

Case Study: Quad Services Pty Ltd

Challenges:



Quad Services is a cleaning company where our mission is the help our clients improve the quality of their environment by delivering high quality, safe and environmentally sustainable cleaning outcomes.

Our challenges are primarily to reduce our emissions each year. As a cleaning company we use a very high volume of cleaning chemicals, so a target is to increase the amount of Ecolabelled chemicals we use across our entire business. We focus on GECA (Good Environmental Choice Australia) chemicals which are non-toxic, biodegradable, chlorine and phosphate free chemicals. The chemicals are colour coded, easy to use and come in reusable and recyclable packaging.

In terms of the cleaning equipment, we are transitioning the business towards higher efficiency battery powered machinery and microfibre technologies. Along with strategies in reducing electricity we now also purchase renewable electricity which has reduced our market Scope 2 emissions to zero across all our office buildings nationally. Further to this, we offset our overall emissions to carbon neutral by investing in reputable wind projects.

The supply chain sustainability school has influenced our sustainability journey, and through the guidance within their plans we hope to reduce emissions in future with a significant focus on both upstream and downstream Scope 3 emissions reduction.

Impact:

As a result of targeting the increased use of GECA ecolabelled chemicals we have seen an increase in purchasing where 82% of the sites we clean now use ecolabelled chemicals (up from 71% in the previous year).



Though our efforts in reducing Scope 2 and Scope 3 emissions we have seen a significant reduction in overall emissions between FY24 and FY25. There is also a marked increase in the use of microfibre technologies and we are now also exploring the world of e-water based alternatives to traditional cleaning chemicals

We have come a fair way in this area and we are confident that the Supply Chain Sustainability School will assist us in our future journey through influencing us towards engaging fresh innovative concepts and better training our cleaners via focused training topics.

Fact box



Company

Quad Services

No of employees

1900

HQ

Sydney, Australia

Website

Quadservices.com.au

Main Contact

Denis Boulais

Services

Cleaning services

About

Cleaning Company with a focus on helping our clients improve the quality of their environment by delivering high quality, safe and environmentally sustainable cleaning outcomes.

Value gained:

Our participation in the Supply Chain Sustainability School has been inspirational. As we move forward to reducing further emissions then their future involvement will be extremely influential.

In future training of cleaners, then their self-paced modules will also be a big advantage in improving workplace knowledge and awareness' in foundational areas of sustainability and workplace fair work practice.

As a result of our learnings, our ESG Manager recently published an article in our Industry Magazine Inclean entitled "*Reducing Scope 3 Emissions to Enhance Sustainability*". Through this article, Quad is aiming to directly influence its suppliers and reach out to the industry as a whole with a view to embracing sustainability because there is great opportunity to reduce emissions in this large essential industry.

We are confident our involvement with the Supply Chain Sustainability School will assist us in continuing to reduce emissions and influence our industry as a best practice cleaning provider.