DestinE Platform

SUPPLIERS ONBOARDING

DIGITAL RESPONSIBILITY

June 12th , 2026



Destination Earth
Funded by the European Union
Implemented by ECMWF esa EUMETSAT



Destination Earth

Introduction
10 min

Why collaboration is necessary?
15 min

DSR onboarding strategy
30 min

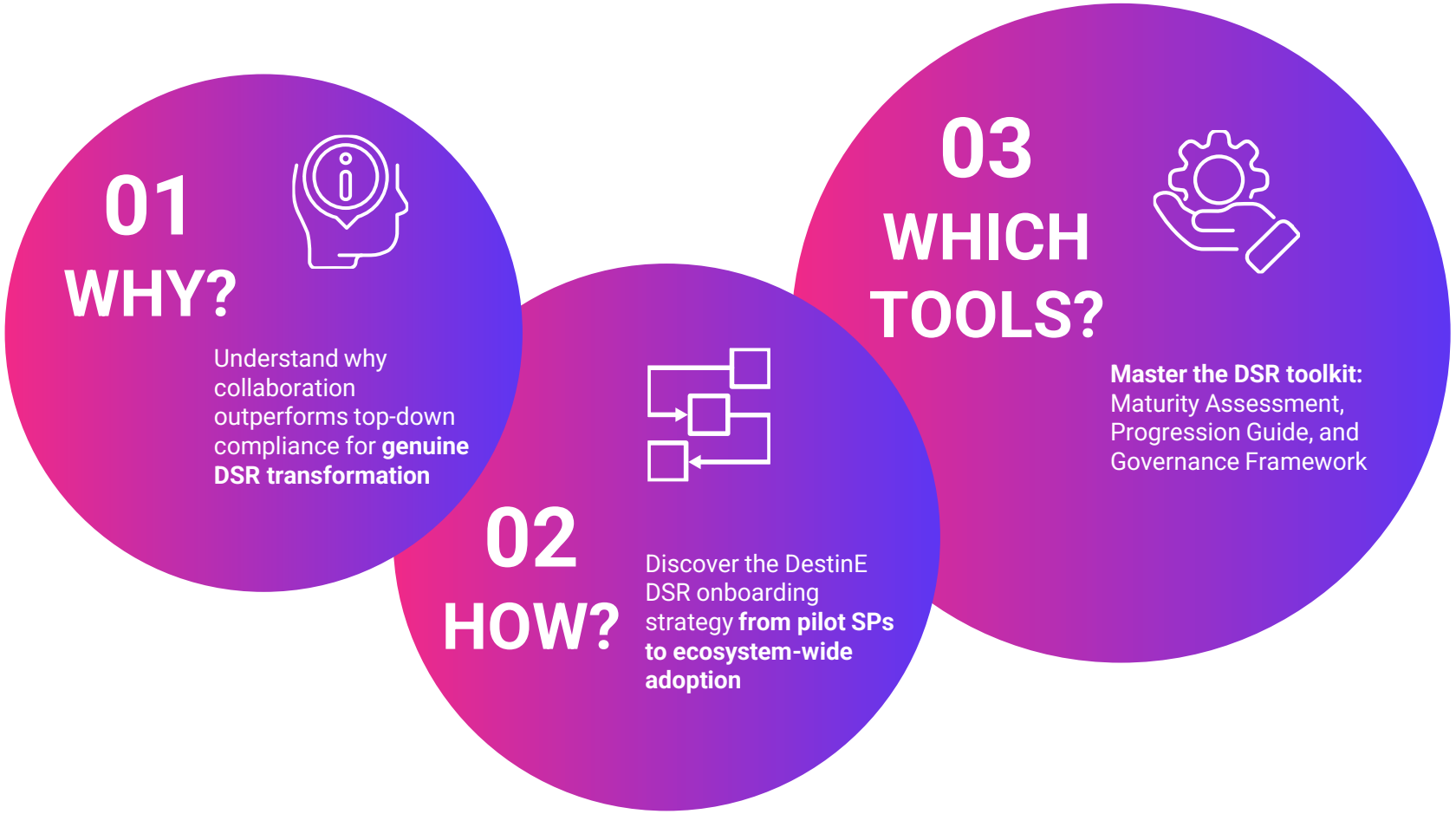
Coffee break
10 min

Onboarding tools
70 min

Conclusion
10 min

INTRODUCTION TO THE TRAINING

This training session addresses **three fundamental questions** to equip Serco and the Service Providers (SPs) with the understanding and tools needed for a successful DSR (Digital Sustainability and Responsibility) journey on DestinE.



And you?

What do you expect from this training?
Are you comfortable with the objectives stated above?
Is there anything specific you would like to focus on or better understand?



What share of global greenhouse gas emissions is attributed to the digital sector?

A. Less than 1%

B. Around 4%

C. Around 7%

D. Around 10%



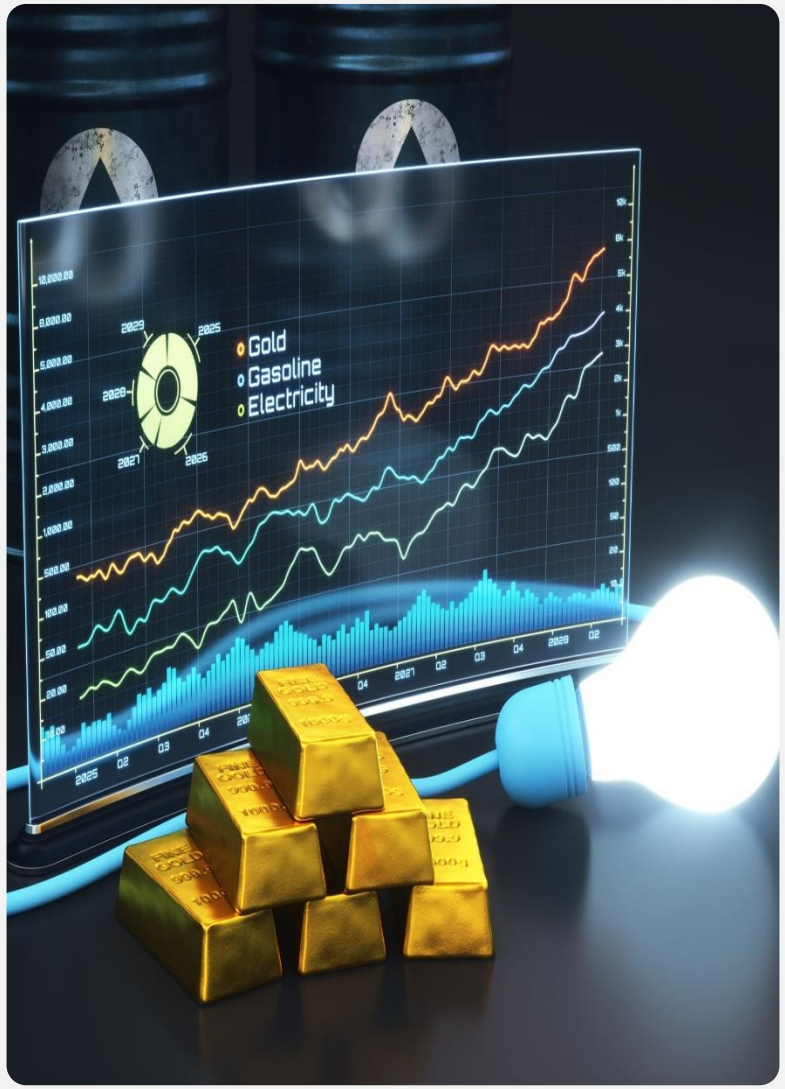
What share of global greenhouse gas emissions is attributed to the digital sector?

