

Quality policy statement

Our vision is to exceed our customer's requirements by continually improving the quality of our processes, projects and services through the energy and commitment of our people and supply chain.

To implement this vision and to achieve our quality objectives, we have developed processes and procedures that are contained within our management systems.

At ISG Middle East, our management systems have been certified as meeting the requirements of ISO 9001:2015. Compliance with this standard is mandatory for all ISG employees and ISG's supply chain.

We are committed to the continual 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.

We fully understand all applicable requirements of our customers and interested parties and are committed to satisfying their needs through our commitment to the:

- **Quality of design**, that meets statutory, legislative, contracted requirements of our customers.
- **Quality of products and materials used** that meets statutory, legislative and contracted requirements. they will be procured from suppliers and installers that are suitably competent, trained and demonstrate the right behaviours on our sites.
- **Quality of finish and completeness**, that meets in full the contracted specifications/ requirements and any other applicable legislation.
- **Quality of handover**, that allows our customers to thrive in the spaces we provide.
- **Quality of staff**, the competency of our own staff and appointed consultants/ subcontractors.
- **Quality of our management systems**, these must be effective to support consistent delivery against statutory, legislative and contracted requirements.

For and on behalf of ISG Middle East
Signed:



Andrew Collier
Managing Director

March 2025