

Crown
Commercial
Service
Supplier



Off-the-Shelf Intranet

G-Cloud 15 Service from Connect Internet Solutions



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Off-the-Shelf Intranet

G-Cloud 15 Lot 2b: Software as a Service (SaaS)

SERVICE OVERVIEW

Our off the shelf intranet platform, Hivetalk, offers a low-risk, proven, affordable intranet for organisations of every size. A multi-Cloud solution, Hivetalk is available on both WordPress and Umbraco open-source CMS platforms, delivered 24x7 from a fully managed private Cloud environment.



From 18 years' experience creating bespoke intranets, we know that whilst every organisation is different, every successful intranet delivers core benefits in common, benefits that come as standard with our off the shelf intranet, Hivetalk:

*improved staff communication,
information sharing & knowledge transfer,
enriching, meaningful staff engagement,
streamlined business processes,
optimised workflow through channel shift.*

The outcome is an intranet that's a valuable, self-service, business tool, promoting collaboration, improving efficiency, reducing overheads and transforming productivity.

Based on open-source technology, there is no supplier tie-in with Hivetalk intranet, giving real flexibility if you want to extend your off the shelf intranet with custom enhancements at a later date.

Supplied business-ready, Hivetalk is rapidly deployed, so your new intranet can be up-and-running within just four weeks.

"We wanted our new intranet to be eye-catching, user friendly and to be effectively functional for all our internal communication needs. Connect created an exceptional product which not only made it easier for editing behind the scenes but more appealing to staff, which has resulted in a more improved and efficient information tool for over 5,000 staff members."

NHS Trust

SERVICE FEATURES

STAFF SELF-SERVICE

Hivetalk is a pre-configured, off the shelf, self-service intranet portal, enabling your staff to conveniently locate, access and share information consistently throughout the organisation.

By improving communication between staff and teams information accuracy is improved, efficiency increased and productivity transformed.

A site Search along with a Document Explorer allows searches to be filtered:

- Search across the whole intranet, filtering by pages, documents or news items
- For more advanced document search, browse through the document store
- Confine a pages search to a specific section of the intranet
- Additionally, a directory of staff and their contact details are maintained within the intranet

The platform is dynamic and self-updating. For example, updates to key sections of the intranet are automatically flagged on the home page, minimising the time needed to keep the intranet up-to-date.

STAFF ENGAGEMENT

In-built features engage staff, allowing their input to be heard in a safe environment and giving them a means of contributing to the organisation at every level and a reason to keep returning to the intranet e.g.

- Engage teams via polls, surveys/questionnaires, inviting comments on pages or articles
- Invite staff views via feedback forms and 'likes'
- A social noticeboard; choose to use this as a 'For sale' board (e.g. selling concert tickets), for social activities or as an informal network
- Visualise KPIs, raising awareness of performance, targets or achievements
- Set up online forms to streamline processes, such as submitting expenses or requesting holidays online
- Raise staff awareness of social media activity via automated feeds

PERSONALISATION

- Users set up and manage their own set of quick links for added convenience
- Staff profiles are kept up to date by staff themselves, reducing administrative overheads

- News articles are targeted to specific groups of users, based on information from your Active Directory

EXTERNAL INTEGRATION

Hivetalk intranet is fully scalable and easy to extend. Powered by open-source technology – choose from either WordPress or Umbraco CMS - new functionality is easily added, so it can evolve to support any wider business processes and communications over time.

Hivetalk intranet supports Active Directory integration, offering single sign-on for your staff. In fact, Hivetalk intranet also supports integration with any external system that itself supports interoperability, such as HR systems and CRMs.

EASY TO EXTEND AND CUSTOMISE

Configuration options allow you to tailor your intranet to suit your own specific needs.

In addition, as it's based on open-source technology, it's simple and low-cost to add new features via plugins or add custom functionality.

Hivetalk intranet doesn't tie you to us as a supplier, allowing you to get future enhancements and support from your own in-house team or indeed other suppliers.

