

Quality policy

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1. Policy statement of intent

To implement this vision and to achieve our quality objectives, we have developed processes and procedures that are contained within our management systems.

In the UK and other countries in Europe and Asia where ISG operates, these have been certified as meeting the requirements of ISO 9001. Compliance with this standard is mandatory for all ISG employees and ISG business partners operating in these countries.

We are committed to the continual improvement of quality across all areas of ISG's Toa3 aliGche requitteesorin i ountyi (ei)-4.9(i)-4

2. Introduction

- 2.1. ISG is striving to create a positive and inclusive working environment and culture, providing the conditions for individuals and teams to thrive and achieve the highest standard of performance and service, where contributions are fully recognised and valued by all.

For an international organisation the size and complexity of ISG, it is imperative that an effective and unambiguous operational framework is in place to ensure that "Quality" is tackled in a planned and co-ordinated manner. This Quality Policy details the framework for the organisation and management of Quality within ISG.

- 2.2. This policy has been written to confirm ISG's approach regarding Quality and Operational Excellence, and the responsibilities of different individuals within the organisation to ensure adherence to it. A focus within the policy has been placed on UK regulations, standards and the specific requirements of Contracts signed, which is where the majority of the group's business is located. However, ISG operates in many countries around the world; we understand that for other jurisdictions in which ISG carry on business, different or additional requirements may also exist, on a country-by-country basis. In such instances, additional local policies and procedures may be required to supplement this over-arching Group policy for Quality.
- 2.3. Where local variations are necessary, the Managing Director of each non-UK business shall be responsible for ensuring that such arrangements are accurately recorded via a separate policy (or an addendum to this policy), in conjunction with their own Quality Departmental Leads. The Head of Quality will carry out a review of such local policies as is appropriate, to satisfy the ISG Statutory Board that they are of a similar standard to the UK approach/template.
- 2.4. All staff in ISG have a duty to perform to the best of their ability and to undertake their job/role to the highest standard. It needs to be recognised that all our staff have both external and internal Customers.
- 2.5. In order to do this, ISG, its managers and staff, must know their accountabilities and responsibilities for the management of Quality, how this relates to the Contract/Project in question and all relevant Statutory and Legislative requirements.
- 2.6. ISG staff have an obligation to comply with ISG processes and procedures as contained on our business Management System that in turn allows ISG to fulfil its contracted, specified and legal obligations. Members of staff who fail to fulfil or discharge their responsibilities satisfactorily, may be subject to disciplinary action.
- 2.7. This policy applies to all people who perform services for or on behalf of ISG (including all full and part-time employees, all Directors, all agency staff/contractors and all persons employed by all Group companies). It similarly applies to all Designers/Consultants, Subcontractors and Suppliers (and those that they in turn have subcontracted to) to ISG.

3. Purpose of this policy

- 3.1. This policy details the arrangements for the management, application, approach and setting of objectives for quality, to meet the Contracted requirements of every Project we undertake, in terms of specification/finish and meeting our Customer's expectations.
- 3.2. The Policy has considered the "roles and responsibilities" of the ISG Statutory Board, Chief Operating Officers Operational Boards, Managing Directors, all Directors, ISG Head of Quality, ISG Quality Managers, ISG Project Managers/Directors, ISG Commercial Managers, ISG Design Managers, ISG Technical Services/Building Services Managers, ISG Planners, ISG Construction site Managers, ISG Document Controllers, ISG Bid and all staff, plus ISG Subcontractors and designers/consultants.
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4. Arrangements to deliver this policy

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5. Roles and responsibilities

Note that for the sake of simplicity some roles have been grouped under general headings, e.g. Delivery staff. This is also to acknowledge that ISG delivers projects across a wide range of services with project teams varying in size and structure.

Company roles	Responsibilities
ISG Statutory Board	Setting and authorising this quality policy. Implementing the appropriate structures, accountabilities and resources within the business to enable the aims of this policy to be met. Ensure that customer quality requirements and legal / regulatory requirements are identified and met. Setting / agreeing objectives

Company roles	Responsibilities
ISG supply chain management staff / commercial staff	Ensuring that the works are fully protected to maintain quality prior to hand over. Ensuring that there is an effective project hand over includes everything necessary for the client to thrive within the new facility. Ensuring that aftercare services are agreed and implemented. Procuring products and services from suppliers that have

