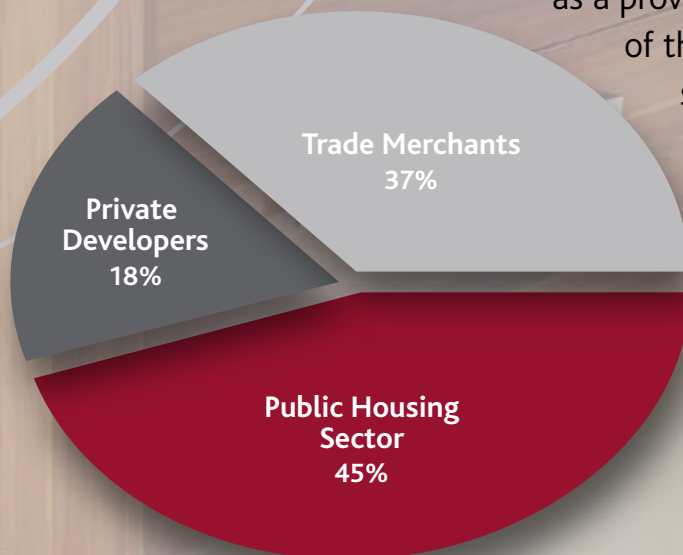




Richmond™

## Kitchens for living

The Richmond Cabinet Company Limited is an established, privately owned family business renowned for the quality of its superior kitchens. Since its establishment in 1987, with roots dating back to the mid 1940's, Richmond has grown a solid reputation as a provider to the specific needs of the contract kitchen market, supplying specialist ranges for the public housing sector, private developer market and trade merchants.





# The Company



REGENCY GROUP LIMITED

Richmond is a wholly owned subsidiary of the reputable, privately owned Regency Group.

Collectively, the Regency Group produces kitchens, fire surrounds and gaming cabinets with a retail operation specialising in high quality UK and European kitchens, a dedicated export department and direct customer sales team. Working to the highest standards the Regency Group has achieved an excellent reputation as a first choice supplier to this varied group of market sectors.

## About Richmond

Richmond recognises the importance of providing quality, best value products, delivered on time, in full and within budget. The success of Richmond can be attributed to:

- High levels of trust, encouraging positive working relationships
- Working in partnership with its clients
- A quality product as best value
- Provision of a professional service to meet individual client requirements

## Resources

Richmond's state-of-the-art production facility has received a multi-million pound investment making it one of the few totally mechanised sites operating in the UK. Operating to BS EN ISO 9001:2008 ensures Richmond adheres to frequent investment in design, materials, construction and processes.

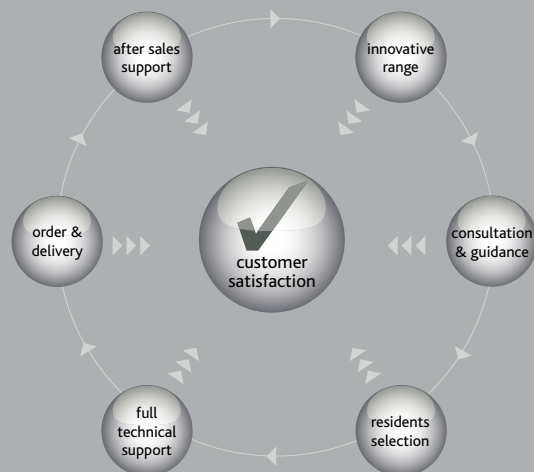
An integrated programme of Continuous Development is fundamental to Richmond's success. The monitoring and evaluation of all functions combined with the on-going implementation of improvements means Richmond provides superior quality products and professional customer support. Every employee at Richmond is committed to the completion of all projects to the highest standards, within agreed timescale and in accordance with the customers' commercial objectives.

## Support Services

Richmond is committed to customer satisfaction - delivering a professional service from initial consultation/enquiry to delivery. Richmond's highly skilled team of professionals has extensive experience and is able to guide, help and advice, from initial specification through detailed quotations and programmed deliveries and installation.

The Circle of Satisfaction demonstrates the key aspects of the company's superior customer management process, often tailored to suit the requirements of the customer.

