

CASE STUDY

QUEEN ALEXANDRA HOSPITAL

VIA EQUANS FACILITIES MANAGEMENT SERVICES

Equans, a global leader in sustainable facilities management services, oversees hygiene and cleaning operations at Queen Alexandra Hospital – one of the largest hospitals on the South Coast. Thousands of patients rely on the hospital for high-quality healthcare, making hygiene and operational efficiency critical to its daily function.

As the hospital's dedicated facilities management provider, Equans is responsible for ensuring that cleaning and hygiene standards meet the highest levels. Following the construction of their new emergency department, they looking for a new janitorial supply partner—one that could not only provide reliable stock and competitive pricing but also align with their commitment to sustainability and service excellence.

"FOLLOWING THE SERVICE WE'VE RECEIVED FROM ARROW COUNTY SUPPLIES, I CAN CONFIDENTLY SAY THEIR CUSTOMER SERVICE IS OUTSTANDING—FAR SUPERIOR TO OUR PREVIOUS SUPPLIER".

Soft FM Manager, Queen Alexandra Hospital

AT A GLANCE

997+
patient beds



8,000+
onsite staff



200+
dispensers
installed



**Cost savings
through free-on-
loan dispensers**

ARROW COUNTY SUPPLIES

Arrow House, Longden Road, Shrewsbury, SY3 9AE
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THE CHALLENGE: FINDING A RELIABLE, SUSTAINABLE HYGIENE PARTNER

Equans were seeking a supplier for the hospital's new emergency department, where hygiene plays a critical role in patient and staff safety. Their previous supplier had fallen short in key areas, with inconsistent deliveries causing stock shortages, limited product availability creating inefficiencies, and a lack of sustainable options making it difficult to hit green targets. Their objective was clear: find a janitorial supplies partner who could provide high-quality products, exceptional service, and eco-conscious solutions.

THE SOLUTION: A STRATEGIC PARTNERSHIP WITH ARROW COUNTY SUPPLIES

After evaluating multiple suppliers, Equans selected Arrow County Supplies – a Shropshire-based company known for its customer-first approach, reliability and commitment to sustainability. With a reputation for delivering high-quality janitorial products and supporting eco-friendly initiatives, Arrow was the perfect partner to meet the hospital's hygiene needs.

DELIVERING SERVICE EXCELLENCE

The partnership resulted in the successful supply and installation of over 200 washroom dispensers across the hospital's emergency department. By implementing innovative, high-efficiency systems, Arrow helped the Equans team enhance the hospital's operational performance, reduce waste and improve cost efficiency.

Key improvements included:

- **Andarta® System 500 sustainable hand towel dispenser:** Dispensing pre-measured flat sheets, the system reduced waste and excess usage, improving cost efficiency while ensuring hygiene compliance.
- **Andarta® System 600 high capacity twin roll system:** The smooth slide mechanism ensured a continuous supply of toilet paper, reducing waste and eliminating the risk of empty dispensers in busy washrooms.
- **Andarta® System 300 closed system soap dispenser:** Preventing cross-contamination through sealed cartridges, while eliminating overuse and ensuring hand hygiene compliance.

THE RESULTS

With these systems in place, the hospital improved efficiency through less time spent refilling dispensers, lowered costs by cutting down on unnecessary product waste, and enhanced sustainability by using eco-friendly materials. Equans was so impressed with Arrow's performance that they awarded them a four-year contract to continue supplying washroom dispensers, paper products, and soap for the hospital's emergency department.

“ARROW HAS ALWAYS BEEN HIGHLY COMPETITIVE ON PRICING FOR CONSUMABLES, AND IF A PRODUCT ISN'T IN STOCK, THEY GO THE EXTRA MILE TO SOURCE IT FOR US. DELIVERIES ARRIVE WITH MINIMAL ERRORS AND ON THE AGREED DATES, AND ANY SHORTFALLS ARE SWIFTLY RESOLVED WITHIN A COUPLE OF DAYS BY THEIR RESPONSIVE TEAM”.

Queen Alexandra Hospital

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