

The logo for Ironbridge Gorge Museum Trust, featuring the word "IRONBRIDGE" in a bold, serif font.

Valley of Invention

Partnership

CASE STUDY

IRONBRIDGE GORGE MUSEUM TRUST

Nestled in the scenic valley beside the River Severn in Shropshire, the Ironbridge Gorge Museum Trust manages ten award-winning museums and thirty-five historic sites. Committed to achieving green-cleaning objectives without compromising effectiveness, the Trust sought Arrow's expertise to assess their cleaning spend and support their transition to more environmentally friendly products.

The benefits of Arrow's recommendations quickly became evident, achieving the following results:

- **50% reduction** in floorcare cleaning products
- **50% reduction** in overall cleaning spend
- **30% reduction** in cleaning spend during high season
- Introduction of recyclable and eco-friendly products

"FURTHER TO ARROW'S ASSESSMENT, WE HAVE SWAPPED MANY OF OUR PRODUCTS AND REFRESHED A SERIES OF PROCEDURES BASED ON THEIR ADVICE...OUR BILLS HAVE BEEN CUT BY 50% WHICH IS AMAZING."

Ironbridge Gorge Museum Trust

AT A GLANCE



35 historic sites



Increased staff efficiency



Reduced onsite waste

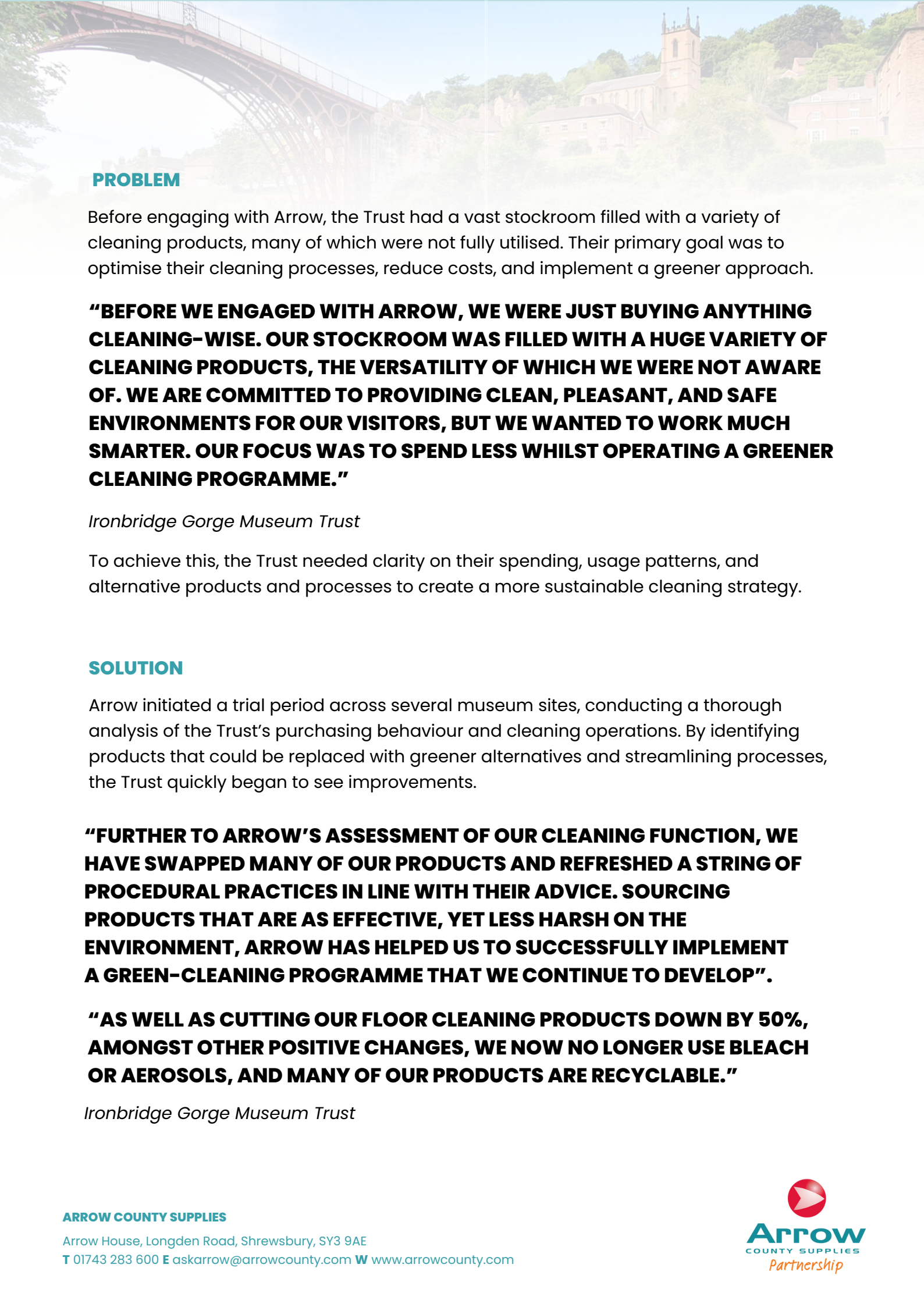


Proven cost-saving results

ARROW COUNTY SUPPLIES

Arrow House, Longden Road, Shrewsbury, SY3 9AE
T 01743 283 600 E askarrow@arrowcounty.com W www.arrowcounty.com





PROBLEM

Before engaging with Arrow, the Trust had a vast stockroom filled with a variety of cleaning products, many of which were not fully utilised. Their primary goal was to optimise their cleaning processes, reduce costs, and implement a greener approach.

“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 ARE COMMITTED TO PROVIDING CLEAN, PLEASANT, AND SAFE ENVIRONMENTS FOR OUR VISITORS, BUT WE WANTED TO WORK MUCH SMARTER. OUR FOCUS WAS TO SPEND LESS WHILST OPERATING A GREENER CLEANING PROGRAMME.”

Ironbridge Gorge Museum Trust

