1   Purpose

QUALITY POLICY

Timberlink Australia|New Zealand's objective is to satisfy the requirements of our market and enhance the satisfaction of our customers by consistently providing products and services that comply with all relevant requirements in a timely manner, within budget. To meet this objective, Timberlink Australia| New Zealand is committed to maintaining Quality Management Systems based on industry-specific certifications and quality principles specified in the ISO 9001:2015 framework.

2   Scope

The Quality policy applies to all operations of Timberlink Australia|New Zealand.

3   References

- ISO 9001:2015;
- EWPAA Product Certification Scheme

4   Definitions

N/A

5   Procedural Principles

Timberlink Australia|New Zealand adopts a process approach in developing, implementing, and continually improving an effective quality management system with the following key components:

- Compliance with all relevant legislative requirements, regulations, codes of practice, chain of custody, product and certification standards.
- Development and implementation of policies and procedures which ensure production sites understand their responsibilities to achieve required specifications for products and service delivery.
- Provision of structured and continual training to ensure that employees are knowledgeable and possess the necessary skills to deliver on quality product and services.
- Appropriate use, calibration, maintenance, and storage of equipment used for monitoring and measurement purposes to ensure accurate testing and measurement of raw material and product quality.
- Transparent communication on quality matters that may impact upon customers.
- Require all employees to actively support and comply with all quality management systems implemented throughout each business unit.
- Continually measuring and monitoring the effectiveness of the Quality Management System, and implementing improvements where appropriate

6   Revision History

This document is identified as '**Quality Policy'**. It is revised whenever significant changes occur.

Version	Changes	Date
V2.0	Reformatted and Renumbered in line with SHEQ System restructuring	Oct 2013
V3.0	Reviewed and updated to include New Zealand	March 2016
V4.0	Reviewed and updated to reflect business changes	March 2023

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