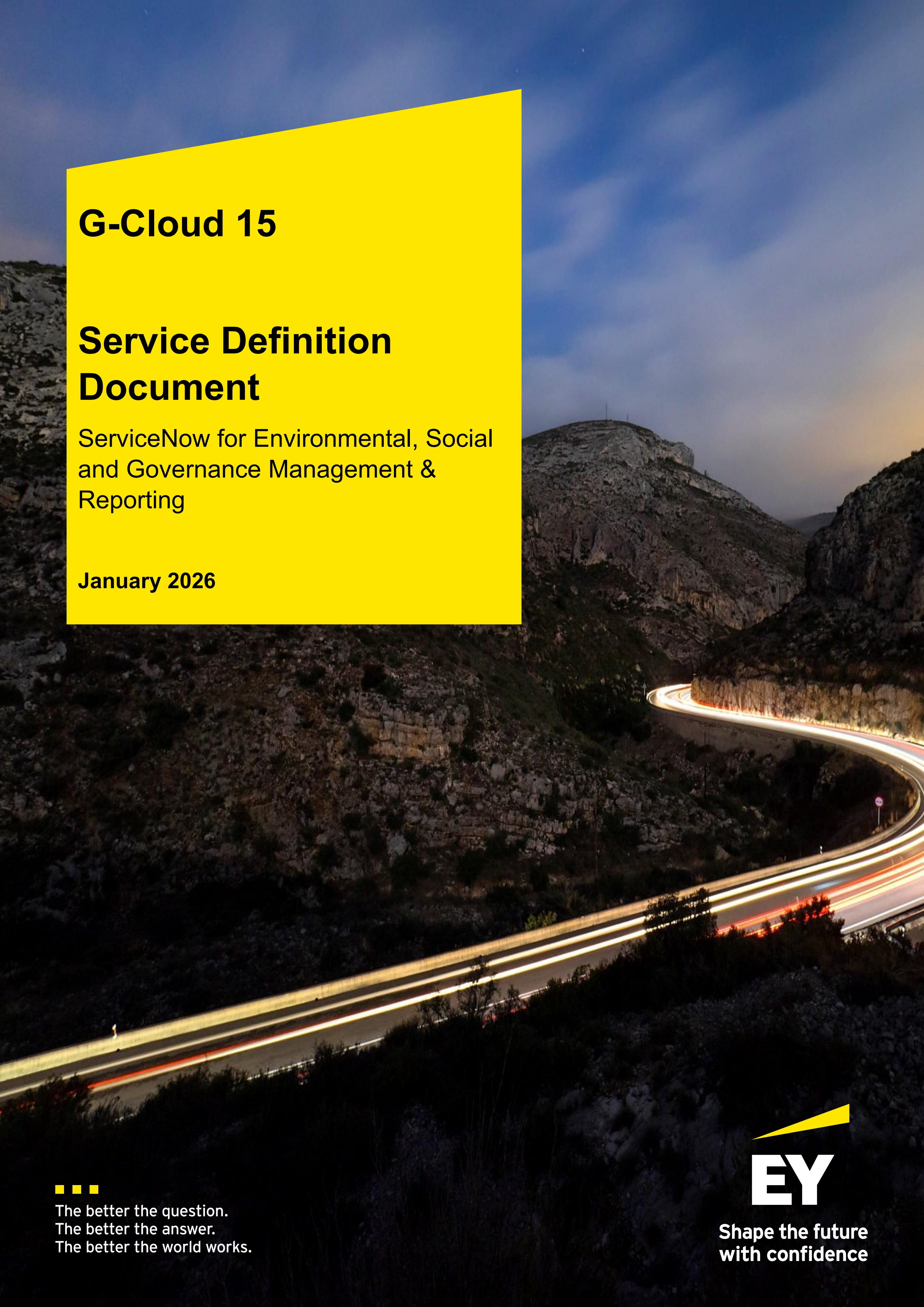

G-Cloud 15

Service Definition Document

ServiceNow for Environmental, Social and Governance Management & Reporting

January 2026

The better the question.
The better the answer.
The better the world works.

Shape the future
with confidence

Contents

1. Service detail

1.1. Introduction to the Service

The EY ServiceNow Environmental, Social & Governance Management & reporting service draws upon the breadth and depth of EY's experience in supporting a wide variety of clients to design, build and deploy ESG solutions.

