



CCIQ ecoBIZ Coach Expression of Interest Request

▼ CHAMBER OF COMMERCE AND INDUSTRY QUEENSLAND
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BACKGROUND

Since its creation in 2011, the ecoBiz program has been focused on helping small to medium enterprises (SMEs) in Queensland reduce energy and water consumption, waste production and greenhouse gas emissions, and therefore save money.

The program was outsourced from the Department of Environment and Heritage Protection (DEHP) in 2013. Since this time, CCIQ ecoBiz has been a key contributor to increasing Queensland business profitability through improved environmental performance and business sustainability.

The key objective of the CCIQ ecoBiz program is to inspire Queensland's small-medium enterprises (SMEs) to develop eco-efficiency strategies that reduce their energy and water consumption and waste generation to enable them to be more competitive and resilient moving into the future while also enhancing their environmental performance.

ecoBiz CONTINUED

The Minister for Environment and Heritage Protection announced an extension to the program for a further twelve months, through to 30 June 2018. For the past three months, program recommendations identified in the reports produced by both USQ and Strategy.Policy.Research have been integrated into a business plan which will act as the blueprint to guide all future activity.

This next phase of the program will continue to primarily act as an education program for business, via a number of key program elements:

- One-on-one coaching sessions, resulting in tailored action plans and reports
- Support to benchmark resource use and costs
- E-content including webinars, case studies and fact sheets
- Industry knowledge hubs
- Networking events including Leaders Forums.

PROGRAM DELIVERY

ecoBiz is a service-based, demand driven program. Therefore, there is no way to assure a minimum number of clients or work during the contract period. However, a KPI of 200 coaching sessions delivered by June 30, 2018 has been set in the Business Plan.

These sessions are to be delivered across Queensland, and so we are looking to engage consultants who are based in the following regions:

- Brisbane
- Gold Coast
- Sunshine Coast
- Cairns
- Townsville

- Mackay
- Rockhampton
- Toowoomba
- Bundaberg
- Hervey Bay

The role of the sustainability coach is to provide a business with expert knowledge, tailored to their specific industry, site and capabilities. The coach learns about the client, their goals, and their business context, and then provides advice on a suite of initiatives that could be undertaken to reduce energy, water and waste costs within their business. Therefore, the coach needs current knowledge about methods, programs and technologies across these all three areas, as well as exceptional customer service skills, to ensure the information needs of the client are met. The coach is the main contact point between the client and the ecoBiz program. The coach is also responsible for assessing the client's eligibility for Star Partnership via data analysis and other evidence gathered through site visits and client advice.

The one-on-one coaching element of the program remains highly valuable and will continue to be a starting step in the sustainability journey for all new businesses joining the program and the prompt to provide consumption data which can be used for benchmarking purposes. One of the changes with the next phase of the program will be the requirement for a participating business to provide their data for bench marking purposes, before a coaching session will be confirmed.

Second coaching sessions will also be utilised throughout the next phase of the program to progress existing ecoBiznesses through the program, assess data to measure savings with the aim being to achieve partnership.

COACHING REQUIREMENTS

The ecoBiz coaching sessions are unique to the CCIQ ecoBiz program. They are a valuable opportunity for a participating business to gain specialised advice on how to reduce energy, water and waste costs in their business, tailored to the individual business during the site visit, as well as advice on the CCIQ ecoBiz process. These sessions build up trust between the business and the sustainability coach. They allow the sustainability coach to have a deeper understanding of the participants, to provide recommendations and specify CCIQ ecoBiz tools and resources to assist them in their eco-efficiency program.

Upon conclusion of the coaching session, a bespoke action plan (SEE APPENDIX 1), unique to each business is then provided which guides future activity and acts as a blueprint for how the business will reduce consumption.

ecoBiz sustainability coaches will be contracted directly to CCIQ. To efficiently utilise resources, expressions of interest will be taken with the aim being to appoint dedicated sustainability experts in the key geographical and regional centres throughout Queensland to support local providers and contribute to local knowledge building capacity. This approach also contributes to more effective resource utilisation by alleviating excess expenditure across travel and accommodation.

