

## Challenges:

As a service company in the field of sustainability, AJR Management Ltd's main issues are centred around its office electricity usage and its site visit vehicles. The company's Scope 1 and Scope 2 carbon footprint are comprised of these two elements. Another main challenge for AJR Management Ltd is to ensure its waste, primarily thousands of invoices from utility suppliers, is dealt with considerably.

## Impact:

Since engaging with the school, AJR Management Ltd has significantly enhanced its understanding of sustainability. In addition to this learning, the company has initiated a review of processes, such as its procurement process, to ensure that its organizational values are reflected in the supply chain. AJR Management Ltd has examined its operational methods and sought new approaches to enhance sustainability while maintaining the continuity of quality service to its client base.

## Resources:

**Assessments** – The assessment process was invaluable, opening AJR Management Ltd's eyes to the aspects it already excels in, while identifying areas for improvement.

**Action Plan** – The action plan provided targeted resources from which the leadership team within AJR Management Ltd could learn. This will ultimately result in the appointment of a sustainability lead. As a business, AJR provides significant support in the provision of data for its client base, and the company intends to further utilize the resources and action plan to better support its clients' objectives.

**E-learning modules** – The e-learning modules have proven to be informative, interesting, and eye-opening. As AJR Management Ltd continues its journey, these modules will no doubt form a key part of its evolution.

## Value gained:

As a service business, AJR Management Ltd had already procured its business electricity consumption as renewable energy, a practice also managed on behalf of its clients. The assessment made the company realize that, while playing a key role in sustainability reporting for clients, it had neglected to closely examine its own sustainability practices. Consequently, AJR Management Ltd has begun engaging with this process.

## Fact box



### Company

AJR Management Ltd

### No of employees

55

### HQ

Burton-on-Trent

### Website

[www.ajrmgt.com](http://www.ajrmgt.com)

### Main contact

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### Services

Utility Management Services (Gas, electricity, and water) for Housebuilders and Housing providers.

### About

AJR Management LTD offer a premier utility management service for house builders and developers, housing associations, landlords and local authorities. Offering sophisticated levels of control and audit and including site nomination, meter installation, invoicing, carbon reporting, transfer/handover, and procurement, all built entirely around the customers' individual requirements.

The company's main environmental impact stems from its site visit vehicles, spending approximately 20 weeks each year on the road visiting client building sites. AJR Management Ltd had previously consolidated all client site visits within the same period, reducing the geographical area covered each day and lessening its impact on the environment. A recent review of vehicle types considered both hybrid and electric vehicles, considering practical operation and meeting client objectives. AJR Management Ltd is about to take delivery of hybrid vehicles for all site visit operatives and has ensured that electric charging is available where practical, capitalizing on the benefits of reduced carbon impact. The company is currently in the process of forecasting the overall carbon savings as part of its 2022-23 footprint.

A review of charging infrastructure availability in sampled locations revealed that rapid and/or overnight charging infrastructure was not yet sufficient to ensure faultless service delivery. However, this aspect will remain under review for the next vehicle renewal cycle.

AJR Management Ltd's final impact has been the review of its supplier appointment process. The company has incorporated the sustainability values learned into a supplier questionnaire, intending to select suppliers whose objectives align with its own and those of its client base.

By maintaining engagement with the school, AJR Management Ltd aims to enhance its knowledge and expertise, adding further value to client services and making the company more attractive to potential clients.

### Future proofing:

As AJR Management Ltd moves forward, the company plans to appoint a sustainability lead who will play a crucial role in shaping its future engagement with the school. It is deemed useful for the school to consider targeting resources at specific company types, particularly service companies. In this sector, identifying significant areas for improvement is not always immediately apparent, and targeted resources can provide valuable guidance in this regard.