

SGN: Meet the Buyer

Breakout Sessions

Indirect (non-gas)



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Your gas. Our network.

Indirect (Non-Gas) Spend in SGN

Jim Docherty, Lead Category Manager



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What is Indirect Spend in SGN



Direct vs Indirect Spend in SGN

Annual spend: **£510m**



£130m
Direct spend



£380m
Indirect spend



Procurements from the last 18 months

- Energy Management (LED Systems)
- Land Consultancy
- Fleet Management
- Various Campaign Marketing
- Supply & Delivery of Fan Heaters & Hot Plates
- Van Conversions



The Supply Chain of the future



Areas of new/renewal procurements

Fleet

Property

PPE

Travel

Prof.
Services

Training &
Development

Indirect (non-gas): Fleet

Ian Ramage, *Fleet Manager*



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Who are we in SGN



SGN Fleet.

Fleet manage both the commercial vehicle and company car fleet within SGN.

Management of...

- Service repair and maintenance of commercial fleet.
- Company car fleet.
- Fuelcard services.
- Telematics (tracking and driving behaviour) for commercial vehicle fleet.
- Service repair and maintenance of wheeled plant and equipment.
- Short/long term vehicle rentals.

Commercial fleet: 1,720

Company cars: 612

Hired fleet: 547

Wheeled plant & equip: 739

Projects - Past & future opportunities

Past

- Tender of fleet management services for light commercial vehicle fleet.
- Tender of fleet management services for company car fleet.

Future

- Tender for new (replacement) commercial vehicle fleet.
- Tender for commercial vehicle fuelcards.
- Electric vehicle charging points for commercial fleet.
- Strategy review of short/long term commercial vehicle rental.

Future Opportunities



Vehicles.

- Commercial vehicle purchasing and conversion.

Net Zero.

- Zero emission vehicle strategy/implementation.
- Electric Vehicle – depot charging.

Vehicle rental.

- Commercial vehicle rental / contract hire.

Telematics.

- Vehicle telematics tracking/driving behaviour.

Wheeled Plant & Equipment.

- Service repair and maintenance.

Our Supply Chain moving forward



Contact us



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Indirect (non-gas): Capability

Susie McKirdy, *Director of Capability*



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Technical Learning



Competence & Assurance



Systems & Governance



Learner Experience



Early Careers & Future Skills



Talent & Development



Leadership & Management



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Capability at SGN



Our Vision:

“Empower our people through exceptional learner and career experiences to drive competence to enhance safety & productivity.”

Our priorities:

-  Drive Competence to Enhance Safety
-  Learner-Centric Experiences
-  Enabled by Technology
-  Trusted partner for the business*
-  Provide point of need support
-  Develop Our People at Every Level
-  Drive SGN Learning Journeys (4E's)
-  Robust & Efficient Core L&C Processes
-  Visible, Accessible & Valued
-  Future Proof & Scalable
-  Data Fluent, Insight Driven & Compliant
-  Invest in L&C's Capabilities

