



CHANGE MANAGEMENT IN THE PRIVATE SECTOR

Boxwood with Arco

Transforming a proud legacy into a sustainable future at Arco

Arco is a long-established leader in the workplace safety market – but their market was changing rapidly. Fierce competition from new players, rising cost pressures and changing customer expectations had seen growth decline significantly.

Boxwood worked with the business to help them understand what was really important to customers, and what was stopping Arco from delivering it. They helped Arco implement a new, more relevant customer value proposition and operating model.

The results saw **operating profit grow 32%**, **customer satisfaction reach highest-ever levels** and **colleague engagement scores rise dramatically** – helping Arco transform its proud legacy into a sustainable future.