



RESTRICTED COMMERCIAL INFORMATION

Supplier Engagement Survey for London School of Hygiene & Tropical Medicine

Final

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Prepared by: Dan Samson & Carol Somper
Email: carol.somper@jrpsolutions.com
Tel No: 07517 272268

Prepared for: Ola Bankole, Head of Sustainability

Our reference: GC 0749

Client order no: PO 10201391

Account Manager: John Treble, Client Services Director
01761 419081
07980 695664 (please try above number 1st)
John@GreenConsultancy.com

Important notice: while reasonable steps have been taken to ensure that the information contained within this report is correct, you should be aware that it could contain errors due to the short period of the survey and any dependence on data supplied to us, which may be incomplete or inaccurate. Nothing in this report is intended to be or should be interpreted as an endorsement of, or recommendation for, any supplier, service or product.

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REVISION RECORD			
	Author	Checked by	Approved by
1.0	Dan Samson	Carol Somper	John Treble
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Executive Summary

To make progress on action for reducing scope 3 supply chain emissions identified in the Energy & Carbon Management Plan (E&CMP), LSHTM needs to first develop a better understanding of these emissions. An essential first stage of this process is to ensure that all procurement activities are closely controlled. Not only will this lead to a more effective procurement process, but it will also allow for accurate quantification of procurement supply chain related GHG emissions if approved suppliers are used throughout the organisation for the purchase of items most regularly needed. This will enable the university to develop an effective strategy for working directly with key suppliers to reduce emissions. This initial supplier survey should be seen as one half of a scoping exercise to establish the nature and magnitude of LSHTM's current scope 3 GHGs supply chain footprint. It is intended that the remaining half of the process is to use a carbon intensity tool driven by annual expenditure data to provide LSHTM with a full emissions footprint including a detailed breakdown of supply chain expenditure by category.

Survey Monkey was used as the tool for developing an easy to complete on-line survey that would provide relevant information about each supplier's approach to carbon emissions measurement and management. The opportunity was also taken to ask whether suppliers use a code of ethics. The dataset provided of over 4000 suppliers came from an original list of 10,000 suppliers in LSHTM's Agresso finance database. This short listing was further 'cleansed' to result in a list of some 1406 product and service vendors. Organisations removed from the list included other universities, conference centres, research fora, travel companies (being covered under a separate initiative) and large internet and IT hardware providers with well-established sustainability and carbon management programmes.

Out of a total of 1406 survey invitations issued in October 2020, some 89 were invalidated (bounce-back or no longer in business), leaving 1289 remaining. Of these a total of 100 companies confirmed their email contact details and 78 actually went on to complete the survey. This represents a percentage completion rate of less than 6% and the respondents are responsible for less than 5% of total 'unfunded' LSHTM supplier expenditure for the period 2015 to 2019. **Appendix 2** has the full results accessible as embedded files. The poor response to the survey is due to a number of reasons, the main ones being that:

- LSHTM has far too many suppliers, a more appropriate number should ideally be around no more than a few hundred in total as an upper limit, preferably less for a university of LSHTM's size.
- Whilst there are good finance and procurement policies in place these are not being adhered to. LSHTM uses the London University Procurement Group (LUPG) and other framework agreements, but there are likely to be several thousands of current LSHTM 'suppliers' that are not covered by these frameworks. This is because throughout the School teams are ordering products and services in an ad-hoc fashion, based on short term, project or team needs without following the procurement and finance policies and not using contracted or framework suppliers.
- The initial contact details listed within Agresso and confirmed by web-site checks and responses demonstrate that most of the supplier organisations enable on-line orders to be placed without any prior contractual agreement. This means that 'ad-hoc' orders are being placed by personnel across LSHTM without them first completing and issuing a Purchase Order in advance. This means that for the majority of listed suppliers, there is no real contractual relationship, i.e. LSHTM is not 'known' to its suppliers.

The results suggest that, of the responding organisations, 24% demonstrate excellent practice in measuring and managing their environmental impacts, including actively working to reduce their carbon emissions via a certificated environmental management system. They also use a Code of Ethics to guide how they operate. A further 22% measure their on-site carbon emissions within some form of environmental management and may have a Code of Ethics. The remaining 54% appear to do none of these things. The results strongly indicate the need for rationalising LSHTM's supplier base, developing direct and meaningful

dialogue with a small number of key, contracted suppliers that share the same net zero ambitions and priorities for emissions reduction as LSHTM. The main category of supplier that should be prioritised is laboratory equipment and consumables. Whilst very few catering suppliers responded to the survey, this is another potentially 'high emissions' sector that could be prioritised, once the Covid pandemic situation allows for the Catering Manager to return from furlough. The following actions are recommended to implement the twin-track strategy outlined above:

