



19th March 2020

ARROW Industrial Group Limited Coronavirus Action

To Customers/Colleague/Suppliers,

ARROW Industrial Group Limited continues to closely monitor the dynamically evolving situation with the Coronavirus (COVID - 19).

We are following closely the advice from Government, Public Health England and Public Health Scotland.

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

In addition, ARROW has identified the main groups that we interact daily with: -

Our People

Our Customers

Our Suppliers

Plans have now been implemented to protect members of these three groups.

What ARROW Is doing to protect these groups?

Our People

All ARROW employees have been screened for recent travel (last 14 days or more) to any countries outside of the UK (Guidance for visitors to Category 1 and Category 2 countries was withdrawn by England Public Health and Scotland Public Health on 13th March). We can confirm that no employee of ARROW has been outside of UK during the previous 14 days and we will continue to monitor and update the accuracy of this statement.

Sanitation Stations have been set up at all points of entry/exit to all ARROW buildings for the controlled use of all employees.

Visitors to all ARROW business centres will only be allowed on our sites by appointment and for business-critical activity only. Sanitation Stations with guidance will also be in place at a restricted point of entry for the use of visitors.

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Our Customers

Most daily interactions with our customers take place usually at our customer sites. All ARROW personnel – Engineers, technicians, surveyors, managers – will be equipped with mobile sanitation and additional Personal Protection Equipment with instruction on Best Practice prior to any site visit and on exit from our customer sites.

Our Suppliers

Daily interactions with suppliers will be restricted to business-critical supply deliveries to our premises and all supplier personnel will be required to use, with guidance, our Sanitation Stations installed prior to deliveries being accepted. Interaction will be restricted to our goods in/goods out people who will ensure, post every contact point, that they follow sanitation protocol – hands are washed followed by the application of hand sanitiser.

We believe that the above precautionary measures and implemented actions will offer the best assurance to our people, our customers and our suppliers that ARROW is working tirelessly to minimise any impact of the Coronavirus to your business and to our service-delivery.

Our mission is to continue to be with you, now and when you need us, 24/7 365 Days.

ARROW will continually monitor and assess the latest advice from all public health sources and if necessary, modify all prevention activities according to any additional risk identified within the three specified groups.

Neil Oliver

Managing Director

ARROW Industrial Group Limited