

Sureserve Energy Policy 2026



1. Purpose

Sureserve Group recognises that protecting the environment and responding to climate change are integral to the long-term success of our business, our clients, and the communities we serve. This Energy Policy sets out our commitment to responsible energy management across all Group businesses and activities.

The policy reflects best practice and aligns with recognised international standards, including ISO 50001 (Energy Management Systems), while also addressing wider environmental impacts beyond compliance alone. It provides a clear framework for managing energy risks and improving performance.

2. Scope

This policy applies to:

- Sureserve Group Limited (Company number 09411297) and all its subsidiaries incorporating:
 - **Compliance:** Sureserve Compliance Holdings Ltd, Sureserve Compliance Central Ltd, Sureserve Compliance Fire Ltd, Sureserve Compliance North Ltd, Sureserve Compliance Northwest Ltd, Sureserve Compliance South Ltd, Sureserve Compliance Water Ltd, Swale Heating Ltd.
 - **Energy Services:** Sureserve Energy Holdings Ltd, Sureserve Energy Services Public Buildings Ltd, Sureserve Energy Services Meters Ltd, Sureserve Energy Services North Ltd, Sureserve Energy Services UK Ltd, Hillside-Infinitas Ltd, Sureserve Energy Services South West, Sureserve Energy Services Wales Ltd
 - **Electrical:** Sureserve Compliance Electrical Holdings Ltd, Sureserve Compliance Electrical Ltd, R. Dunham (UK) Ltd, Sureserve Compliance Electrical North Ltd.
 - **International:** Bonarius Vastgoed B.V.
- All employees, contractors, agency workers, and directors
- All operations, services, offices and sites
- Our supply chain, where energy management are influenced by our procurement and contracting decisions

3. Our commitments

Sureserve Group is committed to:

- Preventing pollution and minimising environmental harm arising from our activities
- Complying with all applicable environmental legislation, regulation, and client requirements
- Continually improving our environmental performance through structured management systems
- Supporting the transition to a low-carbon, resource-efficient economy
- Being transparent and accountable to our stakeholders for our environmental impacts

4. Energy Management Systems

We operate certified ISO 50001 Energy Management Systems, to improve energy efficiency, reduce energy consumption, and manage energy-related emissions. This system is part of our integrated management systems, including ISO14001 Environmental Management Systems, that provide the foundation for setting objectives, managing risks, monitoring performance, and driving continual improvement across the Group.

5. Key energy focus areas

5.1 Climate change and carbon management



We recognise that energy use is a primary driver of greenhouse gas emissions. We are committed to systematically reducing energy-related emissions across our operations and services. We will:

- Measure, verify and manage Scope 1 and Scope 2 emissions, and where appropriate Scope 3 energy-related emissions
- Establish energy performance indicators (EnPIs) and improvement targets aligned with our ISO 50001 Energy Management System
- Reduce reliance on fossil fuels through electrification, low-carbon heating solutions, and transition to renewable energy sources where feasible
- Improve fleet efficiency through route optimisation, vehicle efficiency standards, and the transition to ultra-low and zero-emission vehicles
- Support clients in reducing energy demand and carbon emissions through energy efficiency, retrofit, compliance and low-carbon technologies
- Integrate lifecycle carbon and energy considerations into project design, procurement, and delivery decisions

5.2 Energy management

Building on our ISO 50001 certification, we operate a structured and data-led approach to energy management. We will:

- Identify significant energy uses and prioritise improvement initiatives accordingly
- Monitor, analyse, and optimise energy consumption across offices, depots, fleet and operational activities
- Implement energy efficiency projects including building fabric improvements, lighting upgrades, heating optimisation, and smart controls
- Improve energy performance through preventative maintenance and efficient operation of plant and equipment
- Procure energy-efficient equipment and technologies based on whole-life cost and energy performance
- Promote energy awareness and behavioural change programmes among employees and subcontractors
- Review energy objectives and targets regularly to drive continual improvement

5.3 Sustainable procurement and supply chain

We recognise that a significant proportion of energy consumption and associated emissions may arise within our supply chain. We will:

- Integrate energy performance and carbon considerations into procurement and supplier selection processes
- Encourage suppliers to measure and manage their own energy consumption and emissions
- Prioritise suppliers who demonstrate strong energy management practices and credible decarbonisation plans
- Collaborate with key suppliers to reduce embodied energy in materials and equipment
- Consider energy efficiency, durability, and lifecycle impacts when selecting materials, plant, and products
- Avoid procurement decisions that drive short-term cost savings at the expense of long-term energy performance

5.4 Data, Digitalisation and Innovation

We recognise that robust data and intelligent systems are critical to improving energy performance. We will:

- Implement appropriate metering and monitoring systems to improve visibility of energy consumption across significant energy uses
- Use data analysis to identify inefficiencies, trends, and opportunities for performance improvement



- Establish and review Energy Performance Indicators to track progress against objectives and targets
- Support the deployment of smart controls, building management systems, and digital optimisation tools where appropriate
- Pilot innovative energy-efficient and low-carbon technologies where operationally and commercially viable
- Share lessons learned across the Group to replicate successful energy-saving initiatives

5.5 Energy Resilience and Security

We recognise the importance of reliable and resilient energy systems to ensure business continuity and service delivery. We will:

- Assess energy-related risks and opportunities as part of business planning and operational reviews
- Explore opportunities for on-site renewable generation and energy storage where feasible
- Reduce exposure to energy price volatility through efficiency improvements and strategic procurement
- Support clients in improving the resilience and performance of their buildings and energy systems
- Integrate energy security considerations into long-term asset and infrastructure planning

6. Governance and Responsibilities

6.1 Responsibilities

The Sureserve Group Board has overall accountability for environmental performance. Senior management is responsible for implementing this policy and ensuring adequate resources are in place. ESG, SHEQ and operations teams have day-to-day responsibility for delivering environmental compliance, reducing impact, monitoring and reporting progress. All employees and contractors are responsible for complying with this policy and relevant procedures.

6.2 Measuring, Reporting and Continuous Improvement

Sureserve is committed to evolving its approach to energy management in line with emerging best practice, legislation, and stakeholder expectations. We will regularly review this policy, engage with partners, and seek feedback to ensure our activities deliver maximum benefit. Sureserve will set energy objectives and targets through our management system, investigate environmental incidents and implement corrective actions, and monitor and report performance to drive continuous improvement with updates published annually as part of our ESG reporting.

6.3 Policy Review

This policy will be reviewed annually or sooner if required by changes in legislation, client requirements, or organisational priorities.

Approved by:

A handwritten signature in blue ink, appearing to read 'G Mayhill', written over a light blue horizontal line.

Geoff Mayhill
Group Legal Director
Sureserve Group Ltd (30/09/2026)

