



GeSI ENABLING
DIGITAL
SUSTAINABILITY



**DIGITAL
WITH
PURPOSE**

**Digital with Purpose
Performance Framework
Report 2023**

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1 INTRODUCTION

The DWP Movement is aimed at catalysing collective action amongst corporates and is centred around four universal commitments that make up the 'Digital with Purpose Performance Framework;' the Framework provides a rigorous and robust process for corporates to articulate their ambitions for Climate and the UN SDG (Sustainable Development Goals) impact, tracking their progress each year through specific measurement. In an exciting development, we are thrilled to see great progress from year one to year two. All companies show a positive evolution in line with the "race to the top" ambition. In this connection, we are extremely pleased to announce that we have our very first "Diamond" company within our ranks – this is Innowave, a Portuguese SME operating in the field of digital innovation. This remarkable achievement along with the overall progress of all the other respondents, underscores the unwavering dedication and excellence displayed by our esteemed members. It serves as an inspiration to all, setting a high standard for future submissions.

To reaffirm – the DWP Movement is "a race to the top", open to corporates that share an ambition to create business value through radically accelerating the enabling power of digital technology for the SDGs, whilst minimising negative externalities that may arise.

The results show clearly that leveraging this competitive spirit will help the ICT (Information and Communication Technology) industry as well as all industry sectors drive positive and measurable impact and collectively deliver against the Paris Agreement and the 2030 Agenda for Sustainable Development.

In the pursuit of excellence and innovation, we are delighted to present the outcomes of the 2023 Digital with Purpose (DWP) framework submission. At the outset, we extend our sincere appreciation to the members and dedicated partners who have played an important role in the success of this endeavor and are committed to this "race to the top".

This report reflects our shared accomplishments, and we look forward to sharing the detailed results and insights that emerged from this year's submission.



Luis Neves
GeSI CEO

EXECUTIVE SUMMARY

This year marked a pivotal moment in the evolution of the DWP Framework, characterized by improved companies' performances and several noteworthy developments. In 2023, 12 companies have completed the framework, meaning that we have now certified a total of 27 companies.

This year, Innowave is leading the race by achieving the first Diamond Certification of DWP, "Sustainability has been an integral part of InnoWave since its foundation. We define our strategy with pillars of Environmental Stewardship, Social Equity, and Governance Excellence, aiming to promote a more sustainable and digital future. Our goal is to enable the achievement of milestones through the seamless use of the technology we provide. To accelerate our growth, we are committed to the DWP Movement, which is crucial for focusing on targeted and actionable activities allowing us to set a clear path for continuous improvement." says Shailesh Gambhir, Chief Sustainability Risk Officer at Innowave."

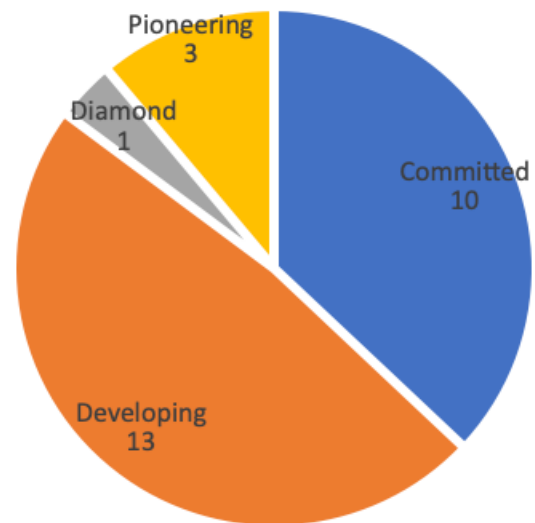
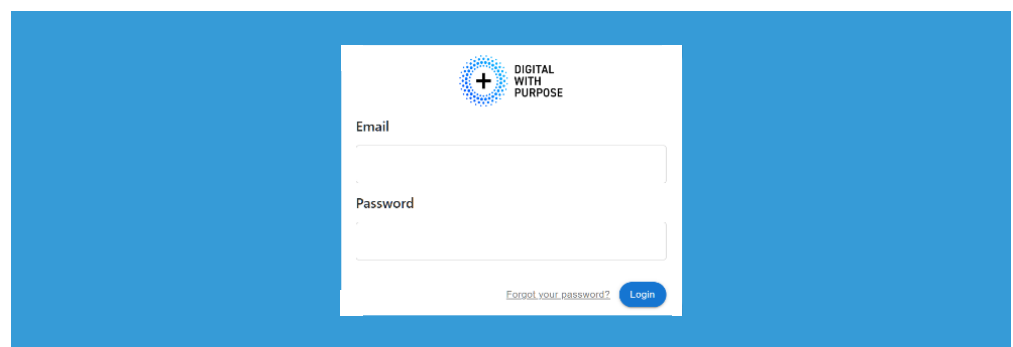
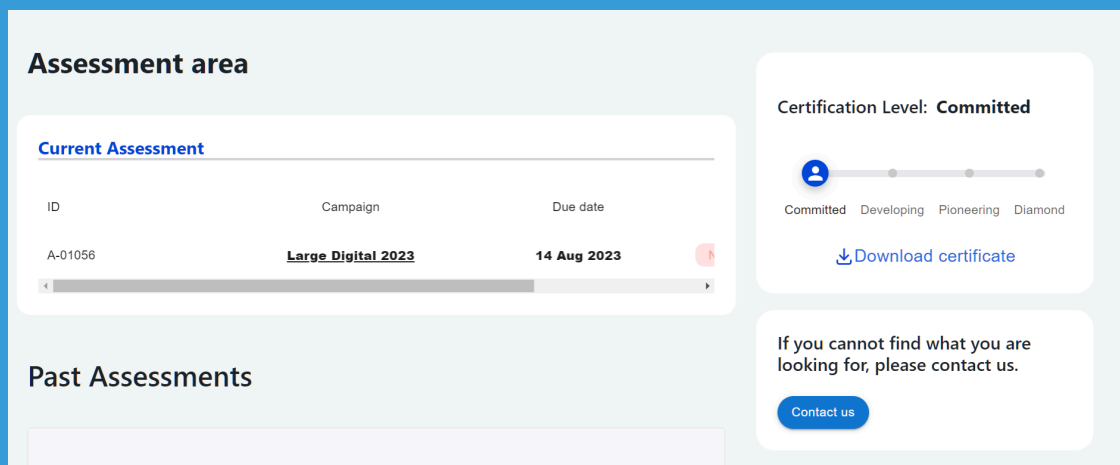