HIVETALK'S IN-BUILT FEATURES

⊕ Contacts directory for staff	Staff telephone/email directory, complete with profiles including photo and department; fields can be pulled in from Active Directory. Profiles are tailored to your preferences.
⊕ Staff personal profiles	
⊕ Publish (or celebrate) key performance indicators	A graphical visualisation of KPIs shares performance, targets or achievements with staff easily and prominently.
⊕ Branding options	Hivetalk is tailored to reinforce your branding with logo, colour schemes and font.
⊕ Social noticeboard	A moderated social networking area.
⊕ All staff news	Publish news items of interest to everyone, or limit publication to a group, so news is relevant and targeted to each person.
⊕ News filtered by dept. or office location	
⊕ Urgent announcement	Alert all staff to a serious incident.
⊕ Consultation tools including polls, surveys and questionnaires	A flexible forms-builder tool enables various methods of staff consultation to be deployed on

the intranet.

⊕ Customisable online forms	Create your own bespoke online forms to facilitate channel shift, e.g. submit training request, apply for a parking permit, etc.
⊕ Events	Promote events and courses via a calendar display; use the form builder to attach a booking form.
⊕ User commenting and 'likes'	Users may comment and 'like' articles and posts.
⊕ Social platform integration	Automatic feeds of twitter and Facebook activity.
⊕ Search, with filters	Search for information across the whole intranet, search just a specific section or search specific types of resources (e.g. documents, web pages).
⊕ Searchable document store	
⊕ Personalisation options	Personalisation options ensure content is targeted for each user. Standard Active Directory delivers single sign-on.
⊕ Active Directory integration as standard	
⊕ Quicklinks	User-maintained set of quick links, so each user can navigate directly to pages that matter most to them.
⊕ Latest updates	Latest changes to the intranet are automatically listed.
⊕ Flexible page templates	A multi-purpose, general-purpose flexible template enables content managers to easily create, then change, page layouts and add new pages/sections without any technical knowledge.
⊕ Campaign box	Use the campaign box on the home page to promote a new initiative, announce employee of the month, or profile the work of a team member.
⊕ Discover the most popular searches and what your users couldn't find	Administrators receive insights to enable the intranet to be improved over time, keeping pace with user expectations.

ADMINISTRATOR FEATURES

- Full content manager system included (WordPress CMS or Umbraco CMS)
- Include media: images, audio, video, Word docs and PDF docs for user download

- Publish and expiry dates
- Authorise publication through permissions management and workflow
- Define workflow for online forms
- Publication preview
- Feedback to support continuous improvement, e.g. reports on failed searches and most popular searches
- Fully extendable via an open-source CMS (WordPress or Umbraco)

RESPONSIVE DESIGN

Hivetalk's responsive design adapts to the user's device and screen size, giving full intranet access on any device from any location; the intranet is designed to work effortlessly with a range of devices and browsers.

ACCESSIBILITY COMPLIANT

Hivetalk intranet is accessible to WCAG 2.2 Level AA standard. Accessibility to Level AAA can be achieved (note: extra cost applies).

SERVICE BENEFITS

- Rapid intranet deployment
- Off the shelf features engage staff
- Promotes collaboration, improves internal communication
- Transforms productivity
- Streamline processes
- Reduces overheads
- Supports remote working
- Open-source Intranet solution based on WordPress or Umbraco CMS so no supplier tie-in
- Reduction in paperwork producing environmental benefits
- Improved internal and external service levels

OUTCOMES FOR BUYERS

Fully-featured 24x7 tailored intranet.

SERVICE SCOPE

Hivetalk intranet is supplied as a fully managed service, from our UK-based, cloud-based servers. Multi Cloud is supported.

SERVICE CONSTRAINTS

Minimum contract period is 24 months.

Service maintenance normally takes place 4pm – 6 pm on the third Tuesday of every month; occasionally, maintenance may need to be scheduled at alternative times in which case you will be notified in advance.

Critical security-related software updates normally take place within 48 hours of release.

Scheduled service maintenance is outwith any SLA that may be in place.

Expected data transfer 1mbps per transfer. A Fair Usage Policy applies.

