



Sustainable Procurement

# Driving supplier diversity through inclusive procurement in FY24

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# Procurement at Telent

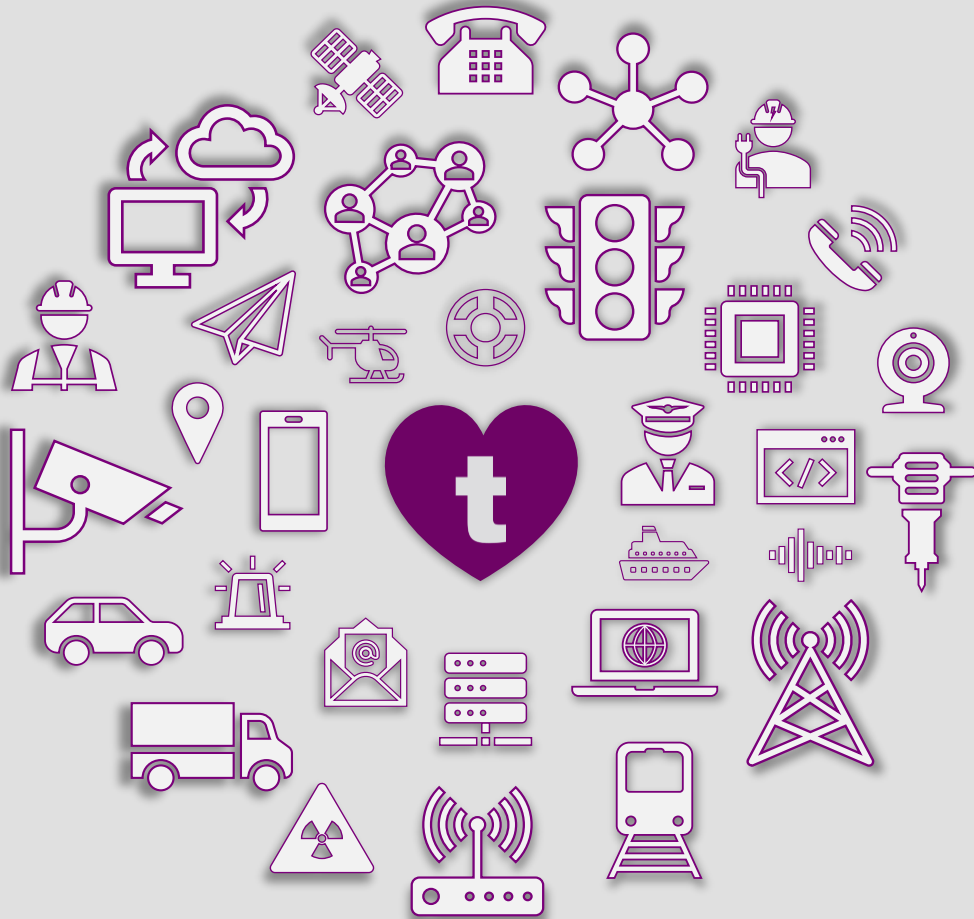
At Telent, procurement isn't just a process - it's a commitment to excellence, sustainability, and successful partnerships

We aim to meet our needs for goods, services, and works in a way that achieves value for money on a whole-life basis. This involves generating benefits not only for our organisation but also for society and the economy, while minimising damage to the environment.

Through a category management approach to Procurement based on whole-market consideration and supplier relationship management, we bring together the very best technology and expertise to deliver maximum value to our customers.

By aligning closely with our customers' strategies and partnering with innovative, risk and performance-managed suppliers, from MSMEs (micro, small and medium-sized enterprises) to multi-national organisations, we deliver a right-first-time, sustainable advantage.