### Richmond's Circle of Satisfaction



## Partnering

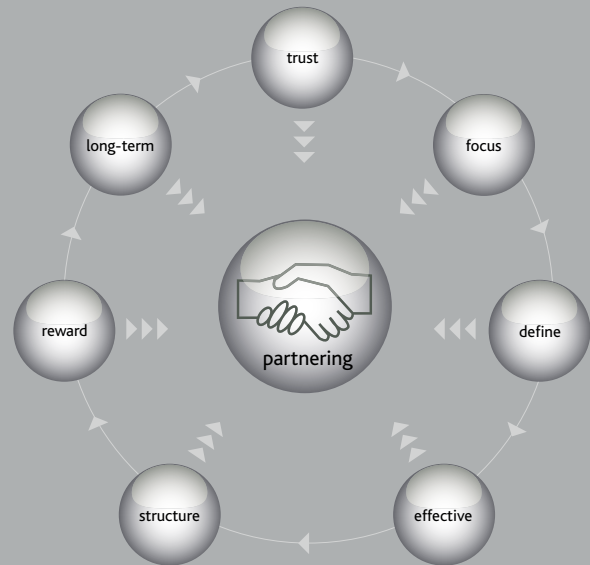
Strategic partnering enables delivery of best value products and services. Richmond considers long-term co-operative relationships with customers and suppliers a pre-requisite for delivering best value.

### Richmond values and encourages:

- **Trust** - to encourage cohesion
- **Focus** - on the client and end user
- **Define** - clearly defined KPI's
- **Effective** - management of timescales
- **Structure** - process management
- **Reward** - sharing rewards and managing costs
- **Long-term** - strong long-term partnerships

Working together benefits all. The formation of a partnership reduces costs and time, and significantly contributes to improving and maintaining the project process, ensuring a seamless supply chain.

Richmond is an experienced company with proven working partnerships. By embracing the partnering ethos Richmond is a willing, able and flexible partner sharing knowledge and innovation.



## Quality

Regular monitoring and a process of continuous improvement guarantees Richmond maintains its superior quality standards and excellent customer service. This focus on quality and performance is endorsed by the accreditations it holds.

Richmond's manufacturing process is approved by ISOQAR to BS EN ISO 9001:2008 meeting the exacting requirements of the Furniture Industry Research Association (FIRA) Gold Award.

The company's environmental management system meets the requirements of the highly regarded environmental standard, BS EN ISO 14001:2004.

In addition, Richmond supports and is committed to the environmentally appropriate, socially beneficial and economically viable management of the world's forests. This is achieved by its compliance to the requirements of the Forest Stewardship Council, FSC.

Through product testing quality control and correct material processing the product offered by Richmond has an allocated 25 year life assessment.



Certificate No. 387



Certificate No. 387



**FSC**  
TT-COC-2198

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## Environmental Statement



Corporate, social and environmental responsibility is at the heart of Richmond's operations. Richmond maintains an outlook that encourages the fulfilment of environmental objectives and is continually conscious of its potential environmental impact.

To meet the current environmental

challenges, Richmond has developed a Quality and Environmental manual to define the policy and the requirements of ISO14001.

The management team provide leadership to ensure the policy is understood, implemented and complied with. This includes:

- Compliance with relevant environmental legislation and regulations
- Striving for continual improvement in environmental performance
- Promoting awareness of environmental issues to all employees
- Prevention of pollution
- Setting measurable environmental objectives
- Reviewing performance against stated objectives

In order to facilitate the achievement of our collaborative goals we try to incorporate sustainable practices at every stage of the manufacturing process.

In an attempt to recycle as much waste as possible we now have agreements in place with a number of companies for the up lift, removal and reprocessing of material. One such agreement is with our board supplier who collects all wood based material, which is then processed and reintroduced as the recycled constituent in MFC (Melamine Faced Chipboard) sheets.

## Innovative Range



Richmond is committed to providing high quality products and services that fully meet customers' and end-users' requirements. The range of high specification kitchens combines superior quality materials with both classic and modern designs.

An extensive range of fascia colours and designs are available, complemented by specially chosen handles, worktops, sinks and taps. The combined range has been chosen to meet specification requirements and is designed and manufactured to meet customers exact requirements.

The Richmond cabinet is available in quality 15mm and 18mm options, providing an exceptionally durable construction. New product development is a core function at Richmond and continuous improvement guarantees superior quality products that offer a number of benefits to the customer. These include moisture resistant cabinets, soft close doors and drawers (available as an upgrade), and colour co-ordinated ends with every range creating a smooth finish. The clearly defined price groups allow identification of the optimum kitchen solution within defined budgets.

Richmond Access, incorporating Access Mobility and Access Vision, is Richmond's inclusive range offering people with physical needs a kitchen solution. Access provides unrestricted design opportunities, removing barriers to mobility and independence in the built environment.

Richmond™