



PACT

Quality Policy

2019

ADA (Australian Defence Apparel P/L)

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Contents



Quality Policy

Statement

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Introduction

ADA provides prime uniform system solutions to the Australian Defence Force, government agencies and corporate enterprises. These solutions range from made-to-order garments to the end-to-end management of a customer's uniform requirement; including design, manufacture, procurement, warehousing, ordering and delivery.

Ours is a strong and robust business in what is an extremely competitive market.

Over 100 years in operation is testimony to our ability to constantly refine our processes in order to remain at the forefront of the industry we operate within.

At ADA, it is our aim to:

- Set and review quality objectives
- Provide our customers with exceptional service and reliability
- Provide quality workmanship by committed and trained personnel
- Engage, direct and support staff to contribute to the effectiveness of the Quality Management System
- Promote the use of a process approach and risk-based thinking

Our Quality Management System will be subject to continual review and improvement to enhance customer satisfaction and strengthen internal processes. We are committed to consistently meeting all relevant legal, customer and any other applicable requirements.

This policy will be reviewed annually by top management in line with the setting of quality objectives, and if necessary, will be amended to ensure it remains relevant to our organisation and strategic direction.



Chris Dixon
CEO, Australian Defence Apparel



Quality Policy



Let's make a PACT!

PACT is ADA's ESG program. It is a movement towards Promoting Accountability, Community and Transparency. Through this innovative initiative, PACT and its partners are not just contributing to global ESG standards - they're reshaping them.

The PACT Program includes 4 pillars and tangible pathways to achieve our vision.

ESG Program Name	PACT			
4 Pillars Sits under ESG	 Planet	 People	 Practice	 Performance
Pathways Sits under Pillars	Designing for End of Life Circularity Waste Reduction	Indigenous Partnerships Diversity & Inclusion Employer of Choice Responsible Supply Chain Corporate Social Responsibility	Ethical Trade Transparency Risk Management	Job Growth Exceeding Customer Expectations Research, Development & Innovation Responsible purchasing and sourcing

Join us as we define what it means to do business in the 21st century!

Learn more about PACT
ada.com.au/pact



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