Learning in the flow of work

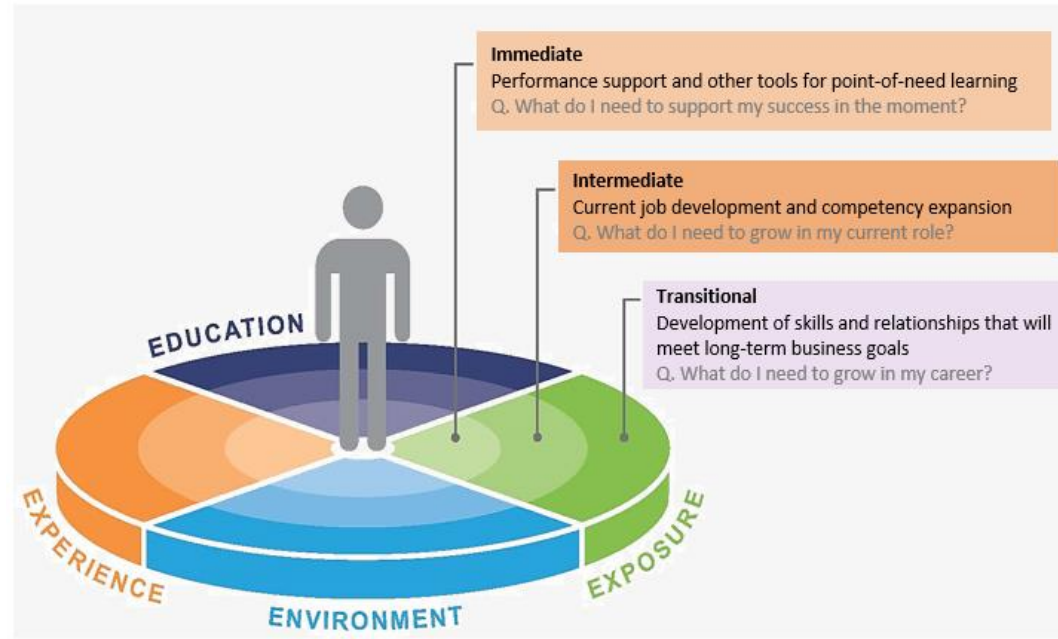


Education encompasses elements we often think of in the context of learning and development. These elements generally have a **defined beginning and end** and can be **tracked**.

Exposure comprises learning elements that involve interaction and relationships. It helps employees develop by building **connections with other professionals** and **thought leaders**.

Experience includes learning elements that generally occur while employees are in the workplace and may include things such as **stretch assignments**, **job rotations**, and **special projects**.

Environment includes **tools and systems** that employees use on the job to learn or support them in their work. These systems include **information systems**, **search engines**, **job-aids**, **performance support tools**, and **online asset libraries**.

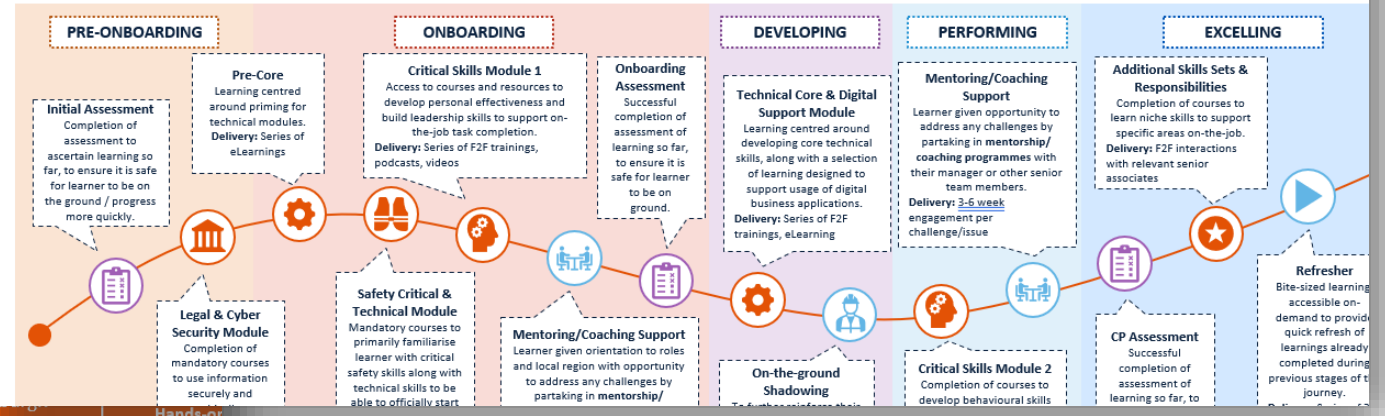


Learning Re-design

Learner Journey – FCO

The FCO's learner journey is designed to help them progress through the different stages of their role by equipping them with the right tools and experiences at the right time. Through a series of formal and reinforced learnings, the FCO is expected to gain the essential technical expertise, as well as the required behavioural skills, that will enable them to excel in their role.

