

Ironbridge Gorge Museum Trust



Before we engaged with Arrow, we were just buying anything cleaning wise. Our stockroom was filled with a huge variety of cleaning products, the versatility of which we were not aware of. We wanted to work much smarter; spending less whilst operating a green cleaning programme was the focus.

Dave Bates, Stores & Transport Manager



**50% Reduction To
Floorcare Products**



**Sustainable Cleaning
Routine Developed**



**50% Reduction To
Cleaning Spend**

Managing ten award-winning museums and thirty-five historic sites, and accommodating up to 500,000 visitors per year, the Trust works hard to ensure that their facilities are consistently clean and safe.

Striving to achieve green-cleaning objectives without compromising on effectiveness, the Trust turned to Arrow to help them assess their current buying behaviour and investigate how and where changes could be made. Stores and Transport Manager Dave Bates reflects:

“We needed to understand very clearly what we were spending, what we were using and the alternative products and process that we could adopt to achieve a more environmentally-friendly way of working. It was at this point that we got in touch with the team at Arrow.”

The Solution

Embarking on a trial period within several sites at the Ironbridge Gorge Museums, Arrow completed an in-depth investigation of the Museum's buying behaviour, identifying products that could be swapped for a greener alternative and processes that could be made much more efficient. It wasn't long before Dave began to see the benefits.

To complement the changes to the cleaning division, Arrow spent time with the cleaning team to ensure that they were not only trained on how to effectively use the new products, but to maximise the successful roll-out of a change in culture.



Further to Arrow's assessment of our cleaning function, we have swapped many of our products and refreshed a string of procedural practices in line with their advice. Sourcing products that are as effective, yet less harsh on the environment, Arrow have helped us to successfully implement a green-cleaning programme that we continue to develop. As well as cutting our floor cleaning products down by 50%, amongst other positive changes, we now no longer use bleach or aerosols and many of our products are recyclable.

Dave Bates, Stores & Transport Manager

The Results

Since working in partnership with Arrow, the Museum Trust have entered and won the Green Tourism Award. Assessed on everything from cleaning products, to CO² and recycling, Ironbridge Gorge Museum has become the only multi-site museum in the country to achieve this status, and cite Arrow as the driving force behind their success.



Although we have seen no reduction in our excellent cleaning standards further to switching to 'green', Since we have been working with Arrow, our bills have been cut by 50%, including a 30% cut to high season spend."

Dave Bates, Stores & Transport Manager

