

# Expeditors Discovers a Simple, Powerful Way to Manage Complex Sustainability Data

Expeditors, a global logistics firm, is a Fortune 500 corporation with annual revenues exceeding \$6 billion. The Seattle-based shipping company employs more than 13,000 professionals in a worldwide network of over 250 locations across six continents. Its full suite of services includes air and ocean freight consolidation, customs clearance, and cargo insurance.

To help Expeditors cut its energy use, produce less waste, and save money, the company launched a sustainability-tracking strategy using a new, cloud-based software tool, Scope 5. The service measures such environmental impacts as electricity, lighting, fuel, and waste.

## The Challenge:

### A big sustainability goal, 227 global facilities and no tracking in place

Prompted partly by one of its biggest customers, Expeditors, in 2009 set a goal of improving how it tracked and measured its carbon footprint, energy efficiency and environmental performance.

"We were a big shipping company. But what were we doing as a company on sustainability?" asked Derek Eisel, Global Environment Lead in the Seattle corporate office. "Nobody was keeping any electricity or fuel data," he noted, so they didn't know how big or small their carbon footprint was.

Eisel launched an initiative to track that data with a homegrown system of spreadsheets, enlisting "green teams" in the company's 227 facilities around the globe. The company also began sharing its data with the Carbon Disclosure Project, targeting a 5% reduction in greenhouse gas emissions per square meter over its 2011 levels by 2014. Its footprint was much smaller than most of its competitors', but still worth reducing, especially given Expeditors' ongoing growth and expansion.

## Spreadsheets vs. Large Software Platforms

Eisel started shopping for software to collect and measure environmental data, but quickly discovered that the platforms of such software giants as Oracle, SAP and others were too large. Often tailored to the needs of heavily-regulated oil, coal and chemical companies, these packages focused on compliance laws such as those governing hazardous wastes; plus, he adds, they "all had price tags in the six figures —and not even low six figures."

The IT department stepped in with a survey-tool asking green teams for consumption statistics on kilowatt-hours and gallons of fuel, which were entered into spreadsheets. "But it took about six months to crunch those numbers," says Eisel, "and it was so laborious that it wasn't encouraging people to keep track."

## Expeditors Discovers a Powerful New Tool

"I needed a tool that would be as easy as a smartphone to use, but all I could find were solutions that needed an engineering manual to get through," says Eisel.



**Working with Scope 5, Expeditors has been able to**

**227  
Facilities**



Easily track, organize, consolidate and analyze real-time data across 227 facilities



Collect data into a central database to meet such reporting requirements as the Carbon Disclosure Project (CDP)



**20%**  
CDP Score Increase

Increase its CDP score by 20 percent, being more transparent (and able to show more data in more ways), a score its investors find impressive.



Switch to paperless IT systems from cumbersome hardcopy spreadsheets.

Save at least 400 employee hours once spent on spreadsheets.

**400**  
Employee Hours

*Continues on back*

In 2011, Expeditors found Scope 5, a software tool that met its needs. Easy to master, handy - even actually fun - it was far less expensive. Scope 5 rescued Expeditors from handcrafted charts and spreadsheets - and a process that had become cumbersome and time-consuming.

By helping to capture data that green teams had been so unenthusiastic about filling out - leaving them unused in files - Scope 5 created attractive pie and bar charts, graphs, and pictorials that offered quick snapshots of the company's sustainability profile in key areas.

"We needed a clear, graphic picture of where we stood, and Scope 5 provided that," says Eisel. By making our footprint visible, says Eisel, the system helps spur action.

Scope 5 "migrated" older, archival data taken from spreadsheets into current workflow data, to give an accurate snapshot of such measures as kilowatts of electricity, gallons of fuel, pounds of garbage, reams of paper, gallons of water - used over time.

Because the software is cloud-based, training was fast and easy. Rather than mailing training CD's to hundreds of offices, or sending employees to costly technical seminars, Eisel just scheduled calls with green team members. "I called them over instant messaging, shared my screen, and showed them how to use it. Easy."



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**Derek Eisel**, Expeditors International

## Broad Impact and Real Sustainability Value

With Scope 5, Expeditors gives facility managers an instant, real-time picture of their use and consumption patterns, along with at-a-glance insights into wasted opportunities and potential future savings. In the first year, it's saved 400 employee hours, "more than paying for itself," Eisel says.

## Ease-of-Use Bolsters Engagement & Passion

With sustainability data tracking easier and more graphically understandable, green team managers are more engaged in the company, spurring a passion for further changes and improvements, he says. With 230 facilities, the company now has 300 green team members around the world collaborating.

## Real-time Knowledge Spurs New Insights

Scope 5's software allows Expeditors' employees around the globe to enter electricity, fuel, paper, recycling, water, and other data, monthly, and then see where costs can be cut out or replaced creatively for savings.

In the first year of use, Scope 5 helped Expeditors global offices and warehouses target "low-hanging fruit" to be more efficient, and helped identify:

### **Large electricity savings.**

Turning off overnight lights in several warehouses yielded savings of \$53,039, as facilities managers found switches to turn off without affecting safety. In three El Paso, Texas warehouses, electricity was cut by 23%, 14% and 9%.

### **"Trash to cash" opportunities.**

In Los Angeles, a big warehouse housing plastic and cardboard pallets once hauled the materials off at a cost; now they're reclaimed and resold to 3rd party businesses," says Eisel, saving \$26,000.

## Good for the Planet, the People & the Bottom Line

If a company is spending hundreds of thousands of dollars and not realizing where it is spending those dollars, that company is at risk, notes Susan Fairchild of Scope 5. Thus tracking sustainability data provides a way to reduce risk and improve business efficiency.

An easy tool to use, it can help improve a company's overall operations. "Scope 5 has produced some stunning analysis that's made us change our operations in significant ways," says Eisel.

**Contact Scope 5 for free trial: 1-206-456-5656 or [info@Scope5.com](mailto:info@Scope5.com)**