



ESPO chosen as central distribution hub

We have all been affected by the coronavirus pandemic, whether it be directly from the virus, government restrictions or the uncertainty that comes with it. Many of us are doing what we can to help support others within our communities.

We are proud to share with you that ESPO was chosen to act as a Local Authority distribution hub for key products and food parcels being sent to vulnerable people under the Government shielding programme for Leicestershire County Council, Leicester City and Rutland. Like many, ESPO has been doing all it can to help support those most in need at this critical time.

We've been very busy over the past six months overcoming a number of new challenges but we wanted to share and recognise the great work that our Operations team and Warehouse staff have been doing. As well as their normal workload and managing social distancing, they have been an integral part in assisting in the logistical operation of these emergency products and parcels.

ESPO have been working with Leicestershire Police and Military Planners from the Army, with dedicated members of the team managing over 1.3million individual items of emergency PPE.

These items have either come into ESPO from the Governments supply or from donations made by local businesses and were prioritised for front line sectors such as hospitals, care homes and schools. We will continue to assist in this vital work where required.

As always, the safety and wellbeing of our staff and customers is of the highest priority. Our office and warehouse have adopted all necessary social distancing measures and ESPO is confirmed as a 'Covid-Secure' workplace.



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There have been at least 235 emergency orders fulfilled containing over 93,000 face masks and more than 92,000 gloves!

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Language Services framework for the public sector

Whether it be to communicate via video; understand a witness at a scene; or prepare a public statement in multiple languages, access to translation services is vital to help break down language barriers and better understand a situation.

To continue to support the public sector, we have launched a new and improved Language Services framework (402) in collaboration with YPO.

We recognise that requirements differ for each sector, and have split the framework into five Lots. This includes face to face interpretation both spoken and non spoken, remote interpretation, translation, transcription and sub-Lots for police, the health sector and local government.

Why chose Framework 402? ESPO monitors the fair pay of linguists via its suppliers and will continue to do this throughout the life of the framework as a promise to its customers. The linguists have also been clearly benchmarked to ensure they are reflective of the market expectations, and competitive rates have been secured with additional opportunity to aggregate spend and demand within organisations.



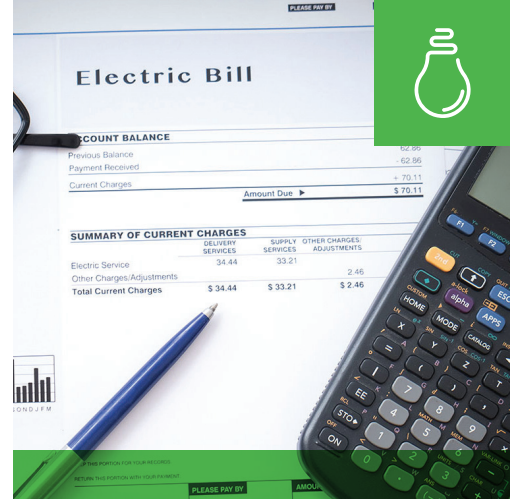
We are incredibly proud to bring this solution to market to provide vital translation services for the public sector and its frontline services. We have worked with our public sector customers to create a framework that covers a variety of options, including access to remote translation services which has proven even more important than ever during this time.



Chloe Muir, Senior Procurement Officer at ESPO



To find out more about our Language Services frameworks (402), contact our team on resources@espo.org or 07584 158137.



Energy bill validation service

Whether you currently benefit from ESPO's Energy frameworks or you have another solution in place, it is worth checking that the supplier is billing to those competitive rates you agreed to.

ESPO's Energy team provide invoice validation service for both gas and electricity. Energy experts are able to examine your invoices to see whether you are being billed as per the contract agreed and for only the energy which you have used.

What does the service include?



Data management



Invoice validation



Query management solution



Cost recovery



Portal access 24/7

To find out more about how our bill validation service works, including the bureau service and fully managed service details, contact our Energy team on billvalidation@espo.org.