Figure 1. DWP Performance Framework members per type of certification level

As for our developments, firstly, we **expanded the scope of the Framework to include non-digital companies**, both large and small-to-medium enterprises (SMEs).

Additionally, we conducted a comprehensive review of the Circular Economy metrics, redirecting our focus to center more directly on digital technologies, a shift that aligns with the evolving landscape of sustainable practices and innovation. Moreover, **we developed a digital platform**, specifically designed to alleviate the reporting burden on our members. This innovative platform has not only simplified the submission process but has also made it more efficient and reliable, ensuring that the focus remains on the critical aspects of our mission. These changes and initiatives underscore our dedication to adapt, grow, and honor those who exemplify excellence within our expanding community.





To further expand our reach and enhance the visibility of our program, **we proudly organized the Digital with Purpose Global Summit** in Lisbon from September 27th to 29th, 2023. This monumental event served as a critical platform for our organization, allowing us to engage with a broader audience and raise awareness about the pivotal work we do. The Summit featured esteemed speakers and a meticulously curated program that addressed pressing issues, fostered insightful discussions, and opened new avenues for collaboration. The event was not only a testament to our commitment to continuous improvement but also a testament to the growing influence of the DWP Movement on a global scale. We passionately believe that such initiatives will continue to be instrumental in advancing our mission and making a lasting impact towards the contribution of Digital Technologies to the achievement of the Sustainable Development Goals by 2030.

Furthermore, as we continue to grow and expand our network, we are delighted to welcome four new members* and thirty-one new partners** into our fold. These additions further strengthen our community and bring diverse perspectives and expertise to our collective mission. Their involvement is a testament to the appeal and importance of our shared goals.

*Hummeltorp; MADALIA.WORLD; Morais Leitão Galvão Teles, Soares da Silva & Associados; SAWACO Water Group;

**ACP (Autómovel Clube de Portugal); AICEP Communications; AICEP Portugal Global; ALER; ARE (Alliance for Rural Electrification); ASOCIO; BCSD; Cascais; CDI Portugal; Fundao; CNE (Corpo Nacional de Escutas); DECO; ETIC; University of Evora; José Neves Foundation; University of Lisbon – the Superior Institute of Agronomy; ISCTE; ISEG; iTrain Asia; MDEC; NOVA SBE; Portugal Foods; REN21; SEDES; University of Algarve; University Catolica Lisbon; INSURE (Innovation Sustainability and Regeneration hub); United Nations Association Portugal; University of Coimbra; University of Minho; Zero.

2 THE 2023 RESULTS AND STATISTICS

THE FINAL CERTIFICATION LEVEL FOR EACH COMPANY COMPLETING THE FRAMEWORK IN 2023 IS LISTED BELOW:

Company	Membership Class	2023 DWP Certification Level
Bell Canada	Large Digital company	Developing
CSCP (Centre on Sustainable Consumption and Production)	Non-Digital SME	Committed
Cuatrecasas	Large Non-Digital company	Developing
DXC Technologies	Digital SME	Developing
EDP	Large Digital company	Pioneering
Innowave	Digital SME	Diamond
.PT	Digital SME	Developing
Superior Essex Communications	Large Digital company	Developing
Tangivel	Digital SME	Developing
Taiwan Mobile	Large Digital company	Pioneering
Unipartner	Digital SME	Pioneering
Vieira de Almeida	Non-Digital SME	Developing

Once joining DWP, the members have a probatory period of three years, during which they have the two following options:

- + Submit the metrics every year. In this case, the company scoring must improve each year and within three years the company must achieve the next certification level. Not meeting these conditions will lead to the exclusion from the DWP Performance Framework.
- + Submit the metrics at least once in the first three years. In this case, the member will remain in the same initial certification level, "Committed". Before the 3rd year the member is required to make a submission where the certification level needs to be at least one level up. If that criteria is not met the company will be excluded from the DWP Performance Framework Certification.

After the probatory period of three years members will be required to submit every year.

The following companies did not respond to the Framework in 2023. Therefore, they will remain with the certification level they have received previously.

