



G-Cloud 15 Service Definition

**Accenture Sustainable Leadership and
Organisation**

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accenture

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1.0 Scope of our services

In the race to net zero, governments will need to play a balancing act between setting out and enforcing consistent, binding targets across industries, while helping to create new markets and investing in breakthrough technologies to help achieve sustainability on a large scale.

Accenture is helping clients take decisive action on all three sustainability pillars – ESG – and seize the opportunity to reframe value with new inclusive and resilient development models.

Our goal is to support public service accelerate their green transition, deliver on their sustainability commitments and act as policy stewards to support industrial decarbonization towards the 2030/50 climate targets and SDGs. Accenture is uniquely placed to be an end-to-end partner, driving change that creates sustainable impact for both today and tomorrow.

This document describes the six sustainability offerings summarised below and should be read in conjunction with the associated G-Cloud 14 Services documentation. Each of these sustainability offerings is supported by an overarching Sustainability Strategy service.

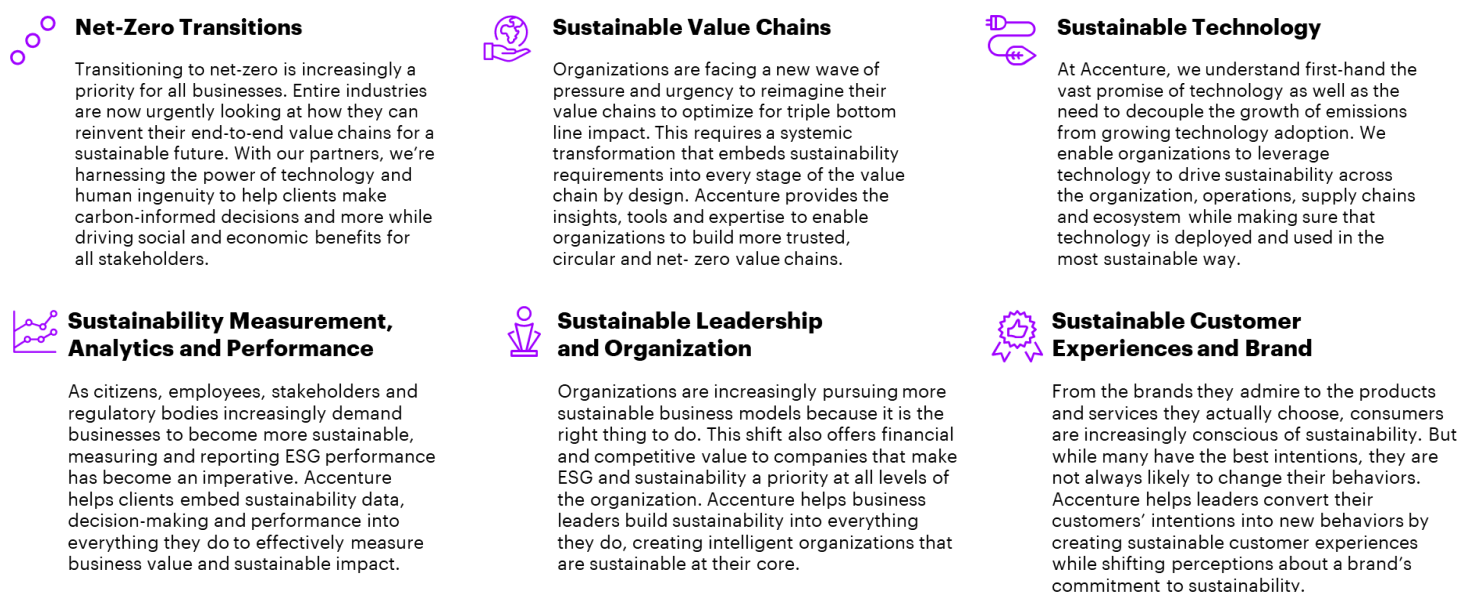


Figure 1: An overview of Accenture's Sustainability Services

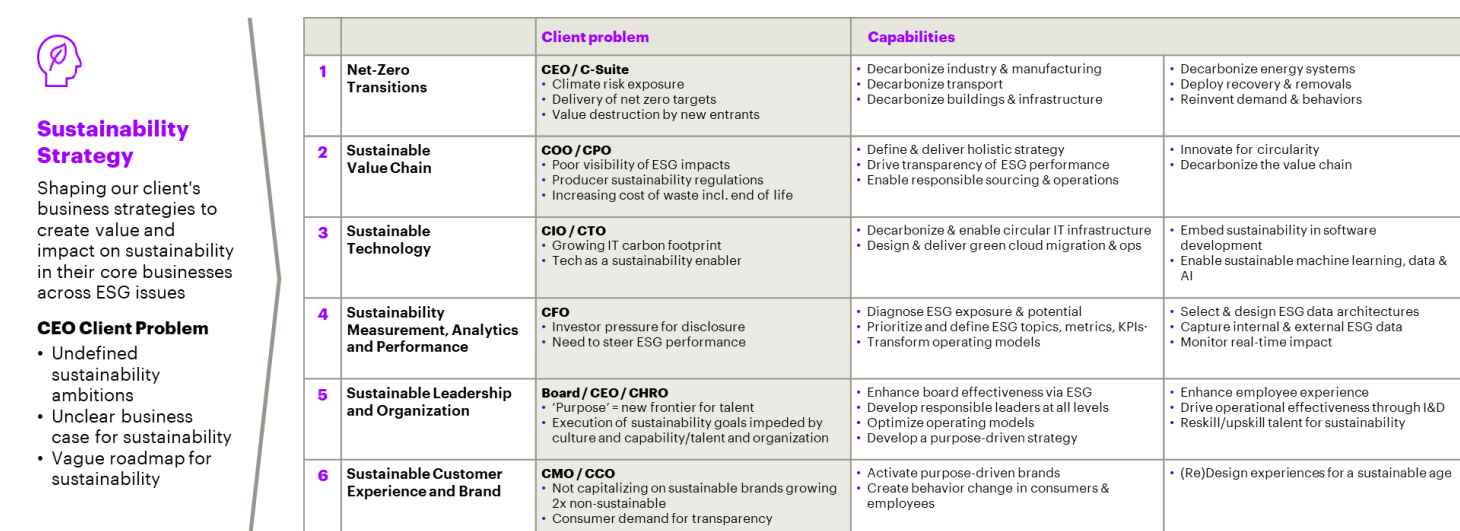


Figure 2: Supporting capabilities within each of Accenture's Sustainability Services

2.0 Our Overall Approach

Accenture is committed to delivering 360° value to all our stakeholders.

The Accenture Sustainability Value Promise is to embed sustainability into everything we do, with everyone we work with, creating both business value and sustainable impact, enabled by technology and human ingenuity.

Together with our partners, we're helping to solve the biggest problems our clients and the world face to achieve the United Nations Sustainable Development Goals and tackle climate change.

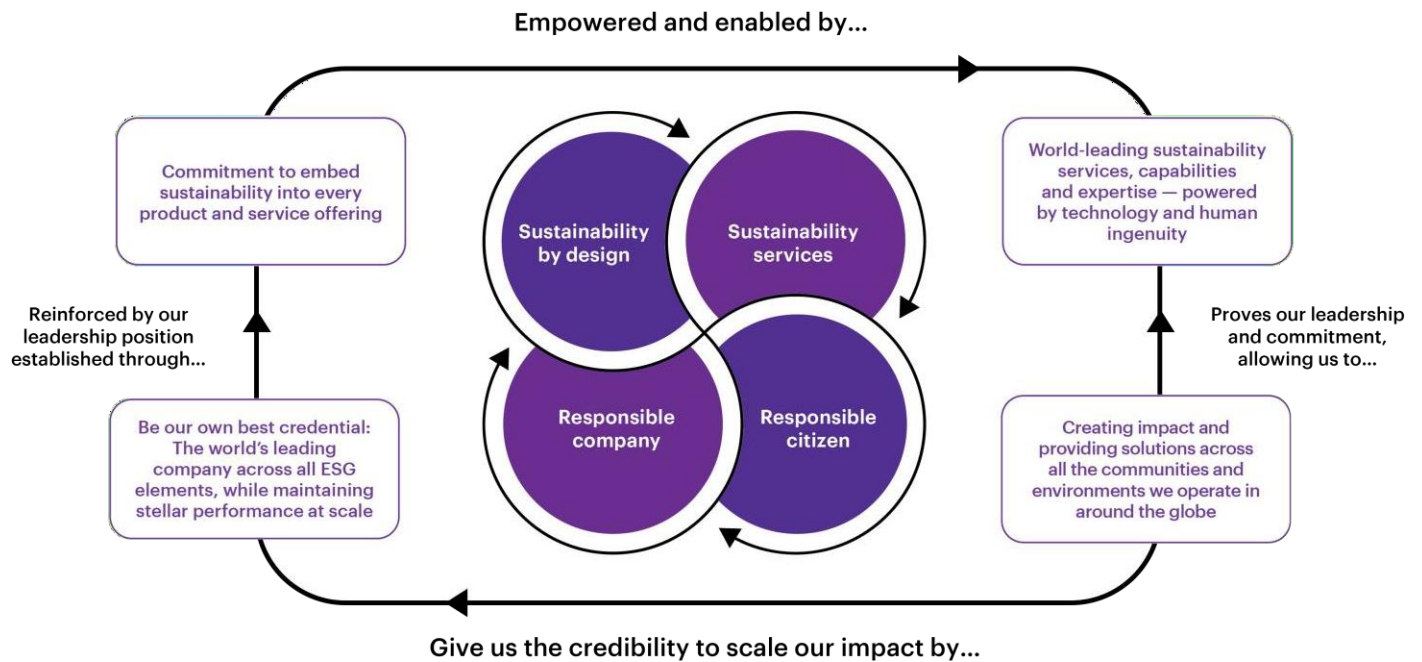


Figure 3: The Accenture Sustainability Value Promise

To help deliver on our commitments, we aim to create 360° Value for all our stakeholders.