HR
webinar event

REGISTER YOUR INTEREST

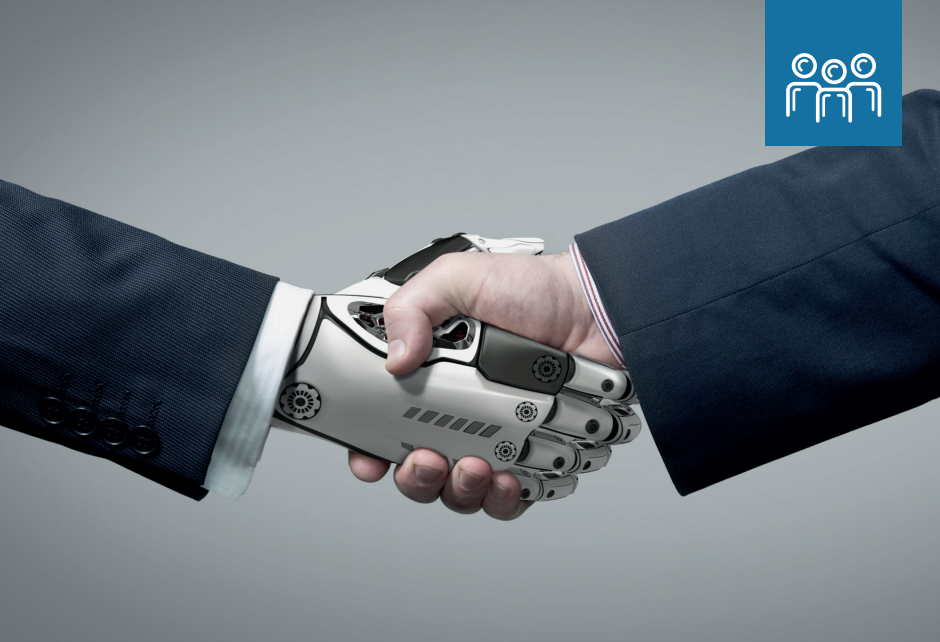
We're busy bringing together a series of FREE webinars for HR related frameworks, hosted by the framework suppliers and our ESPO team of procurement experts.

Register your interest by clicking here



Register!





Reasons why AI-driven recruitment will benefit charities

Artificial intelligence (AI) in recruitment is designed to enhance recruiting operations, making the process overall more efficient, accessible and increase engagement.

Robert Hawkes from Elevate, a supplier on our MSTAR3 framework (653F) discusses four reasons AI-driven recruitment will benefit charities.

These are challenging times for charities in the UK. While the need for their services is rising dramatically, only 18% of charitable organisations have the appropriate resources and tools to meet that demand.

What are AI-driven recruitment platforms?

These powerful nascent platforms can automate critical recruitment tasks, such as:

- Talent sourcing
- CV screening
- Candidate outreach
- Candidate qualification

By helping with such tasks, those platforms can elevate hiring results and make hiring managers much more efficient.

How AI-driven recruitment will benefit charities

Here's how we will see UK charities make the most of these platforms:

Reduce recruitment costs

According to findings from Glassdoor, the average cost of recruitment for a new employee in the UK is £3,000. That's a significant amount of money for any private sector organisation, let alone a public sector charity.

AI-driven recruitment tools are a great opportunity from this perspective.

These recruitment tools can help hiring managers within charities to automate critical tasks, unlock new efficiencies and find talent quicker. Using an AI-driven tool, for instance, hiring managers within charities will be able to access a wider pool of talent and sort through it much faster.

Free up valuable time

Charities often have very small teams. This means that multidisciplinary team members will usually wear several different hats - recruitment and hiring might prove to be a distraction from other more primary work.

AI-driven recruitment tools are going to liberate the time of charity workers, who will be better able to focus their attention on other areas. With more time on their hands, charity workers will be able to focus on crucial areas like fundraising and essential administrative tasks.

