

# **POLICY STATEMENT**

It is the policy of Robinson Manufacturing Ltd to only market products and services that meet the detailed requirements of the relevant sections of BS 5268: Part 3 and BS 14250.

The company also maintains a Quality Management System which meets the requirements of EN ISO 9001:2008 and operates Chain of custody procedures which comply with PEFC standards.

It is the policy of the company to provide products of a quality that will merit and earn customer satisfaction, The Company's specific aims are to provide On-time Deliveries, Consistently meet Customer Specifications & Requirements, Comply with all Statutory Regulations and to provide accurate Product Information and Technical Support.

The Company is involved in the production of Engineered Timber Products; these are Trussed Rafters and Floor products. The Company products are supplied to the Construction Industry, Builders Merchants and the Domestic Market.

Truss Rafter and Floor products comply with PEFC Chain of Custody requirements.

The company operates a policy of continuous improvement, by utilising external customer & supplier relationships, internal interfaces supported by cross training & personal development. The Senior Management Team has an overall target to ensure that all employees participate in initial and additional training and operate to safe working practices.

The management is committed to a Chain of Custody policy through all of the product batches, of Trussed Rafters and Floors.

The Senior Management team has a set of overall targets for improving the product offerings, customer satisfaction, quality and business performance, which is communicated to all its employees.

The Directors have given the Quality Manager, along with the Senior Management Team full authority to carry out the Quality & Chain of Custody Policy at both the Company and individual product level. All company employees are aware of this policy and are required to support and cooperate with fulfilling the requirements of those policy's.

The Manual and associated documents are approved by Senior Management and form the authoritative document relating to Quality & Chain of Custody within the company.

Signed by: Mr. T. Robinson.  
On behalf of Senior Management

Date: 21st Oct 2008

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