

It's about change. It's about...

collaboration



quality



competence



integrity



value



It's about you.



BE BRILLIANT TODAY, BE BETTER TOMORROW



At the AGM in November 2019 I was welcomed as President of FIS. In my speech I committed to making my two years about ensuring FIS redoubled efforts to ‘fight for SME contractors and strive for greater inclusivity in our workforce’.

As we all look at the tatters of our business plans, there will be many ambitions left unfulfilled as a result of the pandemic, but one thing I know is that FIS has never fought harder for each and every one of us. In the darkest of days our trade association has been a shining light and a literal shoulder to cry on. Iain and his team were at the end of the phone for everyone that needed them. I have never been more proud to serve on the board.

Throughout the crisis, FIS has acted as a conduit to share information, providing vital updates, developing crucial tools and making sure our voice was heard – to Government, through the Construction Leadership Council and even in the national press when we called Government out for a lack of clarity. Despite financial pressures, there is no doubt that FIS

has grown in stature, demonstrated relevance and delivered outstanding value to our community.

In this monumental effort I thank our staff team for their outstanding hard work and my fellow directors (whose support has bordered on the heroic) as they have given precious time, amidst their own headaches, to help steer the ship and target the FIS response. But there is no time for back-slapping, we aren’t out the woods yet. In our first COVID response meeting we set down a three-stage plan simply titled: ‘Be brilliant today, be better tomorrow’. This involved targeting all we could muster at dealing with the day-to-day challenges, but also looking ahead at what our community will need once the pandemic and Brexit are behind us – how we can ensure that our FIS is stronger for the fight ahead. Just as we needed FIS to step up in March, we must step up again – there are some tough days ahead and, frankly, the construction industry needs a shake-up.

Reinventing construction – true collaboration

The Construction Leadership Council in the Roadmap to Recovery highlights the need to transform construction and 2021 must be about FIS carrying our voice into this conversation.

In early 2020 (pre-COVID) I talked of three steps to rebuilding construction:

- 1** Banning blatant risk transfer through reams of amendments to standard contracts
- 2** A move to project insurance
- 3** Establishing a Building Safety Fund to deal with systemic failings of the past.

The pandemic has only intensified the need to act – our ability to deliver our potential as a sector is severely hampered by the inherent combative nature of the supply chain and a lack of trust (a vital currency for every relationship).

Early engagement and a partnership approach should not be a pipedream – it enables us to stop problems before they happen, will remove the need for rework and ensures consistency is delivered and lessons are learned. Our industry improves when we co-operate, it transforms when we collaborate.

But early engagement of the supply chain is crucial not just in getting this project right but being stronger for the next one. We need to be respected as businesses, not simply used as tools to deliver projects. Early engagement allows us to develop a pipeline of work, unlocking investment in offsite, digital, automation and workforce management – we transform when we invest.

Moving forward with purpose

As we look into 2021, FIS, like all of us, will need to pull out the dents and breathe momentum back into projects that had to take a back seat. We continue on this journey of ‘being better tomorrow’ and, I can say with even more confidence this year, my commitment is that FIS will continue to fight tooth and nail for SME contractors, for better collaboration through our supply chain and to strive for greater inclusivity in our workforce.

In return I ask for your continued support, but also to use your influence to support FIS. Wear your membership with pride and promote it; encourage your peers, suppliers and customers, if they can, to get involved and join FIS. Together we are stronger, and together we can transform.

Helen Tapper
FIS President

“Our industry improves when we co-operate, it transforms when we collaborate.”

CHANGING THE GAME



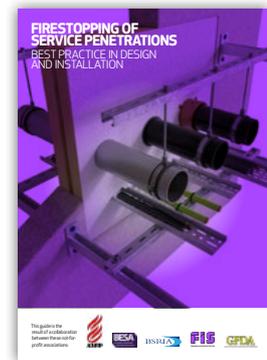
OUR VISION

A sector where fairness, quality and competence are valued over price and where good companies are engaged early in a collaborative specification and construction process.

OUR MISSION

To improve safety and quality, minimise risk, enhance productivity and drive innovation within the finishes and interiors sector, ensuring the sector has a strong voice, that guidance improves specification and our vetted members win work.

“...the pandemic has been a crisis, but the reasons to change go deeper.”



My first rugby coach, Murray (a gruff New Zealander), reminded me before every game: “Win, lose or draw, make sure you leave nothing on that pitch – that way, you can always look your teammates in the eyes and the beer will taste better.”

When our membership looks back on 2020 I hope they see an FIS team that has upheld the values that define our community, an FIS that left nothing on the pitch.

It's been about community

2020 has felt like a bruising encounter with the All Blacks – it's come at us from every angle and, when it has hit, it's been big, quick and a bit scary!

Circumstances have necessitated FIS making cuts, cancelling events and repurposing resources. All of which have always been secondary to the challenges our members have faced. The strain on our community has been unprecedented and we

tried to lighten that load where we could; to provide clarity through our daily alerts, COVID Hub and webinars, and be an understanding voice at the end of the phone. We have held close our responsibility to provide clarity and leadership and to listen carefully, representing your views and concerns on to Government and the wider construction sector.