[Click here](#) for details on topics included in each formal learning module (training requirement subject to future curriculum review).



Anthony
First Call Operative (FCO)

I am what you would call a lone worker. I get on with my day and do pretty much everything that is expected from me – I tend to gas escapes whenever required and support all sorts of other activities.

“Waking people up at 3am at night to look for gas escapes is not the most pleasant experience but can be very rewarding.”

LEARNER PROFILE

- Age: 28
- Location: Edgware
- Years of experience: 3

KEY RESPONSIBILITIES

- Safeguard life and property.
- Attend to sudden gas escapes in the safest, quickest and most effective manner.
- Support other tasks when not responding to gas escapes, including metre exchange, and reviewing assets.
- Communicating effectively and managing relationships with multiple stakeholders including the public and government officials such as the fire department, police etc.
- Accurately capture and record relevant data after every job.

PAIN POINTS

1. The role can be overwhelming for new FCOs who may not have the required experience to deal with a varying array of problems.
2. The current training offer does not prepare new FCOs adequately for real life situations.
3. Internet access is dependent on location for some areas FCOs do

LEARNING OBJECTIVES

1. Become highly skilled in multiple areas relevant to the job to be able to support a variety of tasks.
2. Ability to communicate effectively with and manage different stakeholders.
3. Develop knowledge and experience of equipment (from safety and maintenance perspective).
4. Develop mental agility to deal effectively with new role-related problems and situations never encountered before.
5. Become familiar with the range of digital systems required to be used on the job.

QUALIFICATION/CERTIFICATION REQUIRED

- ACS Qualified
- FCO Apprenticeship / FCO Fundamental
- Safety Street / Safety Street and CO

LEARNING PREFERENCE

- Face-to-face training prior to experience of using different activities.
- Simulations of faults to situations.
- Videos to serve as quick training already received in medium.
- On-the-job learning support and peers for live problem-solving.
- Learning packages outlining procedures.



Future Opportunities

- Multi-media content development
- AR/MR/VR content development
- Manager and leader development
- Professional coaches
- Development tools e.g. 360 feedback
- STEM resources and consultancy
- Mentoring & coaching software
- Career mobility software & consultancy
- Graduate talent development

Indirect (non-gas): Real Estate and Property Major Projects

Greg Forde, Senior Real Estate Manager
Marc Quinn, Senior Project Manager



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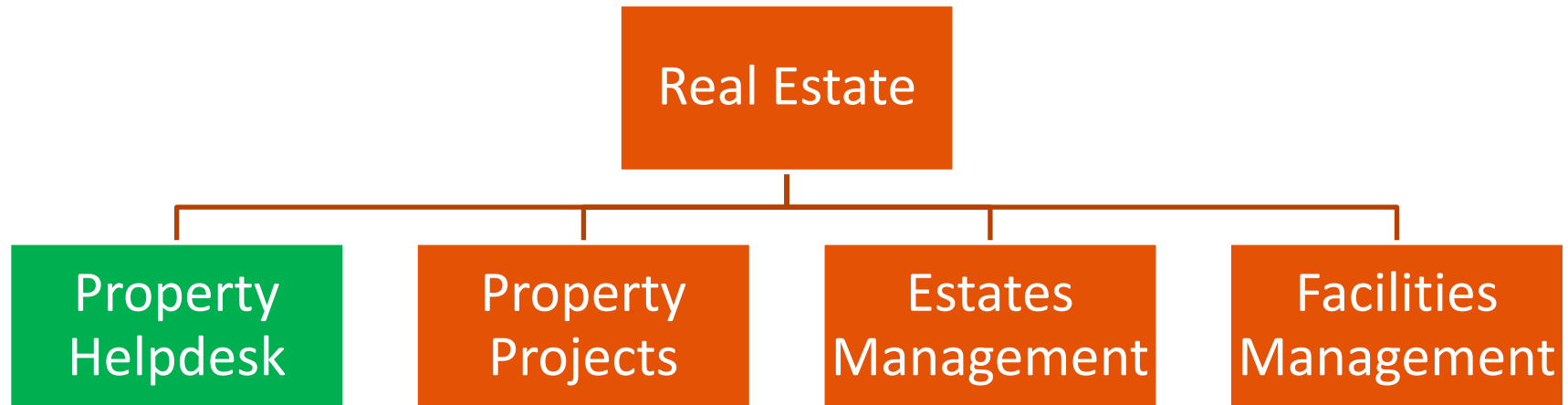
Who are we in SGN

