

# CASE STUDY

## REDUCING WASTE AND IMPROVING EMPLOYEE ENGAGEMENT

This case study shows how Amey have used circular thinking to redesign their commercial cleaning services to reduce waste and improve employee engagement.

### What did Amey do?

Amey has taken a circular approach to tackling the high environmental cost of commercial cleaning with remarkable results. Over the past eighteen months, the company has worked with supply chain partners, Zenith Hygiene and 2Pure to develop the Cleaning Excellence Model which has transformed the way it cleans buildings.

The focus is on environmentally friendly practices and products that use renewable resources. Larger concentrate containers are subject to 'closed-loop recycling' which means after use they are recycled back into quality plastic that can be used to make new containers, avoiding landfill completely. The new cleaning model reduces:

- single-use plastic waste and CO2 emissions: by moving away from small ready to use products to larger concentrates that are diluted on site and reusing and refilling plastic containers and cleaning cloths
- the use of harmful chemicals: protecting employees and building users while mitigating water pollution
- water usage: through the investment in new and innovative cleaning equipment

The closed-loop recycling of the larger concentrate containers will further reduce plastic waste and CO2 emissions.

### Behaviour change

As part of its cleaning revolution, Amey has invested in comprehensive training to support employees as they move to the new model. This ranges from the human and environmental safety of chemicals and products, corporate social responsibility, health and safety, and more efficient resource use.

Through undertaking this training, staff have come to understand the power they have to make a difference and how they can and should take ownership of action to address climate change. This has resulted in a massive uplift of employee engagement which tells its own story about the importance of inclusion and education when it comes to meaningful environmental action.

**97%↓**

*reduction in CO2 and plastic waste due to  
Cleaning Excellence model*

**80%**

*of employees said they saw the move to  
environmentally friendly cleaning as a  
positive step*



	Before Cleaning Excellence (2019)		After Cleaning Excellence (2020/2021)		Savings	
Annual Plastic Waste	2,808kg	44,922 bottles	74kg	673 bottles	44,319 bottles	
Annual Cardboard Waste	2,256kg		74kg			
Total Plastic and Cardboard Waste	5,064kg		148kg		4,915kg	97%
CO <sub>2</sub> Plastic Waste	8479kg		225kg			
CO <sub>2</sub> Cardboard Waste	3361kg		110kg			
Total CO <sub>2</sub> Waste	11840kg		334kg		11,505kg	97%

### What have Amey learnt from this approach?

- It is possible to move to a more sustainable way of delivering services without compromising the quality of what is offered. The Cleaning Excellence model has had zero impact on cleaning standards, sanitisation, or COVID-19 mitigation
- Working across the supply chain in true partnership will produce much better results than acting alone.
- Investing in training as part of a move to a circular economy model is a critical component for success with the additional benefit of increased job satisfaction and employee engagement.

**OFTEN PEOPLE DON'T SEE HOW THE THINGS THEY DO EVERY DAY CAN IMPACT THE ENVIRONMENT – A SMALL CHANGE CAN MAKE A BIG DIFFERENCE. THROUGH TRAINING, OUR TEAMS CAN START TO SEE WHAT IS POSSIBLE, HAVE A DEGREE OF ACCOUNTABILITY AND BEGIN TO SEE THE POTENTIAL OF THEIR OWN ABILITY TO IMPACT POSITIVE CHANGE.**

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