

QUALITY POLICY
STATEMENT OF INTENT

Snows Timber Limited specialises in the following activities:

- Stocking and Distribution of softwood and sheet materials
- Sawing and Machining of softwood
- Preservative treatment of timber
- National Sales Office – Centre of Customer Service Excellence

The Company endeavours to satisfy or exceed Customer expectations and is committed to a policy of Quality Assurance throughout its activities, ensuring that the service/product quality satisfies the specific contractual obligations of our Customers together with the standards of quality specified in ISO 9001:2015 and any other relevant documents which augment this standard.

It is the policy of the Company to supply resources & services of a quality that will merit and earn Customer satisfaction, thus enabling the Company to retain our existing Customers and to generate new Customers through a policy of continual improvement of our systems and working practices.

Systems are in place to assess the effectiveness of the quality system with regular meetings being held to review performance and set/review quality objectives with any additional quality objectives/measures introduced as considered necessary by the management in line with the Company's business requirements. These reviews will also consider the continuing suitability of the Quality Policy.

All colleagues share responsibility for the quality of the services supplied to our Customers and the Company will provide reasonable access for our Customer's representatives to discharge their quality responsibilities. New and existing colleagues are made aware of the Company's quality policy either during ongoing training sessions or Company induction.

The Managing Director has given the Business Support Team full authority to carry out the quality policy of the Company and all Company personnel are required to co-operate with the delegated authority in carrying out this task.

This Quality Manual and the associated Processes & Procedures are approved by the Managing Director as the authoritative for documents relating to Quality within the Company.

AUTHORISED BY:

Ian Church - Managing Director

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