

Challenges:

As an FM provider, Apleona UK delivers its services to clients based on their requirements and cost. The company's offering includes innovative, environmentally-friendly methods, but some clients may have different priorities driven by their operational needs.

Apleona continues to engage with many of its clients to explore new opportunities to enhance sustainability. Examples include improvement in energy management, waste segregation in clients' buildings, maximising their spending with local SME businesses, improving the local environment through their volunteering programme, and reducing waste by donating usable items to local charities.

Regarding Apleona's procurement, the company recognises the need to rationalise the number of suppliers to help them manage their engagement and form stronger relationships. However, there is also an increasing need to engage with local SME businesses. Whilst larger companies often demonstrate strong sustainability / environmental credentials, policies, and external certification, local and SMEs are often lacking in this area.

Concerning Apleona's catering services, sourcing 'Red Tractor Assured Meats' often means moving away from local suppliers, who cannot provide this external accreditation. There are also further costs to move to items such as organic milk.

Impact:

Benchmarking performance: The Supply Chain Sustainability School's assessments have helped Apleona benchmark its performance against other companies in the FM market. The assessments have also helped set out improvement plans. Further learning resources and training sessions have enhanced the company's understanding and capabilities to embed sustainability within the business.

Identifying high-risk areas: Apleona has also completed its heatmap using the template provided by the School. This has helped the company focus on high-risk areas in each procurement category when discussing sustainability with the relevant supply chain partners.

Raised awareness: Attending additional training courses, such as the ones on modern slavery, has resulted in helping

Fact box

APLEONA

Company

Apleona UK

No of employees

1600

HQ

Greenwich, London

Website

<https://uk.apleona.com/>

Main contact

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Services

Apleona provides all non-core business services through the full range of hard and soft services for private and public sector organisations.

About

Apleona UK, part of the global Apleona Group, provides integrated facilities management. With a client base that extends across more than 200 UK operational sites, the company employs more than 1600 talented people to deliver service solutions that work for their clients.

Apleona improve awareness of modern slavery risks in the supply chain. This led to them creating their modern slavery assessment questionnaire, which they have sent out to 15 of their supply chain partners.

In 2021, Apleona attended 5 training sessions. The company has learned how social value is being delivered through projects/contracts at Keepmoat and has followed up with the presenter to obtain additional information around social value indicators and measures. Apleona has registered for 3 events so far this year, focussing on topics of social value and modern slavery and resource efficiency, as these are the most relevant to the company.

Effective and Engaging Learning: Apleona has found the events run by the School to be exceptionally informative as well as engaging. The company has reported that they engaged with and benefitted from the use of break-out sessions and Mentimeter the most. Apleona has found out how effective and engaging online sessions can be.

Practicality: Apleona has found the e-learning modules immensely useful and practical as they can access them in different formats. The company considers the range of topics covered in the e-learning modules outstanding.

Value gained:

Better placed to meet client requirements: Apleona has benefitted from accessing free training material via the School's website. The company's entire procurement team has completed at least one training course in 2022. Through the training and knowledge gained, Apleona has been able to improve its evidence for ECOVADIS benchmarking. Last year, the company achieved bronze membership. They aim to reach silver or gold this year.

By engaging with the School, Apleona aims to learn from market leaders and mature its processes internally to improve its impact on sustainability.

A better understanding of sustainability: Apleona's Sustainability Management and Procurement team often turn to the School's resources. The whole team has completed training on heat mapping, which has helped the company target their supply chain engagement and increase its understanding of sustainability risks and opportunities. The team also completed additional training on topics such as modern slavery and social value.

Future proofing:

Apleona will continue to upskill its procurement team, complete assessments, and engage with key supply chain partners through the School. In the future, Apleona hopes to join the School as a Partner.