- A strategy for achieving a rationalised and manageable supplier list requires action on two fronts. Firstly, purchasing department personnel and service users from across the School should review and consolidate requirements and collaborate with the Procurement Team to develop long term strategies for procuring supplies and services. These strategies should maximise the use of relevant framework agreements, emphasise reducing the number of suppliers and scope 3 supply chain emissions whilst also addressing value for money (VfM), Modern Slavery, etc). The goal should be to streamline ordering to result in fewer, larger deliveries of better regulated, low carbon goods and services. Suppliers should be fully vetted companies on either the LUPG or SUPG framework. If not already formally contracted to supply LSHTM, these companies should be invited to contract directly with LSHTM to supply specific goods and services in ways that enable LSHTM to reduce its scope 3 supply chain emissions. The contractual process will obviously need to follow LSHTM policy and procedures. Secondly, LSHTM needs to develop the capability to annually or biennially survey its suppliers to keep track of how each supplier is working towards achieving net zero carbon and broader sustainability goals.
- If still available and updated since 2014, use the Higher Education Supply-Chain Emissions Tool (HESCET) to complete the initial supply chain analysis to generate a robust baseline for procurement emissions. This tool uses expenditure data by category/type of supplier to generate a 'snapshot' of total emissions for all scopes 1-3 for a given reporting year. If not available, use a more up-to-date alternative tool to undertake this analysis. The year chosen needs to be set as the reporting baseline so it must be representative of a typical year's expenditure. This means that major capital investments should be excluded unless their impact on emissions needs to be determined. The results of this type of carbon intensity analysis by expenditure category will enable LSHTM to establish priorities for further supplier engagement. It is not, however, worth using annually, but periodically, e.g. every 3 to 5 years.
- Set up a working group with representative 'users' from each faculty department, Services and Research Programme teams to investigate areas of highest expenditure by category or type of supplier. Using the HESCET tool or the similar Axiom tool, determine which scope 3 supply chain emissions need to be prioritised for reduction by 'users' and what this means for engagement with specific suppliers
- When the Covid pandemic situation eases to allow for it, work directly with the Catering Manager to develop closer working relationships with catering suppliers as a priority supplier category for tracking emissions reduction. This is because catering has established contractual relationships with preferred suppliers that will enable further development around the net zero agenda.
- Transfer the full results of this initial supplier engagement survey to the proposed digital platform (proposed for set-up in spring/summer 2021) for greenhouse gas emissions tracking and monitoring as soon as this is possible. Develop a supplier template within the digital platform to build on and extend this type of supplier auditing to all suppliers. The digital platform will enable more in-depth analyses, becoming an invaluable 'live' database of information that can be shared within LSHTM, shared with funders and other stakeholders. The data and information can be shared with suppliers to encourage knowledge transfer and best practice for emissions reduction.

- Work towards the goal of establishing a database of CO₂e per unit of product or service with each supplier. This will enable LSHTM to determine when it can set a formal science-based target (SBT) for reducing its GHG emissions to achieve net zero.

The Green Consultancy will be pleased to provide further detailed investigations and any implementation support that may be needed to address the issues identified in this report.

1 Introduction

This project was commissioned by Ola Bankole, Head of Sustainability, with support from Caroline Chipperfield, Head of Procurement and Andrew Dyer, Finance Director, to progress the actions for scope 3 supply chain emissions identified in the Energy & Carbon Management Plan (E&CMP). The survey objectives were agreed as being to:

- Initiate supplier engagement with the aim of establishing regular reporting on carbon emissions reduction and broader aspects of sustainability
- Establish which suppliers are actively managing their carbon emissions and can provide information on how they are doing this
- Determine which suppliers can provide emissions per unit of product or service supplied
- Enable LSHTM to update their list of suppliers
- Determine priorities for deepening engagement with suppliers.

LSHTM needs to get a good understanding of the university's scope 3 supply chain emissions in order to develop an effective strategy for working directly with key suppliers to reduce these emissions. An essential first stage of this process is to ensure that all procurement activities are closely controlled. Not only will this lead to a more effective procurement process but it will also allow for accurate quantification of supply chain related GHG emissions if approved suppliers are used throughout the organisation for the purchase of items most regularly needed.

Importantly, this survey should be seen as one half of a scoping exercise to establish the nature and magnitude of LSHTM's current scope 3 GHGs supply chain footprint. It is intended that the remaining half of the process is to use a carbon intensity tool driven by annual expenditure data to provide LSHTM with a full emissions footprint including a detailed breakdown of supply chain expenditure by category. There are two options for this type of high level analysis currently being considered. Carbon intensity by expenditure analysis gives a strategic but very robust 'snapshot' of an organisation's supply chain emissions by category of supplier. Using this information enables much more targeted, direct engagement with prioritised types of supplier, e.g. lab equipment and consumables. The results of the expenditure-based exercise together with the results of this highly complementary supplier survey provides substantive insight into supplier

Despite formal procurement procedures being in place at LSHTM, there appears to be poor compliance with policy and procedures, resulting in an unusually long list of suppliers. Our initial review of the supplier record suggests that the majority of consumables that are regularly needed throughout the organisation, such as laboratory supplies is currently done on an ad-hoc basis rather than through a procured contractual route. Most purchases seem to be the result of multiple small orders that are bypassing the formal procurement process. This is probably exacerbated by laboratory consumables being purchased through Sciencewarehouse, resulting in a proliferation of small orders with many suppliers but not necessarily outside of the procurement rules. Just very bad practice and not consolidated.

