

Client Circular Readiness Scorecard

Assess how ready your FM operation is for the circular furniture questions your clients are starting to ask.

FM clients are asking for post-clearance furniture outcome data that most providers cannot yet supply. **Use this scorecard to find your gaps before your clients do.** Score each area in the box: 0 = not in place, 1 = partial, 2 = fully in place. Maximum score: 14.

SEVEN READINESS AREAS



1. Data capture at clearance

Do you record furniture outcomes at the point of clearance? Items by category, outcome by category, recipient organisations, weight diverted, and carbon avoided.

SCORE 0 / 1 / 2



5. Client-ready format

Is your post-clearance data available in a format client sustainability teams can use directly in their ESG or social value report, without reformatting it themselves?

SCORE 0 / 1 / 2



2. Verified circular supply chain

Do you have a named, verified circular furniture partner who can evidence reuse, refurbishment, and community donation outcomes, not just recycling?

SCORE 0 / 1 / 2



6. Tender readiness

Does your standard tender response include circular furniture outcomes as a named capability with evidence, ready to go when the question appears in a tender?

SCORE 0 / 1 / 2



3. Post-clearance reporting

Can you produce a furniture post-clearance report within a defined timeframe after every clearance, in a format that maps to standard ESG reporting frameworks?

SCORE 0 / 1 / 2



7. Internal awareness

Do your account managers and project leads know what circular furniture outcomes look like, and can they answer a client question about it without escalating?

SCORE 0 / 1 / 2



4. Contract coverage

Does your FM contract include a furniture outcomes clause specifying circular hierarchy, measurement, and reporting obligations for every clearance?

SCORE 0 / 1 / 2



Your total score

Add your seven scores. Maximum 14. Use the guide below to interpret where your operation stands today.

TOTAL / 14

12+ Strong

You can answer the question when it arrives.

8+ Partial

Foundations in place but gaps that will show under scrutiny.

4+ Exposed

A direct client question will reveal the gap.

0+ At risk

The question is coming and you are not ready for it.