



QUALITY POLICY

August 2023

Blackwoods is committed to maintaining its place as Australia's first choice for industrial and safety products and services through ongoing consultation and feedback that prioritise the needs of our customers.

Blackwoods is committed to helping more people build a better Australia through:

- Providing reliable service every day and growing our customer and supplier partnerships
- Being easy to do business by leveraging digital technology
- Extensive supplier partnerships, providing more than 300,000 products via our national network

We link our quality management strategy to everyday operations via people development, documented processes, product quality & technical information, feedback mechanisms and trend analysis, and continuous improvement.

Blackwoods maintains an independently accredited Quality Management System (QMS) to ISO 9001:2015. Blackwoods QMS scope is the procurement and supply of industrial and safety products via distribution facilities and branches across Australia. Key deliverables include:

- Management reviews by the Steering Committee, tabling risks and opportunities and taking action to resolve.
- Change is effectively managed and continuously linked to business strategy.
- Monitoring and analysing quality data and processes to ensure the continuous improvement of operations and to drive operational efficiencies.
- Communicating quality measures and performance indicators.
- Continually focused on customers' requirements and expectations.
- Partnering with suppliers across operational areas such as ethical sourcing, sustainable products and packaging, quality and compliance, and workplace health, safety, and well-being.

Blackwoods Quality Policy is reviewed every two years and provides a framework for setting its quality plan and objectives within its operations.

Andrew Bray
Blackwoods CEO