SUCCESS STORY

Dussmann Group:
Carbon footprints at the touch of a button

The challenge: Calculating the carbon footprints for all company divisions and an array of services provided by the international multi-service provider and, in the process, recording and analyzing 77 indicators with data input by 376 staff members around the world. All in all, a vast project – and one which Excel spreadsheets are ill-suited to tackle!

The solution: In order to get a handle on its sustainability report, the Dussmann Group's QHSE team turned to the Quentic software solution and said goodbye to erratic data administration, list-based chaos and energy units incorrectly entered in Excel. Thanks to Quentic, the team is now able to monitor every value input around the world in real time and intervene swiftly if any abnormalities arise. The team uses the dashboard to analyze relevant KPIs, such as the Group's carbon footprint, and then utilises them as a basis for setting targets for the years ahead.

Dussmann Group

Industry
Service

Quentic Modules
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Environment
Health & Safety
Online Instructions
Incidents & Observations
Hazardous Chemicals
Risks & Audits
Control of Work
Legal Compliance
Processes
Quentic App
Quentic Analytics

Quentic is one of the leading solution providers of Software as a Service (SaaS) for QHSE and ESG management. The cloud-based solution is suitable for management systems according to ISO 14001, ISO 45001, and ISO 50001. Quentic connects data, unites all QHSE and ESG stakeholders in a single system, and stirs up excitement across the whole task field — via browser or app

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About the Dussmann Group

With almost 65,000 employees in 21 countries, the Dussmann Group provides services that put people first. In its largest business unit, Dussmann Service, those include facility cleaning and technology, catering, security and front-desk services, sterile goods supply and charging solutions for electric vehicles. Another unit, Dussmann Technical Solutions (DTS), brings together Dussmann specialists in plant engineering and technical services. They offer solutions for the entire life cycle of buildings and facilities, from planning and construction to commissioning, maintenance and repairs. Kursana provides professional geriatric nursing and care services. Kultur-Kaufhaus, an immense bookstore in Berlin, and Dussmann KulturKindergarten, which operates in-house corporate child-care facilities for working parents, are also part of the Dussmann Group. Although the family-run company, which was founded in 1963, is not (yet) subject to CSR and sustainability reporting requirements, it has set itself ambitious targets. It calculates the carbon footprints of all business units directly or indirectly influenced by the Dussmann Group (Scope 1 and 2).

User-friendly system and database supports accurate input

Daily business operations consume resources. This results in indirect climate-related emissions (measured in CO_2 equivalent) due to energy consumption in offices and canteens, as well as direct climate-related emissions generated by the Group's global vehicle fleet and infrastructure. Daniel Krebel, Head of the QHSE department at the Dussmann Group, and Daria Steinbock, responsible for sustainability reporting, now use the Quentic Sustainability module to input indicators required for international reporting. In the past, these indicators were scattered across a cumbersome series of Excel spreadsheets before ultimately being recompiled manually. Today, however, non-financial data from the various company divisions are input into the centralized Quentic solution. Clearly itemized sets of indicators and initial validation requirements during the input process simplify recording and enhance data quality. The ability to upload documents like electricity supply contracts and add supplementary comments rounds out the required inputs and allows Dussmann to calculate its carbon footprint in accordance with the GHG Protocol.

From Excel to dashboards

With a dashboard curated specifically for Dussmann, Quentic Analytics provides the output for KPIs – including on the go via the Quentic App. When people in the Sales department are asked how big a carbon footprint is, all they have to do is grab their cell phone, open the dashboard in the Quentic App and display the corresponding data. "Quentic is the only way we can output and visualize our CO_2 equivalent in such a targeted manner for each business unit," emphasizes Daria Steinbock. The data Quentic provides forms a basis for setting quantitative ESG targets, which are in turn used to determine the next steps towards climate neutrality.

Sustainability as an integrated management system (IMS)

Sustainability reporting at the Dussmann Group takes the form of an integrated management system (IMS) in accordance with ISO 9001, ISO 45001 and ISO 14001. With Quentic, the Dussmann Group has an QHSE toolkit that maps out its IMS in 10 modules and provides the ability to control inter-company processes.

What the Dussmann Group particularly values about Quentic:

- ☑ Decentralized, inter-company data capture and centralized data consolidation

- ☑ Flexible system capable of defining and cataloging indicators globally

- ☑ Live updates for indicators and the ability to react swiftly if abnormalities arise

- ☑ Calculation of the carbon footprint in line with GHG Protocol for the entire Dussmann Group and tailored dashboard visualization

- ☑ Modular QHSE toolkit encompassing all aspects of an integrated management system

"For a company of our size, reporting in accordance with the GHG Protocol in Scope 1 and 2 is only possible with Quentic. The software solution is so flexible that it assists us with global data collection, corresponding automations and central evaluations. Despite the complexity of the Dussmann Group, we are now in a position to record indicators and calculate KPIs for all company divisions in just three months for the first time – and that includes training and consultation."

Daniel Krebel, Head of Group QHSE, Dussmann Group

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