

1. Executive summary

In 2019 the Supply Chain Sustainability School undertook its third annual industry research project. During July and August, 99 members¹ participated in an online survey. This report outlines the results of that survey and will be followed by a series of telephone interviews, to be conducted by the School, which will be used to explore some of the survey findings in more detail.

Key statistics

- **75%** see the Supply Chain Sustainability School as the go-to online resource for supply chain sustainability knowledge (↑10 percentage points)
- **72%** have seen economic, social or environmental benefits from improved supply chains (↑26 percentage points)
- **79%** of members have a sustainability program in place within their organisation (↓4 percentage points)
- **70%** reported that sustainability knowledge has become more important in the last year (↑7 percentage points)
- **54%** of members are Promoters of the School. The overall Net Promoter Score (NPS) is 53 (↑from 25 in 2018)

Current members are satisfied with the School and this satisfaction continues to grow. Members see raising awareness of the School as the next step, as they would like others to reap the benefits of the education being offered.

There is a lot of interest in training from the School, both in the use of existing resources to train more of the industry and in the development new resources. Members see the most needed topics for the next three years as:

- **Social:** Modern slavery & human rights (use existing resources to train more of the industry)
- **Environmental:** Climate change adaptation & resilience (develop new and improved resources)
- **Economic:** Resource efficiency (use existing resources to train more of the industry)
- **Process:** Supply chain management (develop new and improved resources)

Time remains a concern. While there is an acknowledgement that the School has a large amount of valuable resources, some members are just not getting time to access them. This is a consideration if new content is to be added.

Sustainability is increasingly being used in tender applications and to win work. Members are differentiating themselves by offering knowledge and expertise in these areas. While sustainability requirements vary from client to client there is an increasing uptake overall, including by government members. This is being translated into increased economic benefits. Members are also seeing social benefits, particularly through increased awareness of modern slavery.

¹ This was a significant decrease from 2018 when there were 185 respondents, but very similar to 2017, when there were 108 participants.

Training should be delivered at work, during the day (not before or after) and not during lunchtime. While there is a preference for training via computers, there is also some interest in training being delivered via smart phone or tablet, so any new courses would need to be accessible via both platforms. There is a preference for training sessions to be kept to between half an hour and an hour.

Communication from the School should be primarily by email, with additional information provided via LinkedIn and (to a lesser extent) Twitter. Members do not want the School communicating with them via Facebook or Instagram.

Some members see the School as “limited to a single industry”. This comment was made by someone in the Financial Services sector and the sentiment was shared by someone in broadcasting. While the School was established for the construction sector, it is worth considering the potential demand for similar services in other industries.