

# FOR HUMANITY

2022

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#### OUR MISSION

**TO PROVIDE  
HYGIENE  
FOR  
HUMANITY.**

#### OUR VISION

**To become the leading  
independent UK supplier of  
cleaning and janitorial products.**

#### OUR METHODOLOGY

**Advise, Supply, Support.**  
This is the Arrow Way.

#### WHO WE ARE

##### FAMILY OWNED

for four  
generations



**45**

year  
experience



##### 2 SISTER COMPANIES

IIC Products &  
Victor Floorcare



#### THE ARROW WAY

**7,600+**

delivery  
locations



**98%**

delivery  
fulfilment



**3,000+**

stocked  
products



**9**

product  
categories





ISO:14001  
achieved

2008



Greencare®  
chemical range  
launches



REUSE trolley  
range  
launches

2019



EcoVadis  
Silver Medal  
award



First CDP  
disclosure  
complete

LED

lighting installed  
in distribution  
centre

2020



Greenleaf  
range  
launches



CHSA-  
accredited  
Distributor

2021



Global  
Compact  
Commitment



Promotional  
Licence  
Achieved



implemented  
to reduce fleet  
emissions

2022

LED

lighting  
installed in  
main office



Lithium  
battery  
MHE

2023

## OUR SUSTAINABILITY JOURNEY

Sustainability has always been part of Arrow's DNA. Our commitment to operating sustainably is supported by long-term involvement in leading sustainability certifications, labels and programmes, and our sustainability story only continues to develop.



We have maintained ISO:14001, ISO:9001 and ISO:45001-accreditations since 1999.



In 2020, Arrow were awarded the EcoVadis Silver medal, demonstrating our commitment to strong sustainable management.





## FOR HUMANITY SUSTAINABILITY STRATEGY

Having a positive impact is vitally important to Arrow as a company, and at the heart of our mission to “provide hygiene for humanity”.

Our ‘For Humanity’ sustainability strategy is built on three pillars – People, Planet and Community – reflecting our core commitments to reduce our environmental footprint, and positively impact on our people and the communities in which we operate.



### OUR 3 PILLARS



#### PLANET

Minimise environmental impact across our entire value chain and become a Net Zero business by 2040.



#### PEOPLE

Deliver an outstanding employee experience and provide a flexible, inclusive working environment.



#### COMMUNITY

Develop an ethical, sustainable supplier base and positively impact on local communities.



## SUSTAINABLE DEVELOPMENT GOALS

Our ‘For Humanity’ approach closely aligns with the United Nations Sustainable Development Goals (SDGs).

Established in 2017, these provide a blueprint to address the global challenges we face, and we are committed to supporting the Global Compact principles.

### 3 STRATEGIC SDGs

We have identified 3 SDGs that we can directly impact through our operations:

1

#### Our Ambition

Promote decent working conditions and economic growth throughout our supply chain.



2

#### Our Ambition

Ensure sustainable consumption and production patterns.



3

#### Our Ambition

Take urgent action to combat climate change and its impact.





## PLANET

In order to reduce our impact on the planet, we will:



**Expand our sustainable Greenleaf portfolio and ensure 100% products have a certified environmentally-friendly alternative.**



**Reduce the impact of our company vehicles, buildings and supply chain, with the aim of achieving NetZero operations by 2040.**



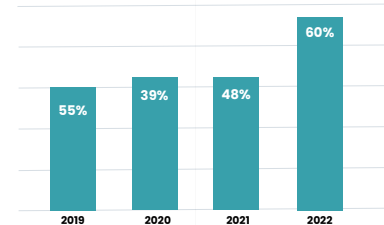
**Reduce waste across our value chain through the delivery of circular economy solutions, including recyclable products, collect-and-reuse product/packaging solutions, and phasing out single-use materials.**



## SUSTAINABLE SUPPLY

Arrow commits to using and selling products that positively impact on the environment. We want to transition from a linear “take-make-dispose” model to a circular economy through offering sustainable alternatives for all products we supply, improving product and packaging recyclability and offering “whole-life” service solutions.

