

How Microsoft Surface Helps You Meet **Sustainability and ESG Requirements**



Environmental, social, and governance (ESG) performance is an ever-present consideration for your business or public sector organisation — and addressing these factors is no longer optional. Whether you're responding to government mandates or pressure from your own stakeholders and audience, it's up to you to find the most impactful ways to drive ESG success.

Your choice of devices can have a surprisingly large effect on ESG performance. Organisations that source their PCs, tablets, and related hardware from the Microsoft Surface and Surface Copilot+ lines of devices can tap into Microsoft's well-documented and impactful ESG programmes.

Deploying a fleet of Surface devices can deliver:

- Sustainability gains through a long lifespan and carefully vetted supply chain.
- Social responsibility in the form of accessibility features and high-level corporate initiatives.
- Governance and compliance enabled by advanced security features and updates.

What Does ESG Mean For Modern Businesses?

Whether your organisation is a business or a public-sector entity, you're undoubtedly dealing with governmental and internal mandates to update your practices and become more sensitive to crucial ESG factors.

The exact mix of factors facing you will differ depending on your size, location, and sector, but it's important to keep a close watch on all three pillars of ESG:



Environmental:

Companies are under pressure to be more sustainable across electricity, water, carbon emissions and more. Savings in these areas must also be verified and traceable to meet reporting requirements.



Social:

Organisations must raise their social consciousness. This can include internal efforts designed to boost accessibility and inclusivity, as well as farther-reaching programmes such as implementing high standards for supply chain partners.



Governance:

Businesses need to meet legal standards regarding the safe storage and transmission of sensitive data, including personally identifiable information. These programmes commonly include encryption among other security measures.

Your organisation must search for ways to address these priorities through your everyday decisions. Your choice of equipment brands and suppliers can help here. Strong partnerships with responsible third parties deliver both verifiable improvements in ESG metrics and reputational advantages.

To this end, when a device contract expires and it's time to refresh your fleet of PCs or tablets, you can find a partner that will have a positive and quantifiable impact on:

- Carbon footprint and overall sustainability.
- Supply chain responsibility.
- Data security and governance.
- More metrics tied to your specific needs.

Sustainability in Microsoft Surface Devices

Choosing Microsoft Surface devices for your next fleet purchase is a sensible move from an ESG perspective because of the conscious and intentional design decisions that have gone into these PCs and tablets.

Some of Microsoft's general objectives for the Surface and Surface Copilot+ lines include¹

- **Promoting longer device lifespan** to enable refurbishment and reuse and reduce material waste.
- **Tracking Scope 1, 2, and 3 carbon emissions** using first-party data for greater accountability.
- **Maintaining a responsible, sustainable supply chain** with documentation and visibility into partner organisations.
- **Including a full suite of accessibility features** to permit easy use by users with a wide variety of needs.
- **Permitting the repair of devices**, simultaneously enhancing accessibility and reducing emissions due to less need to ship equipment by air.

Specific outcomes for the Surface line so far include:

The use of

100%

recycled aluminium and rare earth alloys.

78%

reduction in carbon emissions per enclosure for the latest generation of Surface Copilot+ PCs.

40%

of key device suppliers using carbon-free electricity (CFE), with a goal of 100% CFE by 2030.

Efforts like these extend to the whole Surface and Surface Copilot+ lines, rather than being limited to certain specifications, leading to a more sustainable and socially responsible

1. <https://www.microsoft.com/en-us/sustainability/surface#SustainabilityResources>

How Surface Devices Support Corporate ESG Goals

Purchasing a new or refurbished fleet of Surface devices can drive all three pillars of ESG. No matter which specific area you're most eager to address, Microsoft technology can help you make that commitment.

Devices designed for longevity and specifically engineered to meet ever-more ambitious ESG goals can elevate your brand's performance. Here's how they help:



Environmental Sustainability

The “E” in ESG is all about reducing environmental impact, especially but not limited to carbon emissions and waste. Numerous Microsoft policies and practices contribute to this pillar:

- A long usable lifespan is a boon to sustainability. Less frequent purchasing and manufacturing of new devices limits carbon, electricity, and water use.
- The ability to repair devices locally rather than transporting them by air is good for carbon emissions.