Company	Membership Class	2023 DWP Certification Level
Accenture	Large Digital company	Committed
APDC	Non-Digital SME	Committed
CMAS	Digital SME	Committed
Dassault Systemes	Large Digital company	Committed
ETNO (European Telecommunications Network Operators)	Non-Digital SME	Committed
Huawei	Large Digital company	Committed
NOS	Large Digital company	Committed
NTT	Large Digital company	Committed
Swisscom	Large Digital company	Developing
Telstra	Large Digital company	Developing
Hummeltorp	Non-Digital SME	Committed
MADALIA.WORLD	Digital SME	Committed
Morais Leitão Galvão Teles, Soares da Silva & Associados	Non-Digital SME	Committed
SAWACO Water Group	Large Non-Digital company	Committed
Tata Consultancy Services	Large Digital company	Committed

The following companies have failed to fulfil their CEO commitment to the DWP Framework and therefore have been excluded. In consequence their "Committed" certification has been revoked.

Company	CEO/ President signing the DWP Pledge	Year of exclusion
Beta-i	Pedro Rocha Vieira	2023
Bold by Devoteam	Bruno Mota	2023
ZTE	Xu Ziyang	2023
Innovagency	Pedro Antunes Maia Lobo	2022
SIBS	Madalena Cascais Tomé	2022
Knowit	Per Wallentin	2022

In 2023 nearly all companies experienced a reduction in score from their original self-assessed score to their final post-validation score. In some cases, this reduction was substantial, highlighting the need for companies to ensure they can substantiate any self-assessment with adequate evidence before submitting their original responses.

For the purposes of this report company names have been removed and replaced by letters in the following charts.

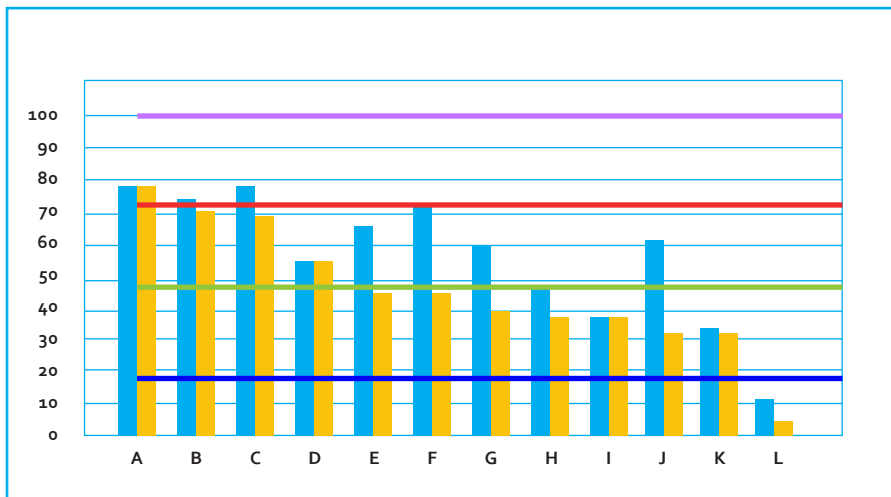


Figure 2. The self-assigned and final scores of all companies that participated in the 2023 DWP Framework Submission

— Diamond
 — Pioneering
 — Developing
 — Committed
 ■ Self-assigned Score
 ■ Final Score

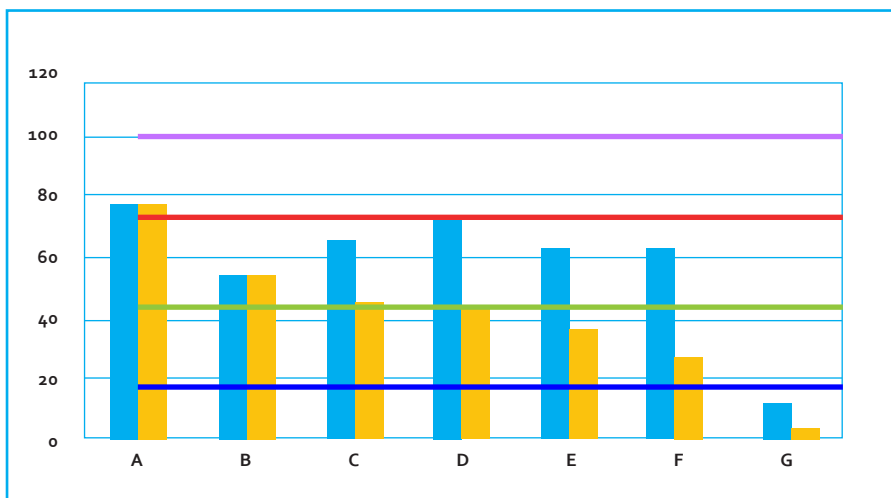


Figure 3. Original self-assigned scores and final post-validation adjusted scores for SMEs, 2023.

