

# Our commitment to you

## Service Charter



With decades of experience, this Service Charter outlines our commitment to excellent customer service. Our customers will identify exactly how our commitment is delivered and what they can expect from us, no matter how they come into contact with us.





## Our commitment to you

As one of the UK's leading supplier of roofing battens and ancillary timber products, SR Timber strives to deliver a quality service to all our customers. Established for over 10 years we are committed to supporting the industry with quality timber products backed up by a wealth of knowledge and experience, with offices in Nottinghamshire, and holding terminals in Goole, Cardiff and Shoreham on the south coast.

**A Guaranteed Supply** – with one of the largest roofing batten production facilities in Europe, based in Latvia, along with additional contacts with leading timber sawmills from across Scandinavia, the Baltic states and as far afield as Canada, we deliver regular shipments to our holding terminals in Goole, Cardiff and Shoreham.

**Expert Advice & Excellent Customer Service** – from the SR Timber team in Huthwaite direct to you. SR Timber is passionate about supporting our customers and the industry through driving innovation and supporting quality workmanship. We aim to do business with integrity and professionalism; delivering real expertise and knowledge.

**Reliable Delivery** – through partnerships with leading nationwide hauliers, striving to deliver within 48 hours.

**Fully Certified and Approved products** – our products are produced from slow-grown timber which is FSC® and PEFC™ certified, guaranteeing that our timber comes from sustainable sources. Our fully graded Premium Gold Roofing Batten is compliant to BS5534:2014 and BS 8417:2011 + A1:2014 (Preservation of Timber).

**Robust Warranties** – giving you total confidence, with a 60 year treatment service life warranty across our full range of roofing battens.





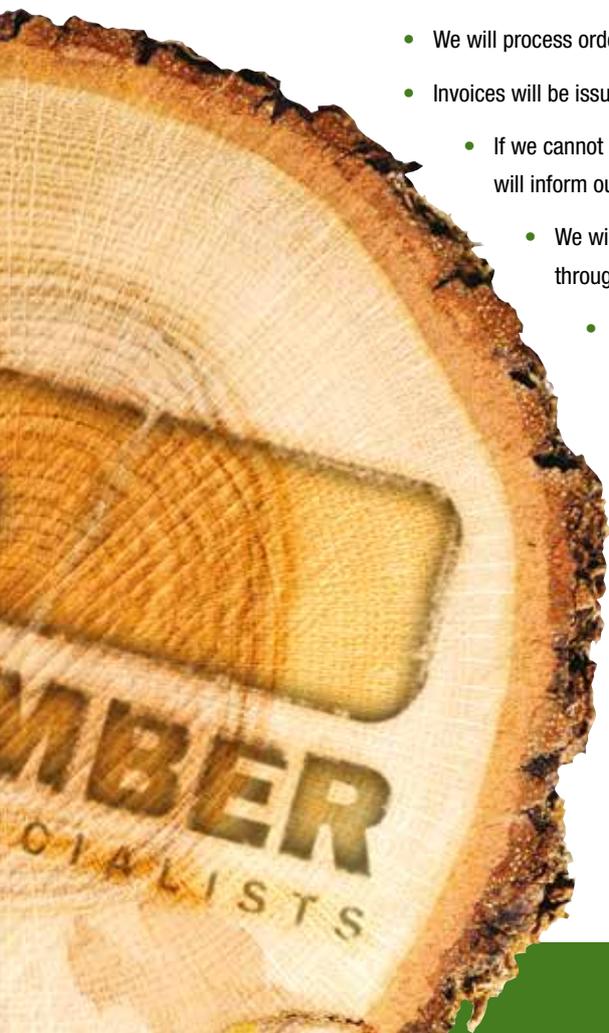
## As a leading importer of timber products, we commit to:

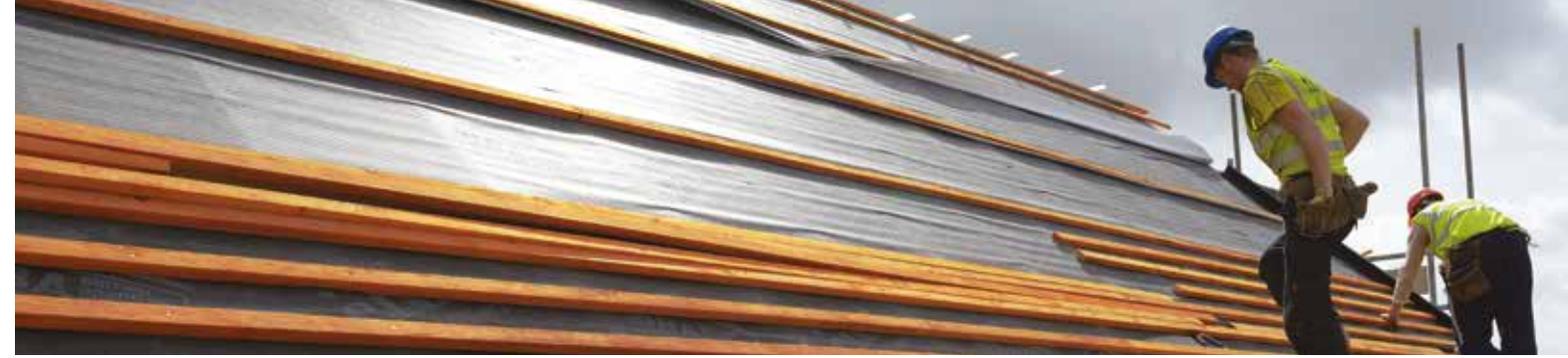
### Ensuring our products are easily accessible:

- Our business hours will ensure we can best service the needs of our customers.
- Our opening hours, address and contact details will be displayed accurately and are easily accessible online.
- Our offices will be clearly signed and suitable parking will be available for all visitors.
- As a specialist stockist, we will ensure that customers have access to the products they need, with a high level of product availability, delivered to you throughout the UK.

