

# Servicing a Multinational Client's Flagship Centre

## Waste Management & Recycling Services

ABM was asked to provide services for a client's largest facility in Europe. Thanks to the existing partnership and contracts already in place, ABM worked alongside the client's senior leadership team to 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 practises for cleanliness and waste management. The ABM team knew that a change in mindset was key, and was 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. As a result, ABM was able to develop a well-settled, structured 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.

### BENEFITS

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

The client experienced a 50% reduction in its general waste in its flagship centre

ABM helped the client reach itsw ambitious waste management targets.  
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