AN INTRODUCTION
TO ARBOR FOREST

arborforest
Products Ltd

GRO
WITH ARBOR

The largest independent timber importer and processor in the UK





CELEBRATING 70 YEARS EST. 1951 IN BUSINESS

#GROWITHARBOR

Setting the standard

“For more than 70 years Arbor Forest Products has endeavoured to exceed our customers’ expectations. We have the culture of a small company, but we operate on a large scale. We’re agile enough to react quickly to market conditions – and we still put people at the heart of everything we do.”

Jason Ostler,
Managing Director





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Built on a passion for service and people, we strive to set the highest standards in the quality of product, in the continuity of supply and in every aspect of customer service and support.

Our 90-acre site in North Lincolnshire allows us to hold more than 80,000m³ of timber on-site guaranteeing 98 per cent of product in stock at any one time. It facilitates a vast throughput of over 300,000m³ of quality timber products supplied annually to the distributor, merchant and industrial sectors.

And with our extensive portfolio of products, ranging from machined and structural timber, MDF mouldings, timber and composite decking to a bespoke milling service offering unique customised solutions, we offer a market-leading multi-product solution, all delivered on one vehicle.

“Arbor Forest is all about the people. We’ve got some fantastic individuals who work great as a team. Everyone is passionate about what they do and about supporting the customer and each other.”

Matt Cox, Dispatch Manager

CONTENTS

History of Arbor	4-5
Our approach	6-7
Arbor Cares	8-9
Arbor Culture	10-11
Our site	12-13
Products	14-17
Warehouse on Wheels	18-19

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70 years of doing the right thing

“We are here to look after the next generation.”

From humble beginnings, Arbor Forest Products has grown to become one of the largest independent timber importing businesses in the UK – all because we do things a little differently.

The roots of the business reach all the way back to 1951, when JB Stringer set up a timber business at Hull Docks. The company moved to a new site in New Holland in the mid-1960s, and in 2008 changed its name to Arbor Forest Products.

We’re continuously building relationships with our customers and suppliers and responding to their needs to drive us forward.

We’re a family business, and we treat our staff like family. That’s why so many of our colleagues have stayed with the business for decades, building their expertise and moving with the times to help us succeed against some of the industry’s giants.

- 1960s -



THE BEGINNING

The purchase of land at New Holland was the first step in our growth. It enabled us to increase our stock holding and start shipping timber direct from Sweden so we could offer a consistent supply to our customers.

- 1980s -



ADDING VALUE

We began manufacturing softwood to ensure quality products. Customers trusted our service and expertise and were keen for us to supply manufactured product as well as the raw material. We built a sawmill and more storage sheds to facilitate this second growth stage.

- 1990s -



SEIZING NEW OPPORTUNITIES

We always take advantage of new opportunities.

The dock was completely refurbished to cope with increasing tonnage and is now the largest of its kind in the UK.

We extended our product lines and began manufacturing MDF which ensured we truly had a complete multi-product offering. Investing in our site, our employees and our service, with a focus on customer-centric processes, meant that we could eliminate the minimum order requirements by delivering all our products on one vehicle. This revolutionised our service offering and led to the launch of Warehouse on Wheels.

- 2000s -



THE GAME CHANGER

At the forefront of innovation and customer care



To better serve our customers we added another 37 acres of land to our current site.

Our company may be rooted in its history, but we're always looking to the future.

We invest in new technology and investigate new supplier markets to ensure that we remain at the forefront of the UK's timber industry.

"Since the 50s we have continuously reinvested in the business and challenged ourselves to adapt and evolve to what our people need and what our customers want."

We are currently going through the biggest growth period in our history, having set up a new MDF production unit to double the company's capacity so it's now one of the largest in the UK. We've installed a brand new timber treatment tank to increase our capacity to over 250,000m³ per year, two new softwood planing machines, and ten acres of hard standing to support the increased product volumes passing through our plant. We were ahead of the curve on composite decking, introducing the world's leading composite product to the UK.

And we're not stopping there: we've added 37 acres of land to our current site, which gives us the flexibility we need to continue to meet – and exceed – our customers' needs in the future.

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"We're always looking for ways to save our customers time and money, from product development to service delivery."

We are a sustainable business with a responsibility to protect our people and our planet.

We were one of the first in the UK to achieve full chain of custody certification for both FSC® (Forest Stewardship Council®) FSC-C013579 and PEFC (Programme for the Endorsement of Forest Certification), enabling us to purchase, import and supply customers with certified timber.

But our responsibilities go beyond industry certifications. We apply strong ethics to everything we do: the products we buy, how we run our business, and how we operate in the community.

As active members of the Timber Trade Federation, we help ensure the entire industry operates responsibly, holding the timber sector to high environmental and ethical standards – and ensuring the standard of products remains high too.

We look after our own site too, having installed a biomass plant on site to recycle waste and provide an environmentally-efficient heat source for the plant. And we're active supporters of our local community, providing funds for local initiatives like a new village community centre and sponsoring local sports teams.



Our biomass plant on site


Working with the local New Holland Primary school

Timber Trade Federation growing the use of wood

Responsible Purchaser

FSC www.fsc.org FSC® C013579 The mark of responsible forest management

PEFC PEFC/16-37-009

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We have been at the forefront of environmental issues in the timber industry; operating strict due diligence procedures to meet industry standards and to achieve our own stringent internal targets.

