

Experts in **hygiene** and  
**cleanliness** solutions.



**ARROW**  
COUNTY SUPPLIES





**You can rely on us**  
for quality advice and  
outstanding service that  
ensures you get the best  
return on your cleaning  
and hygiene investment

**Bruce Blackledge**  
Managing Director

## Our Story

Our heritage and history is important to us and it has shaped the modern and thriving business we are today. Our customer centric operations are supported by the right tools, processes and systems to make sure we provide a consistently high and dependable service.

Established in 1976, we have over 40 years' experience within the cleaning and janitorial industry and have always strived to be different. Our focus is to put our customers at the heart of everything we do and to deliver great products, insightful and valuable advice as well as an unrivalled personal service.

This dedication to providing a high quality personal service is embedded into our organisational DNA and is the driving force behind our approach to business. Every member of our team plays a critical role and is focused on delivering on our promises.



**We inspire cleaning professionals to rethink traditional approaches to deliver higher standards, improved team performance, regulatory compliance and sustainable working.**

At Arrow we do things differently, and provide not just exceptional, personal customer support and service, but also an insight led approach to ensure we understand your specific needs and objectives. We take time to conduct detailed investigations of current operations to help identify potential alternative ways of working or tooling. This helps you in the delivery of agreed business objectives, such as hygiene improvement or reducing costs.

We work hard to ensure our teams are responsive and knowledgeable. They provide our high quality, dependable customer service and this approach means our customers come back time after time.

**This is what we call the Arrow Way.**

# The Arrow Way

The 'Arrow Way' is our unique business process developed and refined through years of experience, ensuring a superior customer journey.

We gain understanding of how your business operates, then organise our resources and expertise around your needs; this ensures your requirements are fulfilled on time, every time.



## ADVISE



### INSIGHT

Our unique team of experts who take the time to understand your needs, goals and resources.

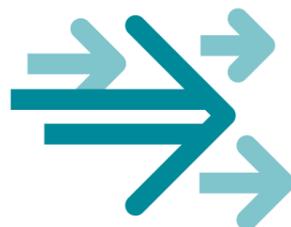
### CLARITY

Ensuring a mutually rewarding communications process.

We help you review your working methods and tool selection to identify improvements and to help you harness relevant innovations in cleaning and hygiene.

We understand that budget management and cost reduction is crucial and also recognise that this has to be done at the same time as maintaining your high standards. Our knowledge and advice services are at the heart of everything we do and by harnessing our expertise you can rely on us to help you meet your objectives.

## SUPPLY



### SOLUTIONS

Our sustainable, national and international sourcing gives you flexible product choice, competitive pricing and a superior range. We continually source new products and have a comprehensive selection under our Andarta brand.

### FULFILMENT

Our focus is to deliver "on time and in full". We go the extra mile to make sure that every order is received when it is expected through our professional and friendly team.

We take pride in offering a highly personal and responsive service to customers that exceeds expectations.

This is supported by our stock holding and advanced logistics systems, ensuring we have the right products for you so that you can depend on us to deliver on time and in full.

We deliver on our promises so you can keep yours.

## SUPPORT



### SIMPLICITY

Our leadership team are focused on finding way of meeting emerging demands and special requests.

### RESPONSE

Whatever your query, whether it's an email about a current order, a product enquiry, or to discuss an aspect of your account, you can expect a friendly, efficient and professional response.

We invest in our customer relationships and take the time to listen. We work hard to make your life simple and our dedicated Customer Response team handle queries quickly and efficiently, so you can be confident your problem will be solved.

Our dedicated "Simplicity" team is made up of all our senior managers and meets every week. This team investigates customer enquiries and requests with the aim of finding new ways of working and ways to satisfy new requirements. We also use this time to review and resolve any issues that arise.



