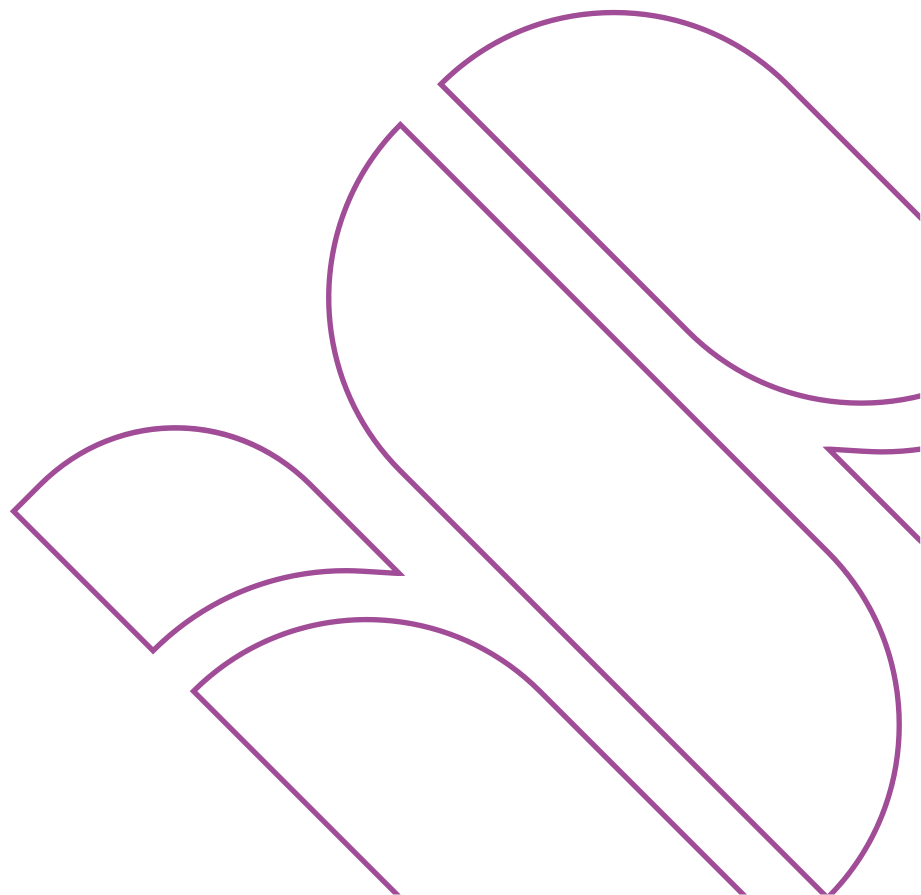


Sureserve

Health and Safety Policy Statement 2027





1. Purpose

Sureserve Group recognises that protecting the health, safety and wellbeing of our employees, contractors, customers, residents and the communities we serve is fundamental to the long-term success of our business. This Health & Safety Policy sets out our commitment to maintaining safe and healthy working environments across all Group businesses and activities.

This policy reflects best practice and aligns with recognised standards, including ISO 45001 (Occupational Health and Safety Management Systems). It provides a framework for preventing work-related injury and ill health, managing health and safety risks, ensuring legal compliance and driving continual improvement across the Group.

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. Spokemead Maintenance Ltd.
 - **International:** Bonarius Vastgoed B.V.
- All employees, contractors, agency workers, and directors
- All operations, services, offices and sites
- Our supply chain, where health and safety is influenced by our procurement and contracting decisions

3. Our Commitments

Sureserve Group is committed to:

- Providing safe and healthy working conditions to prevent work-related injury and ill health
- Eliminating hazards and reducing occupational health and safety risks arising from our activities
- Complying with all applicable health and safety legislation, standards and client requirements
- Maintaining and continually improving our health and safety management systems and performance
- Consulting and engaging with employees and their representatives on matters affecting health, safety and wellbeing
- Providing appropriate information, instruction, training and supervision to enable employees to work safely
- Promoting a positive safety culture in which all employees take responsibility for health and safety and feel empowered to raise concerns
- Ensuring health and safety considerations are integrated into business planning, decision-making and operational activities
- Setting measurable health and safety objectives and monitoring performance to drive continual improvement



- Being transparent and accountable to our stakeholders for our health and safety performance

4. Key health and safety focus areas

4.1 Leadership, Culture and Accountability

We recognise that strong leadership and a positive safety culture are essential to preventing harm and protecting people. We will:

- Promote a positive health and safety culture where everyone takes responsibility for working safely
- Ensure health and safety responsibilities are clearly defined and understood at all levels of the organisation
- Provide visible leadership and oversight of health and safety performance across the Group
- Encourage the reporting of hazards, near misses, unsafe conditions and incidents
- Investigate incidents to identify root causes and implement corrective actions
- Set, monitor and review health and safety objectives to drive continual improvement

4.2 Risk Management and Safe Systems of Work

We recognise that effective risk management is critical to preventing injury, ill health and incidents. We will:

- Identify hazards and assess risks arising from our activities, workplaces and services
- Eliminate hazards where possible and implement appropriate control measures to reduce risk
- Develop and maintain safe systems of work for higher-risk activities
- Ensure suitable arrangements are in place for emergency preparedness and response
- Monitor and review risks regularly to reflect changes in activities, legislation and business operations
- Integrate health and safety considerations into planning, procurement and operational decision-making

