







## Mission, Vision & Values Statement

Integrity Security Group Limited (ISG) are dedicated to security guarding services including the supply of manned guarding, door supervision and mobile patrols of client sites, key holding and alarm response, CCTV monitoring, specification and installation of electronic security systems, specification and installation of fire detection and response systems, and providing consultancy to clients on security matters.












Our vision is to continue to expand our services throughout the United Kingdom, 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, customers, suppliers and other interested parties, and a strong commitment to safety, health, the environment and quality.

### Our missions and commitments are to:

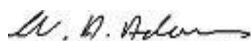
-  Address the clients' security needs and expectations;
-  Enhancing customers satisfaction in regards our services;
-  As a minimum achieving with our compliance obligations, security industry standards, customer's and other interested parties;
-  Preventing injury or ill-health to individuals;
-  Protection of the environment, including pollution prevention and the efficient use of resources;
-  Continually improving our business and its business management systems.

### To achieve this, we:

-  Have established, implemented, maintained and continually improve a business management system that will deliver the strategic direction of the organisation;
-  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;
-  Provide the specialist knowledge and where required the right technology to achieve our client needs;
-  Communicate effectively internally and externally;
-  Listen and consult with our interested parties 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' in the company;
-  Ensure that we recognise non-conformity and implement suitable correction and corrective actions to prevent reoccurrence.

These commitments are communicated to all interested parties. This Statement is communicated on induction, displayed in the head office reception, available on the company website and provided to interested parties on request. The commitments are reviewed through our key performance monitor and management review processes.

This policy and the commitments it contains will be reviewed and, if necessary, revised in the light of change planning, lessons learnt / knowledge transfer, post-incident and annually. As the individual with ultimate responsibility for business compliance and performance I endorse this policy on behalf of Integrity Security Group Ltd.



**Will Adams, Managing Director**  
**27 June 2019**