

Responsible Procurement

Impact report 2024 - 2025



A word of gratitude



As an organisation, our longevity has fostered many roots, bonds, and relationships over the years. One year into our **five-year Corporate Plan 2024-29**, which serves to align our actions with our mission, we are continuing to call on these partnerships to support the strategic objectives that underpin better outcomes for our workers, residents, learners and visitors.

We were so pleased by the positive reaction to our first-ever Responsible Procurement Impact Report and subsequent mid-year update. That being said, better never stops, and we still have work to do.

Before I leave you to delve into the impact of our suppliers over the past year, I want to acknowledge the work of our contract managers and buying officers, who have made this impact possible. Thank you to our suppliers, officers across the **City Corporation** and countless others beyond who have facilitated this impact.

Ian Thomas, CBE – Town Clerk and Chief Executive



For centuries, the City of London has stood as a respected global hub for trade. It has also built a reputation for procuring high quality goods and services from skilled individuals and corporations who share our values. I am pleased to present the City of London Corporation's **second annual Responsible Procurement Impact Report**, which highlights our continued efforts to embed social value in our supply chains.

I am particularly encouraged by the strides we've made in breaking down barriers for small and micro businesses – an important step that will help us reach more diverse enterprises, sharing prosperity more widely. We look forward to keeping you informed as we advance our ambitions and deepen our collective impact in the years ahead.

Deputy Benjamin Murphy – Chair of Projects & Procurement Sub Committee

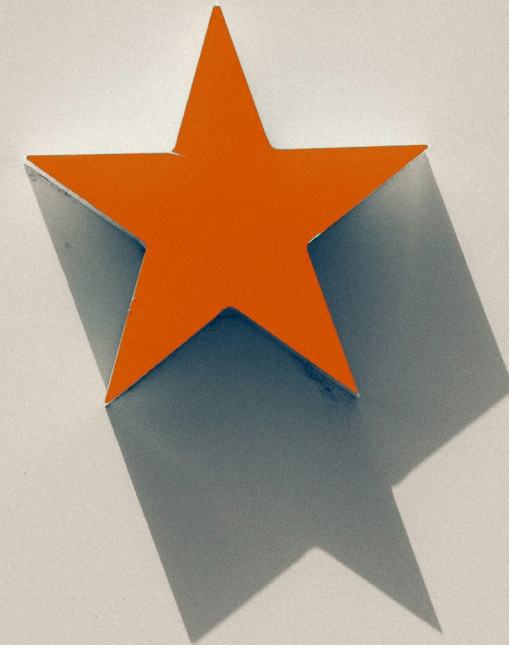
Better never stops

In our inaugural Impact Report 2023-24, we asked ourselves the question **'What does good look like to us?'** To answer that question, we adopted an approach of shared curiosity prioritising conversation, reflection, and exploration with our suppliers. We also allowed ourselves the grace to embark on something new, acknowledging that our data collection efforts are a work in progress – because progress is greater than perfection.

Progress is also dynamic. As our Town Clerk so aptly put in the foreword of this report, **'better never stops.'** With that in mind, we spent this last year building on our progress, continuing our commitment to supply chain transparency and our collaboration with stakeholders. Now that we identified what good looks like to us, it felt fitting to ask ourselves a new question: **'How can we make good, great?'** The pages of this report contain our first attempts at a response.

Something else we are doing this year is shedding a bit more light on why our suppliers' impact is, in fact, impactful. We are doing this through the **inclusion of best practice 'pointers'** – opportunities for the various readers of this report including contract managers and suppliers to learn from what we are doing and apply it forward.

Thank you for joining us as we continue 900 years of work delivering service for and with community.



Led by our Corporate Plan

The City of London Corporation is the governing body of the Square Mile dedicated to a vibrant and thriving City, supporting a diverse and sustainable London within a globally-successful UK. The City's Corporate Plan 2024-29 informs effective use of resources, and guides planning and decision-making for the City of London Corporation through **six strategic outcomes**:



Diverse Engaged Communities



Dynamic Economic Growth



Vibrant Thriving Destination



Flourishing Public Spaces



Providing Excellent Services



Leading Sustainable Environment

Our six supply chain commitments

One of 18 departments and institutions within the Corporation, Commercial Services sources products and services for our entire organisation ethically, sustainably, and from suppliers that share our values. Alongside our colleagues across the City of London Corporation, we are working to achieve the City Corporation strategic outcomes.

