

FORESSO

Company and ISO Scope Document

The scope of our ISO certification is:

1. We are a manufacturing business based in Birmingham, UK. We specialise in panel products utilising waste stream materials. Our main product - Foresso - is a versatile interior product made using British wood waste that we sell both B2B and B2C with a variety of ready made products and sheet material.
2. This ISO certification includes our sales and operations that are based in our factory and offices in Birmingham, B21 0BH, United Kingdom.
 - a. Sales
 - i. Enquiry to Sale. As a versatile product and as a business with the capability to offer unique and bespoke products we standardise as much as possible but offer a high level of personal customer service.
 - ii. After Sale Support. Clear guidance for customers on how to work with the products (B2B) and look after them (B2B & B2C), as well as robust complaints handling.
 - b. Operations
 - i. Materials and Supply Chain. We have strict criteria for our supply chains to adhere to our sustainability and ethical stance.
 - ii. Project Planning. Understanding customer needs and ensuring that their expectations are set and exceeded through clear project management.
 - iii. Production. We aim for consistent quality control and resolution of non-conformances in our production, utilising a mixture of industrial machinery and handwork.
 - iv. Order Fulfillment. Our products are at a relatively high price point and therefore must be physically well protected and globally shipped using trusted carriers.
 - v. H&S. We are highly committed to the H&S of our workplace and employees and have used the ISO system to implement a high level of control and review.
 - vi. Machine Maintenance. Consistent record keeping to allow timely interventions as well as routine maintenance.
 - c. R&D
 - i. Process Improvement. Constant investment and improvement in our manufacturing processes, not limited only to capital expenditure but finding new and improved ways of working.
 - ii. Product Improvement. Iteration of existing products in order to improve tolerances and quality.
 - iii. Product Development. In order to fully utilise our machinery and brand we develop new finished products aimed predominantly at B2C such as flat pack furniture.
3. We currently use subcontractors to help with some development. This includes products, sales, and IT systems.
4. Main business processes
 - a. Sales
 - i. A&D / Trade (B2B)

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- ii. Distribution (B2B)
 - iii. General Public (B2C)
 - b. Manufacturing
 - c. Service
 - d. Support
- 5. ISO 9001 Quality
 - a. Product claims
 - i. Meets R12 (Low Slip Potential) when dry and R10 (moderate slip potential) when wet according to BS 7976-2:2002 + A1:2013. Report ref SP2598.
 - ii. Class 2 Fire Rated according to BS 476 Part 7 (1997). Report ref WF438198.
 - b. Some commercial and public projects require specific ratings in terms of slip and fire resistance. As our main market is within the UK we have had this tested to British standards.
 - c. Describe why any stakeholder in the business would be bothered with our product claims.
 - i. Architecture & Design industry - required to meet certain building regulations. Our product can also contribute to schemes such as LEED and BREEAM.
 - ii. Trade/Contractors - required to meet certain building regulations.
 - iii. General Public - certifications build confidence in the product and company.
- 6. ISO 14001 Environmental – extras:
 - a. We do not have any specific environmental requirements placed on the business, nevertheless we aim to exceed the current regulatory environment.
 - b. As a company engaged with sustainability and the use of waste stream materials many of our customers and stakeholders have an active interest in all the areas associated with this, including waste/environmental policies.
 - c. We handle hazardous materials (resin, pigment, hardener) internally, however it is hardened and disposed of once inert. We have strict internal policies to govern the use of this.
 - d. We use a waste to energy service that is locally based in order to reduce the transport distance of our waste. In addition, we use a local social enterprise to recycle wood waste that we can't use.

ISO 45001 Health and Safety – extras:

- e. We adhere to numerous H&S requirements:
 - i. Mandatory PPE including ear defenders, respiratory protection, disposable gloves, manual handling gloves, disposable suits, and steel toe capped safety boots.
 - ii. Signage to indicate where these are to be used.
 - iii. Daily H&S checks performed by a designated H&S Officer.
 - iv. COSSH requirements.
 - v. Area, machine, and process risk assessments.
 - vi. Weekly toolbox talks to refresh staff knowledge of H&S.

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- f. We handle materials that can be hazardous to health with prolonged exposure. Many of our processes require manual handling and use large, potentially dangerous, machinery. We have put into place all relevant controls to reduce the risks and review them on a regular basis.
- g. We are situated on a private roadway that is used by some neighbouring businesses, as such the use of the yard and road for goods in/goods out are supervised by designated individuals only. Welfare spaces are provided for breaks so that staff are not at risk in the roadway.
- h. We are planning to invest further in machinery, this will require new H&S training. We are also making investments in equipment to reduce manual handling and other risks in the workplace.

This document will be made available to any interested party (legitimate stakeholder) on request.