

DATE: Thursday 30th January 2014 **TIME:** 10:00 am **LOCATION:** G18

ATTENDEES: Richard Sanders, Deputy CE and Director of Regulation (RS)
Sarah Glasspool, Director, Finance (SMG)
Robert Gunn, Director, Programmes & Estate (RG)
Jo Symons, Director of Change and Development (JS)
Richard Frewin, Director, Enforcement (RF)
Tania Raynor, Executive PA and Secretariat (TR)

Please note actions appear in **BLUE**

1. **Apologies for Absence/Substitutions:** Peter Mason, Chief Executive (CE/PEM) – Chair,
Paul Dixon, Director of Certification Services (PRD)

2. **Minutes of the last two meetings (8.11.13 and 28.11.13)**

The Minutes of the last meeting (28.11.13) were approved subject to one amendment to - a date change in the heading

Change the date from the 29th to the 28th November (TR, January 2014)

Minutes of the previous meeting (8.11.13) were also approved.

3. **Matters/Actions Arising from Minutes of Last Meeting**

All actions had been discharged from the meeting of 28.11.13, and the following comments emerged:

- SMG confirmed she would continue to work closely with Michael Kearney (MK) to ensure the smooth running of payment mechanisms set up to deal with on average 20,000 licences being processed per year from April 2014 for FLEGT work. Online payments via World Pay were being examined by the Finance Team, PRD and MK, and an MOU had already been established
- PRD had discharged his action to provide a paper to the MB on extending the scope of notified body work to gas and electricity meters (submitted at the MB Performance Meeting of 10th January 2014)

Some actions from the meeting of 8.11.13 remained outstanding and the following points were noted:

- Actions 2, 3 and 4 related to new security classifications and had yet to be discharged:
 - **PFHS was asked to write a paper for February Management Board Policy Meeting on rules to be implemented with NMO and IT solutions (SMG/PFHS, February)**
 - **It was agreed to nominate a single Project Manager to develop and incorporate all strands of new classification system (SMG/NRB/PFHS, February)**
 - **There should be an email to all staff with details/guidance as agreed by the MB at the February Policy Meeting (SMG/PFHS, February)**
- RITE tokens used to access the BIS IT system would be withdrawn during March 2014 due to security issues and thus NMO users would need to use a FLITE laptop (or an alternative method) to access the BIS intranet. This would incur costs. PEM was of the opinion that NMO directorates should meet any such costs for whom such access was essential i.e. RF, would need to build this cost into contracts. RS would also need access to monitor legislative issues within BIS.
Investigate how costs would be met to obtain the necessary laptops/encryption package to access the BIS intranet and whether this could be done by y/e (SMG/PFHS, February)
- Action 6 – **prepare a paper for approval by the MB on the establishment of a subcommittee (including membership and TOR) to assist RG and support the proposals for capital submissions to BIS (SMG, Feb)** A paper covering this had been submitted and would be reviewed under 'AOB' at the end of the meeting
- **Action 9 – Produce Guidance/Policy regarding Agency Travel Insurance and Medical Insurance Card (including clarification on medical and luggage coverage) (SMG, November/December).** This action was being progressed by NRB and the policy (once approved) would be added to the induction programme for new staff

4. Agency Review of Quality Management (QM) Policy

- RS introduced this item, and said that he, RF and PRD had reviewed the current NMO Policy on QMS and H&S management systems to see if they were still fit for purpose. The MB agreed with the recommendation (h) outlined within the paper that external certification for OH&S 18001 (Occupational Health and Safety Management) would continue as management were committed to high levels of H&S, but the ISO9001 (Quality Management systems) would only be used for those Business Teams that wanted to 'opt in', and would not be audited internally or externally certified. RG suggested that the Programmes team would not opt in as it was not considered to be of value but Estates might. SMG also thought that perhaps Corporate Services should not opt in as they were audited enough elsewhere and did not use the QPs as they were governed by other financial procedures. However, she would consult with the rest of the team

Inform PRD (as MB champion for Quality and H&S) of BTM decision to opt in or out (Directors, February)

- H&S would still be regarded as an Agency overhead and a separate code would be required for ISO9001 to allocate costs to BTs that opt in

Establish new time coding accordingly (SMG, by 1st April 2014)

5. (i) Sustainability Development Action Plan (SDAP)

The SDAP had been thoroughly reviewed, revised and simplified and the new paper was more focussed. MB approval was sought to adopt this new SDAP which made the following recommendations:

