

FM Leadership Group

19th September 2023

Attendees: Anthony Heaton – BAM, Wilhelmina Magness – SUEZ, Matt Nokes – Ground Control, Olivia Hillman – Ground Control, Laura Cochrane – BAM, Helen Francis – Serco, Jonathan Johnson – IKO.

Mark Turner, Lucy Hunt, Chris Williams-Lilley, Lyndsey Morrison, David Emery (all School)

1. Welcome and Introductions

Mark Turner opened the meeting and welcomed new attendees Matt Nokes and Olivia Hillman from Ground Control and Helen Francis from Serco.

Mark also introduced Lucy, the new project coordinator for the FM group who will be taking over from Alfie Austyn in being your first point of contact to organise any workshops and answer any queries you may have.

2. Update on School and FM Leadership Group progress

School is on track to meet its' targets for 2023/24.

- School now has 205 Partners, with 17 new Partners since April 2023.
- Reminder of updated e-learning modules and FM-related videos. Currently, there isn't much engagement with these videos, so it would be good to share these with your clients, suppliers, colleagues etc
- Please see slides for more information regarding School performance

Actions:

- **Partners** urged to encourage more priority suppliers and individuals to use the School, reaching out to non-members on priority supplier lists. If you need help with doing this, please contact lucy.hunt@supplychainschool.co.uk.
- **In particular – partners** to please help push the updated e-learning modules and new video content.
- **School** to step up the marketing we can do of FM-related resources and videos, particularly the new ones.

3. Introducing the School conference schedule and discussion of content and format for FM conference

Mark introduced Lyndsey Morrison, the School's Collaboration manager, to present on the School's updated approach to virtual conferences.

- School is delivering 20 virtual conferences throughout the year, with a target of 1000 registrations each, on topics which are of interest to a larger audience.
- Each conference has its' own project delivery and marketing plan.
- [New conference page](#) is now live, please refer to this page to register for any of our upcoming conferences.
- Suggestion from Anthony Heaton at BAM to collaborate on "themes" rather than do sector-specific conferences. Coordination within the Partnership is something that the School will

be looking at to keep track of how Partners are interacting with the School across their organisations.

- Please refer to slides for full information regarding the virtual conference programme.

David Emery joined to talk through his proposal of a Digital/ FM conference.

- Overview of how the digital world has moved on and its emerging significance in the operation of buildings with regards to AI and other technologies.
- Anthony Heaton spoke about smart buildings, sensors, managing data and making it tangible for building operators. This also taps into wellbeing, air quality and sick building syndrome etc. FM and Digital are well-placed to use the data it collects for carbon reporting. There is a huge range of potential conference content here including shifting the focus to an examination of the impact of a building on its users. This ties together biodiversity, wellbeing, digital and FM, therefore appealing to a wider audience.

Actions:

- **Partners** to get in touch with lyndsey@supplychainschool.co.uk, mark@supplychainschool.co.uk and lucy.hunt@supplychainschool.co.uk if you would like to be involved with any of our upcoming conferences. We want MORE FM involvement if at all possible please.

4. School activity update

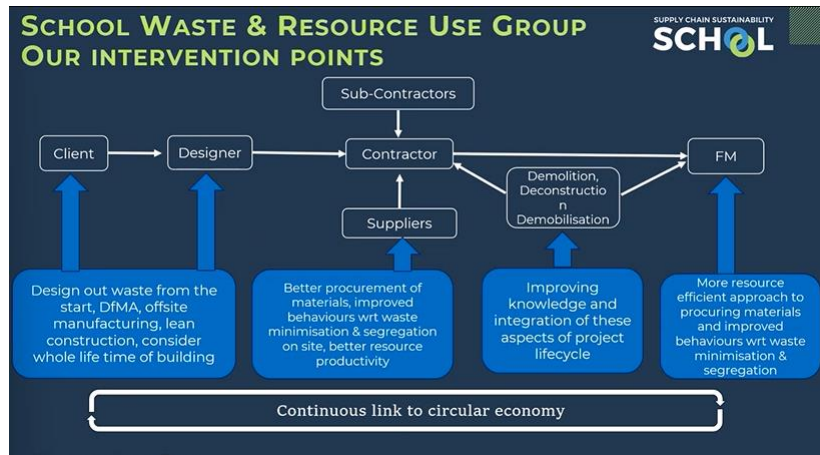
Chris Williams-Lilley, the School's Lead Climate & Carbon Consultant, gave an update on the Climate Action Group (CAG).

