

Attendees: Mark Turner (Action Sustainability), Sara Gouveia (Action Sustainability), Dave Walton (Alstom), James Corrigan (Alstom), Lewis Chenery (Bouygues-es), David Farebrother (Bouygues-es), Jehangir Ali (Bouygues-es), Alison Bettany (EMCOR UK), Cyndi Mudaly (Engie), Howard Coney (Kier), Lizzie Rendell (Skanska)

1) Welcome and introductions

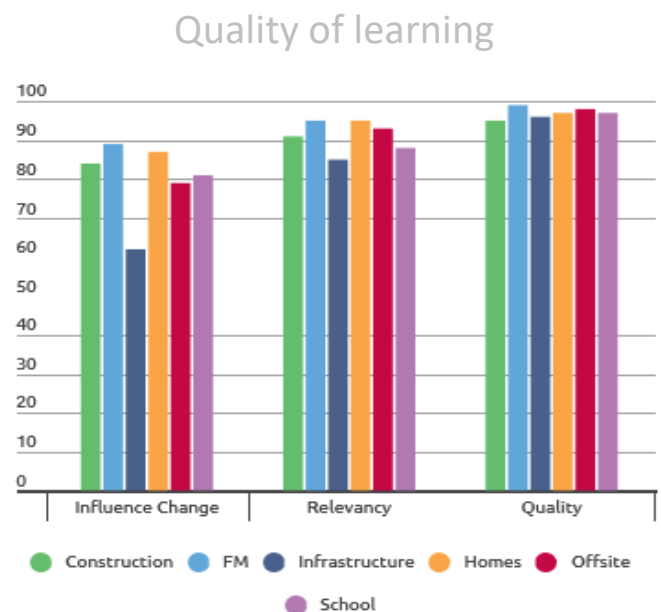
Introductions were made by the group. Mark Turner (MT) thanked Dave Farebrother and Bouygues for hosting the meeting and outlined the agenda. The group introduced themselves and welcomed Alstom to the FM Leadership Group.

2) Operational Review (Q4 Business Plan – key stats and current deliverables)

MT talked the group through the deliverables that have been met as per the statistics below.

MT also commented on the quality of learning throughout FM events that were collated through feedback forms at FM training sessions. The quality of learning and relevancy were notably highly rated.

Deliverables Actual/Target	FM	Entire School (not FIR)
Active companies	512/(500)	3,036/3,000
Supplier days	2/2	12/12
Sub-contractor events	2 / 2	23/23
Learners @ training	509/300	3,924/2,200
Training Workshops	10/10	75/54
E-learning downloads	--	7,176/4,000
E-learning (new)	2/2	4/4
Assessments	172/(250)	1,694/1,500
Re-assessments	73/(100)	721/500
Bronze/Silver/Gold	86/(40)	508/500



3) Supplier Day Schedule

It was also mentioned that the targets for assessments and re-assessments were relatively disappointing. MT said that this area will be targeted next FY, that Partners could assist in making progress by encouraging their suppliers to assess/re-assess, and that the new School web platform and assessment process should enable more substantial progress to be made.

MT reminded the group of the recent FM Wellbeing supplier day that took place on the 26th March in London. There were 85 people in attendance and the School received good initial feedback. Mark reminded the group that the School will be running a Wellbeing special interest group and would welcome involvement from any interested parties in the FM Group.

4) Breakfast seminar and workshop schedules

MT provided insight on the latest breakfast briefing that took place in Manchester on the 19th February with Covance and EMCOR UK. The session was primarily a debate on the main challenges that attendees felt would affect the FM marketplace this coming year. Attendees identified the following as the key FM challenges for 2019/20:

- Risk
- Balancing quality, service and sustainability
- Communication
- The gender gap/skills.

MT advised that there may be an opportunity to promote the detailed notes collated in the event via FM journal.

MT also provided the group with an overview on all the workshops that has taken place through FY 2018-2019 and encouraged everyone to consider now what they would like to host or see delivered in the coming year.

5) E-learning

MT advised the group that the remaining FY budget will be used to develop a short “business case” video for social value. (post meeting note – filming for this has taken place and the finished video will be available soon).

6) Webinar development

MT advised that webinars are increasingly popular within the School, therefore, there are further plans to roll out more webinars in the next financial year. MT highlighted that the FM business plan has budget to run four webinars between 2019-2020. The group were informed that the School will also be running “open” webinars to educate members and

partners on how to use the new School web platform (Platform due to launch on the 29th April 2019).

7) Partner Dashboards – update

Sara Gouveia (SG) highlighted that the new web platform will allow Partners to individually upload and amend their own priority supplier lists within their Partner dashboards. This will allow Partners to review their lists, keep them updated and will allow tracking of suppliers quickly and easily. SG mentioned that the School will also run webinars to highlight this process for Partners.

