

Integrated Security Consultants (ISC) is a UK-based industry leader in the supply of professional security personnel and consultancy services. These services are delivered on-site by Security Officers who are trained by the Company (to SIA licensing and relevant industry specific British Standards' requirements), who are also security screened by the Company (to BS 7858 requirements) and who are SIA Licensed, or who will be covered by SIA License Dispensation Notices in appropriate circumstances.

The company's services, as a whole, comply with the requirements of: ISO 9001 and all applicable British Standards, these being, at present: BS 7499, BS 7858, BS 7960 and BS 8406.

The company's primary business objective is its commitment to achieving measurable excellence in quality and service. The company believes that only excellent service provision, combined with a consistently high standard of customer, consumer and key stakeholder attention, achieved through the management team's commitment to the following principles, can secure a long term and profitable future: continual improvement; pro-active provision and management of resources; focus on customers, consumers and their satisfaction; focus on all other stakeholders, including the wider public; the best all-round communications.

To achieve this objective, the company has established and maintains an effective business, management and administration systems, implementing a risk based thinking approach, encouraging a companywide commitment to monitoring and managing quality, and reviewing our operations, following the process approach. This approach is designed to ensure compliance with all relevant customer, statutory and regulatory requirements. The Company's policies, supporting processes, customer requirements and requirements relating to all other stakeholders are communicated in the appropriate ways to company employees and otherwise retained representatives.

The documented Business Management / Quality System (where practicable, presented in a charted / graphic form) describes how the system is operated. Adherence to these procedures by all the company's employees and relevant representatives is a mandatory requirement. This ensures that the company's business / quality objectives are determined and that means are put in place to enable their achievement. Means of monitoring, measuring and analysis of our progress towards achieving the objectives are also determined and implemented. This means that we obtain the necessary feedback so that we can, and do review progress and make changes or refine our objectives and the system, as necessary, to ensure it continues to be useful and meaningful.

The processes required for the company's day-to-day effectiveness, efficiency and continual improvement in the way that it does things are identified. The Company's performance in carrying out these processes along with the performance of the output from these processes, are reviewed periodically by top management and the results of this review recorded.

The Head of Quality Assurance is directly responsible to the Director and is the appointed Management representative delegated with his full support and authority to develop, maintain and ensure the continual improvement of the company's systems. However all personnel within ISC are

## Quality Policy

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responsible for managing the quality requirements for their areas of responsibility. Refer to the organisation chart to identify the person currently identified as the Head of Quality Assurance.

The Head of Quality Assurance has the necessary freedom to identify all relevant problems and to recommend, initiate and provide solutions. He / she is responsible for periodic audits of the system in all relevant aspects, reporting the findings to the Director.

Every employee is responsible for compliance with those requirements in this manual that relate specifically to his / her responsibilities and duties.

The Director has overall responsibility, with the General Manager taking day to day responsibility, for ensuring that appropriate preventive and / or corrective actions and / or pro-active improvement actions are taken.

In order to realise this policy and its aims, the Company will set objectives and targets and will review these and our performance against them, in the context also of changes in the industry, the company and the operating environment.