

Blackwoods

Quality Policy

Blackwoods is committed to maintaining its place as Australia's first choice for industrial and safety products and services by continually maintaining and improving the quality of its processes and customer service delivery. Blackwoods is proud to provide products and services that are essential to the economic growth and prosperity of our country. Every day we help more people to build a better Australia.

We link our quality strategy to everyday operations via people development, documented workflows, quality & technical information, trending and analysis, review, and continuous improvement.

Blackwoods is committed to being every customer's first choice by:

- Providing the best service in the industry
- Supplying the ideal range at the right price
- Being experts who solve our customers' problems first
- Making our customers' jobs easier

Blackwoods maintains an effective quality management system. This includes:

- Regular reviews of the Quality Management System by the senior leadership team to ensure that the system continues to support our business strategy.
- Monitoring and analysing our processes to ensure the continuous improvement of our business operations and to drive operational efficiencies.
- Monitoring and communicating our quality performance indicators.
- Continually focused on our customer's requirements and expectations.
- Working closely with our suppliers across operational areas such as regulatory compliance, ethical sourcing, sustainable products and packaging, quality systems and inspections, transport chain of responsibility compliance and workplace health, safety and well-being.
- Ensuring that our products and services meet the relevant legislative and industry based requirements and comply with recognised local and international standards.

This Quality Policy provides a framework for setting quality objectives. Our senior management team reviews this policy every two years to ensure that the policy and our quality objectives remain consistent with our business objectives.

This policy applies to all Blackwoods offices, distribution centres and branches and is made available to interested parties as appropriate.



Peter Kelly
CEO of Blackwoods

27-10-17
Date