The Real Estate Team manages SGN's occupied office and land portfolio. The main focus is safety, ensuring that our estate is compliant as well as managing our Property Helpdesk, Facilities Management and land related works.

The Property Projects team, are responsible for delivering major works such as construction projects in line with our property strategy.



Responsibilities



Property Helpdesk



A dark blue rectangular graphic containing eight circular icons arranged in two rows of four. Each icon is accompanied by a label below it. The top row includes: a red hard hat for 'Maintenance', a green shield with a checkmark for 'Compliance', purple crossed wrench and screwdriver for 'Repairs', and an orange lit lightbulb for 'Lighting'. The bottom row includes: a green paintbrush for 'Fabric', an orange sun with rays for 'Heating/Cooling', a red padlock for 'Security', and a blue floor plan for 'Projects'. Below the icons, the text 'Property Helpdesk' is written in white, and the phone number '0345 0729589' is written in orange.

Maintenance Compliance Repairs Lighting

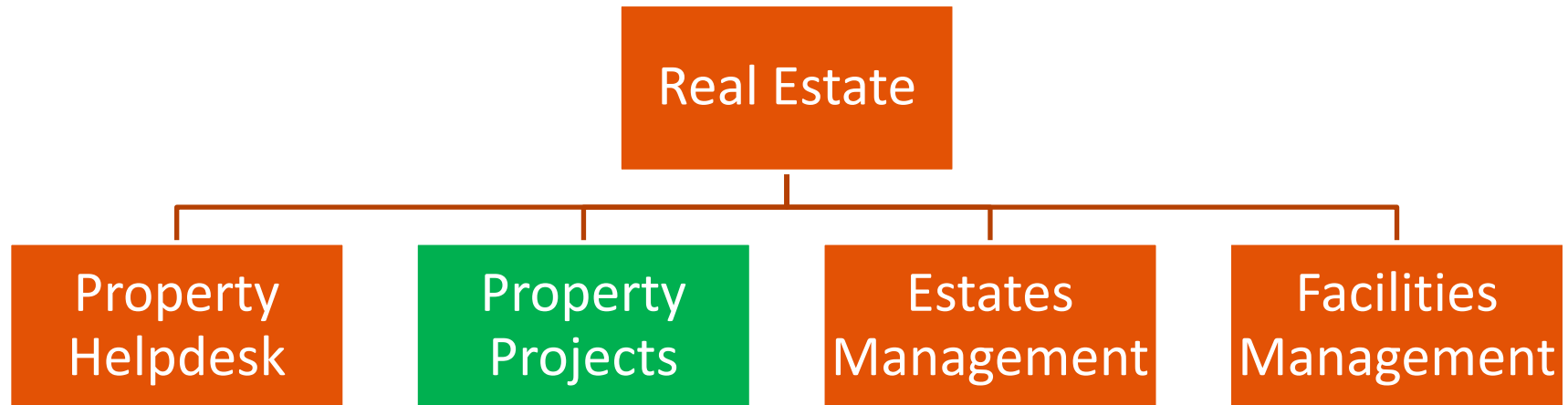
Fabric Heating/Cooling Security Projects

Property Helpdesk
0345 0729589

Property Helpdesk

- Single point of contact for all Property related matters at 41 offices and depots across England and Scotland.
- Proactively manage our Property estate, ensuring it remains a compliant and comfortable place to work.
- Deliver a programme of planned preventative maintenance activities.
- React to unplanned faults, responding to property incidents in a timely manner, ensuring emergencies are prioritised.
- Gather intelligence on faults, breakdowns, asset age and condition.
- Enquiries include site access requests, emergency leaks, reporting health and safety compliance issues and property damage caused by security breaches.

