

Blackwoods

Quality Policy

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

We are proud to provide products and services that are essential to the economic growth and prosperity of our country.

Blackwoods is committed to helping Australian businesses through:

- Providing the best service in the industry
- Supplying the best range of products at the most competitive prices
- Delivering dedicated local support across our national branch network
- Offering unmatched experience and expertise to help get the job done

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

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.



Andrew Bray
Blackwoods CEO

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