



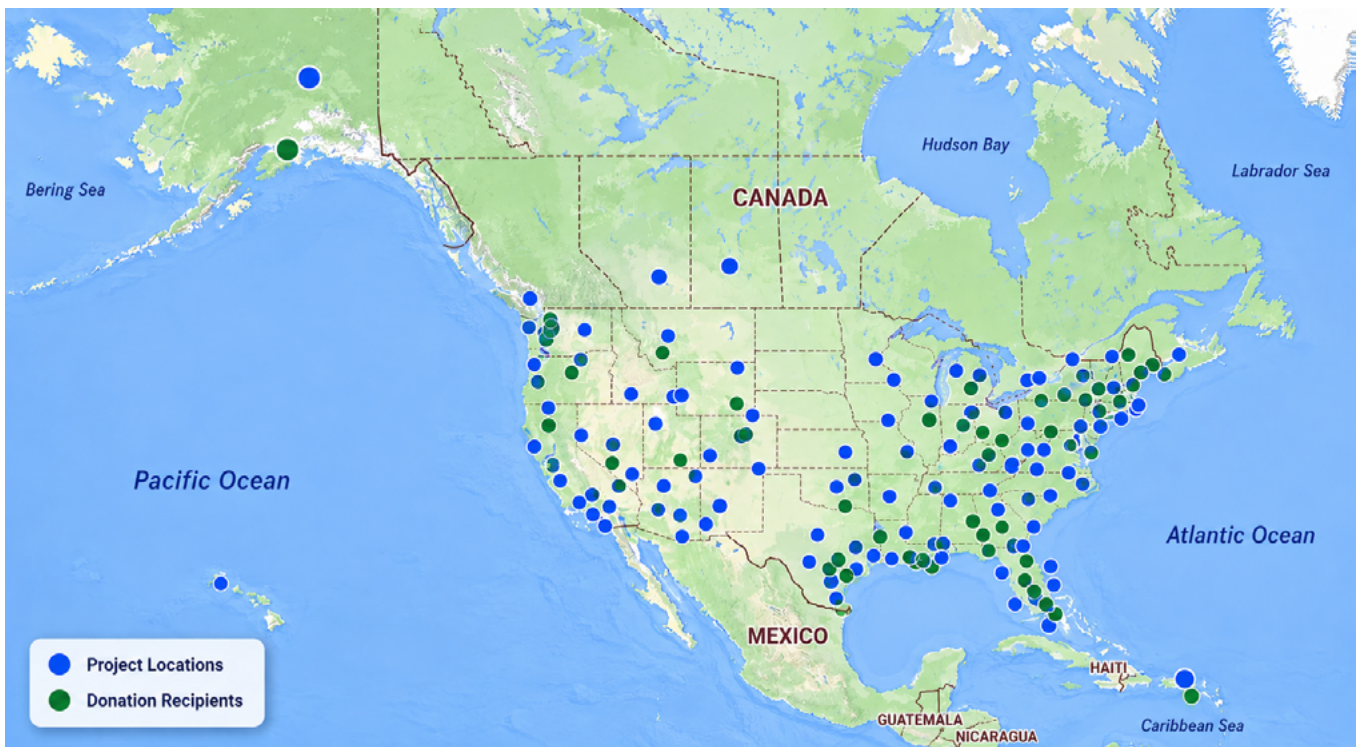
Case Study

Turning Decommissioning
into Measurable Impact

Key Stats

- Decade-long partnership
- 375 total projects across U.S. and Canada
- 3.4 million pounds diverted from landfill over the life of the program
- 150+ community organizations supported; more than 1.3 million pounds donated
- A proven, scalable model for ESG-aligned decommissioning delivering consistent, credible metrics, sustainability, and community impact

Arcadis Decommission Projects 2016-2026



Map markers represent project and donation recipient locations, not individual projects. Multiple projects may be represented by a single location marker.

Arcadis is the world's leading company delivering sustainable design, engineering, and consultancy solutions for natural and built assets. The company recognizes its responsibility to eliminate carbon and other greenhouse gas emissions in its operations. That is why the organization set an ambitious target to become a net-zero company by 2035 and have specific goals to achieve it over the coming years.