To this end, we have **six supply chain commitments** to which we hold ourselves accountable:



Take **climate action** and minimise environmental impacts of procurement on our operations and throughout our supply chain



Encourage and facilitate **supplier diversity** (Diverse-Owned Enterprises and SMEs) through direct contracts, partnerships, and active monitoring



Embed **equity, diversity, and inclusion** throughout the contract process and work with suppliers who have proven to take active steps within their own organisations, supply chain, and industry



Protect human rights in our supply chain by working with suppliers who undertake due diligence to guard against **modern slavery** and other human rights abuses



Facilitate **meaningful work-related opportunities**, which are actively targeted to enable social mobility and inclusion



Achieve **meaningful social value outcomes** according to organisational and stakeholder priorities through internal collaboration, community input, and supplier engagement

We invite you to use the commitment indication shields above to understand the specific commitment each impact element in this report supports.

Supplier spotlight



Social Pantry is a female founded and led catering company that is B Corporation certified with a focus on seasonal menus, local suppliers, and a zero-to-landfill approach. 2024 marked Social Pantry's first full year as the Events Management Service for Tower Bridge. In September, they became the caterer for our prestigious Mansion House and Central Criminal Court (Old Bailey) sites.

Since 2015, Social Pantry has employed 42 people with prison experience, and they aim to have 10% of their workforce as prison leavers. They work alongside charities to support people currently in prison to gain skills in preparation for their return to work.

For the City Bridge Foundation's committee dinner in June of 2024, Social Pantry provided a seasonal, vegetarian meal featuring foraged and upcycled ingredients including repurposed croissant crumbs, a 'talking menu' to avoid printing, and flower arrangements made from floral offcuts that would otherwise have been thrown out.

SME DELIVERY



9,085

training hours delivered to vulnerable adults working toward their catering qualification by supplier **Clink Events**



31

tonnes CO₂e forecasted to be avoided annually by **ISS** implementing a Minimum Order Value with **Bunzl Cleaning** – this is equivalent to 176 round trips from London to Edinburgh in an average sized petrol car!



£7,850

donated to Sanctus, a charity supporting homeless and vulnerable individuals, by supplier **Seasoned Events**, who donated £1 per cover at Guildhall Events over the last 12 months

Supplier spotlight



The Guildhall is home of the City Corporation and our events spaces are certified Gold by globally-recognised scheme Green Meetings. This formally recognises the Guildhall's sustainable and responsible practices. In order to provide services, each event caterer we work with must demonstrate their responsible business practices. This year, we'd like to shine light on two of many examples of how this looks in practice.

► The Guildhall Pride Event

As part of Pride, the City Corporation hosted the Guildhall Pride event, a celebration attended by hundreds of representatives of The City organisations and the LGBTQ+ community. We collaborated with **Bubble Food**, a LGBTQ+ owned creative food and event company that brought with them a diverse supply chain to deliver an exceptional experience. Alongside Bubble Food, florist **The Urban Flower Firm (TUFF)**, event services provider **Event-À-Porter**, and British tableware brand **Maison Margaux**. From stunning florals and standout tablescapes to vibrant front-of-house staff, these suppliers' creativity and attention to detail elevated the atmosphere of this event.

► By Word of Mouth and City Harvest London

2025 marks the fifth year of Guildhall catering supplier By Word of Mouth's partnership with **City Harvest London**, a food redistribution charity. By Word of Mouth offers two no-waste 'Charity Canapes' on its menus: the 'No Waste Burger' made with beef trimmings, and the 'Cheese & Onion Crisp' made with surplus cheese. Each time these canapes are served at an event, a donation is made to City Harvest on behalf of each guest. In 2024, canapes were served to 572 guests at events in the Guildhall, raising funds equivalent to 1,150 meals for vulnerable Londoners.

