

# Painsley Catholic College



Recognised as a 'World-Class School', Painsley Catholic College are committed to delivering excellence throughout the education and support of their students.

Upholding hygiene and cleanliness is essential in an educational setting, as poor hygiene has a direct correlation with quality of work and focus.

After contacting Arrow, the Painsley Facilities Management team worked closely with their dedicated Account Manager to decide on the most effective and robust cleaning solutions, tailored to them.

## The Arrow Way

We take pride in our unique way of working with our customers - The Arrow Way. The Arrow Way is our unique business proposition which has been developed and refined through years of experience, providing a superior customer journey and ensuring Arrow stand out from the crowd.

Following thorough analysis of the current product portfolio and extensive industry knowledge, their Account Manager used his experience within the education sector to create bespoke solutions, tailored to the Painsley Catholic College's needs.



**Advise**



**Supply**



**Support**

“The dispatch and delivery times are brilliant, from contacting on the Tuesday afternoon to having the product requested by the Thursday is a brilliant turnaround.

We have also utilised the fitting service provided when we standardised our site, with professional and effective communication throughout the process until completion.”

*- Facilities Manager, Andrew Williamson*

# The Arrow Values



## Recognition

Rewarding work well done



## Excellence

In all standards of work



## Respect

Smart, cheerful, friendly staff; tidy and well organised facilities



## Honesty

With ourselves, our staff, our suppliers and our customers



## Improvement

By training and imparting knowledge to our staff and fully utilising our resources



## Efficiency

Driving continuous improvement through embracing change and adopting best working practice.

We are committed to the Arrow mission and our values, and as a representative of Arrow County Supplies, Jordan continually strived to demonstrate our core values through his work with Painsley Catholic College, ensuring they continue to receive the best possible cleaning supplies, service and advice.

- Recognising Painsley Catholic College could benefit from the standardisation of their toilet systems, Jordan recommended and implemented a full system fit-out within the facilities: reducing task-time, improving hygiene and minimising the spread of bacteria.
- Acknowledging that educational settings are subject to high traffic and wear and tear, Jordan recommended robust, durable Andarta® products that could withstand areas with a high footfall.
- Order and delivery slots were discussed, chosen and tailored to a time that suited the College's needs - with feedback from the site manager describing Arrow as: "brilliant, fast and helpful."



*A major part of my appraisal needs to go to my account manager Jordan, his knowledge, expertise and helpfulness has helped endlessly since I was introduced last year, knowing what systems I was already using and being able to guide me in what was best suited for a job."*

*- Facilities Manager, Andrew Williamson*