Selection Criteria for Sustainability Consultants:

- A passion for achieving results for clients and environmental outcomes
- Current high-level working knowledge of trends, innovations and opportunities across the energy, water and waste efficiency industries, and ability to recommend specific strategies for a unique business.
- Exceptional data analysis/statistical skills.
- Suitably qualified in sustainability/engineering/architecture or similar (Minimum Bachelor's Degree).
- Green Star, National Australian Built Environment Rating System (NABERS), Leadership in Energy and Environmental Design (LEED), WELL Building, Commercial Building Disclosure (CBD) and/or Nationwide House Energy Rating Scheme (NatHERS) Accreditation (desirable).
- Minimum 3 years' sustainability industry experience.
- Excellent interpersonal skills.
- Proven experience in working independently and as part of a team.
- Highly developed organisational skills.
- Ability to manage own time and schedule to deadlines.
- Excellent written communication skills, including report writing.
- Proven customer service, relationship management and business development skills.
- An existing client network (highly desirable).
- Experience working with the small to medium business sector.

Insurance Requirements:

Sustainability Coaches must maintain and be responsible for the following current insurance policies throughout the term of engagement with the ecoBIZ program.

- (a) Professional Indemnity Insurance for at least \$1,000,000;
- (b) Public liability insurance for at least \$10,000,000;
- (c) Worker's compensation or WorkCover insurance as required by Law; and

Please include certificates of currency and a current copy of the above insurance policies with your application.

COACHING PROCESS

Confirmation of Coaching

Business needs to have submitted 12 months of benchmarking data, before a coaching session will be booked.

The following process outlines a step-by-step guide for each coaching session to achieve consistency with delivery.

1. Businesses have a coaching session booked either by a call from CCIQ or via ecoBiz website, on the proviso they have provided 12 months baseline data.
2. Meeting Request/Email is sent to organisation by CCIQ with:

- Confirmation of site visit
- Their unique link to ecoBiz tool/Excel Spreadsheet
- One pager about preparing for the coaching session

3. Coaches undertake the coaching session (2hrs)

The objectives for the coaching session include:

- Finding out and recording what the client wants to achieve through participating in the program
- Provide Excel spreadsheet template, and how it works, key parts of their utility bill/s they need to know about
- Communicate they can call CCIQ for advice on putting information into benchmarking template; and the coach will follow up directly afterwards
- Identify opportunities for energy, water and/or waste reduction via site walk through
- Sustainability Roadmap overview (where appropriate)
- A copy of the roadmap can be shown to companies and a brief discussion undertaken on where they sit within the roadmap. The businesses may then participate in placing themselves on the roadmap or, alternately, coaches could attempt to place the businesses on the roadmap following general discussions during the coaching sessions. A business's place on the Roadmap could be incorporated into coaching reports (which would provide opportunity for feedback if a business disagrees). This will help to set a baseline of where businesses are sitting and where they are heading and help with long term measurement of the program and validation of the roadmap.

4. Coach provides a follow-up report (please see APPENDIX 1 for mandatory template that must be used) to CCIQ within one week of delivering the session.

5. CCIQ do follow up call to business and provide coaching report to business within 48 hours of receiving report from the coach

Questions to ask during follow up call:

- i) Did the coaching session meet your needs?
- ii) What further information would you like?
- iii) Did you complete a coaching feedback survey as yet?

6. Follow-up option (to trial):

Coach provides follow-up call/s one-two weeks after the initial session and then again 4-6 weeks later to proponent (time for phone calls to be included as part of coaching sessions. This to be trialled and reviewed depending on actual time being spent). This provides an opportunity for the coach to answer any further questions, mention upcoming workshops, webinars and events.

QUALITY ASSURANCE

Program Engagement

Due to the timeframe for the next phase of the program, the metrics to determine success have been revised and one of the new KPIs is program engagement.

As businesses who engage in the ecoBiz program can be at all stages of the Business Sustainability Roadmap, it is important to value, recognise and measure the program's engagement with businesses, not just those that complete the program through to Partnership.

Engagement can be seen through interaction with ecoBiz program team members, sustainability coaches, online media such as videos, webinars and e-workshops, attendance at events, commitment to the benchmarking process and utilising coaching sessions.

