

## **IMS POLICY**

### **(HEALTH AND SAFETY, ENVIRONMENT AND QUALITY)**

27/10/2020 V1.4

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#### **Purpose**

Würth Australia operates an Integrated Management System (IMS) combining the requirements of ISO 9001, ISO 14001 and ISO 45001. The purpose of this policy is to confirm our commitment to provide safe and healthy working conditions for the prevention of work-related injury and ill health, to control our activities in view of their environmental impacts and to provide high quality products to our customers.

#### **Scope**

This policy applies to all employees and other stakeholders of Würth Australia.

#### **References**

IMS Manual

ISO 9001 Quality Management System

ISO 14001 Environmental Management System

ISO 45001 Occupational Health and Safety Management System

#### **Definitions**

IMS – means Integrated Management System.

#### **Responsibilities**

All employees are responsible for maintaining the health and safety, environmental and quality standards defined in this policy. All other stakeholders should adhere to this policy when visiting a Würth Australia site.

#### **Policy**

Würth Australia is an importer and distributor of consumable products and tools for the trades. Our business is based on the fundamental principles of mutual trust, reliability, straightforwardness and honesty. We take responsibility and accountability for the prevention of work related injury and ill health and for providing safe and healthy workplaces and activities.

We are committed to eliminating hazards and reducing health and safety, environmental and quality risks through the effective identification, assessment, control, monitoring and review of these hazards and risks. This commitment extends to ensuring that our operations do not place other interested parties, such as customers or the local community at risk of injury, illness or damages.

On an annual basis we set ourselves ambitious health and safety, environmental and quality objectives that are reviewed during the year. We strongly believe that every employee plays an important part in helping us achieve these objectives. Our IMS Policy and related objectives are established and are compatible with our strategic direction.

We also see ourselves as part of the society in which we operate in and are committed to always abiding by its rules, laws and regulations. We are committed to fulfilling all legal requirements and other requirements, including our IMS Policy and objectives.

Würth Australia's IMS requirements are integrated into our business processes and we ensure that the resources needed to establish, implement, maintain and improve the IMS are available.

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The importance of an effective IMS and of conforming to the IMS requirements is communicated to all relevant stakeholders to ensure that our IMS continually improves and achieves its intended outcomes. We provide direction and support to employees for their contribution to the effectiveness of the IMS, for example by supporting management in demonstrating leadership in their areas of responsibility.

Würth Australia value the enthusiasm, experience and commitment of our employees and develop, lead and promote a culture that supports the intended outcomes of the IMS, whilst ensuring the protection of our employees from reprisals when reporting incidents, hazards, risks and opportunities. Processes for consultation and participation have been established and implemented, and employees are encouraged to contribute to continuous improvement. We support a functioning Business Improvement Team and consider health and safety, environmental and quality aspects in all areas of our activities.

We aim to meet community expectations with respect to environmental impacts arising from our activities, and are guided by our operating philosophy and policies in our dedication to prevent pollution, minimise the impact of our operations on the environment and to protect human health and the conservation of resources. This commitment is based on a business culture in which excellence, initiative, personal integrity and ethical behaviour are recognised and rewarded.

Quality aspects, such as a high quality of products and customer satisfaction are inherent throughout all levels and functions of our operation. Therefore, our teams are not just committed to maintaining, but also to continuously improving the processes within our IMS, including but not limited to:

- Sales staff who are the forefront of the business and ascertain our customers' needs,
- Marketing staff who design relevant and applicable sales promotions that generate turnover and customer interest,
- Product staff who respond with a modern, divisional and complete product range,
- Customer Service staff who efficiently process customer orders and go the extra mile to satisfy individual customers' requirements,
- Back-office staff involved in every stage of the process with the aim to improve customer experience,
- Warehouse staff who compile orders and dispatch goods accurately and on time, and
- Purchasing and Special Orders staff who aim for a high service degree ensuring that we are able to supply all ordered goods.



Serge Oppedisano

Senior Vice President of the Würth Group  
Chief Executive Officer & Managing Director Würth Australia

#### Records

n/a

#### Reason for Change

Added commitment to prevent pollution, eliminate hazards, reduce risks and meet legal & other requirements.

Würth Australia reserves the right to modify, revise or supplement parts of this document as it sees fit. Würth Australia's Policies and Procedures are located on the Würth Australia Intranet. A failure to comply with Würth Australia's Policies and Procedures may result in disciplinary action up to and including termination of employment.