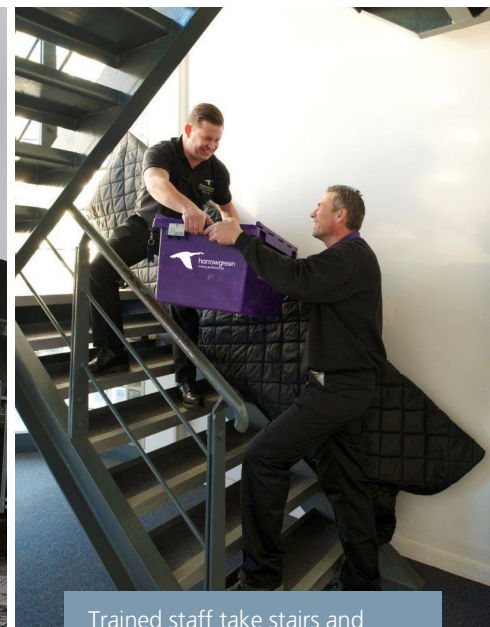


Harrow Green



Trained staff take stairs and heavy crates in their stride

Harrow Green is the market leader in UK commercial relocations – the physical movement of office furniture and other physical resources when an organisation moves staff either within a building, or to a new site. We serve a diverse range of customers, including large corporates, local businesses and a wide range of public sector organisations.

Relocation market

The market for high-level corporate relocations is worth more than £150 million a year. Success requires sophisticated logistics for a mission-critical service. There are high barriers to entry, especially at the top end of the market. Customer relationships tend to be long term as reliability and knowledge of customer sites is important. The relocation market is growing as a result of favourable economic market conditions – in particular, furniture recycling, as organisations choose to purchase new furniture to complement their new surroundings.

In the main our customers are IT and facilities managers responsible for keeping their offices running smoothly. Once we gain customers we focus on retaining them through exceptional service and expanding the work we do with them.

Focusing on our customers

Headquartered in London, we are a nationwide company offering many associated relocation services, including technology moves, IT equipment recycling, toner and printer cartridge recycling, storage services and international removals.

HARROW GREEN IN NUMBERS

- » Over 400,000 people moved annually
- » Over 160,000 technology items recycled each year, including PCs, laptops and servers
- » Over 50,000 managed items stored with us, from desks to glass partitions
- » More than 2,000 tons of furniture shipped overseas every year
- » Over 1,200 customers use our services annually
- » 400 employees
- » 127 vehicles on fleet
- » 8 offices across mainland Britain

