

Quality Policy Statement

Policy Statement

Blu by Adcorp provides workforce management and labour hire services across Australia.

We strive to deliver on our commitments and, where possible, exceed client expectations. We take a proactive approach to managing client requirements, driving productivity and minimising risk, allowing our clients to concentrate on their core operations.

Blu by Adcorp's Position

Blu by Adcorp is committed to delivering quality workforce management and labour hire services through competent people, effective systems, ethical conduct, strong leadership and continual improvement.

We assure quality through the alignment of our strategic and operational planning objectives with our evaluation, certification, assurance, risk management and review processes. Our Quality Management System provides the structure for managing quality, supporting informed decision-making, meeting relevant requirements and improving service outcomes.

Senior leadership is accountable for ensuring the QMS supports BLU's strategic direction, provides a framework for quality objectives, and promotes a positive quality culture across the organisation.

We consider relevant internal and external issues, including climate-related risks and opportunities where they may affect our ability to deliver safe, compliant, reliable and quality workforce solutions.

The alignment of policy, governance, operational controls and performance review is critical to achieving quality at BLU by Adcorp. Our QMS sets out the governance mechanisms, responsibilities and controls required to support our key principles, client commitments and business objectives.

In order to achieve this goal and remain a leader in our field, Blu by Adcorp is committed to:

- Developing, implementing, maintaining and continually improving the effectiveness and efficiency of our Quality Management System, as part of our broader integrated management system, while maintaining conformity with the standards on our current certificates and completing the transition to ISO 9001:2026 and ISO 14001:2026, integrated with ISO 45001:2018.
- Working closely with our clients to collect feedback, understand their needs, manage relevant risks and meet, and where possible exceed, their expectations.
- Monitoring and complying with applicable statutory, regulatory, client, contractual and industry requirements.
- Understanding and responding to the needs and expectations of relevant interested parties, including clients, workers, employees, contractors, regulators, host employers, suppliers and other stakeholders where relevant to the QMS.
- Working collaboratively with host employers, suppliers and other external providers to ensure externally provided processes and services meet defined quality, compliance and performance requirements.
- Recruiting, placing and supporting people who are qualified, competent and suitable to fulfil the requirements of each role and meet our quality, safety and performance objectives.
- Training and educating our people to continually improve competence, awareness, ethical conduct, quality culture and work practices.
- Involving our people in quality-related decisions, consultation, issue identification and improvement initiatives.
- Maintaining organisational knowledge and accurate, reliable and controlled information, systems and records to support continuity, resilient service delivery, planning, compliance, reporting and decision-making.
- Establishing and acting upon quality objectives and performance targets to ensure systems and processes are continually improved and remain effective, efficient and relevant.
- Actively pursuing opportunities to improve client value, service quality, productivity and QMS performance.
- Routinely reviewing performance against objectives, risks, opportunities, customer feedback, nonconformities, audit outcomes and improvement actions.
- Providing sufficient and suitable resources to implement, maintain and improve our QMS.

To remain a business committed to quality, all employees and contractors are expected to conduct their work ethically, follow defined processes, systems and controls, and meet applicable client and compliance requirements.

Approved by



Zebulun Riddell

Managing Director

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