G-Cloud 15
Service Definition

Accenture Sustainability Measurement, Analytics and Performance

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Contents

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.

Net-Zero Transitions

Transitioning to net-zero is increasingly a priority for all businesses. Entire industries are now urgently looking at how they can reinvent their end-to-end value chains for a sustainable future. With our partners, we're harnessing the power of technology and human ingenuity to help clients make carbon-informed decisions and more while driving social and economic benefits for all stakeholders.

Sustainable Value Chains

Organizations are facing a new wave of pressure and urgency to reimagine their value chains to optimize for triple bottom line impact. This requires a systemic transformation that embeds sustainability requirements into every stage of the value chain by design. Accenture provides the insights, tools and expertise to enable organizations to build more trusted, circular and net- zero value chains.

Sustainable Technology

At Accenture, we understand first-hand the vast promise of technology as well as the need to decouple the growth of emissions from growing technology adoption. We enable organizations to leverage technology to drive sustainability across the organization, operations, supply chains and ecosystem while making sure that technology is deployed and used in the most sustainable way.

Sustainability Measurement, Analytics and Performance

As citizens, employees, stakeholders and regulatory bodies increasingly demand businesses to become more sustainable, measuring and reporting ESG performance has become an imperative. Accenture helps clients embed sustainability data, decision-making and performance into everything they do to effectively measure business value and sustainable impact.

Sustainable Leadership and Organization

Organizations are increasingly pursuing more sustainable business models because it is the right thing to do. This shift also offers financial and competitive value to companies that make ESG and sustainability a priority at all levels of the organization. Accenture helps business leaders build sustainability into everything they do, creating intelligent organizations that are sustainable at their core.

Sustainable Customer Experiences and Brand

From the brands they admire to the products and services they actually choose, consumers are increasingly conscious of sustainability. But while many have the best intentions, they are not always likely to change their behaviors. Accenture helps leaders convert their customers' intentions into new behaviors by creating sustainable customer experiences while shifting perceptions about a brand's commitment to sustainability.

Figure 1: An overview of Accenture's Sustainability Services

Sustainability Strategy

Shaping our client's business strategies to create value and impact on sustainability in their core businesses across ESG issues

CEO Client Problem

- Undefined sustainability ambitions
- Unclear business case for sustainability
- Vague roadmap for sustainability

		Client problem	Capabilities	
1	Net-Zero Transitions	**CEO / C-Suite** • Climate risk exposure • Delivery of net zero targets • Value destruction by new entrants	• Decarbonize industry & manufacturing • Decarbonize transport • Decarbonize buildings & infrastructure	• Decarbonize energy systems • Deploy recovery & removals • Reinvent demand & behaviors
2	Sustainable Value Chain	**COO / CPO** • Poor visibility of ESG impacts • Producer sustainability regulations • Increasing cost of waste incl. end of life	• Define & deliver holistic strategy • Drive transparency of ESG performance • Enable responsible sourcing & operations	• Innovate for circularity • Decarbonize the value chain
3	Sustainable Technology	**CIO / CTO** • Growing IT carbon footprint • Tech as a sustainability enabler	• Decarbonize & enable circular IT infrastructure • Design & deliver green cloud migration & ops	• Embed sustainability in software development • Enable sustainable machine learning, data & AI
4	Sustainability Measurement, Analytics and Performance	**CFO** • Investor pressure for disclosure • Need to steer ESG performance	• Diagnose ESG exposure & potential • Prioritize and define ESG topics, metrics, KPIs· • Transform operating models	• Select & design ESG data architectures • Capture internal & external ESG data • Monitor real-time impact
5	Sustainable Leadership and Organization	**Board / CEO / CHRO** • 'Purpose' = new frontier for talent • Execution of sustainability goals impeded by culture and capability/talent and organization	• Enhance board effectiveness via ESG • Develop responsible leaders at all levels • Optimize operating models • Develop a purpose-driven strategy	• Enhance employee experience • Drive operational effectiveness through I&D • Reskill/upskill talent for sustainability
6	Sustainable Customer Experience and Brand	**CMO / CCO** • Not capitalizing on sustainable brands growing 2x non-sustainable • Consumer demand for transparency	• Activate purpose-driven brands • Create behavior change in consumers & employees	• (Re)Design experiences for a sustainable age

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.