The key features of the service include:

- **Data Collection:** Aggregate and evaluate quantitative and qualitative data across many systems easily
- **Executive Dashboard:** See the status of ESG indicators, including material topics, goals, and disclosures, in one place
- **Status Checks:** Track your progress against ESG goals and targets more easily using a single source of truth
- **Automated Reporting:** Stay up to date with built-in reporting against changing accountability standards and guidance

Through this service, organisations will be able to:

- Have instant access to view your current and complete ESG progress from one trusted data source
- Create a source of truth for all ESG and sustainability topics, goals, metrics, and disclosures
- Aggregate and validate data automatically to enhance disclosure reliability and audit readiness
- Facilitate regular monitoring of progress against ESG goals across the enterprise
- Simplify ESG data validation and visualisation for more timely, accurate, and frequent reporting

1.2. Service Description

The EY ServiceNow practice is comprised of a team of practitioners drawn from technology, operational, consulting and business backgrounds, who collectively have advised and delivered many successful ServiceNow deployments. This level of collective knowledge, backed up by access to the wider EY group's experience and expertise in Environmental, Social & Governance risk management will be critical in understanding your ESG priorities and requirements and shaping and delivering a successful project.

A structured agile project delivery process will be followed to design, build and deploy the Environmental, Social & Reporting Solution. Following this approach minimises project risk for the client and maximises the value that will be delivered on deployment of the solution.

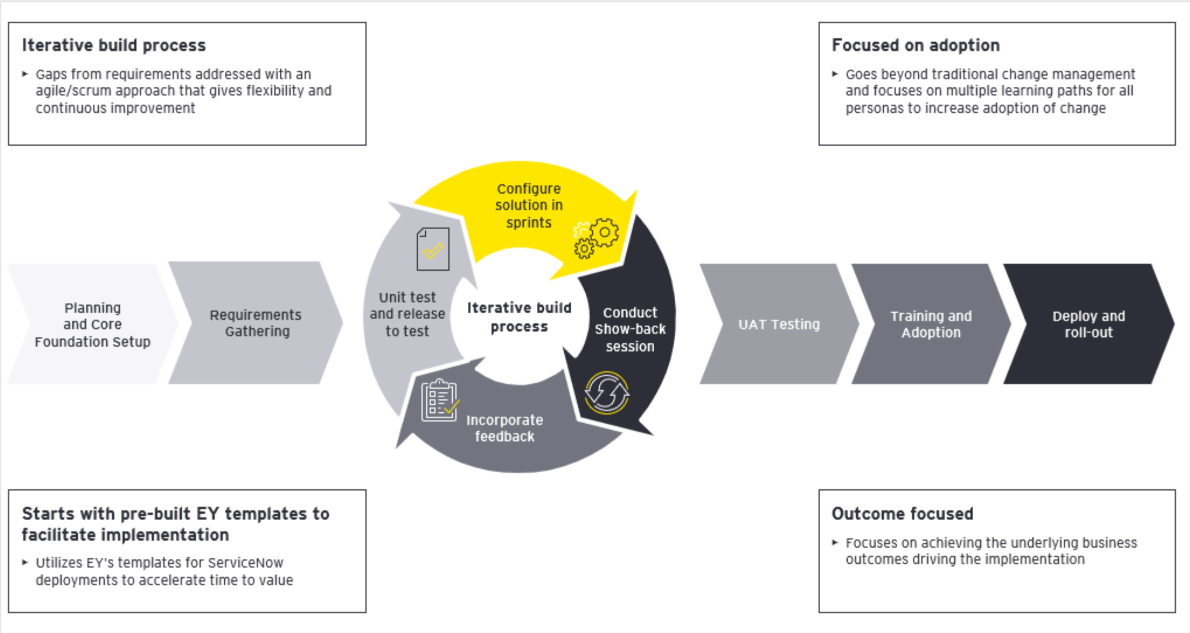

Figure 1: EY Standard Build Approach

Today, the term Environmental, Social and Governance (ESG) is top of mind for organisations and their customers, employees, regulators, and other stakeholders. While different aspects of ESG have been tackled in an ad hoc fashion, organisations are increasingly being asked for holistic management and reporting of ESG impacts – from carbon emissions, to talent attraction and retention, to data security and privacy. Keeping up with these demands is usually a manual, time-consuming and error-prone exercise comprising spreadsheets, emails, and data pulls from multiple siloed software tools that address only discrete ESG topics.

