

Culture Statement

ISG is one of the largest providers of new build, fit out and refurbishment services to the commercial and public sector. The business operates throughout the UK and internationally.

ISG's culture is shaped by our values, which are:

Passionate about our work

Our passion drives our commitment to excellence and continuous improvement.

Committed to customer relationships

We will grow by having satisfied customers who choose to work with us again and again.

Fulfilling our people's potential

We will give our people the opportunity to reach their full potential and help them achieve their ambitions.

Dedicated to detail

Our care and attention to detail drives exceptional quality.

Acting responsibly and safely

We will not compromise on safety and will act responsibly in all that we do.

Our values include a commitment to continuous improvement and excellence in delivery in order to exceed customers' expectations and the Health, Safety and Welfare of our staff. An integral part of this is the promotion of a positive Health and Safety culture. As part of this, any person working on a project managed by ISG has the right to decline to carry out work that they feel is not safe to do

Our Health and Safety programme is about influencing behaviour and shaping attitudes to continually improve standards. The ISG Board and the Managing Directors of ISG Businesses shall create a climate which promotes the following:

- Effective leadership
- High visibility commitment to health, safety, environmental and quality
- Two-way communication
- Employee involvement
- A learning culture.

Overall responsibility for this policy rests with the ISG Board of Directors and the Managing Directors of ISG businesses.

A copy of this Culture Statement will be made available upon request to any interested party.

I emphasise that deviation from established Health, Safety, Quality and Environment standards is unacceptable.

For and on behalf of ISG plc



David Lawther
ISG Chief Executive

Date: September 2011