**Our strategy is to achieve maximum value on a whole-life basis throughout our supply chain**



## Social

Add community benefit through our supply chain, while ensuring regulation for human rights, labour and diversity is adhered to and that our ethical standards are upheld



## Economic

Securing economic value not only for Telent, but all our stakeholders and communities



## Environmental

Working with suppliers to minimise any environmental impact of the goods, services and utilities that we purchase



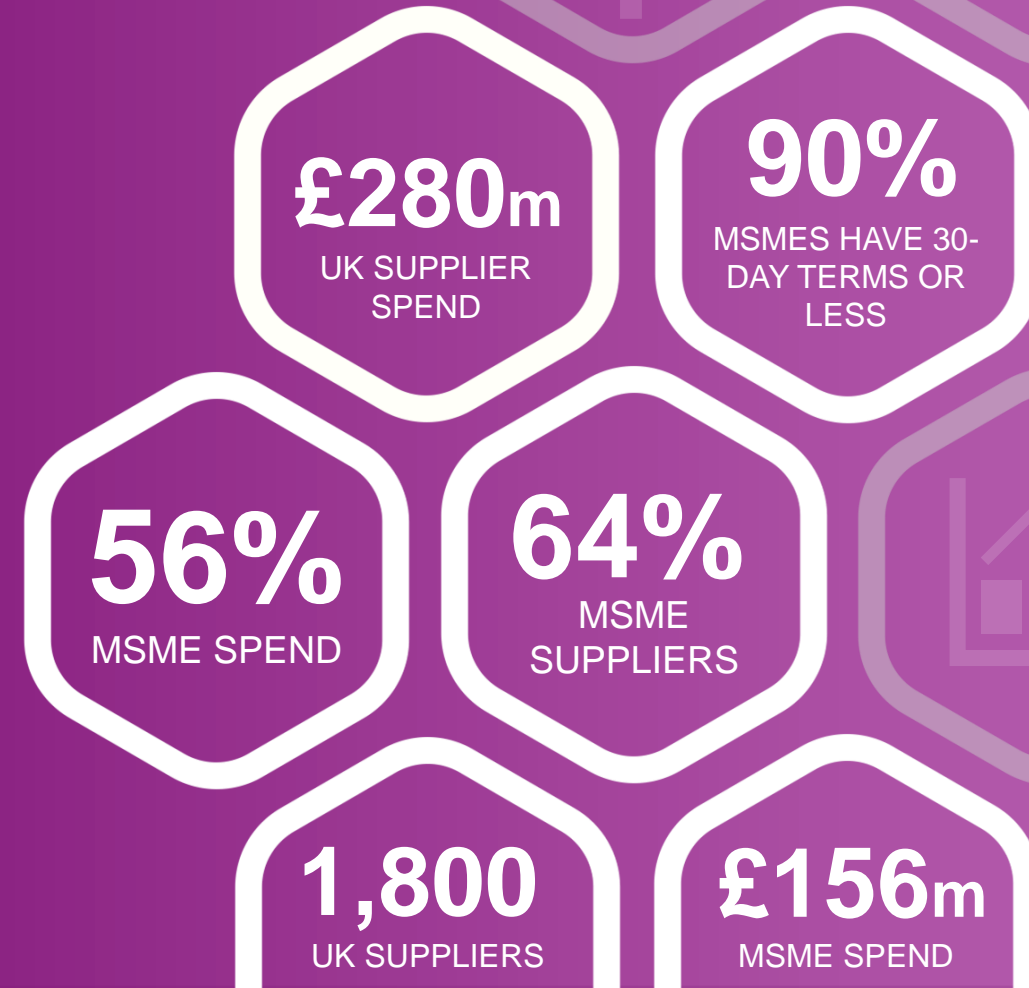
## Fair share, fair payment & fair terms

Telent is committed to inclusive procurement and supplier diversity, ensuring that all UK businesses have access to our economic opportunities

Diverse supply chains are integral to our delivery strategies, and we are proud that the sub-contracting opportunities we provide to local businesses promote employment, economic growth, regional development and innovation.

We uphold the principles of equal treatment, non-discrimination, proportionality and transparency to enable maximum engagement with Micro, Small & Medium Sized Enterprises (MSMEs), who accounted for 64% of the suppliers we worked with in FY24 and 56% of UK spend, against a Government target of 33%.