SME DELIVERY



Credit: Matt Chung



100%



SMEs subcontracted by supplier **Sykes & Son** for City Corporation work – over 75% are micro businesses



2

BREEAM credits achieved by supplier **Amalgamated Lifts** for the incorporation of multiple energy-saving features into the lifts installed at 120 Cannon Street

SME DELIVERY



Supplier spotlight



The Barbican is an arts, learning, and conference centre in the heart of The City of London. Barbican Renewal is one of The City's major projects, and a core aim is making the Barbican a welcoming and inclusive space. To this end, **Allies and Morrison** and **Asif Khan Studio**, the architectural firms working on Barbican Renewal, collaborated with London-based creative practice **Beyond the Box CIC** to deliver eight co-design sessions.

The purpose of these sessions was to help place people from marginalised backgrounds including 16–29-year-olds, people of the global majority and people from working class backgrounds at the centre of the design. Attendees were paid the London living wage and offered food and refreshments.

A further 500 children and their families were engaged through the **Barbican Renewal Co-Design Project** at the 'Barbican Reimagined – Play, Connect, Create' event on 22 February 2025. The event allowed families to explore the Barbican through hands-on activities while contributing valuable feedback. These co-design actions yielded ten insights that have a direct impact on the design of the project.

SME DELIVERY



7

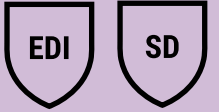
young people engaged beyond textbooks and classrooms with a behind-the-scenes tour of the Old Bailey, facilitated by supplier **OCS** in line with our shared commitment to social mobility



95%

less water used than liquid soap by using hard soap at Guildhall Art Gallery introduced by **CBRE** and **HW Facilities** – hard soap also requires less packaging, a win-win!





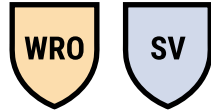
“It’s been an incredibly engaging, informative, and almost revelatory experience participating in this programme. It’s rare to be part of a co-design process of this calibre, as there are usually issues with stakeholders not fully considering the community’s wants and needs.

To see almost all of our feedback and ideas genuinely taken into account was amazing – and gaining first-hand insight into a project within such a globally respected and culturally renowned institution made it even more impactful.”

**Barbican Renewal
Co-design Participant**



Supplier spotlight



The **London Careers Festival** is a vital platform connecting 15,000 students from London and around the country with diverse career opportunities across sectors, igniting their passion and nurturing their potential.

As part of the festival, ten of our suppliers hosted workshops on topics including sushi-making, work readiness for students with special educational needs and disabilities (SEND), and content creation.

Shoutout to **Mace, E.ON, Hays Recruitment, AECOM, OCS, Keltbray, SkillStruct, LifeSmart Financial Literacy, Mango Studios LDN, and Phoenix Software** for their participation!



5

additional suppliers hosted employment support sessions for job seekers and apprentices at the City Corporation – **ISS, OCS, Wates, Newlyn** and **CBRE**



90

candidates from underprivileged backgrounds attended a recruitment event for summer employment opportunities in Tower Hamlets organised by supplier **OCS**



25

work related opportunities provided, including internships, by suppliers **CBRE, ISS, OCS, MACE,** and **Wates**



302m²

of land reserved for the conservation of Skylarks, a red listed species in the UK, by supplier **Voltaia** as part of the delivery of our off-site renewable electricity site

★ Best practice pointer

While solar panels themselves support our climate action commitment, **Voltaia** looked at their wider impact on the environment and biodiversity to ensure a positive impact overall.

Supplier spotlight



Architectural practice **Studio Partington** provides architectural expertise to the City Corporation on our Grade II listed Golden Lane Estate. Sharing our commitment to Work Related Opportunities, Studio Partington showed their support of the architectural profession this year by:

- Organising an onsite visit to Golden Lane Estate for the Royal Institute of British Architects (RIBA) Future Architects community, providing architecture students with real work insight.
- Hosting four scholars and four fellows from the Society for the Protection of Ancient Buildings (SPAB) at Golden Lane Estate to view both the pilot project at Crescent House and ongoing works at Bayer House. Golden Lane Estate has now been included in the syllabus for the 2026 SPAB course for scholars and fellows.
- Funding course fees for RIBA Part 3 (the final stage of qualification to become a registered architect in the UK) for one of its trainee architects.

