

Mission, Vision & Values Statement






Integrity Security Group Limited (ISG) are dedicated to the manned guarding of clients sites, key holding and alarm response, providing consultancy to clients on security matters and electronic security systems.

Our mission is to deliver the highest quality service to our clients whilst creating good working conditions for our staff, providing good environmental performance and as a minimum complying with our legal and other obligations.






Our vision is to continue to expand our services throughout the Midlands region, with a trusted management team whilst still maintaining a 'hands-on' approach with clients and staff.

We believe that our success is due to a strong partnership between us, our employees and our customers.

We commit to:

-  Addressing the clients' security needs and enhancing their satisfaction in regards our services
-  As a minimum complying with our compliance obligations including the requirements of the law, security industry standards, customer's and other interested parties
-  Preventing injury or ill-health to individuals
-  Protection of the environment, including pollution prevention and the efficient use of resources
-  Continually improving our business for the benefit of all those associated with it

To achieve this we:

-  Provide leadership and champion compliance within the company's operations
-  Understand the context of the organization, its interested parties, and the threats and opportunities the business faces, and plan to manage these.
-  Build strong relationships with our clients through excellent service
-  Employ highly trained, motivated people who we treat fairly and with respect at all times. We operate with the philosophy that staff treated well will in turn care for our customers with the same dedication.
-  Provide the specialist knowledge and where required the right technology to achieve our client needs.

Our Mission - Achieving Excellence Through Our People

- ▲ Communicate effectively both internally and externally.
- ▲ Listen to our clients, staff and regulators to make sure we get it right first time, every time
- ▲ Plan our activities to ensure a consistent high quality service, including planning for business interruption events and business continuity
- ▲ Encourage an 'Improvement Culture' within financial control, commercial relationships, ethical and environmental responsibilities, quality systems and personnel management
- ▲ Ensure that we recognise non-conformity and implement suitable corrective actions to prevent reoccurrence.

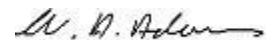
These commitments are communicated to all persons working for and on behalf of ISG.

The commitments are reviewed through our management review processes and are supported by our key performance indicators.

These commitments will reviewed and, if necessary, revised in the light of legislative or organisational changes, lessons learnt, post-incident and annually.

As the individual with ultimate responsibility for business compliance and performance I endorse this policy.

Approved on behalf of Integrity Security Services



Will Adams, Managing Director
June 2017