4.3 People, Wellbeing and Competence

We recognise that competent, engaged and healthy employees are essential to safe operations. We will:

- Provide appropriate information, instruction, training and supervision
- Ensure employees have the skills, knowledge and competence required to perform their work safely
- Promote physical and mental wellbeing across the workforce
- Consult and engage employees and their representatives on matters affecting health, safety and wellbeing
- Encourage employees to raise concerns and stop work where they believe there is a serious risk to health or safety
- Support occupational health initiatives where appropriate

4.3 Operational Safety and Supply Chain Management

We recognise that health and safety risks extend across our operational activities, contractors and supply chain. We will:

- Maintain safe workplaces, equipment, vehicles and work environments
- Ensure contractors and suppliers meet appropriate health and safety standards
- Include health and safety requirements within procurement and supplier management processes
- Monitor contractor performance and compliance with health and safety requirements
- Share lessons learned and best practice across the Group and supply chain
- Work collaboratively with clients, contractors and other stakeholders to improve safety outcomes

4.4 Assurance, Performance and Improvement

We recognise that effective monitoring and assurance are essential to maintaining high standards of health and safety performance. We will:



- Establish and monitor health and safety objectives and performance measures
- Conduct audits, inspections and reviews to assess compliance and effectiveness
- Investigate incidents, near misses and non-conformities and implement corrective actions
- Analyse performance trends and identify opportunities for improvement
- Share lessons learned across the Group
- Continually improve health and safety performance and management systems

5. Governance and Responsibilities

5.1 Responsibilities

The Sureserve Group Board has overall accountability for health and safety performance across the Group. Directors are responsible for the application of, and compliance with, this policy and all associated health and safety arrangements within their respective business areas.

To support the effective implementation and continual improvement of health and safety arrangements, appropriately qualified SHEQ Leads and other responsible persons are appointed to oversee legal compliance, risk management, performance monitoring and continual improvement activities.

Management is responsible for ensuring adequate resources, systems, processes and controls are in place to protect the health, safety and wellbeing of employees and others who may be affected by our activities.

Each employee has a legal obligation to take reasonable care of their own health and safety and that of other persons who may be affected by their acts or omissions. All employees, contractors and others working on behalf of Sureserve are expected to comply with this policy and associated procedures and report hazards, incidents and concerns through established processes.

The effective management of health and safety requires the involvement and cooperation of Directors, management, employees and contractors so that hazards can be identified, risks controlled and continual improvement achieved.

5.2 Health and Safety Management Systems

Sureserve Group is committed to maintaining certified ISO 45001 Occupational Health and Safety Management Systems and complying with all applicable statutory, regulatory, legal and other requirements. Relevant requirements will be communicated to employees and other interested parties as appropriate.

An effective Integrated Management System (IMS) is in place to evaluate the effectiveness of our systems and processes, identify hazards, assess and control risks, and support the prevention of work-related injury and ill health.

This policy, together with supporting health and safety procedures and documentation, provides the framework for establishing objectives, managing risks and delivering continual improvement in occupational health and safety performance.

Employees and their representatives are encouraged to participate in the operation of our Health and Safety Management System, are consulted on matters affecting health and safety, and may raise concerns through established processes. Employees are made aware of their responsibilities through induction programmes, training, communications and toolbox talks.

5.3 Monitoring, Reporting and Continual Improvement

Management is committed to the continual improvement of all occupational health and safety arrangements. Health and safety objectives and performance measures are established and monitored through the Health and Safety Management System. Regular management review meetings are undertaken to assess



performance, progress against objectives, legislative developments, organisational changes and opportunities for improvement.

Incidents, near misses and non-conformities are investigated and appropriate corrective actions implemented to prevent recurrence and improve performance. Monitoring, audits, inspections and performance reporting are used to assess the effectiveness of our arrangements and identify opportunities for continual improvement.

This policy and the supporting management system will be reviewed annually, or sooner where significant legal, organisational or operational changes occur, to ensure they remain suitable, adequate and effective.

5.4 Reporting Concerns

Sureserve Group is committed to fostering a culture in which employees, contractors and other stakeholders feel able to speak up about health and safety concerns without fear of retaliation. If you identify an unsafe condition, unsafe behaviour, hazard, near miss, incident, breach of health and safety requirements, or any activity that may place people at risk, you are expected to raise your concerns through the appropriate reporting channels as soon as possible.

Concerns should normally be reported to your line manager, supervisor, SHEQ representative or other appropriate Sureserve contact.

Where an individual does not feel comfortable raising a concern through normal management channels, concerns can be reported through our Confidential Reporting Hotline:

ssg.whistleblower@sureserve.co.uk

Reports can be made anonymously. However, where possible, individuals are encouraged to provide their name and contact details as this may assist with the investigation and resolution of the matter. All concerns will be treated seriously and investigated appropriately in accordance with Group procedures.

Sureserve will not tolerate retaliation against any individual who raises a genuine health and safety concern in good faith, regardless of whether the concern is ultimately substantiated.

5.5 Policy Review

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

Approved by:

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

