



Better value, delivered.



**Harrow Green and the YPO Framework**

YPO and Harrow Green (as a tier 1 supplier) have a requirement to provide a range of services to YPO clients. If you wish to be included in our panel of front line service providers please can you complete this questionnaire in as much detail as possible (clearly marking "N/A" where any particular question is genuinely not applicable to your business) and return it to us.

Once completed and returned we will evaluate the response and contact you should services be required or we need clarification regarding responses. If you do not hear from us immediately please do not be concerned as requirements for services are dependent on requests from YPO clients. Your records will be held on file and where there is any significant delay between return of the document and any service requirement we may request update before proceeding.

**Part A – About Your Company**

A.1	Name of Company: (including any parent or subsidiary details)	
A.2	Please provide a brief description of the products and/or services to be supplied to Harrow Green:	
Please also complete part H of this form "Service Profile"		
A.3	Who can we contact about the information provided in this questionnaire:	
Contact details		
A.4	Company Address:	
A.5	Telephone Number:	
A.6	e-mail address:	
A.7	Website:	



**Part B – Quality, Environmental and Safety Systems**

B.1	Is your company BS EN 12522 (Household Furniture Removals) Certified? – (Yes/No):	
B.2	Is your company BS EN 14873 (Storage of Furniture and Personal Effects) Certified? – (Yes/No):	
B.3	Is your company BS 8522 (Commercial Moving) Certified? – (Yes/No):	
B.4	Is your company BS 8564 (Overseas Moving) Certified? – (Yes/No):	
B.5	Is your company FIDI FAIM or FAIMplus (Overseas Moving) Certified? – (Yes/No):	
B.6	Is your company a member of the British Association of Removers (BAR)? – (Yes/No):	
B.7	If yes please provide your membership number:	
B.8	Is your company a member of the BAR Overseas Remover Group?– (Yes/No):	
B.9	Is your company a member of the BAR Commercial Moving Group?– (Yes/No):	
B.10	Is your company ISO 9001 (Quality Management Systems) Certified? – (Yes/No):	
B.11	If yes please confirm your registration/certification body name and certificate number:	
B.12	Is your company ISO 14001 Certified? – (Yes/No):	
B.13	If yes please confirm your registration/certification body name and certificate number:	
B.14	Is your company OHSAS 18001 Certified? – (Yes/No):	
B.15	If yes please confirm your registration/certification body name and certificate number:	
B.16	Is your company a member of any other relevant certification scheme or trade association (please provide details):	

<b>Part C – Insurance Details – do you have:</b>		(Yes/No):	Value / Level of Cover (Currency):	Expiry Date:
C.1	Public Liability Insurance?			
C.2	Product Liability Insurance?			
C.3	Employers Liability Insurance?			
C.4	Professional Indemnity Insurance?			
C.5	Contactors All Risks Insurance?			
C.5	Appropriate Motor Vehicle Insurance?			
C.6	Any other relevant insurance (detail):			



**Part D – Outsourcing or Sub-contracting**

D.1	It is expected that, as a Tier 2 supplier, you will be providing services using your own resources. Where there is a need for use of any outsourced provision (for example agency labour) can you confirm that you will notify Harrow Green, where possible, in advance and that these resources will be utilised in accordance with your own policy and procedure framework and those required by Harrow Green and YPO – (Yes/No):	
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**Part E – Ethical Sourcing (General)**

In today’s more ethically aware business environment the demands of our customers are becoming more and more focused around ethical products and so ethical sourcing is a high priority for Harrow Green.

What we mean by “ethical sourcing” is a compliant, fair and transparent approach to issues like: **Worker Rights; Human Slavery; Environmental Impact; Animal Welfare; Moral Ethics; Support for Developing Economies; Fair Trading Relationships; Human Rights.**

		(Yes/No):
E.1	Can you confirm that your organisation does not engage in any employment practice or service contracts which might be described as “Modern Slavery” as described in the statutory instrument - the Modern Slavery Act 2015 and that, where you have influence, the same is true of your supply chain	
E.2	Does your organisation maintain any policies and/or processes to address “ethical sourcing” as described above? N.B. – Note specific sections (F & G below re sustainability, environment and social management)	

Please use the space below to comment or cross refer to attachments which may contribute to the achievement of Harrow Green’s or our customers’ ethical objectives and targets.

Provide further details separately if necessary



**Part F – Sustainability and Environment**

		(Yes/No):	Details or cross reference to attached evidence
F.1	Does your organisation have a dedicated individual responsible for managing environmental initiatives?		
F.2	Does your organisation have a sustainability policy or statement?		
F.3	Has your organisation undertaken a review of the environmental impact of its activities?		
F.4	Has your organisation set measureable objectives and targets for improving environmental and social performance?		
F.5	Does your organisation measure and formally report progress of its sustainability performance?		
F.6	Does your organisation communicate environmental objectives and targets internally and externally to interested parties?		
F.7	Does your organisation audit suppliers operations and products for compliance with all related social, labour and environmental legislation?		
F.8	Does your organisation have a formal policy to purchase environmentally responsible products and services?		
F.9	Has your organisation ever been successfully prosecuted for infringement of environmental, safety or employment legislations?		

**Part G – Social Management:**

		(Yes/No):	Details or cross reference to attached evidence
G.1	Does your organisation have a written equal opportunities policy?		
G.2	Does your organisation communicate environmental awareness and provide training to all its staff		
G.3	Does your organisation have a formal Health & Safety policy?		
G.4	Does your organisation have a written equal opportunities policy?		