Sales of our Greenleaf range



## OUR GREENLEAF METHODOLOGY



We proactively seek products offering a reduced environmental impact and, in 2022, launched our dedicated ‘Greenleaf’ environmental range.

Greenleaf product sales represented 60% of our 2022 turnover, and we have a target of 90% Greenleaf sales by 2030.

All Greenleaf products must meet at least one aspect of our agreed sustainability criteria:

**Produced in an sustainable manner**

**Limits resource consumption**

**Made of recycled materials**

**Recyclable, compostable or biodegradable**

**Has an extended lifespan**

**Certified through external accreditation**

## GREENCARE PROFESSIONAL

Our unique Greencare® chemical range was the first Cradle-to-Cradle® Gold chemical range available in UK markets, demonstrating our pioneering approach.

Manufactured to LEED Platinum standards, our Greencare range combines leading environmental credentials with outstanding cleaning performance:

- All formulas Cradle-to-Cradle® Gold-Certified
- All ingredients safe for people and nature
- All ingredients from plant origin with proven high biodegradability
- 100% renewable energy used in production
- 100% recycled and recyclable containers



## GREENCARE CALCULATOR

Our Greencare® PROFESSIONAL range is supported by our unique, independently accredited Greencare® Performance Calculator. This allows users to predict, calculate and certify their crude oil, plastic and CO2 savings based on Greencare® chemical usage.

In 2022, through Greencare® we saved:

- 560kg crude oil
- 161kg plastic
- 1,760kg CO2

## GREEN PRODUCT REPORTING

By using our own Greenleaf assessment methodology we are able to provide detailed green product reporting.

Our dedicated 'Greenleaf' reporting suite includes bespoke reports on individual products and product categories, and detailed analysis & tracking of product sustainability



# REDUCING CO2 IMPACT

## OUR NET ZERO ROADMAP

Our 2023–2040 Net Zero roadmap includes emissions targets for direct and indirect activities, categorised according to the Greenhouse Gas Protocol initiative. We are currently working with an external consultant to develop our formal 2023–2040 Net Zero roadmap, including detailed emissions reduction targets for all direct and indirect activities.

## OUR CARBON COMMITMENTS

- Become carbon neutral for Scopes 1 and 2 emissions by 2040
- Implement a baseline and strategy to reduce Scope 3 emissions by 2030, becoming carbon neutral by 2040
- 60% suppliers must have a formal Net Zero target by 2030



### SCOPE 1 Direct Activities

Vehicle fleet, equipment, and onsite facilities



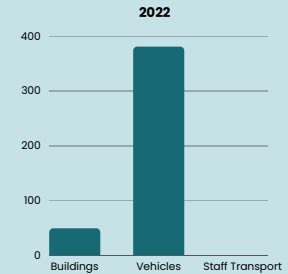
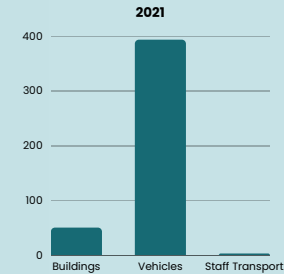
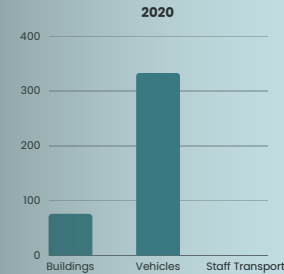
### SCOPE 2 Indirect Activities

Purchased electricity, heating and cooling



### SCOPE 3 Indirect Activities

Raw material sourcing, product manufacture, consumption and waste management.



\*All calculations made using the relevant greenhouse gas emission conversion factors, from metered source data.

## ENERGY MANAGEMENT

Arrow's Midlands-based head office and warehouse have been purpose-built in line with ISO14001-requirements, with considerations made throughout the construction to minimise energy consumption.