A. Less than 1%

B. Around 4%

C. Around 7%

D. Around 10%



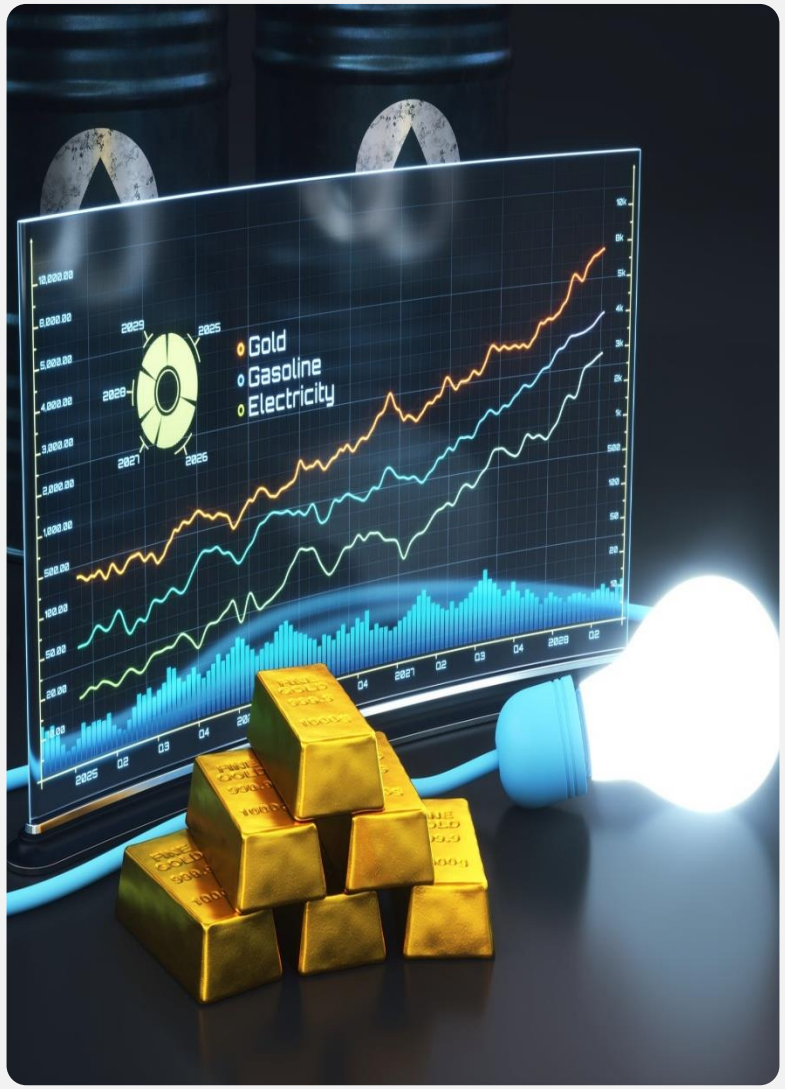
Where does the majority (70-80%) of the digital sector's environmental footprint come from?

A Data centres

B Networks

C End-user devices

D Uses & Behaviours



Where does the majority (70-80%) of the digital sector's environmental footprint come from?

A Data centres

B Networks

C End User Devices

D Uses & Behaviors

70 to 80% of the digital environmental footprint comes from end-user devices, not because of their energy consumption during use, but because of manufacturing.



For digital companies, what share of their total carbon footprint comes from scope 3 emissions?

A. Around 45%

B. Around 65%

C. Around 85%

D. Around 95%



For digital companies, what share of their total carbon footprint comes from scope 3 emissions?

A. Around 45%

B. Around 65%

C. Around 85%

D. Around 95%

According to the ITU "Greening Digital Companies 2025“ report, Scope 3 emissions account for approximately 84%.



How many requirements in the Best Practices Statement of Work relate to Digital Responsibility?

A. 3

B. 7

C. 11

D. 14



How many requirements in the Best Practices Statement of Work relate to Digital Responsibility?

A. 3

B. 7

C. 10

D. 14

The Best Practices SoW contains exactly 14 requirements on Digital Responsibility, covering four themes: environmental strategy & governance, IT-specific sustainability, environmental data reporting and knowledge sharing



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A FIRST GLANCE AT THE EXISTING REQUIREMENTS

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Best practices SoW already embed 14 requirements in 4 categories on sustainability scope

5.10.1 General Environmental Sustainability	[SOW-DMS-TEC-GEN-0101] The Contractor shall support in the application of environmental strategy with measurable objectives for reducing greenhouse gas (GHG) emissions associated with their activities on the DestinE platform. [SOW-DMS-TEC-GEN-0102] The Contractor shall conduct self-evaluations of their environmental maturity, including the use of performance indicators to track progress against reduction targets. [SOW-DMS-TEC-GEN-0103] The Contractor shall support the existing governance structures to manage, implement, and monitor sustainability initiatives effectively. [SOW-DMS-TEC-GEN-0104] The Contractor shall actively support ecosystem-wide sustainability by participating in collaborative initiatives designed to improve less mature service providers' environmental strategies and action plans. [SOW-DMS-TEC-GEN-0105] The Contractor shall engage in co-building activities to establish decarbonization roadmaps and reduce the overall environmental impact of DestinE.
5.10.2 IT Specific Sustainability	[SOW-DMS-TEC-GEN-0106] The Contractor shall apply at best ecodesign principles in the development, deployment, and maintenance of IT solutions for the DestinE Platform. [SOW-DMS-TEC-GEN-0107] The Contractor shall assess and minimize the environmental footprint of the services they provide, identifying specific challenges and required support where necessary. [SOW-DMS-TEC-GEN-0108] The Contractor shall optimize energy consumption in IT operations and infrastructure, ensuring alignment with best practices in sustainable IT. [SOW-DMS-TEC-GEN-0109] The Contractor shall implement resource-efficient approaches, including minimizing hardware use, leveraging renewable energy sources, and adopting low carbon technologies where feasible.
5.10.3 Environmental Data Reporting	[SOW-DMS-TEC-GEN-0110] The Contractor shall support the generation of regular and quantitative environmental reports, including data on energy consumption, GHG emissions, progress on sustainability objectives, and updates to action plans. [SOW-DMS-TEC-GEN-0111] The Contractor shall agree to periodic reviews of their sustainability performance, ensuring continuous alignment with evolving sustainability goals and industry best practices.
5.10.4 Collaborative Efforts and Knowledge Sharing	[SOW-DMS-TEC-GEN-0112] The Contractor shall contribute to the development and execution of knowledge-sharing initiatives to support the broader ecosystem's transition toward sustainable IT practices. [SOW-DMS-TEC-GEN-0113] The Contractor shall comply with provided guidelines related to environmental sustainability. [SOW-DMS-TEC-GEN-0114] The Contractor shall maintain transparency in all sustainability activities, including sharing requested data and documentation.

