

249
volunteers

3,194
students helped

Communities

Supporting our communities

Our Purpose is to Build Better Financial Futures, and it's what we do for all our stakeholders including the communities where we operate.

2019 was an important year, as we expanded our partnership with Junior Achievement Europe (JAE), Europe's largest non-profit provider of educational programmes for financial literacy and entrepreneurial skills for young people.

In 2019, we worked with JAE across six countries to deliver a number of innovative educational programmes, the core activities of which were anchored under the 'Learn to Earn' or 'Economics for Success' initiative. This programme, delivered in either classroom-based sessions or larger workshops, aims to inspire students and provides information on career options to help them make informed choices and prepare them for destinations and life beyond education. Students engage in a range of hands-on activities, including role-play interviews and a board game, to help them understand how education is key to their future success. With the help of our employees, students explored themes including career choices, personal skills, job interviews and financial planning and budgeting.

Across the Group, we directly helped 3,194 students, with 249 employees volunteering their time and commitment. This is a significant achievement for the business, and we would like to thank all our volunteers for their commitment to our Purpose.

In 2020, with the support of the board, we will continue to work alongside JAE and will see the programmes fully rolled out across the entire organisation, including our Dutch operations. We hope to expand our activities to reach more than 3,500 students and involve 300 volunteers.

While we have developed a programme that will harmonise our approach to Building Better Financial Futures via financial education, we still promote a culture of independent initiatives to support the communities where we operate.



Collectively across the Group, we have a wide range of activities to support our local communities. Some recent examples include: our Italian business, Zenith S.p.A, running the Pittarosso Pink Parade, a marathon in support of breast cancer; our Vesting Finance business in the Netherlands collecting clothes and toys for Kwintes, an organisation supporting people with mental health issues, and our Portuguese business that provided goods for Casa da Criança, an institution for vulnerable children.

In Portugal, we also sponsor the Terry Fox Run, a marathon in support of cancer research. In the UK, across both Manchester and Glasgow our CSS (Charity, Social and Sports) teams run regular fundraising for good causes including Macmillan, The Christie Hospital, Food Banks and Children in Need.

We also support colleagues' contributions to the community by matching funds raised by them for their chosen charities, and we encourage our employees to volunteer and assist local community organisations, both in and out of Company time.

"Teaching young people how to manage money effectively will help them make sound financial decisions in the future. Thanks to Arrow's financial support and volunteers' commitment, more than 3,000 students across Europe had access to financial literacy programmes and developed the skills and competences they will need growing up."

Salvatore Nigro

Chief executive officer of JA Europe

Regulators and Industry

We actively contribute to a wide range of initiatives across the collections and debt advice sectors, to help Build Better Financial Futures for our customers.

In 2019, we held a number of important industry positions, including board membership of the Credit Services Association (CSA). During the year, Arrow has actively contributed to varying initiatives across the collections and debt advice sectors. Through our involvement with the Federation of European National Collection Associations (FENCA), we have finalised a Code of Conduct for the EU General Data Protection Regulation (GDPR) which is currently undergoing approval within the European Data Protection Board.