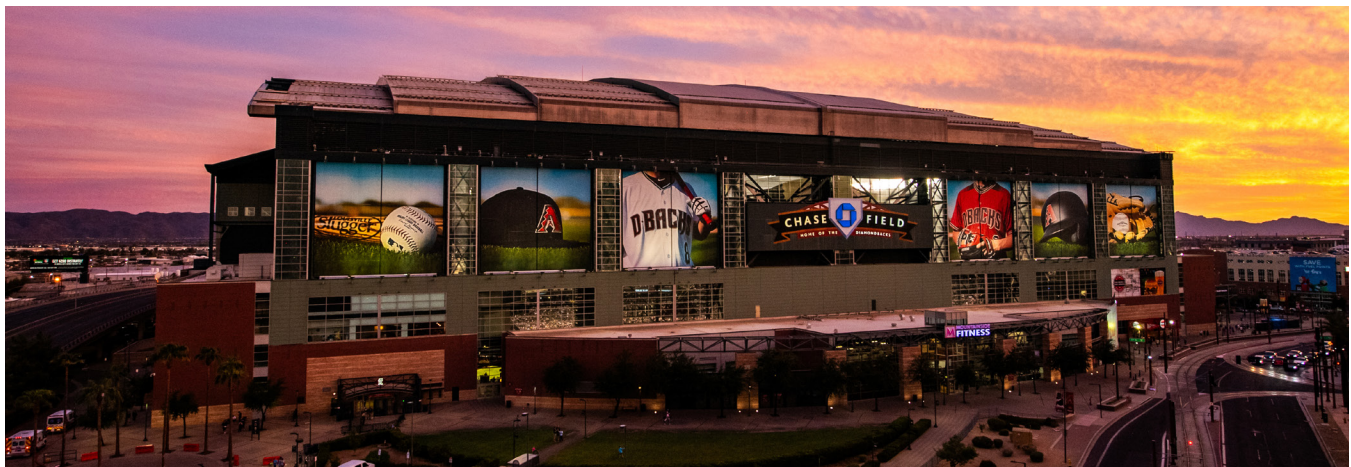




## Turning the Arizona Diamondbacks into sustainability leaders



Since becoming the Arizona Diamondbacks' cleaning partner in January 2024, ABM has transformed Chase Field operations by elevating cleaning performance, strengthening event execution, and implementing forward-thinking sustainability initiatives now considered next-level within Major League Baseball. What began as operational stabilization has evolved into a multi-year sustainability partnership focused on water conservation, waste diversion, reusable programs, and smart restroom technology.

The Diamondbacks needed a partner with the expertise and staffing capacity to deliver consistent cleaning processes, including detail work, post-event cleaning, and pressure washing. The leadership team sought out a partner they could trust to meet their high standards, so they could focus on strategic work instead of operational oversight.

The Diamondbacks also wanted to pursue forward-looking environmental programs aligned with MLB's sustainability focus and Arizona's desert conservation needs. Achieving these goals required a strategic, innovative partner.

### Quick Stats

200  
Events annually

198,000  
Gallons of water saved  
in one month

Paper waste reduced to  
8%

42,000+  
Single-use cups diverted  
from landfills



## SOLUTION

ABM implemented a comprehensive event-based janitorial strategy that addressed immediate operational needs while creating capacity for sustainability innovation.

ABM assumed full oversight responsibility, relieving client leadership of post-event management duties. The team established structured pre-event, event-time, and post-event cleaning processes with proper bowl-washing protocols. ABM also developed a scalable staffing model leveraging regional labor partnerships across three Phoenix venues.

### Multi-year sustainability initiatives

With operational stability established, ABM partnered with the Diamondbacks to expand sustainability programs:

- **Year 1:** The Diamondbacks were the first MLB team to launch a reusable cups program. In partnership with the Diamondbacks and its food and beverage partner, ABM began with a pilot in the All You Can Eat Suites and Cantina Bar with the goal of expanding across the entire suite level.
- **Year 2:** ABM implemented a water conservation initiative using a data-driven bowl washing strategy. The program relies on heat mapping and third-inning visual verification for targeted cleaning in high-use zones.
- **Year 2:** The team also launched a smart restroom technology program using the KOLO coreless paper system that ensures full roll depletion before replacement. ABM staff rely on automated alerts to keep restrooms properly stocked.
- **Year 3:** ABM worked with the Diamondbacks and its food and beverage partner to expand the recycling and waste diversion program by transitioning to grab-and-go aluminum beverages to increase recyclable volume. There is now a dedicated recycling pick in the seating bowl. Data is tracked through MLB's sustainability software platform. Looking ahead, ABM will begin sorting waste in the stadium.

## BENEFIT

ABM's stable staffing model and improved post-event process execution have eliminated the operational oversight burden on Diamondbacks leadership. The ability to successfully manage 200+ events annually with 150-170 team members per event demonstrates scalable capacity.

The Diamondbacks are assigning ABM project work that their in-house team would typically handle, with potential future opportunity for expanding scope.

Sustainability programs have delivered meaningful results:

- The water conservation program delivers significant impact in Arizona's desert climate. In the first month alone, the program resulted in 198,000 gallons of water saved and an approximately \$2,500 reduction in costs.
- Smart restroom technology reduced paper waste to 8% (below the typical average of 15-20%).
- In two seasons, the reusable cup program has diverted over 42,000 single-use cups equaling 3,430 lbs. of waste from landfills. For the 2025 season, the return rate reached 82%.

By assuming full cleaning oversight and delivering consistent event execution, ABM freed the Diamondbacks to pursue ambitious sustainability goals. The result is a model that other MLB venues can follow as the league increases its environmental focus.

*"ABM has been a crucial asset to the success of our Ballpark Operations department. They're collaborative, proactive, and handle their operations with excellence. One thing that really stands out to me is the authentic care that ABM has for all they do. We love being on their team and having them on ours."*

Rae Ehmann  
Diamondbacks Manager, Events Services

Ready to achieve operational excellence and sustainability leadership?

Contact our experts at [ABM.com/sports](https://www.abm.com/sports) or by calling **866.624.1520** to learn how.