

Attendees: Laura Cochrane (BAM FM), Alex Doherty (ENGIE), Charlotte Österman (VINCI Facilities), Alison Bettany (EMCOR UK), Mark Turner (Action Sustainability), Alfred Gilbert (Action Sustainability), Natalie Wilkinson (NG Bailey), Sara Tome (Bouygues), Peter Brogan (BIFM)

1) Welcome and introductions, AB

Laura and Natalie were welcomed to the group.

2) Operational review (Q1 - 2 Business Plan - key stats and current deliverables): MT/AB

Mark Turner gave an overview of performance against the business plan 2018-2019 including an overview of the performance of the School in relation to the same period of the previous year.

Agreed:

- The Partners would like to get at least one waste management company to join the group (currently being explored) and to have the direct input of more of the current FM Partners
- The group agreed that the school was performing well in terms of membership activity and resources usage, however complacency should be avoided and it is important to plan to beat the engagement and usage targets
- Partners can help significantly help push use of the School through recommendation / advice to key/preferred suppliers
- The PR exercise for the FM school performed well and got traction in key outlets.

Action:

- Partners to update their key/preferred supplier lists or provide them if they gave not already done so – please liaise with Alfie.

3) 11.20: Supplier day schedule;

- Update on Heathrow Airport Supplier Day (4th Sept 2018), MT/CA

Mark Turner ran through the key topic agenda for the Heathrow Airport Supplier Day. Questions were raised over whether the content of the event is scheduled specifically towards the needs and context of Heathrow – however Mark Turner confirmed that this will be a shared learning opportunity for all attendees including FM partners. Mark Turner let the group know that booking for the workshop had exceeded the 120 capacity and were sitting at around 180 attendees and that AS are still taking bookings to allow for drop off/churn.

Actions:

- ✓ Partners engagement in this supplier day is actively sought – sign up via the link (<https://www.supplychainschool.co.uk/uk/sustainability/construction/support/supplier-days/723/heathrow-airport-supplier-day-/>) and contact MT/AG if they would like to discuss in more depth.

- February 2019; London/Manchester (key theme social value), MT

Mark Turner opened the floor to the Partners for any input on the focus / steering for the second supplier day of the year, currently scheduled for February 2019. The group discussed areas including: modern slavery, waste, single-use plastics, social value and well-being.

Agreed:

- The group would like to focus this supplier day on well-being and social value, using a working title of 'Well-being, social value and productivity'.
- It was agreed that it would be interesting for this to encompass topics such as mental-health and happiness in the workplace and the role of FM in this.
- It is foreseen that the event will focus on both technological support and also campaigns and work programmes provided by FM in partnership with its clients and suppliers.

Actions:

- ✓ Partners to open conversation with MT about setting the working draft agenda for this supplier-day under the agreed working title.

4) Breakfast seminar/half day event schedule, MT

Two events must be placed within the FY. Following on from the discussion about the supplier days, the group highlighted their interest in tackling issues related to Single-Use Plastics and Waste. The Partners felt that this is an important issue for both their supply-chain and in terms of staying at the forefront of industry trends.

Agreed:

- The Partners agreed that Modern Slavery was an appropriate topic for the October seminar
- The Partners agreed that it would be good to host this outside of London, with Birmingham being agreed as a potential venue for this
- The Group would like, if possible, to schedule the next workshop for November 2018 and want to tackle issues relating to Waste and Single Use Plastics. Manchester has been highlighted as a potential location for this
 - It was agreed that Recycling Lives would be an interesting speaker.

Actions:

- ✓ Partners to contact MT/AG if they can provide a location to host October workshop in Birmingham and/or the November workshop in Manchester (Note: Each venue needs to be able to accommodate around 50 people)
- ✓ MT to contact Recycling Lives via N.G. Bailey in relation to speaking at the November workshop.

5) 11.45: Workshop schedule, MT

Mark Turner explained to the group, for both new and returning meeting attendees, that workshops are available to the Partners for both internal staff training and their supply-chain. There is now a pressing need to firm up the workshops programme for the year.

The group reviewed the current list of workshops for 2018-19. Specific feedback from the following partners was given:

Bouygues:

Yet to decide a date for their Modern Slavery workshop but are still planning on this going ahead. ST confirmed that she would hopefully be having a call this week to confirm the date.

VINCI Facilities:

Confirmed that the proposed biodiversity workshop will align with contract mobilisation, specifically relating to Wales. CÖ confirmed that they will be checking with their internal team for interest.

Engie:

A range of workshops are already planned that are focused on requirements within existing contracts.

Agreed:

- The Partners agreed that 'Problems and Challenges Tendering for Public Sector Contracts' is a useful topic to explore as part of a future workshop
- The Partners also agreed that they would feedback to MT promptly in relation to all workshops they would like to carry out this year.

Actions:

- ✓ Partners to feedback to MT/AG on workshops topics they would like the School to deliver in this working year.
- ✓ ST to confirm the date for their Modern Slavery workshop and feedback to MT/AG
- ✓ CÖ to feedback to MT/AG on the proposed date and location for their biodiversity workshop.