COMPARISON OVERVIEW OF PUSH AND PULL APPROACHES

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PUSH

Constraint-driven

SoW

14 commitments / 4 categories

- Governance & Strategy
- IT-Specific Sustainability
- Environmental Data Reporting
- Collaboration & Transparency

+

⊗ No active support

- No shared methodology
- No maturity tools
- No coaching or training

=

✓ **Contractual compliance**
✗ Real DSR progress
✗ SP capability building
✗ Ecosystem-level impact

VS

PULL

Collaboration-driven



SoW

Same level of commitment

+

✓ Active collaboration

- Shared onboarding methodology
- DSR Maturity Assessment & tools
- Progression Guide & trainings
- Governance framework + KPIs

=

✓ **Contractual compliance**
✓ **Real DSR progress**
✓ **SP capability building**
✓ **Ecosystem-level impact**

THE CONVICTION THAT DRIVES THE APPROACH (1/2)

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A proactive and collaborative approach between Serco and SPs to improve performance…



It enables organisations to adapt to their '**exact needs**' by making use of existing 'flexibility'



It is a **source of innovation** and **strengthens the relationship** with the SPs



It enhances **SPs' capabilities**

… and must be implemented along two complementary lines

By adopting a common approach, to ensure mutual commitment to the objectives



For Serco, this means ensuring that SPs are fully committed to environmental issues and maintaining a relationship of trust with them.



For the SPs, this means being able to work with Serco to develop its own DSR action plan.

By establishing a shared data repository using collaborative tools



For Serco, this means making the monitoring of the reduction plan more reliable and incorporating environmental data into all decision-making processes.



For the SPs, it's about demonstrating a competitive advantage

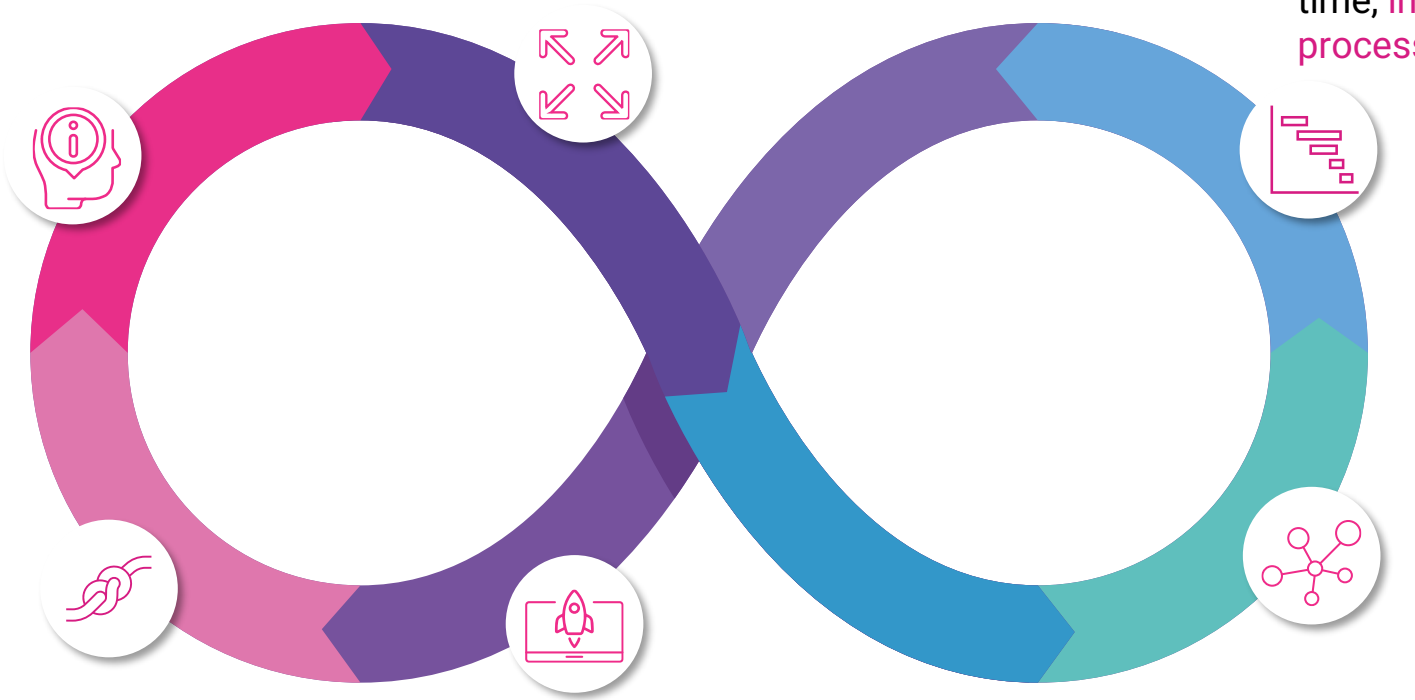
THE CONVICTION THAT DRIVES THE APPROACH (2/2)

Collaboration with SPs is the first step towards a low-carbon platform, but it requires specific resources to ensure its success

Raise awareness and engage internal and external staff on the issue of CO2

Define and frame the decarbonisation project as a key driver of DestinE's success

Monitor its implementation and development, which will, over time, involve all decision-making processes



Moving from a pilot programme involving a few established SPs to the comprehensive integration of all SPs

Gradually build in-house expertise to increase autonomy, both for Serco and the SPs

To be able to draw on a network of experts to address complex issues (e.g. LCA, tool benchmarking, etc.)



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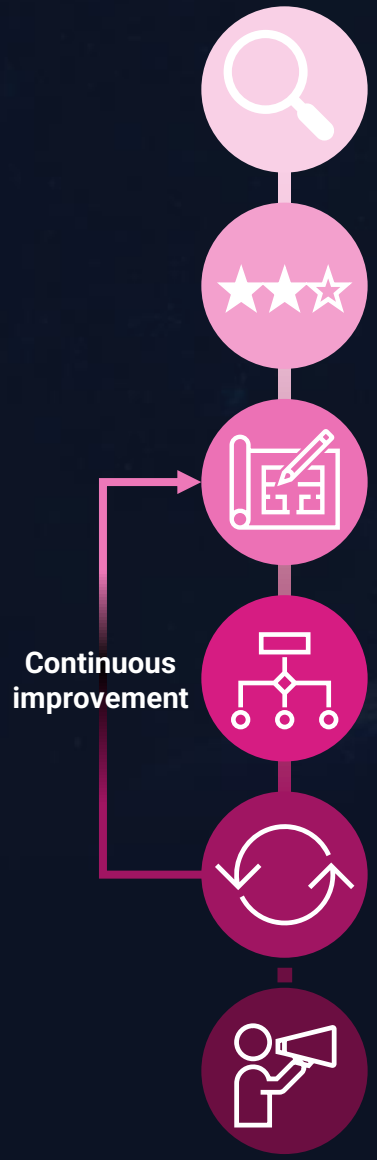
Onboarding tools
70 min

Conclusion
10 min

SERVICE PROVIDER TARGET DSR JOURNEY

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DSR should become continuous improvement process for the service providers



1 DISCOVER (M0-1) — Understand what is at stake

2 EVALUATE (M1) — Assess the maturity of the organisation

3 DEFINE (M1-3) — Define an action plan (min. 1 year) based on assessment results

4 IMPLEMENT (M3-18) — Execute planned DSR actions and track progress

5 UPDATE (M18) — Re-run DSR maturity assessment to measure overall progress

6 SHARE — Participate in community events, share REX and best practices with others

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ASSOCIATED TOOLS TO SUPPORT BUY-IN

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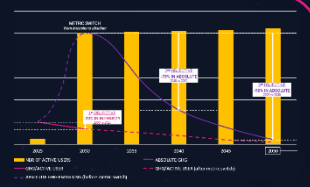
Service providers should benefit from tailored support and tools provided by DestinE at every stage.

