

Full Lifecycle Cloud Services



[Status]

G-Cloud Services RM1557.15

Service Definition Document - Landmark Information Group: Lot 3: Cloud Support

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Document Control

Supplier Name	Landmark Information Group Limited
Service Name	Full Lifecycle Cloud Services
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01 Service Overview

This document is a Service Definition for Full Lifecycle Cloud Services offered by Landmark Information Group (Landmark) as Cloud Support Services through the G-Cloud framework.

Landmark is the UK's leading provider of property, land, and environmental data solutions, delivering actionable intelligence that drives smarter decisions. For over 25 years, Landmark has been the trusted choice for professionals across the legal, property, and environmental sectors, providing accurate, comprehensive data and insights that reduce risk and enable confident decision-making. Our expertise spans geospatial intelligence, risk assessment, and compliance, helping organisations tackle complex property and land challenges with clarity and precision.

Geo Division – Advanced Location Intelligence

Landmark's Geo Division is dedicated to delivering cutting-edge geospatial solutions that transform how organisations leverage location data. By combining spatial data, mapping technologies, and advanced analytics, we enable clients to visualise, interpret, and act on geographic information with confidence.

Our services include:

- **GIS Platforms and Spatial Data Integration:** Seamless integration for enhanced operational insight.
- **Bespoke Insight Solutions:** Tailored analytics to support strategic decisions.
- **Location Intelligence Services:** Unlock the full potential of geographic data for planning, risk management, and compliance.

Working with Landmark means gaining a trusted advisor and technology leader committed to helping organisation's harness the power of location-based intelligence for data-driven success.

What the service provides

Drive safe, compliant cloud adoption with Landmark's end-to-end support services, designed for UK public sector standards. We deliver a complete lifecycle approach—from discovery and migration through configuration, training, and ongoing managed operations—ensuring your cloud journey is seamless, secure, and cost-efficient. Our services include:

- **Cloud Platform Design and Build:** Architect and implement bespoke cloud solutions tailored to your organisation's needs supporting variety of cloud-based platforms including Azure and AWS.
- **Full Lifecycle Management:** From data intake to operational reporting, we manage every stage for optimal performance.
- **Cost Optimisation and Security Enhancement:** Reduce spend and strengthen compliance with UK government security frameworks.
- **Continuous Managed Operations:** Proactive monitoring, maintenance, and support to keep your cloud environment resilient and future-ready.

Work with Landmark to accelerate transformation, reduce risk, and unlock the full potential of cloud technology for data-driven decision-making.

Scope of Services: Comprehensive Cloud Enablement

Landmark delivers end-to-end cloud transformation support designed to accelerate secure, compliant adoption of cloud platforms for UK public sector organisations. Our services combine technical expertise, operational excellence and security best practices to ensure your cloud journey is seamless, cost-efficient and future-ready.

- **Discovery and Planning:** Cloud readiness assessment, architecture baseline, risk and dependency mapping to define a clear migration strategy.
- **Migration and Configuration:** Landing zone setup, identity and access, network configuration and security controls for a robust foundation.
- **Managed Services:** 24x7 monitoring, incident and change management, patching, backup and Disaster Recovery, plus performance and spend optimisation.

- **Security and Compliance Support:** Controls aligned to ISO 27001, Cyber Essentials Plus, GDPR; vulnerability management and incident response runbooks.
- **Training and Knowledge Transfer:** Role-based training, operations playbooks and structured handover to empower your team.
- **Exit planning:** Data and configuration hand-back, portability support and de-provisioning for a smooth transition.
- **Onboarding and offboarding support:** Comprehensive assistance for data export and configuration handover.

Service Boundaries and Constraints

While Landmark provides comprehensive cloud enablement and managed services, the following items are outside the scope of this offering:

- **Supply of Physical Hardware or Colocation Services:** We do not provide physical servers, networking equipment, or data centre hosting.
- **Third-Party Licence Costs:** Unless explicitly included in agreed pricing, external software licences are excluded.

Service Constraints

- Managed monitoring covers delivered components only; buyer-owned systems excluded.
- Emergency changes outside agreed windows may require additional approval and could impact SLAs.