Responsibilities



Property Projects



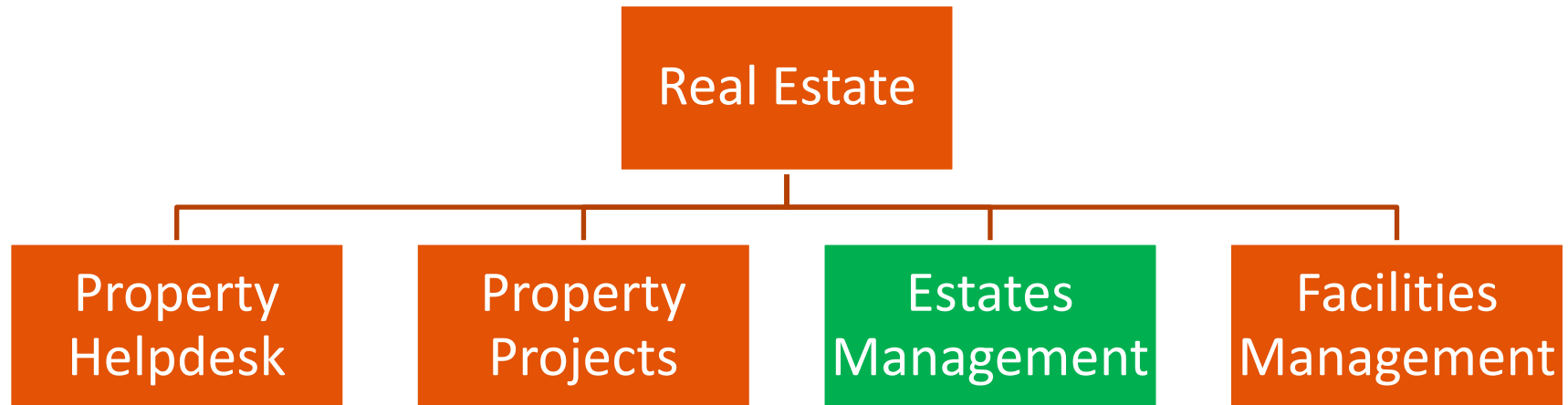
Property Projects

The Property Team also deliver a range of property projects.

These include:

- Internal fabric alterations of existing offices and depots to the construction of new facilities.
- Asset upgrades based on trends, fault frequencies and obsolescence to ensure buildings provide an effective and efficient workplace for us all.

Responsibilities



Estates Management



Estates Management

The ongoing improvements and upgrades of our gas network have led to much of our land no longer being required for operational purposes.

Whilst this land is 'non-operational', we still have a responsibility to manage and maintain our property assets.

Our Estates Management team are responsible for managing these sites safely and efficiently. We operate a small team covering approximately 80 sites across our England and Scotland network areas. In addition to this we work in conjunction with the Property Helpdesk and Facilities Management teams to undertake external works at our offices and depots.

Estates Management sites

The sites that the Estates Management team are responsible for range from very small compounds, to extremely large sections of woodland, grassland etc.

Our number one priority for these sites is that they are safe. Vegetation is maintained to avoid obscuring any hazards, we ensure that boundaries are secure and carry out surveys and site inspections at regular intervals.