SME DELIVERY

★ Best practice pointer

Studio Partington's action of funding critical course fees for its trainee architects support EDI in architecture by removing financial barriers and creating a more equitable path into the profession. This is a great example of 'paying it forward' in business, the impact of which can be exponential.

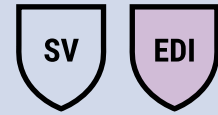


224

attendees at the International Women's Day 'A Conversation to Accelerate Action' event, hosted by supplier **Social Pantry**



25



early-career young women in tech hosted at a **Palantir** insight day, supported by non-profit **Rewriting the Code** to encourage women into tech



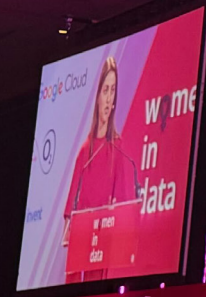
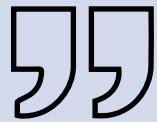
44kg

of gloves diverted from general waste by cleaning supplier **HW Facilities** – the gloves will instead be processed into rubber pellets used to manufacture benches and playground equipment



“I loved speaking to female engineers at **Palantir** and learning more about the different roles available in tech – **Rewriting the Code** courses have helped increase my confidence to start applying for software engineering internships”

Insight day participant



Supplier spotlight



Property company **Higgins Partnerships** developed 91 affordable homes on the York Way Estate on behalf of the City of London Corporation. Higgins partnered with the Bingham Centre for the Rule of Law to deliver law-related workshops at Hungerford Primary School on topics including the Equality Act 2010 and the 3Rs (Rights, Respect, and Responsibility).

Students tackled issues such as ‘roasting’ (mocking) and learned positive ways to handle conflicts. They created poems, posters, stories, videos, and plays about inequality, showcasing their work in an exhibition. The workshops empowered students with knowledge of their rights and responsibilities, promoting positive behaviour and community change.

Since our partnership began in 2023, Higgins has delivered a total of 480 volunteering hours for events attended by over 4,600 people.



23.5%



carbon intensity reduction achieved by school’s catering supplier **Holroyd Howe** following the introduction of their ‘Future Proof Food’ initiative, which aims to reduce meat protein and increase plant protein



3.8

tonnes CO₂e saved by **Thomas Franks** installing a food waste bio-processor at the City of London Freeman’s School in Ashted – the processor transforms unavoidable food waste into soil enricher which is used on the school grounds. This is equivalent to 18 one-way flights to Prague in economy!



37

young people with special educational needs and disabilities (SEND) engaged through ‘Spirit of the Games Day’ hosted in partnership with **Golden Lane Sports and Fitness Leisure Centre**



56

hours volunteered and **£6K donated** by supplier **Moving Venue Caterers** to charity City Harvest, enabling the distribution of **18,000 meals**

SME DELIVERY

Supplier spotlight



We met British-Pakistani entrepreneur Ali Zafar at MSDUK's Business Diversity Connect conference this year. Ali is the founder of **LifeSmart Financial Literacy**, a social enterprise dedicated to helping young people make smart decisions about their financial future. Following this connection, **LifeSmart Financial Literacy** joined us for the London Careers Festival 2025 where they delivered interactive financial literacy workshops for young people from underrepresented backgrounds designed to make financial education more engaging and accessible.

Ali, at **LifeSmart Financial Literacy**, was awarded the first Social Mobility Champion award for his impactful contribution to the festival. From there, the City Corporation invited Ali to pitch at its first SME Conference, and we are excited to continue working with **LifeSmart Financial Literacy** through future collaboration with the City of London schools. Our connection to Ali through MSDUK and the relationship that grew from it demonstrate the wealth of opportunities that have come from making supplier diversity a priority.