**Our innovative thinking will help you unlock operational improvements to increase efficiency, improve standards and improve the return on your cleaning budgets**

## Advise

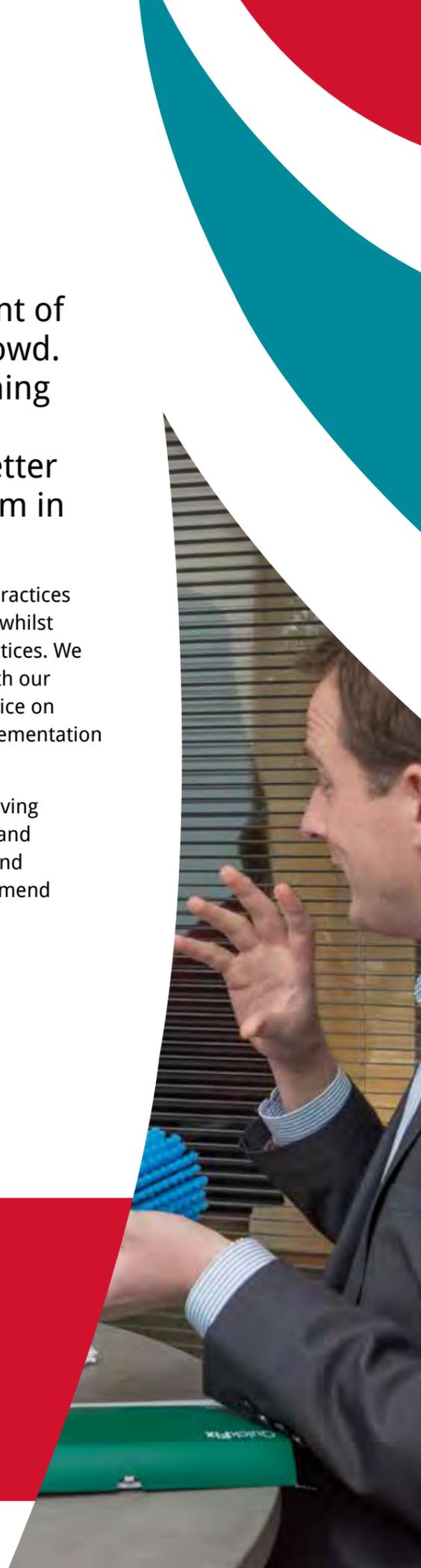
Our advice service is a core component of what makes us stand out from the crowd. We make it our business to help cleaning professionals find new and improved ways of working, help them source better performing products and support them in their drive for improvement.

We aim to inspire you to rethink traditional approaches and practices to deliver higher standards in hygiene, improve performance whilst ensuring regulatory compliance and sustainable working practices. We have developed robust programmes that, when combined with our knowledgeable Insight Team, will provide you with expert advice on existing products, processes and performance and a full implementation programme to ensure it is put in to practice.

Based on our experience, we are often able to identify cost saving programmes of more than 20% when looking at both people and products. Harnessing your own internal detailed knowledge and combining this with our unique ability to question and recommend alternatives, we can help you meet your objectives.

*"I really like Arrow's investigative approach. Their team is really knowledgeable and I trust their advice when it comes to making the right choices..."*

**Jasmine Wilson, Cleaning Services**  
Manager, Ceredigion County Council





**We help our customers improve efficiency** by operating a responsive ordering and logistics system to ensure they can continue working effectively and minimise their own stockholding

## Supply

Quality and performance runs through our core at Arrow and we strive to deliver the best possible product and service for our customers to ensure we don't just meet, but exceed expectations. We listen to customer requirements to assure we can meet your needs on a daily basis and carry out processes as smooth as possible.

Operating an On Time in Full (OTIF) tracking system allows us to measure our performance every day and we consistently achieve in excess of 97% success rate.

