

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, achieving the needs and expectations of our interested parties and as a minimum achieving our compliance 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, and a strong commitment to safety, health, the environment and quality.

We commit to:

-  Addressing the clients' security needs and enhancing their 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;

Our Mission - Achieving Excellence Through Our People



EXCELLENCE THROUGH OUR PEOPLE

- 👤 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.

Approved on behalf of Integrity Security Services

Will Adams, Managing Director, 10th July 2020

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