SME DELIVERY

16



female students engaged by supplier **Roc Technologies** at an educational event about networking technology and personal branding – the event was part of the Lord Mayor's Appeal 2025 'We Can Be' day, which seeks to empower young women to envision a career in The City

SME DELIVERY



166



signups to webinars on cybersecurity for start-ups and small businesses held by **Firebrand Training**

SME DELIVERY

10



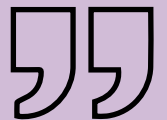
tonnes of plastic waste saved annually by supplier **Preventx** redesigning their Online Postal Self-Sampling (OPSS) kits to reduce their environmental impact while maintaining high safety standards – 10 tonnes is equivalent to the weight of 5 black cabs!

SME DELIVERY

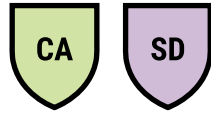


“Partnering with The City of London Corporation has been a real privilege. Our workshops with underrepresented young people go beyond money – they’re about confidence, opportunity, and breaking down barriers. Being named Social Mobility Champion was an honour, but the real reward is seeing students feel empowered to shape their futures. I’m excited to keep building on this work together.”

**Ali Zafar, Founder
LifeSmart Financial Literacy**



Supplier spotlight



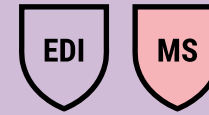
In line with our commitments to Climate Action and Supplier Diversity, the City of London Corporation invests funds to support the delivery of non-profit organisation **Heart of The City's Net Zero Accelerator** programme for SMEs. This initiative ensures that no SME is left behind in the journey towards climate action, helping SMEs measure their carbon footprints and create a plan to achieve net-zero emissions. In 2023-24, we funded places for 16 of our suppliers to participate.

This year, a further 17 suppliers graduated the accelerator including **Amalgamated Lifts, DEFY Brands, Max WiFi, The Clink Charity, The Admirable Crichton, and Qwello**. Collectively, these 17 organisations have committed to saving 13,525 tonnes of CO₂e when they reach net zero – equivalent to emissions from over 12,000 one-way economy flights from London to New York!

★ Best practice pointer

The City of London Corporation cannot reach net zero if our supply chain isn't working toward net zero in parallel. As such, there will come a time when having a net zero commitment will be necessary to do business with us and certain contractors. For large organisations, making sure SMEs in your supply chain have the support they need to achieve net zero through programmes like the **Heart of The City** accelerator is essential. And if you are an SME, consider participating in the next Heart of The City cohort or a similar programme near you!

47



training hours provided on EDI, Modern Slavery, Unconscious Bias, and Mental Health in Construction to contract staff by supplier **Sykes & Son**



7



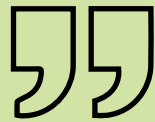
awards delivered by the Lord Mayor recognising suppliers **MACE, AECOM, OCS, E.ON, Hays Recruitment, Keltbray, and LifeSmart Financial Literacy** for going above and beyond at the London Careers Festival





“Joining the **Heart of the City Net Zero Accelerator** was about more than reducing emissions, it was about stepping up as a responsible business in a changing world. The programme gave us the clarity and tools to turn ambition into action, and to show that as part of our clients’ supply chains, we’re committed to building a more sustainable, net zero future together.”

Suni Sekhon
Founder, DEFY Brands



Supplier spotlight



Sykes & Son is our main mechanical & electrical contractor. 2024 marked another year of Sykes supporting Hestia, the largest charitable provider of modern slavery support in London, providing safe houses and outreach.

In addition to raising over £10K including Gift Aid, 22 Sykes & Son employees volunteered 152 hours, impacting 242 service recipients across several charity events. Sykes & Son employees also supported Hestia by redecorating parts of a refuge house in Islington, one of The City's target boroughs.

As part of their continued support of the charity, Sykes & Son have introduced the Modern Slavery working group of the London Responsible Procurement Network to Hestia ensuring the needs and perspectives of people who have suffered modern slavery are central to the group's strategy.

SME DELIVERY

★ Best practice pointer

Sykes & Son are an excellent example of how small and medium businesses can have a big impact by taking a holistic approach. Supporting charity partners isn't limited to financial contributions; consider offering skilled and corporate volunteering, and facilitating meaningful partnerships.