SERVICE LEVELS

PRIVATE CLOUD

Priority	Nature of Request	Target Response Time*	Target Resolve Time^
Emergency	Complete loss of an entire service for all users, or severe degradation resulting in inability to function	<=30 mins	<= 1 hour
Urgent	Site functioning improperly resulting in some loss of service/system failure removing service from a number of users	<= 1 hour	<= 4 hours
Non-critical	Site functioning at less than optimal performance/system problem impacting but not removing service, resolve minor bugs/site errors	<= 2 hours	<= 4 days
Requests for Change	Submitting a change request.	<= 4 hours	<= 10 days
<i>*You can seek support between 8am – 6pm (GMT), Monday – Friday (ex. bank holidays).</i>			

Availability – 99.9%

Supported Hours - 9am-5pm, Monday to Friday (excluding bank holidays)

SUPPORT & MAINTENANCE SERVICE

Priority	Nature of Request	Target Response Time*	Target Resolve Time^
High	A major incident / urgent problem affecting critical operations, e.g. - <i>An immediate security threat</i> - <i>CMS is unusable</i>	2 hours	4 hours
Normal	A change that is not business critical, e.g. - <i>Fixing a bug on the site</i> - <i>Adding new functionality</i>	4 hours	4 days
<i>*Times do not apply to spend ahead & roll forward</i> <i>^Lengthier pieces of work will require a work plan</i>			
Supported hours are between 9am- 5pm (GMT), Monday – Friday (ex. bank holidays).			

ACCESSIBILITY COMPLIANT

Accessible to WCAG 2.2 Level AA standard.

USER SERVICE INTERFACE

TECHNICAL REQUIREMENTS

The service is accessed via an online interface, available to the client 24x7 over any Internet-enabled device using a modern, standard web browser.

USER SUPPORT

45 calendar days' free support is offered following handover for user acceptance testing. Thereafter support contracts are available (see ancillary services).

CLIENT RESPONSIBILITIES

- The client is required to provide the relevant resources throughout the resolution phase, for example decision-maker support, user acceptance testers etc.
- The client is required to adhere to our Acceptable Use Policy.
- The client is not permitted to resell the service.

More information is available in our Terms and Conditions, including Appendix H of the same.

TRAINING

We provide training so your team has the knowledge they need to ensure the success of your intranet and indeed champion it.

The following training support is available:

- In-line help within the CMS interface
- A structured walkthrough on system set-up (delivered either remotely or face-to-face)
- CMS Training manual
- Simple User Guide for using the issue-logging system
- Face-to-face training options are also available.
- Train-the-trainer options are also available.

SERVICE MANAGEMENT

The service is managed using Connect's internal management processes and subject to ISO9001 certified quality standards.

Project management is typically based on PRINCE2 (our Project Managers are PRINCE2 Practitioners), including AGILE methodology.

Service delivery is supported by:

- A board level sponsor (i.e. company director)
- A named PRINCE 2 accredited Practitioner Service Manager – directly responsible to the customer for the accuracy, timeliness and quality of the service delivered (first point of contact)
- A named, second point of contact
- A Help Desk (optional) offering:
 - o Direct telephone line
 - o Email support
 - o Online logging of issues with tracking (24x7)
 - o Enhanced support (e.g. outside of office hours, around key events etc) is optionally available
- Monitoring system and alerts

CHANGE REQUESTS

Requests for Change can be made using our online logging system. Customers will be provided with password-protected access to Connect's web-based logging tool to make requests and thereafter track the progress and status. Each request is logged, categorised and prioritised.

BACKUP/RESTORE AND DISASTER RECOVERY

Any data held on Connect's infrastructure is backed up daily and can be restored to any day within the past week, any week within the past month and any month within the past year.

Backups are stored in a fireproof safe in a separate physical building.

DATA RESTORATION / SERVICE MIGRATION

Where the service requires inward content migration, the following options are all supported:

- Identical (Simple) Migration – where migration is from an existing site with information architecture, content and data attributes all to be retained
- Partial Migration – where some aspects of the existing site are to be copied across

- Reordered Migration – where the existing information architecture is not to be retained in the new site

If migration is required, Connect can produce a Site Mapping Document which reflects the customer's requirements in terms of:

- The relationship between the old site architecture and the new
- A mapping of page content from old site to new

Determined by the system from which migration is to be done, migration will be performed in accordance with the Site Mapping Document via:

Automated migration

Connect deploys a range of programmatic methods of automatically and quickly moving data from one site to another. Methods applicable are identified following inspection of the site.