— Diamond
 — Pioneering
 — Developing
 — Committed
 ■ Self-assigned Score
 ■ Final Score

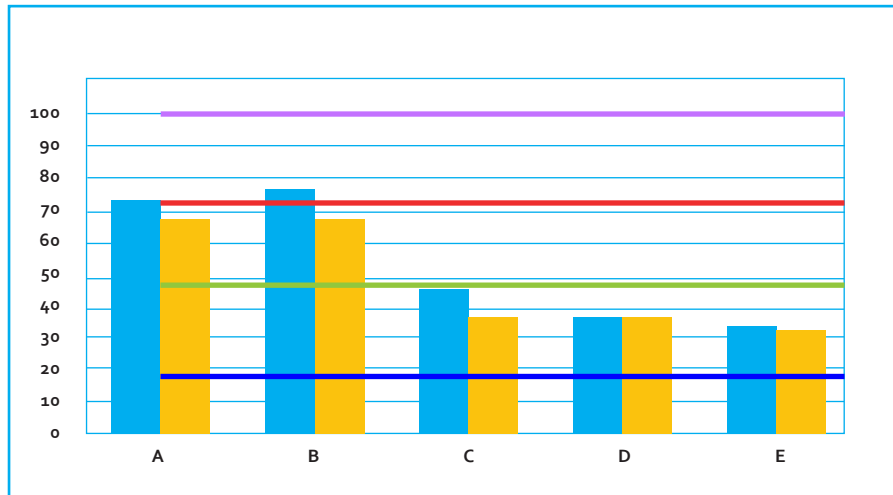


Figure 4. Original self-assigned scores and final post-validation adjusted scores for Large companies, 2023.

Diamond
Pioneering
Developing
Committed
Self-assigned Score
Final Score

3 THE DWP PERFORMANCE FRAMEWORK BOARD

The work around DWP is coordinated by the DWP Performance Framework Board, which is composed of three members representing three member companies. The objective of the DWP Performance Framework Board is to provide strategic oversight and leadership in order to ensure the successful planning, execution, and outcome of each DWP Framework submission.

Whilst upholding the highest standards of excellence, inclusivity, and innovation, the Board acts like the intermediary between DWP members and the DWP Secretariat ensuring that the interests of the members are clearly communicated and fulfilled. Fernando Reino da Costa, CEO of Unipartner and Chair of the Board is an advocate of the DWP Movement, "At Unipartner, we are committed to creating a positive impact on people's lives and promoting well-being, social responsibility, and sustainability. Our consulting services and solutions support organizations to achieve their transition and sustainability targets, but also to transform businesses through digital innovation. The Digital with Purpose Framework not only validates our ongoing progress, namely towards the NetZero SBTi commitment, but also creates a transparent and trustful environment among all Unipartner stockholders." says Fernando.



FERNANDO REINO DA COSTA
(Chair)

CEO and President,
UniPartner



IRIS LIU
(Co-Chair)

VP of Sustainability and
Brand Development,
Taiwan Mobile and CEO,
Taiwan Mobile Foundation



FLORENCE VERZELEN
(Co-Chair)

Executive Vice President
Industry, Marketing &
Sustainability, Dassault
Systèmes

4 DIGITAL WITH PURPOSE MEMBERSHIP

Improving the health of our planet and developing the forward-looking business models that deliver the economic benefits of digital technologies require widespread collaboration. The Digital with Purpose movement is an integral part of this effort.

The guidance and metrics contained in the Framework help companies align with purpose-driven business principles, operate more responsibly in adopting digital technologies, and deliver digitally enabled solutions to sustainability worldwide.

THE PLEDGE

On joining, all members of DWP are required to sign a Pledge to four universal commitments:

- +** To establish practical and incremental steps to become a purpose-led business supporting the United Nations Sustainable Development Goals
- +** Taking and reporting concrete action on climate change, in line with the Paris Agreement.
- +** Embracing the principles of impact transparency and reporting accordingly every year.
- +** Developing and deploying digital technology responsibly with the goal of delivering positive societal impact.

In addition, the Pledge commits members to take part in an open evaluation process and to collaborate with others to develop and realise their ambitions to maximise their positive impact on the Paris Agreement and SDGs.

MEMBERSHIP CLASSES

On the one hand, DWP company members can be from the digital sector, that is, for example, the suppliers of digital technologies, network and data centre operators, digital systems integrators or digital service providers. On the other hand, they can be companies from other sectors that make extensive use of digital technologies to address sustainability. Companies can also range in size. Taken together this means there are four classes of membership: Large digital; Digital SME; Large non-digital; and Non-digital-SME, where the DWP definition of an SME is a company with up to 500 employees.

Since the beginning of the DWP Movement and the date of publication of this report, the CEOs of the following companies signed the Pledge and therefore joined as members of DWP Movement.

DWP MEMBER BY CLASS SINCE 2021

Company	CEO/President signing the DWP Pledge	Class
.PT	Luisa Ribeiro Lopes	Digital SME
Accenture	Julie Sweet	Large Digital
APDC	Rogério Carapuça	Non-Digital SME
Bell Canada	Mirko Bibic	Large Digital
Cuatrecasas	Maria João Ricou	Large Non-Digital
CSCP	Michael Kuhndt	Non-Digital SME
Dassault Systems	Bernanrd Charles	Large Digital
DXC Technologies	Manuel Maria Correia	Digital SME
EDP	Miguel Stilwell d'Andrade	Large Digital
ETNO	Lise Fuhr	Non-Digital SME
Huawei	Liang Hua	Large Digital
Hummeltorp	Christer Otterstrom	Non-Digital SME
Innowave	Tiago Mendes Gonçalves	Digital SME
MADALIA.WORLD	Candy Flores	Digital SME
Morais Leitão Galvão Teles, Soares da Silva & Associados	Nuno Galvão Teles	Non-Digital SME
NTT Ltd	Marilyn Chaplin	Large Digital
SAWACO Water Group	Nizar Kammourie	Large Non-Digital
Superior Essex Communications	Brad Johnson	Large Digital
Swisscom	Urs Schaeppi	Large Digital
Taiwan Mobile	Jamie Lin	Large Digital
Tangivel	André Carvalho	Digital SME
Tata Consulting Services	Sapthagiri Chapalapalli	Large Digital
Telstra	Andrew Penn	Large Digital
Unipartner	Fernando Reino da Costa	Digital SME
Vieira de Almeida	João Vieira de Almeida	Non-Digital SME

PARTNERSHIPS

Partnerships with the DWP are a collaborative endeavour open to a diverse array of entities, including companies, academia, institutions, NGOs, and cities, all of whom share a common goal of promoting sustainability through digital technologies.