Continuous improvement

1 DISCOVER
M0-1

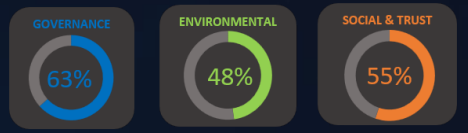
- *Suppliers Onboarding Training*
- *DestinE Decarbonisation Pathway*
- *DSR Framework overview*





2 EVALUATE
M1

- *DSR Maturity Assessment*

3 DEFINE
M1-3

- *Progression Guide*
- *DestinE Decarbonisation Pathway*



4 IMPLEMENT
M3-18

- *Ecodesign Questionnaire & Tools*
- *DSR Trainings & Awareness material*
- *Carbon calculators*
- *DSR Section on DestinE website*






5 UPDATE
M18

- *DSR Maturity Assessment*





6 SHARE

- *Env. communication guidelines training*
- *DSR Section on DestinE website*



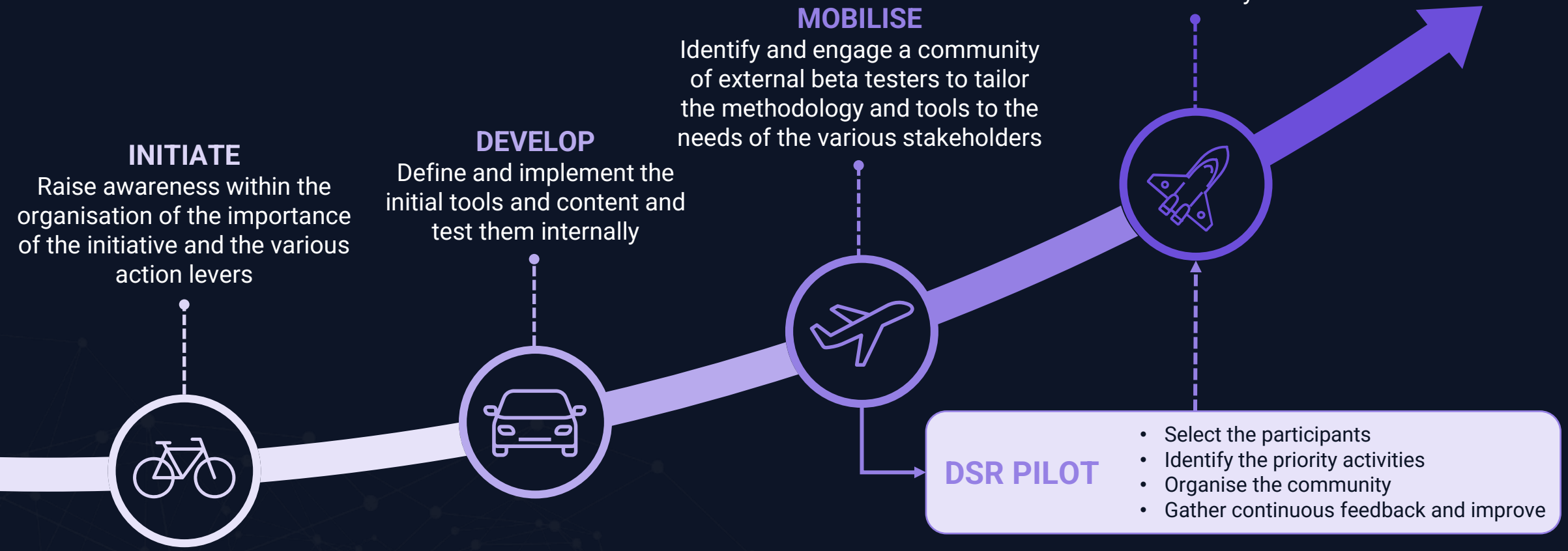

TOOLBOX

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STRATEGY OVERVIEW

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Service providers' onboarding strategy must be structured, incremental, and collaborative to ensure its large-scale effectiveness



PILOT'S OBJECTIVES

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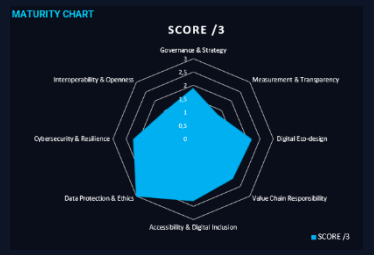
To pave the way of Digital Responsibility for all DestinE's Service Providers,
by working together to define, test and communicate the platform's initiatives in this area.

HOW ?

By creating an upskilling pathway that enables every service provider, regardless of their starting level or available resources, to progress



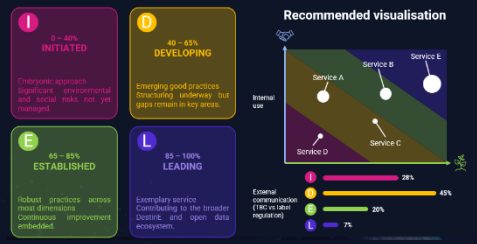
Support methodology



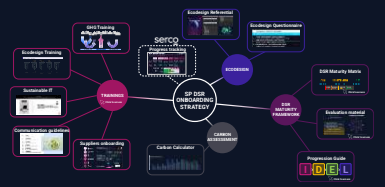
Maturity matrix



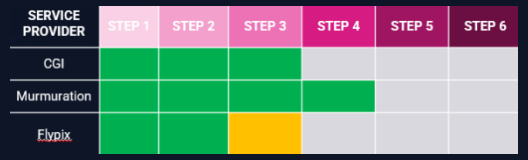
Onboarding steps



Maturity evaluation



Supplier kit



Onboarding Tracker

PILOT'S POTENTIAL ACTIVITIES

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Several topics have been identified, to be shared and tested by these service providers

CO-CONSTRUCTION OF NEW ENVIRONMENTAL ASSESSEMENT SERVICES

INVOLVEMENT IN DIGITAL RESPONSIBILITY TRAINING PROGRAMS



TEST OF ECODESIGN RESOURCES
(e.g., self-assessment questionnaire)

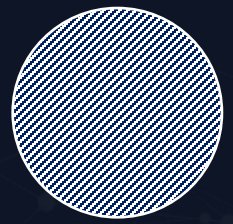
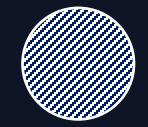
COLLABORATIVE REDUCTION PLAN DEFINITION

POTENTIAL INVOLVEMENT ON COMMUNICATION ACTIVITIES

PILOT'S IDENTIFICATION

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The selection of service providers for the pilot was based on several criteria, to ensure that the participants were representative of the platform's current range of services

	serco	CGI	GeoVille	FlyPix AI	MURMURATION	NATIONAL OBSERVATORY OF ATHENS
Country						
Type of service		Platform management service + Advanced applications and services	Platform management service	Platform management service	Platform management service + Advanced applications and services + Use case	Use case + External
Size						

Other potential criteria to consider: willingness to join, current estimated maturity, strategic position for DestinE

DSR MATERIAL MAPPING

Material to be shared and associated objectives of the pilot

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DSR MATERIAL

(What is available)

Objective of the pilot: test and validate the proposed material



Awareness and trainings
Climate change
Sustainable IT
GHG footprint
Digital ecodesign
Environmental communication



Carbon tools
Service GHG footprint
Pre-sales calculator
Carbon plugins



Communication
Communication roadmap
LinkedIn campaign
Website section



Ecodesign
Self-assessment questionnaire
Do's and Don'ts
Advanced guidelines

Objective of the pilot: identify potential needs



Other
Accessibility
...

