

## Quality Policy

**Our vision (where we want to be):** To be the number one choice for organisations relocating, restructuring or recycling

**Mission (how we get there):** To offer more and better services which alone or integrated deliver the best outcome for our customers

**Our Principles:** To support the vision and mission the top management of Harrow Green have agreed and believe that excellence and improvement in all areas of our business are essential to the organisation's continued success:

**1. Customer Focus** – Harrow Green depends on its customers and will always have the best interests of our customers at heart. Relationships with our customers helps us to understand, plan current and future needs and establish objectives which benefit customers as well as our business. Our customer focus is a strong contributor to the success of the business and involves making sure that we are easy to deal with and in everything we do we always put our customers' satisfaction first.

**2. Leadership** – Harrow Green shows unity of purpose by creating clarity and setting standards. As a result, both our team, collectively, and the individuals within it know where the organisation is going, what they are expected to contribute, why, and to what level.

**3. Employee Engagement and Communication** – Restore Harrow Green believes that our employees are our most important asset. We take positive steps to create employee commitment because we appreciate that it is a vital component of our business success. We encourage our people to always do their best and 'go the extra mile'. We ensure that the values of our brand image are delivered, by treating our employees fairly and maintaining trust.

**4. Environmental Sustainability and Corporate Social Responsibility** – Restore Harrow Green is committed to activities, processes and behaviours that do not cause harm to the environment or have a negative social impact. Our employees have strong obligations to minimise waste, save energy and carry out our business operations as efficiently as possible. We engage and involve our customers, employees and suppliers in our sustainability objectives and wider ethical practices.

**5. Business Continuity - A Risk Based Process Approach** - Harrow Green addresses risks to service and conformity through management of processes and systems to continually improve efficiency and effectiveness. Decisions regarding the business and its objectives are based on logical analysis of data and information. Processes are established, monitored and reviewed to ensure business continuity is maintained.

**6. Supplier Relationships** – Harrow Green aims to create close, collaborative relationships with our key suppliers in order to uncover and realise value and reduce risk. We manage our supplier relationships to help deliver a competitive advantage by harnessing talent and ideas from key supply partners and translate this into service offerings for our customers.

**7. Continual Improvement** – Harrow Green is committed to continually improve processes and services to our customers. Delivery (customer valued) processes are constantly evaluated and improved in the light of their effectiveness, flexibility and efficiency. 'Getting better all of the time' is a permanent objective. Customer and employee feedback underpin our 'quality' targets.

Compliance with the systems and procedures in the Quality Management System Manual and any other relevant statutory or regulatory requirements is mandatory to all employees. Procedures are approved and endorsed by the Managing Director and administered by the Head of Quality and Compliance.

Signed on behalf of Restore Harrow Green Limited



**Nigel Dews - Managing Director**