

Millwood, Inc. – Customer Health and Safety Policy

Purpose

At Millwood, Inc. we are committed to protecting the health and safety of our customers by ensuring our products and services meet the highest standards of safety, reliability and compliance. This Policy supports our goal of responsible business conduct and aligns with our sustainable procurement responsibility and customer well-being.

Scope

This policy applies to all Millwood, Inc. operations, including product design, manufacturing, packaging, storage, transportation and customer service across all facilities and distribution channels.

Policy Statement

Millwood, Inc. takes a proactive approach to ensuring that our wooden, plastic and custom-engineered pallet solutions are safe for handling, transport and use by our customers. We continuously strive to minimize any risks associated with our products or processes and promote health and safety throughout our value chain.

Commitments

1. Product Safety & Quality

- a. Conduct risk assessments during design, production and delivery to identify hazards and the structural integrity of all pallet products.
- b. Monitor and control splintering, load-bearing capacity and ergonomic handling features to reduce injury risks during use.

2. Customer Communication

- a. Provide clear and accessible product handling guidelines, technical specifications and safety data sheets when applicable.
- b. Maintain open channels for customer feedback regarding safety concerns, complaints or incidents.

3. Compliance Standards

- a. Comply with all applicable health and safety laws and regulations at the local, state and federal levels.

4. Continuous Improvement

- a. Use customer feedback, incident reports and internal audits to improve safety measures and product designs.
- b. Integrate customer health and safety considerations into our R&D and product innovation processes.

5. Training & Awareness

- a. Promote a culture of safety and accountability within our organization and among suppliers.



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Monitoring & Reporting

Performance will be tracked through:

- Quality assurance reviews and corrective action reports

Responsibility

The Quality Assurance and Environmental, Health & Safety (EHS) teams are jointly responsible for implementing and reviewing this policy. All employees are expected to support and uphold these standards.

Effective Date: 4/15/2025

Approved By: 

Review Cycle: Annually or as required by changes in operations or regulations