

ISS Labour Ltd is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility towards our plant and the communities in which we operate.

Our company strategy and vision is simply:

'to exceed customer expectations for safety, sustainability, cost, delivery and value'

We are committed to creating a profitable business based on the following core principles:

Our People

The Board of Directors are committed to equality in employment opportunity and rewards, embracing whole heartedly the cultural diversity within the communities we operate. Our employees' and Agency workers' interests are foremost throughout all aspects of our business and how we conduct our affairs. Our strategic plan requires our company to commit to:

- ✓ Creating and nurturing an environment of success based on honesty and integrity
- ✓ Equitable sharing in the success of the company
- ✓ Empowerment through training and communication
- ✓ Individual growth and equal opportunity
- ✓ Providing a safe, secure, and sustainable working environment
- ✓ Learning from operational experience to support continual improvement

Our Customers

Our customers' requirements represent one of the highest priorities within the business. Our obligation is to pro-actively seek out and define customer needs whilst addressing all requests expeditiously without creating false expectations.

Our Community

The Board of Directors are Committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behaviour in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facilities. We pro-actively comply with all safety, environmental and regulatory requirements applicable to our business.

Our Quality

Beginning with a clear definition of our customer's and other interested party expectations we strive to meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavour to provide processes that ensure we achieve this in order to achieve a successful and sustainable business.

The systems and process which ensure the delivery of this policy form the core of our Quality Management System (QMS) which is certified to ISO 9001:2015 and is underpinned by the Plan-Do-Check-Act cycle.

We will ensure that this policy is communicated to all workers and contractors and is reviewed at least annually for effectiveness.



Gary Beeston
Group Managing Director