- ✓ **Action:** SG to circulate the webinar dates to partners when they become available.

8) Special Interest Group & Category Group update

Procurement

Alison Bettany (AB) provided an update on the Procurement special interest group. AB highlighted that the group has reached a desired stage, whereby the group has identified key resources that are applicable to Procurement professionals. The School is creating a specific Procurement landing page to identify these specific resources and Procurement professionals can access the learning in three ways:

- By taking a course at levels 1-5 (completing different stages)
- By browsing the resources to see what suits the user/s best
- By navigating resources using the ISO 20400 procurement process.

The new landing page will be available through the new School platform and Partners are welcome to utilise this. AB also confirmed that the Procurement special interest group will carry out meetings quarterly going forward.

Wellbeing

MT reminded the group that the Wellbeing special interest group will look at two key areas:
- occupational and mental health in the built environment
- wellbeing for users of the existing built environment and how this impacts on productivity.

- ✓ **Action:** MT urged the group to put themselves forward if they would like to be part of the Wellbeing group.

Waste Category Group


MT told the group that the waste group will address waste, but also a range of related areas such as resource efficiency, circular economy and single use plastic. MT mentioned that the waste group had their initial meeting and there weren't many FM representatives.

- ✓ **Action:** Group to put themselves forward to be part of the waste category group if interested.




9) New School Platform

MT and SG provided the group with an update on what the new School platform will look like and highlighted new features available to members and partners as per below.

Member benefits:

 Corporate Use	 Company Dashboard	 Individual Use
<ul style="list-style-type: none">• Reminder emails when membership level due to drop• Automatic emails when a colleague requests to join the corporate account• Distribute resources in an action plan to your colleagues• View “user profiles” within your corporate account• Remove historic users from your corporate account without deleting assessment information	<ul style="list-style-type: none">• Visual dashboard• View self-assessment renewal dates• Membership level highlighted on corporate dashboard homepage• View progress towards next membership level• Cumulative information on company activity• Monitor company progress against industry standards• Notification of client requirements	<ul style="list-style-type: none">• Ability to view past activity• Track progress against individual action plans• CPD certificates stored in dashboard• Request admin rights from colleagues• Tailored progression pathways• Ability to rank / rate resources• Add event registrations to your personal calendar and cancel attendance• Maintain your individual learning log when moving companies

Partner benefits:

 Internal Use	 Priority Suppliers	 LMS
<ul style="list-style-type: none">• Single sign-on• Assign roles to colleagues (e.g. <i>Partner Dashboard access</i>)• Request Dashboard rights from colleagues• View colleagues and understand their engagement with the School (e.g. <i>Leadership Group participation, Procurement SIG</i>)	<ul style="list-style-type: none">• Upload / manage your own priority supplier lists• Upload / manage your own business units and sub-business units• Download, edit and re-upload priority suppliers list• Set specific learning journeys / expectations for priority suppliers and monitor achievements• Reward priority suppliers with badges / certificates• View learning progress of priority suppliers	<ul style="list-style-type: none">• Host your own e-learning modules in your corporate dashboard• Allocate resources to colleagues for completion and track progress• Send reminders for colleagues / priority suppliers to complete resources

10) FY 2019-2020 Business Planning

MT highlighted the KPI's for 2019-2020 as per the slide deck. The group were then asked to discuss and advise SG and MT if they wanted to run a workshop or support with a breakfast briefing/supplier day. The group were also asked to let the School know if they're able to support by providing venues for event use. MT mentioned that existing Partners could also run internal 'Introduction to the School' workshops for their own teams and key suppliers as a refresher in this FY. The facility exists to link these to other activities in which Partners are involved, for instance their own Sustainability or Supplier events.

MT mentioned that we will run an FM conference in 2020 to conclude the FY. The group decided that London would be the best venue for this event, but that for other events we should try to be more geographically inclusive.

- ✓ **Action:** Sara to circulate the workshop catalogue
- ✓ **Action:** Partners to select any workshops or themes they would like to run for their teams or supply chains by the 24th April 2019
- ✓ **Action:** Alstom to advise if as new Partners they would appreciate an introduction to the School workshop
- ✓ **Action:** SG to send out a doodle poll to the FM group with potential dates in March 2020 for the FM Conference so we can select the most mutually appropriate date
- ✓ **Action:** SG to follow up with the individuals who expressed interest in hosting workshops or other events throughout 2019-2020.

11) Any Other Business

The next FM meeting will take place on the 3rd July 2019. MT mentioned that the next FM supplier day will take place on the morning of 1st May 2019 and will focus on reducing plastic. Partners were asked to register to attend if they're available via [this link](#).

- ✓ **Action:** Partners to circulate the 1st May (Plastics) event to their teams and supply chains.