

**Venue:** Sodexo, One Southampton Row, WC1B 5HA

**Attendees:** Simon Mayne (WP Group), Lucy Hind (Covance), Peter Brogan (BIFM), Colin Braidwood (Interserve), Gary Lester (Morgan Sindall), Ludi Hall-Drinkwater (Skanska), Paul Nutton (Skanska), Michael Thrower (Sodexo), Danielle Bistacchi (AS), Mark Turner (AS), Ian Heptonstall (AS), David Picton (Carillion - Chair), Charlotte Osterman (VINCI)

**Dial In:** Richard Thorpe (PHS Group)

**Apologies:** Luca Ramusino Cotta (BAM), Alison Bettany (EMCOR), Jason Symmons (Carillion), Paul Worland (EMCOR), Mark Hopkinson (UU), Rory Murphy (VINCI), Charlie Roberts (Cofely), Steve Enright (Abellio), Emily Hamilton (Grosvenor), Katie Livesey (BRE)

### Summary of key recommendations to the School Board:

1. Some work is required to develop the client side offer of the School. This could include greater flexibility to meet client needs in terms of self assessment, dashboards, and demonstration of the benefits of being involved in the School. Achieving this should provide motivation for more clients to engage and become partners of the School.

### Meeting notes:

#### 1. Introductions and Welcomes

Gary Lester from Morgan Sindall and Colin Braidwood from Interserve were welcomed to the group.

#### 2. School Performance

An update on the School's performance was reported against the KPI's set in the business plan. Further details can be found in the slide deck circulated prior to the meeting. Action Sustainability (AS) have recognised and highlighted key areas for development.

### Agreed points:

- ✓ FM statistics are on a par with roll out of other Schools, but room remains for much more traction, there is a need for more registrations and traffic to the website. The School needs to work with partners to help engage with the strategic suppliers.
- ✓ Members who had already signed up to the School prior to the FM launch are currently sitting within 'Construction School', so the FM numbers will not be fully reflective of the actual numbers. As part of the wider communications plan, members are being advised to 'update their profile' and ensure that they are sitting with the FM School.
- ✓ AS have invested in overheads, to ensure that there are sufficient resources to work with partners to help target their key suppliers and engage members within the FM School.

### Action points:

- AS to report back to the group on how the School is improving the 'member journey' and how members will be able to register that they supply to multiple sectors

- AS to investigate how a client partner (or indeed any client organisation) can complete a self-assessment, as this is currently drafted from a supplier's perspective. Developing appropriate flexibility would be beneficial for built environment clients
- AS to ensure FM group are circulated the Operations meeting notes & report.

#### 4. Partner Dashboard

Danielle Bistacchi summarised the key developments with the partner dashboards:

- ✓ The dashboards allow partners to monitor how their strategic suppliers are engaging within the School and their membership level.
- ✓ Partners are able to benchmark the knowledge and competence of their suppliers against others in the School
- ✓ However there may be opportunity to develop further dashboard capability to meet the specific needs of client and knowledge partners – this will be investigated
- ✓ The usability to allow for specific dashboards and reporting for each of the market sectors is now ready.

#### Actions:

- Partners to contact Danielle if they would like a demonstration of the dashboards
- AS to examine further options for development of appropriate dashboards for client and knowledge partners
- Partners to send through their lists of strategic suppliers to Danielle for uploading into their dashboard. The list needs to contain the following columns:
  - Email
  - Company
  - Contact name
  - Postcode

#### 5. Communications Strategy

Action Sustainability have been working towards the roll-out of a detailed communications plan to the School's users informing them of the changes to the definition of a 'member', and to also increase engagement with the School and the overall performance of the members.

It has been agreed by the Board that the definition of a member will be re-defined as of the 1<sup>st</sup> April 2016: *"be defined as an organisation that has been active in the School in the last 12 months month and a 'registered user' is an organisation that is registered to the School but has not actively engaged in the last 12 months."*

#### Agreed points:

- ✓ **Impact** of the School is important to the group, it was agreed that the numbers need to be reflective of engagement levels and not only registration numbers
- ✓ The School is targeting to have 2,500 active companies by 31<sup>st</sup> March 2016
- ✓ AS are also investing in "smart software" which will help users on a journey to accessing the resources e.g. "recommended for you".

**Action points:**

- Danielle to circulate a sector specific communications plan for the FM Group with examples e.g. “hot-topics newsletter”.

**6. Special Interest Groups (SIGs)**

The three Special Interest Groups approved by the Board are as below:

**1) Social Value**

Social value is a big driver amongst public sector clients and greater clarity on this topic will be of benefit to the School. It has been agreed that this SIG needs to assess the impact and opportunities of the Social Value Act within the built environment.

**2) Performance Measurement**

The outcome of this group is to define a common set of definitions for sustainability metrics and agreement on a small basket of measures for all partners to collect. This will enable improved measurement and reporting and also provide consistency to the supply chain.

**3) Skills and Employability in the Built Environment**

Another big driver amongst public sector clients, this group will look at the long term development of a wider and improved talent pool.

**Agreed points:**

- ✓ The group provided feedback that the SIGs must provide practical solutions which will be of value to SME’s in the supply chain
- ✓ The FM partners need to get involved in the development of the SIG topics to ensure that FM supply chain needs are appropriately represented.

