

## ISO9001:2015 Quality Policy – Premium Timber

Premium Timber is a market-leading importer and distributor of timber, Joinery and associated products. Its products and services are designed to meet the needs of the DIY & home improvement market. It is the Company's policy and mission to provide a wide product range and a tailored delivery service to the UK retail market and consumer.

Annual quality objectives are set to consistently improve our customers' buying experience. The Company sets specific objectives each year in the areas of Purchasing, Stock Control, Sales Order Processing and Product Delivery requiring innovative solutions that achieve continual improvements to customer service and Quality Management. The solutions are implemented in a manner that continues to add value to all interested parties and so meet the requirements of ISO9001:2015.

The Quality Management System has been developed further to include measures that provoke compliance with several additional Operating Standards, including:

**FSC – FSC-STD-40-004 V3-0 – Chain of Custody Certification**

**PEFC – PEFC ST 2002:2020 – Chain of Custody of Forest and Tree Based Products - Requirements**

The Board of Directors has committed itself to complying with the requirements of ISO9001:2015 and all statutory and regulatory requirements relating to its products and services. In particular, the Company has processes in place to ensure its compliance with the UK Timber Regulation, The UK Construction Products Regulation.

The Company meets these objectives by distributing products from strategically located centres of excellence which combine dedicated storage, picking, packaging and despatch.



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