- A consistent, limited set of components (due to Microsoft's use of standardisation) allows careful vetting and monitoring of supply chain partners.
- The use of over 60% of first-party sustainability data — rather than relying on generic industry figures — allows for more precise calculations.
- Microsoft's high-level circular economy programmes provide tools to reduce waste while increasing recycling and reuse.
- Microsoft's overall corporate objective is to use 100% renewable energy by the end of 2025, become carbon-neutral by 2030 and offset its historical carbon use by 2050, allowing your company to strike up a device partnership that will deliver increasing sustainability benefits in the years ahead.²

2. <https://blogs.microsoft.com/blog/2020/01/16/microsoft-will-be-carbon-negative-by-2030/>





Social Responsibility and Inclusion

“S” stands for the socially positive components of ESG, which take several forms. This can refer to being a more inclusive employer and a contributor to the community, as well as an overall responsible corporate citizen. Microsoft devices help in several ways:

- Accessibility and assistive features including voice control, eye tracking, and the tactile Surface Adaptive Kit allow easy use of Surface devices by users with a wide variety of needs and leave room for a more inclusive way of working.³
- Right to repair, the ability to fix devices without voiding their warranties, allows companies to maintain their fleets in efficient, accessible ways.
- Microsoft makes Surface devices available to underserved communities and educational institutions through its corporate initiatives.
- Consistent supply chains controlled and monitored by Microsoft enable social responsibility in the sourcing of parts and manufacturing of devices.
- Microsoft’s extensive corporate social responsibility (CSR) framework applies to every piece of the Surface device ecosystem.

3. <https://support.microsoft.com/en-us/surface/surface-adaptive-kit-guide-cfd6dd86-aa74-4eed-b5b7-3c6baecbc828>



Governance and Compliance

The “G” in ESG is an umbrella that accounts for regulatory compliance, corporate citizenship, and the governance policies companies use to achieve these results. Surface device fleets can advance companies’ governance efforts across the board:

- Microsoft’s first-party tracking and documentation of its supply chain partners provides companies with data to report their own corporate responsibility performance regarding matters such as sustainability performance and labour practices.
- Encryption and compliance certifications allow organisations to both protect proprietary information on their devices and prove that they are doing so.
- Microsoft provides tailored security feature packages aimed at industries such as healthcare, finance, government, and more, helping organisations protect sensitive and personally identifiable information.
- Since Surface tablets and PCs have a relatively long support lifespan — 6 years — devices keep receiving vital security updates for longer than other manufacturers’ offerings. This has the added effect of helping the devices retain their residual value.
- The long update lifespan also enables the secure, compliant use of refurbished device fleets.

What's Next for ESG in Tech?

The steady march of new legislation across the U.K., the European continent, and the world at large ensures that ESG is a moving target rather than an unchanging set of rules and norms. Some important current and upcoming changes to monitor include:

- In the U.K., the Procurement Act 2023 has changed the way agencies procure devices.⁴ With the focus shifting from seeking the most advantageous and economical tenders to simply the most advantageous, organisations now have more room to consider ESG factors in their purchase decisions.
- France's Decree 2023-266 has mandated that device procurement by government agencies should include 20% second-user devices. This figure is set to rise to 25% by 2027 and 30% by 2033.^{5 6}
- The European Union has standardised charging requirements for reduced waste and greater convenience through the EU Common Charger Directive.⁷

As these rulings and more come into force and organisations across the spectrum become more committed to sustainable operations, the Surface line of devices will remain a pillar of ESG-focused technology usage.

Further changes such as the more prominent use of cloud-based Windows installations could shift the balance even more toward reused and refurbished devices. This approach to technology reduces the pressure to use the latest generation of hardware to achieve maximum performance. The durable, long-lasting Surface line is ideally positioned to benefit.

4. <https://www.gov.uk/government/publications/procurement-act-2023-short-guides/the-procurement-act-2023-a-short-guide-for-senior-leaders-html>
5. <https://blog.1cc-consulting.com/en/france-defines-targets-for-reuse-of-it-equipment-in-the-public-sector>
6. <https://www.techbuyer.com/uk/blog/defra-takes-the-lead-on-circular-it-procurement>
7. https://commission.europa.eu/news/eu-common-charger-rules-power-all-your-devices-single-charger-2024-12-28_en



Why Kingsfield Technologies Is Your Ideal ESG Partner

Working with a Microsoft Gold Partner like Kingsfield Technologies — the world's only wholly Surface-focused IT organisation — is a way to tap directly into Microsoft's ESG offerings.

Kingsfield offers ESG-focused options like the Circular Economy Managed Service (CEMS), a solution that combines procurement and maintenance support to assess and optimise a device fleet. This partnership option future-proofs your device usage, optimising your hardware for the next 3 years, procuring high-quality

refurbished devices, and responsibly recycling current devices that have reached end of life.

Whatever your current level of ESG performance and no matter how long or short your projected timeline is for a new project, Kingsfield can draw up a plan that suits your needs. Becoming a part of the Microsoft ecosystem is a leading way to advance towards your ESG goals, and Kingsfield makes this transition easy.



Contact us
to get started.

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