- This goal reflects our growth strategy, our purpose, our core values, and our culture of shared success. We measure our success by how well we are achieving this goal.
 - We launched our [360° Value Reporting Experience](#)—a new way to share our progress on how we are creating this value.
 - This comprehensive digital tool brings together all our environmental, social and governance (ESG) and financial metrics, progress, and performance in one place, measuring how we are doing against our goals.

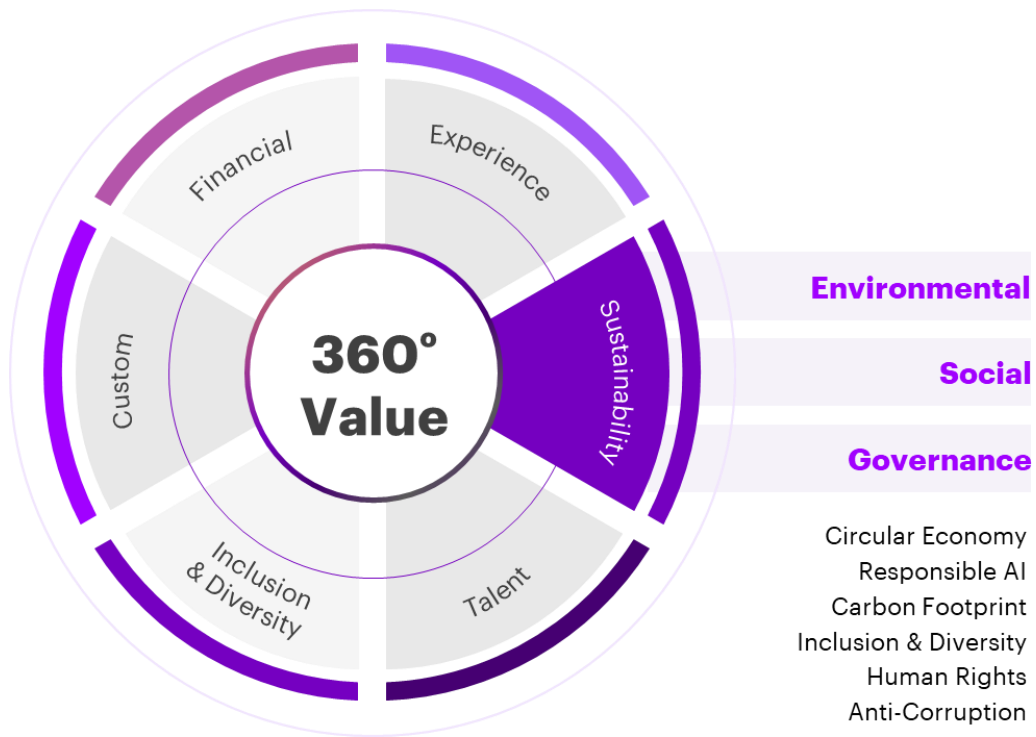


Figure 4: Accenture's 360° Value Reporting Experience – with a focus on ESG levers

3.0 Sustainable Leadership and Organisation

Accenture believes that sustainable organizations are driven by responsible leaders. Through our Seeking New Leadership research, we identified a new model of responsible leadership which classifies diverse and at times unfamiliar leadership qualities into 5 key elements which enable the performance premium.

- **Stakeholder Inclusion** - Safeguarding trust and positive impact for all by standing in the shoes of diverse stakeholders when making decisions and fostering an inclusive environment where diverse individuals have a voice and feel they belong.
- **Emotion and intuition** - Unlocking commitment and creativity by being truly human, showing compassion, humility, and openness.
- **Mission and purpose** - Advancing common goals by inspiring a shared vision of sustainable prosperity for the organization and its stakeholders.
- **Technology and innovation** - Creating new organizational and societal value by innovating responsibly with emerging technology.
- **Intellect and insight** - Finding ever-improving paths to success by embracing continuous learning and knowledge exchange.

Accenture uses the following approach to bring talent, technologies, and sustainable behaviours to life within an organization. This approach is further supported by several assets and accelerators to help organisations on their sustainability journeys.