02 Service Detail

Landmark's cloud enablement services are designed to deliver end-to-end support for public sector organisations, ensuring a smooth, secure, and cost-effective transition to cloud platforms. Our approach combines technical expertise, operational excellence and compliance assurance to accelerate adoption while minimising risk and downtime. From migration and configuration to ongoing managed services, security, and performance optimisation, we provide a complete lifecycle solution that empowers your teams, guarantees service quality, and delivers measurable value. With clear onboarding and exit strategies, robust SLAs, and continuous cost optimisation, Landmark ensures your cloud journey is safe, compliant, and future-ready.

Features

- **Cloud Readiness Assessment and Migration Planning:** Comprehensive discovery report, risk log and Work Breakdown Structure (WBS) to ensure a smooth transition between or across relevant public cloud platforms including Azure and AWS and Landmark have also developed our own in house on premises Landmark Cloud platform.
- **Landing Zone and Baseline Controls:** Secure foundation with Identity and Access Mapping (IAM), network, encryption, logging, backup and compliance ready architecture.
- **Setup and Configuration:** Rapid deployment of cloud environments tailored to organisational needs.
- **Managed Services:** 24x7 monitoring, incident/change management, patching, backup, disaster recovery, and performance optimisation.
- **Multi-cloud and Hybrid integration:** Seamless interconnectivity and identity federation across platforms for flexibility and scalability.
- **Service Management and Service Level Agreements:** ITIL-aligned processes with clear service levels for uptime, response times and escalation.
- **FinOps and Performance Optimisation:** Cost control through rightsizing, autoscaling and reserved capacity planning.
- **Security Assurance and Compliance:** Centre for Information Security (CIS) benchmarks, vulnerability scanning, incident response playbooks and ISO 27001 and Cyber Essentials certification.
- **Training and Knowledge Transfer:** Role based curricula for administrators, developers, service-owners etc, plus operational playbooks.
- **Onboarding and Exit Planning:** Data export, configuration documentation, portability guidance and deprovisioning to reduce vendor lock in.

Benefits

- **Accelerated time-to-value:** Structured migration and standardised controls ensure rapid deployment and faster business outcomes.
- **Reduced Risk and Downtime:** Security first baselines and managed services minimise operational risk during cloud adoption.
- **Lower Total Cost of Ownership (TCO):** Cost optimisation strategies and pay-as-you-use alignment reduce spend over time.
- **Empowered Public Sector Teams:** Role based training and knowledge transfer, upskill internal teams, reducing reliance on external support.
- **Vendor Lock-In Avoidance:** Explicit offboarding deliverables and portability guidance ensure flexibility and control.
- **Guaranteed Service Quality:** Clear SLAs for uptime, response times and escalation provide accountability and peace of mind.
- **Enhanced Security and Compliance:** Controls aligned to ISO 27001, Cyber Essentials Plus, and GDPR reduce breach risk and penalties.

- **Enhanced Security Assurance:** Independent testing by CREST/NCSC-approved specialists ensures compliance with UK public sector security frameworks and reduces procurement risk.
- **Ongoing Reliability and Performance optimisation:** Continuous performance tuning and proactive monitoring keep services resilient and efficient.
- **Confidence Through Accountability:** Transparent service management and reporting guarantee measurable outcomes.
- **Improved Financial Governance:** FinOps practices help customers control cloud spend and maximise efficiency.

Associated Services: Driving value beyond core delivery

Landmark offers a suite of associated services designed to enhance your cloud adoption journey and maximise business outcomes. These services provide additional expertise, governance and support to ensure your transformation is secure, efficient, and aligned with best practices.

- **Project Management and Governance:** Agile delivery for migration and optimisation projects, supported by robust governance frameworks and risk registers.
- **Cloud Adoption Governance:** Development of policies and compliance frameworks to manage risk and ensure accountability.
- **Security and Compliance Audits:** Independent assessments to validate controls and maintain regulatory alignment.
- **Enhanced Support:** Extended assistance beyond standard SLAs for critical operations.
- **Additional Training:** On-site or remote sessions tailored to your teams for deeper capability building.
- **Specialist Advisory:** Strategic consulting for multi-cloud/hybrid adoption, plus risk and compliance workshops for regulated sectors (i.e. energy, utilities) and data analytics for operational insights.

