

## QUALITY POLICY STATEMENT

The objective of Integrity Support Solutions Group Ltd is to satisfy the quality and delivery requirements of our customers at competitive prices. We will measure our performance in meeting customers' requirements and work with them to continually improve the service that we provide.

In order to achieve this objective, Integrity Support Solutions Group Ltd will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2008.

In particular, Integrity Support Solutions Group Ltd will:

- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the Internal Audit Process
- Monitor customer satisfaction by proactively seeking feedback from customers on how well its services meet their requirements
- Set objectives for continual improvement
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence
- Select and work closely with suppliers who enable the Company to create and deliver a reliable performance
- Recruit employees who are customer focussed and support them with appropriate training and systems to ensure their competence always meets the Company's requirements.
- Provide a work environment that promotes the well-being of its employees, and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of the Company's services and business processes
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure that Integrity Support Solutions Group Ltd complies with all necessary regulatory and legal requirements

The achievement of our quality objectives and continual improvement of the effectiveness of the Company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of Integrity Support Solutions Group Ltd:

Name: Kenny Lindsay



Position: Operations Director

Date: 31-07-18