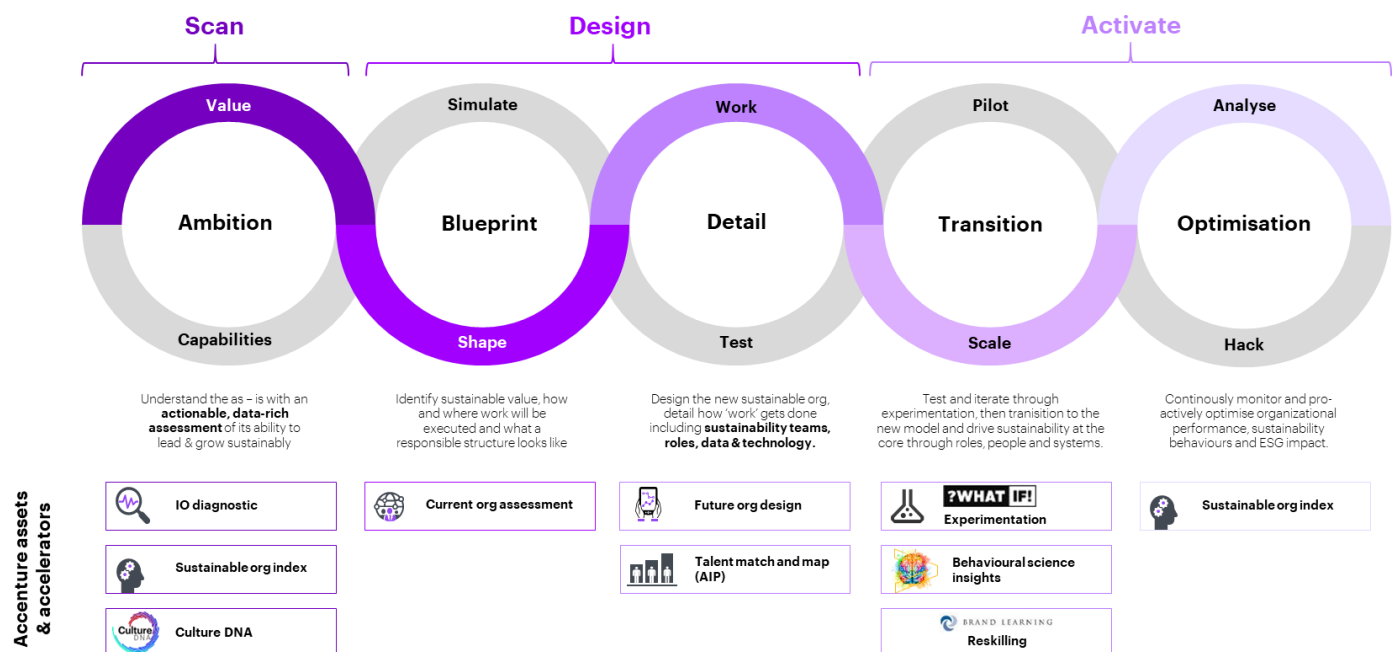


Figure 5: The Sustainability Journey

4.0 Sustainable Citizen Experience

Today, citizens demand sustainability, but there is an intention - action gap that presents a unique opportunity for enterprises today to drive change and to convert citizen intentions into new citizen behaviours. Accenture combines deep insight and experience with technology to help clients shift from merely looking at citizen experience to becoming a business of experience, for a sustainable age.

Accenture centres the approach to sustainable customer experience around five key focus areas:

1. **Life centered design** - Human-centered and circular design for Sustainability, unlocking:
 - New products and services
 - Reimagined business models and ecosystem collaboration
2. **Build for green innovation** - End-to-End creation of digital products enabling new consumption models:
 - Prototyping, testing, piloting, launching, and scaling- includes circularity Partnership creation with tech. innovators and public/private partners
3. **Branding and communications for sustainability** - Authentic purpose brand and vision communication anchored in:
 - Behaviour change activation
 - Transparent two-way communication (participative engagement)
4. **Sustainable content and marketing operations** - Holistically responsible content creation, optimising for key dimensions:
 - Carbon-efficiency
 - Inclusivity and accessibility to all users
 - Mental Health impacts
 - Consumer Education and empowerment
5. **Business of Sustainable Experience** - Driving sustainability into all aspects of the experiences the business delivers, by promoting shared value creation cohesively across business front and backstage, with re-imagined Employee experiences, ways of working, incentives, and impact measurement.

5.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

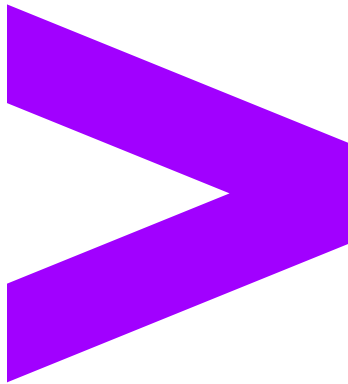
6.0 **Contacts**

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7.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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