UPTAKE PATHWAYS

(How to use it effectively)



Maturity assessment
(self-assessment questionnaire and SPs radar)
To locate the starting point by SP, and get an overview of the entire platform (where am I?)



Progression guide
To provide a checklist of the elements required to make progress in each of the DSR dimensions (what to do?)



Onboarding stages
To share guidelines on the steps to take to make progress (how to do it?)



Onboarding status
To track global progress over time (TBC)

Objective of the pilot: test and validate the onboarding process

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COFFEE BREAK

See you in 10 min

BREAK TIME



10min



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Introduction
10 min

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10 min

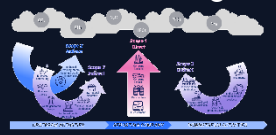
A EXTENSIVE TOOLKIT FOR EVERY SERVICE PROVIDER

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SP DSR ONBOARDING STRATEGY

TRAININGS
Click to access

GHG Training



Ecodesign Training



Sustainable IT



Communication guidelines



Suppliers onboarding



serco

Progress tracking

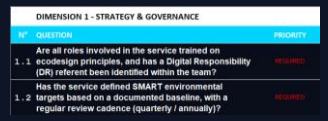


ECODESIGN

Ecodesign Referential



Ecodesign Questionnaire



CARBON ASSESSEMENT

Carbon Calculator



DSR MATURITY FRAMEWORK

DSR Maturity Matrix



Click to access

Evaluation material



Click to access

Progression Guide



Click to access

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OVERALL PROGRESS MONITORING

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A 6-step framework enables Serco to track collective progress and prioritise support effort to maximise service provider buy-in across all onboarding stages

	STEP 1 IMPLICATION	STEP 2 EVALUATION	STEP 3 ACTION PLAN	STEP 4 VALIDATION	STEP 5 REPORTING	STEP 6 JOINT GOVERNANCE
COMPLETION TRIGGER	SP attended the DSR Onboarding session	SP has completed the DSR maturity assessment	SP has defined a credible action plan	Action plan has been transmitted	SP has transmitted the agreed set of KPIs	A joint governance mechanism is established
KPI AND POINTS OF ATTENTION	DSR Onboarding session participation rate	Results shared	Transmission of the action plan	• Action plan covers the 8 dimensions • KPIs are defined	• GHG footprint assessment • Maturity level over the 8 dimensions	

ONBOARDING TRACKER

DONE
STARTED
NOT STARTED

SERVICE PROVIDER	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
CGI						
Murmuration						
Flypix						

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GETTING BACK TO THE CONSTRAINTS

Key convictions on requirements and other examples

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Best Practices SoW are a tool, not a constraint

Today' 14 best practices are **a lever** for real progress, not just a compliance checklist. They give SERCO and Service Providers a **shared language** and a **concrete basis for action**

They must evolve with SP maturity

Requirements should scale up in ambition at a rhythm that reflects Service Providers' actual maturity, following a progressive and realistic approach **co-constructed with the ecosystem**

This goes beyond DestinE

DestinE is not alone in embedding digital responsibility requirements. Public organisations worldwide do the same and **service providers in these markets are already navigating similar obligations**

EUROPEAN EXAMPLES OF DIGITAL RESPONSIBILITY REQUIREMENTS TOWARDS SUPPLIERS

Defra – Department for Environment, Food & Rural Affairs (UK)

- Externally verified carbon footprint + net zero plan
- Compliance with Greener Service Principles(lightweight pages, minimal dependencies, reduced data transfers) & Digital Sustainability Standards
- Data centre suppliers must report PUE <1,3
- *"From later in the spring of 2026, the plan is for the digital sustainability standard to become fully part of Defra service assessments as a dedicated point"*

French Ministry of Education

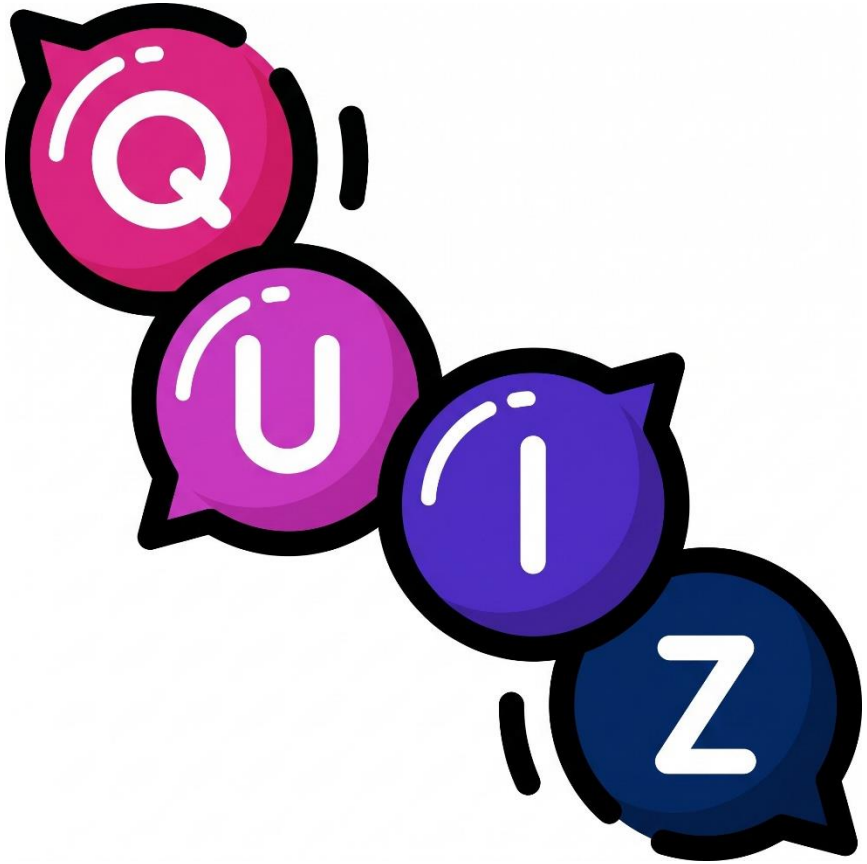
- All digital service providers must apply an ecodesign process integrating environmental constraints and the RGESN criteria throughout the full development lifecycle
- Every supplier must publish a formal ecodesign declaration for each digital service delivered to the Ministry
- All services must meet RGAA standards (France's national equivalent of WCAG), with a published accessibility statement and annual compliance roadmap

