

ISG is a dynamic global construction services company. Our people specialise in fit out, construction, engineering services and development and are dedicated to delivering places that help people and businesses thrive.



Quality

This is an extract of page three of ISG's 'Code of ethics and business conduct - August 2019'. (To view the full copy of the code, please visit <https://www.isgplc.com/en/who-we-are/publications-library>)

We are committed to the continuous improvement of quality across all areas of ISG's operations, and to remain at the forefront of implementing best practice initiatives within our business and management systems.

To implement this strategy and to achieve our quality objectives, we have developed processes and procedures that are contained within our management systems. In the UK and several other countries in which 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. It is our aim to introduce such standards throughout our global business over time.

This will ensure that:

- we fully understand all applicable requirements of our customers and interested parties and are committed to satisfying their needs
- we will establish quality objectives which will be regularly monitored and reviewed to benchmark their effectiveness
- our policy and management systems are regularly reviewed for continuing suitability and effectiveness, to ensure they are 'fit for purpose' in the context of our business and the strategic plans they are helping to deliver.

Paul Cossell
Chief Executive Officer

August 2019

A handwritten signature in black ink, appearing to read 'Paul Cossell', is written over a horizontal line.