Manual migration

This is used where automated migration is not possible or appropriate.

Most migrations are most easily and cost-effectively managed by automated means supplemented by small amount of manual migration.

ON-BOARDING & OFF-BOARDING

On-boarding and off-boarding are fully supported by a named, dedicated Project Manager, who provides a point of contact for the customer throughout the entire service delivery.

On-boarding

Your Hivetalk intranet platform can be up-and-running within just four weeks, with all its in-built features configured and ready to go.

Orders can be placed by email (gcloud@connectinternetsolutions.com) or by phone (0151 282 4321), referencing the G-Cloud 15 Service Name.

The order will be activated on receipt of a Purchase Order or signed Sales Order.

Payment Milestones and responsibilities under the Shared Responsibility Model are agreed on placement of order.

Client signs off at each milestone; Connect invoices client for payment milestone.

Off-boarding

Off-boarding occurs on sign-off of pre-agreed deliverables.

All data collected is returned to the customer.

TERMINATION

Each party may terminate the service by giving the other 30 days written notice, terminating on the contract anniversary.

Purging And Retention

Following cessation of the service Connect purges data in accordance with IL2. Discs are overwritten using an appropriate tool. On disposal of equipment, hard disks from servers are either completely over-written or physically destroyed.

Retention policy is for a maximum of 12 months.

OPTIONAL SERVICES

Options available:

- Discovery workshops
- Active Directory integration and single sign-on
- API integration
- Advanced features
- Scaleable resources

SERVICE ASSURANCE

Connect is registered with the ICO as a data controller for its own personal data. We are GDPR compliant for client personal data where we act as Data Processor. Connect's information security management system is ISO27001 accredited. Our staff are routinely vetted; enhanced vetting is optionally available.

ISO 9001 CERTIFIED QUALITY MANAGEMENT SYSTEM (QMS)

Delivery of this service is managed within our ISO9001 certified delivery processes.

Process flows are described within our QMS as controlled documents, denoted as Flow Charts with outputs from each process well defined. Adherence to quality standards and industry standards are embedded, including conformance with Open Standards.

Continuous Improvement

Continuous Improvement is fundamental to, and evident in, all our operational processes, facilitated through adoption of a well-structured Plan-Do-Check-Act method for service delivery, whereby:

- In response to a client request for support, a course of action is planned.
- Client approval for the plan is obtained prior to executing the plan.
- The work completed, along with outcomes, impact and consequences are reviewed; lessons learnt are recorded centrally within our ISO 9001 process documented feedback.
- Acceptable outcomes are documented in our technical repository for future reference.
- Lessons learnt are reviewed by our Service Manager quarterly where recommendations are made for relevant teams and/or Senior Management
- Our Quality Manager reviews the processes and their outcomes at a company-wide level to ensure alignment, resulting in maximum consistency.

This approach ensures we continuously approve through:

- Making incremental stages, which are more sustainable
- Engaging our staff who are directly involved in service delivery, to ensure best practice informs decisions
- Engaging our client, to better reflect client needs
- Effective management and mitigation of risk, through making less disruptive changes.

SECURITY

- By not using subcontractors, all aspects of cybersecurity are handled in-house by our expert teams, ensuring consistent standards, accountability and direct oversight.
- Zero Trust principles ensure every user, device and connection is verified, minimising risk from bad actors, threats & DoS/DDoS attacks, while maintaining secure, controlled access.
- A least-privilege approach ensures data is accessible only to users in roles where necessary, minimising risk and maintaining strict control over information and system access.
- Manual systems monitoring performed by our Operations team; 24/7/365 automated systems monitoring via a proven combination of systems.
- Our implementation teams follow the OWASP Top 10 to address the web security risks, ensuring our code is resilient, vulnerabilities are minimised & your website maintains protection against common cyber threats.
- We utilise guidance, best practices and threat intelligence from the National Cyber Security Centre to strengthen our defences, manage risks & implement robust cybersecurity measures.
- Software updates are fully managed by our in-house Operations team, allowing you to focus on continuous improvements that advance your strategic goals.
- Regular vulnerability scans performed by our Operations team alert us to potential security risks, enabling prompt remediation before they can be exploited and ensuring your website remains secure and resilient.
- We apply critical security patches, including zero day and those addressing recently-discovered vulnerabilities, within 48 hours of release. This rapid response mitigates risks and strengthens protection against threats.
- A routine maintenance window (3rd Tuesday of each month) aligns with typical software releases, ensuring regular updates and enhancements to our infrastructure, keeping software up to date and systems secure and optimised for maximum performance and reliability.
- We implement the futureproof TLS 1.3 protocol (with fallback to 1.2 in the short term) to ensure stronger encryption for all data in transit, reducing latency whilst maximising security.
- We maintain up-to-date encryption ciphers to ensure that in-transit data benefits from current best practices and remains resistant to emerging threats.
- We utilise HTTP Strict Transport Security to force browsers to connect securely, preventing accidental unencrypted access and enhancing protection against attacks like protocol downgrade.

