

Quality Policy

ISG is one of the largest providers of new build, fit out and refurbishment services to the commercial and public sector. The business operates throughout the UK and internationally.

We are committed to the continuous improvement of quality across all areas of ISG operations, and to remain at the forefront of implementing best practice initiatives within our business.

To implement this policy and to achieve our quality objectives we have developed processes and procedures that are contained within our management systems. These procedures and processes comply with the requirements of ISO9001:2008 and are mandatory for all our staff.

This will ensure that:

- We regularly review this policy to ensure that it drives continuous improvement and sets challenging targets for business improvement
- We fully comply with the requirements of ISO 9001:2008
- We not only follow but lead industry best practice initiatives to exceed the quality requirements and expectations of our customers
- We will establish quality objectives in our 'Annual Review of the Quality Systems', and our monthly HSQ&E meetings. They will be regularly monitored and reviewed to benchmark their effectiveness
- Our policy and procedures are communicated and embraced within the organisation as part of its underlying culture
- Our policy and procedures are regularly reviewed for continuing suitability and effectiveness

A copy of the Quality Policy will be made available upon request to any interested party.

Overall responsibility for this policy rests with the ISG Board of Directors and the Managing Directors of ISG businesses.

For and on behalf of ISG plc

Signed:



David Lawther
ISG Chief Executive

Date: September 2011