

Attendees: Mark Turner (Action Sustainability), Alfred Gilbert (Action Sustainability), Sara Gouveia (Action Sustainability), Laura Cochrane (BAM FM), David Farebrother (Bouygues), Jehangir Ali (Bouygues), Alison Bettany (EMCOR UK), Howard Coney (Kier), Lizzie Rendell (Skanska), Charlotte Österman (VINCI Facilities)

1) Welcome and introductions

Introductions were made by the group. Mark Turner (MT) thanked Dave Farebrother and Bouygues for hosting and set the context for the meeting. Mark announced that Sara Gouveia (SG) will take over from Alfred Gilbert (AG) and will be the Events and Marketing Officer for the FM School. Thanks were given to AG for his good work during his time with the FM group.

2) Operational review (Q3 Business Plan - key stats and current deliverables):

MT ran through the performance of the FM School against KPIs and partner metrics. MT advised the group that the FM school is on target to meet active companies. MT advised that the School has exceeded the bronze, silver and gold membership target, which the partners were pleased to hear. The group agreed that the FM sector is on target and generally performing well against metrics. There are however still some events to run (see below).

3) Supplier day schedule

The group discussed the upcoming wellbeing supplier day and everyone in the group had a keen interest in supporting this event.

MT introduced the two Wellbeing Special Interest Groups (SIGs) that the School are developing, following requests from the School board.

MT confirmed that the FM group will be a key part of the new development of the SIG, covering user experience/productivity in the existing built environment (see later notes), whilst mentioning that this SIG will be looking for a chair and it would be highly beneficial to have a strong FM voice in it.

Action:

- ✓ Partners to advise if they would be interested in chairing the user experience/productivity wellbeing SIG or if they know of someone that would
- ✓ Partners to advise if they would like to join in the wellbeing SIG.

4) Breakfast briefing and workshop schedules

MT advised the group of the remaining supplier day/breakfast briefings/workshop schedule for this FY:

- 19th Feb 2019 – Breakfast briefing
- 12th Feb 2019 (date TBC) – Potential Social value workshop (public)
- 27th Feb 2019 – Modern Slavery Workshop
- 26th March 2019 – Wellbeing Supplier Day

The group agreed to the FM Group delivering an “open” social value workshop to achieve the workshop target (date TBC).

Action:

- ✓ MT also reminded the group to advise SG of any workshops or breakfast briefings they would like to run in the upcoming financial year. This can include internal events for Partners. The intention is to make a strong start in the new FY so early bookings for April and May would be appreciated.

5) E-Learning Module Development, Toolbox talks

MT advised that there is budget to complete an e-learning module or toolbox talk for FM. The general consensus of the group was that the School remains too construction focused in tone so it may be best to create something focussing on FM.

The group discussed the following potential topics for content development:

- A ‘plastic’ focussed e-learning module – AB confirmed that the school is already developing a ‘plastic’ e-learning module using funds provided separately by EMCOR – this will however be available for use for the wider School and Partners.
- The group presented the idea of a new general School introduction video – SG and AG confirmed that this is currently being developed.
- Topics of ‘added social value’ was presented
- The group discussed creating a short introductory video specifically for the FM school – including signposts on how to use the School, the value of using it and the impact

Action:

- ✓ MT to examine possibility of (and commence ASAP if possible) an FM focused short module covering the benefits of delivering social value through FM. This to include some new content on the business case for sustainable FM if practicable.

6) Webinar development

MT outlined that a big challenge for the FM school is that it is relatively young compared to the Construction School and that long term benefits could potentially be achieved from offering further internal knowledge sharing opportunities for Partners. Webinars enable a wider and easier reach and could be used to educate staff in Partners’ wider workforce, targeting key people who can influence sustainability. MT advised the group that a webinar was trialled earlier in the year and it went well. The intention for next year is to utilise the webinar platform more often. This will also help to widen the reach to FM suppliers.

7) Partner Dashboards – update

AG advised the group that all requested Partner dashboards are up and running (based on the lists received).

Action:

- ✓ MT advised the group that if they would like a dashboard, they should send their Partner priority lists to SG.