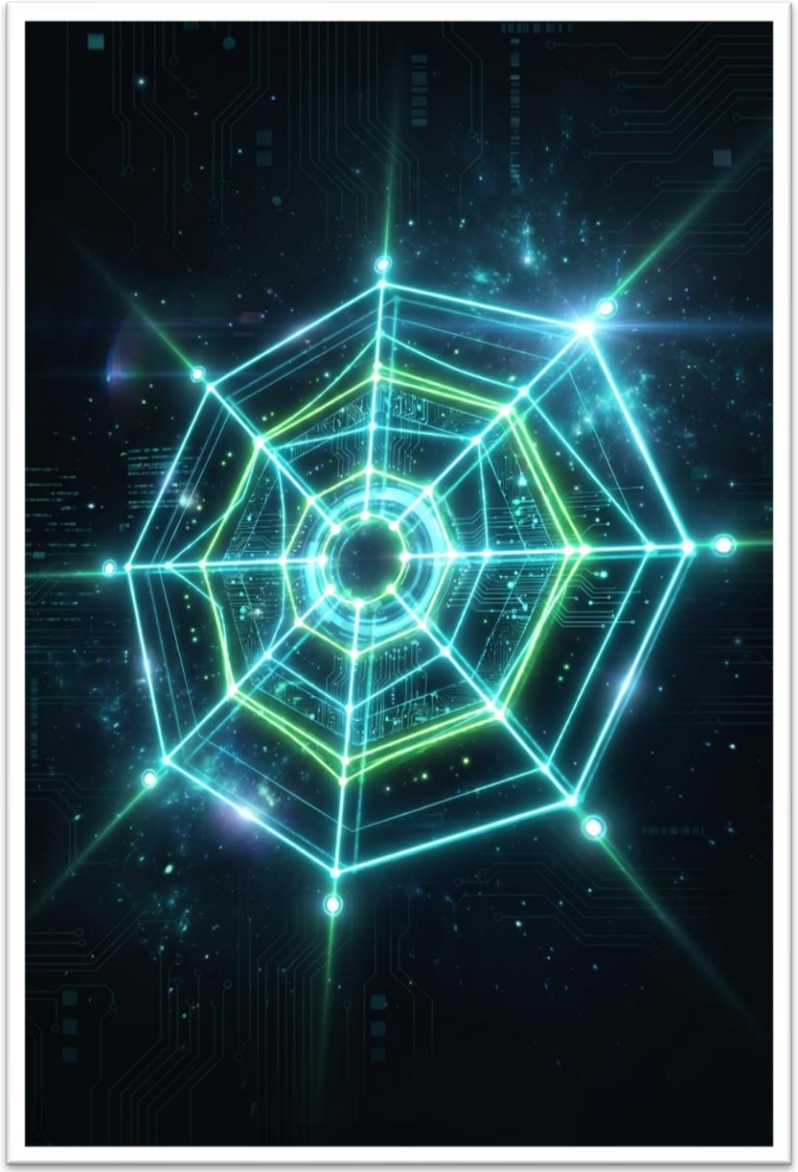


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- Introduction
  10 min
- Why collaboration is necessary?
  15 min
- DSR onboarding strategy
  30 min
- Coffee break
  10 min
- Onboarding tools
  70 min
- **Conclusion**
  10 min

CONCLUSION - QUIZ





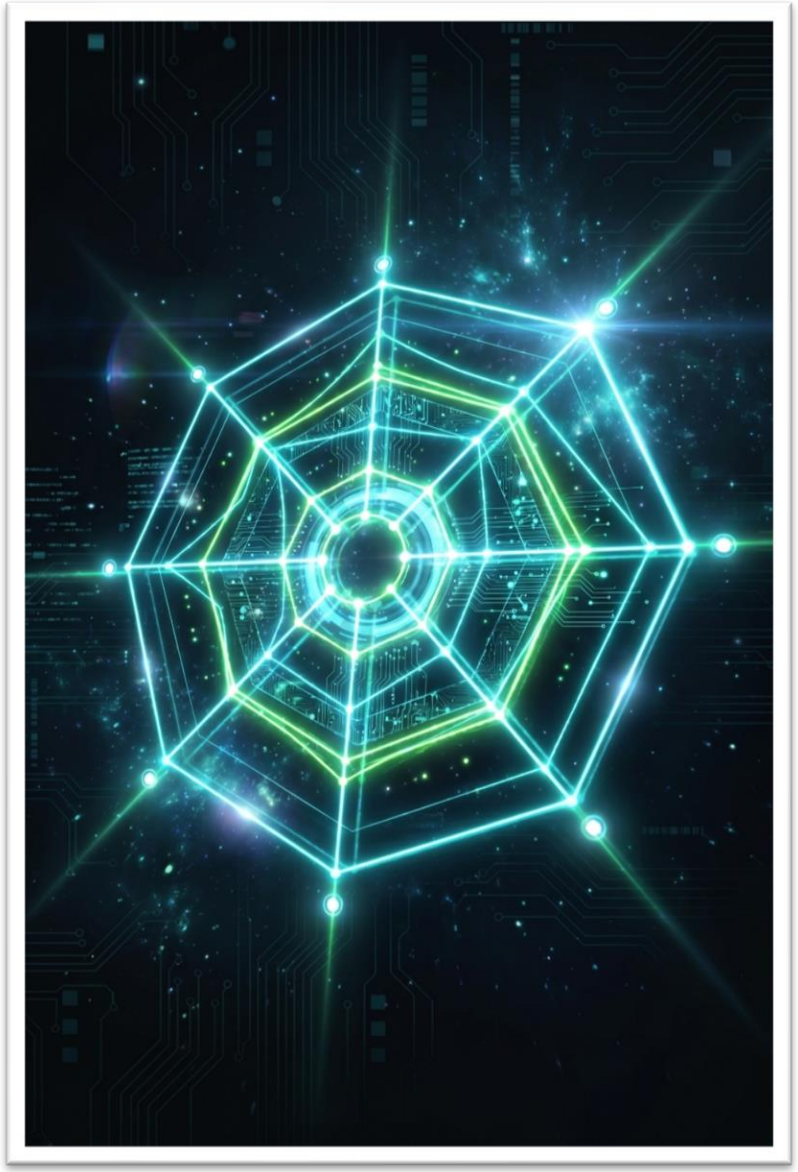
What is the primary purpose of the DSR Maturity Assessment?

A. To generate a carbon footprint report

B. To assess a Service Provider's environmental maturity across 8 dimensions

C. To rank Service Providers by annual DSR performance

D. To automatically generate a decarbonisation action plan



What is the primary purpose of the DSR Maturity Assessment?