Since 2019, we have reduced our emissions by 11% through continuous improvements to our operations:

**On-site recycling facilities to promote sustainable waste disposal**

**Ongoing replacement of all PCs with thin terminals, which are more efficient and use less power (project 60% complete)**

**Digitised operational processes to reduce energy consumption, including investment in AI technology**

**Onsite water consumption reduced through low-flow toilet cisterns.**

### LITHIUM-ION MANUAL HANDLING EQUIPMENT

Arrow have invested in new, lithium-battery powered manual handling equipment throughout our Midlands-based National Distribution Centre. Non-toxic, harmless, and with a 3,000 times longer lifecycle than standard lead acid batteries, the new equipment is a further step in helping transforming the way we use onsite energy.

### LED LIGHTING INSTALLATION

Arrow installed SMART LED lighting throughout our main office building to minimise energy consumption, with controls including motion sensors, light-level sensors and time controls.



## TRANSPORT & LOGISTICS

Distributing goods is at the heart of our business model, and we are continually innovating to reduce our CO2 impact through investments in route optimization software and low emission vehicles. All our distribution vehicles are ULEZ-compliant and EURO 6 certified, and we are phasing out purely fossil fuelled staff vehicles.



### FUELACTIVE ROLLOUT

In April 2022, we launched our 'FuelActive' initiative - a pioneering fuel filtration system that reduces vehicle emissions and improves overall MPG. Following a successful trial period, we are now in the process of installing the system across all our own-transport fleet.



### MAXOPTRA IMPLEMENTATION

Our new state-of-the-art transport management system, using AI to improve vehicle efficiency and optimise vehicle routing - reducing total mileage used, maximising fuel economy and lowering delivery emissions.



# RESOURCE USE & PACKAGING

Integrating a circular economy model into our business is one of the key aspects of our sustainability strategy. We regularly audit product packaging to ensure volumes are minimised, and take a whole-lifecycle approach to packaging disposal – collecting, reusing and recycling dry waste from client deliveries.

### 2022 IN SUMMARY

- 5.5 tonnes cardboard & 2.15 tonnes plastic recycled
- 100% plastic product containers include 30% PCR content.
- 100% cardboard boxes include 80% recycled content



### PACKAGING PROGRESS

#### PRIMARY PACKAGING

<b>2022</b>	75% recyclable
<b>2030</b>	100% recyclable/reusable

#### SECONDARY PACKAGING

<b>2022</b>	95% recyclable
<b>2028</b>	100% recyclable/reusable

#### TERTIARY PACKAGING

<b>2022</b>	95% recyclable
<b>2023</b>	100% recyclable/reusable



### OUR 2023 GOALS:

We are investigating the use of **pallets nets** as an alternative to polyethene pallet wrap.

We are trialling the use of **plastic-free tape**.

Our long-term ambition is to **implement reusable packaging solutions**, pending logistics/financial review.

## PEOPLE

We commit to providing an outstanding employee experience and becoming a local employer of choice:



**We invest in workforce development and support our staff in reaching their full potential.**



**We aim to provide an inclusive and empowering working environment for all our employees.**



**We strive to promote employee wellbeing, and ensure our staff feel happy, safe and supported in their roles.**



## SUPPORTING EMPLOYEE VOICE

**Our people are the driving force behind our operations, and we commit to providing a working environment where our staff can thrive.**

We take time to listen to our employees, and actively promote staff engagement via weekly OfficeVibe questionnaires, annual staff Survey and our quarterly 'ViP' (Values in Practice) awards.



Highlights of our 2022  
ViP Awards Ceremonies



### **Values in Practice Awards**

Winner | Q4 2022

This certificate is awarded to:

Corley Beresford

For the Arrow Values:

- Recognition
- Excellence
- Respect
- Honesty
- Improvement
- Efficiency

  
Bruce Blackbridge  
Managing Director

This is what we value.



# AN INCLUSIVE WORKING ENVIRONMENT

We are committed to promoting equal opportunities and promoting staff diversity – embedded via our company values of Respect, Recognition, Honesty, Excellence, Improvement and Efficiency. Our values are central to how we operate, and form a core part of the 'Arrow Way'.