Pricing Overview

Our pricing model is transparent and aligned with G-Cloud requirements:

- **Managed Service Subscription:** Monthly fee based on transaction volume or participant count.
- **Fixed-Price Packages:** For discovery, migration planning, and onboarding.
- **Time and Materials:** Our rate card applies for specialist roles.

Day rates for all roles are published within our G-Cloud 15 service listing and can be accessed directly via the Digital Marketplace

Ordering and Invoicing

Customers should submit orders to Landmark using our pro-forma, ideally via email. Invoicing terms will be agreed at the point of service provision and may include:

- Initial payment up front.
- Monthly payment in arrears.
- Milestones based invoicing.

Any set up or other agreed start-up fees will be included on the first invoice. Likewise, any pre-agreed termination fees will be applied to the final invoice.

Terms and Conditions

Terms and Conditions for all services are detailed in the Terms and Conditions document attached to this G-Cloud Service.

03 Service Provision and Use

Flexible Engagement Models: Designed around your needs

Landmark offers a range of delivery options to ensure our cloud solutions align perfectly with your organisation's goals, budget and operational requirements. Whether you need predictable costs, flexibility for evolving projects or a hybrid approach, we provide engagement models that deliver value and accountability.

Managed Service Subscription

- Continuous operational support for integrations and cloud environments.
- Monthly recurring fee based on transaction volume or participant count.
- Includes monitoring, incident/change management, reporting and optimisation.
- Predictable costs, SLA-backed reliability and continuous service quality.

Fixed-Price Package Engagement

- Ideal for discovery, migration planning and onboarding.
- Pre-defined deliverables such as readiness assessment, integration design and risk registers.
- Fixed timeline and cost for predictable budgeting.
- One-stop solution without ongoing support included.

Time & Materials

- Flexible advisory, troubleshooting or bespoke integration work.
- Hourly/daily rate card for specialist roles as defined in our Pricing Document.
- Ideal for projects with evolving scope or uncertain requirements.

Hybrid Model.

- Designed for large programmes combining migration and managed operations.
- Fixed-price for initial onboarding plus subscription for ongoing support.
- Ensures a smooth transition from project to steady-state operations.

Onboarding

Landmark ensures a smooth and structured onboarding process that accelerates your cloud adoption while minimising risk. Our proven methodology delivers clarity, security, and operational readiness from day one. Our onboarding process includes:

- **Kick-off and Discovery:** Define success criteria, confirm constraints and establish security and data classification standards.
- **Design and Planning:** Develop migration waves, rollback and disaster recovery strategies and testing criteria for a risk-free transition.
- **Implementation:** Build secure baselines (IAM, network, logging), migrate workloads and perform functional and non-functional testing.
- **Handover:** Deliver runbooks, Standard Operating Procedures and conduct knowledge transfer sessions to ensure operational confidence and acceptance.

Offboarding and handover

Landmark ensures a structured, risk-free exit process that protects your data, maintains compliance and provides flexibility for future transitions. Our offboarding approach guarantees transparency, security and operational continuity. Our offboarding process includes:

- **Data and Configuration Export:** Delivery of data in agreed formats with integrity checks (checksums) plus configuration files and runbooks.
- **Secure De-Provisioning:** Identify de-scoping, access revocation and media sanitisation, to ensure complete security.
- **Optional Transition Support:** Assistance for handover to your internal team or an alternate supplier.

- **Detailed Exit Planning:** A collaboratively developed exit plan to ensure clarity and minimise disruption

Training

Landmark provides comprehensive training and knowledge transfer services to ensure your teams are fully equipped to manage and optimise cloud operations with confidence. Our programmes combine practical workshops, role-based learning and detailed documentation to drive capability and reduce reliance on external support. Our Training Services include:

Operational Runbooks and ITIL Service Management.

- Develop complete workflows for incident, change and problem workflows including escalation paths and CAB governance.
- *Example format: 1-day workshop with templates, delivering a full runbook for P1 incident handling and change approval process*

Knowledge Transfer Clinics

- Post-implementation sessions to reinforce learning, review artefacts, troubleshoot blockers and provide Q&A.
- *Example format: 2 hour virtual sessions per topic.*

Role-Based Training

Targeted curricula for administrators, developers, and service owners covering:

- API credentialing and monitoring dashboards.
- Incident triage and vulnerability management.
- Compliance audits, KPI reporting and optimisation planning.