All UK businesses can register their interest in supplying to us at [telent.com](https://telent.com)





## Fair share, fair payment & fair terms

MSMEs play a vital role in job creation, economic stability and people diversity. To support their participation in our supply chain, we:

- Breakdown packages of work as much as possible and ensure fair and balanced contracts tailored to scopes of work
- Prioritise simplicity in our processes to minimise administrative burdens
- Ensure all payment terms are equitable and in-line with our customer payment terms, with 90% of MSME contracts set at 30 days or less in FY24
- Never unjustifiably withhold payment
- Commit to signing the Prompt Payment Code to ensure timely payment, fostering equality, diversity, and inclusion in economic development

We also provide a range of information about working with us at [telent.com](https://telent.com), including our Evaluation Process, Supplier Ethical Code of Conduct and How to Get Paid Guide

**£280m**  
UK SUPPLIER  
SPEND

**90%**  
MSMES HAVE 30-  
DAY TERMS OR  
LESS

**56%**  
MSME SPEND

**64%**  
MSME  
SUPPLIERS

**1,800**  
UK SUPPLIERS

**£156m**  
MSME SPEND



In FY24, our £280m UK supplier spend resulted in £80m of additional economic benefits for local communities

This is based on the positive economic impact local spending generates through jobs, higher pay, increased economic activity and more tax revenue for government, all of which may lead to better living standards.

This supports our commitment to delivering maximum Social Return on Investment (SROI) to our customers.

\*Figures based on using the regional GVA Multipliers in the National Themes, Outcomes and Measurements (TOMs) Framework 2022 for NT18 - Total amount (£) spent in local supply chain through the contract and NT19 - Total amount (£) spent through contract with local micro, small and medium enterprises (MSMEs) for Telecommunications services

£280m  
SPENT

£80m

LOCAL  
ECONOMIC  
VALUE

1,800  
SUPPLIERS



Our diverse UK supply chain spans all UK regions, fostering a positive economic impact nationwide



Our FY24 spend created measurable benefits in all regions, with an average of £6.6m of economic impact per region\*

This regional presence also allows for stronger engagement with local communities and better social outcomes for people from hard-to-reach backgrounds, in-line with Telent's equality, diversity and inclusion (ED&I) commitments.

\*Figures based on using the regional GVA Multipliers in the National Themes, Outcomes and Measurements (TOMs) Framework 2022 for NT18 - Total amount (£) spent in local supply chain through the contract and NT19 - Total amount (£) spent through contract with local micro, small and medium enterprises (MSMEs) for Telecommunications services





Sustainable Procurement

# Social Value Projects & Case Studies







Telent collaborate, partner and invest in our suppliers so they can be more sustainable too

We have committed 100 hours of Procurement resources per year to delivering supplier collaboration projects that drive social value action and supplier development.

This is offered to current suppliers and any voluntary, community and social enterprise (VCSE), with resources including free expert business advice, training materials, practical support and the opportunity to share best practice on a range of topics.

According to the National Social Value Taskforce, this generates a further £10,100 per year of measurable community impact.

