses'. 		
32, 37, 41	Are there any opportunities to use this contract to support economic regeneration?			<ul style="list-style-type: none"> • Ensure suppliers in economic regeneration zones are aware of this opportunity. • Steer suppliers to business support groups e.g. Business Eye • Consider use of clauses to support community benefits 	<ul style="list-style-type: none"> • Contact regeneration partners and consult them about options • Offer mentoring/ assistance to suppliers in bidding 	
40, 41	Is there an opportunity for apprenticeships through this contract?			<ul style="list-style-type: none"> • Require contractor to consider if there are opportunities for apprenticeship / mentoring. 	<ul style="list-style-type: none"> • Integrate requirement into contract where feasible. 	

² See Value Wales guidance on Procurement Route Planner at www.buy4wales.co.uk, e.g. Public Sector Procurement and the Third Sector

40, 41	Could there be the potential for job losses by awarding this contract e.g. existing supplier			<ul style="list-style-type: none"> • Determine if TUPE applies • If yes, ensure potential suppliers are aware of liabilities • If not, determine if there is a PR risk 	<ul style="list-style-type: none"> • Examine if other opportunities exist for the affected supplier 	
-	Is there a PR risk to your organisation's reputation / pressure group interest? (service, service provider or output)			<ul style="list-style-type: none"> • Determine risks in this document • Identify pressure groups • Rationalise their issue • Agree if it is of concern to your organisation • Discuss with Corporate Affairs • Agree communication strategy • Pre-warn management as appropriate 		
-	Is there any existing or forthcoming sustainability related legislation that may affect this service? e.g. EU Working Time Directive, equality of opportunity legislation, chemical bans, Waste Duty of Care			<ul style="list-style-type: none"> • Identify specific legislation • Ask the supplier what sustainability legislation they think applies • Cross check opinion • If the supplier fails to identify legislative issues, consider alternate suppliers • Inform supplier of legislative issues that need to be addressed 		

FOR ALL SERVICE CONTRACTS, ASK SUPPLIERS IF THEY CAN OFFER A MORE SUSTAINABLE SOLUTION TO THAT WHICH WE HAVE SPECIFIED. ENSURE THEY EXPLAIN WHY IT IS MORE SUSTAINABLE.

Any other issues identified (Complete as Appropriate):

Issue	Reason	Scope to do More / Actions	Owner and Date

* If unsure whether an issue is relevant, check with any internal advisors