

# ABM Group

Mander Shopping Centre in Wolverhampton has a footfall of approximately 17 million people per year and is home to a number of prominent high street retailers. Currently undergoing a refurbishment due for completion in autumn 2017, the shopping centre will see an addition of stores and a new layout design. The centre is maintained by ABM, one of the world's leading facilities management groups.

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*We were having really big problems with leaks at the Shopping Centre due to continuing redevelopment works. This presented us a real problem in terms of visitor safety and associated cleaning time. We had tried a number of methods to keep the problem at bay, from A-signs and Rubbermaid absorption pads, to buckets and spot mopping, but we could not find the right solution from a cleanliness and safety aspect. Although the products we were using solved the problem for a time, the safety risks and associated negative aesthetics brought about some very undesirable results.”*

Peter Coates, General Manager



## Improved Health & Safety



## Innovation Success



## Bespoke Product Solution

The company contacted numerous suppliers, but all were unable to find an appropriate solution to the problem:

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*From my first conversation with Arrow, I knew they had a different way of approaching these kinds of challenges. They were very open minded, listened to my requirements and took time to understand the problem and the implications it was causing. It was very refreshing.”*

Peter Coates, General Manager

# The Solution

We conducted an innovation programme in order to thoroughly review the situation. This is an exclusive staged process that enables the core issues of the challenges to be identified in such a way that allows us to generate appropriate solutions to fully meet the requirement.

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*Arrow undertook a staged assessment to fully understand the situation. This was a very professional process which involved collaboration across our workforce to gain an understanding. Our requirements were very important to them, asking for detailed specifics in order to give us a workable solution...”*

**Peter Coates, General Manager**

Once collated, we presented a number of options to the ABM team, resulting in the development of our unique SlipStop leak collector - a true cleaning innovation.

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*I liked the concepts Arrow put forward because they were realistic solutions. Each one answered all of our requirements in a different way, giving us the power of choice. There were no short cuts because no stone was left unturned at the assessment stage, meaning their solutions were on point. They completely understood the whole spectrum of requirements and answered all our needs.*

*Arrow's Innovation Programme is different to anything I have ever seen. The assessment has addressed our health and safety compliance problems associated with leaks, as well as improving the visual aesthetics of the situation. The detailed and thorough way Arrow approach these challenges is unique and comprehensive and I would have no hesitation in recommending them as the go-to company for true innovation in cleaning. They have provided us with a real solution to our problem, something which no other company have been able to offer.”*

**Peter Coates, General Manager**



**BEFORE**



**AFTER**