Client feedback and satisfaction will be surveyed at three critical points:

- Reason for signing up
 - Post-coaching
 - Post-Partnership
- i. Reason for signing up – collected and recorded during the on-boarding phone call so we can better understand customer motivations and tailor program content to their needs
 - ii. Post coaching survey – collected and recorded during a phone call/online to the customer after they have undertaken the initial coaching session and received the action plan report, to gauge the effectiveness of the coach and usefulness of the coach's recommendations
 - iii. Post Partnership survey – collected and recorded during an interview phone/online call to provide the customer with an opportunity to rate their overall satisfaction with the ecoBiz experience, content and results achieved, as well as to provide qualitative feedback.

CCIQ will monitor the feedback results via a monthly dashboard, and the results will be reported to DEHP in the quarterly milestone reports. This will ensure the program is meeting client's needs and expectations, and will improve client satisfaction.

Appointed Sustainability Consultants will be required to ensure client satisfaction remains at adequate or above on a five-point scale.

COACHING MATERIALS

There are a number of key resources for coaches to use.

Coaching Report and Action Plan (Appendix 1)

This is a templated document which is completed after the coaching session, submitted to CCIQ and then provided to the client. It contains:

- A summary of the information the business has submitted to CCIQ ecoBiz upon registration
- What the business wants to achieve from participating in the program
- Issues discussed during coaching session
- Company and site details
- Process flow
- Production unit
- Current energy, water and/or waste consumption
- What eco-efficiency initiatives have already been undertaken
- Ideas about further initiatives
- No, low and higher cost initiatives which can be undertaken
- Next steps
- Suggested resources

Partnership Assessment (Appendix 2)

This is again a templated document which is completed by the coach when the client has either:

- Submitted the requisite amount of resource cost and quantity data (two years, or 18 months' worth in some circumstances) to assess their reductions
- Had a coaching session and the coach has identified that they are suitable to be awarded a Star on the basis of Best Practice. There is a process utilised to assess Best Practice to ensure consistency across all participating businesses.

The purpose of this document is for the Coach to assess whether the business is eligible to be awarded Star Partnership, and for how many metrics (one, two or three).

Requirement to use templated documents

To ensure that the ecoBiz program is delivered to a high quality and consistently across at the state, it is a condition of the coaches' contract that the templated documents be used, and all fields fully completed.

These templates and other relevant resources can be accessed through the ecoBiz Dropbox account with access provided to successful applicants.

SUMMARY OF KPIS/COACH REQUIREMENTS

The step by step processes outlined above in the Coaching Process Program, Coaching Materials and Quality Assurance sections set out the expectations for what activity will be required for individuals that are successfully appointed to the role of Sustainability Consultants and will form the basis of the contractor agreements that will follow.

TERMS OF CONTRACT

Contractor Agreement with CCIQ dated relevant start date in September 2017 – 30 June 2018.

HOW TO APPLY?

Applications will be assessed against against the outlined criteria by a panel which will consist of representatives from CCIQ and DEHP.

To put forward your expression of interest to work with CCIQ as a Sustainability Coach as part of the next phase of the ecoBIZ program, please submit:

- 1) Your CV
- 2) A cover letter and supporting documentation/certifications outlining how you meet the selection criteria and your availability should you be successful.

Please submit to Karen Fitzgibbons General Manager Commercial Operations via email kfitzgibbons@cciq.com.au by Wednesday 27 September 2017.

Please direct any queries through to Karen Fitzgibbons on (07) 3192 0130.

NEXT STEPS

CCIQ will be in touch with short-listed applicants the week starting 2 October to provide the commercial terms on offer and a copy of the proposed subcontractor agreement with a view to finalising appointments culminating with the signing of the subcontractor agreements.

An introductory teleconference will then be planned to run through the coaching process as soon as practical, and a face-to-face training session will also be confirmed.

Coaching sessions will begin as soon as all appointed consultants are adequately briefed and have all the tools to proceed.