It's been about worker safety

Our approach has always been about putting people first. We are grateful to all members who gave time to support our H&S Working Group, assessing the 107 close proximity tasks for our H&S Task Assessment Toolkit, a key resource in our H&S Toolkit.

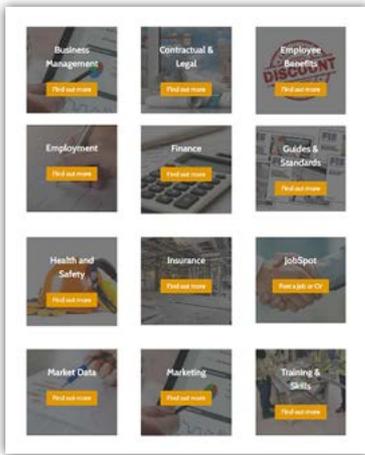
The new 'FIS Best Practice Guide, Recommendations for the Safe Ingress of Plasterboard' has been added to our H&S Toolkit. This new guide was a direct response to concerns raised through our Drylining Working Group and will help to reduce risk of musculoskeletal disorders.

It's been about building safety

The unfolding Grenfell Inquiry has further shattered trust in the sector and significantly impacted insurance availability and premiums. We have supported the Industry Response Group looking at how we deliver, measure and manage a competent workforce. We have produced targeted factsheets to address common problems raised through our working groups and teamed up with four leading not-for-profit organisations to deliver a 'Best Practice Design and Installation Guide, Firestopping of Service Penetrations'. This guide will support compliance with the new Building Safety Bill (which covers all of construction, not just residential).

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“Our approach has always been about putting people first.”



It’s been about tangible value

With cash tight we’ve been mindful of the need to deliver tangible benefits to our membership, both directly and through our partner network. As an example, Skills and Funding Clinics (supported by our partnership with Forrest Brown) have helped to yield over £5million of direct funding back into the sector. Our new Membership Benefits Hub provides a link to FIS Toolkits, our growing suite of publications and Risk Management Tools, and now hosts a range of new services that we have negotiated to support our community

It’s about change

As we look to 2021, we are confronted by a market where productivity and profitability remain a concern, and the risk of second waves and further interventions continue to undermine confidence.

As the Construction Leadership Council (CLC) looks at how construction re-invents, we must think back to some notable business failures in early 2020 and our Three-steps to Rebuilding Construction campaign in February; the pandemic has been a crisis, but the reasons to change go deeper.

It’s about competence

With Brexit intensifying an already acute skills problem, FIS is working hard to ensure that the new English Apprenticeship Standards hit

the ground running and all four home nations are supported by schemes like BuildBack and Kickstart to actively lead and induct people into our sector. The Building Safety Bill puts greater responsibility on employers to test competence and we will publish clear competency frameworks and career pathways (based on the FIS SAKE Model) for occupations within our scope in 2021.

It’s about integrity

The Building Safety Bill asks testing questions about products and interfaces and through the Construction Products Association; we and sector colleagues are working hard to close the gaps.

Central to FIS is our Code of Conduct and ongoing vetting; we are reviewing this currently, in line with the FIS Product Process People Quality Framework. The FIS Acoustic Verification Scheme underpins the ethos and is supporting dialogue with contractors and specifiers to about integrity. It will support further work through the cross-industry Marketing Integrity Group that FIS and Construction Products Information Code expected in 2021.

It’s about collaboration

The pandemic has improved collaboration within construction and FIS has been a proactive member of the CLC in England, the CICV in Scotland and the Welsh Construction Forum. Through these groups there is widespread agreement that change is needed (if not always how we can achieve it).

We entered new partnerships with NBS and Barbour ABI. These partnerships will support the launch of new Specifiers Guides in 2021

and give our Working Groups a chance to review information and work with the specifier community to support informed decisions and target knowledge gaps. Our launch event ‘Is greater collaboration in fit-out a pipe dream?’ with NBS attracted around 170 individuals from the specifying world. Its conclusion was simply that ‘early engagement is the game changer’.



**Skills
Attitude
Knowledge
Experience**



**PRODUCT
PROCESS
PEOPLE**

It’s about you

I learned a lot from Murray, not least that rugby is a simple game: “Do your job, believe in yourself and play for your mates.”

The FIS Mission is to make sure the good companies win, that the companies who do it right do not lose to those who will do it at all costs. If we work together.