Since 2016, Arcadis and Installnet have partnered to transform decommissioning from a fragmented, end-of-project task into a jointly built, measurable, and repeatable program that advances sustainability, operational efficiency, and community impact. Across projects in the United States, Canada, and Puerto Rico the partnership has helped standardize processes, improve visibility into outcomes, and expand pathways for reuse, resale, recycling, and relocation.

Landfill diversion rates have continued to increase throughout the partnership, while generating credible data to support reporting and continuous improvement.

More than a vendor relationship, this partnership reflects a shared commitment to building a repeatable model for responsible decommissioning. A model that aligns with Arcadis' broader ESG (Environmental, Social, and Governance) goals and demonstrates how workplace transitions can deliver financial, environmental, and social value at scale.

This partnership proves that decommissioning can deliver measurable value across cost, sustainability, and community impact, simultaneously.



The Opportunity: Rethinking the Last Step

Decommissioning is often treated as the final step in a workplace project. It is often transactional, inconsistent, and difficult to measure. Valuable assets are discarded, opportunities for reuse are missed, and organizations are left with limited visibility into costs, diversion, or community benefits.

Arcadis was looking for a partner to support a standardized, repeatable, and transparent program to provide premium project management, resale, repurpose, and recycle services. Through this partner, they could streamline smaller projects and reduce costs, making the decommissioning services turnkey.

Arcadis asked, *“What if decommissioning wasn’t the end, but a missed opportunity?”*

They saw an opportunity to rethink that model. By aligning decommissioning with its broader sustainability and operational goals, the company sought a more strategic approach: one that could reduce landfill waste, improve efficiency, and produce measurable outcomes across locations. They needed a partner to move this forward seamlessly.

In partnering with Installnet, Arcadis began building a standardized, data-driven decommissioning program designed not only to manage surplus assets responsibly, but also to turn those projects into a source of environmental and social impact.

The Challenge: Scaling Complexity Across a Growing Footprint

Arcadis needed a scalable, strategic solution to support its ambitious goal of becoming a net-zero company by 2035, along with clear, measurable progress toward that target in the years ahead. At the same time, its projects faced several persistent challenges.

Before a standardized model was implemented, projects often varied by location and vendor, making it difficult to maintain consistency, compare costs, or track environmental performance. Late-stage decisions further reduced efficiency and increased costs, while limited reporting made it challenging to capture the full value of reuse, donation, and recycling efforts.

The result: missed opportunities to increase value across financial, environmental, and social dimensions.

Arcadis needed a partner that could manage the full lifecycle of decommissioning—from resale and donation to recycling—while also delivering credible, reportable ESG data.

“Before we began working with Installnet, Arcadis was facing significant challenges — most notably, a substantial amount of waste. This was a concern for us, especially given our commitment as an environmental company to sustainability and responsible waste management.”

***— Jodi Jacobs
Global Workplace Project Manager, Arcadis***

Arcadis began partnering with Installnet in 2016, establishing a foundation for a more coordinated approach. As the organization grew, that partnership became increasingly critical. Arcadis was rapidly expanding its global foot-print through strategic acquisitions of companies to strengthen its digital, environmental, and design capabilities.

Following the IBI acquisition in 2022, Arcadis was faced with significant volumes of surplus office furniture, fixtures, and equipment across dozens of locations in the United States and Canada. Managing these assets in a way that was both cost-effective and aligned with sustainability commitments required more than one-off project execution; it demanded a coordinated, scalable approach.

The Solution: Installnet's Ecoserv Program Delivers a Circular Model That Maximizes Value

Installnet's Ecoserv program provided Arcadis with a structured framework for approaching decommissioning as part of a circular work-space strategy rather than a disposal exercise. Established in 2012, Ecoserv has diverted nearly 60 million pounds from landfill and built a network of more than 3,200 nonprofit and community organizations across North America.

Through this model, surplus assets are evaluated across five pathways, prioritized to maximize value and minimize waste:

- **Reuse (Donation):** Directs usable furniture to nonprofits, schools, and community organizations
- **Resale:** Captures financial value through resale partners
- **Recycle:** Supports clean metal recycling to lower reliance on new materials and reduce environmental impact
- **Relocate:** Reuses assets within an organization's own footprint
- **Waste-to-Energy:** Available as a final destination path to help achieve 100% diversion when other options are exhausted

Beyond execution, the program delivers transparent impact reporting and environmental diversion equivalencies, giving Arcadis the ability to measure performance, demonstrate progress, and continuously improve outcomes over time.

