

# Quality Policy

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The Workwear group is committed to exceeding our customer's requirements and expectations in a proactive, professional and cost effective manner ensuring that we continually improve the quality of our products, business processes and management systems. Our aim is to deliver quality uniforms and iconic Leading Brands both locally in Australia and internationally.

The Quality policy of the Workwear group outlines how we provide our customers with products and services that not only meet but exceed their expectations.

The senior management team periodically reviews this policy to ensure that the policy and our quality objectives remain consistent with our business objectives.

*The Workwear Group is committed to be each customer's first choice by:*

- Providing organisational innovative development in line with world's best practice market and technology changes.
- Providing training and support to all stakeholders and supply partners impacting the quality of Workwear Group products and services.
- Employing and retaining the best, most talented people for the job
- Valuing and retaining our staff
- Working together as a cohesive team
- Providing on-going first class skills development
- Maintaining a professional work environment.
- Having an ethical conscience with respect to working conditions and environmental issues.

*The Workwear Group maintains an effective quality management system including:*

- Regularly review the Quality Management System led by the Group General Manager and his senior leadership team to monitor the progress to verify suitability and identify risks to our business and identify opportunities for improvements,
- Effectively mapping, measuring, analysing/reporting and monitoring our processes to ensure continuous improvement of our business operations and drive additional operational efficiencies
- Monitoring and communicating our key performance indicators
- Continually striving to meet and/or exceed our customer's requirements and expectations, and
- Ensuring that our products and services meet the relevant legislative and industry based requirements and comply with recognised local and international standards.

This Policy applies to all Workwear Group businesses, brands, sourcing offices, fit and call centres in all locations and is made available to interested parties as appropriate.

**Group General Manager**



**Doug Swan**