You can read the full article at espo.org



Find out more about our MSTAR3 framework (653F) on resources@espo.org.

Secure and eco-friendly shredding through ESPO Framework 981

Ensure the documents you no longer need are destroyed securely and correctly, whilst also helping to protect the environment with ESPO's Framework 981. Secure shredding of documents not only saves space in your workplace and protects sensitive data, but also helps to produce less waste and reduce harmful footprint on the environment.

Managed by ESPO's Document and IT team, the framework is split into seven Lots based on off-site and on-site requirements. We have highlighted below some of the key benefits of using the framework:

✓ Cost saving

Many of our customers have saved money by procuring through this framework, with lower direct award prices - Lot 1 (on-site shredding by weight) has a minimum order value of £15 and Lot 3 (off-site shredding by weight) has a minimum order value of £5.85.

✓ GDPR compliance

A huge part of GDPR compliance is disposing of your confidential data in a safe and secure manner, our suppliers can provide you with a full audit trail for your records.

✓ Time saving

Using a shredding service will save you and your colleague's valuable time. You'll no longer need to shred documents manually sheet by sheet, and there's also no need to remove staples and paper clips.

✓ Eco-friendly

Our suppliers recycle the paper they shred, so rest assured with this solution in place you are helping to conserve valuable resources and reduce pollution.

✓ Hard drive destruction

Under the framework our service providers can securely shred with a Certificate of Destruction issued for audit.

✓ Uniform destruction

Our suppliers can destroy uniforms or branded items.

✓ Magnetic media destruction

Our suppliers securely destroy any media that contains confidential data. (CD-ROMs and DVD-ROMs), flash drives (memory sticks), SD cards and more.



Find out more about Framework 981 on espo.org



Zero waste and beyond - creating sustainable value

Reconomy, a supplier on our Hazardous and Specialist Waste Services framework (378), discuss sustainable value and working towards zero waste.

Increasingly in waste and resource management we are working with customers who are looking to follow a sustainable business strategy across the 'triple bottom line' of commercial, environmental and social value. One important business ambition within Framework 378 is to work towards zero waste - where all items of waste produced are able to be turned into a future usable resource.

Of course, the practicalities are very different depending on your sector and operational activity. For example, in construction there can be more options to treat and reuse materials on-site, whereas in retail, events and facilities management the challenge and focus may be on simply finding ways to increase recycling rates as much as possible.

We see lots of examples of good practice, and the businesses that place the most emphasis on embedding their environmental goals within the organisation tend to have a higher level of success. Reporting on environmental targets regularly alongside top-level commercial KPIs, 'walking the talk' by role-modelling behaviour

at office locations and appointing waste or resource champions around the business are all possible ways to create the right culture.

For those businesses that are already well on their journey towards zero waste, it might be the right time to start thinking about sustainability in the broader context and looking at your social value strategies. Having strong, integrated plans to generate value in the communities that we operate in is not only a good thing to do ethically, but also makes good business sense.

More and more procurement processes are starting to increase the importance of social value generation as a requirement within supply chains - preferring suppliers that create employment opportunities, promote diversity, focus on health and wellbeing and, in the current context, help communities recover from the local impact of COVID-19.

Whatever your individual sustainability goals, our experience is that an alignment of targets and strong collaboration through all levels of the supply chain can help you create a real lasting social impact alongside the core environmental performance attached to your waste and resource management.



How to improve employee engagement using digital rewards

Hawk Incentives, a supplier on ESPO Framework 319, discuss how to improve employee engagement using digital rewards.

In March this year, most UK workers were forced to work from home as offices across the country closed. In a matter of days, the entire nation was thrown into a new working environment and companies were pressed to navigate how their employees could work remotely through the pandemic.

While studies show a large percentage of employees are benefiting from a better work/life balance at home, employee engagement levels have dropped.