“The decision to choose Installnet was ultimately driven by their ability to seamlessly outfit nonprofits, aligning perfectly with our sustainability program. Their process made it much easier for us to pursue our environmental goals, ensuring that surplus materials could be repurposed and benefit communities, rather than contributing to landfill.”

***– Jodi Jacobs
Global Workplace Project Manager, Arcadis***

The Approach:

Building a Repeatable, Scalable System

Arcadis and Installnet implemented a repeatable, end-to-end decommissioning program grounded in three core principles: listen first to standardize the process, create transparency, and tailor every project to defined success metrics. The goal was straightforward—to make decommissioning as seamless as possible for internal teams while delivering measurable outcomes aligned with Arcadis’ operational and sustainability priorities.

1. Standardize the Process

A consistent, structured approach ensures alignment, efficiency, and repeatability across every project.

Each engagement follows a defined lifecycle that Installnet uses for all projects:

Discovery > Plan > Align > Prepare > Execute > Close

This structure allows teams to align early on scope, inventory, and priorities—reducing uncertainty and improving outcomes before work even begins. Installnet spends time understanding the current approach and needs. Projects are further supported by clear decommissioning workflows and proactive planning timelines (90, 60, and 30 days out), ensuring that key decisions are made early, not reactively.

2. Create Transparency in Pricing and Execution

Clear visibility into costs and execution drives better decision-making and stronger outcomes.

Every project follows a structured three-bid model, leveraging Installnet’s extensive network of service providers across North America to ensure competitive pricing and the right fit for each job. Defined scopes of work establish clear expectations and accountability, while centralized project management provides consistency across locations.

This approach reduces variability, minimizes risk, and ensures that projects stay on track, regardless of scale or geography.

3. Measure What Matters

Consistent metrics transform decommissioning from an operational task into a measurable performance driver.

Standardized data is tracked across all projects, including:

- **Cost per square foot** (where applicable), particularly for fully furnished spaces
- **Diversion rates**
- **Donation outcomes**

These metrics are supported by dashboard tracking and project-level reporting, providing Arcadis with clear visibility into performance and the ability to benchmark, refine, and improve over time.

Together, these principles create a scalable, data-driven framework. One that simplifies execution for internal teams while delivering consistent, measurable results across cost, sustainability, and community impact.

***Transparency builds trust.
And trust drives better
performance.***

The Impact: Delivering Measurable Results Across Every Dimension

The Arcadis-Installnet partnership demonstrates that when decommissioning is approached strategically, it can deliver meaningful results across financial, environmental, operational,

and community outcomes. By standardizing processes and prioritizing data, the program has created a consistent, measurable impact across projects over the last decade.

Diversion Totals

METRIC	OUTCOME IN POUNDS (unless marked)
Pounds Diverted	3,482,858
CO ² Reduced (metric tons)	5,303 metric tons
Top Diversion Method: Reuse	1,324,399
Recycle	973,734
Resale	564,233
Relocate	619,211
Waste-to-Energy	1,280

Performance Trends

Several key trends highlight the strength and evolution of the program:

- 36% increase in landfill diversion from 2023 to 2024, reflecting improved planning and execution
- Introduction of waste-to-energy in 2024, reinforcing a commitment to exhausting every pathway before landfill
- Steady growth in reuse (donation), reaching nearly 50% of all assets by 2025

Other Impact Highlights: Cost and Efficiency

A more structured approach has delivered tangible financial and operational benefits:

- Improved cost predictability through consistent benchmarking (\$/sq ft), providing a reliable metric for planning and forecasting
- Competitive pricing driven by a structured bidding process
- Reduced field issues through earlier planning and clearer alignment

By creating consistency across projects, Arcadis is better equipped to plan, forecast, and execute with confidence.