- greater consultation with staff on staff development issues
 - the establishment of a Sustainable Development intranet page in the new f/y
 - continue to maintain or decrease site energy consumption (including building 84 – NMO offices)
- RF expressed concern that NMO had little control over SD matters and lacked any decision making powers, as it was tied into BIS rules, and constrained by travel rules etc. The MB approved the plan but recognised that SD was largely governed by cost rather than environmental factors

The MB approved the SDAP subject to amendments

- *Put the Agency Sustainability Ministerial target % figure into page 8 of the new plan under "Specific Actions (SMG, February)*
- *Update the purchasing/procurement from UKSBS (SMG, February)*

(ii) **Travel Plan (TP)** – The travel plan was fully endorsed by the MB

6. Investors in People (IIP)

NMO was currently committed to IIP and it was noted that BIS were similarly supportive. The MB discussed IIP and the following points emerged for further consideration:

- BIS' current views on IIP – had it been superseded by the Staff Survey?
- any reputational damage that might occur from withdrawing from IIP
- the impact on staff from either dropping it or staying with it
- Should IIP be driven by HR?
- the cost implications of IIP (£5k per assessment)

The MB agreed that more information was required in order to make a decision in the form of a paper from David Barrett (DB), Head of HR

Ask DB to produce a paper on the above for the March MB Policy Meeting (SMG, February)

7. AOB

- SMG presented her paper and explained that in order to ensure that appropriate capital funding was available to maintain and develop the Teddington Estate, a robust business case for any cash needed to be submitted to a specific committee at BIS, where it was logged for consideration, as and when funds became available. The establishment of the group proposed in this paper would assist in managing such cases efficiently and appropriately, and enhance the development of the site and the better oversight of capital projects

RS said that as a MB member he would welcome any additional scrutiny that could be provided by such a committee and that this was certainly an improvement on the current arrangement of solely MB approval. RG agreed that this was a good interim solution but that more consideration should be given to the governance of site development in the future. He confirmed that the group's remit would include site maintenance along with site development

JS commented that the group must be adaptable to the future shape of NMO and asked if the group's constitution would include any potential partners or a BIS representative. RG said that of course, once the future shape of the Agency had been decided, the constitution would evolve accordingly

The formation of an "Estate Capital Investment Group" was approved subject to further review of the group's constitution when the future shape of the Agency/NPL was more widely known

- RF raised a point relating to the process for handling Ministers' Correspondence for NMO operational issues rather than Government policy. A discussion ensued on PEM's approach to establish lines between policy procedural responses. RF outlined that a Constituent had written to the MP who had referred the matter on to the Minister (Vince Cable) to provide an update. NMO were carrying out the work for this particular project discretely due to judicial process. There were views that this query was really about the day to day operation of the Agency and thus, not really for Ministerial intervention. Peter Edwards had suggested that as the project involved market surveillance done on behalf of the SoS, perhaps it was for Ministerial response. However, PEM had taken the approach that as Agency CE, he had delegated responsibility to provide responses on matters of operational delivery. JS agreed with PEM's view and presumed that the Minister would respond to the Constituent that he had forwarded the matter to NMO accordingly. It was noted that the response deadline was the 10th February and that it was PEM's personal decision on which approach to take
- RF mentioned that the Enforcement Directorate would be recruiting a further 7 members of staff, all of whom would require their pictures and names hung on the wall, and enquired whether the entire Directorate's photos should be moved upstairs to accommodate the extra space this would require. The MB agreed that this could be deemed separatist by NMO staff and that the photos should remain downstairs with the other Agency photos. *Discuss spacing with Jack Gibson (SMG, February)*
- SMG updated the MB that the fees had been approved by correspondence and the Corporate Plan was with PEM for comment prior to it being forwarded to the NMO Steering Board for their comment
- PRD had sought approval for extending the scope of the Notified Body work to gas and electricity meters. He explained that this would not be taking work away from SGS as they had already declined to work in this area. The MB had agreed to extending the scope of the Notified Body work to gas and electricity meters in principle, but had asked for a short paper to support this request. PRD had submitted a paper to the Management Board Performance Meeting earlier that month. There were no further comments.

