sustainIQ | CFM

Head of Compliance & Business Improvement
User Role Case Study

sustainIQ

Combined Facilities Management (CFM) Ltd

CFM deliver totally integrated building service solutions across both the public and private sector.

Operating across Northern Ireland and Ireland, CFM offer services in facilities management, social housing, construction & fit out, M&E and project delivery. The organisation have committed to a 10-year strategy to make their "Vivid Vision" a reality, placing people, places and the planet at the core of their business.

Background
DAMIAN MCERLAIN - HEAD OF COMPLIANCE & BUSINESS IMPROVEMENT

Damian McErlain is CFM's Head of Compliance & Business Improvement. Damian is responsible for ensuring each and every project stays compliant with client, contract and regulatory requirements.
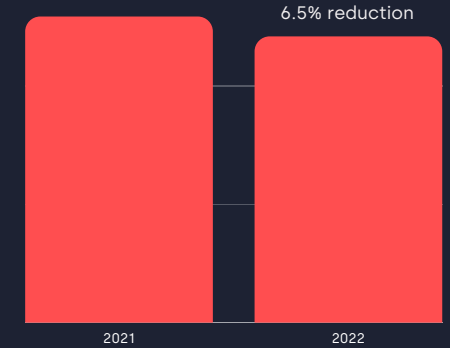
Damian uses SustainIQ continuously throughout his role, identifying opportunities in the data to improve business operations, reduce negative environmental impacts and work toward longer-term objectives outlined in CFM's sustainability & CSR strategy.

Improving waste management procedures.

Damian can set both baseline years and annual targets for waste management reporting. With a set waste baseline, Damian uses SustainIQ to set annual targets on the system for actual total waste generated that align with his sustainability strategy goals.

With milestones clear on SustainIQ, this allows for easy analysis on how waste management procedures are improving, with a quick glance highlighting a 6.5% reduction this year-on-year.
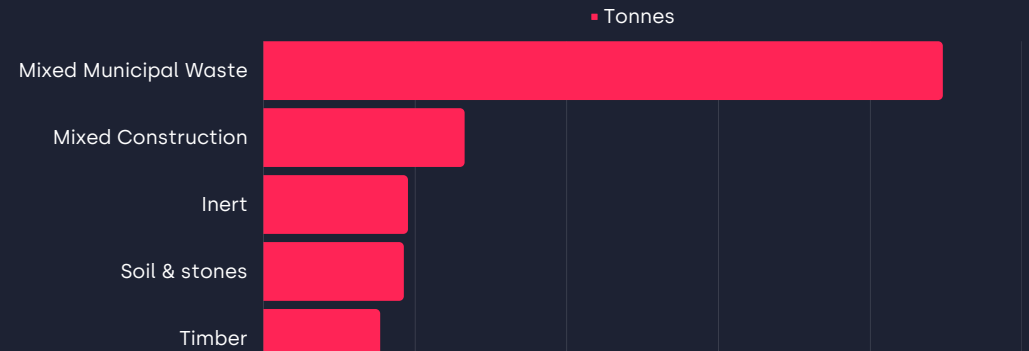
Actual Waste 2022 vs 2021

6.5% reduction

(bar chart: 2021, 2022)

How SustainIQ is being used

- To report on all waste management and waste compliance data, including:
    - Total tonnage of actual waste year-on-year
    - Waste material breakdowns to identify outliers and opportunities for reduction
    - Waste transfer notes (WTNs) being logged and collected on SustainIQ to stay compliant with contractor Duty of Care
    - Waste minimisation planning
- GHG emissions monitored in scopes 1, 2 and 3, including:
    - Mains electricity across all sites and locations in scope 2

- Waste transport in scope 3
- Mobile combustion emissions in scope 1
- Stationary combustion emissions in scope 1
- To capture internal and external social value information, including:
    - Indirect and direct apprenticeships
    - Health & safety initiatives including SHEQ audits and scores
    - Community and volunteering initiatives
    - Fundraising and charitable donations
    - Education and stakeholder engagements.

Waste Material Breakdown 2022

■ Tonnes

(horizontal bar chart)
- Mixed Municipal Waste
- Mixed Construction
- Inert
- Soil & stones
- Timber

The benefits of SustainIQ

- SustainIQ's Waste Reporting provides Damian with an insight to waste processes company-wide
    - Damian can identify what materials are being procured and wasted, and in future years identify how to reduce quantities bought in order to save the business money
- SustainIQ logs and retains all WTNs on file, providing Damian with a paper trail to present to the Environment Agency should there ever be the need, keeping CFM compliant and protected

- Previously, Damian had no means to centralise compliance data, making it hard to identify improvement opportunities - SustainIQ pulls all data in to one place, allowing for easier, quicker analysis
- Using an input app, APIs and bulk data uploads, SustainIQ saves CFM on average 34% of time on reporting across all business sites, leading to cost-savings
- Touch-of-a-button reports can be exported to support PQQs & tender applications in future bids, increasing CFM's overall competitiveness.

