



**STRATEGIC
SUSTAINABILITY
CONSULTING**

Home and Personal Care Products Manufacturer

Since 2010, Strategic Sustainability Consulting (SSC) has been working with Company X* to develop and implement sustainability systems aligned with major retailer expectations. From carbon footprinting to waste auditing, CDP Reporting to 3-year trend analysis, SSC helped Company X get their sustainability journey off on the right foot.

The Challenge

Company X is headquartered in New England, with a common campus that houses manufacturing, warehousing, sales, and administration. It employs approximately 400 people. Company X sells a variety of home cleaning and personal care products to Walmart, Target, and other major retailers.

In 2010, Company X was starting from scratch on its sustainability program. It hadn't previously invested in environmental management systems or health and safety systems, other than what was required by law. The company didn't track or communicate any sustainability impacts, and had no internal staff trained on environmental or social sustainability issues. They needed a consultancy to help them develop a sustainability strategy that would be lean, efficient, and responsive to its customer's rapidly changing sustainability expectations.



The Solution

- **Develop a sustainability roadmap:** In order to make sure our client's sustainability strategy was focused and cost-effective, we made sure to start with an upfront discussion about goals. For Company X, the biggest driver for sustainability was keeping its retail customers happy. Specifically, Company X wanted to rank in the top 10% of its peer group in the Walmart Supplier Scorecard. With everyone on the same page, SSC conducted a sustainability assessment to help the company understand its sustainability strengths and weaknesses, and identified the most important areas of focus.
- **Create a sustainable supply chain framework:** Within the first year, we set up a Supplier Code of Conduct, a grievance and remediation process, and new vendor sustainability evaluation forms. These systems worked together to minimize sustainability risk in Company's X's supply chain by making expectations clear, collecting key data from selected contractors, and creating transparency throughout the value chain.
- **Collect data and implement annual reporting systems:** A key task was to set up systems (including a sustainability software platform) that allowed Company X to efficiently calculate its carbon, water, and waste profile. After using SSC's recommended reporting systems over the next three years, Company X's results and trend analysis showed overall improvements in efficiency and data coverage.

The Results

Within the first four months of our engagement, the company achieved its goal and ranked in the top 10% of its peer group on the Walmart Supplier Scorecard. Over the next two years, the company solidified its sustainability systems and continued to receive positive feedback from its key retail customers. In 2013, the company took the next step to bring in sustainability expertise in-house with plans to hire a sustainability coordinator. We are delighted to have helped Company X realize its sustainability goals and couldn't be happier about its progress!

** We are careful to honor our clients' wishes for privacy and confidentiality. While the results of this case study are true, we have removed the company's name and changed identifying details.*

