

ISG is a global construction specialist, delivering places where people and businesses thrive.

ISG

Quality

This is an extract of page 14 of ISG's 'Code of ethics and business conduct - August 2020'. (To view the full copy of the code, please visit <https://www.isg ltd.com/en/who-we-are/publications-library>)

We are committed to the continuous improvement of quality across all areas of ISG's operations, in particular with regard to the quality of the design, of the products and materials used, the finishes and completeness of the product and the quality of the product at handover to the customer, 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.

It is also our aim that our supply chain and their supply chains implement best practice themselves by utilising where applicable the same processes and procedures as ISG, completing works to an agreed quality standard.

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 and KPIs which will be regularly monitored and reviewed to benchmark their effectiveness during the currency of the works, and pre and post handover to the customer
- we will implement best practice in the compilation of quality risk assessments, quality plans, and inspections and test plans, which we will expect to be delivered by our supply chain and their respective supply chains
- 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

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