Comprehensive Documentation

- User guides and process flows for ticketing, dashboards usage, operational contacts, escalation paths and interface definitions.

04 Service Management

Landmark's service management approach is ITIL-aligned and designed to deliver consistent, reliable, and accountable cloud operations. We combine proactive monitoring, clear governance, and robust SLAs to ensure your services run smoothly and securely.

Service Management: Predictable, High Quality Support

Our service management includes:

- **Dedicated Service Desk:** Incident, change and problem management with defined escalation pathways.
- **Clear SLAs and Accountability:** Guaranteed response and resolution times, backed by service credits for persistent breaches.
- **Proactive Monitoring and Reporting:** 24x7 health checks, performance dashboards and monthly KPI reports (e.g., Mean time to repair (MTTR), change success rate, data quality improvements).
- **Governance and Escalation:** Defined RACI matrix, Change and Advisory Board (CAB) processes for controlled changes and escalation paths up to senior management.
- **Continuous Improvement:** Regular service reviews, optimisation recommendations and root cause analysis for recurring issues.
- **Compliance and Audit Readiness:** Evidence packs for ISO 27001, Cyber Essentials Plus and GDPR; vulnerability management and security posture reviews.
- **Customer Engagement:** Monthly service review meetings, quarterly roadmap sessions and optional technical account manager for strategic alignment.

Service Level Agreements

Below are example standard Service Level agreements that would be adjusted and aligned to specific customer contract needs.

Support Hours:

- Standard: 09:00–17:00 UK business days
- Optional: 24x7 coverage enhanced support.

Incident Response Targets:

- Priority 1 (Critical): Response within 15 minutes; resolution within 4 hours
- Priority 2 (High): Response within 1 hour; resolution within 8 hours
- Priority 3 (Medium): Response within 8 hours; resolution within 2 business days
- Priority 4 (Low): Response within 1 business day; resolution within 5 business days

Availability:

- Managed service tooling and monitoring: ≥99.9% monthly uptime.

Change Management:

- Standard changes scheduled weekly; emergency changes processed within 2 hours of approval.

Service Credits:

- Applied for various aligned SLA breaches (e.g., repeated failure to meet P1 response targets or failing key performance metrics of system).

Reporting & Reviews:

- Monthly KPI reports (MTTR, incident volumes, change success rate).
- Quarterly service review meetings to assess performance and improvement actions.

05 Responsibilities

To ensure a smooth and secure cloud engagement, Landmark and the customer share defined responsibilities. This collaborative approach guarantees predictable delivery, compliance and operational excellence.

Customer Responsibilities

- **Provide Access and Credentials:** Supply secure credentials, API keys and certificates for integration. Configure firewall and network settings for connectivity.
- **Nominate Key Contacts:** Assign a Service Owner and technical SMEs for approvals, testing and decision-making. Ensure availability for scheduled workshops, CAB meetings and service reviews.
- **Data Preparation and Classification:** Validate data for migration, confirm lawful processing basis and complete Data Protection Impact Assessments prior to onboarding.
- **Environment Readiness:** Ensure systems meet technical prerequisites (network, browser, OS, hardware) and maintain security patching and antivirus.
- **Third-Party Dependencies:** Manage licences and contracts tools outside scope and coordinate with other suppliers for integrations.
- **Testing and Acceptance:** Participate in functional and non-functional and approve migration plans, runbooks and exit deliverables within agreed timelines.
- **Change Governance:** Attend CAB sessions and approve emergency changes and provide timely sign-off for to avoid SLA impact
- **Security and Compliance:** Implement internal access control and data handling policies. Notify Landmark of any security incidents or compliance breaches.
- **Operational Support:** Use agreed support channels for incident logging and escalation. Follow runbook guidance for first-line triage.
- **Exit and Transition:** Confirm exit timelines and acceptance criteria. Provide resources for data export validation and transition activities.