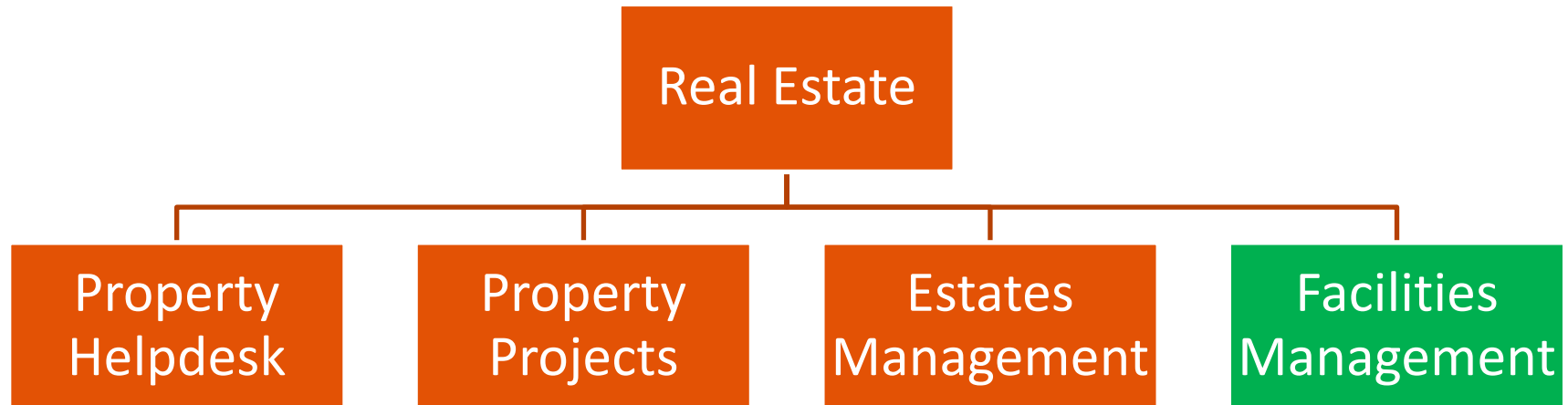


Estates Management (cont.)

Examples of the work that the Estates Management team undertakes;

- Landscaping and vegetation clearances
- Invasive weed management
- Installation and maintenance of fencing
- The safe management of redundant buildings
- Facilitating survey works (topographical, ecology, structural walls etc.)
- Gritting and winter clearances
- Biodiversity enhancement projects

Responsibilities



Facilities Management



Facilities Management

Supporting our business to ensure we all have access to the facilities required, enhancing our working environment to ensure our sites are safe, clean and comfortable, which enables our company to focus on its primary objectives.

We have five facility managed sites;

- Axis House
- Fullarton House
- Horley
- St Mary Cray
- Walton Park

In addition, there are dozens of satellite sites or stores buildings that our FM team support.

Facilities Management

The facilities team based at our managed sites oversee the following areas:

- Booking of meeting rooms, video conference etc.
- Building administration
- Car parking
- Catering (dependent on site)
- Cleaning
- Emergency management
- Emergency procedure administration
- Reception services (post, site inductions etc.)

Example Real Estate Projects Past & Present



Fencing and vegetation

We conduct security rated fencing installation and large scale vegetation management projects across Scotland and Southern England.



Tree survey and felling

We instructed a routine tree survey at our Crayford holder station which identified a number of tall trees requiring urgent attention. These trees were felled as they posed a safety risk to anyone on site. Photo's adjacent showing the trees in question and their rotten cores.



