

Challenges:

One of Ideal Heating's biggest challenges is the integration of sustainability into the company's core functions. This can manifest itself in difficulty moving beyond the mere adoption of green practices toward rethinking, redesigning, and redeveloping business practices in a more sustainable way. In addition to this, the complexity and interaction between different sustainability issues can cause problems with regards to prioritising and focusing too much on specific issues instead of taking a holistic approach. Integration of the social dimensions of sustainability can also be challenging and requires significant forethought and consideration before a cross functional decision can be investigated, made, and justified.

Impact:

Identify knowledge gaps: The Supply Chain Sustainability School has helped with exposing Ideal Heating to new modes of thinking and shown examples of ways to solve concerns and knowledge gaps surrounding sustainability. Assessments are very useful and identify gaps in knowledge or potential oversights with regards to operations.

Prioritising areas for improvement: In addition, the ability to visualise the aforementioned knowledge gaps helps significantly with prioritising areas for improvement. This information can then be delivered to key stakeholders and cascaded to relevant departments and individuals as required. The Action Plan has been helpful in exposing different ways to tackle challenges which may arise in the future whilst providing useful information around key topics.

Engaging resources: These solutions are provided in a professional and clear manner via the online portal and use a variety of learning techniques to appeal to visual, auditory, reading and writing, and kinaesthetic learners, ultimately making it accessible and easy to digest. E-learning modules create an interactive environment in which Ideal Heating can ascertain competence with regards to a broad range of industry relevant topics.

Value gained:

New tenders: Increasing numbers of business partners are requesting Supply Chain Sustainability School membership status, and level, during pre-qualification questionnaires and tendering processes. As such, being a member has informed Ideal Heating of

Fact box



Company

Ideal Heating

No of employees

1045

HQ

Hull, East Yorkshire

Website

www.idealheating.com

Main contact

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Services

Domestic & commercial boilers/heat pumps and central heating products/services

About

Ideal Heating was founded in 1906, over 100 years providing the best quality boilers to customers, continually working to meet ever-changing domestic heating needs. Taking boilers from basements into kitchens in the 1920s, through to introducing pioneering high-efficiency technologies, Ideal Heating continually deliver reliable products designed with customers in mind.

the increased emphasis on sustainability within the building industry and has also helped with successful tender applications.

Improved processes: In addition, they have also begun investigating the feasibility of acquiring Environmental Product Declarations for products as an indirect result of engaging with the Supply Chain Sustainability School, and the subsequent conversations these interactions have caused. Ideal Heating hopes that the implementation of said Environmental Product Declaration's will enable to increase reputation with housebuilders and grow mutually beneficial partnerships.

Future proofing:

Ideal Heating's goal is to continue to interact with and utilise the resources provided by the Supply Chain Sustainability School whilst providing feedback useful for continued industry collaboration within the paradigm of the construction sector. The company's intention is that this will ultimately result in an environment, in which all parties involved, grow and improve with regards to sustainability.