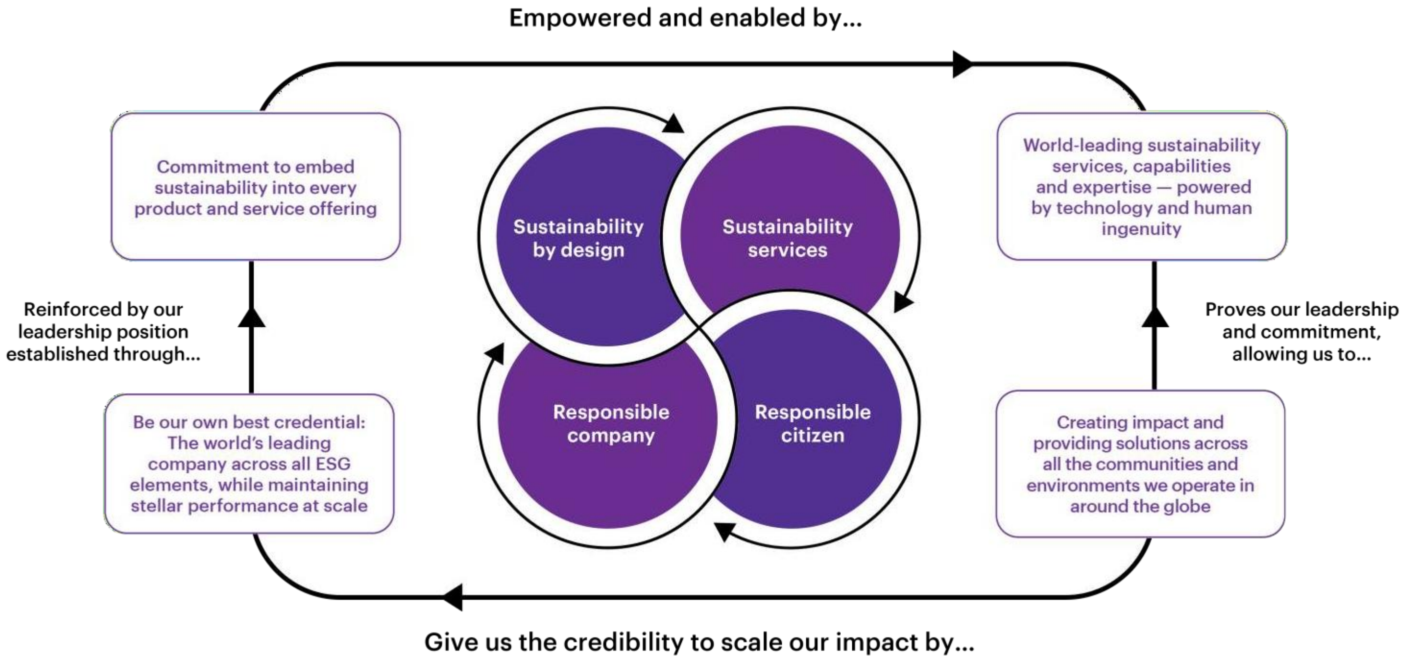


Figure 3: The Accenture Sustainability Value Promise

To help deliver on our commitments, our goal is 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.