2 Methodology

2.1 Data cleansing

There are 10,000 'suppliers' listed on Agresso so the Procurement Team did an initial dataset cleanse to reduce this to 4000 categorised, confirmed suppliers. This reduced list was provided to TGC for assessment in the form of an Excel list containing emails for the supplier billing contacts/finance team of each stated supplier. TGC then completed a second data cleanse of this list removed all of the following 'non vendors':

- Universities and research institutes (all HEIs are required by UK government to achieve net zero emissions)
- Freelance specialists and individuals sub-contracted for research projects and similar purposes

- Conference and event centres (once-off events to be addressed through a sustainable events process)
- Medical and health groups/fora (membership or similar organisations rather than ‘suppliers’)
- NHS Hospitals and GP clinics (used by research personnel before travelling abroad, the NHS has formally committed to achieving net zero emissions)
- Travel companies and hotel/accommodation providers (being addressed through new policy and Travel Management Company contract)
- Utilities (already covered by E&CMP implementation processes)
- Large ICT and internet multi-nationals, e.g. Google and Dell (these companies have established, extensive sustainability strategies and emissions reduction measures in place. LSHTM’s IT Director is already rationalising and improving IT hardware and software procurement to establish a single, vetted supplier).

Of the remaining suppliers listed, the majority had no appropriate contact information so this was extracted from their websites in order to direct initial contact emails to the most appropriate contact within each organisation. The list also contained suppliers that are no longer in business, i.e. they have ceased trading. Others had limited internet presence so an appropriate point of contact could not be established.. Organisations that are no longer in business were removed from the list and where insufficient information was made available on organisation’s web sites, the billing contacts email was used as the initial point of contact. After the initial cleanse of the supplier list a total of 1,406 suppliers remained.

2.2 Developing the survey tool

In order to extract results as outlined in section 3, Survey Monkey was used as the tool for developing an easy to complete on-line survey that would provide relevant information about each supplier’s approach to carbon emissions measurement and management. The opportunity was also taken to broader position on sustainability such as asking whether supplier’s use a code of ethics.

Survey Monkey offers an established off-the-shelf framework for designing an effective survey that enables regular checking during the collection phase and it automatically compiles results as they are submitted. This enables quick and detailed analysis during and following compilation of all the responses. After viewing the overall question summaries, it is also possible to create rules to answer more specific questions about the data using filter, compare, and show rules. These allow for specific subsets of data to be highlighted, making it possible to analyse results in a way that’s most meaningful for the purpose of this exercise.

Survey questions and supporting email text were developed with the help of Ola Bankole in order to align the survey output to LSHTM’s net zero emissions goal. The survey was structured so that if a respondent answered no to a leading question ‘do you measure energy usage’ they were not also asked if they measured scope 1 and 2 carbon emissions arising from on-sire energy usage. There were several similar ‘key questions’ linked to subsequent questions so some respondents were only asked to complete up to 10 questions at the most. Other respondents, who were able to provide more information and positives, were directed to further questions so that a total of 44 questions in all could be answered. Some questions asked for reports and evidence of good environmental practice.

The final survey instrument (**Appendix 1**) lists all the questions and provides the aggregated results for each; this information can be accessed by clicking on the embedded PowerPoint file.

2.3 Approach taken to contacting suppliers

The Covid pandemic meant that the survey had to be delayed until the early autumn when it was clear that the majority of businesses were operating at almost normal levels of capacity. TGC is aware that LSHTM’s Catering Manager has a good working relationship with a discrete group of catering suppliers and would be able to provide specific contacts. Because the Catering Manager was furloughed, however, it was not

possible to confirm established contact details for these suppliers and update the main list of contacts receiving the survey link.

Following the initial data cleanse as detailed in section 2.1, a two-stage approach was adopted to try and ensure a good response and that the survey was satisfactorily completed. The first stage involved a short one minute preliminary survey that was sent out to all suppliers in early October using the initial contact email. This first, introductory email signed by LSHTM's Head of Sustainability explained why the survey was being undertaken. Its function was to ask for confirmation as to whom within each supplier organisation would be most appropriate person to complete the full supplier survey. The recipient was asked to forward the contact email to their most appropriate colleague, if they were not the right person to respond. The requirement was to confirm name, role and contact details for receiving the subsequent survey email containing the link to the on-line survey.

The first stage of contact with the suppliers also acted as a further filter to the initial supplier list following the first cleanse. It enabled identification of contact emails that were no longer in use, i.e. emails that "bounced back" and were not able to be sent out to the supplier listed. These suppliers were identified as not contactable and a number may no longer be trading; some bounce-back responses confirmed this. Additionally, several emails sent to suppliers received an automated response to the effect that the 'query would be dealt with' but virtually none of these automated messages were followed up by the supplier organisation. Email responses were also received explaining that the supplier no longer supplied LSHTM or was last a supplier some 10+ years ago. These suppliers requested to be removed from the list for that reason.

A total of 100 responses were received to this initial survey request. Despite the low number relative to the total number of emails that were sent out, this nevertheless provided good contact information for issuing the main survey email and link. The second stage of contact was to send out the full survey to all those suppliers as detailed in **Appendix 2**. This includes the updated contacts received from stage 1. The main survey email was also sent out to all of the remaining 'non-responding' supplier contacts. In total, 78 responses to the full survey were received, the majority of these were completed within 2-3 weeks of receipt of the survey request.

3 Headline results

Out of a total of 1406 survey invitations issued, some 89 were invalidated (bounce-back or no longer in business), leaving 1289 remaining. Of these a total of 100 companies confirmed their email contact details and 78 actually went on to complete the survey. This represents a percentage completion rate of less than 6% and the respondents are responsible for less than 5% of total 'unfunded' LSHTM supplier expenditure for the period 2015 to 2019. **Appendix 2** has the full results accessible as embedded files. The poor response to the survey is likely to be for a number of reasons, the main ones being that:

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prior contractual agreement. This means that 'ad-hoc' orders are being placed by personnel across LSHTM without them first completing and issuing a Purchase Order in advance. This means that for the majority of listed suppliers, there is no real contractual relationship, i.e. LSHTM is not 'known' to the supplier.