165



pairs of socks & chocolates donated by OCS, CBRE, HW Facilities and Responsible Procurement to Whitechapel Mission's Christmas appeal



6



tonnes of food rescued by supplier By Word of Mouth in partnership with charity City Harvest – this is equivalent to 14,840 meals and 16 tonnes of CO₂e prevented

SME DELIVERY

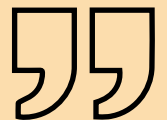
24



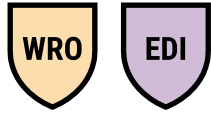
apprentices supported with working toward qualifications in engineering, construction and business administration through our contracts with **Eton Environmental, ISS, OCS, PwC, MACE, Roof, and Sykes & Son**

“The consistent support from the Social Value Team at Mace and Construction Youth Trust really helped this process go smoothly and helped me achieve the career that I have been so passionate about. I'm really happy to be at Salisbury Square where I also did my work experience and my journey began!”

Moriah, MACE



Supplier spotlight



A core responsibility of the City of London Corporation's Education Strategy Unit (ESU) is the maintenance of our London Careers Festival and Find Fusion websites. In 2024, The ESU engaged creative agency **Milk & Tweed** to refresh these websites.

As part of this engagement, Milk & Tweed provided an industry placement to a neurodivergent young person studying for a T Level in the area of digital and IT. Milk & Tweed shaped the project in a way that matched what the young person wanted to learn while achieving the desired outcomes for the ESU. Look out for the new websites later this year!

SME DELIVERY



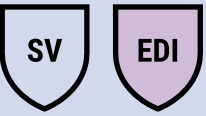
466



hours volunteered by suppliers **OCS**, **CBRE**, **MACE** and **Keltbray** through community programmes



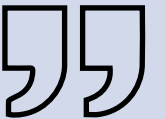
60



mentoring hours provided remotely by **Charlotte** from Midlands-based supplier **Meta Procurement** to **Banita**, a commercial manager from City of London Police (CoLP) – Banita is a rising star in CoLP participating in CoLP's Women's Network and Women of Colour in Policing

“Through Charlotte's mentorship and guidance, I feel like my confidence has developed significantly especially since undertaking my first management role.”

SME DELIVERY



★ Best practice pointer

Delivery doesn't have to be in person to have a meaningful impact. By adopting remote contract delivery where possible, we were able to collaborate with a micro-organisation which supports our commitment to Supplier Diversity.



On the up and up

Since compiling our inaugural impact report last year, **our commitment to Supplier Diversity** has only continued to grow in importance. The more barriers we break down for small and micro businesses, the more we will reach diverse-owned enterprises. Until we achieve a fully equitable supply chain, this work won't stop.

This year, the City Corporation launched its first SME Strategy, and new Procurement Regulations put greater emphasis on the inclusion of SME suppliers. In September 2025, the City Corporation will host the Inclusive Sourcing Summit. This event will bring corporate and public sector buyers together with ethnic minority-owned, LGBTQ+ owned, veteran-owned, women-owned and social enterprises.

As with carbon emissions however, it's not just our actions that count, but the actions of our supply chain too. Tier 2 contracting allows small and diverse businesses to participate in larger supply chains by providing access to opportunities they otherwise might not secure with us directly. Last year, we reported that nine contracts had supplier diversity targets for their onward supply chains. This year, we're happy to report that eight of those contracts provided reports on the diversity of their subcontracted spend.

Here's a snapshot of how Responsible Procurement has made progress against key **Supplier Diversity benchmarks** year-on-year.

Responsible Procurement Supplier Diversity benchmarks	2023-24	2024-25
Suppliers mapped using supplier diversity tool Datagardener	4,574	4,634
Score received on MSDUK supplier diversity benchmarking survey	59%	73%
Outreach events	24	27
Peer-to-peer engagements	17	10

Number of businesses with which we have spend	2023-24	2024-25
Ethnic minority-led businesses (EMBs)	61	76
Women-owned businesses (WMBs)	470	497
Small and micro businesses	2,634	3,102
Medium businesses	New metric for 2024-25	890
Square Mile SMEs	New metric for 2024-25	137

