



QUALITY POLICY

The continuing policy of ISM Ltd to provide high quality Facility Services to the UK Market.

The Management Team bears the responsibility for establishing, maintaining and implementing the system for controlling those particular activities for which they are responsible. ISM ensures through instruction, practical example and training that quality is the aim of all members of the Organisation and that each employee has a proper understanding of the importance of the quality system function and its direct relevance to the success of the Organisation.

Equally every employee is responsible for, and is trained and Competent to perform the duties required by his or her specific role. Furthermore, the Organisation ensures that any sub-contractors employed for a particular function meets specified requirements and accepts the responsibility for their work.

The organisation has a policy of continual improvement and setting of quality objectives in line with the framework laid down within the ISO 9001:2015 Standard.

The Quality Objectives are monitored regularly taking into account Business Risks and Opportunities and are under the responsibility of the Senior Management's ultimate responsibility with regular reporting of the Quality Management System's (QMS) status and effectiveness.

ISM Ltd Quality Management System Objectives are to provide Facilities Service which:

- Ensures customer satisfaction by regular evaluation of the quality of service, Customer feedback and providing Facility Services of consistently high quality
- Provide the appropriate education and training for staff to ensure the competency required to deliver all ISM services.
- Establish and review quality and business objectives taking into account the applicable risks and opportunities to continuously improve ISM Facility services.
- Compliance with all applicable regulatory requirements and consistent attainment of internationally recognised quality and safety standards including ISO 9001:2015.
- Provide the highest possible standards to all Interested Parties including Customers, Staff and External Providers.

Signed M.D.