**Action points:**

- Partners to contact Danielle if they (or a colleague) would like to join any of the SIGs.

**7. School Vision**

It has been agreed by the Board that the partners’ and members collective vision of the School needs to be revisited with the objective of producing and communicating a new ‘2020 vision’. The current vision must be brought in line with where the built environment industry sees itself in five years time. This vision will provide the basis for the business plan next year. Shaun McCarthy is leading the development of the School’s new vision and will be running a ‘scenario- based’ exercise during three workshop sessions across the country.

**Agreed points:**

- ✓ The group agreed that before the “visioning” process begins work should be done to headline the predicted sustainability drivers for 2020, and how they could influence the 2020 School vision.

**Action points:**

- Partners should ensure they contribute to at least one of these vision workshops.

**8. Board Elections**

Nigel McKay has resigned, with immediate effect, from HS2 – his position on the board is now vacant.

**Agreed points:**

- ✓ Action Sustainability are currently working on the process for the re-election, based on lessons learnt from previous elections.

**Actions:**

- AS to release timescales and information about the re-election in September to allow all partners plenty of time to consider how they will use their vote and also potentially provide a nominee if their organisation is not already represented.

**9. Supplier Days**

The next FM Supplier Day is scheduled for 15<sup>th</sup> October in Manchester. A ‘Whole School’ day is being hosted by United Utilities on 20<sup>th</sup> October. EMCOR will also be closely involved in this event.

**Agreed points:**

- ✓ PHS Group are leading the afternoon workshop – this delivers a powerful message on supplier commitment to attendees
- ✓ The PHS Group approach is to recognise that most suppliers are at the beginning of their sustainability journey. The intention is to demonstrate that a combination of positive encouragement of suppliers reciprocated by positive commitment from suppliers can produce impressive results
- ✓ The ‘All Schools’ day will consider the whole value chain and the importance of effective collaboration.

**Actions:**

- Partners to send EJ & Victor Mo a further list from your UK based supply chain of suppliers that would benefit from attending an FM Supplier Day. The list should include:
  - Email address
  - Company name
  - Named contact
  - Postcode or County

**10. Funding & Partners**

Progress since the last meeting has been slow, though new partners are still being sought. Paul Parkinson is now on board to help recruit new partners.

**Actions:**

- Partners to send Paul contacts of any potential partners.

**11. E-learning module: Food & Drink/ Catering**

Agreed title: “An introduction to sustainable catering”

**Agreed points:**

- ✓ The module will:
  - encompass a full range of sustainability issues and motivations to be sustainable
  - act as an entry point for School users active in catering/ food & drink supply
  - provide practical solutions to viewers and provide them with sufficient information to be able to articulate the business case.
- ✓ Helen Carter, Senior Sustainable Procurement Consultant at Action Sustainability will be writing the module  
([http://www.actionsustainability.com/about\\_us/our\\_people/Helen\\_Carter.aspx](http://www.actionsustainability.com/about_us/our_people/Helen_Carter.aspx))
- ✓ It will be peer reviewed by David Lawrence (ex Diageo)

**Actions:**

- Partners are requested to volunteer to peer review the module from a client/ industry perspective- please contact Mark Turner if you would like to review the module.

**12. Workshops**

Within the current FM business plan there are eight workshops yet to be delivered by 31<sup>st</sup> March 2016. Seven have been delivered to date with 153 attending. The opportunity exists to develop additional FM Specific supplier training workshops.

**Additional topics suggested by FM Group:**

1) **Modern Slavery**

Modern Slavery remains an important topic for the FM Group and a workshop for suppliers should be considered.

**Actions:**

- Partners to contact Danielle if they would like to assist in scoping this workshop.

2) **ISO 14001 or ISO 50001**

The group expressed interest in workshops focusing on two key ISO standards within FM. AS have connections with external organisations who can help develop & deliver these workshops.

**Actions:**

- Partners to contact Danielle if they would like to assist in scoping this workshop.

**3) Waste Management for Non-Waste Contractors**

A suggestion from the group to help non-waste contractors in delivering their contribution to managing and reducing waste.

**Actions:**

- AS to write a brief for the development of this workshop – focusing on desired key outcomes
- Partners (especially PHS Group) to peer review the workshop brief
- AS to liaise with waste contractors (e.g. Veolia) – to share knowledge or potentially participate.

**4) Sustainability Drivers in FM**

Covance expressed interest in developing a workshop with a focus on “what are the sustainability drivers within FM?” The workshop would be interactive and examine how sustainability fits within participants’ own organizations, developing common ideas which can be built upon.

**Actions:**

- AS to write a brief for the development of this workshop with support from Covance and Morgan Sindall
- Pilot workshops to be developed for two different market perspectives – one for a client’s market and one for the Social Housing industry.

**13. AOB**

Rosie Watts has joined the AS team as a Business Administrator apprentice.

**Next Meeting:**

- Was 21<sup>st</sup> October – to be moved to November – date to be confirmed.
- AS to circulate Doodle Poll to arrange the next meeting for mid- November
- AS to organise the meetings throughout 2016 to ensure ample time is given to ensure a strong turnout.