Re-inventing Facilities Management

Wednesday 14 June
15:45 GMT

#SVC23
Re-inventing Facilities Management

Sofie Hooper
Head of Policy & Research, Institute of Workplace and Facilities Management
Re-inventing Facilities Management

Andrew Hulbert
Vice Chair, Pareto Facilities Management
Andrew Hulbert
Deputy Chair IWFM + ED&I Board Champion + Founder @ Pareto FM
What does Pareto do? Benefits of Social Value + Opportunities in FM
Re-inventing Facilities Management

Anna Farquharson
Head of Social Value, ISS Facility Services UK
ISS is a global facilities management company. We deliver integrated facilities services to government, healthcare, education, banking, production and professional services customers, connecting people and places to make the world work better.

At ISS UK we have a collective responsibility to consider the wider impact of our work – to tackle the challenges of social and economic inequality, and to respond to the climate crisis.

Our social value objectives:

**PEOPLE** Improve equality of opportunity.

**PLACES** Drive economic resilience and community cohesion.

**PLANET** Achieve our net zero carbon targets.
What we are doing to increase social value

Our social value journey

Understanding what we do well
Defining our objectives
Embedding social value delivery
Measuring our impact
What we are doing to increase social value

Example social value programmes

**Supporting young people into work**
In partnership with DFN Project Search and the NHS, we are supporting young people with learning disabilities and autism spectrum conditions into work. Since our partnership began, we have facilitated over 144 supported internships with over 72% of people going on to secure permanent employment either at ISS or other organisations.

**Working with more SMEs and VCSEs**
Delivering social value through our supply chain maximises our impact. In 2022 we spent over £260m with SMEs and £650k with VCSEs. Collaboration with our customers is key to working with more organisations that have a social purpose at their core. In 2022 we were proud to begin working with social enterprise Hey Girls, who now provide sanitary products to multiple customer sites.
Benefits of social value

Our people can become who they want to be
Social value starts with the opportunities we provide our people through career development, supporting wellbeing, and building a diverse and inclusive culture for all.

We can attract (and retain) the best talent
We know that living our social value purpose and demonstrating how we are creating change is crucial to creating the workplace of the future and attracting the best talent.

A social value mindset helps us change the bigger picture
Embedding social value objectives in the way we work influences our decision making processes to consider the wider impact we can have on our people, places and planet.
What specific opportunities do we have in FM?

Reduce barriers to employment
The FM sector is well-positioned to provide training and employment opportunities to people from under-represented groups and support them to build meaningful careers.

Drive lasting change for communities
As operators, we engage with our communities over the longest phase of the building lifecycle. Designing social value programmes together will help create lasting change.

Reduce carbon emissions
We can reduce the built environment’s contribution to the climate crisis by implementing solutions that reduce waste, optimise energy use and drive behaviour change.
Supporting the drive for Social Value and evidencing the impact

Keith Finnigan
Head of FM, Crown Commercial Service
CCS Data Capture

SOCIAL VALUE THEMES CHOSEN ACROSS CCS

- COVID-19 Recovery: 21.4%
- Tackling Economic Inequality: 26.7%
- Fighting Climate Change: 16.0%
- Equal Opportunity: 15.0%
- Wellbeing: 20.9%
Buyer and Supplier engagement

**SOCIAL VALUE THEMES**
- Tackling Economic Inequality - Increase supply chain resilience and capacity and create new businesses, new jobs and new skills: 30.8%
- Fighting Climate Change - Effective stewardship of the environment: 26.2%
- Equal Opportunity - Reduce the disability employment gap, tackle workforce inequality: 21.5%
- Wellbeing - Improve health, wellbeing and improve community integration: 21.5%

**MARKET APPETITE FOR SOCIAL VALUE**
- Yes: 82.1%
- Not Responded Yet: 10.7%
- No: 3.6%
- TBC: 3.6%
Thank you
Q&A

Sofie Hooper
Head of Policy & Research
Institute of Workplace and Facilities Management

Andrew Hulbert
Vice Chair
Pareto Facilities Management

Anna Farquharson
Head of Social Value
ISS Facility Services UK

Keith Finnigan
Head of FM
Crown Commercial Service
Thank you