Trees identified as dangerous



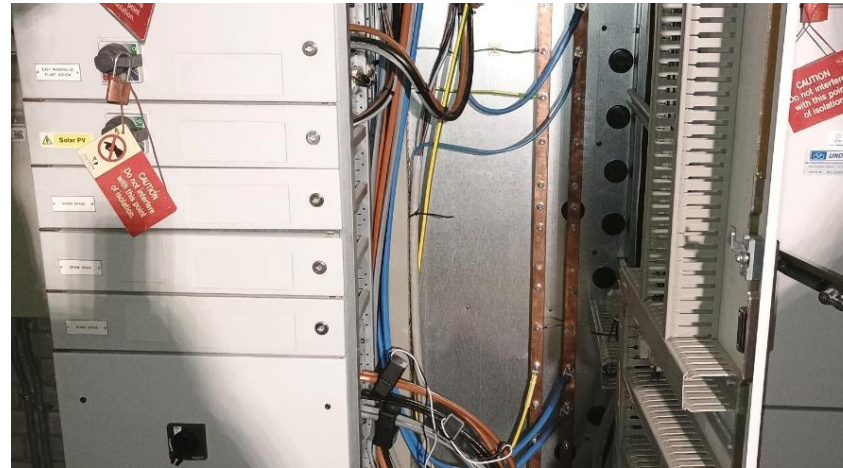
Rotten trunks following felling

PV roof installation at Walton Park

In order to support our Environmental and sustainability targets the property projects team carried out installation of PV panels on the roof of our Walton Park office.



PV cells on roof



cablE installation



Battery storage

Aldershot drainage

Before and after installing a 3 meter drain pumping chamber at Aldershot Depot



Old drain



Installation of new pump



Civils

Ashford toilets refurb

Refurbishment of the toilet facilities at our Ashford depot



Toilet facilities before



Toilet facilities after

Oban Biodiversity project

We undertook biodiversity actions aimed at increasing grassland, river and woodland biodiversity. At our Oban site, this created new habitats for a variety of species to make their home.



Riverbank clearing



Installation of an otter holt



Planting of 172 Alder, Oak and Aspen trees

Q&A

Submit your questions
through the Q&A channel



Useful links



SGN new and existing suppliers

All you need to know about being or becoming a SGN supplier

<https://www.sgn.co.uk/help-and-advice/potential-and-existing-suppliers>



Supplier interest registration

Reference **SGN MTB** in the further information box

<https://my.achilles.com/join-community?communitycode=ANT&lang=en-GB&buyerid=00072927>



Supply chain school registration

Access free sustainability training

https://learn.supplychainschool.co.uk/auth/scss/register_form.php



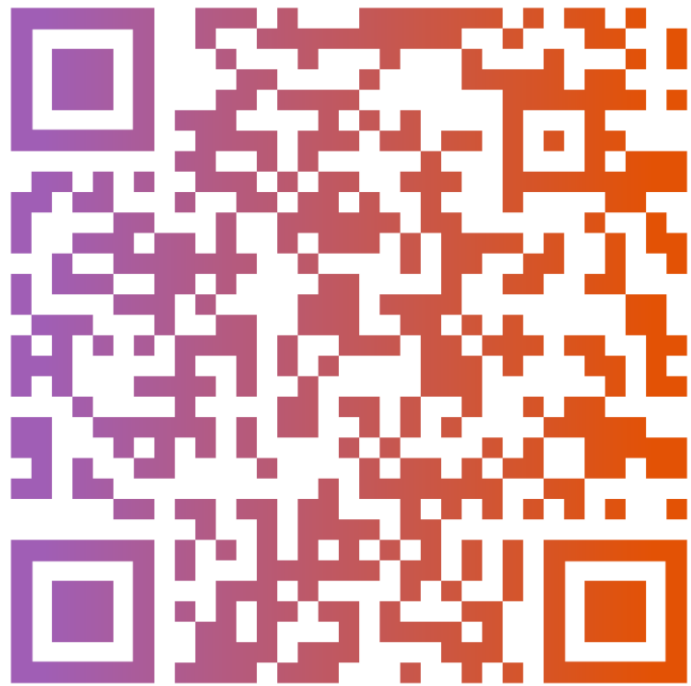
REPEX Supplier registration

For construction, maintenance & replacement of gas distribution mains and services in our Southern England network

<https://www.delta-sourcing.com/delta/signup.html?userType=supplier>



Tell us what you think and what you'd like to know more about.



Scan the QR code or visit

<https://www.smartsurvey.co.uk/s/MeetTheBuyer/>

to complete our short survey

SGN

Meet the Buyer event

Thank You



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