CARBON REDUCTION

ED&I

SOCIAL VALUE

MODERN SLAVERY

GDPR

STEM EDUCATION

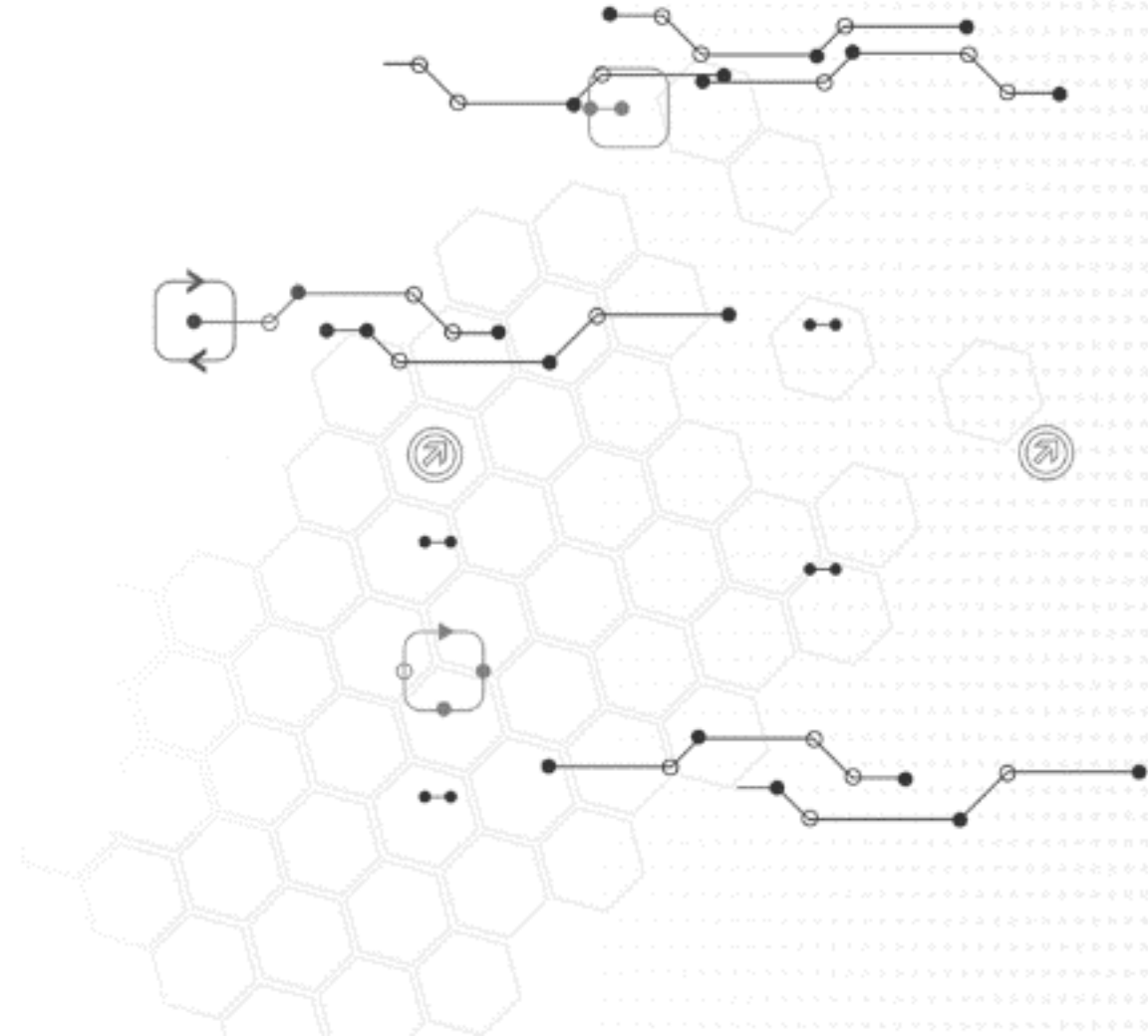
FORS ACCREDITATION

MANAGEMENT SYSTEMS



## Social value commitments for Solihull Metropolitan Borough Council (SMBC)

- In 2021, Telent were awarded a 10-year contract to carry out signal maintenance on more than 160 highways for SMBC
- A key element of our offering was a strong commitment to delivering social value in the area, in-line with local priorities
- This was valued at £650,911 over the life of the contract through targets around local employment, training opportunities, employability skills for young people, local supply chain spend and the provision of expert business advice to VCSEs





## Networking and connectivity tender for Citizens Advice Solihull Borough



**Social Value Created: £3,000** (National TOMs)

(National TOMs: NT15 - Provision of expert business advice to VCSEs and MSMEs – staff expert hours)

- Telent provided 3 days of free procurement and technical support to a local independent charity
- Despite limited resources, CASB provides over 3,000 local people per year with the advice they need for their problems and improving the policies and practices that affect their lives
- We designed, tendered & project-managed the integration of a cloud-based phone system, upgraded internet connectivity and WiFi solution that also enables free public access, contracting a local MSME for maximum social value impact
- This reduces their costs by over 50% whilst also promoting local economic value through small-business spend



[Click to view the full case study online](#)

