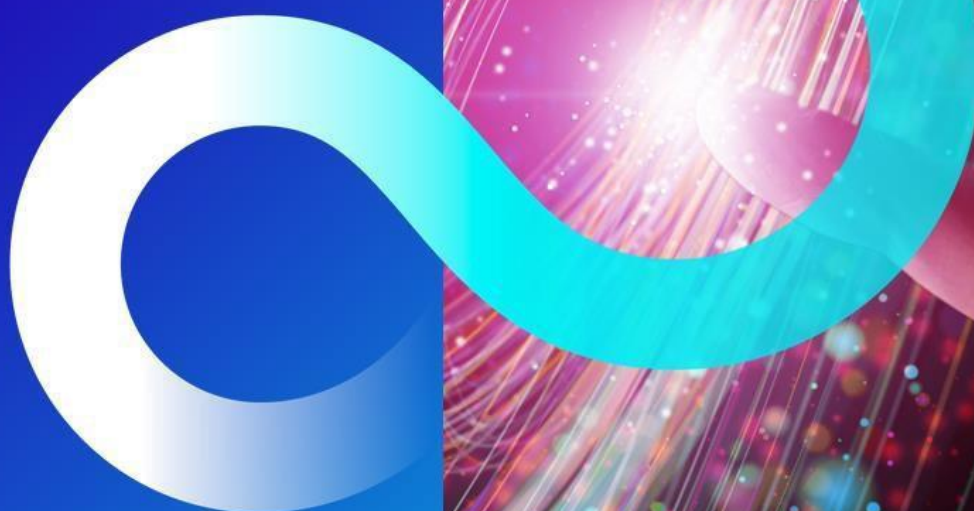


Service Definition

Sustainability and Social Value Services

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Sustainability and Social Value: The business imperative

The world is facing a polycrisis, with climate change and its societal impacts arguably being among the most significant. In response, governments and organisations are proactively implementing measures to address these issues.

The United Nations' 17 Sustainable Development Goals and their overarching agenda have spurred governments worldwide to accelerate sustainable practices. This commitment is reflected in recent legislation such as the European Green Deal, the UK Modern Slavery Act, and the UK Social Value Act.

As these regulations cascade down, the demand for objective, quantifiable, and well-evidenced sustainability and social value has become increasingly apparent, and along with it, transparent reporting and metrics.

The Fujitsu Sustainability and Social Value Service is designed for customers who want to integrate broader societal goals in to project delivery and assess the environmental and social impact of IT service delivery on their carbon footprint or social value targets.

Carbon Footprint Service Delivery

The carbon footprint solution is designed to help customers assess the Co2e emissions of their IT estate, including any data centre services, equipment and devices.

Equipment power ratings, usage patterns and hosting locations are used to calculate device Power Usage in KWh. This data is then combined with the relevant Emissions Conversion Factor (which determines the average emissions rate of a given source relative to units of activity and is country specific) to produce the CO2 emissions output.

The tool automates this calculation and provides a carbon footprint figure in tonnes of CO2. This figure can then be used to report to the customer and devise a set of recommendations to best reduce the carbon footprint of the service measured.

The tool can be used as a one-off calculation or to demonstrate the carbon footprint of an estate before and after a migration between platforms, service transition or transformation. This will help to demonstrate the positive impact of efficiency-based system upgrades on carbon emissions and contribute to the carbon reduction targets of customers.

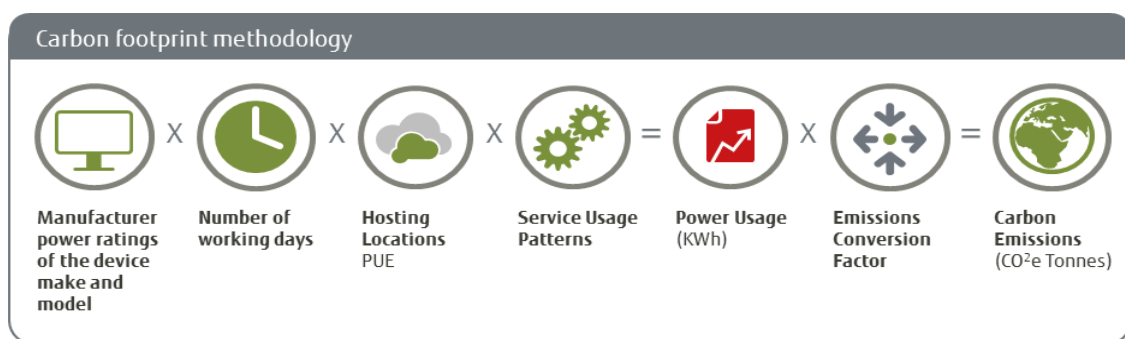


Figure 2: Carbon Footprint Methodology

A Sustainability Consultant from Fujitsu would be assigned for 2-4 weeks and work closely with the account delivery team and customer to understand the scope of requirements and calculate the footprint in required format.

Depending on customer requirements, this could be undertaken on a regular basis and reported on as part of account delivery reporting or conducted as a one-off activity to provide a baseline figure for comparison before and after service improvements or transition.

Social Value Service Delivery

The Social Value Service can be built into and operated in tandem to any project delivered by Fujitsu. Fully aligned to the Governments Social Value Model; specific, targeted local initiatives are developed in co-creation with the customer to ensure Economic, Social and Environmental benefit to the communities in which service delivery is focused. These are built into the project delivery plan and are typically valued at 10% of the Total Contract Value, depending on customer requirement.

To ensure that the In-Project initiatives provide the required outcomes and demonstrable value to society, these initiatives will align to our Fujitsu TOMs. Based on the National Themes, Outcomes and Measures Framework (TOMs) - and were developed in consultation with Social Value specialists, the Social Value Portal.

Example Social Value initiatives include:

- CV skills workshops
- Local tree-planting initiatives
- School volunteering
- Mental health webinars
- Fitness challenges

Upon project commission, a co-creation social value planning session is run with the customer to agree on the proposed initiatives, which are managed via a customised Social Value Portal Tool. This allows the assigned account team to manage, monitor, measure, evidence, and report on all Social Value initiatives implemented within service delivery. The portal record will include its own dashboard for planning deliverable timelines, mitigating risks, and identifying new opportunities for additional social value.

This facilitates regular progress updates, and annually, a full audited Social Value report, covering all completed activities, the quantifiable Social Value to society generated and how each initiative is aligned to the relevant Policy Outcome of the government's Social Value Model.



Figure 3: Social Value Service Delivery

A Sustainability Consultant from Fujitsu would be assigned for 2-4 weeks and work closely with the account delivery team and customer to understand the scope of requirements and plan a tailor-made Social Value programme.

Carbon Footprint Service		
Days Effort*	Whom	Deliverables
15	Sustainability Consultant	Prepare 1st Carbon Footprint of End-to-End Services (baseline)
5	Sustainability Consultant	Creation of the first Quarterly Report for submission to the customer for review.
2	Sustainability Consultant	Creation of ongoing quarterly or interim report
10	Sustainability Consultant	Re baseline of Carbon Footprint End to End (following transition or service change)

Table 1: Carbon Footprint Service

Social Value Service		
Days Effort*	Whom	Deliverables
7	Sustainability Consultant	Social Value co-creation workshop with account delivery team and customer
5	Sustainability Consultant	Creation of the first Quarterly Report for submission to the customer for review.
2	Sustainability Consultant	Creation of ongoing quarterly or interim report

Table 2: Social Value Service

(*) All effort figures are approximate and represent a standard service

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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