

# Harrow Green

Moving Professionals



## Code of Conduct

2026



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At Harrow Green, our reputation has been built over many years on trust, professionalism and care. Our customers rely on us to handle their people, assets and environments safely and responsibly, and that trust starts with how we behave every day.

This Code of Conduct sets out the standards we expect from everyone who works for, or on behalf of, Harrow Green. It reflects our values, our commitment to doing the right thing, and our responsibility to each other, our customers and the communities we operate in.

No document can cover every situation, but this Code provides a clear framework to guide our decisions and actions. It asks us to act with integrity, to treat people with respect, to put safety first and to speak up if something doesn't feel right. These expectations apply to all of us, regardless of role.

I encourage you to read this Code carefully, understand what it means for you, and refer to it whenever you are unsure. Living these standards is not just about compliance, it is about protecting our culture, supporting one another and ensuring Harrow Green continues to be a business we are all proud to be part of.

Thank you for your commitment to upholding these values and for the professionalism you bring to your role every day.

**Tim Ryder**  
Managing Director  
Harrow Green





## Our Commitment

At Harrow Green, our reputation is built on trust, professionalism and care.

This Code of Conduct sets out the standards of behaviour we expect from everyone who works for, or on behalf of, Harrow Green.

It explains how we treat each other, how we do business, and how we protect our customers, colleagues and communities. It also supports our commitment to acting ethically, lawfully and responsibly in everything we do.

Following this Code is a condition of working with Harrow Green.

### Who this code applies to

This Code applies to:

- All Harrow Green employees
- Contractors, agency workers and consultants
- Business partners, suppliers and subcontractors (where relevant).

We expect anyone working with us to operate to the same high standards.

## Our Values in Practice

This Code supports our core values and the behaviours we expect every day:

- Acting with integrity
- Treating people with respect
- Putting safety first
- Taking responsibility and accountability
- Delivering excellence for our customers.

## Speaking Up

If something doesn't feel right, you must speak up. You are encouraged to raise concerns about:

- Unsafe behaviour
- Unethical or illegal conduct
- Breaches of this Code
- Harassment, discrimination or bullying.

Concerns can be raised with:

- Your line manager
- A senior leader
- People Services.

You will never suffer retaliation for raising a concern in good faith.

## Part One: Looking After Ourselves Health, Safety & Wellbeing

Safety is our first priority. Every colleague has a responsibility to:

- Work safely and follow risk assessments and method statements
- Stop work if it cannot be carried out safely
- Use appropriate PPE
- Only operate equipment they are trained to use
- Look out for the wellbeing of themselves and others.

We treat mental health with the same seriousness as physical safety.

## Respect, Inclusion & Fair Treatment

We are committed to a respectful, inclusive and fair workplace. We:

- Treat everyone with dignity and respect
- Do not tolerate discrimination, harassment or bullying
- Value diversity of background, experience and thought
- Challenge inappropriate language or behaviour
- Make decisions fairly and objectively.

Discrimination on any grounds will not be tolerated.

## Human Rights & Modern Slavery

Harrow Green does not tolerate:

- Forced labour
- Child labour
- Human trafficking
- Modern slavery.

We expect the same standards from our suppliers and partners and will act if concerns are identified.

## Alcohol, Drugs & Fitness for Work

You must be fit for work at all times.

- Alcohol, illegal drugs or substance misuse that affects performance or safety is prohibited
- Prescription medication that may impact performance must be declared
- Support is available, but safety comes first.

## Part Two: Looking After Our Business Bribery, Corruption & Gifts

We do not tolerate bribery or corruption in any form. You must:

- Never offer or accept bribes, facilitation payments or kickbacks
- Declare and register gifts or hospitality
- Never allow gifts or hospitality to influence decisions.

If in doubt - ask.

## Conflicts of Interest

A conflict of interest occurs when personal interests interfere with business decisions.

You must:

- Declare actual or potential conflicts
- Avoid activities that compete with Harrow Green
- Always act in the company's best interests.

## Working with Customers, Suppliers & Partners

We:

- Act honestly and transparently
- Treat partners fairly
- Use approved suppliers
- Carry out due diligence
- Expect ethical, lawful behaviour from third parties

We will not work with partners who do not share our standards.

## Accurate Records & Financial Integrity

We must:

- Keep accurate records
- Never falsify information
- Claim expenses honestly
- Report suspected fraud immediately

Integrity in reporting protects us all.

## Competition & Fair Dealing

We compete fairly and legally. You must never:

- Share confidential or pricing information with competitors
- Fix prices or rig bids
- Engage in anti-competitive behaviour.

## Part Three: Protecting Information & Reputation Confidential & Personal Information

We protect:

- Customer data
- Colleague information
- Commercially sensitive information.

You must:

- Only access information you are authorised to use
- Keep information secure
- Follow data protection laws and company policies.

### Cyber Security & Use of Systems

You must:

- Protect passwords and devices
- Be alert to phishing and cyber threats
- Use company systems responsibly
- Never use systems for unlawful or inappropriate activity.

### Social Media & Communications

When using social media:

- Be respectful and professional
- Do not disclose confidential information
- Make clear when views are personal
- Never post content that could damage Harrow Green or our customers.

### Breaches of This Code

Failure to follow this Code may result in:

- Disciplinary action
- Termination of contracts
- Legal action where appropriate.

## Our Responsibility

Each of us is responsible for:

- Understanding this Code
- Applying it every day
- Speaking up when standards are not met.

By doing so, we protect each other, our customers and the reputation of Harrow Green.

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