

Challenges:

Being an SME predominantly servicing the public sector, Croftstone Management Limited has seen the escalation of changes enforced by world and government decisions. Although currently exempt from some requirements, the company must embed these changes to meet and exceed clients' expectations.

Croftstone Management Limited's biggest challenges are time, resources, and costs. With a multitude of external offerings, it is difficult to decipher which one to use, but it would also cost around £250,000 and take about 3-4 years to fully embed and be up to standard. With The Procurement Act 2023 being enforced in October 2024, 3-4 years is not an option. Additionally, through research, it became very clear to the company that, as a responsible organization, it needed to ensure that every member has full, true awareness and understanding. This not only supports internal operations but also benefits clients and the supply chain.

Impact:

Due to various external paid offerings combined with limited understanding, Croftstone Management Limited found it difficult to identify the best route forward. To mitigate this risk, a member of the procurement team was appointed to research and determine what external providers and measures clients were using, which led to the discovery of the Supply Chain Sustainability School (SCSS). Being free and offering flexibility in learning, the SCSS provided the necessary resources to build initial understanding and eliminated the financial risk previously identified.

Croftstone Management Limited soon realized this was the best platform to move forward. It provided enough knowledge and free tools to produce much-needed documents, such as a carbon footprint report and a Carbon Reduction Plan, without any costly external expertise, all within six months. This was a rapid reduction from the 3-4 years initially estimated, meaning that the company has truly embedded sustainability awareness deep within its organisation.

Engagement events:

These are extremely useful, especially the lunch 'n' learn events. They allow all members of the team the freedom to pick and choose any topic of interest during their own leisure. Attendance reports show that the staff are highly engaged and fully committed to actively enhancing their knowledge. This is a positive outcome for Croftstone Management Limited, as it enables the company to implement changes internally and increase its positive reputation with clients.

Fact box



Company

Croftstone Management Limited

No of employees

52

HQ

Stratford-Upon-Avon,
Warwickshire

Website

<https://croftstone.co.uk>

Main contact

Tony Cave

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Services

Project Delivery & People &
Culture consultancy.

About

Founded in 2010 we are an award-winning, globally recognised organisation with roots in both public and private sectors within a multitude of industries, This allows us to harness local insights and a diverse perspective for sustainable solutions that deliver on our clients' vision delivering safer, cleaner, and more connected communities.

Resources:

Assessments – The feedback received from the assessments has been very positive. Individuals can now see how they compare against other members of the school as well as the company itself. This drives everyone to do better, as there is a collective desire to excel. It is also useful to see on the benchmark where improvements are required, helping managers and the company to develop learning plans in addition to what the school offers.

Action plan – The action plans are fabulous. They save a lot of time by pinpointing the specific knowledge required to better understand a topic, rather than searching through a plethora of available sources. As a result, the company has decided to create these action plans once a year.

E-learning modules - The E-learning modules are brilliant. Croftstone Management Limited has been using them to collate a competency matrix for staff, which can be used as evidence to support bid applications. Additionally, they help identify any skills or competency gaps, allowing the company to put measures in place to mitigate potential risks.

Value gained:

Croftstone Management Limited obtained knowledge to fit around available resources without hindering any current client obligations and commitments. This allowed the company to embed a strong understanding of sustainability among all colleagues through the successful implementation of a 12-month mandatory training program.

This available learning has been embraced by several team members who are embarking on the FIR Ambassador journey. Additionally, a member of the procurement team will obtain the necessary training to become an accredited Sustainable Excellence Associate.

Croftstone Management Limited has now created its CSR, Sustainable Procurement, Carbon Reduction Plan, and 2023 Carbon Report. The company has also incorporated a sustainable sign-off as part of its internal governance process for all policies and documents. Without SCSS, the company would not have been able to complete these tasks as effectively, achieving significant cost savings by not outsourcing this work to a third party.

Jan 2024	Jan 2024	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Oct 2024	Nov 2024	Dec 2024
Modern Slavery	The Modern Slavery Act	Responding to the Modern Slavery Act 2015	Introduction to Biodiversity	Introduction to Waste	Introduction to Climate Change & Environment	Community Engagement	Introduction to Environmental Management	Sustainable use & management of plastics	Introduction to Water	Sustainable Timber and Chain of Custody	Cyber Security	Information Security: Protection from Malware	Understanding non-visible disabilities	Introduction to Social Value

Future proofing:

When the opportunity arises internally, Croftstone Management Limited will apply to become a partner, encouraging its supply chain to become members as well. The company plans to share its experience with the School with micro and SME organizations.



Case Study: Croftstone Management Limited

A carbon reporting section listing actual categories for each scope with a standardized reporting mechanism would be of great benefit.