



Quality Policy

Harlow Bros Ltd is a family managed independent business established for over 80 years. The Company is primarily engaged in the manufacturing of timber frame buildings, importing and merchandising of timber and associated products through the following branches:

Group Comprises	Location	Activity	Number of staff
Head Office	Long Whatton	Head office, sawmill, manufacturing, retail, vehicles	176
Burton	Burton-on-Trent	Sawmill, retail, vehicles	8
Coalville	Coalville	Sawmill, retail, vehicles	12
Derby	Derby	Sawmill, retail, vehicles	13
Leicester	Leicester	Retail, cutting service, vehicles	7
Nottingham	Nottingham	Retail, cutting service, vehicles	6
Related Companies	Location	Activity	Number of staff
Harlows Kidderminster LLP	Kidderminster	Head office, sawmill, manufacturing, retail, vehicles	36
Power Tools Plus Ltd	Nottingham	Tool repair and sales	6

Our Quality Policy is to:

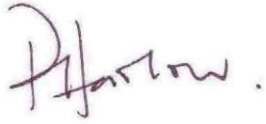
- Operate in line with the requirements of ISO 9001: 2008
- Make this policy appropriate to the size, nature, scale and complexity of the business
- Measure business performance in terms of quality
- Commit to comply with regulations
- Commit to continuous improvement within the business
- Review this policy regularly
- Provide a framework for establishing and reviewing quality objectives
- Communicate this policy to all persons who work in, and on behalf of, the Company
- Making this policy available to the public and other interested parties through our website
- Carry out our Quality Objectives (below)
- Work to CE Marking EN14250:2010

Good Practice Guidelines:

- To agree a variation to contracts before proceeding
- Provide the resources (labour, knowledge and time) required to make a successful product
- Demonstrate transparency to customers
- Operate to our Code of Conduct
- Act pro-actively on behalf of customers
- Handle complaints in a fair and systematic way

Quality Objectives for 2014:

- Ensuring all delivery loads are correct and complete

A handwritten signature in purple ink that reads "P. Harlow".

P.V. Harlow
Director
12th June 2014

Review: June 2015