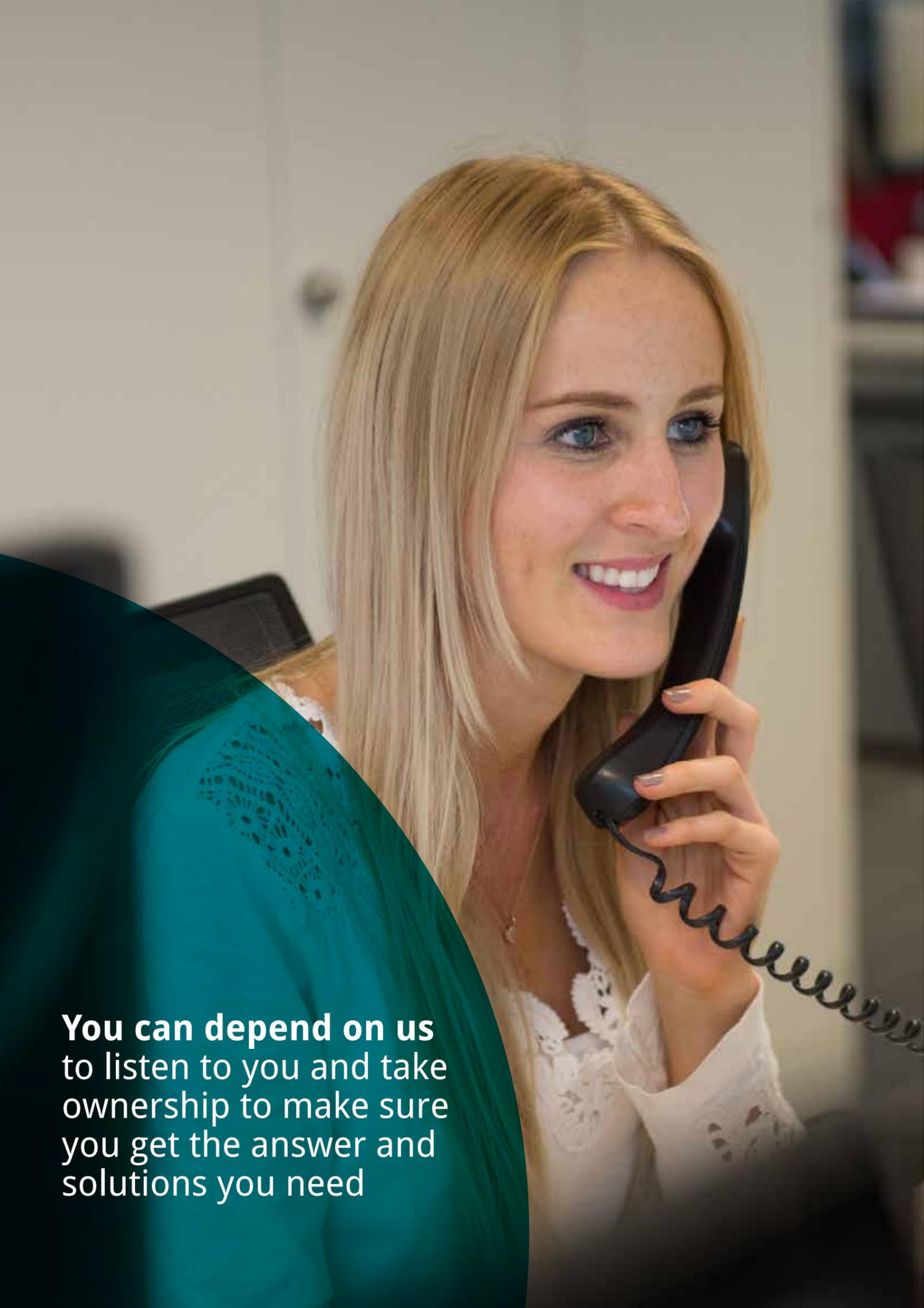
We understand that getting your delivery on time and complete is fundamental.

Our responsive distribution network allows us to provide a dependable service, even in those unforeseen situations. We take pride in providing a first class service that you can rely on and one that takes the worry out of your working day.



*"I see Arrow as an expert distributor, not just a supplier. They are faster, more nimble and quicker off the mark to do things compared to larger organisations..."*

**Euan Connell, Head of Purchasing and Contracts**  
West Midlands Ambulance Service Trust



**You can depend on us**  
to listen to you and take  
ownership to make sure  
you get the answer and  
solutions you need



## Support

Our approach ensures your needs are put at the heart of our operations and our dedicated response team make it their business to make your life easy.

Speak to any of the team and you will find that they take ownership of your question and support you until you find a resolution.

In order to help our customers we dedicate time every week to discuss special requests and find solutions to ensure that we remain people's partner of choice.

Whether that is a pre 10am delivery or specific online ordering request, we spend time to solve your problems.