How to use digital rewards for employee engagement

Digital rewards provide businesses with a hassle-free way of sending recognition rewards and messages virtually. Blackhawk Network's Sales Director, Peter Dando shares his advice on how best to use digital rewards to sustain employee engagement:

Recognise often

Recognising staff for hard work, dedication and commitment should be carried out on a weekly basis - especially during uncertain times. Businesses that successfully create a rewarding culture week-on-week will find their employees feel appreciated and their engagement levels will be high.

Keep rewards under £50

Feedback from our clients, as well as decades of experience, confirms that rewarding little and often is the best strategy to keep employees engaged. Employees respond well to positive feedback that's given regularly, and a small gesture is enough to boost their morale.

Publicise the recognition

It's important to share and celebrate recognition news with other colleagues as this supports employee engagement.

Listen to what your employees have to say

The nation has been quickly thrown into a new remote-workforce era, so it's crucial you gain regular feedback from your workforce to find out how they're feeling, how they're coping with their new environment, how engaged they are and what improvements your business could make to improve their situation.

You can read the full article at [espso.org](https://www.espso.org)

Find out more about our Staff Benefits framework (319) on resources@espso.org.



Meet Hannah Payne, our Customer Relationship Manager



Team: Food, Communities and Technology

About Hannah

I joined ESPO as a Customer Relationship Manager on the Food, Communities and Technology team at a very interesting time. My first day in the office was right at the start of lockdown on the first day my team started working from home.

Prior to my role here, I worked as an Account Manager for a technology provider for the education sector. My successful experience in account management has allowed me to truly understand and prioritise the requirements of the public sector, helping our customers with a significant reduction in procurement time and costs.

What does the role of Customer Relationship Manager involve?

There are two main areas of my role:

1. Building strong and close relationships with our customers. I take the time to really understand the customers wants and needs to ensure I am able to best advise them along through the process and help them get the most out of our frameworks.
2. Reaching out to different areas of the public sector to educate them on our ESPO framework offering - particularly how this can benefit their organisation by ensuring a compliant purchasing process that saves time and offers best-value.

What has your role included so far?

Since joining ESPO at the beginning of the lockdown in March, I have been working closely alongside my procurement colleagues on a number of our food and technology frameworks.

With my previous experience, a lot of my work has been on our technology frameworks - primarily Technology Products and Associated Services (TePAS). I've assisted with multi-million-pound projects- helping customers save significant sums of public money and cutting the time of procurement down substantially, all whilst remaining compliant to public contract regulations.

I have also been part of the launch of our new Education Technology Framework which is now live on our website. This has involved me working closely with our Communications team to create a series of marketing collateral, which is now available on the ESPO website and our social media channels.

What plans do you and the team have for the future?

The team and I are looking to continue on with our hard work in the area. We will be continuing to offer a high level of customer service to all enquiring about our frameworks and we will be continuing to educate the sector on the benefits of using our frameworks.



If you have any queries about our Food and Catering or Technology frameworks, feel free to get in touch with Hannah Payne on h.payne@espo.org

What's New?

Take a look at the new frameworks launched since our last edition:



Buildings

- Curtains, Blinds and other Associated Services (229)



Energy

- Liquid Fuels (301)



Food and Catering

- Sandwiches, Food-to-Go, Confectionery and Snacks (121)



Libraries

- Furnishing Solutions for Libraries and Community Buildings (695)



Waste and Environment

- Hazardous and Specialist Waste Services (378)



Did you know that you can now view our 2020/21 Office Essentials Catalogue online, helping you to quickly and easily find the right resources for you?

View our catalogue online at issuu.com/espodocs/docs

Why not ask us how we can help you demonstrate social value in your procurement.

For further information on any of the articles in this newsletter, or to discuss your procurement needs please contact sales@espo.org or visit espo.org for more information on our frameworks.

There is a named contact for each of our frameworks that can be found on every dedicated framework page on the website.