The survey responses elicited from the 76 identified, confirmed suppliers, whilst a small sample, now provides a starting point from which to build active engagement to reduce supply chain carbon emissions. The categories of responding suppliers are provided in **Figure 1**.

ANSWER CHOICES	RESPONSES	
FM Maintenance	1.28%	1
FM refurbishment furniture, fixtures and fittings	3.85%	3
IT Hardware	3.85%	3
IT Software	3.85%	3
Waste and recycling	0.00%	0
Cleaning and portorage	0.00%	0
Printing and copying	7.69%	6
Books and periodicals	0.00%	0
Floristry and plants	0.00%	0
Equipment hire & long-term rental	1.28%	1
Security and fire	0.00%	0
Conferences and events hosting	1.28%	1
Catering supplies	3.85%	3
Lab equipment and supplies/consumables	43.59%	34
Other (please specify)	29.49%	23
TOTAL		78

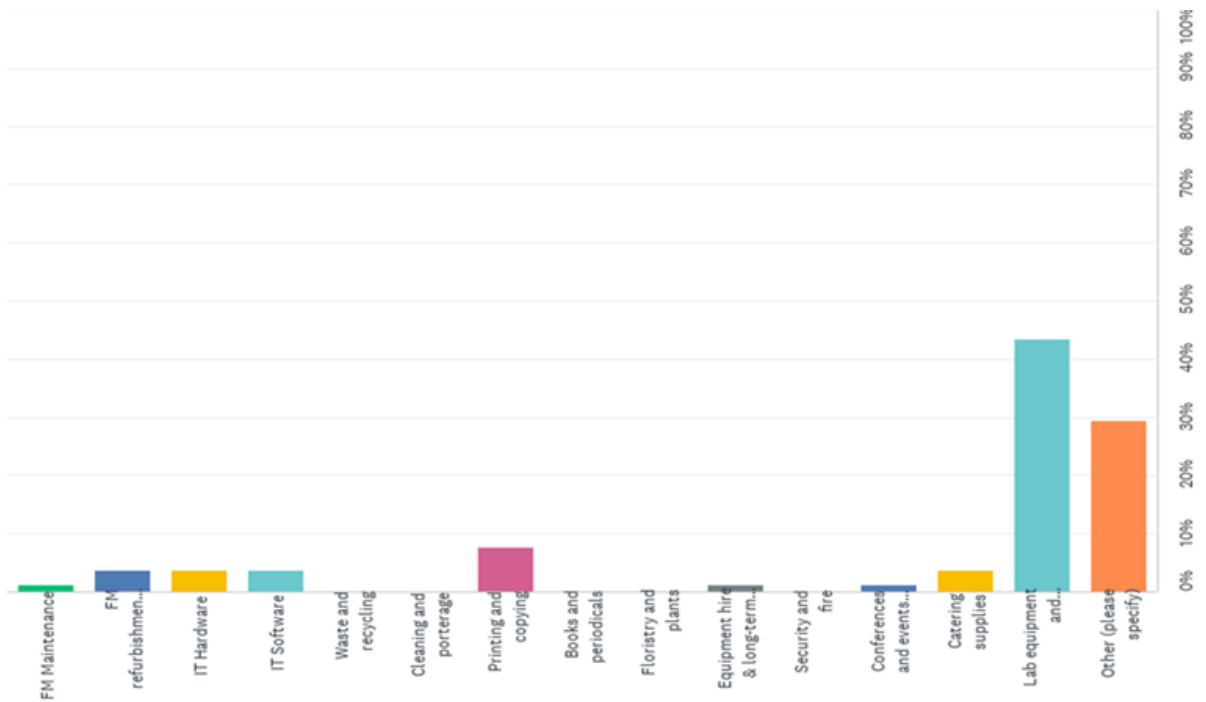
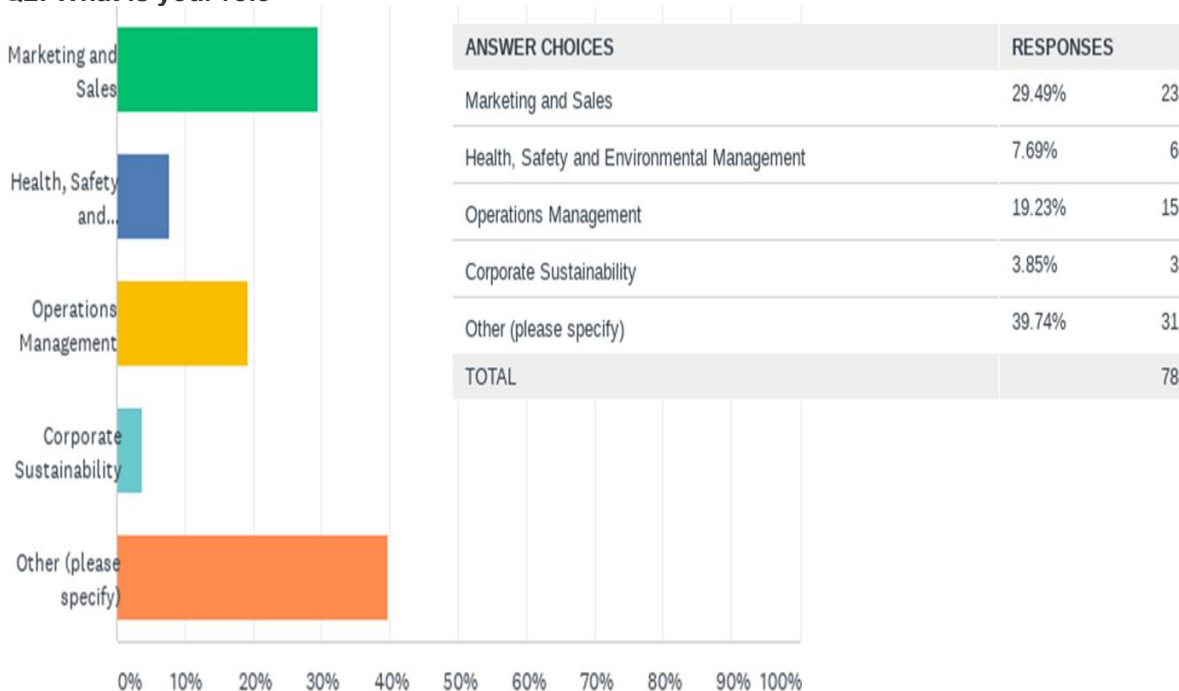