- Additionally, we implement server-level encryption at rest as standard, safeguarding all stored data with industry-standard protocols to ensure maximum security and protection against unauthorised access.

SHARED RESPONSIBILITY MODEL

The Shared Responsibility Model will be agreed collaboratively between the buyer and supplier, and will be defined in line with the final scope and configuration of the core and any ancillary services provided.

INFORMATION ASSURANCE

This service operates at IL0, IL1 and IL2.

Confidentiality

The technologies and techniques we employ include:

- Firewalls operating in failover behind which all live services sit
- Restricted access to servers
- Use of secure FTP for data transfer
- Use of secure certificates

Passwords are not stored either electronically (except in the encrypted form on the server) or on paper, apart from the administrative server password, which is stored in a sealed, signed envelope in a secure location for use in a disaster recovery scenario.

Integrity

Our processes ensure error-checking is performed through data processing and management. Our approach includes the use of XML and validation of data against appropriate schemas.

Availability

Services operate from Connect's secure data centre which is powered by two ring mains, one of which runs on an Uninterruptible Power Supply (UPS) that is also backed up by a generator. We feed power from both supplies to kit installed in racks.

CERTIFICATIONS

Demonstrating our commitment to security and quality, we hold the following certifications:

- ISO 27001:2022,
held uninterrupted since 2009
- Cyber Essentials,
held uninterrupted since 2015
- ISO 9001:2015,
held uninterrupted since 2003
- ICO registered uninterrupted since 2002
- NHS Data Security and Protection Toolkit assured



SOCIAL VALUE

Our delivery of social value is structured, measurable & aligned to the UK Government's Social Value Model.

Ensuring outcomes are monitored, continuously improved & lasting, we embed social value into contract mobilisation, workforce practices & service delivery.

Through the four missions below, we demonstrate how we deliver practical, positive impact.

MISSION: KICKSTARTING ECONOMIC GROWTH

To create sustainable economic growth through fair work, skills development & strong local supply chains, we:

- Create and sustain secure, permanent jobs, paid above the Real Living Wage, with clear routes for progression and professional development
- Have driven regional economic growth through £25m+ inward investment since incorporation and prioritising local suppliers
- Maintain fair, transparent & inclusive working practices, supported by employee engagement, wellbeing initiatives & regular reviews of workforce feedback
- Develop and nurture talent via apprenticeships, graduate roles & continuous skills training
- Strengthen ethical supply chains through prompt payment, modern slavery safeguards & fair working standards
- Collaborate with SMEs, VCSEs & third-sector organisations to grow diverse and resilient local economies

MISSION: MAKING BRITAIN A CLEAN ENERGY SUPPLIER

To accelerate the transition to a low-carbon economy through responsible operations and digital innovation, we:

- Embed sustainability into delivery through our industry-leading 'Coding for a Greener Planet' initiative and energy-efficient digital solutions
- Measure, monitor & continuously reduce the environmental impact of our digital infrastructure to drive positive carbon reductions year on year
- Operate under a clear Carbon Reduction Plan, actively working towards Net Zero by 2050

- Power our operations using 50% green energy and energy-efficient premises and infrastructure, with an unwavering commitment to increase renewable usage
- Reduce emissions through digital-first delivery and sustainable travel policies
- Work collaboratively with our clients through engagement and co-design to deliver low-carbon, environmentally-responsible solutions aligned to their objectives