The EY ServiceNow ESG Management & Reporting service transforms the way you manage, visualise, and report on issues across the ESG spectrum. It streamlines data collection, organisation, and storage of information in one easy-to-use application and automates dashboards and reports for internal audiences, as well as external disclosures aligned with ESG standards and frameworks.

Key Features of the service include:

- Have instant access to view your current and complete ESG progress from one trusted data source
- Create a source of truth for all ESG and sustainability topics, goals, metrics, and disclosures
- Aggregate and validate data automatically to enhance disclosure reliability and audit readiness
- Facilitate regular monitoring of progress against ESG goals across the enterprise
- Simplify ESG data validation and visualisation for more timely, accurate, and frequent reporting

This Service provides experienced ServiceNow professionals to support clients via a variety of engagement models:

- **Staff Augmentation:** providing EY consultants to join and support a client team which does not have at present, or need in the long term, specific ServiceNow experience, skills and knowledge (e.g. solution architect, integrations specialist, process configuration specialist, business change lead)

- **Project Team:** a group of EY consultants who take responsibility for a particular client project deliverable or operational improvement outcome (e.g. specific ServiceNow integrations, Service Request Catalogue design and implementation, Change management process automation)
- **Client Position Backfill:** providing a suitable experienced EY resource to act in a client role while that position is established and recruited or otherwise resourced (e.g. Platform Owner, Platform Architect, Data Manager, Process Manager)
- **Operational Support Agreements:** access to a team of EY ServiceNow staff providing operational support for existing platforms, higher-level technical support, hypercare for new releases or an "operate then transfer to client" model for new deployments (e.g. virtual admin, data migration, request catalogue configuration)

EY can provide staff at all levels of ServiceNow certification (all the way up to the highest level of Certified Master Architect) with a wide range of experience across all platform capabilities. For those clients who require it, we have consultants who are BPSS, and SC cleared to work on projects requiring that level of security clearance.

EY's approach to providing ServiceNow services to clients goes beyond the more common technical platform implementation and configuration aspects. To maximise the return on investment and positive business benefits resulting from using ServiceNow our approach to maximising value encompasses all of these aspects:

- **People:** are the required roles in place, is the operating model effective, is governance working
- **Processes**: are processes measured and manged, do they have owners, do processes work end-to-end, are processes unnecessarily heavily customised
- **Systems:** is ServiceNow optimally configured, are customisation or other specific aspects driving higher support and maintenance costs, are all the available modules being used
- **Data:** is foundational data like assets, account and locations available, accurate, complete and up-to-date, is personal data suitably protected, are technology elements correctly associated with the business services they support to allow process automation and automatic incident priority assignment
- **Controls**: what IT General Controls and others such as SoX need to be applied to ServiceNow, how are they evidenced and what automation is possible
- **Integration:** how does ServiceNow interoperate with other systems, are there manumatic interfaces, are there functionality overlaps, can systems be consolidated and automated
- **Affordability:** how do the measurable business value benefits resulting from using ServiceNow measure up against the total cost of ownership, where can costs be reduced and where can value be increased
- **Reliability:** are ServiceNow's operational performance, resilience and recovery adequate in terms of the business risk and impact of degradation, outages and failures, what can be done to improve these factors
- **Security:** is access to the platform adequately manage, is there an authoritative Identity and Access Management system connected, are the Access Control Lists for particular accounts and groups correct, is personal and company confidential data adequately protected
- **Experience:** can staff easily find the information, knowledge, assets and support they need to be as productive as possible, are customers recommending your support portal to others, is there a one-stop-shop portal, is experience measured, what can be done to delight staff and customers

- **Speed:** how quickly can business units release new B2C applications via the formal Change Control process, how quickly can items be changes in the request catalogue, can change and request approvals be automated under agreed circumstances

Depending on the specific client needs and priorities, all or some of these aspects can be selected to be addressed to improve the value that the ServiceNow platform is generating.

1.3. Pricing

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g. time & materials, fixed price, etc. ‘Ordering and Invoicing’ and ‘Termination’ are to be undertaken in accordance with G-Cloud 15 contract terms unless varied by mutual agreement and detailed within a call-off contract.

2. Key contacts

For further information please get in touch via the email address below.

Chris Fowler

Partner, Technology Consulting (ServiceNow)

Email: eytenders@uk.ey.com

EY | Building a better working world