8. BIS Strategic Review (this item was taken at 2.30 with PEM present)

It was noted that this issue would feature heavily at the next Steering Board meeting (25th February), providing an opportunity to share understanding on Amanda Brooks' (AB) plans for the future and develop ideas. PEM explained that he had had bilateral conversations with most the MB about this review and its potential impact on the Agency

- AB had responded to NMO's requests for additional resource for the NPL Project Team and Mark Holmes (MH) would now be responsible for transition, and PEM would be responsible for Bidding Groups/Partnerships. PEM confirmed he would expect to advise on the NPL assessment process due to time limitations
- PEM explained that BIS thought it was the role of the sponsor teams to take a view on how partner organisations fed into the BIS Strategic Review, and that MH (as NMO sponsor) would do this for all the Agency's activities. The MB would make a major contribution into this and needed to consider a clearer view on what it hoped to gain from this process and to organise its proposals for a preferred way forward and clarity of direction. In his view the most attractive model was an Executive Agency of BIS delivering a mixture of services similar to current activities, but minus NMS work. An Agency with that model could continue to deliver Policy, Technical, Enforcement, Regulatory expertise, potentially over a wider field.

- PEM had emailed AB, Isobel Pollock (NMO Steering Board Chair), the NMO Steering Board and John Dodds on his thinking. There might still be some attracted by the view that that NMO's activities could be rationalised with those of NPL, but he did not share this view. RG said that NMS needed to break out as it did not fit comfortably with NMO either.
- RS wondered if NMO activities could be rationalised with those of NPL if NPL's Management had an appetite for regulatory work. PEM thought that unlikely in the foreseeable future. In any case, NMO's laboratory work was linked to our policy/legislative role. NMO's NB was already commercially aggressive but that had not stopped it supporting the Agency's regulatory work of writing policy and managing international standards with the expertise to handle technological complexities. NMO's stakeholders and Trade Associations would continue to support the Agency if it provided such technical support as well as consumer legislation and protection. BRDO should be allies in favour of our regulatory approach and the Agency had already secured a future as a regulatory and technological organisation worthy of being united with innovation activity, with a continued commitment to keeping the consumer well informed and confident
- PEM summed up by saying that the Agency would have to be open to other ideas and he would look for a further discussion on this with Mark Holmes. Consideration should be given to simplification, the direction that would best please the Agency's customers (including DECC and BIS), the scope for any costs/savings involved with the transfer of the NMS, and how to best pitch the organisation's thoughts

9. Date of Next meeting : **Wednesday 26th February**

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Action List

Date of Meeting	Action	Action Officer	Date	Progress	Status
30.1.14	Change the date from the 29 th to the	TR	Jan	Date changed on SMG's minutes	Closed

	28 th November				
8.11.13	Write a paper for February Management Board Policy Meeting on rules to be implemented with NMO and IT solutions	SMG/PFHS	Jan	Ongoing	Open
8.11.13	Nominate a single Project Manager to develop and incorporate all strands of new classification system	SMG/NRB/PFHS	Jan	Ongoing	Open
8.11.13	Email all staff with details/guidance on New Classifications as agreed by the MB at the February Policy Meeting	SMG/PFHS	Feb	To be completed upon MB approval in Feb	Open
8.11.13	Investigate how costs would be met to obtain the necessary laptops/encryption package to access the BIS intranet and whether this could be done by y/e	SMG/PFHS	Feb	Ongoing	Opon
8.11.13	Prepare a paper for approval by the MB on the establishment of a subcommittee (including membership and TOR) to assist RG and support the proposals for capital submissions to BIS	SMG	Jan	A paper had been submitted for review under 'AOB' on 30.1.14 and had been approved	Closed
8.11.13	Produce Guidance/Policy regarding Agency Travel Insurance and Medical Insurance Card (including clarification on medical and luggage coverage)	SMG	Nov/Dec	This action was being progressed by NRB and upon approval, the policy would be added to the new staff induction programme	Open
30.1.14	Inform PRD (as MB champion for Quality and H&S) of BTM decision to opt in or out of ISO9001 accreditation	Directors	Feb	Awaiting update at next meeting	Open
30.1.14	Establish new overhead time coding for ISO9001	SMG	End Mar	To be completed by financial y/e	Open
30.1.14	Put the Agency Sustainability Ministerial target % figure into page 8 of the new SDAP under "Specific Actions"	SMG	Feb	Ongoing	Open
30.1.14	SDAP - Update the purchasing/procurement from UKSBS	SMG	Feb	Ongoing	Open
30.1.14	Ask DB to produce a paper on IIP	SMG	March	Ongoing	Open
30.1.14	Discuss spacing of Enforcement Staff photos with Jack Gibson	SMG	Feb	Ongoing	Open