MISSION: BREAKING DOWN BARRIERS TO OPPORTUNITY AND TACKLING INEQUALITY

To ensure fair access to employment, progression & opportunity for all, we:

- Embed inclusive design principles into the services we deliver, aligned to recognised standards and ensuring positive outcomes for users of all abilities, backgrounds & access needs
- Maintain a diverse workforce and leadership, with representation well above industry averages, including sector-leading female representation and international perspectives
- Champion inclusive recruitment and progression practices, including Disability Confident accreditation
- Support access to work for people facing barriers through local outreach, fair pay & accessible recruitment practices
- Promote equality through Living Wage accreditation, transparent pay and reward processes & fair employment commitments, with ongoing monitoring
- Invest in skills development and career pathways aligned to future skills shortages, providing clear routes for advancement

MISSION: BUILDING HEALTHIER COMMUNITIES FIT FOR THE FUTURE

To strengthen wellbeing, resilience & community-driven outcomes for the long term, we:

- Reduce digital exclusion and improve access to services through the creation of user-centred, accessible & multilingual digital solutions
- Support community resilience by building digital capability and confidence through digital inclusion opportunities
- Invest in staff physical and mental wellbeing through structured policies, a healthy workplace environment & wellbeing initiatives

- Encourage active lifestyles and sustainable choices via cycle-to-work scheme, public transport use & city-centre accessibility, reducing environmental and health impacts
- Foster positive workplace culture through inclusive social activities, staff engagement & supported volunteering opportunities
- Support healthier communities by working with charities, SMEs & community groups, including free hosting and skills support to create sustainable, long-term benefit

ENVIRONMENT & SUSTAINABILITY

Considerations for the environment and sustainability are embedded in every level of our organisation.

From our policies and practices we follow to the digital solutions we develop, we aim to reduce our environmental impact by making our business activities more sustainable wherever possible.

To comply with environmental best practice standards, we:

MINIMISE WASTE

- Offer website hosting on virtual servers to reduce hardware usage and waste
- Minimise our use of printed materials by communicating electronically wherever possible
- Reduce paper waste by following our Paper Recycling Policy
- Separate recyclable materials, food waste, and non-recyclable waste
- Recycle empty toner cartridges via a third-party specialist
- Use mains-fed water dispensers to discourage the use of single-use plastics
- Provide external visitors with glasses and reusable cups instead of plastic

USE RESOURCES SUSTAINABLY AND EFFICIENTLY

- Switch all electronic devices off at the end of the working day
- Reuse electrical equipment wherever possible
- Use second-hand kit where appropriate
- Use energy-efficient lighting for our office and data centre
- Use energy saving lighting which automatically switches off when staff are not using parts of the building
- Regularly declutter our digital drives to reduce data consumption
- Apply energy efficient screen-saving settings to all devices used in our workplace

MITIGATE AND ADAPT TO CLIMATE CHANGE

- Communicate with clients electronically to reduce paper waste
- Hold virtual meetings and workshops to reduce travel
- Use carpool or public transport where meetings and workshops must be held in person

- Utilising local suppliers (where required) to reduce the impact of transport
- Encourage staff to walk, cycle, or use public transport to commute to work
- Employ people who live in the Liverpool City Region to lower the environmental cost of commuting
- Offer a hybrid workstyle where staff can work from home for part of the week to reduce travel
- Provide flexible start and finish times to help staff avoid travelling during peak times, reducing emissions, noise pollution, and traffic congestion in the city

PROMOTE SOCIAL, LEGAL, AND ETHICAL ICT

- Set annual environmental targets for energy consumption, carbon emissions, and waste
- Demonstrate total transparency around progress made towards our environmental targets
- Align with our Carbon Reduction Plan to stay on track with our targets
- Review and adapt our environmental policies in line with changes Government guidance
- Involve staff in environmental decision-making to promote a circular economy
- Announce environmental updates during the weekly staff briefing to ensure sustainability remains an everyday priority

