

Attendees: Laura Cochrane (BAM FM), Charlotte Österman (VINCI Facilities), Alison Bettany (EMCOR UK), Mark Turner (Action Sustainability), Alfred Gilbert (Action Sustainability), Sara Tome (Bouygues), Lizzie Rendell (Skanska), Robyn Kelly (Action Sustainability), Jehangir Ali (Bouygues), Miles Brown (Grosvenor), Daniele Acabado (Bouygues), Ben Lowles (Skanska).

Apologies: Alexandra Doherty (ENGIE)

1) Welcome and introductions, AB

Mark Turner (MT) opened the session.

2) Operational review (Q2 Business Plan - key stats and current deliverables): MT/AB

MT gave an overview of performance against the business plan 2018-2019 up to the end of September 2018.

Agreed:

- The group agreed that the FM School is doing well in terms of impact and quality of learning.
- The group agreed that it would help the School's effort if all partners provided their key/preferred supplier lists thus enabling the School to engage with them.

Action:

- ✓ Partners to update their key/preferred supplier lists or provide them if they have not been provided since the last leadership group meeting (25th July).

3) 11.20: Supplier day schedule;

- Feedback on Heathrow Airport Supplier Day (4th Sept 2018), MT

MT ran through the agenda and feedback from the Heathrow Airport Supplier Day. The partners in attendance of this event confirmed that it was a beneficial event.

MT confirmed that the FM School needs to run another supplier day by April 2019 and opened to the floor for ideas on topic/focus for this. References were made to the following:

- General ideas for the day:
 - Workplace Positivity & Productivity
 - Wellbeing in the workplace
 - The Wellbeing standard
 - Quality of Office Environment
- Miles Brown (Grosvenor): Kindly offered to present on their wide range of wellbeing focused initiatives – this will form a key element of the theme for the day, linking client and end user requirements to innovative services provided by FM and its supply chain
- Jehangir Ali (Bouygues): Referenced linking this to Bouygues' work with the Home Office.
- Sara Tome (Bouygues): Recommended Interface as a possible host – biophilic design etc.

The group then discussed potential suppliers who may be interested in attending. Miles Brown confirmed he had a large list of potential suppliers who would be interested in speaking and attending, and that he would pull together a list from his network.

Agreed:

- The group would like the supplier day to happen January or February 2019.
- Focusing on Wellbeing in the workplace and the benefits of promoting and supporting this was deemed the most interesting and relevant topic for the day to address.

Actions:

- ✓ MT and Miles Brown to liaise about potential suppliers and speakers to attend the session.
- ✓ Partners to feedback to the Supply Chain School if they have any specific ideas or offers to contribute speakers etc the supplier day and/or a specific topic they would like to address.

- Breakfast seminar and Workshop schedules, MT

MT fed back to the group on the disappointment of having to cancel the Modern Slavery workshop scheduled for October 4th, and the reasons behind this. Mark Turner confirmed that there is now scope for one more breakfast briefing in the 2018-2019 budget. This event will have to take place in Manchester to cover the original booking for the event space.

MT also confirmed that the FM school is on target for workshops, and that spaces are still available for partners to book these. The group decided that they would prefer for internal training over supply-chain workshops.

Agreed:

- It was agreed that Partners will go away and think about any topics they would like to be explored during a workshop and/or for the available breakfast briefing in Manchester.

Action:

- ✓ Partners to reflect on any topics they would like covered at a breakfast briefing in Manchester and/or a workshop, and then feed this back to MT and Alfie Gilbert.

4) 11.35: E-Learning Module Development, Toolbox talks, MT

MT thanked the Skanska representatives for their additional feedback on the development of the e-learning module. It was then discussed that there is scope for the development of another e-learning module / resource during this year's budget. The group thought that a short animated/video toolbox talk would be a better option than a module, but there was no firm decision on a focus for this. Ideas presented included:

- An updated Introduction to the School and using the School for FM.
- Video/toolbox talk on the issue of Social Value.

- Trade Effluent discharge resource.

Agreed:

- It was agreed that the Partners would go away and think about potential topics for a toolbox talk to be developed in 2019.
- It was agreed that trade effluent would be best supported by finding an appropriate pre-existing resource if possible.

Action:

- ✓ Partners to suggest potential toolbox talk topics they would like created in time for the next leadership group meeting (9th January 2019).
- ✓ Robyn Kelly to search for a suitable trade effluent resource to add to the School.

5) 11.45: Webinar development, MT

MT fed back to the group on the recently completed 'Introduction to the School' webinar. There was good attendance to this session, and this format is seen as an appropriate way of overcoming geographic boundaries. Discussion was left open for future uses of this platform.

Action:

- ✓ Partners to feedback to MT/AG on webinar topics they would like the School to deliver in this working year – this could include re-running the introduction to the School session.

6) 11.55: Partner Dashboards – update, MT

MT confirmed that the Partner dashboards are up and running. The group agreed that all should log in to have a look at these and make use of them to analyse their suppliers' level of engagement with the School.

Actions:

- ✓ Partners to review their dashboards
- ✓ Partners to provide the School with the priority/key supplier lists if they have not already done so.