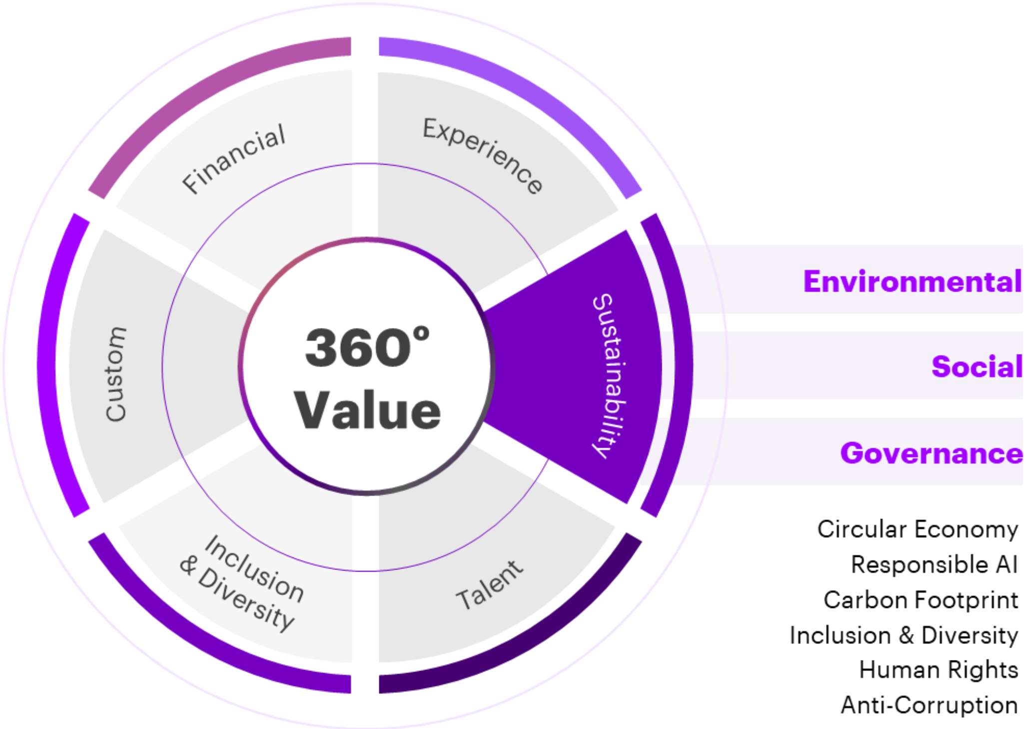


Figure 4: Accenture's 360° Value Reporting Experience – with a focus on ESG levers

3.0 Sustainability Measurement, Analytics and Performance

Citizens, employees, stakeholders, and regulatory bodies are demanding sustainability factors to be measured, and for organizations to be held accountable for their actions.

Organizations must contend with three big challenges today driven by the rising social urgency:

- **Risk** - There is a massive risk to organizations incurring higher costs if their ESG ratings are poor.
- **Regulation** - Governments are falling short of meeting their Paris Agreement targets (by 2030) progress towards UN SDGs and the COP 26 agreement to keep the goal of 1.5C alive, creating urgency.
- **Return** - The Sustainability transition will create winners and losers. Those organizations that prioritize ESG will likely see increased returns (97% of Investors expect to redeploy capital in response to ESG).

To do that, organisations must address three key imperatives which underline Accenture's approach to sustainability measurement, analytics, and performance:

01

Diagnose and Define

Companies must run a diagnostic of the impact of ESG exposure across the enterprise value chain and on the P&L, including scenario modelling of risks and opportunities.

02

Capture, Enrich and Transform

Companies must use ESG data solutioning to capture, enrich and transform structured and unstructured data including the visualisation dashboards and scenario modelling for improved ESG decision-making.

03

Track for Continuous Value

Companies must formulate a value realization framework to track, measure, report and forecast progress towards ESG goals as well as create an ESG value realization office to manage this process.

Figure 5: Our Approach to Sustainability Measurement

4.0 Assets and Tools

Accenture helps clients redefine and retool to get ‘decision ready’ with the right data at all levels in the organization to embed sustainability and unlock value in business decisions via the Integrated Value Reporting solution.