Supplier Responsibilities

- **Service Delivery and Management:** Deliver ITIL-aligned service management, including incident, change, and problem processes. Maintain 24x7 monitoring for health, performance, and security.
- **Onboarding and Integration Support:** Provide API documentation, sandbox access, migration planning, risk assessments, and rollback strategies.
- **Operational Support:** Detect and resolve issues proactively within agreed SLAs. Produce monthly KPI reports (MTTR, change success rate, data quality improvements).
- **Security and Compliance:** Implement and maintain security controls aligned to ISO 27001, Cyber Essentials and GDPR. Provide audit-ready evidence packs and assist with Data Protection Impact Assessments.
- **Training and Knowledge Transfer:** Deliver agreed training modules and provide documentation, runbooks and handover artefacts.
- **Performance & Cost Optimisation:** Monitor throughput and latency, recommend tuning and optimisation strategies and provide FinOps insights for cost efficiency.
- **Change Governance:** Manage CAB processes for standard and emergency changes. Communicate planned changes and obtain approvals.
- **Exit and Offboarding Support:** Provide data export, configuration hand-back and secure de-provisioning. Deliver exit artefacts to avoid vendor lock-in.
- **Compliance with Framework Obligations:** Adhere to G-Cloud 15 terms, including transparent pricing, social value commitments and reporting obligations.

06 Security and Information Assurance

Landmark operates to the highest security and compliance standards, ensuring your cloud environment is secure, resilient and audit-ready. Our approach combines industry-leading certifications, robust identity controls, and proactive vulnerability management to protect your data and maintain regulatory alignment.

Certifications

- **ISO/IEC 27001** : Landmark follows an audited framework to protect data confidentiality, integrity and availability ensuring risk management, documented controls, and continuous improvement, demonstrating secure information handling and compliance with government standards.
- **Cyber Essentials Plus**: Confirms Landmark is protected against common cyber threats through secure configuration, access control, malware protection, and patching. Independent testing at the "Plus" level provides additional assurance of system security.
- **ISO 14001**: Shows Landmark actively manages and reduces environmental impact through sustainable practices. It ensures regulatory compliance and supports UK Government Net Zero goals, demonstrating responsible and sustainable service delivery.
- **ISO 9001**: Confirms Landmark uses structured processes to deliver consistent, high-quality services with a focus on continuous improvement and customer satisfaction, reducing risk and ensuring reliable outcomes.

Identity and Access Management, MFA, Role-Based Access Controls

Access control is governed by the principle of least privilege and enforced through:

- Role-Based Access Control (RBAC).
- Just-in-Time (JIT) Access via Lithnet Access Manager.
- Multi-Factor Authentication (MFA) for all privileged accounts.
- Logging and Monitoring: All access tracked and reviewed via Microsoft Sentinel SIEM

Vulnerability Management and Patching

Landmark runs a comprehensive, risk-based vulnerability management programme that protects cloud environments and supports compliance. It focuses on continuous discovery, assessment and remediation of vulnerabilities, prioritised by asset importance and threat exposure, including:

- **Daily Scanning and Patch Management: Aligned to Cyber Essentials Plus timelines**
- **Continuous Attack Surface Monitoring**: Using WatchTower for external exposure
- **Static and Dynamic Testing**: Snyk (SAST/SCA), APIsec, and Acunetix for runtime vulnerabilities
- **Secure Development Lifecycle**: Adherence to Secure Systems Engineering Principles and Coding Standards

Logging, monitoring and SIEM

We maintain a 24/7/365 Security Operations Centre (SOC) leverages Microsoft Sentinel SIEM for real-time monitoring, alerting, and incident detection. Other features include:

- AES-256 encryption at rest, TLS 1.2+ in transit.
- Automated threat response via SOAR.
- Comprehensive logging from Firewalls, IPS, VPNs, Endpoints, WAF, FTP transfers, PAM devices and Databases.
- Endpoint Protection with Microsoft Defender XDR, Zscaler and BitLocker
- Continuous traffic inspection and segmentation enforce the principle of least privilege and zero trust.
- Proven capability to integrate feeds into customer SIEM / SOC.

Penetration Testing Policy

Landmark conducts annual penetration tests using CREST and NCSC-approved partners (e.g., NCC Group, MDsec, IOActive). This independent validation ensures our security posture meets UK government and critical national infrastructure standards, providing buyers with assurance of robust protection against advanced threats.