These partnerships provide a unique opportunity for stakeholders to contribute to the DWP movement in varied and meaningful ways. To formalize the commitment and outline the specific areas of collaboration, a Memorandum of Understanding (MOU) is established. The MOU serves as a foundational document, delineating the scope and nature of interaction between the DWP and its partners. Through this structured agreement, partners can engage in initiatives, research, and activities that align with the overarching mission of fostering a more sustainable digital environment.

Partnerships

Academia	Organizations and Associations	Cities	Companies
Cirodd	ACP (Automóvel Clube de Portugal)	Cascais, Portugal	Arabesque
Columbia University	AICEP Communications	Fundão, Portugal	Circularity Capital
ETIC	AICEP Portugal Global		CNN Portugal
INSURE (Innovation Sustainability and Regeneration hub)	AIOTI		Deloitte
ISCTE Executive Education	ALER		iTrainAsia
ISCTE	ARE (Alliance for Rural Electrification)		Portugal Foods
ISEG	ASOCIO		Ridley Scott Creative Group
José Neves Foundation	BCSD		
NOVA SBE	Capitals Coalition		
University Católica	CDI Portugal		
University of Algarve	CDP		
University of Cambridge	CNE (Corpo Nacional de Escutas)		
University of Coimbra	DECO		
University of Évora	EGDC (European Green Digital Coalition)		
University of Lisbon – the Superior Institute of Agronomy	European Digital SME Alliance		
University of Minho	Forum Oceano		
	The Internet Commission		
	ITU		
	MDEC		
	NUMANA		
	P4TT		
	Planetiers		
	REN21		
	SEDES		
	United Nations Association Portugal		
	Wireless Broadband Alliance		
	World Benchmarking Alliance		
	World Ocean Council		
	Zero.		

5 DWP METRICS FRAMEWORK

The DWP metrics are intended to be measurable and quantifiable, impactful, ambitious, and often difficult to achieve. A maximum score across all themes is intended to reflect best practice in 2030.

There is a different set of DWP performance metrics for each class of the membership. The metrics for large companies go broad and deep, whereas the metrics for SMEs better reflect the resources available to SMEs and are more streamlined than those for large companies.

The table below demonstrates the level of effort required from each company type in the different categories and themes of the submission. As an example, a large company is required to fill in all five themes of the Responsible Business category whilst SMEs are required to fill in 3 themes of their preference.

Components	Maximum Score	Themes	Digital		Non Digital	
			Large	SME	Large	SME
			Themes Selected	Themes Selected	Themes Selected	Themes Selected
Purpose	10	Purpose	1 Theme	1 Theme	1 Theme	1 Theme
Digitally Enabled Solutions	45	Climate Change	3 Themes	1 Theme	1 Theme	1 Theme
		Human Rights				
		Education				
		Natural Capital				
		Health & Wellbeing				
Responsible Business	45	Climate Change	5 Themes	3 Themes	5 Themes	3 Themes
		Circular Economy				
		Supply Chain				
		Digital Trust and Responsibility				
		Digital Inclusion				
Maximum Total Score	100		136 Metrics	43 Metrics	84 Metrics	40 Metrics

Figure 5: DWP Framework Themes by class

FRAMEWORK STRUCTURE

The DWP Framework has three main components with principles and associated metrics covering:

- + **Purpose:** informing a company on becoming a purpose-led business.
- + **Digitally Enabled Solutions:** reflecting how a company contributes or uses innovative digital solutions.
- + **Responsible Business:** covering how a company operates its digital value chain with respect to climate change, digital trust and responsibility, the circular economy, digital inclusion, and supply chain.



Figure 6. The DWP component parts contain expert-developed metrics and follow a path from fundamental to advanced.

Each of the three component parts are scored out of 100 and then combined using a weighting of 10% for Purpose and 45% each for Digitally Enabled Solutions and Responsible Business.

Scoring is initially performed via a company self-assessment. Once completed the company self-assessment is subject to independent validation against supplied evidence.

There follows an outline of each theme with examples of the level of performance required by a large digital company to score highly.

PURPOSE

Companies committed to DWP must, first and foremost, establish a connection between their core business model, digital technologies, and the UN Sustainable Development Goals. This sets the foundation for Responsible Business and Digitally Enabled Solutions.

The DWP metrics are based on the thesis that a strong business model-to-SDG connection denotes a “purpose-led business” and is marked by a genuine commitment by a company to deliver positive societal impact through its core capabilities and minimise the negative impacts of its operations.

This commitment is buttressed by robust governance, stakeholder engagement, and measurement to track progress. It goes beyond philanthropic activities and shallow claims of environmental and social stewardship (“greenwashing”).

