

SUPPLY CHAIN SUSTAINABILITY

SCHOL

# Impact Report

# 2020

March 2020

## 1. Executive summary

As we complete this report the world is a very different place to when we embarked upon our annual survey of members just over 8 weeks ago. The [supplychainschool.co.uk](https://supplychainschool.co.uk), which we will refer to as "the School" throughout this report, has, from 16th March, moved all our face to face activities online to include training, supplier days and our leadership groups until at least September 2020. As a cloud-based online learning platform we are in a good position to adapt to this, so whilst in the short-term we can make these changes, we need to be aware that many of our members and Partners will be struggling simply to survive. This will impact our revenues and the appetite of our members to learn more, but as we come out of this medical crisis the world will still be faced with the sustainability crisis and we have to ensure that we are in position to provide the support which our industry needs.

We are in a good place to do this. During 2019, the School grew our collaboration of funding Partners to 96 and we secured new 3-year funding streams from the CITB to address digital, procurement and offsite skills. These are core "enabling skills" which will allow us to build more sustainable buildings and infrastructure; this is in line with our vision to be:

**“the world class collaboration to enable a sustainable built environment.”**

Since 1st April 2019 **learning through the portal was accessed 40,025 times by 6,006 individual learners from 3,148 companies**. That is a small increase of 4% in the number of companies benefitting from the portal, and an increase of **5% in the number of individuals (5,723 In 2018)** learning through the School and a **58% increase in resource access**. The launch of our new portal in October has significantly helped this and has been enthusiastically received by members. With all our activity now moving online, the platform should provide a good return on the investment in this digital technology.

These numbers are pleasing but are a measure of activity and not the impact of the School. We are really pleased that 1,102 members responded to our Impact Survey (59% were SMEs). The results of this are set out in this report together with our annual report on how the School has performed against our specific KPIs on delivery, satisfaction and financial targets.

### **Impact on sustainability:**

Key findings from members:

- 1) **75% reported the School has helped them to better understand their organisation's sustainability impacts** (up 5%).
- 2) **37% have reduced their carbon emissions** (up 3%) and 69% of these state that the School has helped them to do so (up 11%).
- 3) **43% have reduced their waste** (up 2%) and 68% of these state that the School has helped them to do so (up 3%).
- 4) **32% have made improvement to air quality** (up 12%) and 66% of these state that the School has helped them to do so (down 3%).
- 5) **Over 80% of members state that the School has Increased their understanding of responsible sourcing, modern slavery and fairness, inclusion and respect.**

Whilst our aim is to improve sustainability outcomes, we can only tackle these issues if businesses see value to their businesses in doing so. Our survey reveals that the School has had significant increases across all business outcome statements which is very positive.

- 1) 53% feel that the School has helped them **reduce costs through efficiencies** (up 6%).
- 2) 45% feel that the School has helped them **win new business** (up 5%).
- 3) 62% feel that the School has helped them to **be more collaborative** (up 5%).
- 4) 61% feel that the School has helped them **develop better relationships with their suppliers** (up 5%).
- 5) 57% feel that the School has helped them **reduce reputational risks** (up 4%).
- 6) 54% feel that the School has helped them **improve the quality of their new business bids** (up 7%).
- 7) 74% feel that the School has enabled them to gain a **better understanding of their client's sustainability objectives** (up 7%).
- 8) 37% feel that the School has helped **them to retain talent** (up 9%).

#### Impact on business processes:

If we are to embed change amongst our membership, it is important that they adapt their business processes to enable lasting change within their organisations. Like the impact the School has had on business performance, our survey reveals that our members are changing their business processes to embed sustainability thinking:

- 1) **66%** (up 6%) reported that the School has helped them to **embed sustainability** as part of their business processes.
- 2) **55%** reported that the School has helped them to **monitor and report sustainability impacts** (up 5%).
- 3) **75%** reported that the School has helped them to **better understand their organisation's sustainability impacts** (up 5%).
- 4) **68%** (up 6%) reported that the School has helped them to **engage business leaders** to better understand the value of sustainability.
- 5) **58%** (up 8%) reported that the School has helped them to ensure **procurement processes** now consistently drive sustainability.

### School performance against KPIs – March 2020

The School team have built upon the focus on helping our members to access more learning online. There have been very successful digital campaigns which, in turn, have resulted in a 58% increase in resources accessed. Couple this with a dramatic increase in individual assessments with the team now becoming more efficient at getting our members to do more. The next task is to encourage those who are not learning through the School to start accessing the wealth of industry specific knowledge available, whilst maintaining the good work already done.

#### Key highlights for this year:

- **Active members are doing more** across the sectors, with significant increases in learning activity shown with a significant increase each month on resource views.
- **Companies are accessing more learning within the School** and we now have 29% more members who have reached Gold, Silver or Bronze level. (Up to 508 from 393 last year).
- Over **15,000 hours of face to face training** have been delivered this year through our supplier training days and training courses.
- There have been over **12,500 downloads of our e-learning modules**, both through [www.supplychainschool.co.uk](http://www.supplychainschool.co.uk) and our old learning management system, Docebo.
- Another successful year of a five-year strategic relationship with CITB. All elements of delivery were successful and delivered on time and to budget.
- **Partner numbers have grown to 96 (from 87 at the end of last year)** with seven choosing not to renew during the year. It is to be expected that Partner numbers will fluctuate the more of them that the School has. The investment in the Partner Relationship Manager should stabilise this.
- Since launch, the School now has **37,856 registered individuals, from over 13,500 companies**, who have accessed learning online or attended one of the face to face workshops or supplier briefings.

#### Lessons Learnt

In terms of delivery of the School over the year, the key lessons learnt are:

1. **Learning requires constant reminders:** The marketing team continue to work on new ideas and ways to communicate learning to our members. This year has seen a significant increase in learning access which is, in part, down to how we communicate with our members. This is a mixture of 'School wide' communications as well as specific campaigns to certain audiences.
2. **Accessibility of learning.** The launch of the new platform has illustrated how important it is that the learning which the School provides is not only bite-sized, but also easily accessed. Since the launch the activity within the School really has exploded. Keep it simple but well thought out: the structure of the School allows learners to find what they are looking for in a matter of clicks.

3. **Partners encouraging their supply chains.** Without the voice of the Partners, the ability to urge the supply chain into acting is diluted. Whilst waiting for the launch of the new platform Partners were not pushing their suppliers to take a skills assessment, resulting in a decrease in assessments taken at company level, yet when we look at an individual assessments, we see that they have jumped significantly.
4. **Engage and embed.** The figures this year suggest that those members who are engaged are also doing more. In addition to this, more members have multiple users on their accounts which is very positive as this shows the School is being further embedded within businesses. However, the next stage is to start building on the number of engaged members whilst maintaining the level of activity amongst existing members.
5. **New tools needs follow up to ensure engagement.** This year has seen some important new resources in the form of tools such as the People Matter Charter and the Carbon Reporting Tool. Both these initiatives have taken the last year to develop, test and launch. It is important that it is recognised that these tools and resources will only help to develop the supply chain if we continue to allocate resources to promote, communicate and encourage their take up. There also needs to be a process by which organisations are held to account and asked what changes they have made as a result of using the tools.