



Servicing ABM UK's longest-standing client for over 20 years

London, UK



ABM has provided cleaning services for their longest-standing client for over 20 years, recently supporting their transition into a new office building in August 2019. The ABM team implemented a 24-hour cleaning service to this new site to mitigate the challenges faced by having over 10,000 employees in the building, often working late at night.

CHALLENGE

The client wanted to drive forward changes in the cleaning services to keep a greater focus on sustainability and ESG. They were keen to create an eco-friendly system in the building, encouraging employees to respect the different waste streams and set examples for cleaning cutlery and disposing of food waste.

SOLUTION

- Sustainability has progressed with:
 - Regular reporting on sustainability-related data.
 - The use of OdorBac cleaning supplies wherever possible.
 - The use of battery-powered cleaning equipment.
 - Implementation of rules on segregating waste.
 - A focus on reducing consumption of paper and single-use plastics.
- A closed-loop recycling method was introduced for detergent containers through collaborative working in the supply chain. There is now the ability to regularly return the empty OdorBac containers to the manufacturer for refill.



- 24-hour cleaning was introduced using shift patterns. Originally, there were cleaners from 4am to 8am and then a few cleaners throughout the day, so evening cleaners, and eventually night staff, were introduced.
- Employees were encouraged to respect the site and keep it presentable, contributing towards a monthly report which helps ABM and the client to work together trying different options and sharing ideas about what can be done.
- Charity boxes were also introduced where employees can bring clothes, books or toys to donate.

BENEFITS

- Introducing new cleaning supplies resulted in considerable cost savings; over £1,700 in 2022.
- Switching products and suppliers has reduced consumption, packaging and waste; changing from Z-fold to C-fold hand towels and changing tissue supplier to higher quantity packages (30 in one package instead of 12).
- Increasing cleaning product sizes has reduced plastic packaging and waste; buying larger bottles of Rinse Aid and limescale remover (moved from 5-litre to 20-litre bottles and from 500ml to 5-litre respectively).
- Using Bunzl's circular collection system of reusing cleaning product bottles has helped to reduce greenhouse gas emissions for the return of 277L OdorBac containers by 4.91 tonnes CO₂e^{*1*2}.
- Introducing night shift patterns means that there is much more coverage in case of spills or breakages, creating a cleaner and safer workplace environment.
- A monthly report on the building allows the team to analyse and think of new ways to encourage employees to keep the building clean; such as using Slack to send messages across the group and encourage collaboration.
- The charity boxes not only donate to an organisation, but also encourage employees to recycle items they may no longer need.

*1 Calculated using the WRAP Carbon Waste and Resources Metrics (Carbon WARM) accounting for product container manufactured from recycled HDPE resin and so saves 71% CO₂ in comparison to plastics made from virgin HDPE according to the bottle's manufacture.

*2 Saving is accounted for through comparison to traditional open-loop recycling of recycled HDPE resin bottles at the closest recycling treatment facility.