To score highly on Purpose companies would need to:

1. Have a clearly articulated purpose built on materiality analysis and stakeholder engagement that links core business activity to intended impact on identified SDG themes, especially through digital solutions.
2. Incorporate its impact themes in corporate research, product development, strategy, investment, and employee training.
3. Ensure that the company’s political advocacy is consistent with the stated purpose.
4. Regularly measure and report on the impact of progress against the impact themes.
5. Have a robust purpose governance system, with oversight sitting at board level and progress against impact themes tied to management and employee reward.

DIGITALLY ENABLED SOLUTIONS

In general, business orientated sustainability performance frameworks focus on policies and actions that minimise a company's negative impacts on the world. DWP is highly unusual in that it gives equal weight to increasing a company's positive impact as it does to minimising its negative impact.

In the case of digital companies, the Digitally Enabled Solutions metrics measure how the company develops and delivers innovative digital solutions through its products, services, and core business practices in ways that improve the sustainability of society overall. In the case of non-digital companies, the Digitally Enabled Solutions metrics measure how companies use digital solutions in achieving their business goals but whose main business lies outside the ICT sector.

The DWP non-digital framework has been developed from the framework initially produced for large digital companies. It has been adjusted to reflect the fact that, whereas the primary focus of digital companies is to produce digital equipment, infrastructure, services and solutions, non-digital members of DWP will be from other sectors, with a focus of using digital technologies to pursue business objectives aligned to their sector. Considering this distinction, the set of metrics for non-digital companies includes a small number of standard performance criteria, supplemented by metrics that focus on the company's digital operations and applications. Currently the Digitally Enabled Solutions metrics allow an assessment against five solution themes related to the SDGs: climate change; education and skills; health and well-being; human rights; and natural capital.

Climate Change	   
Education and Skills	
Health and Well Being	
Human Rights	   
Natural Capital	  

Figure 7. The five themes in the DWP framework and the SDGs they address

Within each of the five themes the Digitally Enabled Solutions metrics cover three key areas:

- + Scaling the size of the opportunities open to a company.
- + Developing the opportunities in collaboration with others.
- + Measuring and publishing the scale of achieved benefits and associated revenues.

To score highly on Digitally Enabled Solutions companies would need to:

1. Actively addressing at least three SDG related enabling themes.
2. Work collaboratively across digital and customer sectors, and with topic experts and NGOs.
3. Support innovation and development to establish new applications.
4. Quantify and report on the environmental and social benefits derived from solutions delivered.
5. Quantify and report on the revenue derived from solutions delivered.

RESPONSIBLE BUSINESS

Taking a key focus on its digital value chain, the full measures of Business Responsibility include setting aggressive carbon emission targets, employing active measures to conserve scarce resources, respecting workers' rights, managing customers' data, encouraging greater inclusion, and protecting privacy and freedom of expression.

The DWP Responsible Business Framework reflects these principles in the following areas; Climate Change; Circular Economy; Supply Chain; Digital Trust and Responsibility; and, Digital Inclusion. Large companies must respond to all five themes whereas SMEs can select the three that they can show to be the most material to their business.

CLIMATE CHANGE

Digital technology has significant climate impacts at all points of its value chain:

- + The embodied carbon in the materials used to manufacture ICT products.
- + The energy used to manufacture ICT components and product fabrication.
- + The electricity used to run data centres and telecommunication networks.
- + The electricity used by anyone running ICT equipment.

To score highly on Climate Change companies would need to:

1. Be exemplary in TCFD reporting.
2. Have a 1.5C aligned SBT with clear delivery plans.
3. Have a Net zero target for scope 1, 2 and 3, of 2035 or earlier, with clear delivery plans.
4. Have offset 50% of its residual emissions with carbon sinking credits and 50% with carbon non-sinking credits.
5. Be purchasing >95% high quality renewable electricity

CIRCULAR ECONOMY

The circular economy is an all-encompassing, system of systems concept that seeks transformational improvements across entire value chains and across multiple lifecycles, including, not only aspects of production and consumption of products and services, but also the interrelationships and behaviours of actors within and around these value chains.

The Circular Economy metrics seek to assess system-level improvements by considering a broad range of indicators across multiple business aspects from enablers to outcomes.

The Circular Economy metrics cover three key areas:

- + how circularity is reflected in the company's vision and ambition levels.
- + enabling factors such as strategic planning, circular innovation, and external engagement on circularity.
- + outcomes including products, materials, and services.

To score highly on Circular Economy companies would need to:

1. Be exemplary and publicly transparent in circularity aspirations and reporting.
2. Have a company strategy aligning innovation, people skills, operations and external engagement with the latest in circularity principles and practices.
3. Recycle or reuse as much of their operational waste as possible.
4. Continuously improve its procurement process with its top 20 operational equipment and material suppliers to increase sourcing based on circular economy principles.
5. Have at least 50% of recycled (or renewable) content for the products supplied for company operations from the 20 top suppliers.

SUPPLY CHAIN

The DWP Supply Chain focus is on mitigating responsible business and social responsibility risks for labour management, worker rights and health and safety.

Supply Chain metrics cover three key areas:

- + The foundational elements of a Responsible Business program for supplier management including risk identification (required focus for labour management and health and safety) and compliance tracking by supplier type.
- + Key policy elements to a successful responsible business program that drive meaningful supplier workforce results, tracking and improvements.
- + Achieving quantifiable results. The metrics include impact statements for labour management and health and safety goals for supplier achievement.

