

Striving for Best Practice in Sustainable Event Management

About



The Brewery is a premier corporate venue for hire in the City of London. Sheer size and variety of spaces allows The Brewery to host meetings and events for as few as thirty attendees or as many as 1200.

They are committed to operating business and sourcing products in an ethical and responsible manner. Over the years, have picked up several major awards along the way.

The Brewery has been certified to ISO 20121:2012 Event Sustainability Management since 2013.

Results of the internal and certification body audits demonstrate commitment to sustainable event management and continual improvement of the management system.

This has enabled the company to improve the sustainability of their event related services and allows the flexibility to be more creative about the delivery of event-related activities. The Brewery also supports its clients in achieving their sustainability targets.

Aims



The Brewery's commitment to the continual improvement of the management system has resulted in a mature ISO system over the years. As part of the continual improvement journey wanted to:

- Identifying the key operational issues and their impact on service delivery
- Effectively manage the operational issues across all business functions
- Empower the Heads of Departments to take responsibility to addressing issues

Solution



Operational issues across all business functions and their impact on the business were analysed.

Following key issues were identified:

- people (recruitment, training, turnover)
- supplier (costs, preferred supplier performance)
- facilities (no proactive monitoring of utilities consumption - water, electricity, gas storage)
- high quantity of food waste
- lack of storage (for client's belongings, AV equipment and in-house equipment)
- timely completion of inventory stocktakes
- longer lead time for repairs of equipment
- lack of clarity on client requirements relating to Audio Visual

Existing controls relating to the above issues were reviewed, and additional controls were discussed with the Head of the Departments.

One key area of focus was disposal of food waste. ORCA – waste management system was installed on-site; this reduces the food waste to environmentally safe water that flows into the wastewater system.

To improve preferred suppliers' performance the number of complaints received for a particular supplier were reviewed (nos. from Arantza) and it was decided to review SLAs with the suppliers at the time of renewal of contract.

Next Steps



Going forward, The Brewery intent to:

- Review the company benefits, invest more in training and development and hire the staff from varied background
- Set and implement utilities (water, electricity, gas) monitoring and measurement plan
- Engage with suppliers and review SLAs at the time of renewal of contract
- Regularly review the operational issues and implementation of identified improvement opportunities to ensure seamless service delivery

" Many thanks to Anju, as always, for her support and excellent advice. It makes my life in QA much easier to be able to count on her and Blackmore's"

Arantza Pueyo

Head of Best Practice Operations

THE BREWERY



Case Study



ISO 20121