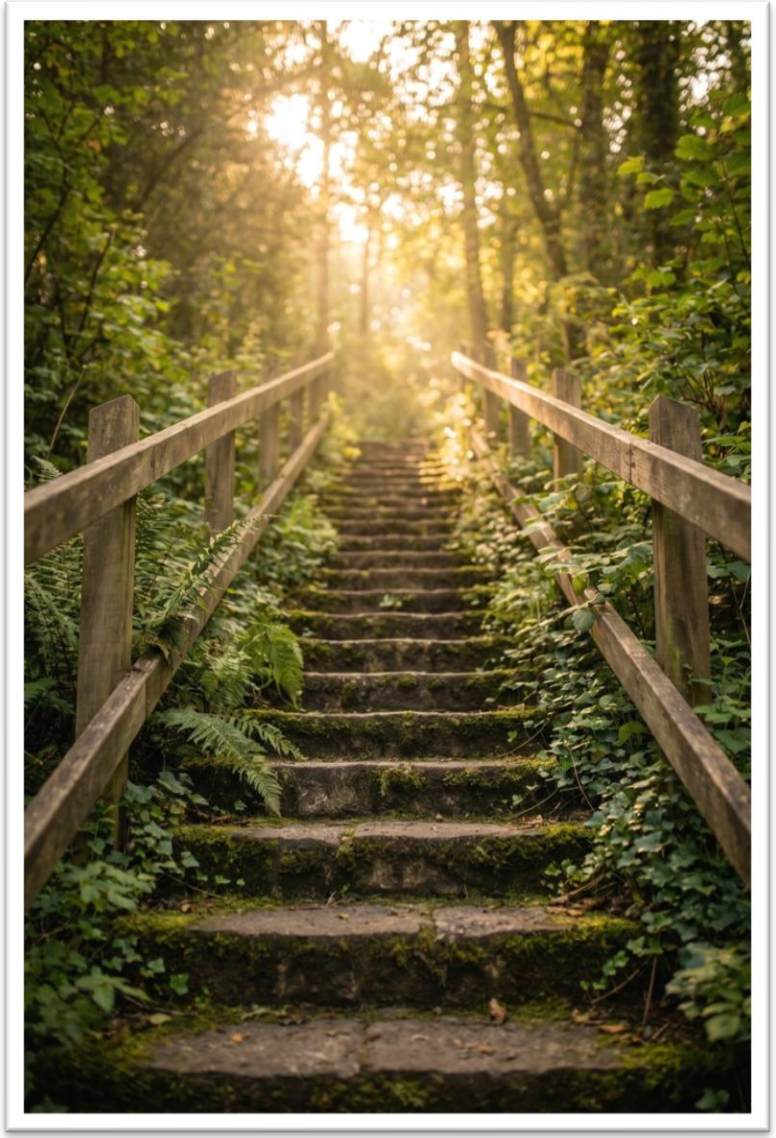
A. To generate a carbon footprint report

B. To assess a Service Provider's environmental maturity across 8 dimensions

C. To rank Service Providers by annual DSR performance

D. To automatically generate a decarbonisation action plan

The DSR Maturity Assessment evaluates SP maturity across 8 dimensions and produces a score + maturity level: Initiated → Developing → Established → Leading.



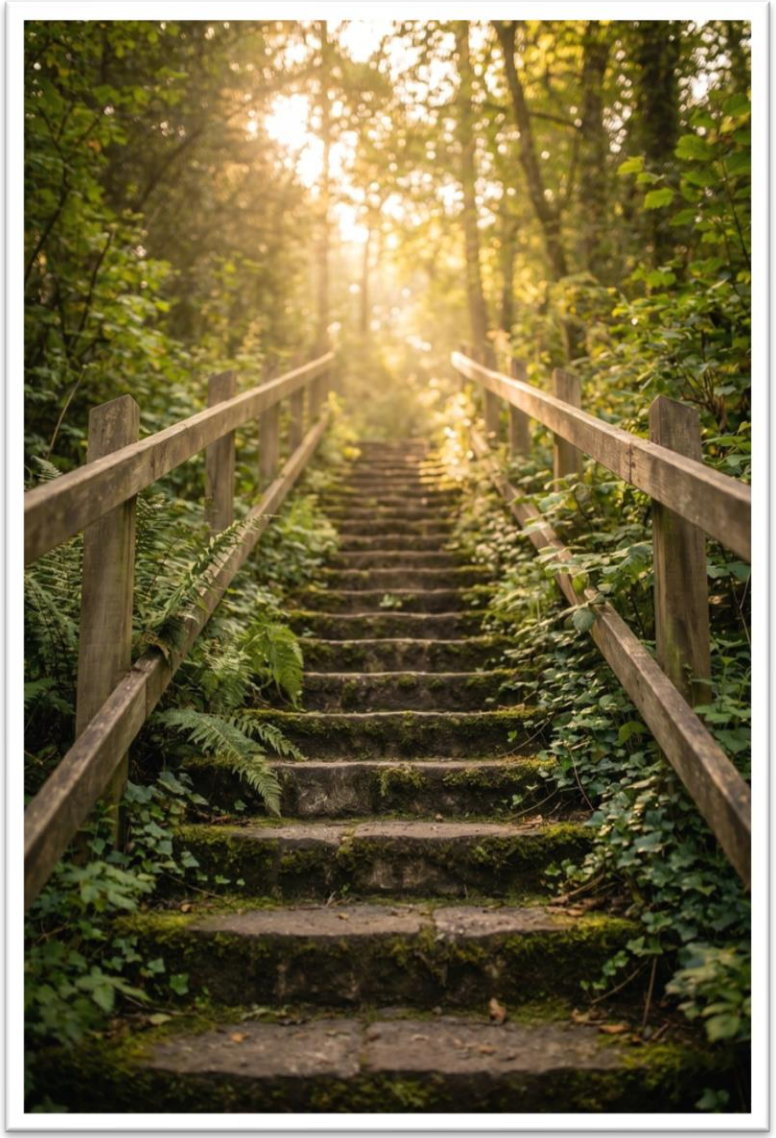
Which tool provides Service Providers with a structured list of suggested improvement actions tailored to their current maturity level?

A. The Onboarding Tracker

B. The Carbon Calculator

C. The Progression Guide

D. The Environmental Data Reporting template



Which tool provides Service Providers with a structured list of suggested improvement actions tailored to their current maturity level?

A. The Onboarding Tracker

B. The Carbon Calculator

C. The Progression Guide

D. The Environmental Data Reporting template

The Progression Guide maps recommended actions to each maturity level across all DSR dimensions, helping SPs plan their next steps.



Which of the following statements about the collaborative DSR approach is FALSE?

A. It enables organisations to adapt to their exact needs using existing flexibility

B. It replaces and eliminates all contractual DSR requirements

C. It is a source of innovation and strengthens the relationship with SPs

D. It enhances SP capabilities and builds DSR knowledge



Which of the following statements about the collaborative DSR approach is FALSE?

A. It enables organisations to adapt to their exact needs using existing flexibility

B. It replaces and eliminates all contractual DSR requirements

C. It is a source of innovation and strengthens the relationship with SPs

D. It enhances SP capabilities and builds DSR knowledge

Collaboration complements contractual requirements; it does not replace them. Active collaboration adds methodology, tools and support on top of existing constraints.

QUIZ QUESTION (4/5)

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Which of the following correctly lists the trainings available to Service Providers in the DSR Onboarding toolkit?

A
- GHG Training
- Ecodesign Training
- Sustainable IT Training
- Supplier Onboarding
- Com. Guidelines

B
- GHG Training
- Carbon Accounting
- Ecodesign Training
- Supplier Kit

C
- ISO 14064 Training
- GHG Training
- Ecodesign Training
- Carbon Calculator

D
- Sustainable IT Training
- GDPR Training
- Carbon Calculator
- Supplier Onboarding Training