7) 12.00: Marketing campaign update, AG

Alfie Gilbert ran through the performance of the FM Group's marketing campaigns over the current School year. Whilst the group's user base has grown, the engagement rate has stayed relatively stable meaning that more people are engaging with the School, as reflected in the current KPI figures for FM.

The group discussed the marketing calendar and confirmed the following topic areas for the year:

- October: Modern Slavery (School-wide theme)
- November: Sustainable Procurement/supply chains
- December: Mental Health
- January: Wellbeing (possibly Feb depending on supplier day date)
- February: Carbon
- March: TBD

Action:

- ✓ Partners to contact MT/AG if they have any ideas on subject matter and content that can be sent to the FM group's distribution network.

8) 12.10: Procurement Special Interest Group update, AB

Alison Bettany fed back to the group following the Procurement SIG's meeting. In this, there was discussion of setting up a landing page specifically for procurement professionals within the School that would include procurement specific learning and content.

Agreed:

- It was agreed that there are also several resources within the School that need updating.

Action:

- ✓ The School to continue updating procurement resources within wider update of the School library.

9) 12.15: Category Group update, MT

Mark Turner asked the group if there are any category focused special interest groups they would like to see created within the School. It was noted that these should focus on topics that play across FM and other parts of the built environment.

Agreed:

- The group agreed on the following list of potential SIGs:
 - GDPR
 - Packaging
 - Waste Management (Circular Economy)
 - Resource Management

Action:

- ✓ Partners to informally feedback to MT on any specific interest groups they would like to see set up in the School (briefing and nomination documents attached) for
- ✓ MT to recommend waste/resource management as a potential category that operates across the whole built environment.

10) 12.25: FY 2019-20 Business Planning, MT

Mark Turner fed back to the group on the performance of the School against 2018-2019 targets for the FM School, and raised the issue that the group could amend the future workplan if desired in order to remain relevant for 2019-2020.

Mark Turner then introduced a work exercise to commence the thinking about the 2019-2020 business plan. The following feedback came from this session:

Agreed:

- No Partners feel there are any activities that the School is currently doing that should be stopped altogether.

- The group wanted more internal workshops for their management team and/or relevant professionals.
- The group felt that the School's FM resources need updating and thought it may be a good idea to set each Partner a number of resources (particularly e learning) to review before the next leadership meeting.
- The group were keen that we should test the idea of reducing the length of supplier days to a half day session to avoid cancellations, fatigue, and lunch-time drop out.
- The group put forward the idea of doing 'brunch briefings' rather than breakfast briefings – this could be tested with the 2019 session in Manchester.
- The group wants to see the School deliver more webinars.
- The following areas are missing from the school:
 - There needs to be a greater focus of internal training for partners
 - More practical / actionable FM relevant resources need to be made available for Social Value
 - Partners would like resources on how to approach SMEs
 - The group liked the idea of running a workshop at MD / Ops director level on sustainability goals and targets – is this a possibility?
 - The following topics could also be covered by the School:
 - Skills shortage in FM
 - The Gender Pay Gap
 - Equality and Diversity maturity matric
 - Challenges of servicing Public Sector Contracts

The partners then confirmed that they would like to reach out individually to their supply-chains about the School and how to set up an account with us.

Action:

- ✓ Mark Turner to produce email content on making best use of the School for the Partners to send out to their network.

11) 12:55: AOB/future meetings

Sara Tome stated that Bouygues can host the next meeting on 9th January 2019, 11:00 – 13:00.

Thanks to Sara for her support and good luck in your new role!

The following dates were then set for the 2019-2020 leadership group meetings:

- 2nd April 2019
- 3rd July 2019
- 2nd October 2019
- 8th January 2020

Charlotte Österman reminded the group to vote in the School's board election.

Actions:

- ✓ Sara Tome / Jehangir Ali to confirm if Bouygues can host the January session

- ✓ Partners to ensure that their organisational representative has voted in the School's board elections.

Please Note:

- Suggested baseline wording for partner emails to suppliers to promote the School as discussed in the leadership group:

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Dear xxxx

You will be aware that XXXXXXXXXX is a partner in the award-winning Supply Chain Sustainability School. If your organisation has not joined already we would very much like you to do so.

The School is a web-based environment offering a comprehensive range of sustainability and management learning. It is simple to use, and everything is free of charge. Just by registering you will gain access to a huge range of high-quality resources tailored to meet your needs.

Once you have completed the School's confidential sustainability self-assessment process you will open up the opportunity to evidence your commitment through the School's prestigious Bronze, Silver and Gold badge levels.

Web-based learning is supported by a wide range of face to face events hosted by the School team, ourselves and over 70 other School partners, all working together to create a more sustainable built environment.

Participation is confidential, voluntary and based on mutual trust. By joining you will demonstrate visible commitment to sustainability and you will have opportunities to contribute to School's development and share and promote your own success stories.

Joining is easy using the link provided here:

<https://www.supplychainschool.co.uk/login/register.aspx?d=>

Please get involved!

Best regards

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