



# Servicing a multinational client's flagship centre

Dartford, UK



*"Thank you to the ABM team for keeping our site neat and clean. This reflects not only my feedback, but feedback from senior leaders who visited yesterday. Keeping a site used by more than 2,800 people immaculately clean always is not easy but I trust in ABM's ability to do that with the support from everyone using the site."*

ABM were asked to provide facilities management for a client's largest facility in Europe. Thanks to the existing partnership and contracts already in place, ABM were chosen to work alongside the client's senior leadership team to quickly deliver on their requirements.

## CHALLENGE

To be ready for the centre's launch in September 2021, a key objective was to educate the facility's teams on best practice for cleanliness and waste management. The ABM team knew that a change in mindset was needed, and could be achieved through open communication, training and support.

## SOLUTION

- Over one month, ABM mobilised a workforce of 69 people, despite the ongoing recruitment crisis at the time because of the COVID-19 pandemic.
- There is now a well-settled, structured ABM team at the site.
- Visits from VIPs and senior leaders are serviced on an ad-hoc basis, where the team goes above and beyond to ensure that the facility is clean and well managed.
- The ABM team introduced a waste segregation system including colour-coded bins and quality control on the segregated waste.
- New equipment and machinery are constantly being trialled to explore different, more efficient ways of working.



## **SUSTAINABILITY BENEFITS**

### **Environmental**

- The waste management systems implemented considerably increased recycling at the site.
- Waste segregation improved to 91 per cent for operational waste.
- General waste was reduced from 40tn to 20tn (50 per cent reduction).
- Dry mixed recycling increased from 4.5tn to 25tn (456 per cent increase).

### **Economic**

- The innovative, new ways of working created considerable savings on costs and time.

### **Social**

- The measures put in place set a great example across the business, encouraging other sites to replicate.
- Teams at the centre are now in a position to provide internal training on cleaning and waste management.
- Neat and Clean scores for the site improved, achieving a score of 4.0/5.0 – one of the best in the client's UK network with a 22 per cent improvement in a month.