<b>Part H – Service Profile:</b>	(Yes/No):	Comments (if any)
<b>Please indicate which services you can provide:</b>		
<b>Residential Moves</b>		
Domestic		
Overseas		
MOD		
‘Man and Van’ Services		
‘Out of hours’ Services		
Emergency Call-outs		
Recycling and Disposal		
Packing Services		
Dismantling and Re-assembly of Furniture		
Provision of Boxes and Materials		
House or Void Property Clearance		
Storage		
<b>Office Moves</b>		
Small Scale (up to 50 employees)		
Medium Scale (51-200 employees)		
Large Scale (over 201 employees)		
‘Man and Van’ Services		
‘Out of hours’ Services		
Emergency Call-outs		
Recycling and Disposal		
Furniture Clearance		
Provision of Crates, Boxes and Materials		
Disposal of Confidential Waste		
Project Management		
IT Relocation		
Furniture Dismantling and Rebuilding		
Storage		
<b>Miscellaneous</b>		
Fine Art Moves		
Handyman Services		
Dilapidation Services		



**Part J: YPO Tier 2 Postcode Coverage:**

Please indicate which Postcode areas you cover (within 40 miles of your operational base only) by ticking the relevant boxes:

MIDLANDS		YORKSHIRE & NORTH EAST		LONDON & SOUTH EAST		SOUTH WEST	
<b>B</b>	Birmingham	<b>BD</b>	Bradford	<b>AL</b>	St Albans	<b>BA</b>	Bath
<b>CB</b>	Cambridge	<b>DH</b>	Durham	<b>BN</b>	Brighton	<b>BH</b>	Bournemouth
<b>CV</b>	Coventry	<b>DL</b>	Darlington	<b>BR</b>	Bromley	<b>BS</b>	Bristol
<b>DE</b>	Derby	<b>DN</b>	Doncaster	<b>CM</b>	Chelmsford	<b>CF</b>	Cardiff
<b>DY</b>	Dudley	<b>HD</b>	Huddersfield	<b>CO</b>	Colchester	<b>DT</b>	Dorset
<b>LE</b>	Leicester	<b>HG</b>	Harrogate	<b>CR</b>	Croydon	<b>EX</b>	Exeter
<b>LD</b>	Powys	<b>HU</b>	Hull	<b>CT</b>	Canterbury	<b>GL</b>	Gloucester
<b>NG</b>	Nottingham	<b>HX</b>	Halifax	<b>DA</b>	Dartford	<b>PL</b>	Plymouth
<b>NN</b>	Northampton	<b>LN</b>	Lincoln	<b>E</b>	London East	<b>HR</b>	Hereford
<b>MK</b>	Milton Keynes	<b>LS</b>	Leeds	<b>EC</b>	London East Central	<b>NP</b>	Newport
<b>NR</b>	Norwich	<b>NE</b>	Newcastle	<b>EN</b>	Enfield	<b>PO</b>	Portsmouth
<b>OX</b>	Oxford	<b>S</b>	Sheffield	<b>GU</b>	Guildford	<b>RG</b>	Reading
<b>PE</b>	Peterborough	<b>SR</b>	Sunderland	<b>HA</b>	Harrow	<b>SA</b>	Swansea
<b>SY</b>	Shrewsbury	<b>TS</b>	Cleveland	<b>HP</b>	Hemel Hempstead	<b>SN</b>	Swindon
<b>TF</b>	Telford	<b>WF</b>	Wakefield	<b>IG</b>	Ilford	<b>SO</b>	Southampton
<b>WR</b>	Worcester	<b>YO</b>	York	<b>IP</b>	Ipswich	<b>SP</b>	Salisbury
<b>WV</b>	Wolverhampton	<b>NORTH WEST</b>		<b>ME</b>	Medway	<b>TA</b>	Taunton
<b>SCOTLAND</b>		<b>BB</b>	Blackburn	<b>N</b>	London North		
<b>AB</b>	Aberdeen	<b>BL</b>	Bolton	<b>NW</b>	London North West		
<b>DD</b>	Dundee	<b>CH</b>	Chester	<b>RH</b>	Redhill		
<b>EH</b>	Edinburgh	<b>CW</b>	Crewe	<b>RM</b>	Romford		
<b>FK</b>	Falkirk	<b>CA</b>	Carlisle	<b>SE</b>	London South East		
<b>G</b>	Glasgow	<b>FY</b>	Blackpool	<b>SG</b>	Stevenage		
<b>IV</b>	Inverness	<b>L</b>	Liverpool	<b>SL</b>	Slough		
<b>KA</b>	Kilmarnock	<b>LA</b>	Lancaster	<b>SM</b>	Sutton		
<b>KY</b>	Kirkcaldy	<b>LL</b>	Llandudno	<b>SS</b>	Southend on Sea		
<b>ML</b>	Motherwell	<b>M</b>	Manchester	<b>SW</b>	London South West		
<b>PA</b>	Paisley	<b>OL</b>	Oldham	<b>TN</b>	Tunbridge Wells		
<b>PH</b>	Perth	<b>PR</b>	Preston	<b>TW</b>	Twickenham		
<b>TD</b>	Galashiels	<b>SK</b>	Stockport	<b>UB</b>	Southall		
		<b>ST</b>	Stoke	<b>W</b>	London West		
		<b>WA</b>	Warrington	<b>WC</b>	London West Central		
		<b>WN</b>	Wigan	<b>WD</b>	Watford		



**Part K – Declaration**

K.1	I confirm that the details provided in this submission are correct and can be independently verified by Harrow Green if required:		
		Name:	
		Signature:	
		Date:	