- Outlined the "data" challenge in responding to the climate emergency
- CAG involves over 170 Partners and suppliers, utilising the Carbon Calculator and relies heavily on knowledge sharing
- CAG is divided into 4 main task groups: Industry Engagement, Climate Risk, Skills and Scholarships and Climate Data (using the Carbon Calculator) and is chaired by Bekir Andrews from Wates
- Measures of success for CAG focus on scope 3 emission reporting and technology advancements to enable more precise tracking and reporting of carbon emissions
- The group advocates supply chain transparency and collaborative emissions reduction.

Actions:

- **Partners** to get in touch with Chris Williams-Lilley (Chris@actionsustainability.com) if you would like to be part of CAG or have any ideas as to what the group should prioritise and how it can foster increased collaboration with the FM leadership group and its partners
- Partners to inform colleagues and supply chain of our upcoming Efficiency conference, which is taking place on 1st November 2023, 1 – 3pm – [register here](#).

Mark gave an update on the Waste & Resource Use group:



- Packaging Optimisation Report is now available which you can find [here](#). This report details the types of packaging used and in what contexts as well as tips for more sustainable packaging
- Contributions include ten project partners, 23 manufacturers, merchants and other intermediaries. The report collates dozens of case studies and an honest examination of barriers to packaging optimisation.
- Partners, please note that the report contains information of use to **all** sectors, not just Housebuilding.

Mark gave an update on the Nature Recovery group:

- Key priorities include the development of a conceptual framework (visual/graphics), full resource review and a virtual conference scheduled for Q1 in 2024/25.
- FM group's ideas and input were instrumental in the development of the Nature Recovery business plan.

Please refer to slides and Partner News webpage for further information regarding the groups.

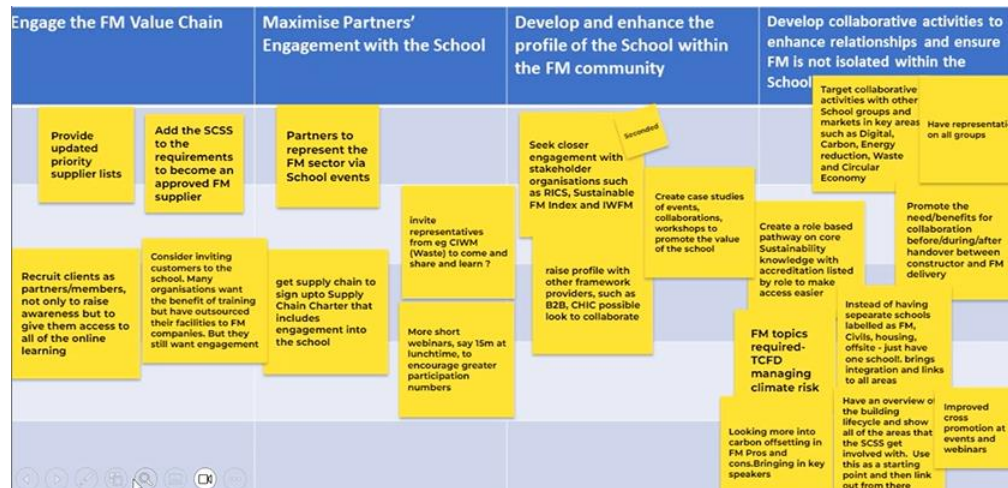
Actions:

- **Partners** to get in touch with the School if you would like to be a part of any of these groups.

5. Business Planning Update

Mark recapped the group's priorities for 2023/24 which included Energy & Carbon, Waste & Resource Efficiency, Social Value and Biodiversity.

- Please see slides for more information regarding the group's priorities.
- Jamboard from previous meeting was displayed to show the ways partners can get the most out of the School:



Actions:

- **Partners** to add to jamboard [here](#) of any ideas they have to increase engagement with the School and to help FM reach its' business plan priorities.
- **Partners** to send in any case studies regarding Social Value and what it can mean. Refer to slides for more information regarding content.
- Anthony Heaton raised the point that more resources should be targeted towards the client audience – waste being a particular example. Educating and improving the expectations of clients is an important focus for FM service providers.

6. AOB and DONM

- Our next meeting will take place on **29th November 2023, 10am – 12pm**. We will commence our FY 2024/25 business planning at this stage.