

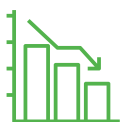


## How we reduce risk through flexible energy purchasing



**For most of our customers their electricity and gas charges are the second highest cost behind their annual wage bill. By utilising our Flexible Risk Managed products, customers are able to manage their costs by improving their energy procurement processes and achieving better financial outcomes.**

Flexible purchasing of energy involves customers aggregating their own energy requirements with those of our other customers and then allowing ESPO to purchase varying quantities of energy from the market at multiple opportunities when wholesale market prices are conducive to do so.



### Why do we do this?

This limits the risk associated with buying all of your energy requirements on a single day when the market may not be in your favour. In a volatile market, traditional fixed price contracts require customers to risk tying their energy needs to one purchasing decision. This means the customer will not benefit if energy prices decrease.



ESPO will buy our customer's electricity volumes in advance of supply, and then average the cost of all these purchases to provide their portfolio with a competitive fixed price for that year.



Flexible purchasing enables our in-house Traders to manage the risks posed by rising markets, while still offering customers the budget certainty of a fixed price each year. Our Energy team has access to daily price tracking which gives real time detail of the current market prices and are used to support purchasing decisions for your future energy supply.

### The result

Flexible purchasing allows ESPO to provide strategic trading execution, bespoke flexible contracts and Value at Risk (VaR) performance products. With our support, our customers can be sure that we will provide a solution that meets their needs, whether their aim is to manage price risk, budget certainty, corporate responsibility or other drivers to deliver the result they need.



**Take a look  
at our energy  
frameworks  
at [espo.org](http://espo.org)**



DTW

## Public sector projects - How to successfully engage with the community

**DTW, a supplier under Lot 9b of our 664 Consultancy Services framework, discuss tips on how to engage with the community about public sector projects.**

Public sector projects and services can get plenty of scrutiny from the public and the media, but it's how you treat people that matters and crucially, how you made people feel when you engaged with them. We've found that if organisations engage with real people who have an interest in their project, the benefits can be significant.

**So where do you start?** Here are seven simple principles to planning your approach to community engagement and public relations that any public sector project should follow:

**1. Invest in communications planning** – nobody dreams of starting construction work without a plan in mind, but far too many people still leave communications as an ad-hoc task. Start with research and

insight to find out what people think about your project and what you actually want your communications to achieve.

**2. Acknowledge the difficult questions** – step outside the box and stop thinking like a 'public body'. What would you care about if you lived or worked close by? Inevitably, it's the stuff that's difficult to deal with – noise, disruption and delays, but often it's also success, outcomes and local pride – tap into that by engaging with people, but don't try and pretend the difficult questions don't exist.

**3. Be prepared to ask questions, listen to the answers and act accordingly** – unless your actions back up your thoughtful words then you have no credibility. You will need time and resource, but this is investing in your reputation.

**4. Be open and pro-active** – explain and advocate what you are doing, when and why. Sometimes that means walking into the unknown, but you are far better doing it on the front foot with a positive agenda. Go for public exhibitions and focus groups, rather than public

meetings as these give everyone a chance to ask their questions and understand the answer.

**5. Expect the unexpected** – in the past year we've had projects with short notice visits from the Royal family, celebrities, coverage in Vanity Fair and even tip-offs of protests planned later that day by Fathers for Justice. The speed of communications gets faster every year, and reputation often depends on quick action – no project exists in a vacuum and you need to be nimble and agile.

**6. Measure your success** – decide what is important to you and measure it. Simple feedback surveys are really important and let you track issues and report back to colleagues.

**7. Listen to your communications team** – They are employed as experts in their field – this is their profession – so let them guide you.

No-one likes surprises – so make sure you have a 'no surprise strategy' for your important stakeholders. If you've got good or bad news to share, think about when, how and where you share it, and who your key community influencers are that need a heads up before the information goes public.

A snappy Twitter feed and a dynamic Facebook presence might help you along the way, but to win hearts and mind you need boots on the ground and a team who can engage with the public.

**In this fast-moving age of multi-faceted digital channels, the most important thing organisations can do to build and maintain their reputations is to get out into local communities and talk and listen to the public and stakeholders on the ground.**

**Chris Taylor, Managing Director of Communications and Marketing Specialists, DTW**



## Food and Catering framework highlights

**Our Food and Catering frameworks can provide everything you need to successfully run your catering service or kitchen. We have highlighted a few essential frameworks below:**



### **Water Coolers framework (900)**

Access a range of water coolers and additional services for your organisation. Our point-of-use water coolers start from £7.91 per month and water fountains from £13.50 per month.



### **Catering Equipment framework (98)**

This framework has all you need to kit out your new or existing kitchen with equipment from market leading brands.



### **Grocery, Frozen and Multi-Temperature Food framework (83)**

We offer a one-stop shop style service through our suppliers to ensure a convenient route to purchase food for our customers.

## Brand New



**We have launched a brand new Office Furniture framework (282) which offers an extensive range of furniture along with exceptional service benefits. Customers can achieve discounts of up to 50% off retail price lists from a great selection of suppliers by using our framework. Find out more at [espo.org](https://espo.org)**



## We want to hear from you

**With over 250 customers having accessed our Parking Management Solutions framework (509) for their requirements, we would like to welcome your views to help shape our new solution.**

This framework currently offers a range of parking management solutions. From Pay and Display machines for on street parking to Pay on Foot solutions for bespoke off site requirements for either a single site or over multiple sites. We also offer Civil Enforcement Systems to help manage back office data, permits and processing PCN.

We understand that parking is one of the few services that generate income for customers; therefore we know it is vital that we offer:

- Good quality and reliable hardware
- Up to date technology and hardware
- A number of payment options e.g. contactless payments

As we look to prepare for the new framework 509-19 Parking Management Solutions, we would like feedback from all our customers on the scope and structure of the existing framework to ensure that we can continue to meet your needs.

**Please send your feedback to Krishna Mistry, on 0116 294 4072 or [resources@espo.org](mailto:resources@espo.org)**



# What's New?

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



## Buildings

- Flooring (Supply, Fit and Refurbishment) (16)
- Leisure and Residential Furniture (87)
- Office Furniture (282)



## People and Professional Services

- Strategic HR (35)



## Food and Catering

- Water Cooler Solutions (900)
- Commercial Catering Equipment Supply, Installation, Maintenance, Hire and Kitchen Design (98)



## Libraries

- Library Stock (376F)
- Gymnasium and Fitness Equipment Maintenance (107)

# Join ESPO at events around the UK

**We are delighted to be exhibiting at the Public Sector Show this November!**

Our knowledgeable Corporate Accounts team specialises in helping organisations just like yours, so whether you are there from central/local government, the health sector or are a representative from the wider public sector in the UK, we'd love to talk to you and see how we can help meet your procurement needs.

**Register for your free place at [psshowmcr.co.uk](http://psshowmcr.co.uk)**



**Public Sector Show 2018**



**Have you seen our new 2018/19 catalogue? Order yours today from [espo.org](http://espo.org)**

**For further information on any of the articles in this newsletter or to discuss your procurement needs, please contact the relevant Account Manager to your area:**



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