Environmental Impact

The program has significantly reduced environmental impact through circular practices:

- Approximately 3.5 million pounds diverted from landfill
- Expanded reuse and recycling pathways across all projects
- 5,303 metric tons of CO₂ reduced, which is equivalent to removing 1,237 gas-powered passenger vehicles from the road for one year

Data and Visibility

One of the most significant shifts has been the ability to measure and manage performance:

- Consistent, credible metrics across all projects
- Standardized reporting that supports ESG goals
- Improved ability to benchmark performance and optimize outcomes over time

This level of visibility enables Arcadis to move from reactive decision-making to proactive performance management.

Sustainability outcomes are no longer estimated. They are measured, tracked, and improved.



Community Impact: Extending Value Beyond the Workplace

The Arcadis–Installnet partnership extends beyond operational efficiency to create meaningful community benefit. Through the Ecoserv program, surplus assets are redirected to organizations that can put them to immediate use.

Keeping office furniture out of landfills is far more complicated than simply donating a few desks or chairs. Companies must navigate tight project timelines, identify nonprofit recipients with real needs, coordinate transportation, comply with building requirements, determine what can be reused or recycled, and responsibly manage materials that have limited recycling options. Without the right expertise, even well-intentioned sustainability goals can fall short and companies can end up spending a lot of time during the process.

That’s where Installnet stands apart. With a dedicated team, an expansive network of partners, and proven processes refined over more than a decade, Installnet helps organizations overcome these logistical challenges to maximize reuse, minimize waste, and create meaningful environmental and community impact.

- Donations have reached 150+ organizations across 36 U.S. states, five Canadian provinces and Puerto Rico
- More than 100,000 pounds donated in 2025 alone
- Recipients span a wide range of community needs, including but not limited to:
 - School districts
 - Transitional housing organizations
 - Veterans’ organizations
 - Furniture banks
 - First responders
 - Children’s service organizations
 - Faith-based and community groups

Featured recipients from 2023–2025 include organizations such as Habitat for Humanity, Los Angeles Unified School District, Buffalo Urban League, Baltimore County Fire Department, and Knoxville Area Rescue Ministries, among others.

Together, these outcomes demonstrate how a standardized, data-driven approach can transform de-commissioning into a measurable contributor to both sustainability and operational performance—while delivering tangible value to communities along the way.

Los Angeles Unified School District

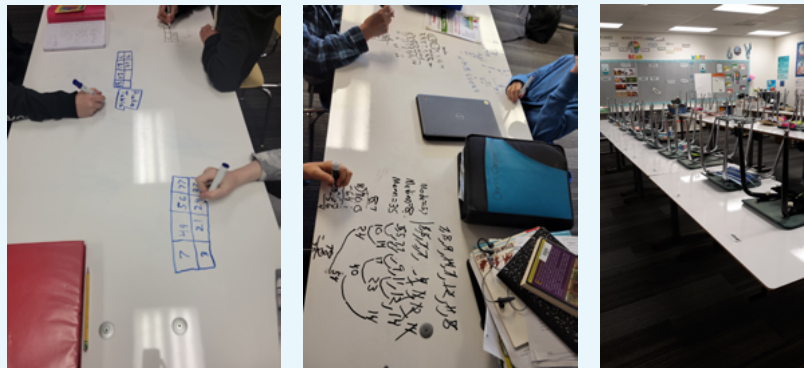
"This donation has a huge impact on the community of Los Angeles and the cities and unincorporated areas that we serve. We are able to distribute the furniture and equipment to underserved schools and offices that have exhausted their budgets on other instructional necessities. These items provide an opportunity for teachers and administrators to update their workspaces and collaboration rooms into a brighter and more motivating environment."

John Williams
Surplus Property and Recycling Annex

Gaston School District

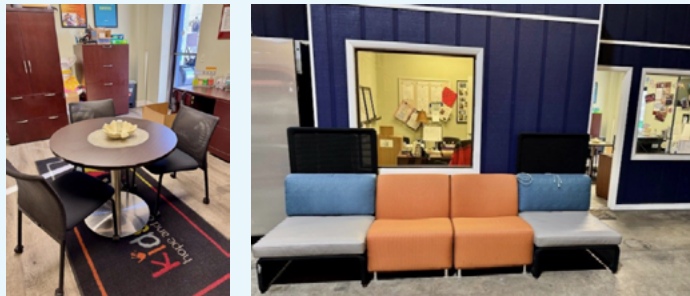
"The donated whiteboard tables have made a tremendous impact in our classrooms. Teachers across multiple grade levels use them every day to encourage collaboration, problem-solving, and active learning. Students love being able to work together, share ideas, and quickly move from one activity to the next, while the adjustable height makes the tables comfortable and accessible for learners of all ages. They've become an invaluable tool for fostering engagement, supporting mathematical thinking, and creating a classroom environment where students feel comfortable exploring and learning together."