**Iain McIlwee
FIS Chief Executive**

FIS 2020 IN NUMBERS



COMMUNITY

It's about support, representation, collaboration and value



193,336
UNIQUE WEBSITE VISITS



TOP FIVE LANDING PAGES

Covid-Hub
Membership Directory
News
Health and Safety
Fit-out 500

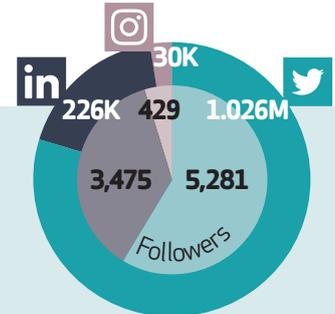
SPECFINISH ONLINE



340 POSTS
52,441 VIEWS

Promoting our sector and informing our community

SOCIAL MEDIA



9,185 FOLLOWERS
1.283M REACH

204 NEWSLETTERS
Keeping our community informed



£5 MILLION

R&D TAX CREDITS returned to members since 2018, in partnership with ForrestBrown*

18 WORKING GROUPS



263 ATTENDEES addressing sector specific issues on behalf of members

VIRTUAL CONFERENCE
135 ATTENDEES



MAKING YOUR VOICE HEARD

Representing members in seven major industry groups across the four nations



+7 WORKING GROUPS

responding to the Hackitt Report's focus on competency

SPECIFIER ENGAGEMENT

New online Project Library showcasing award winners and members projects

Barbour ABI partnership website FIS and member news posted regularly

NBS partnership
200+ attendees at launch event

Acoustic Verification Scheme
Taking a lead on marketing integrity



KNOWLEDGE

It's about building safety, worker safety, integrity and change

7,086 TOOLKIT VIEWS



Supporting and informing members in key business areas

Health and Safety, Legal and Contractual, Employment, Business Risk Management, BIM and Brexit.



51 WEBINARS

2,427 REGISTRANTS signed up to interact and discuss key industry issues

TECHNICAL SUPPORT



98% RESPONSE within 24 hours

163 CALLS to technical helpline

12 ADVISORY SERVICE dispute interventions

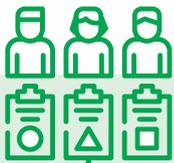
+3 new guides

+5 tech help sheets

3,045 DOWNLOADS of 'Firestopping of Service Penetrations Guide' in one month!



218 DOWNLOADS of 'Recommendations for the Safe Ingress of Plasterboard'



SKILLS

It's about competence

FIS Skills and Funding Clinics helped **35** SMEs recoup more than the cost of their membership subscriptions



New interiors systems installer apprenticeship for England

12 TRAINING PROVIDERS registered to deliver

£147K TRAINING GRANT CLAIMS

Approved Training Provider network developed

FIS | Training APPROVED PROVIDER

220

SECTOR RELEVANT COURSES identified and listed on Skills Hub



However, FIS continues to support members skills and training needs

WHAT OUR MEMBERS SAY...

Webinars

"The addition of FIS webinars this year has been excellent, the range of speakers has been great and relevant and we've dipped in and out of the live and listen again options and in this way been able to benefit as a team."

Craig Wheatley, Director, Pacy & Wheatley Ltd

Firestopping of Service Penetrations - Best Practice in Design and Installation

"This informative and educational new guide is a collaboration between stakeholders in the industry, including manufacturers, designers, contractors and specialist fire companies. It brings together a process to ensure that fire stopping service penetrations are complaint and importantly safe from start to finish. It is an important and comprehensive piece of work and one we are proud to have supported"

Carl Atkinson, Director, IDFC Ltd (consultant to FSI Ltd)

Skills and Funding Clinics

"We would highly recommend the Skills and Funding Clinic, the FIS team was extremely helpful and provided clear guidance on the grants scheme. The 30 minute session helped us to identify further areas of funding that we were eligible for, as well as discussing our plans for training in the coming months. Another great service from the FIS!"

Natalie Bennett, Operations Director, Bespoke Construction Services Ltd

Covid-19

"FIS has risen to the challenges presented by Covid-19 and has been both an exceptional support to our team and in fighting our corner as a business. It has reinforced why we are members. The ongoing work it does in uniting our community and helping to attack problems head on and at the same time work to raise standards within the sector is more important now than ever as the industry rebuilds - together we are stronger."

Kevin Naughton, Managing Director, RPN Ltd

SpecFinish

"SpecFinish is a great tool for the sector and we have really seen it evolve over the past 12 months, each edition seems to get stronger and more relevant. SpecFinish Online has grown to support the magazine and the fast turnaround and strong circulation through the FIS and SpecFinish social media channels means it is a great way to get our news out fast"

Andy Priestley, Director, DSP (Interiors) Ltd

FIS

"You guys are doing a fantastic job. It's great to see a trade organisation so passionate about making a difference and not just about collecting membership fees."

Kevin Dundas, Supply Chain Manager, Willmott Dixon

Conference

"As always, the FIS Conference provided a varied and credible source of information, views and industry expertise, and offered invaluable support for members. Highly recommended."

Barry Chapman, Chalkstring



WATCH THIS SPACE

COMMUNITY

Upgrade Membership Directory to include company profile page

Talking to insurance industry experts to find a solution to rising premiums and ineligible insurance

KNOWLEDGE

Developing productivity indices for the sector

New specifier guides - ceilings, partitions, drylining, SFS

Revision of BS 8000-8:1994 Workmanship on building sites. Code of Practice for plasterboard partitions and drylining

SKILLS

New competency frameworks to support career journeys

New apprentice standard to roll out to training providers

Developing FIS training materials to meet sector needs

BuildBack returns

VISIT

thefis.org



@fisorg