

FM Leadership Group

2nd September 2021

Attendees:

Alison Bettany – Chair (EMCOR UK), Laura Cochrane (Bam), Dave Farebrother (Bouygues) Fiona Graham (Causeway Technologies), Esther Himlin-Pellow (Osborne), Annette Johnson-Poensgen (Serco), Sarah Coughlan (Social Value Portal) Laura Mayhew-Manchon (Skanska), Cara Kennelly (Vinci Facilities)

Welcomes and Introductions:

Causeway Technologies, Serco and the Social Value Portal were introduced to the group as new Partners of the School.

Operational Update:

The group was informed that the school now has 133 Partners.

The group was also shown the school's performance figures up to July 2021. The figures showed that 19,634 resources have been viewed with 5,738 learners at virtual training.

Partners were also reminded to utilise their Partner dashboards to increase engagement with their supply chain. Tutorials and resources for the dashboards can be found in the [Partner Pack](#).

FM Business Plan Reminder:

Partners were reminded of FM's priorities for 2021/2022, please refer to pre-read for further information.

The group was shown the specific training activities in the pipeline for FM:

1. FM Conference

- Deliver the third annual FM Conference
- Increasing focus towards expectations and challenges for the FM supply chain

2. Business Bytes conferences x3

- Focus on issues specific to FM
- Can be Partner led or working with Clients or other stakeholders
- One reserved to focus on launch of RICS Responsible Business Code of Practice

3. Workshops or webinars x6

- For instance, Carbon agenda in FM, Social Value in FM
- Also need to use these to help engage more internal team members including Procurement, Commercial, Design etc
- The most popular topics prioritised by participants in our initial business planning were;
 - Procurement
 - Energy and carbon
 - Waste, circular economy and resource efficiency
 - Community/Social Value
 - Supplier diversity
 - Biodiversity and ecology.

Virtual Training:

Partners were informed that for the next financial year training will continue to take place online.

Cara Kennelly from Vinci Facilities spoke to the group about presenting at a 'Delivering Social Value in FM' Lunch 'n' Learn. Cara explained that the session allowed Vinci to gain an insight to what social value is for their suppliers and the barriers their suppliers face when trying to conduct social value.

Action: Partners to contact Rosie if they would like to present or be involved in future Lunch 'n' Learn training sessions or to co-develop a follow up "Business Bytes" panel type session addressing social value in an FM context.

Wellbeing in the Workplace Business Bytes:

On the 21st September the School is delivering a Wellbeing in the Workplace Business Bytes.

By attending this session, you will:

- Hear from **EMCOR UK** about levelling up workplace mental and physical health, including how implementing ISO 45003:2021 Occupational Health and Safety Management can help.
- Hear from **Welfare Hire** who will share their research and best practice examples of linking on-site welfare with wellbeing.
- Understand the various impacts Covid on employee wellbeing and how to effectively manage them in the workplace.
- Gain an insight into the findings of **CITB's** comprehensive study on Mental Health & Wellbeing in Construction, highlighting opportunities for industry to address shortcomings and improve wellbeing for workers

[Register here](#)

Action: Partners to promote the session to their colleagues and supply chain.

Byte size learning:

As mentioned at the previous meeting the group suggested developing a 'fast track' learning pathway with a more detailed pathway also developed for those requiring a more thorough introduction to FM specific sustainability issues. Robyn and Mark compiled a list of suggested resources to use in the learning pathway:

- Spotting the signs of Modern Slavery in Business
- Business ethics Sustainability Short
- Waste in FM Sustainability Short
- Re-thinking progress – Circular Economy
- An introduction to Climate Change and Carbon Accounting
- Energy Management efficiency - Sustainability Short
- The Business Case for Social Value in FM
- VINCI Facilities builds community relations
- Work – Life Balance
- What is Mental Health

To make the learning pathway interactive a quiz will be included. The group was asked to suggest two questions for each learning topic. In regard to Modern Slavery one question which was suggested was '*Do you know who to speak to in your organisation?*'.

Action: Partners to please provide further suggestions for questions.

Digital and FM:

David Emery, consultant at the school was invited to the meeting to provide the group with an update on the work the Digital programme is completing. The project has currently completed the following:

- An online resource library
- Online training needs assessment
- Online Digital maturity matrix
- 5 e-learning modules
- 10 Digital bytes videos

David discussed with the concept and practicalities of Digital in FM with the group. It was discussed that currently digital technologies such as digital twinning, building management systems & building operations systems and AR and VR are being used. The use of robots is something that is beginning to be introduced to the sector. Bouygues mentioned a novel use of robots on a contract they were working on for a hospital. The robots were being used to replace waste bins and to deliver lunches to the patients. This would be excellent case study material.

Following on from David’s presentation it was agreed that Mark and David would arrange a separate call for Digital in FM. Items covered in this meeting will include sharing experience and knowledge, developing potential FM specific content, planning a collaborative online event etc.

The following Partners expressed an initial interest in Digital in FM:

- Causeway Technologies
- EMCOR
- Skanska
- VINCI Facilities

Actions:

- Mark and David to set up a separate Digital in FM meeting
- Any other Partners to contact David and Mark if they would like to be involved in this session

Membership Level Recognition:

As part of a piece of work the Operations group are conducting, the FM group was given early sight of an opportunity to discuss membership levels within the school and if the current levels are fit for purpose.

N.B. It is important to understand that this work will proceed slowly and there is no immediate intention to move from the existing Gold/Silver/Bronze process.

It was suggested that the membership levels are heavily reliant on corporate self-assessments. Organisations could be completing lots of other activity such as attending training sessions or accessing e-learning but if they haven’t completed an assessment within 12 months their membership level immediately downgrades. It was also discussed that corporate self-assessments cannot be completed effectively by one person as you need input from multiple areas of the organisation therefore making them harder to complete.

Category Group & SIG update:

An update was provided on the different category and special interest groups within the School. Partners to refer to the pre-read for further information, particularly the excellent opportunity presented by the relaunch of the School's Carbon Tool.

Action:

- Partners to contact Rosie or Mark if they would like to sit on any additional groups or would like further information on how to get involved in other group activities

AOB:

- The next meeting is taking place on the 2nd December 11:00am – 1:00pm
- Partners to contact Rosie if they would like to utilise their workshop allocation – the calendar is already becoming very full.