

Communicating with your Suppliers about the NETpositive Supplier Engagement Tool (HE).

The number of Universities using the NETpositive Supplier Engagement Tool (HE) continues to rise.

The HE sector shares many suppliers and the tool has been designed with this in mind.

Suppliers will only have to complete the tool once!

They are however, likely to be encouraged to use the tool by more than one institution and so we have produced this note to be clear about how the communications will work.

Things to be aware of:

- When you sign up to use the tool we will provide you with some suggested text to email your suppliers along with the link to the tool.
- Some of your suppliers will already be using the tool (something we acknowledge in the e-mail text provided).
- NETpositive Futures will periodically communicate with all suppliers using the tool

We want to ensure that the suppliers using the Tool have a good experience and benefit from the process, your support will help us to achieve this.

A suggested approach to communicating with your suppliers

- Make sure your supplier database is as clean as possible
- You can access your dashboard to see which of your suppliers are already using the tool and remove them from your mailing list
- Use our suggested email text to invite your suppliers to access the tool
- Use our reminder email text to give further encouragement a month after the initial email
- Prior to contract management meetings send an e-mail (with the tool included on the agenda) reminding them to update their action plan.

We have created a more detailed guide to using the tool as part of Contract Management which [can be found here](#).

How NETpositive Futures will communicate with suppliers using the tool

NETpositive Futures has access to all of the suppliers using the tool.

To avoid duplication, we will periodically email all users on behalf of the universities and consortia signed up to the tool.

The purpose of these communications is simply to support and encourage the suppliers to engage with the Action Plan they have created.

This will include:

1. A simple welcome e-mail:
 - Thanking them for signing up
 - Outlining benefits of the tool

This will be sent within the first month of them signing up

2. A quarterly update:
 - Including a reminder for them to update their Action Plan and add evidence.
 - Suggesting they review their details to include any new universities they now supply
 - Some simple data showing the number of users or examples of impact they are collectively having

3. A special communication

With the agreement of the Steering Group* we may also send more specific messages on occasion.

Summary

Working in a co-ordinated way we can collectively ensure:

- Suppliers know that the HE sector is serious about sustainability
- Suppliers know that it will be considered as part of the procurement process
- Suppliers are supported by Higher Education to take sustainability forward.

* A steering group consisting of representatives from partner consortia will be established June 2016