

Date: Tuesday 6th October 2015, 1:00 – 3:00pm

Attendees: Ian Heptonstall (Action Sustainability), Hilary Hurrey (Action Sustainability), Danielle Bistacchi (Action Sustainability), Ursula Cooper (Action Sustainability), Mohammad Rickaby (Action Sustainability), Alex Giles (Action Sustainability), Shamir Ghumra (Responsible Solutions), Dan Firth (Interserve), Peter Johnson (Kier), Alice Hands (Sir Robert McAlpine), Dan Firth (Interserve), Steve Cook (Willmott Dixon), Peter Johnson (Kier), Helen Carter (Action Sustainability)

Apologies: Emma-Jane Allen (Action Sustainability), Lucy Hind (Covance), Aaron Reid (Balfour Beatty), Kevin Moran (Galliford Try), Steve Enright (Abellio), Charlie Roberts (Cofely), Harriet Phillips (WP Group), Mark Turner (Action Sustainability),

Summary of key recommendations to the School Board:

- Board to consider recommendations from the Ops group for an altered set of KPI's for next School year. This will probably after the visioning exercise and will be built into business planning process.
- School needs to be successful in its bid for a 5 year strategic relationship with CITB, Board to support this at the highest level within CITB.
- Planned Maintenance and Retrofit of Homes should be catalogued under the Homes School rather than FM. This is the most likely place members will look for support. We should though reference from the FM School

Meeting notes:

1. Update on previous actions

The actions from the last meeting were reviewed by Hilary Hurrey. The majority of actions were completed. An update will be sent to the group as part of the Ops Report prior to the next meeting.

Actions:

- TB to circulate communications plan that will inform the members on the changes being made to the membership definition along with timescales.
- IH to circulate the partner dashboard infographic once complete.

2. Operations report

Hilary Hurrey provided the group with an update on KPI's set out in the business plan. The School has now reached the 10,000 members, but it was acknowledged that this would potentially change once the de-duping process was complete.

The group was asked to recommend awards that the School should apply for in the next financial year. Suggestions put forward:

- Construction News Awards
- BIFM Annual Awards (British Institute of Facilities Management)
- CITB Awards
- Chartered Institute of Personnel and Development (CIPD) Awards
- CIPS Supply Management Awards
- 2degrees

- Sustainability Leaders Awards (EDIE)
- Business Green Leaders Awards
- The National Sustainable City Awards

Agreed points:

- The overall competency of the School from past two years has improved.
- The School has had a 1% increase in re-assessments over the past month. It was suggested that this was due to Partners putting the pressure on their supply chain to aim for a silver certificate.
- A separate cost and business planning session will be taking place outside of the Board meetings to look at where revenue or cost savings can be achieved to address the potential shortfall against budget.
- All other KPI's are currently on target for the year.
- All secretariats to draw up a short list of awards with the leadership groups to add to the list of awards for consideration by the Ops Group.

Actions:

- HH to ask WC to review awards and circulate recommendations for applications next year - Ops Group to agree these recommendations
- HH to feedback the outcome and impact of the all School's supplier day at the next meeting

3. Matters arising from the Board meeting

- a. IH will be submitting an expression of interest to CITB following the new structure for applying for funding. There are two new ways to receive funding:
 - Long term: 18 months – 5 years (the School would like to work with the CITB on a long term basis)
 - Short term to develop new materials (the School would use this route when looking at specific developments e.g. Special Interest Groups.
- b. Nigel McKay's vacancy in the board is still vacant, and voting is currently taking place. The announcement of the replacement Board Member will be on Friday 16th October.
- c. The plan to understand the School Vision from Partners and Members is now in progress. Three workshops dates have been sent and all invites sent out.

Agreed points:

- IH & SM will be conducting a series of one to one meetings to support the above workshops with key members of the School.

Actions:

- UC to add a question to the Visioning survey: 'To what extent are you engaging your own supply chain in the School?'
- UC to send the Visioning survey out to active and inactive members w/c 5th October
- UC to send out invites to Visioning workshops to all partners in the School.

4. Progress on Groups

4.1 Progress on Homes Launch:

The Homes launch has been organised for 3rd November at RIBA, London. It will be a morning, half-day event, which will present the School with talks from key Homes industry experts. The

development of the Homes diagnostic has taken place and the four e-learning modules are underway. The School website will be ready for launch.

Agreed point:

- Planned Maintenance and Retrofit of Homes should be catalogued under the Homes School rather than FM. This is the most likely place members will look for support. We should though reference from the FM School

Actions:

- RP to relate decision on Planned Maintenance and Retrofit of Homes to FM partners.
- Ross to map out on the Homes website, where we have gaps in knowledge to broadly understand what topics we have missed and need to include.
- Group to consider what the next Homes modules will be, taking into consideration the breadth of the School.

4.2 Progress on FIR

The Fairness, Inclusion and Respect website has now been launched. The FIR section of the website is displayed under the Employment, Skills and Ethics section of the issues section, and includes the FIR toolkit, which consists of two e-learning modules, four toolbox talks and the resource library.

Agreed points:

- Group to decide on a "FIR champion" within each of the partner organisations before next meeting
- Group needs to decide how to drive FIR as a site-level programme before next operations meeting

4.3 Progress on Materials Scarcity Group

Discussion on the Materials Scarcity sub-group that has been put forward by the Infrastructure group and has gained interest with partners such as Grosvenor, VGC, WP Group.

Agreed points:

- To agree on the supply chain issues for this sub-group.
- Shamir to develop the terms of reference needs for this sub-group.
- Agreement that materials and products are two different topics within sub-group
- The Materials Scarcity group must look at category strategy models
- The group needs to source funding from sources other than CITB
- It was suggested that a group from each of the different Schools would discuss the deliverables of the sub-group

Actions:

- Shamir to consult with group members and send out revised terms of reference

4.4 Progress on SIG's

The three Special Interest Groups (SIG's) have now been established with secretariats and terms of reference now established.

Agreed points:

- Partners had been invited to join the SIG's but a reminder should be sent out to encourage more volunteers to each group It was suggested that an Agency and VGC should encouraged to sit on the Modern Slavery Group. ARM/ VGC to sit on the SIG board
- It was also recommended that a lawyer to sit on the Modern Slavery Group.

- Partners should inform their supply chain of the SIG groups
- The process to agree shortlist and agree the next set of SIG's should start now.

Action:

- AG and HC to send information on each of the SIG groups to UC before next operations meeting to send out email to Partners for Chair recommendations on the SIG board.

5. Suppler engagement strategy

Toby Bowers gave a progress report on the development of the marketing and communications plan going forward for increasing engagement and new School sign-ups. In brief:

- Tracking emails through new mailout software: Mailchimp. Reports show 25% open rates displaying high engagement with the marketing (anything above 20% is considered a good open rate and this shows that our Members are interested in opening what we send to them.)
- A survey is being sent the week of 12.10.15 to all 10,000 members . The survey has a range of questions focused on gaining an understanding of what members engage with and what they want to engage with. This is also linked to the Visioning process.
- UC to create a more active School LinkedIn profile to reach out to and engage a new audience using another social media platform.
- UC to organise a cold focus group for feedback on the School

Actions:

- TB to report back on the impact from the marketing survey at the next meeting.

6. AOB

Danielle Bistacchi is presenting a webinar to Skanska, which will explain the purpose of the Supply Chain Sustainability School and how staff members within organisations can get involved. If other partners would like a similar webinar event, get in touch with Danielle@actionsustainability.com

Next meeting:

Group agreed to meet on:

14th December 2pm – 4pm

at Action Sustainability, 377 Camden Road, N7 0SH