

Social Value
Conference
2023

Presented by



In conjunction with



Re-inventing Facilities Management

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Building the Foundations

#SVC23

Panel



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*Vice Chair
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Anna Farquharson
*Head of Social Value
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Keith Finnigan
*Head of FM
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Re-inventing Facilities Management



Sofie Hooper

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Re-inventing Facilities Management



Andrew Hulbert
Vice Chair, Pareto Facilities Management

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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

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Social Value at ISS



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



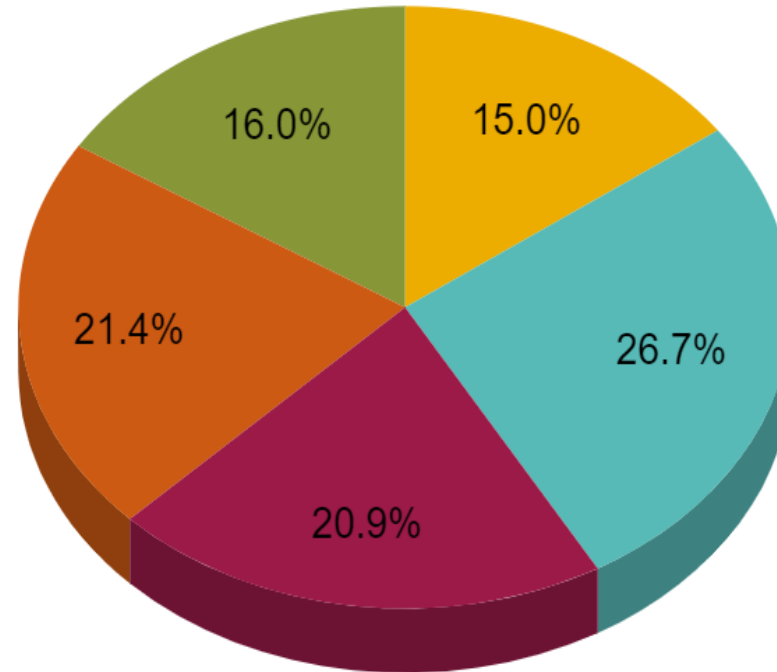
Keith Finnigan
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CCS Data Capture

SOCIAL VALUE THEMES CHOSEN ACROSS CCS

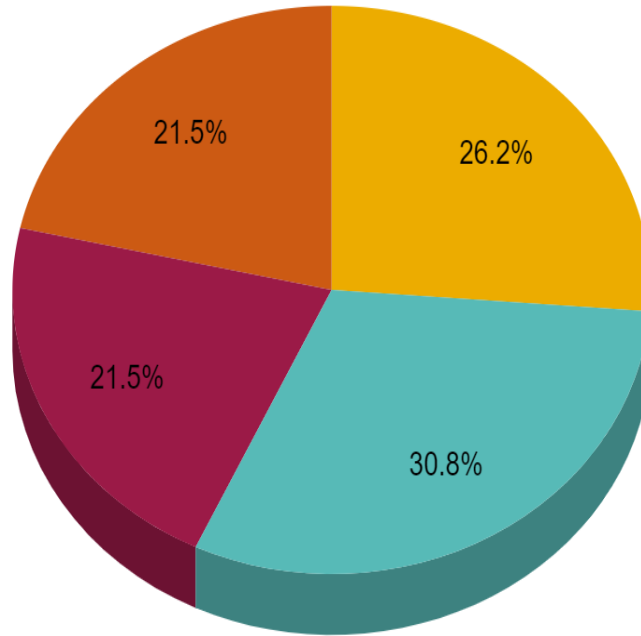
- COVID-19 Recovery
- Tackling Economic Inequality
- Fighting Climate Change
- Equal Opportunity
- Wellbeing



Buyer and Supplier engagement

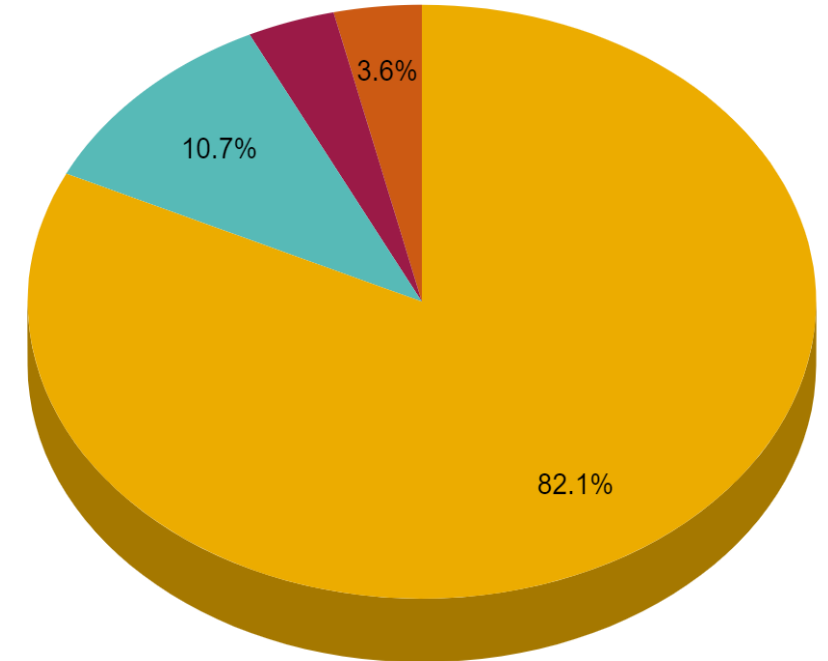
SOCIAL VALUE THEMES

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



- Yes
- Not Responded Yet
- No
- TBC

MARKET APPETITE FOR SOCIAL VALUE





Thank you

Q&A



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Thank you