07 Backup, Disaster Recovery and Business Continuity

Landmark delivers a robust backup and disaster recovery strategy designed to safeguard critical data, maintain compliance and ensure business continuity. Our approach combines secure storage, encryption and resilience measures to minimise risk and guarantee rapid recovery in the event of disruption.

Backup Strategy and Scheduling

Our backup strategy ensures robust protection of all critical systems and data, supported by daily backup routines, tailored scheduling aligned to regulatory and business requirements and fully documented procedures for audit readiness.

- **Frequency:** Daily backups of critical systems and data, typically during off-peak hours.
- **Tailored Scheduling:** Based on data criticality, regulatory requirements and business needs.
- **Documentation:** Detailed backup schedules and procedures maintained for audit readiness.

Storage and Security

Our data protection strategy is built on a multi-layered resilience approach, combining geographically separated replication, secure nightly and cloud-native backups, strong encryption standards and strict identity-based access controls to ensure the highest levels of availability, security, and recoverability.

- **Replication:** Critical data replicated across geographically separated data centres (South Wales and Exeter) to enhance resilience and availability.
- **Data Centre Backups:** Nightly backups using GFS scheme, isolated from server estate, ransomware protected with immutable snapshots.
- **Cloud Backups:** Region-to-region synchronisation using cloud-native technologies with snapshot recovery capability.
- **Encryption:** AES-256 encryption at rest and TLS1.2+ in transit aligned Landmark's Cryptography policy and Encryption standards.
- **Access Control:** Strict identity-based access controls and authentication mechanisms enforced.

Retention and Compliance

Landmark has defined retention periods based on legal, regulatory requirements and business continuity requirements, with full documentation for audit and compliance assurance.

Business Continuity and Disaster Recovery (BCDR)

Landmark BCDR plan ensures rapid recovery and minimal disruption during major incidents. Key strategies include:

- **Resilience in Network Design:** Geo-redundant UK data centres with N+1 redundancy, diverse routing, and automated failover.
- **Remote Working:** Secure VPN access for all staff to maintain operations off-site.
- **Resilient IT Systems:** Cloud-hosted SaaS where appropriate, supported by Business Impact Analyses and recovery plans.
- **Specialist Partnerships:** Third-party experts engaged for critical resilience functions.
- **Preventative Maintenance:** Comprehensive asset management and testing to prevent downtime.
- **Emergency Response:** Documented incident response plans to mitigate disruption proactively.

Governance and Testing

The governance approach to BCDR includes the following:

- **Incident Escalation:** Reported to senior leadership and customers per SLA; regulators notified as required.
- **Communications:** Clear internal and external communication protocols via Incident Response Plans.
- **Testing and Review:** Annual BCDR reviews and exercise programmes to validate strategies and improve resilience.

08 Accessibility and Usability

To ensure that our cloud-based dashboards, interactive mapping tools and service desk platforms operate at their highest performance and reliability, we recommend that customers implement a set of technical, network and accessibility configurations. These recommendations support a secure, resilient and user-friendly experience across all environments. By aligning with the system, browser, network and accessibility requirements outlined below, organisations can maximise the efficiency, stability and inclusivity of the services we deliver.

These guidelines are not exhaustive but set out the core technical conditions required for consistent performance, secure connectivity and full access to all features across our cloud-hosted services and Geospatial Cloud Consultancy offerings.

Accessibility Standards

- **WCAG 2.1 AA Compliance:** The service aims for full compliance with WCAG 2.1 AA.
- **Service Desk Interface:** The service desk interface is designed to meet WCAG 2.1 AA accessibility requirements.
- **WCAG 2.2 AA Roadmap (In Progress):** Work is underway to extend current accessibility standards to align with WCAG 2.2 AA requirements.

Client System Requirements

To ensure optimal use of cloud dashboards, portals and service desk interfaces, the following client system setup is recommended (non-exhaustive):

Supported Operating Systems

- **Windows:** Windows 10 or later
- **macOS:** macOS 12 or later

Supported Browsers: (latest two released versions)

- Google Chrome
- Microsoft Edge
- Mozilla Firefox

Network Requirements

Secure Connectivity

- All API calls and portal access must use HTTPS (TLS 1.2 or higher).
- Outbound access must be permitted to approved IP ranges and ports (typically port 443) for any required endpoints.