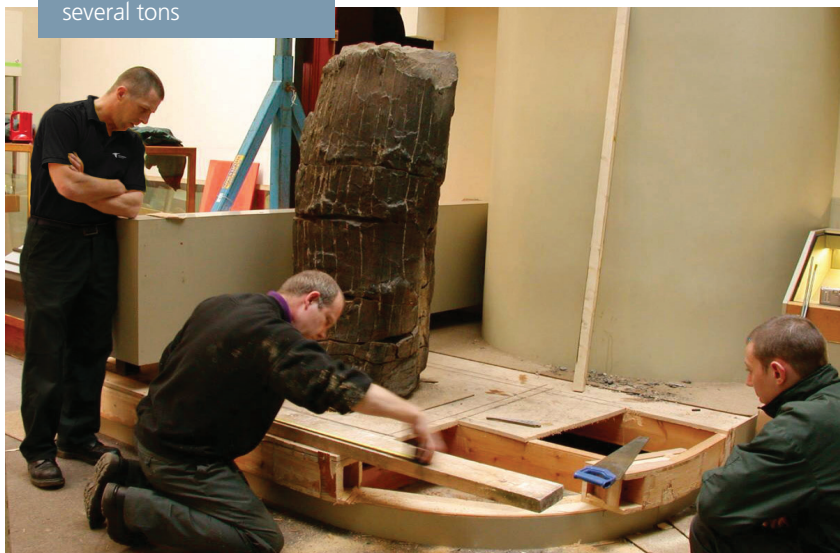
» HARROW GREEN MILESTONES

- » 1983 Harrow Green purchased by two business partners
- » 1992 Technology services division 'Relocom' launched as a joint venture
- » 1993 Project Management division established
- » 1995 Storage Services develop and launch barcode ID system
- » 1999 First regional office opens in Leeds
- » 2002 Second regional office opens in Birmingham, followed by Manchester, Glasgow and Bristol
- » 2004 Acquisition of Exclusive Removals, London
- » 2012 Harrow Green acquired by Restore plc
- » 2012 Acquisition of ROC Relocations
- » 2013 Harrow Green marks its 30-year anniversary
- » 2013 Acquisition of Sargents Removals
- » 2014 Majority stake in Relocom
- » 2015 Acquisition of Diamond Relocations, Croydon

In 2014 we became the first company in our industry to achieve Customer Service Excellence (CSE), the government-developed standard for driving customer-focused change within organisations. CSE is an independent validation of achievement, giving us formal accreditation which demonstrates our excellence.

CSE has also shown us that, in order to create customer loyalty, we must ensure that we are easy to work with, at every stage. We continuously review every role in our organisation and consider what improvements can be

Specialists in museum moves pack a historical artefact weighing several tons



made to give our customers a smooth and seamless service.

Our people know what is expected of them and we give them power to make their own decisions. Accordingly they accept responsibility for their actions. This is crucial in a business where first-class service and being easy to do business with are two important ways to satisfy and retain customers.

Evidence of success

Our successes have been marked by a succession of industry awards which are detailed on our website www.harrowgreen.com.

Ambitions for our industry

We have ambitious aims for our industry. Operational staff have traditionally been seen as unskilled labourers rather than as skilled workers, but we are working to increase the professionalisation of our industry. We work closely with our internal and external training teams to deliver Institute of Leadership and Management courses to operational staff and customer services staff.

We are also working with BAR and the NCFE (previously the Northern Council for Further Education), a nationally recognised Awarding Organisation, and the qualification regulators for the UK, to establish a system of accreditation. This will benefit our industry and our customers, by recognising the skills of operational staff, and also giving customers confidence when choosing a service provider.

Our industry and the environment: making sustainability part of the service

We recognise the impact our industry has on the environment and work hard to minimise our own environmental impact. We know this is important to

our customers, and we aim to set an example for our industry.

In 2013, we achieved The Planet Mark sustainability certification provided by Planet First. Through rigorous assessment, including measurement of our annual carbon footprint, we demonstrated that our commitment to sustainability is of the very highest calibre. A year later, we cut our carbon footprint per employee by 12 per cent, despite our business seeing rapid growth, taking on more staff and increasing our vehicle fleet.

Customers very often need to dispose of no-longer-needed items – furniture, IT, or anything else. Our environmental clearance programme, named ‘Re-fresh’, works to make a positive impact on the environment and the communities in which we operate, while solving the problem of disposal for customers and helping them meet their CSR targets.

To offer this innovative service, we teamed up with a global social enterprise partner. As part of a customer’s removal, or as a separate piece of work, we collect no-longer-needed items and, through the Re-Fresh programme, these are disposed of through: charitable donation, re-sale (with proceeds returned to the customer), re-use, or recycling – items are broken down into reusable parts.

Our future

In 2012 we were purchased by the AIM-listed support services company, Restore plc, and this gave us access to document storage, shredding and scanning facilities.

We intend to increase market share in our current areas as well as providing additional services which complement what we do;

we refer to this as our ‘deepening and broadening’ strategy. During the past two years we have entered the recycling market by launching our own recycling brand ‘Re-fresh’; we have also acquired an IT equipment recycling business, and a secure data destruction company. In June 2015 we purchased a toner and printer cartridge recycling business to strengthen our market position.

We will continue to pursue our plans of acquisitive growth, targeting new customers and retaining our existing customers, and we look forward to making strong progress during 2016 and beyond.

“Our key principle is that power and responsibility go hand in hand”

Fast, secure transit is crucial for UK businesses on the move