To achieve this, the Trust needed clarity on their spending, usage patterns, and alternative products and processes to create a more sustainable cleaning strategy.

SOLUTION

Arrow initiated a trial period across several museum sites, conducting a thorough analysis of the Trust's purchasing behaviour and cleaning operations. By identifying products that could be replaced with greener alternatives and streamlining processes, the Trust quickly began to see improvements.

“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 HAS 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.”

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OUTCOME

Arrow also provided hands-on training for the Trust's cleaning teams, ensuring the successful adoption of new products and processes. This approach helped the team embrace green cleaning methods, reducing labour time and cutting costs.

"ALTHOUGH WE HAVE SEEN NO REDUCTION IN OUR EXCELLENT CLEANING STANDARDS FURTHER TO SWITCHING TO 'GREEN', OUR SPENDING ON CLEANING PRODUCTS HAS SIGNIFICANTLY DECREASED. SINCE WE HAVE BEEN WORKING WITH ARROW, OUR BILLS HAVE BEEN CUT BY 50%, WHICH IS AMAZING.

FURTHER TO ARROW'S INTERVENTION, WE HAVE REDUCED OUR SPEND IN HIGH SEASON BY 30%. CHANGES SUCH AS SWAPPING OUR TOILET ROLL HOLDERS FOR HIGH-CAPACITY TWIN DISPENSERS HAVE ENABLED US TO INCREASE OUR EFFICIENCY, ULTIMATELY SAVING MONEY AND REDUCING WASTE."

Ironbridge Gorge Museum Trust

Since partnering with Arrow, the Ironbridge Gorge Museum Trust has not only optimised its cleaning practices but also won the prestigious Green Tourism Award. Assessed on various criteria, including cleaning products, CO2 reduction, and recycling, the Trust became the only multi-site museum in the country to achieve this status.

Arrow was credited as the driving force behind this success, with their details published on the award body's website to guide other museum trusts nationally.