This methodology is called “**Integrated Value Reporting**”

Strategy
Define initiatives to unlock a sustainable performance premium. Define needs of key Stakeholders, and wider transition pivots. Conduct portfolio assessments and determine the material ESG topics and alignment of strategy to SDGs.

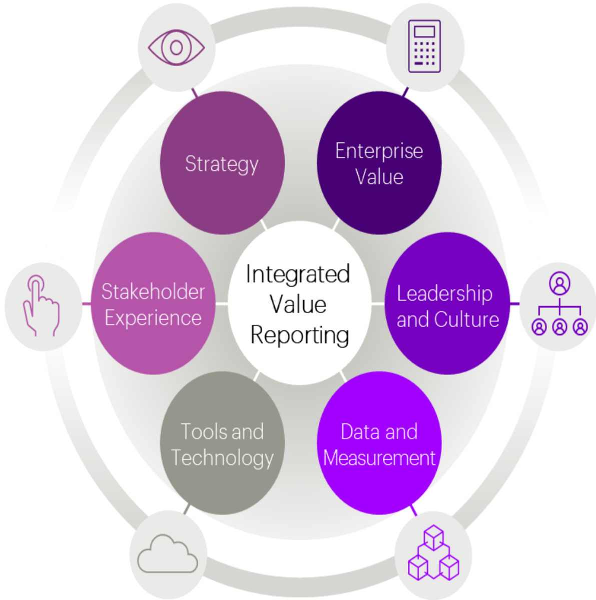
Enterprise Value
Select metrics, frameworks and define internal KPIs. Embed within performance processes, business planning, resource allocation and investment, ensure disclosure compliance and define external/ internal stakeholder messaging.

Leadership and Culture
Develop an approach to embed sustainability into the organization; aid Board effectiveness, hardwire purpose into culture, clarify governance, define I&D ambition and complete upskilling / reskilling plans.

Data and Measurement
Develop data strategy & governance framework, select and deploy data platform, define data models / structures, secure and curation data, build calculation engines and define analytics capabilities.

Tools and Technology
Automate data flows and calculation engines to extract and transform ESG data, power reporting & analytics, establish deliver channels for dash-boarding and inform greening of IT.

Stakeholder Experience
Design digitally enabled experiences for end users and harnessing broader data sets to serve a wider stakeholder community and deliver on SDG impact.



This is supported by a range of technology solutions delivered in collaboration with ecosystem partners including:

- **Arabesque S-Ray** provides an AI/big-data tool that analyses a diverse set of data sources, combining 250 ESG long-term metrics with news and NGO metrics from over 30,000 sources.

- **Salesforce's** Sustainability Cloud carbon accounting software tracks, analyses, and reports CO2 data to help reduce emissions, share best practice, and drive climate action.

- **SAP's** range of core ERP and software solutions support sustainability initiatives, from governance to enterprise risk management to compliance. SAP's Climate 21 Program helps companies build sustainability-focused, data-driven applications on their core advanced platforms including S/4HANA and C/4HANA.

- **Oracle** provides software which allows organizations to set, plan, track and report on environmental goals and outcomes. Oracle also provides blockchain traceability to track goods and ensure a circular supply chain.

- **Microsoft** offers a range of sustainability analytics tools, collaboration, and cloud solutions for low carbon IT infrastructure. Microsoft's Sustainability Calculator analyses estimated emissions from the use of Azure services through a Power BI dashboard, to transparently identify and compare emissions reductions.

- **Google** provides a Cloud Carbon Reporting service. 30%+ of Cloud customers were given access to a carbon emissions module within their Monthly Report in 2019.

- **Amazon** provides carbon emissions tracking, analysis and reporting to help energy companies reduce their emissions and accelerate the shift to renewables. Amazon also offers an open data catalogue which includes sustainability-oriented insights to guide decision-making and transparency.

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