

Date: Wednesday 10th February, 1 - 3pm

Attendees: Dan Firth (Interserve – Chair), Gary Lester (Morgan Sindall), Ludi Hall-Drinkwater (Skanska), Peter Brogan (BIFM), Jason Symmons (Carillion), Charlotte Osterman (VINCI), Alison Bettany (EMCOR), Lucy Hind (Covance), Mark Turner (AS), Ian Heptonstall (AS), Danielle Bistacchi (AS).

Apologies: Paul Worland (EMCOR), Mark Hopkinson (UU), Rory Murphy (VINCI), Charlie Roberts (Cofely), Steve Enright (Abellio), Emily Hamilton (Grosvenor), Richard Thorpe (PHS Group), Colin Braidwood (Interserve), Luca Ramusino Cotta (BAM), Simon Mayne (WP Group), Paul Nutton (Skanska), Simon Michie (Kier).

Summary of key recommendations to the School Board:

1. The vision should be reviewed annually to ensure that the School is being proactive to industry trends.

Meeting notes:

1. Introductions and Welcomes

Dan Firth was welcomed as the new Chair of the group. The group were informed that Katie Livesey no longer is at BRE and is no longer attending the FM meetings.

2. Agree minutes from last meeting

Minutes from the last meeting were agreed and an update was provided to the group. All actions have been completed or are in progress, as below:

In progress:

- ✓ AS to look at strategic suppliers of partners with a view to understanding what degree of overlap exists and how to best target key suppliers - an update will be provided at the next meeting.
- ✓ Further work is required from AS to help partners set up corporate accounts with admin permissions – work is progressing with the software development team and an update will be provided at the next meeting.
- ✓ AS to communicate the benefits of e learning to members in a targeted campaign – work is progressing on segmented learning journeys for the members to help increase levels of activity amongst members.

Actions:

- Danielle to re-send e learning menu
- Danielle to send link to School's promotional video which partners can use in their own meetings/ events:
<http://www.supplychainschool.co.uk/uk/construction/support/resources/videos/94/introduction-to-the-school->
- Dan Firth is intending to meet with Amber Ritson who sits on the Board. The group should contact Dan if they have any recommendations or inputs for this meeting – all agreed it is important to maintain a strong FM “voice” within the Board.

School Board

Kath Gillard (Grosvenor), Jon May (Lendlease) and Martin Chown (Balfour Beatty) have all left their prospective organisations and have resigned their places on the School Board.

The three vacant Board positions are now open for nominations - go to <http://www.supplychainschool.co.uk/members-partners/partner-guidance/governance/voting-criteria.aspx> for more information. The AGM on the 11th March will also serve as a networking event for anyone wishing to nominate themselves.

Please contact Mark or Ian if you would like to discuss this informally.

3. School Vision

The results of the recent School visioning workshops have been analysed and the Board has agreed on the new vision: **“A world class collaboration to enable a sustainable built environment”**

The vision is made up of eight guiding statements which show where the School wants to be in five years time. Further details can be found in the slide deck circulated prior to the meeting.

Agreed points:

- ✓ The School needs to clarify and communicate its values and that of its Partners
- ✓ The School should work with Partners to ensure that suppliers are continually challenged to engage with the School
- ✓ The group agreed that the vision needs to be flexible and proactive and should therefore be reviewed annually.

Actions:

- AS to put values onto the agenda at the AGM.

4. Business Planning

It has been agreed across all of the leadership groups that the key objective in this year's business plan should be to ensure that there are more active members in the School.

Agreed points:

- ✓ The Supplier Day format should be focussed towards innovation and collaboration
- ✓ The School should look into developing Client Days instead of/as well as Supplier Days
- ✓ There could be some opportunities from targeted engagement with selected LEP's and local authorities
- ✓ Supplier Days and workshops could beneficially be combined into an overarching events budget (this could then provide scope for inclusion of Partner events, Client events and other suitable formats)
- ✓ Follow on workshops should be developed for members who attended last year's supplier days – this would maintain engagement of members and, keep up momentum, and foster continuous improvement

- ✓ Partner focused events are needed to help share ideas on best practice across the leadership groups – at present these groups are seen as somewhat inward focused and there could be significant benefits in finding a mechanism to share ideas more effectively
- ✓ The group need to develop a guide for members outlining simply “what is FM?” – this could be either a video or web page on the website. The objective is to help suppliers understand better their place in FM and feel more inclined to use the School
- ✓ More workshops are needed for Bronze, Silver & Gold Members – to help share best practice amongst suppliers.

Actions:

- AS to speak to Lucy Hind and other Client partners about developing a Client Day during 2016
- Mark to contact Gary Lester re presenting the School to Registered State Landlord/Public sector clients and stakeholders interested in sustainable Repairs & Maintenance – use this to gauge the interest levels amongst these stakeholders
- AS to change to wording in the business plan from “managers” to “people” as the School is now for everyone
- Danielle to research whether FM members are accessing Construction e-learning and report back to the group
- AS to circulate the FM Guru mind-map to the group
N.B. this is their IP – AS to contact FM Guru - see <http://www.fmguru.co.uk/>
- AS to include two new KPIs to the plan - % of strategic suppliers reached and % of active partners as members
- AS to circulate Partners’ capability matrix when complete
- AS to look into members’ certificates which can be easily downloaded.

5. Delivery of Objectives – ideas and feedback

The business plan presented was broadly accepted by the group. However there are some improvements that can be made, as detailed above and below here. The group spent some time within the meeting to capture their ideas about how to best deliver the business plan and stated KPI’s. A summary of the feedback is provided below:

What – sustainability issues do we want to focus on?

- What’s included in FM?
- What do the key suppliers really want to learn?
- Diversity
- Modern Slavery
- Asset Management
- Apprenticeships

Who – should we target to get the most impact?

- Public sector
- Clients
- Managing agents
- Operational Managers
- Building Managers
- Key suppliers

Impact – what can we do which will make the most impact?

- Certificates for Bronze, Silver, Gold members
- Partners to attend more events – partner capabilities
- CPD accredited training

How – can we best achieve our stated objectives?

- Client event
- Monthly newsletter to members focussing on ‘monthly hot topic’ e.g. ban the box
- Round table events
- Focus and target communications towards key suppliers
- More cross-School events
- Run ‘Masterclass’ workshops for specific groups of suppliers

6. AOB

The group were reminded that the AGM is on the 11th March 2016 at Grosvenor’s offices in Central London. All paying partners who sit across any of the groups are encouraged to attend. The AGM will include the agenda items; School values, SIG’S delivery and outcomes.

Partners were reminded that if they wish to host/co-host a Supplier Day in the next financial year they need put their name forward as soon as possible with a preferred location/region.

Next meeting: TBC

Future meetings are currently scheduled for 13th April, 8th June, 7th September, and 9th November 2016:

- venue Action Sustainability offices in London
- Time: 1-3pm

N.B. If any partners can offer an alternative venue for any of these meetings please contact Danielle Bistacchi at AS.