8) Marketing Campaign update

AG provided the group with an update on the marketing campaigns that have gone out to the FM members recently and noted that there is a School wide campaign taking place over January on wellbeing. AG reflected on previous campaigns, highlighting that he has tested campaigns to understand the best times and dates to send out emails, based on highest open rates and click through rates.

The group agreed that the topic that plastics could be a timely topic for marketing in March, linking to the new e learning etc.

9) Special Interest Group update

Procurement

AB provided a brief overview of the Procurement SIG, highlighting that the group is aiming to develop a Procurement landing page on the School website. The landing page aims to pinpoint the main areas of focus for procurement professionals, covering key sustainability knowledge available for reference.

Wellbeing

MT and the group discussed in more detail the practicalities of the proposed SIGs for wellbeing. MT highlighted that there are two main focus points which will require two SIGs running in parallel, exchanging knowledge where necessary:

- Mental health/occupational health
- User experience and productivity etc

It is intended that the FM Group will host the SIG addressing user experience and productivity. Terms of Reference and initial agenda to follow.

Please note the opportunity for one of the FM Partners to provide a suitable chair. Please let MT know if you or a colleague are interested in this role, which will be fixed (less than a year) and involve chairing a limited number of meetings as well as oversight of final content/findings and recommendations.

10) Category group update

MT informed the group that the School is creating a new category group that will focus on Waste. The group were advised that they are very welcome to join and MT urged the group to put themselves or suitable colleagues forward. Some draft detail on the Waste group is provided below:

Waste, resource efficiency and the circular economy are ubiquitous, cross-sector issues. Organisations have been aware of the need to actively manage their resource consumption

and waste creation for decades, driven by the financial and environmental benefits of doing so. And yet there are still high levels of wastage across the design and product life cycles in the built environment.

Objective for the Waste Category Group

To provide a common and consistent approach to improving resource efficiency and reducing waste across the School's Partners and members, with suitable learning and guidance materials for the supply chain to put this into effect.

Aim of First Meeting

This first meeting will enable key interested parties across the School to engage, discuss and agree what it is we want to achieve for waste reduction and resource efficiency, using the draft Objective above and defining a Terms of Reference.

Agenda

- *Scope and Terms of Reference*
- *Key Stakeholders, within the Waste Category Group and externally (RACI)*
- *Expected / Desired Outcomes*
- *Initial discussions on key Outputs*
- *Timescales*

Action:

- ✓ Members to advise Sara if they, or a recommended colleague, would like to participate in the Waste category group.

11) FY 2019-20 Business Planning

MT introduced objectives and projected outcomes/KPI's for 2019-2020 as per the slide deck, whilst reminding the group of the School's 2020 vision. MT highlighted that the School Board requires the plan for the FM group by mid-February 2019. MT outlined CITB's priorities:

- ✓ *Face to face training / engagement*
- ✓ *Development of new learning / e-learning / training workshops*
- ✓ *Continuous improvement in supply chain sustainability knowledge and competence*

MT proposed that the group could run a conference, rather than a supplier day at the end of the FY 2019-2020 (Jan/March 2020) to provide an opportunity for Partners to showcase good practice with their supply chains and clients. The group agreed that this would be a good opportunity. MT reminded the group that their participation in driving a proposed increased programme of workshops and half day events/breakfast briefings would be appreciated in the upcoming year. The idea is to focus externally to the supply chain, and also internally to develop the knowledge and participation/input of Partners.

The group had a discussion and noted that as well as the internal stakeholders suggested already in the draft business plan, FM School would like to approach Business Development

teams more closely, to help them better understand key issues. On top of this, the group would like to add senior leadership as a target group for appropriate engagement.

Action:

- ✓ MT asked the group to review the business plan and come back to him with any comments/feedback
- ✓ Partners are asked to discuss the business plan within their own organisations, particularly the opportunity to host workshops or half day events with their clients, internal teams and key suppliers. Early bookings for April-September 2019 would be particularly welcome.

12) AOB/Future meetings

All future meetings have been set up (with thanks again to Bouygues) at the same location and time (11am-1pm).

- 2nd April 2019
- 3rd July 2019
- 2nd Oct 2019
- 8th Jan 2020

Action:

- ✓ SG to send out the invitations for these meetings.