



Timber Group

Quality Policy

A previously family-owned business and now an Employee-Owned Trust (EOT) with over 95 years of experience Harlow Timber Group is primarily engaged in the design, preservative treatment, painting, manufacture, storage, sales and distribution of timber, panels, products, engineered timber products, timber frame and prefabricated timber buildings parts.

The Harlow Timber Group is committed to:

- Operate in line with the requirements of our ISO 9001:2015 scheme.
- Measure business performance in terms of quality & customer satisfaction.
- Satisfy applicable, regulatory, and statutory regulations.
- Commit to continual improvement of the quality management system.
- 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 Harlow Group.
- Make this policy available to the public and other interested parties through our website.
- Achieve our Quality Objectives (below)

Good Practice Guidelines:

- To agree any variation to contracts before proceeding.
- To provide the resources (labour, knowledge, and time) required to make a successful product.
- To demonstrate transparency to customers.
- To act pro-actively on behalf of customers.
- To handle complaints in a fair and systematic way.
- To use the Management Review meeting to:
 - Set and review quality objectives.
 - Review this policy.

Quality Objectives: 2026/27

- To continue reducing the number of Credit Notes, Damaged Goods, Goods Not Received by Customer and Wrong Goods Supplied by increasing and improving where necessary the load checking procedure.
- Improve the reporting of non-Conformance occurrences and follow up actions.
- Improve, enforce and measure our internal processes for managing quality, to include a centralised point for documentation.
- To improve training, competencies, learning objectives and outcomes.

A handwritten signature in black ink, appearing to read "T. Atlee".

T. Atlee
HTS & HTSE Managing Director

A handwritten signature in black ink, appearing to read "A.K. Harvey".

A.K. Harvey
Group Transport & Compliance Director

Review: March 2026