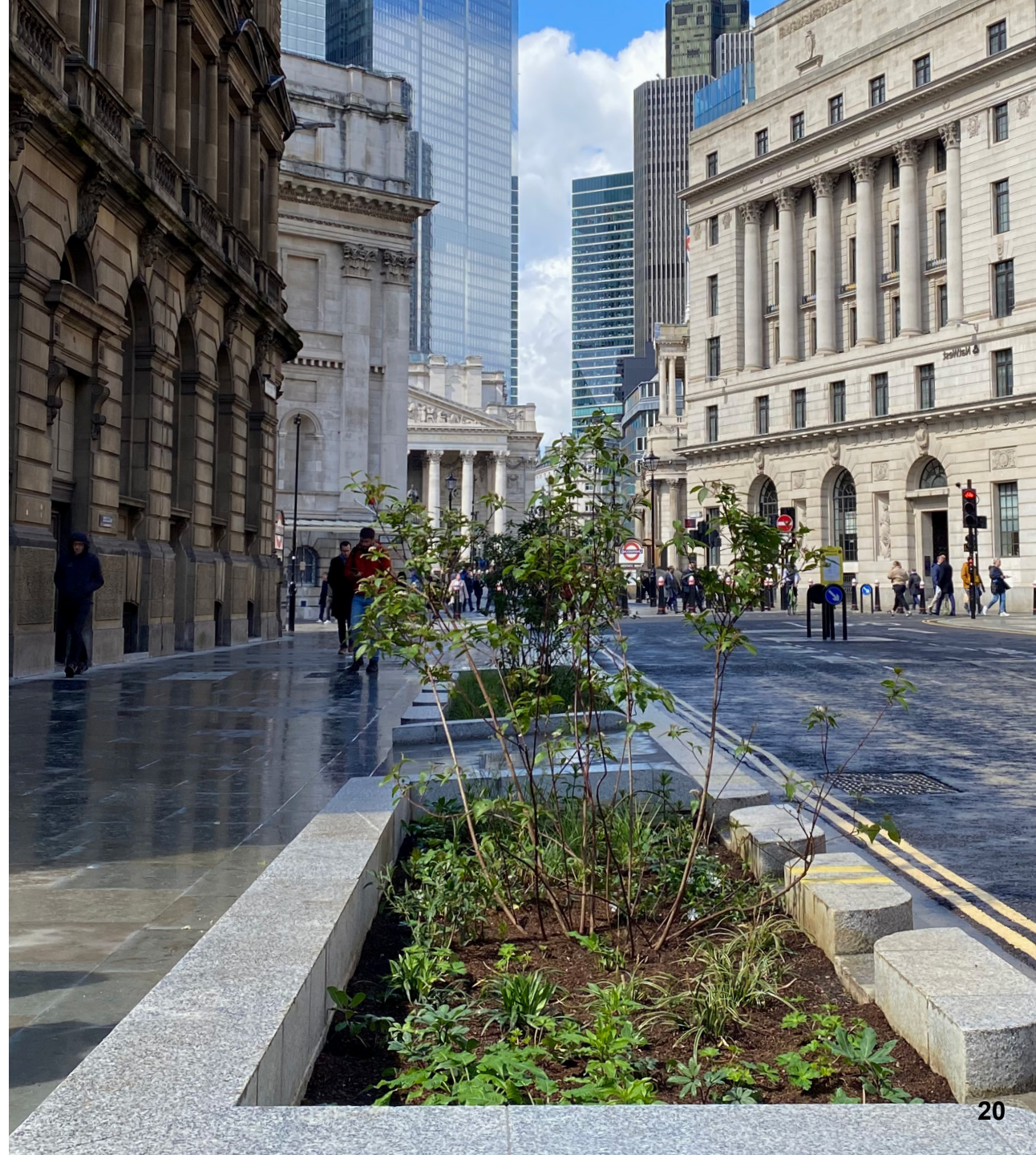
The road ahead

In reviewing the goals, we set for ourselves in our 2023-24 Impact Report of **Better Data**, **Better Involvement**, and **Better Connection**, we decided that these goals are still relevant to our department. As such, we are renewing our commitment to them for another year and will check in on our progress midyear.



A detailed account of progress we have made toward these goals so far can be found in the **Responsible Procurement Mid-Year Impact Report 2024**.

We look forward to sharing our updates with you soon!



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