



7<sup>th</sup> April 2020

### **ARROW Industrial Group Limited Coronavirus Action Update**

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

We are following closely the advice and guidance from UK Government Departments, Public Health England and Public Health Scotland – this was last updated on the 31<sup>st</sup> March 2020

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

ARROW has been identified and designated ‘Critical Supplier’ of services to ‘Essential’ businesses - Manufacturing, Supplying and Distributing, Medical, Pharmaceutical and all Food Goods and Non-Food products.

During this extremely demanding period ARROW will ensure we maintain our operation of critical services to support our nation’s fight against COVID 19 while protecting our people, our customers and suppliers.

In support of achieving this our Industrial Door Engineers have been equipped to the highest level with additional PPE – Disposable Overalls, FFP Face Masks, Surgical Gloves and 70% alcohol sanitiser. We have also decided to show the additional cost as a specific COVID 19 Protection Surcharge rather than simply increase call out rates and installation costs. This transparency of pricing will give confidence that we are committed to keeping our customers informed and our prices low.

The additional COVID 19 Protection PPE is just part of the measures ARROW are undertaking to ensure we play our part in preventing the spread of the Coronavirus.

ARROW has adopted ‘Protect Others By Protecting Ourselves’ and has implemented, by all reasonable means available to us, this strategy throughout our business. We communicated this position originally on the 17<sup>th</sup> March and the main elements of our Social Distancing Policy can be found below.

**Neil Oliver**

Managing Director

ARROW Industrial Group Limited

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## **ARROW Coronavirus (COVID-19) Social Distancing Protocol**

The main groups that ARROW interacts 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14 days or more) to any countries outside of the UK (Guidance for visitors to Category 1 and Category 2 countries was withdrawn by England Public Health and Scotland Public Health on 13<sup>th</sup> 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.

#### **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

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