To score highly on Supply Chain companies would need to:

1. Demonstrate a measurable and proactive increase in spend with suppliers who have an exemplary focus on sustainability.
2. Establish a program to improve supplier workforce living wages.
3. Actively eliminate medium and/or high-risk indicators for labour management/worker rights for all evaluated suppliers by 2030.
4. Have zero tolerance for incidents of child or forced labour for evaluated suppliers.
5. Actively eliminate any suppliers evaluated as medium or high health and safety risk by 2030.

DIGITAL TRUST AND RESPONSIBILITY

Given the global reach and extensive value chain of digital technology, it is imperative that each member company conducts business responsibly and ethically, maintaining a reputation for trust and responsibility wherever it operates with an emphasis on protecting the information of users and stakeholders.

A comprehensive set of internationally recognised principles and standards informed the foundation of the Digital Trust and Responsibility metrics.

The Digital Trust and Responsibility section consists of four sub-themes:

- + Data Privacy
- + Ethical Behaviour
- + Freedom of Expression
- + Safety and Security

To score highly on Digital Trust and Responsibility companies would need to:

1. Ensure that protection of customer data is integral to the development of products and systems.
2. Provide users with a genuine choice and control that puts them in charge of how their data is collected, used, and stored.
3. Publicly advocate against restrictions that hinder freedom of expression.
4. Avoid the sale of technology products and services that undermine human rights and to remedy negative impacts upon users
5. Regularly collaborate with stakeholders to review the human rights impact of the company's products and services.

DIGITAL INCLUSION

The concept of leaving no one behind is a central part of the UN's Sustainable Development Goals. It represents the commitment to ending poverty, discrimination and exclusion, and reducing inequalities. As the world becomes increasingly connected, digitalised and online, it is essential that digital companies keep this concept at the core of their work.

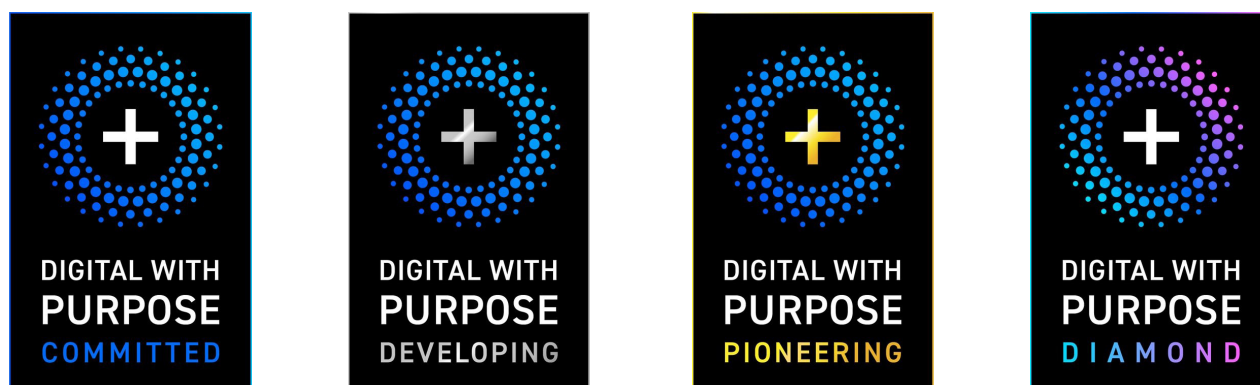
The Digital Inclusion metrics are structured according to four key challenges:

- + ICT Availability - providing a framework towards widespread ICT access.
- + Accessibility - providing easy access to ICT technology and services for all members of society including those with physical impairments.
- + Digital Literacy – promoting the competent use of ICT and digital technologies via ICT academies, collaborations with universities and digital skills programmes.
- + Workforce Diversification - addressing the systematic workforce inclusion and recognition, independent of gender, ethnicity, ability, etc.

To score highly on Digital Inclusion companies would need to:

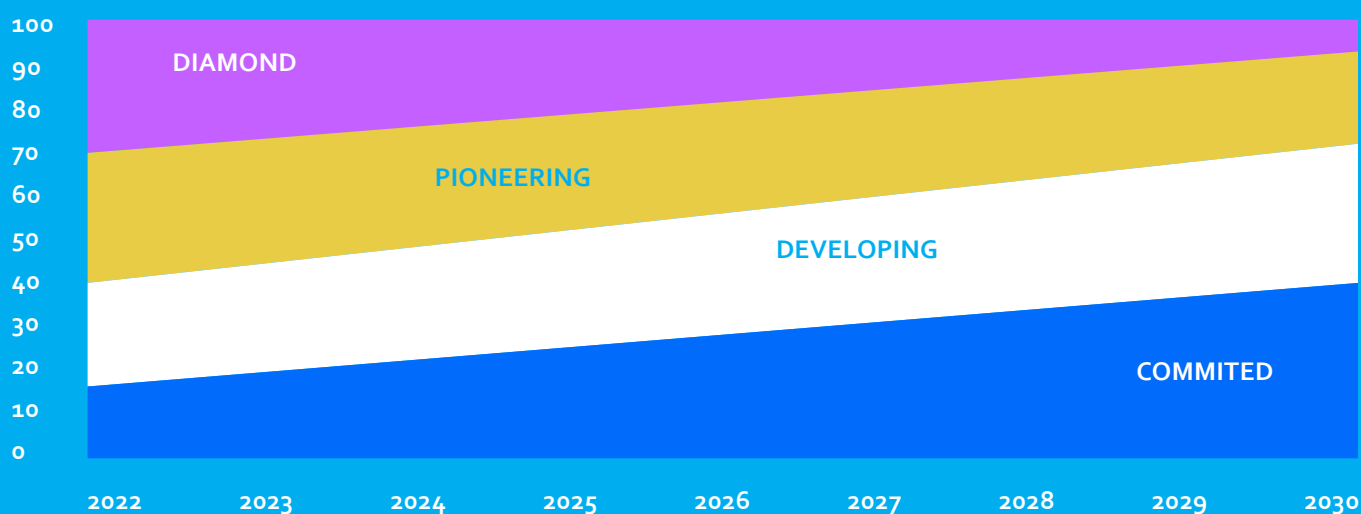
1. Help people benefit from the competent use of ICT and digital technologies regardless of their gender, age, ethnicity, ability, disability, skills, language, sexual orientation, wealth and geographical location.
2. Demonstrate state of the art accessibility in delivered digital services and technology.
3. Promote access to services for disabled people and tackle low accessibility rates in disadvantaged areas.
4. Set minimum standards and support education towards widespread ICT literacy.
5. Promote a diverse environment within the company's workforce and leave no one behind.

