

# The Discovery Mill

## Energising behaviour change through people

### Case-study

#### Connecting up Amey's energy champions, 2012 – 2015



Key components to help make the process *Friction Free*:

- 1 **Strategy** & Energy Reviews are about taking the time to understand where you are and help establish your local strategy and catalyst for action.
- 2 **Training** & workshops provide the skills, capability and mind-sets for champions and significant energy users to drive continual improvement. Training is accredited through ESTA.
- 3 **Apps & Toolkits** provide passive support and quick management systems to make the process as easy as possible for everyday champions to deliver at scale.
- 4 **Hands on support** provides specialist / technical skills, as required, for example for energy audits, behaviour change campaigns, project support, ISO 50001 energy management system, etc.

## People solutions are often the quickest and most cost effective way to deliver energy savings and sustainability at scale

The Discovery Mill and our team have been successful pioneers of energy & sustainability management through people solutions for many years across different industry sectors.

Working in partnership with our clients often involves a combination of strategic, technical & behavioural joined-up thinking, with hands-on or more passive support as required.

Success is often down to the everyday champions involved. This builds on the understanding that:

- > People are key to delivering better buildings and sustainability improvements aligned to business needs.
- > Collaborative approaches enable people to better connect up technical / behaviour solutions and deliver best results.
- > Making the process as friction-free as possible makes it desirable, focused, integrated and continual, but most importantly owned by the people involved. .



By spending 20 minutes  
‘everyday’ anyone can  
champion sustainability,  
make a difference and  
discover the benefits for  
themselves.

Proud to help mill the hard  
work out of energy  
management

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“We are very excited about the energy saving app The Discovery Mill has created for us. We launched it to staff across 400 buildings. Amey has already won awards for our work and this takes us to another level. The Discovery Mill is brilliant, very pro-active, not pushy and they educate us too!”

**Paul Byatt, as Home Office  
Account Director, Amey**



“Excellent. The facilitators are very knowledgeable and the course was very interesting, interactive and informative. Brilliant!”

“James inspires everyone”

“More people means less stress for us to hit targets”



**Energy management through people**

## Example Approaches

**Focus on the Catalyst.** Developing focused campaigns by understanding current energy behaviours, the areas of avoidable energy waste and best opportunities for organisational & behaviour change.

**Everyday Champions** are a proven approach to deliver change. Successful networks often include energy champions, key-connectors, ambassadors and other collaborators, all working together to co-create and deliver an approach that works for all.

### Industry Accredited Training

Bespoke & tailored training, either face-to-face or on-line, for lead energy champions, everyday champions and other significant energy users. Training is accredited by ESTA.

**ISO 50001** Energy Management Systems that provide the framework to develop your own approach in a way that ensures behaviours stick, more colleagues can join-in and improvements are locked in long-term.

**100 Day Challenges.** See what you can do in 100 days! Based on a format of collaboration and urgency, it typically involves base-line measurements, trying things out, see how you do, go again and report and celebrate results at the end.

### Energy Performance Partnerships.

Actively engaging, empowering and incentivising key people and teams, either through in-house initiatives or structured as part of a wider remit of shared savings or energy performance contracts.

Our Energy Credit system can support this by tracking saving delivered by people and teams.

## Connecting up Amey’s energy champions. CASE-STUDY, 2012 – 2015

**Requirement:** To engage, connect up and involve the wider teams and service partners in energy savings.

### Big ideas:

- A smart phone App to make it easier to connect up people and to identify and report worthwhile opportunities.
- An energy champions’ forum across all Amey FM contracts to swap and share experiences / good practice.

### Key challenges:

- Wider team is not often engaged in helping to deliver energy saving projects.
- “We’ve done all the easy quick wins”. “It’s very difficult to influence our colleagues”, “What next?”
- Contracts often run in silos, with limited communication between them.

### Motivators & Results:

1. Change management strategies, vision and success criteria developed in support of energy saving targets.
2. Smart phone Apps and team-talk toolkits created to be cascaded and trialled by key teams on a government contract.
3. Events delivered to launch the App, raise awareness of the vision and key messages and priorities.
4. Quarterly Amey energy forum meetings set-up and run in different locations across the UK.
5. Training developed and delivered for Amey energy champions.
6. Champions delivered certified ISO 50001 system across all Amey sites.

### Contact:

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