Staying compliant with waste transfer notes and licence logging.

SustainIQ provides Damian not only with total tonnage of waste generated, but also a complete breakdown of waste materials both across the company and on a site level.

Day-to-day, Damian can quickly log in and filter the categories by the top 10 sites for that week, month or quarter, then take action to determine why materials are being wasted, and what can be done in future to mitigate waste generation.

SustainIQ also keeps Damian alerted about possible outdated waste contractor licences, and holds all WTNs on file for each waste record. Should the Environment Agency then ever audit CFM, Damian is rest-assured that all of the required records can be pulled from SustainIQ instantly and easily at the touch-of-a-button.
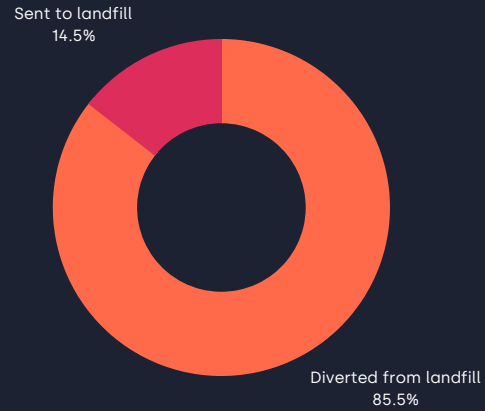
CFM Ltd
Head of Compliance & Business Improvement - User Case Study

sustainIQ

CFM

DAMIAN MCERLAIN -HEAD OF COMPLIANCE & BUSINESS IMPROVEMENT

"People, places and the planet are at the core of our 10-year Vivid Vision here at Combined Facilities Management. In my role, having data and information to both track progress toward goals and identify opportunities for improvement is crucial.

SustainIQ has been transformational for our business in helping us level up our sustainability reporting approach, and gain a deeper understanding of our true performance and impact across all areas of our ESG strategy"

Waste destinations 2022

Sent to landfill
14.5%

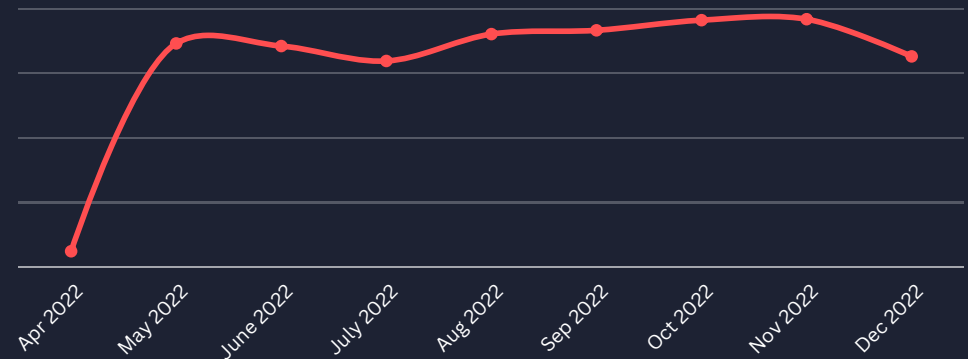Diverted from landfill
85.5%

Waste destinations and reducing environmental impact.

Going further than measuring quantities and types of waste, Damian uses SustainIQ to monitor where waste ends up.

Knowing what percentage of waste is being sent to landfill then provides opportunities for Damian to identify moving forward. How can CFM reduce landfill waste? What sites are sending waste to landfill? Why? Can we use an alternative material than eliminates the need for landfill? These are questions Damian can interrogate from the data, and use to inform decision-making in 2023 and beyond.

Scope 1 Business Transport Emissions

Apr 2022 — May 2022 — June 2022 — July 2022 — Aug 2022 — Sep 2022 — Oct 2022 — Nov 2022 — Dec 2022

Instant transport emissions calculation through API integrations.

Using SustainIQ's API connectivity, Damian and the team at CFM were able to integrate their ESG reporting dashboard with vehicle tracking tech, Teletrac Navman. Eliminating the need for data input altogether, SustainIQ pulls mileage data from vehicles in their business fleet and calculates the emissions generated in real-time, providing CFM with cost efficiencies and accurate, real-time transport data.

We'll change your world, for good.

SustainIQ is on a mission to change the world for good. If you are interested in learning more about this particular case, or perhaps want to read more case studies like this one, get in touch at hello@sustainiq.com, or scan the QR code to learn more.