



Integrated Quality, Environmental & Information Security Policy

New Directions Holdings Limited provides the core functions of HR, Marketing, Quality Assurance, Facilities, IT, Payroll, Credit Control and Accounts to other companies within the New Directions Group (Education, Recruitment, Care and Support, Professional, Checks Direct).

In order to ensure that we achieve excellence in all our activities we have implemented a formal Integrated Management System, which satisfies the requirements of BS EN ISO 9001:2015, BS EN ISO 14001:2015 and BS EN ISO 27001:2013.

In provision of the services, New Directions Holding Limited will interact with a variety of information assets with various degrees of confidentiality. They will also be required to comply with statutory and regulatory legislation, and other applicable requirements to which they subscribe (contractually and voluntarily).

We have therefore identified the information security, environmental and industry specific legislation and regulations relevant to our business and captured these in a Register of Legislation to ensure that all our activities are carried out in conformance with the obligations.

Management and all who work at New Directions Holdings are committed to:

- Providing the highest possible level of service in satisfying the requirements of our Customers;
- Continual improvement in the effectiveness of the Management System, through monitoring of performance and outputs from risk & opportunity assessments;
- Providing interested parties with the assurance that information is being handled appropriately;
- The care of the environment and the prevention of pollution, which also includes the establishment of emergency procedures.

The key objectives underpinning the Management System are:

- Our Customers' needs shall be fully understood;
- New Directions Holdings will be provided with adequate facilities and have the required skills to fulfil Customers' needs;
- Information Security Assets will be managed with confidentiality and integrity;
- We aim to minimise waste, promote recycling, reduce energy consumption, reduce harmful emissions and, where possible, encourage suppliers to adopt sound environmental policies.

The Management System is reviewed and updated regularly to take account of changing circumstances, Customer requirements, objectives and improvement opportunities.

The Policy, objectives and the requirements of the Integrated Management System have been communicated to all employees and, where appropriate, persons working on behalf of the company.