

Challenges:



Solo Service Group is a company that provides cleaning services across the UK. They operate a fleet of over 70 vehicles, which represents its most significant source of direct emissions. The electrification of this fleet has already begun, with 10 fully electric

Teslas and 10 plug-in hybrid Vauxhall Astras replacing petrol vehicles within the management team. However, to achieve the company's ambition of Net Zero by 2030, nearly the entire fleet will need to consist of vehicles with zero tailpipe emissions. This goal presents a considerable challenge, particularly for the mobile cleaners, due to the current limitations in the range of zero-emissions vans and the scarcity of charging infrastructure in many of the areas where the company operates.

Another sustainability hurdle facing Solo Service Group involves understanding and reducing the lifecycle environmental impact of the products they use. The company is in the process of introducing zero plastic waste eco-sachet cleaning products across all its contracts. Additionally, it continues to research and trial new technologies such as Stabilised Aqueous Ozone and probiotic cleaning solutions. To accurately quantify and reduce Scope 3 supply chain-related emissions, a collaborative and proactive approach with suppliers will be necessary.

Impact:



Becoming a member of the Supply Chain Sustainability School has yielded the following benefits for Solo Service Group:

Fostering teamwork: The School's learning platform, accessible to our team members across various

departments, has fostered a collaborative approach towards understanding and achieving our sustainability objectives. The provision of training certificates has served as an incentive, rewarding participation, and encouraging a deeper understanding of sustainability.

Identifying knowledge gaps: Assessment topics are categorised into four key areas: procurement, management, sustainability, and people. This categorisation has aided in prioritising areas for training, which is particularly beneficial as each team member has their unique field of expertise. By investing time to learn about new topics and identifying individual strengths and weaknesses related to sustainability, the team can better comprehend their roles in

Fact box



Company

Solo Service Group

No of employees

3000+

HQ

South Wales

Website

Solo Service Group

Main contact

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Services

Contract cleaning, including vacuuming, dusting, mopping, graffiti removal, toilet cleaning and more.

About

Founded in 1991, Solo Service Group has grown organically and through strategic acquisitions, emerging as a leading independent UK contract cleaning company. They offer services across regions to diverse sectors like retail, education, local authorities & more. Dedicated to service excellence, they provide professional cleanliness through fully trained staff, innovative services & a personalised approach.

promoting sustainable development and progressing towards Solo Service Group's environmental objectives.

Future learning strategies: Moving forward, Solo Service Group plans to utilise the School's engagement opportunities, particularly webinars. The School's assessment process, which requires users to complete quizzes before completion, ensures engagement with the content and application of learned insights. The action plans have promoted continuous development in understanding sustainability and emphasised the importance of adopting sustainable business practices. The e-learning modules have proven to be remarkably useful as they provide a convenient and effective way to enhance knowledge in relevant areas. Tailored learning plans organise the necessary learning materials in an appropriate sequence, helping to simplify complex sustainability-related topics into easily digestible formats.

Value gained:

Enhancing sustainability commitment: As an organisation, Solo Service Group has consistently prioritised responsibility for its environmental impact and the communities where it operates and provides employment. The company has maintained its ISO 14001 Environmental Management System for over a decade and became a member of the Social Value Portal in 2021. With the aim of reaching net zero by 2030, a holistic approach to sustainable development is necessary, requiring collaboration across all departments within the organisation.

Membership of the School has fostered understanding of the significance of sustainability throughout the organisation's various departments. Moreover, by publicising the company's School membership, Solo Service Group can effectively communicate its commitment to sustainability to its suppliers and clients.

The company anticipates that an increasing number of its clients and suppliers will actively participate in expanding their knowledge and dedication to sustainability, as achieving Net Zero emissions necessitates action to reduce emissions across the entire supply chain.

Future proofing:

Solo Service Group intends to take part in webinar training sessions, cultivate new learning pathways through the company account, and encourage its suppliers to become members of the Supply Chain Sustainability School. By featuring its School membership on the company's website and promotional materials, the company will effectively demonstrate its dedication to enhancing its understanding and corporate responsibility towards sustainable development.