Appendix 1 – Coaching Report and Action Plan ecoBiz Consultation Report

Participant’s details

Company Name	
Position	
Phone numbers	
Email address	
Previous involvement with ecoBiz	
Date/time of coaching session	

What are your objectives?

i.e. save money, reduce impact on the environment

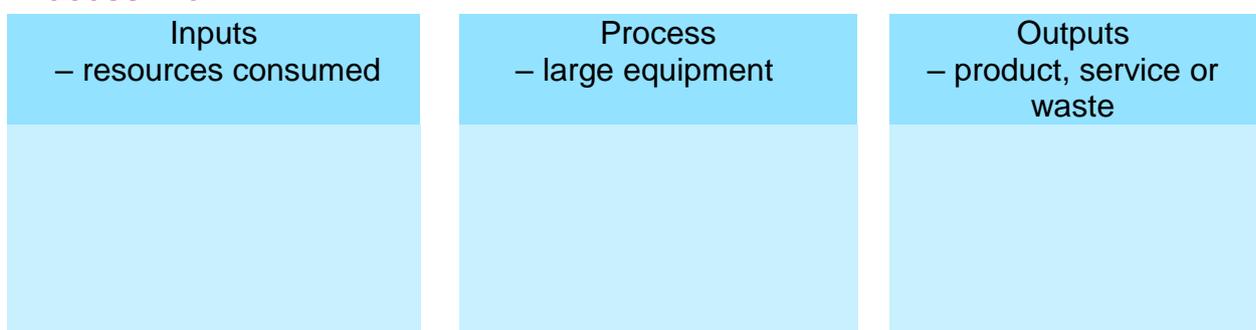
Particular issues or areas discussed?

i.e. Increasing costs, inability to retain staff, competitors

Company or site details

Type of product or service	
Number of staff	
Who are your customers	
Do you lease or own the premises	
Operating Hours/shut down periods	
Seasonal influences to production	

Process Flow



Production

Suggested production unit

Energy, Water and Waste Consumption

Do you know how much you consume?

Who receives and pays the bills?

Resources/waste	Supplier/Contractor
Electricity	
Water	
Waste	
E.g.	

What sustainability or eco-efficiency initiatives undertaken?

Any ideas about initiatives you could undertake?

Opportunities identified on site walk-through and suggestions

Other information

Next Steps

Suggested Resources

Action Plan

No-cost options:

- Xx

Low-cost options

- Xx

Higher-cost investment options

- Xx

Your ecoBiz Journey

Visit from Sustainability Consultant

- ✓ Full assessment of your consumption to identify inefficiencies and areas for improvement
- ✓ Tutorial on benchmarking to measure consumption / success
- ✓ Report received with suggestions ranging from no cost, low cost and areas for investment

Business implements cost saving measures and eliminates inefficiencies

- ✓ Given access to measurement tools and educational content
- ✓ Registered for ecoBiz learning series of webinars
- Business to employ use of fact sheets, posters and marketing material to educate employees
- Business submits bill data over 6-12 month period

Second visit from Sustainability consultant

- Coach to do another assessment of site to measure success of implemented changes
- Coach will assist business to enter and interpret data
- Sign business off as ecoBiz Star Partner!

Appendix 2 – Partnership Assessment

ecoBiz Star Partnership Assessment

Company or Site details

Company	
Site address	
Name	
Position	
Phone numbers	
Email address	
Previous involvement with ecoBiz	
Partner Level/Star rating awarded	
Time period measured	
Type of product or service	
Number of staff	
Customers	

Proposed star partnership to be awarded:

What % reduction in resource or waste has the company achieved?

Complete below summary and attach supporting evidence i.e. approved spreadsheet; or MYP efficiency summary report

Production			
Service Unit	Service Label	Year 1	Year 2

Outcomes					
	Consumption Year 1	Consumption Year 2	Cost Year 1	Cost Year 2	% of savings - Per production unit
Water (kL)					
Waste (Tonnes)					

What initiatives were undertaken to achieve this reduction?

What was the driver for making these improvements?

What was the \$ investment in the initiatives?

Was a loan or grant obtained to make these improvements?

Star partnership to be awarded:

[If applicable] Further steps required for star partnership

Date for next review of star partnership

Feedback from ecoBiz participant