Bryan Van Dyke
Facilities Director,
Gaston School District



KidsPACK

"The furniture that you donated to kidsPACK was a blessing! We now have seats in our warehouse for our volunteers to relax, new chairs around our little table when we have guests in our office, and a table in our warehouse for our warehouse manager that makes it easier to [do our work]. KidsPACK is a non-profit that solely relies on donations, so to get the supplies for our operation, just wow! Thank you!"



Key Learnings: What It Takes to Scale Impact

Through this partnership, several key insights have emerged:

- **Process drives performance.** Standardization unlocks better outcomes across cost, sustainability, and efficiency.
- **Early planning is critical.** Missing inputs lead to lost value and missed opportunities.
- **Metrics must be consistent.** Reliable data enables better decisions and continuous improvement.
- **Decommissioning is strategic.** It directly impacts cost, environmental performance, and brand reputation.

These learnings reinforce the importance of treating decommissioning as an integrated part of workplace strategy rather than an afterthought.



What's Next: A Model for the Future

The Arcadis–Installnet model demonstrates a scalable approach that other organizations can adopt to improve decommissioning outcomes and deliver measurable value.

While many organizations may know Installnet for furniture installation or decommissioning services, this work highlights the broader role Installnet plays as a behind-the-scenes project partner. From sustainability solutions and asset management to warehousing, relocations, restacks, site surveys, and on-site project management, Installnet's integrated approach helps organizations manage complex workplace transitions more efficiently and responsibly.

Looking ahead, Arcadis and Installnet are exploring opportunities to expand this model further, including:

- Extending circular workspace strategies across additional projects and regions
- Enhancing reporting and benchmarking capabilities
- Exploring how similar programs can be offered to Arcadis' clients as part of broader sustainability and workplace solutions
- Identifying additional opportunities to maximize reuse, redistribution, and operational efficiency throughout the workplace lifecycle

This next phase reflects a continued commitment to innovation, collaboration, and measurable impact, creating a model that organizations across industries can adapt to support both operational and sustainability goals.

***This isn't just a solution.
It's a blueprint.***

Conclusion

The Arcadis–Installnet partnership redefines furniture decommissioning, showing that cost efficiency, sustainability, and community impact are not competing priorities, but outcomes that can be achieved together.

By standardizing processes, prioritizing circular practices, and measuring what matters, the partnership has turned a traditionally overlooked phase of workplace projects into a powerful driver of value.

As organizations continue to prioritize sustainability and operational efficiency, this model offers a clear path forward: one where decommissioning is not the end of a project, but the beginning of measurable impact.

“Since that first project, our partnership with Installnet has only grown stronger. We’ve seen the numbers improve — waste is down, and Installnet continues to take on more responsibilities. This has allowed us to streamline our operations, eliminating unnecessary suppliers and keeping the scope of work under a single, reliable team. It’s made our workflow more efficient and manageable.

Working with the Installnet project team has been a genuinely positive experience. They consistently lift burdens from their clients, enabling us to shift focus to other projects while they expertly handle the entire scope of work. Their approach is professional and reassuring, never awkward or uncomfortable.

Most importantly, we’ve witnessed measurable outcomes as a result of this partnership. Not only have our waste numbers improved, but we’ve heard and have been shown firsthand the heartfelt appreciation from each recipient after an install. It’s truly rewarding to see how the donated and fitted items enhance their spaces and make a difference for them.”

– Jodi Jacobs
Global Workplace Project Manager, Arcadis



For more information, contact Michelle Craig, Ecoserv Strategic Advisor at 443.254.6826 or mcraig@installnet.com