Figure 1: Categories of supplier respondents

Clearly, the majority of responding suppliers provide LSHTM with laboratory equipment and consumables. The survey also asked suppliers the role and responsibility of the person completing the survey (**Figure 2**). In spite of asking for supplier contacts with a sustainability or environmental management role, the majority of the respondents completing the survey had a marketing and sales role.

Q2: What is your role



'Other' defined below:

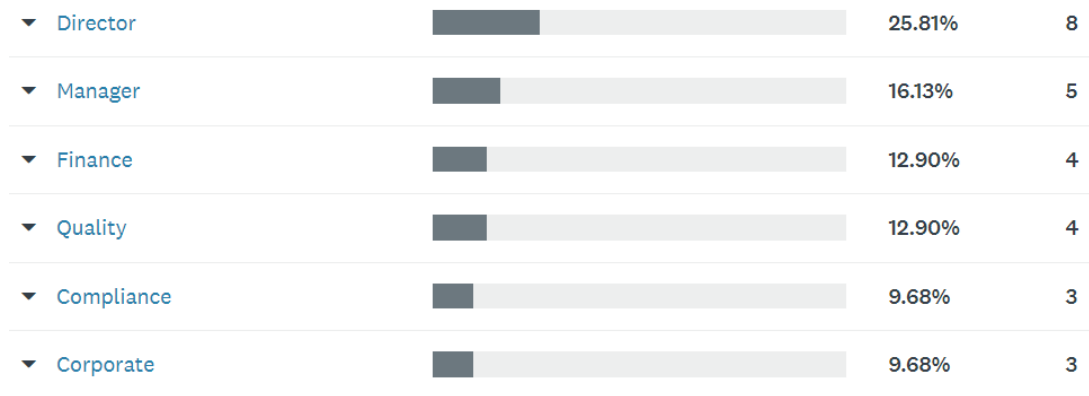


Figure 2: Role of supplier representative completing the survey

The following survey results demonstrate the range in responses to specific questions about compliance with environmental management good practice, carbon emissions measurement and management and the application of ethical codes of practice:

Q4. Companies that have an Environmental Management System in place. These companies were not sure

2BScientific Ltd		Appasamy Associates
Alpha Laboratories	Certified to ISO14001:2015	ChemBridge Corporation
Aquatint		Dynex
Bioquote Limited		Haines Farm Eggs Ltd
Bisset Adams		Hypoxyprobe, Inc
B-Print		Missenden Abbey
Bright A Blind Limited		MP Biomedicals
Bytes Software Services		N.DIMOPOULOS S.A.
Canapes Direct		New England Biolabs UK Ltd
Deben Diagnostics Ltd		Rekom Biotech
Dulas Ltd		Rotronic Instruments (UK) Ltd
E&O Laboratories		STEMCELL Technologies
ECCTIS Ltd		Tokyo Chemical Industry UK Ltd
Formara Limited		wallacespace
Greiner Bio-One Ltd		
Health Assured		
London Wall Design Ltd		
Marsh mill Promotions		
Newman Thomson Ltd		
Office Depot International (UK) Ltd		
PerkinElmer, Inc.		
Planner Catering Equipment Hire Ltd		
PMD Magnetics		
Promega UK Ltd		
Quay Office Furnishers Ltd		
Rheological Limited		
Robert Irving Photography		
SciQuip Ltd		
Spectra Logic		
Stratech Scientific		
Swallowtail Print Limited		
Sykes & Son Limited		
Symbiosis IP		
Taylor Davis Ltd		
Tebu-bio		
The Litmus Partnership		
UPS		
Wolf Laboratories Limited		

Certification to global standard ISO14001:2015 confirms that these respondents have board-level objectives for good practice environmental management to achieve ongoing performance improvement. Certification also means that these suppliers are regularly audited by a third party to maintain compliance with the standard. This gives a good level of assurance that they are well run and actively reducing their environmental impacts. Suppliers that say they have an Environmental Management System but lack certification to a recognised standard through independent auditing cannot really give much assurance of their environmental performance. It is notable that several respondents were not sure whether their company had an EMS.