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B
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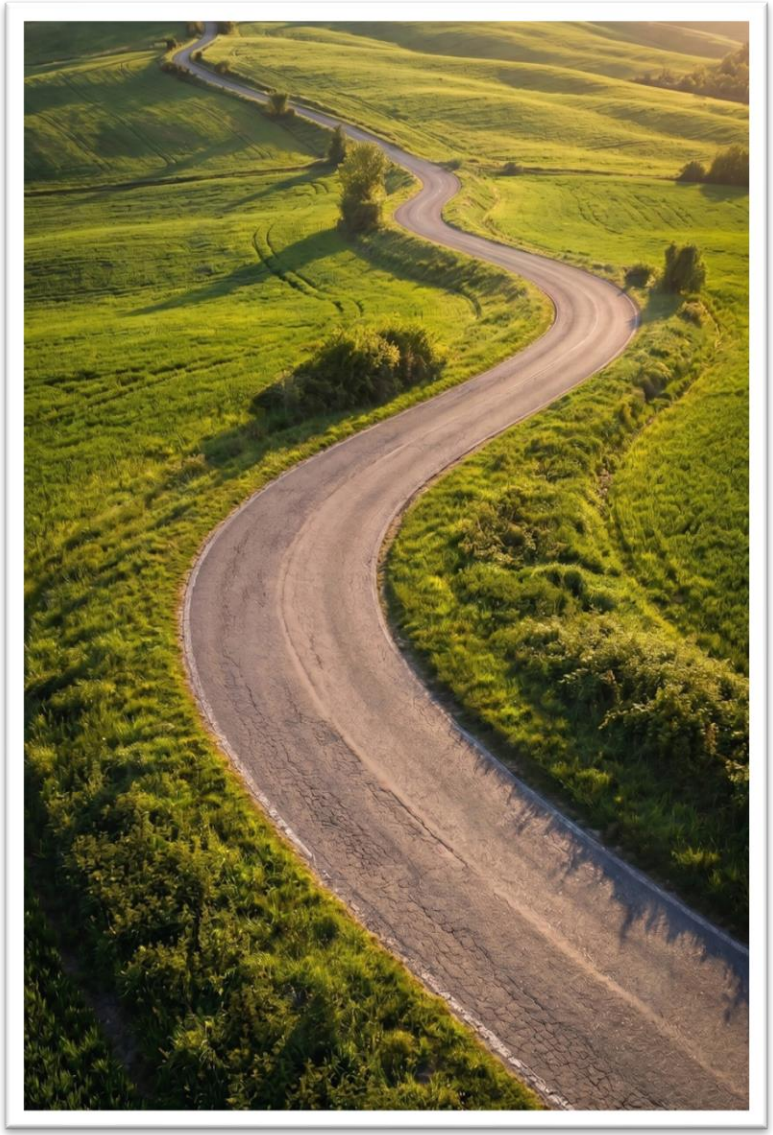
C
- ISO 14064 Training
- GHG Training
- Ecodesign Training
- Carbon Calculator

D
- Sustainable IT Training
- GDPR Training
- Carbon Calculator
- Supplier Onboarding Training

The SP DSR Onboarding toolkit includes the following trainings: GHG Training, Ecodesign Training, Sustainable IT Training and Supplier Onboarding Training.

QUIZ QUESTION (5/5)

Destination Earth



Which of the following correctly lists the 6 steps of the SP DSR Journey in the right order?

A

Discover → Evaluate → Implement → Define → Update → Share

B

Discover → Define → Evaluate → Implement → Update → Share

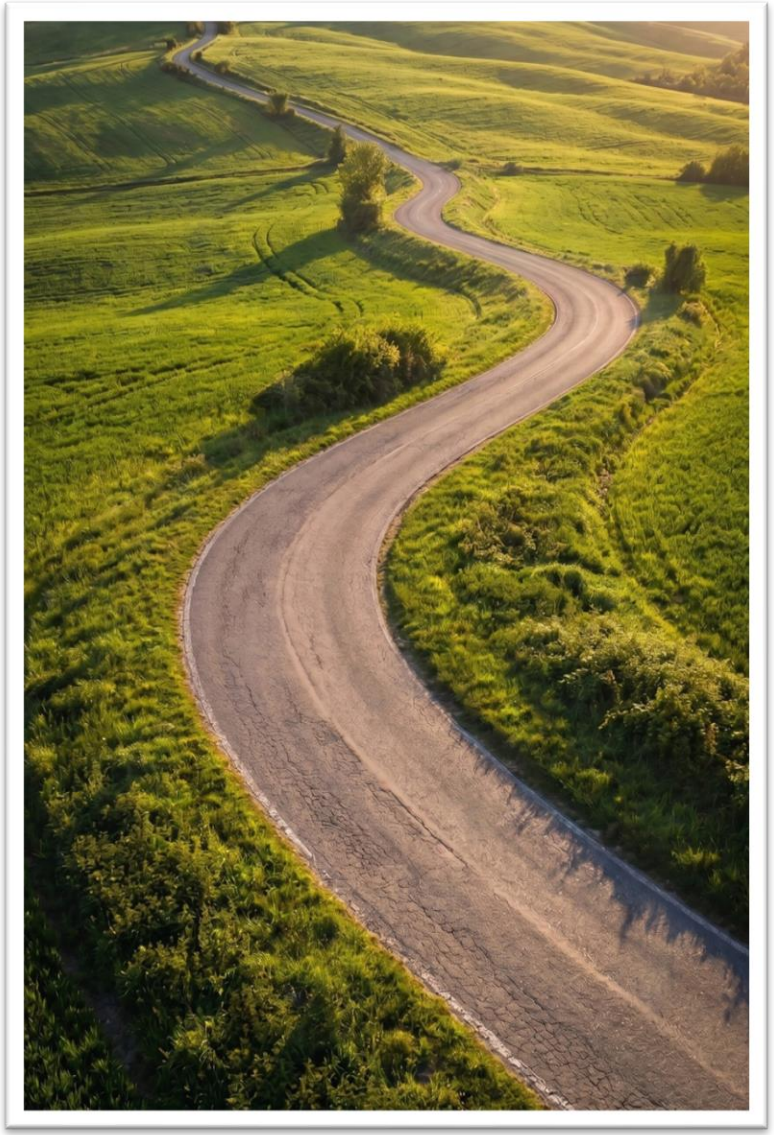
C

Evaluate → Discover → Define → Implement → Share → Update

D

Discover → Evaluate → Define → Implement → Update → Share

QUIZ ANSWER (5/5)



Which of the following correctly lists the 6 steps of the SP DSR Journey in the right order?

A. Discover → Evaluate → Implement → Define → Update → Share

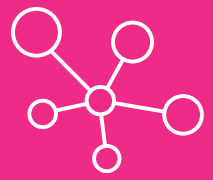
B. Discover → Define → Evaluate → Implement → Update → Share

C. Evaluate → Discover → Define → Implement → Share → Update

D. Discover → Evaluate → Define → Implement → Update → Share

The 6 steps of the SP DSR Journey follow this order: (1) Discover → (2) Evaluate → (3) Define → (4) Implement → (5) Update → (6) Share.

KEY TAKEAWAYS



Collaboration outperforms compliance

Contractual requirements alone cannot drive real transformation. A proactive approach, built on shared tools, mutual commitment and trust will enable Service Providers to move from obligation to genuine progress.



Best Practices DSR expectations are a foundation, not a final state

The 14 existing requirements will evolve in ambition and scope, at a pace consistent with Service Provider's growing maturity. Co-constructing their evolution with the ecosystem is what ensures they remain both meaningful and achievable.



The supplier's journey needs to be equiped with the right tools at every step

Every service provider has access to a structured 6-step DSR journey and an associated and comprehensive toolkit (DSR maturity assessment, Progression Guide, GHG & Ecodesign trainings…)



From Pilot to platform-wide adoption

The pilot phase is designed to test, learn and refine, not to be perfect from day one. Early insights from the first Service Providers will shape the methodology for the entire ecosystem

DestinE Platform



SUPPLIERS ONBOARDING

DIGITAL RESPONSIBILITY

For any inquires or support, feel free to reach out to us:

- Webinars request
- Access to learning material
- References to additional modules and resources.

We’ re here to help you continue your learning journey.

CONTACT US

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