Firewall Configuration

- Customers must configure firewall rules to allow secure API traffic to approved integration endpoints.

Bandwidth

- Minimum 10 Mbps recommended for stable dashboard access and API-driven interactions.
- Higher bandwidth is advised when transferring large datasets or performing bulk uploads.

Browser Settings

- JavaScript must be enabled for full functionality.
- Cookies must be permitted.
- Pop-up blockers should be disabled for trusted portal/service desk domains.

09 Social Value Commitments

Landmark is committed to supporting government missions and policy outcomes through a comprehensive social value strategy embedded in our operations and contract delivery.

Environmental Sustainability

- ISO 14001 certified, demonstrating robust environmental management.
- Company wide net zero carbon target by 2050
 - Achieve 90% reduction in Scope 1 and 2 emissions.
 - Achieve 46% reduction in Scope 3 emissions.
 - Supported by:
 - Remote working policies to minimise travel.
 - Energy-efficient cloud architectures.
- Alignment with Mission: Make Britain a clean energy superpower (Policy Outcome 4) by actively seeking opportunities to reduce emissions and adopt green technologies.

Skills Development

- Role-based training and apprenticeships to upskill UK teams in cloud technologies.
- Delivery of apprenticeships, supported internships, and T-Level placements relevant to the contract.
- Support for educational attainment and addressing skills gaps through recognised qualifications.
- Alignment with:
 - Mission: Kick start economic growth (Policy Outcomes 1 & 2) by creating new jobs, apprenticeships, and career progression opportunities.
 - Mission: Break down barriers to opportunity (Policy Outcomes 6 & 7) by targeting underrepresented groups and NEETs for training and employment.

Diversity and Inclusion

- Fully inclusive recruitment practices and WCAG 2.1 AA accessibility compliance across all deliverables. Work is underway to extend current accessibility standards to align with WCAG 2.2 AA requirements.
- Monitoring employee engagement rates by protected characteristics and implementing actions to ensure all voices are heard.
- Commitment to fair pay, leave entitlements, and gender/ethnicity pay gap reporting.
- Alignment with:
 - Policy Outcome 6: Removing barriers for disabled people and underrepresented groups.
 - Becoming a Disability Confident employer and promoting equality of opportunity.

Community Engagement

- Partnerships with local education providers to promote STEM careers.
- Collaboration with The King's Trust to support disadvantaged groups.
- Volunteering opportunities for staff and outreach activities to create employment pipelines.
- Alignment with:
 - Policy Outcome 3: Engaging local stakeholders, supporting community-led initiatives, and opening subcontracting opportunities to SMEs, VCSEs, and diverse businesses.
 - Policy Outcome 7: Outreach to schools, colleges, and universities to reduce barriers to entry.

Fair Working Conditions

- Employment contracts reflecting actual hours worked, with clear processes for review.
- Sick pay provision from day one and income replacement policies for carers.
- Initiatives to promote physical and mental wellbeing, including education on nutrition, activity, and financial literacy.
- Measures to cascade good practice throughout the supply chain.
- Alignment with Policy Outcome 8: Investing in workforce health and wellbeing and promoting inclusive working environments.

Modern Slavery Risk Management

- Robust pre-employment checks, safeguarding plans, and supply chain audits.
- Engagement with NGOs and trade unions to address risks.
- Training and awareness programs for staff and suppliers.
- Alignment with Policy Outcome 1: Ensuring ethical practices and fair conditions across the supply chain.

Summary of Impact

Through these initiatives, Landmark will:

- Create and retain jobs and apprenticeships.
- Support in-work progression and career development.
- Promote diversity, inclusion, and fair working conditions.
- Engage communities and open opportunities for SMEs and VCSEs.
- Deliver environmental benefits and work towards net zero.
- Tackle modern slavery risks and uphold ethical standards.

10 Trial Service

Landmark offers a clearly defined, time-bound evaluation period designed to give clients confidence and clarity before moving into full adoption. This collaborative proof-of-concept approach allows organisations to explore the capabilities of our geospatial consultancy services, validate outcomes in real scenarios, and ensure our solutions align with their strategic objectives.

For further information, or to discuss arranging an evaluation or proof-of-concept engagement, please contact the Landmark Team using the details provided in the Document Control section.