The following responding suppliers confirmed that they are measuring their on-site energy emissions, and those shaded green are already publicly reporting their scope 1 and 2 carbon emissions. Notably one respondent, Heath Assured, confirmed that they are also certificated to global standard ISO 50001 for having an independently audited Energy management System (EnMS):

Q24. All scope 1 and 2 emissions are measured annually.

Elkay Laboratory Products U.K. Ltd
 Formara Limited
 Getech Ltd
 Greiner Bio-One Ltd
 Health Assured (*also certificated to ISO50001*)
 Office Depot International (UK) Ltd
 PerkinElmer, Inc.
 Planner Catering Equipment Hire Ltd
 Quay Office Furnishers Ltd
 Rheological Limited
 SciQuip Ltd
 Stratech Scientific
 Swallowtail Print Limited
 Taylor Davis Ltd
 UPS
 wallacespace
 Wolf Laboratories Limited

Publicly report their emissions
 Also measure scope3 water emissions

Q10. These companies have an Energy Management System

Alpha Laboratories
 Bioquote Limited
 Bisset Adams
 Greiner Bio-One Ltd
 Health Assured
 LI-COR Biosciences
 PerkinElmer, Inc.
 Swallowtail Print Limited
 Wolf Laboratories Limited

Don't confirm scope 1 & 2 emissions measurement?

Interestingly there were several respondents who stated that their company has an EnMS but that they are not certificated to the EnMS standard ISO50001. Neither did they confirm whether the business also measures its scope 1 and 2 on-site emissions caused by their energy usage.

Of those respondents measuring their scope 1 and 2 carbon emissions, only one supplier – UPS – confirmed that it can provide a measurement of carbon emissions (kgs CO₂e) per 'unit of service' or in terms of kgs CO₂e/£ expenditure by LSHTM. This is the ideal for all LSHTM suppliers because having this information per supplier will enable the university to calculate its scope 3 supply chain emissions with a very robust degree of accuracy. The following responding suppliers confirmed that they are buying a proportion of zero emissions renewable energy, with those shaded green buying at least 50% renewable energy.

Q17. Companies that purchase green/renewable electricity.

Appasamy Associates
 AWB Textiles
 Bioquote Limited
 Diva Creative Ltd
 Dulas Ltd
 Equality Focus Ltd
 Getech Ltd
 Greiner Bio-One Ltd
 Integra Associates Ltd
 London Wall Design Ltd
 Mabtech
 Marsh mill Promotions
 New England Biolabs UK Ltd
 Office Depot International (UK) Ltd
 Park Scientific Limited
 PerkinElmer, Inc.
 RF Design UK Limited
 SciQuip Ltd
 Spectra Logic
 UPS
 Watkins & Doncaster

50-100% renewable tariff

The following range of results lists those responding suppliers that have a certificated EMS and unsurprisingly minimise waste arisings by addressing it at source through the procurement process, i.e. buy better to reduce packaging, etc. Other respondents also do this but don't have a certificated EMS, some do not even operate any form of EMS. Other respondents say their company operates an EMS but they do not reduce or minimise their waste arisings by focusing on smarter procurement. This is counter-productive and suggests that their environmental management is superficial.

Q5. Certified to ISO 14001:2015 & yes to Q20 minimising waste through procurement

Alpha Laboratories
 Aquatint
 Bisset Adams
 B-Print
 Bright A Blind Limited
 Bytes Software Services
 Dulas Ltd
 E&O Laboratories
 Formara Limited
 Greiner Bio-One Ltd
 Health Assured
 London Wall Design Ltd
 Newman Thomson Ltd
 Office Depot International (UK) Ltd
 PerkinElmer, Inc.
 Quay Office Furnishers Ltd
 SciQuip Ltd
 Stratech Scentific
 Swallowtail Print Limited
 Sykes & Son Limited
 Tebu-bio
 Wolf Laboratories Limited

Q20. Minimising waste is integral to sustainable procurement. (red text denotes they have an EMS)

2BScientific Ltd
 Astell Scientific Limited
 AWB Textiles
 Bioquote Limited
 Canapes Direct
 Diva Creative Ltd
 E&O Laboratories
 Elkay Laboratory Products U.K. Ltd
 Getech Ltd
 Integra Associates Ltd
 LI-COR Biosciences
 Marsh mill Promotions
 New England Biolabs UK Ltd
 Park Scientific Limited
 Planner Catering Equipment Hire Ltd
 PMD Magnetics
 Quay Office Furnishers Ltd
 STA International
 STEMCELL Technologies
 Symbiosis IP
 wallacespace
 Watkins & Doncaster
 Symbiosis IP
 wallacespace
 Watkins & Doncaster

Have an EMS but don't reduce waste via procurement

2BScientific Ltd
 Deben diagnostics
 ECCTIS Ltd
 Promega UK Ltd
 Rheological Limited
 Robert Irving Photography
 Spectra Logic
 Taylor Davis Ltd
 The Litmus Partnership
 UPS

The following responding suppliers confirmed that they measure carbon emissions caused by their annual waste arisings. The shading indicates two suppliers, 2BScientific and E&O Laboratories that did not confirm they measure their scope 1 and 2 emissions caused by energy usage on-site, which is somewhat surprising, even though they say they have an EMS. Because their EMS is not certificated to an EMS standard this suggests that their environmental management is somewhat superficial.

A total of 10 responding suppliers confirmed that they measure their scope 3 emissions caused by business travel but 3 of these did not confirm that they measure their scope 1 and 2 emissions. One of these, Clarivate, does not apparently have an EMS either so the only source of emissions they appear to be measuring is business travel, which doesn't really make much sense.