6 DWP ASSESSMENT PROCESS AND CERTIFICATION LEVELS



There are 4 certification levels: COMMITTED, DEVELOPING, PIONEERING and DIAMOND.

Companies signing the DWP Pledge are designated as “Committed.” Once the probatory period is finished, DWP companies are expected to conduct a self-assessment every year based on the full set of DWP metrics relevant to their membership class.” In keeping with the DWP spirit of ‘a race to the top’ and in order not to disadvantage early adopters of the DWP Framework, the scoring thresholds will be increased over time *.



*Figure 8. DWP certification thresholds.

ANNUAL VALIDATION AND CERTIFICATION PROCESS

For full public credibility of the DWP certification process all self-assessments are subject to independent validation to ensure that companies underpin their self-assigned scores with substantive evidence.

GeSI appointed Ernst & Young (EY) as the independent validator. The validation process is limited to a fixed number of carefully selected metrics. These metrics are considered, on average, to be statistically representative across all themes and, following the independent validation, GeSI makes an adjustment to the company's total self-assigned scores to reflect the level of adjustments identified by the EY.

To begin the process EY worked with GeSI to determine which metrics were subject to the Independent validation in the current year.

In 2023 18 metrics were selected for large digital companies comprising:

- + two Purpose metrics;
- + two from each of the five Responsible Business themes; and
- + six Digitally Enabled Solutions (DES) metrics.

For large non-digital companies, there were 14 metrics chosen for validation:

- + two Purpose metrics;
- + two from each of five Responsible Business themes deemed material; and
- + two Digitally Enabled Solutions metric.

For SMEs, both digital and non-digital, 5 metrics per company were subject to validation:

- + one Purpose metric;
- + one from each of three Responsible Business themes deemed material; and

- + one Digitally Enabled Solutions metric.

DWP companies were fully briefed on the metrics selected for validation and the subsequent steps of the validation process. EY then conducted its independent validation of the selected metric responses and associated evidence. The evidence supplied by companies could only be seen by EY. Neither GeSI employees, nor its contracted advisors had access to the evidence. In this way EY could ensure all necessary confidentiality were respected.

For each metric that fell within the scope of the independent validation, EY ensured that:

- + evidence had been provided to support the response submitted by the company;
- + the type of evidence submitted was in line with the suggested evidence in the DWP Reference Manual, or was an appropriate alternative; and
- + the quantitative and qualitative information included in the submitted evidence was sufficient to justify the company's self-assessed response for that metric.

Where EY found the evidence insufficient to justify the response, they communicated this to the company who was then given a chance to improve the evidence. Where the company still failed to provide sufficient evidence then its score for that metric was downgraded accordingly. Finally, an adjustment is made to the company's total score for each theme proportionate to any changes that took place to the validator metric(s). The services provided by EY are advisory in nature. EY did not render an assurance report or opinion, nor do the services constitute an audit, validation, or other form of assurance, as those terms are identified by the International Auditing and Assurance Standards Board (IAASB) or relevant local standards.

7 CONCLUSION

In 2023, the Digital with Purpose Movement is counting 27 members, with 3 companies submitting for the first time. A certification breakdown can be found below. Since 2022, 6 members have moved up in the certification level.

			
Accenture	Bell Canada	EDP	Innowave
APDC	Cuatrecasas	Taiwan Mobile	
CSCP	DXC Technologies	Unipartner	
CMAS	.PT		
Dassault Systemes	Superior Essex Communications		
ETNO	Swisscom		
Huawei	Tangivel		
Hummeltorp	Telstra		
MADALIA.WORLD			
Morais Leitão Galvão Teles, Soares da Silva & Associados			
NOS			
NTT Ltd			
SAWACO Water Group			
Tata Consultancy Services			
Vieira de Almeida			

As for next steps, we are committed to improvement to our new digital platform for the DWP Framework submission. We will be working closely with our partners to ensure a smooth and clear submission experience for our members.

We are also excited to announce that GeSI's and DWP's leadership are considering opening the DWP Framework submission in other languages. That would mean that while the metrics will still be available in English, submitting the answers and evidence in different languages will be an option.

To fully support the transformation required by the SDGs, digital technologies need to be developed and deployed with positive societal impact in mind and within a context of shared aspiration: digital with purpose.

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