# ESG Action Plan: Social Value (Community Benefit)

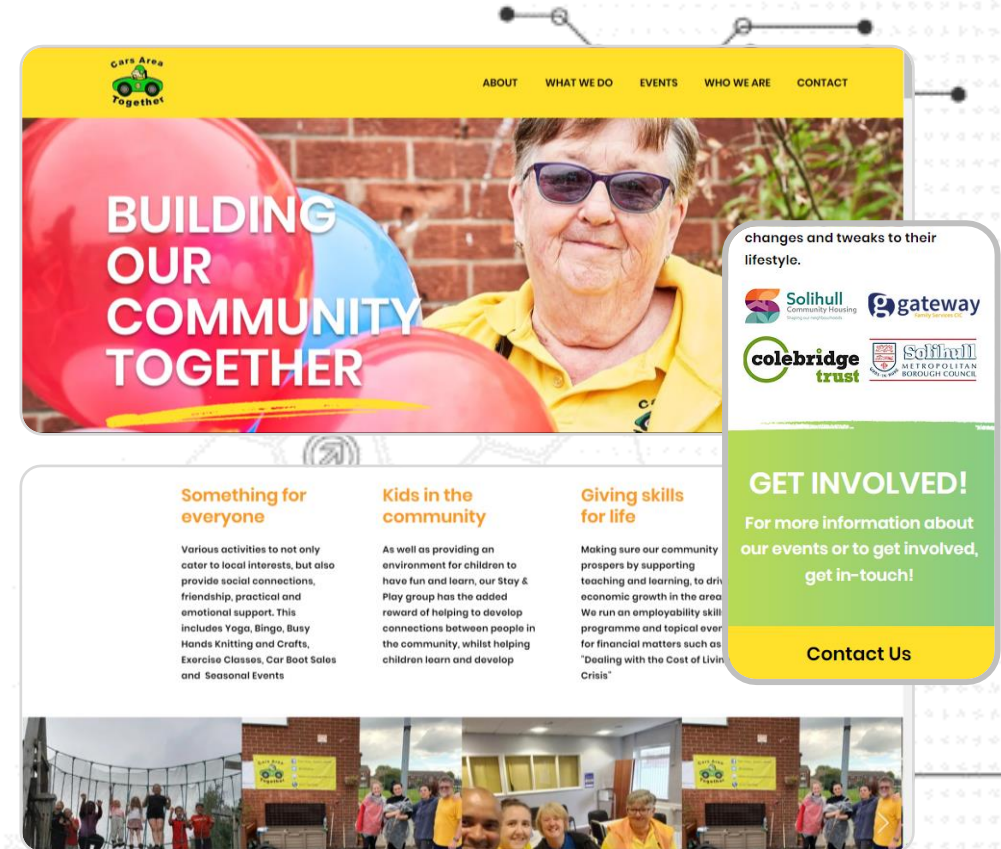


## New website and funding bid support for a resident-led community initiative

**Social Value Created: £2,273** (National TOMs)

(National TOMs: NT15 - Provision of expert business advice to VCSEs and MSMEs – staff expert hours)

- Telent provided 3 days of free marketing and bid writing support to a community group “Cars Area Together” to create a new website
- This will be used to further promote their activities and make local information more accessible to residents
- Lack of a website has been a barrier to accessing potential sources of new funding
- This delivered a key objective in their long-term plan, which is crucial to maintaining their current funding from the National Lottery



[Click to view the full case study online](#)

# ESG Action Plan: Social Value (Community Benefit)



In 2023, we ran a Meet the Buyer process to engage MSMEs on climate change and provide future contracting opportunities

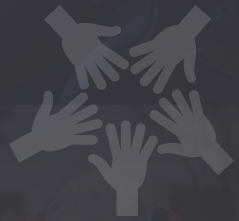
**Social Value Created: £3,030**

(National TOMs: NT90 - Activities to influence staff, suppliers, customers and communities to support environmental protection and improvement – staff expert hours including preparation time)

Over 150 suppliers participated in our virtual webinar and introductory meetings to:

- Better understand our business and customer strategies
- Showcase their green solutions and ideas for future contracting opportunities
- Learn about carbon measurement and target setting
- Understand the performance disclosures we will be requesting for inclusion in our customer value-propositions





For more information, visit [telent.com/about-us/procurement](https://telent.com/about-us/procurement) or email [procurement@telent.com](mailto:procurement@telent.com)

[Click here](#) to view our Supplier Ethical Code of Conduct online

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talent with technology