6) 12:00: E-Learning Module Development, MT

Mark Turner confirmed that the new e-learning module for Responsible Waste Management in FM is now complete and thanked those in the room involved with this for their input – particularly Jane Whittingham of EMCOR UK and Kitti Karaszi of Engie who both bravely agreed to be involved in the filmed content!

Mark brought up the topic of content sharing on the Partner's internal learning management systems. All of the Partners present confirmed that they have their own in-house e-learning systems, highlighting the fact that School usage data may not be being captured.

Action:

- Partners to look into their potential to collect management information on School resources accessed from their internal learning management systems. AG to look into the potential for this to be added to resources accessed totals within the School.

Mark also opened discussion with the group on the focus for the second e learning resource that is included within the business plan for the current FY.

Toolbox Talk / Web Video topic ideas from the group:

- Social Value (Targeted towards the Partner's internal FM managers and their suppliers)
- Best Practices within Specific fields for specific audiences
 - Notion: The idea of creating a video for cleaners on best-practices within FM was seen as a good idea by the group (this may become a future priority as other broader areas of concern are covered).

Agreed:

- It was agreed that the Partners will send the School reports on the usage of the School's resources within the Partner's internal e-learning systems – the regularity of this was proposed as quarterly
- It would be good to create videos / easy-to-access web resources for specific services and operational fields within FM.

Actions:

- ✓ NW (NG Bailey) to contact MT about the topics for which they would be interested in supporting the creation of new resources
- ✓ Partners to contact MT/AG if they have any ideas on subject matter that would contribute to this.

7) 12.10: Webinar development/suggested theme (waste/circular economy/other?), MT

Mark Turner opened the floor to ideas for what the FM School could deliver a webinar on.

Webinar Ideas from the group:

- Getting to know the school
- How to get the most out of the school
- How to navigate the school

Agreed:

- The group felt that over time it would be important to use the webinar format to tackle issues / deliver more specialised or technical content that may not be tackled on supplier days. However, an immediate opportunity was available to use the Webinar to drive traffic to the School.

Action:

- ✓ MT to explore the possibility of delivering a webinar on 'Getting to know the School' and its function.
- ✓ Partners to contact MT/AG if they have any ideas on subject matter that would contribute to this and also the future technical content focused webinars (e.g. role of robotics).

8) 12.20: Supplier Dashboards – update and effective use, MT

MT stated that he has been informed that Supplier Dashboards can be developed for all Partners. Again, it was emphasised that updating the School with new supplier lists from Partners is the best route for growing the School effectively.

Agreed:

- The Partners agreed that it was important for them to provide the School with up-to-date key supplier lists.

Action:

- ✓ Partners to review their key supplier lists and send them over to the School.
- ✓ AG to confirm to the group whether the Partners are able to draw data specifically on Social Enterprises from their dashboards, or whether this is captured as part of SMEs (NB it appears that this is not currently possible, but the matter will be raised with the School's Operations Group)
- ✓ AG to confirm if there is an option for the Partners to download supplier performance data as a report rather than having to print screen from dashboards (apparently partners can receive an Excel report from which they could develop their own sub-reports and graphics)
- ✓ AG to confirm to LC (BAM UK) on if they have sent over their key suppliers list.

9) 12:30: Marketing campaign (group discussion), MT

Mark Turner outlined the current overarching content plan for the Marketing of the School in relation to FM.

Agreed:

- The group agreed that Carbon was an interesting topic, but August may not be the most appropriate month for pushing this content.
- The group raised the idea of looking at Water during July-August owing to current weather conditions and priorities
- The following broad content themes were agreed upon for the upcoming months:
 - August: Water
 - September: Innovation in Social Value (to align with supplier day)
 - October: Modern Slavery (aligning with Modern Slavery month)
 - November: Sustainable Procurement
 - December: Well-being
 - January: Carbon
 - February and on: TBD

Actions:

- AG to bring together the School's water resources with help from MT and any partners that have useful resources to share.

10) 12:45: Procurement Special Interest Group. AB

AB gave the group an overview of the Procurement Special Interest Group (AS). It was stated that Procurement should be doing more to engage their suppliers and that the current resources for procurement are still quite heavily weighted towards construction.

Agreed:

- The group felt that it would be good to look at creating a part of the School (landing page, resources etc) that is specifically designed for procurement professionals, with more content related to technical FM outside of construction focus.

Actions:

- ✓ NW to ask her head of procurement to attend the next Procurement SIG meeting
- ✓ Other procurement focused Partner representatives are also very welcome.

11) 12:55: AOB/future meetings

ST confirmed that Bouygues will host the next meeting in October, with AD (ENGIE) offering to host in either October or January.

MT let the group know about the addition of a simple disclaimer to some of the School's resources in relation to mitigating risk.

MT also informed the partners about the School's decision to slowly migrate from its present IT service provider to a new one.

It was also discussed that the school is heavily built of SME members, and that it would be good to better support these members in the creation and deployment of sustainable processes and strategy.

Action:

- ✓ ST to confirm if Bouygues can host the October meeting (N.B. Now done)