



**Date** August 2002  
**Location** Richmond Park  
**Client** The Royal Parks  
**Main Contractor** Carillion Services



The event aimed to utilise sustainable development to enhance culture, deliver improved environmental protection and prompt innovation.

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Introduction to 'Sustainability' and development of action plans to identify future areas of work.

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**Business Benefits**

**Improved customer relations**

- Helped the client to establish what sustainability means to them.
- Developed Action Plans that will form the basis for future ISO 14001 targets.

**Employee motivation**

- Engaged a range of client & contract staff and subcontractors to think of improved ways of working.

**Community interaction**

- A range of new & innovative methods of communication were discussed

As part of our ongoing Sustainability Programme we are continually looking to embed the principles of sustainable development into all our business activities. Therefore as part of our stakeholder dialogue, we held a Sustainability Forum with the objective of identifying tangible areas, where we could encourage sustainable development on the Royal Parks Contract.

We invited a range of individuals that we saw as having a valuable input to the session and that could help develop action plans that would then be used to mark progress.

The forum opened with talks on the differing motivations of Carillion & the Royal Parks to embrace Sustainable Development and an introduction to Government strategy on the subject.

The attendees were then split into 3 workgroups to discuss topics and formulate action plans with long term objectives and short term targets, including:

**Park Stakeholders**

It was seen that the Parks have a vast array of stakeholders but that they had never been formally mapped out. By creating a Stakeholder Map the contract could identify **who** the stakeholders are, what the relationship **is** and what the relationship **should** be. This would allow improved internal and external communication.

**Sustainability Information**

This group discussed the variety of park users and the different mediums of communication that are used across the parks to share knowledge. It was decided that a knowledge needs analysis was required to identify who needs what information. From direct staff and the parks police to contractors, visitors and statutory bodies.

**Sustainable Parks**

What does a truly sustainable park look like? The groups main finding was the need for a defined strategy that could be communicated to all Park users, with appropriate indicators that could be used for measuring progress.