

MISSION, VISION, VALUES & QUALITY POLICY STATEMENT

Our mission at Integrity Security Group is to provide security guarding services including security consultancy, door supervision, manned guarding, key holding and alarm response, security officer screening and vetting, and CCTV monitoring, installation and maintenance of electronic fire and security systems, and planned and reactive facility maintenance and repair.

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

For the delivery of a quality service, we are committed:

- ▲ to satisfy applicable requirements, including the needs and expectations of all our interested parties;
- ▲ working with employees, customers, and suppliers to establish and maintain the highest quality standards; and,
- ▲ to the continual improvement of our quality performance and quality management system.

To support the delivery of the above commitments we have an established and maintain a quality management that is certified to ISO9001:2015 by a UKAS accredited certification body, with the objective to:

- ▲ Understand the context of the organization, its interested parties, and the threats and opportunities the business faces, and plan to manage these risks so to deliver the strategic direction of the organisation;
- ▲ Understand the internal and external requirements, ensuring that we implement these and communicate these needs effectively;
- ▲ Plan for business interruption events, and if they occur ensure adequacy of response;
- ▲ Employ people who are competent and motivated who we treat fairly and with respect;
- ▲ Provide and maintain fit for purpose and technically sound work equipment and working environments;
- ▲ Ensure that where we outsource activities that providers are capable and competent to provide the service, and that their performance is monitored;
- ▲ Ensure that the delivery of our services is planned and controlled;
- ▲ Review the performance and effectiveness of the company, and the business management system;
- ▲ Delivery of continual improvement through improvement plans and control of non-conformity.

These commitments are communicated to our interested parties. This Statement is communicated on induction, displayed in the head office reception and on the ISG website, and provided to interested parties on request.

The above commitments are reviewed through our key performance monitor and management review processes.

We review the effectiveness and adequacy of this policy on an annual basis and as part of change planning, lessons learnt, knowledge transfer or following a quality non-conformity or other failure to meet our quality objectives.

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



Will Adams, Managing Director, 17th July 2025

Our Mission - Achieving Excellence Through Our People