## WE ARE DISABILITY CONFIDENT ACCREDITED!

This year, we received Disability Confident Level 1 accreditation – recognising our work in challenging attitudes towards disabled people in employment.



## EMPLOYEE VOICE IN 2022

9/10	Employee NPS score
1	Apprenticeship programme delivered
Level 1	Disability Confident accreditation achieved
24%	Management roles held by women
£50,000	Invested in staff training and development
GOLD	Investor in People® GOLD accreditation



We were re-accredited to Investors in People® Gold accreditation for the second time!

With only 7% IIP-accredited organisations achieving Gold-standard, this highlights our investment in staff wellbeing and demonstrates how every employee feels truly supported and valued in their role.

*"The workforce feels a strong sense of identity with the company but is also encouraged to contribute ideas, make decisions and achieve their full potential. The company is a great place to work and they are proud of their reputation and ongoing achievements."*



## COMMUNITY

We proactively work in with our customers and charitable organisations to design, develop and deliver unique community benefit programmes – delivering the equivalent of £400,000 community benefit in 2022.

We are focused on:



**Supporting the communities in which we operate via joint community impact programmes**



**Driving local employment and economic growth through local supply relationships**



**Develop sustainable supply chains, taking a 'keep it local' approach to supply where possible**



### TACKLING THE COST OF LIVING CRISIS

Throughout 2022, Arrow maintained a programme of support for local food banks and foodbox campaigns throughout the UK.

We partnered with the Shropshire Star's "Feed A Family" campaign to tackle local food poverty – working in partnership with local stores to collect, donate and distribution end-of-line stocks to local communities.

**£300 donated to local food banks in 2022**



Additionally, Arrow works in partnership with the charity RRT to donate and distribute food boxes as part of a nationwide programme.





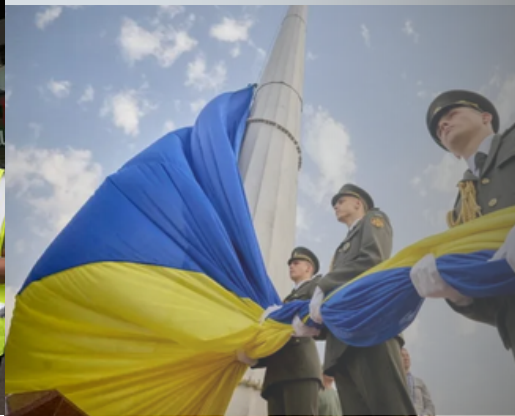
## GREAT BRITISH SPRING CLEAN – KFC

Working in partnership with KFC UK to support the Great British Spring Clean. Arrow provided litter picking equipment (hi-viz tabards, litter pickers, waste hoops and refuse sacks) to all UK KFC stores as part of a nationwide litterpick event – with over 600 stores participating.



## CHARITY FOR UKRAINE

In 2022, Arrow donated the equivalent of £13,000 essential hygiene supplies to support aid efforts in Ukraine, in partnership with a local supply partner – supporting relief organisations and displaced citizens in maintaining hygiene and cleanliness standards.



## ANNUAL CHARITY PARTNER – LINGEN DAVIES

Every year, our staff select our annual charity partner to support via fundraising, raising awareness of their cause and communicating their work externally. Throughout the year, we organise regular awareness and fundraising events in support of the charity.

In 2022, our charity partner was Lingen Davies Cancer Fund – a local charity supporting cancer patients in Shropshire, Telford & Wrekin and Mid Wales.



**1 BAKE OFF HOSTED**  
24 entrants

**4 LIVELIFE SESSIONS**  
30 attendees

**1,336.91 KM CYCLED**  
Pedal the Borders

**£2,000 DONATED**  
Fundraised 2022







**Arrow**  
COUNTY SUPPLIES

[www.arrowcounty.com](http://www.arrowcounty.com)