We go above and beyond the call of duty with our support services. Every member of our team is hardworking, trustworthy and friendly, ensuring you get exactly what you need, when you need it.



*"Their responsive approach to account management and customer service means that we don't have to worry about a thing..."*

**Steve Whetton**

Café Fortune Ltd - Starbucks

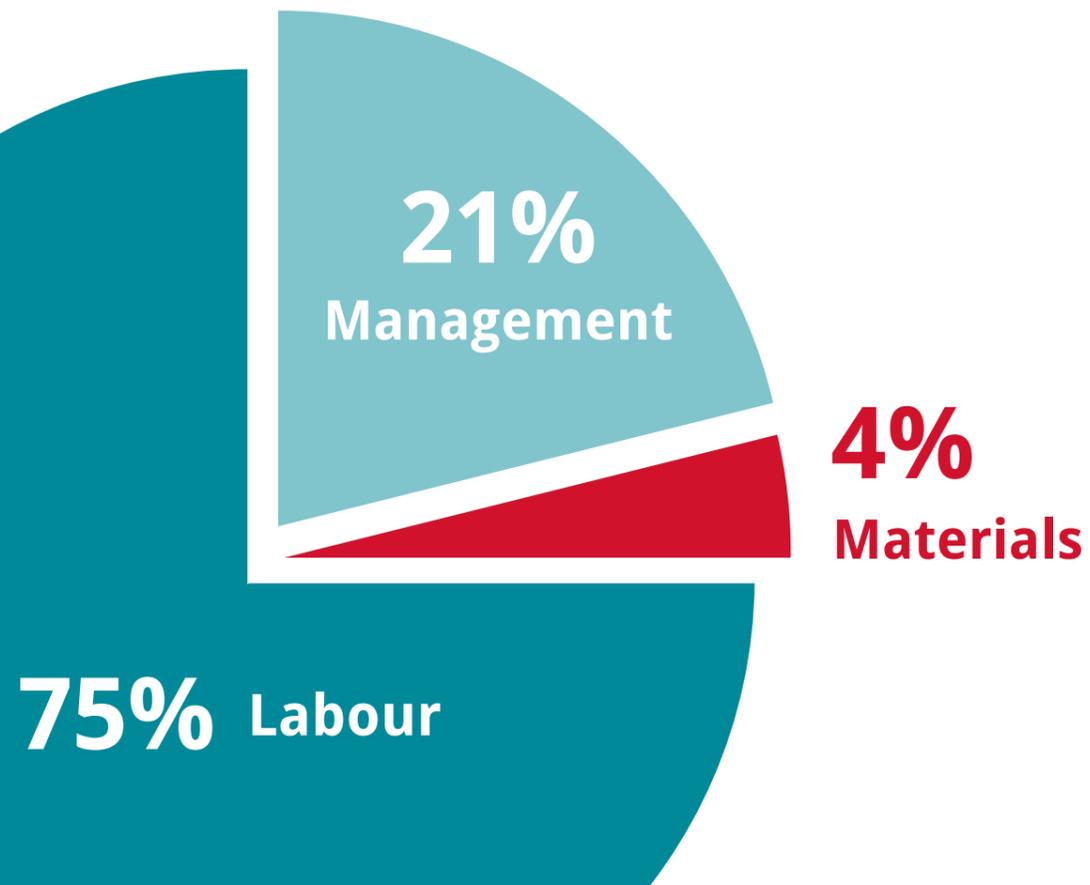
# We can help you...



## Reduce Costs

We understand that there is a constant and increasing pressure to deliver more for less and that cost reduction and strong budget management are business critical. We also understand that full cost assessment requires significant time and effort.

To help, we have built teams that are experienced in identifying potential cost savings through product alternatives and application use, so that you can make the most of your cleaning budget.



## Increase Efficiency

Improving labour efficiency is one of the most effective methods of saving money as workflow processes can become less effective over time. We understand that you need to revisit methods to ensure maximum efficiency and we provide advice that improves your operational effectiveness.

We have a wealth of experience helping our customers identify changes that harness innovation and best practice developments to deliver operational improvements and direct and indirect cost reductions.