### We will support our customers business by servicing you promptly, professionally, fairly and in a friendly manner:

- We will answer telephone calls promptly.
- We will strive to return missed calls within 1 hour.
- We will respond to all standard quotation requests within 24 hours.
- We will process orders quickly and accurately.
- Invoices will be issued within the same week as the transaction, unless requested sooner.
- If we cannot deliver a quote, invoice or order within the agreed timescales we will inform our customer via telephone.
- We will provide legal compliance documentation for all products purchased through ourselves within 48 hours of request.
- We will offer our customers on request the most up-to-date product information and will always strive to improve our knowledge and service.
- We will constantly strive to improve the service that we offer our customers, leading to high levels of satisfaction.
- We will offer our customers unbiased technical support.





## Providing expert advice from our experienced teams:

- We will provide access to staff who are product experts.
- We will train our staff to ensure that we can deliver the services and technical advice that customers expect from an industry leader, servicing our customers' business needs above expectations.
- We will continually look for new products and innovation to help keep our customers' ahead of the market.
- We will ensure that our staff are aware of any Legislation, British Standards or Codes of Practice that will affect the use and installation of products we supply.
- We will work with trade associations and industry bodies to ensure that we can keep our customers up-to date with industry and technical developments.
- We will employ the best the industry has to offer, ensuring that we have knowledgeable and experienced personnel to best service our customers' needs.
- To assist our customers we will provide value added services such as further product tuition and technical support classes.

## Maintaining a range of quality stock:

- We will ensure that all products supplied by us are suitable for sale within the UK, meet all relevant legislative requirements and adhere to the relevant British Standards and Codes of Practice, ensuring full traceability and certification.
- We will plan our stock holdings best to facilitate the needs of our customers, ensuring the quickest possible access and delivery; maintaining an industry leading stock/inventory modelling system to support our customers.

## Providing prompt and accurate deliveries:

- Our specialist fleet partners will provide timely and reliable deliveries, helping our customers avoid site congestion, and to reduce any possible disruption to their business.
- Delivery will be offered within 24-72 hours of placing the order, with morning/afternoon slots available wherever possible.
- We will deliver orders on the agreed date, in the appropriate vehicle.
- All deliveries will be double checked by a dedicated team before dispatch to ensure all is correct.
- We will take the upmost care with orders, ensuring that they are delivered in good condition, minimising damage and wastage.
- If a delivery problem is encountered customers will be contacted via telephone in order to agree upon a solution.
- We will ensure our haulage partners comply with legislation and regulations for the operation of their vehicles along with any regulations that are specific to the materials they carry.



## Protecting the local environment:

- We will be aware of our surroundings and neighbourhood, protecting our neighbours and taking pride in our premises. We will assess the environmental impact when planning all business operations.
- We will comply with all Local Authority or Environment Agency requirements and regulations.
- We will seek to minimise water and energy consumption on our premises and oversee our transport partners' carbon usage.
- All hazardous materials will be stored in an appropriate manner and in accordance with the relevant legislative requirements.

## Ensuring the **best standards** of Health & Safety:

- We are committed to providing excellence in health and safety, as we care about the safety of everyone who comes into contact with our business. We strive to achieve this everyday through proactivity, education and a culture of mindfulness, consideration and care.
- Our commitment to health and safety ensures that all customers, staff and visitors are safe whilst on our premises.
- This means sustaining a work environment which supports the health and safety of our staff, customers and visitors and minimises the impact our business has on the environment.
  - We ask all customers, staff and visitors to report any health and safety near miss or hazard to us in order that we may address the matter immediately. Please report these to a member of the SR Timber team who will take action.
  - We will communicate health and safety issues to customers where appropriate.
  - We will review accidents and near misses quarterly to ensure that we learn from them. The learnings will then be implemented to better protect our customers, staff and visitors.



## Ensuring that any concerns are handled promptly and fairly:

- We have high standards however we know that occasionally things can go wrong. If this occurs please inform us as soon as possible and let us put it right.
- If something goes wrong we will aim to put it right as soon as possible, keeping the customer informed.
- We have clear policies defining how we deal with complaints.
- Any complaints received will be recorded and responded to in a timely, professional manner, whilst seeking any opportunity to improve our service.

## To raise a concern or complaint please follow our **complaints procedure**:

1. Please make contact with our head office in Huthwaite by email, post or telephone.
2. The complaint will be acknowledged within 24 hours and we will aim to resolve within 72 hours\*.
3. If the complaint needs further escalation a member of the senior management team will investigate further and resolve it within 14 working days\*.



SR Timber, Nunn Brook Road, Huthwaite, Sutton-in-Ashfield, Nottinghamshire. NG17 2HU  
Tel: 01623 446800 Fax: 01623 440347  
E: [sales@sr-timber.com](mailto:sales@sr-timber.com) [www.sr-timber.com](http://www.sr-timber.com)