Q26. Measure scope 3 emissions from annual waste arisings

- 2BScientific Ltd
- E&O Laboratories
- Swallowtail Print Limited
- Taylor Davis Ltd
- UPS
- wallacespace

Q27. Measure scope 3 emissions from annual business travel

- 2BScientific Ltd
- Clarivate
- Dulas Ltd
- Elkay Laboratory Products U.K. Ltd
- Health Assured
- Office Depot International (UK) Ltd
- SciQuip Ltd
- Stratech Scientific
- Swallowtail Print Limited
- UPS

- EMS but not measuring scope 1 & 2 emissions
- No EMS, not measuring scopes 1 & 2 emissions

The final series of questions asked suppliers whether they had a code of ethics, whether this was associated with an established standard or ethical product labels. The following companies all confirmed that they operate a code of ethics. Only a few provided further details about ethical product labelling:

Q37. Businesses operating a code of ethics.

2BScientific Ltd	Mabtech
Alpha Laboratories	Marsh mill Promotions
APPASAMY ASSOCIATES	Mitchells Printing Limited
AWB Textiles	New England Biolabs UK Ltd
BioIVT	Newman Thomson Ltd
Bioquote Limited	Newmarket Scientific
B-Print	Office Depot International (UK) Ltd
Bright A Blind Limited	PerkinElmer, Inc.
Bytes Software Services	Planner Catering Equipment Hire Ltd
Canapes Direct	PMD Magnetics
Clarivate	Quay Office Furnishers Ltd
Diva Creative Ltd	Robert Irving Photography
DKG Promotions	Rotronic Instruments (UK) Ltd
Dulas Ltd	SciQuip Ltd
E&O Laboratories	STA International
ECCTIS Ltd	STEMCELL Technologies
Elkay Laboratory Products U.K. Ltd	Stratech Sceintific
FM Group Services Limited	Sykes & Son Limited
Formara Limited	Symbiosis IP
Getech Ltd	Taylor Davis Ltd
Greiner Bio-One Ltd	The Litmus Partnership
Haines Farm Eggs Ltd	UPS
Health Assured	wallacespace
LI-COR Biosciences	Wolf Laboratories Limited
London Wall Design Ltd	

Table 1 below categorises the responding suppliers by placing them into 4 main groups depending on their answers to specific questions. The results need treating with some caution for the reasons explained above, i.e. the person responding to the survey may not have been best placed to answer all questions accurately.

Table 1: Categorisation of responding suppliers

Category	Definition	Companies
Excellent (18 suppliers, 24%)	<ul style="list-style-type: none"> • Measure scopes 1 & 2 emissions, reporting publicly • Measure Scope 3 water, waste & business travel • Have an energy policy and possibly an EnMS and ISO50001 certification • Use renewables (50-100% of their electricity) • Have an EMS certificated to !SO14001 • Operate a Code of Ethics, often to a global standard 	Bioquote Limited Bytes Software Services Dulas Ltd E&O Laboratories ECCTIS Ltd Formara Limited Greiner Bio-One Ltd Health Assured London Wall Design Ltd Newman Thomson Ltd Office Depot International (UK) Ltd PerkinElmer, Inc. Quay Office Furnishers Ltd SciQuip Ltd

		<p>Stratech Scientific Swallowtail Print Limited Sykes & Son Limited Wolf Laboratories Limited</p>
<p>Acceptable to Good (17 suppliers 22%)</p>	<ul style="list-style-type: none"> • Measure scopes 1 & 2 emissions • Measure Scope 3 water, waste & business travel • Have an energy policy • Use renewables (up to 50% of their electricity) • Have an EMS (may be certificated) • Operate a Code of Ethics 	<p>Alpha Laboratories Aquatint Bright A Blind Limited Bisset Adams B-Print Elkay Laboratory Products U.K. Ltd Getech Ltd Marsh mill Promotions New England Biolabs UK Ltd Planner Catering Equipment Hire Ltd PMD Magnetics Robert Irving Photography Stemcell Technologies Taylor Davis Ltd Tebu-bio The Litmus Partnership UPS</p>
<p>Poor (41 suppliers, 54%)</p>	<ul style="list-style-type: none"> • Do not measure their emissions • Do not measure their energy usage • Do not have a certificated EMS, or indeed any form of EMS • May not operate a Code of ethics 	<p>2BScientific Ltd Abbott Rapid Diagnostics Limited Appasamy Associates Astell Scientific Ltd AWB Textiles BioIVT Canapes Direct ChemBridge Corporation Clarivate Deben Diagnostics Diva Creative Ltd DKG Promotions Dynex Equality Focus FM Group Services Limited Haines Farm Eggs Ltd Hemotek Limited Hypoxyprobe, Inc icre8design Integra Associates LI-COR Biosciences Mabtech Missenden Abbey Mitchells Printing Limited MP Biomedicals Newmarket Scientific N.Dimopoulous Park Scientific Limited PHC Europe Promega UK Ltd Rekom Biotech</p>

		Rheological RF Design UK Rotronic Instruments (UK) Ltd Spectra Logic STA International Stonefish Software Symbiosis IP Techniplast Tokyo Chemical Industry UK Ltd Watkins & Doncaster
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4 Conclusions and recommendations

The response to the survey is disappointing at 6% of those supplier contacted but this in itself provides useful information about the current relationship LSHTM has with its supply chain. The supplier listing is vast for an institution like LSHTM and needs to be at least a tenth of the current size to be manageable. Despite having established procurement protocols in place it is clearly evident that the majority of goods and services bought by LSHTM's faculty departments are bought without following these established procedures. Clearly, there are very few contracted relationships with suppliers in place, as evidenced by the lack of well-defined, named account management contacts listed on the LSHTM system and the level of automated responses to the survey.