APPLY BEST PRACTICE PRINCIPLES TO MAKE OUR DATA CENTRE ENERGY EFFICIENT

- Host websites from virtual servers to optimise hardware efficiency
- Encourage clients to consider shared hosting where appropriate to limit the environmental cost of having their own virtual server
- Provide weekly software and plugin updates for all of the Umbraco solutions we host to improve their performance and energy efficiency
- Track our data centre's energy consumption using built-in monitoring features to ensure our energy output does not exceed our targets
- Recycle outdated hardware using third-party specialists
- Use motion-sensor lighting that automatically switches off when staff are not in the data centre
- Use energy-efficient air conditioning

SEEK OUT OPPORTUNITIES FOR ENVIRONMENTAL INNOVATION

- Developed Coding for a Greener Planet through our internal R&D programme to ensure we can deliver eco-friendly digital solutions for our customers
- Explore new ways of making our service offering more sustainable through our ongoing R&D programme
- Monitor our total yearly emissions to identify opportunities for improvement
- Avoid early uptake of new digital technologies until the environmental cost is clear.

MAKING OUR TECHNOLOGY SUSTAINABLE

- Design and build energy-efficient websites by following Coding for a Greener Planet's environmentally-friendly design principles and sustainable coding practices to reduce the amount of energy required to host our solutions
- Offer Coding for a Greener Planet to every customer we work with
- Use open-source software to reduce the lifetime cost of our digital solutions
- Use modular components and reusable code wherever possible
- Optimise the performance of our digital solutions to reduce their data consumption

STRATEGY ALIGNMENT: SUPPORTING THE GREENING GOVERNMENT STRATEGY

The service aligns with the Government strategy: "Greening government: ICT and digital services strategy 2020-2025" as follows:

1. Sustainability is prioritised

We choose to deliver sustainable solutions for clients that empower them, wherever possible, increasing their capacity to function autonomously within the ICT and digital landscape.

Example: we have implemented 80+ solutions that equip the client via a remote interface to change high-level configuration options, enabling them to remotely exercise sustainable control without needing third party or supplier intervention.

2. Raising awareness of environmental impact

As part of our planning process, client requests are routinely evaluated for their environmental impact by our team, enabling us to routinely advise the client on the environmental impact of their preferences and propose beneficial alternatives.

Example: environmental impact assessments are created as standard during our planning phase. This has reduced environmental load of solutions by up to approx. 35% by (e.g.) reducing duplication, minimising data storage and minifying code.

3. Commitment to transparency

We commit to publishing our progress towards our climate goals, reviewed annually.

Example: We publish our own Carbon Reduction Plan along with progress against measurable targets.

Further, we perform environmental audits on our service outputs, when appropriate, to transparently demonstrate the environmental credentials of what we've supplied.

Example: Our Environmental Reports on our Deliverables now identify and report against key metrics relating to ICT use, data storage and traffic volumes.

4. Increased Responsibility

As a digital supplier delivering to best practice, we recognise our responsibility to promote and demonstrate environmental best practice in the range of services we offer and how we deliver them.

The 'Coding for a Greener Planet' Initiative

We launched this unique environmental initiative in 2023 as part of our commitment to ethical and sustainable working practices.



The purpose of this initiative is to deliver energy-efficient websites underpinned by smart, sustainable and environmentally-conscious design choices. We do this by encouraging our clients to consider the environmental cost of their ideas throughout the creation process.

This initiative will be adopted for everything we create for you. By advising you on the environmental impact of your ideas, you will be able to make decisions about your website that are informed by an understanding of how energy consumption and carbon emissions would be affected by your choices now and in the future.

G-CLOUD 15 RELATED SERVICES FROM CONNECT

Accessibility Training for Website Content Editors (WCAG 2.2)

GDPR Healthcheck

Google Analytics

Headless Content Management System (CMS)

Managed Web Application

Managed Website Migration to Open Source CMS

Off The Shelf Intranet

Off The Shelf Museum Website

Online Data Collection and Mapping Tool

Open Source Bilingual CMS Support

Open Source Bilingual Content Management System (CMS)

Open Source Directory Website

Search Engine Optimisation (SEO)

Umbraco CMS App Content Manager

Umbraco Content Management System (CMS)

Umbraco Intranet

Umbraco Support

User Experience (UX) Testing and Evaluation

WCAG 2.2 Website Accessibility Audit

Web Application Support

Website Migration Support

WordPress CMS App Content Manager

WordPress Content Management System (CMS)

WordPress Intranet

WordPress Support

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