"Throughout the business, we pride ourselves on our honesty and trustworthiness."

PEOPLE POWERED

10 years, average employee length of service

40 years, longest serving staff member

120 staff completed NVQ Level 2 Business Improvement Training

“We’re all very proud of our heritage and future growth plan.”



“We’re all about going that extra mile and delivering that personal touch to every order.”

David Garbutt, Logistics Manager

At your service ...with a smile

Our culture puts our customers at the heart of everything we do. From initial telephone enquiry, to technical and product advice, to arranging timely delivery, our growth is driven by the determination to be the best-in-class for customer service.

Everyone within our business knows that performing their role well is the key to giving our customers everything they need to succeed.

That’s not just high-quality products, exactly when they need them thanks to our unique ‘Warehouse on Wheels’ concept. We also offer in-depth training sessions with our experts held at Arbor Forest Products’ HQ or at our customers’ sites.

We’re also committed to people: in the past, we supported 120 members of our staff through NVQ Level 2 Business Improvement Training. Our focus on development is rewarded with exceptional staff loyalty: our average employee’s length of service is nearly ten years and our longest-serving member of staff has been with us for over 40 years.

“Quality products and quality processes are what drive our passion.”

Peter Hunt,
Purchasing Manager



One of the most sophisticated plants in Europe

We've had 70 years of tremendous growth and we're planning more of the same.

Transforming Arbor Forest's offering to clients and improving the day-to-day working conditions for our staff. Our site is the largest of its kind in the UK, and still growing, and our dock imports 10% of timber coming into the UK.

Our ongoing investment in the business, in the processes and in the surrounding area ensures our business is efficient and effective.



1 MDF PRODUCTION FACILITY

One of the most sophisticated factories in Europe delivering a lead time of only 36 hours

2 TRANSPORT OFFICE

Processing over 50 Warehouse on Wheels artic vehicles everyday

3 THE DOCK

The largest privately owned dedicated timber terminal in the UK

4 TREATMENT FACILITY

Treat over 250,000m³ of timber every year

5 SAWMILL

Capacity of over 200,000m³ of timber every year

6 TIMBER STOCKHOLD

Capacity of over 200,000m³ of timber every year

Arbor solutions

Arbor Edge

Produced to the most exacting standards, Arbor Edge MDF mouldings are second to none. Twice-primed and available with a short 36 hour delivery time for stock items. ISO 9001 and full traceability is standard across the range.



Structural & Landscaping Timber

Through our supplier relationships we're confident that we offer the highest quality product in the market with one of the widest product ranges available including C24 (un)treated / treated, CLS, sawn boards, feather-edge, posts and treated sleepers.



Roofing Battens

Arbor Forest Products has become one of the leading suppliers of roofing battens to the industry, through the continued ethos of high-quality product, good availability and unique ability to deliver mixed products on the same vehicle through our Warehouse on Wheels concept.



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Machined Timber

Machined timber is at the very heart of our company and the reason we have invested in a multi-million pound mill at our New Holland site.

This state-of-the-art facility ensures our machined timber is of the highest standard and the enormous production capacity enables us to offer a large range of products ex-stock for just in time deliveries. There is a full range of over 450 items available in stock.

"Our agile thinking and evolutionary ways of working allow us to do things differently."

> **The impeccable attention to detail and quality of products and service we received from Arbor was remarkable. We will definitely recommend them to our friends and family.**
>
> **Mr Bailey**

Arbordeck® timber decking

As decking specialists, we are proud to offer a full range of low maintenance timber decking, as well as all the fittings and extras required to complete a deck.

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Arbor quality

Trex® composite decking

Arbor Forest is the exclusive distributor of Trex composite decking which is the World's Number 1 decking brand. The 95% recycled solid core will not crack, break or split and is protected by the innovative Trex shell which provides superior durability and low maintenance with enhanced stain and fade-resistant qualities.



Unique solutions

With one of the most modern milling facilities in the country, and the largest and most varied holding of joinery grade timbers, we can offer you a bespoke milling service.



Cladding & shed material

We offer a dedicated range of over 30 products that are specific for industrial use and specifically graded for the garden buildings industry, all produced in our state-of-the-art sawmill and stocked in our yard for quick and reliable customer service.



Welcome to the Arbor Warehouse on Wheels

A UNIQUE CONCEPT

- Multi-product distribution
- UK-wide distribution
- Lower minimum order values
- Reduced management costs
- Reduction in number of delivery vehicles required
- Delivered in required quantities at the required time

Our Warehouse on Wheels concept offers multi-product distribution to customers around the UK, enabling merchants to manage their stock inventory more precisely to ensure they get the products they require at the right time.

But that's not all: Warehouse on Wheels means lower minimum order values, reduced rates on multiple products, and reduced management costs for customers. What's more, there are logistical and health and safety advantages to reducing the number of vehicles making a delivery. Warehouse on Wheels makes our full range more accessible to our customers: we'll deliver your products in quantities you actually require, just when you want them.

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WE ARE A BREATH OF FRESH AIR AND LIKE TO DO THINGS DIFFERENTLY

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