From an energy and carbon emissions reduction perspective, LSHTM needs to be able to exert much greater control over its supply chain to meet its stated goal of achieving net zero by 2030. The procurement process is an extremely effective way to achieve much greater control over scope 3 emissions. This approach is already being taken to LSHTM's substantive business travel emissions and IT hardware-related emissions by working towards securing main provider contracts with good practice low emissions suppliers.

The results of this initial supplier engagement survey strongly indicate the need for rationalising LSHTM's supplier base, developing direct and meaningful dialogue with a small number of key, contracted suppliers that share the same net zero ambitions and priorities for emissions reduction as LSHTM. The main category of supplier that should be prioritised is laboratory equipment and consumables. Whilst very few catering suppliers responded to the survey, this is another potentially 'high emissions' sector that could be prioritised, once the Covid pandemic situation allows for the Catering Manager to return from furlough.

The summary results of the survey (**Appendix 2**) should ideally be emailed as a PDF report to all of the suppliers that responded to the survey, thanking them for their response. The results could also be emailed to all other listed suppliers with a confirmed contact email. Suppliers could be forewarned that LSHTM will be continuing with its supplier engagement programme and that they will be provided with further details in due course, but that a similar, annual survey is likely from now on.

The following actions are recommended to implement the twin-track strategy outlined above:

- A strategy for achieving a rationalised and manageable supplier list requires action on two fronts. Firstly, purchasing department personnel and service users from across the School should review and consolidate requirements and collaborate with the Procurement Team to develop long term strategies for procuring supplies and services. These strategies should maximise the use of relevant framework agreements, emphasise reducing the number of suppliers and scope 3 supply chain emissions whilst also addressing value for money (VfM), Modern Slavery, etc). The goal should be to streamline ordering to result in fewer, larger deliveries of better regulated, low carbon goods and

services. Suppliers should be fully vetted companies on either the LUPG or SUPG framework. If not already formally contracted to supply LSHTM, these companies should be invited to contract directly with LSHTM to supply specific goods and services in ways that enable LSHTM to reduce its scope 3 supply chain emissions. The contractual process will obviously need to follow LSHTM policy and procedures. Secondly, LSHTM needs to develop the capability to annually or biennially survey its suppliers to keep track of how each supplier is working towards achieving net zero carbon and broader sustainability goals.

- If still available and updated since 2014, use the Higher Education Supply-Chain Emissions Tool (HESCET) to complete the initial supply chain analysis to generate a robust baseline for procurement emissions. This tool uses expenditure data by category/type of supplier to generate a 'snapshot' of total emissions for all scopes 1-3 for a given reporting year. If not available, use a more up-to-date alternative tool to undertake this analysis. The year chosen needs to be set as the reporting baseline so it must be representative of a typical year's expenditure. This means that major capital investments should be excluded unless their impact on emissions needs to be determined. The results of this type of carbon intensity analysis by expenditure category will enable LSHTM to establish priorities for further supplier engagement. It is not, however, worth using annually, but periodically, e.g. every 3 to 5 years.
- Set up a working group with representative 'users' from each faculty department, Services and Research Programme teams to investigate areas of highest expenditure by category or type of supplier. Using the HESCET tool or the similar Axiom tool, determine which scope 3 supply chain emissions need to be prioritised for reduction by 'users' and what this means for engagement with specific suppliers
- When the Covid pandemic situation eases to allow for it, work directly with the Catering Manager to develop closer working relationships with catering suppliers as a priority supplier category for tracking emissions reduction. This is because catering has established contractual relationships with preferred suppliers that will enable further development around the net zero agenda.
- Transfer the full results of this initial supplier engagement survey to the proposed digital platform (proposed for set-up in spring/summer 2021) for greenhouse gas emissions tracking and monitoring as soon as this is possible. Develop a supplier template within the digital platform to build on and extend this type of supplier auditing to all suppliers. The digital platform will enable more in-depth analyses, becoming an invaluable 'live' database of information that can be shared within LSHTM, shared with funders and other stakeholders. The data and information can be shared with suppliers to encourage knowledge transfer and best practice for emissions reduction.
- Work towards the goal of establishing a database of CO₂e per unit of product or service with each supplier. This will enable LSHTM to determine when it can set a formal science-based target (SBT) for reducing its GHG emissions to achieve net zero.

The Green Consultancy will be pleased to provide further detailed investigations and any implementation support that may be needed to address the issues identified in this report.

Appendix 1: List of suppliers contacted



All suppliers
contacted Oct Nov 20

[Click on embedded file to access full list of suppliers](#)

Appendix 2: Survey questions and responses



LSHTM total Supplier
Survey results bar chart

Click on the embedded file to access the full list of questions and the summarised responses.

To discuss any aspect of this report, please call **John Treble** on **01761 419081** or email **John@GreenConsultancy.com**

The Green Consultancy (part of JRP Solutions Ltd), Richmond House, Inglestone Common, Badminton, South Gloucester, GL9 1BX
Head Office: 01454 299175 Visit www.GreenConsultancy.com