“Working within the NHS is fast paced and you have to have a control on your costs. Arrow has been really helpful with this and have looked into ways we can increase efficiency with our janitorial systems, an invaluable service that not all suppliers will offer.”

**Tracy Milburn,**  
Crewe Health Management



“Our people are our single greatest strength and our most enduring long-term competitive advantage...”



## Improve Hygiene and Standards

Perception of cleanliness is often one of the most important factors that affect a person's opinion of a space or building.

Our structured packages help you to identify and improve these challenging areas so that you can increase and maintain your hygiene standards to avoid any negative perceptions.



## Drive Sustainability

Balancing environmental diligence with high standards of cleaning and hygiene is often one of the biggest challenges for cleaning professionals. Our solutions team are committed to sourcing ethical and sustainable products. This is reflected in our Andarta product range, which is both good for the environment and cost effective.

Our insight team are always at the forefront of the latest innovations to make sure they can bring you the best possible advice on how you can meet your sustainability targets. We are committed to show you different ways to be green whilst maintaining high standards and strong budget control.





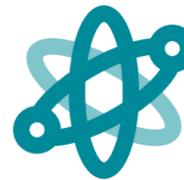
“We are more than just the supply of a product; our service provision embraces a larger customer journey...”



## Ensure Regulatory Compliance

Compliance comes as standard to Arrow. It's difficult to stay on top of changing legislation and in most industries a failure to comply has significant consequences.

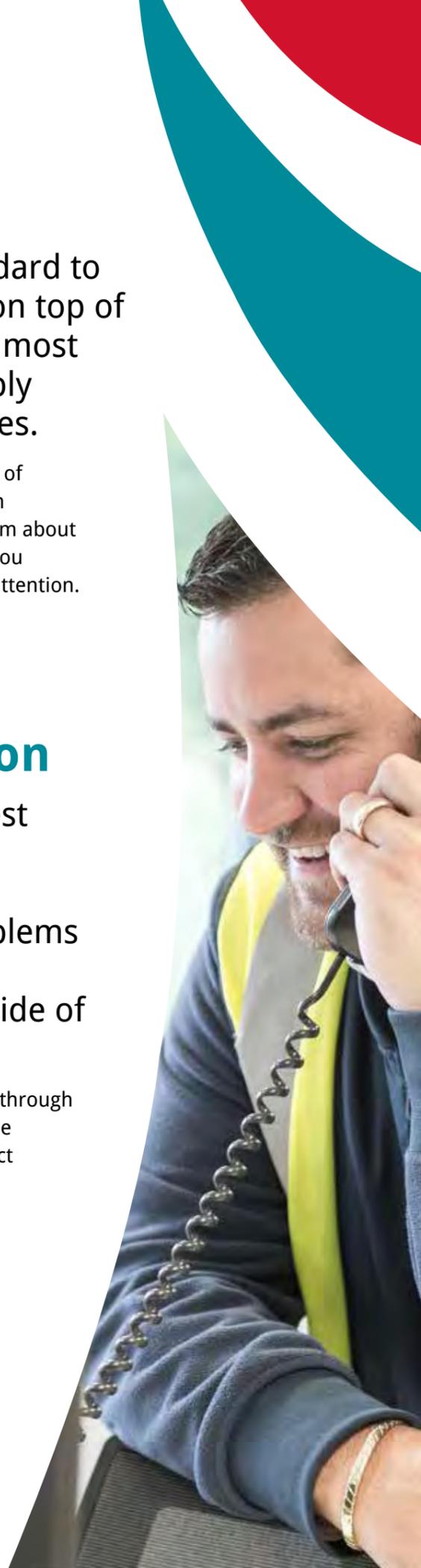
We make it our duty to inform all customers of relevant compliance changes so that you can concentrate on the task at hand. Ask our team about COSHH training or how we can help advise you following audit outcomes that may require attention.



## Harness Innovation

Are you looking for the latest innovations in the industry that will save you time and money? We help solve problems and bring new ideas to our customers by thinking outside of the box.

We explore and utilise the latest technology through our exclusive supply relationships around the world and through our own client led product development scheme.



# ADVISE SUPPLY SUPPORT

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