

Sureserve

Waste Policy 2027





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 Waste Policy sets out our commitment to responsible waste management across all Group businesses and activities.

The policy reflects best practice and aligns with recognised international standards, including ISO 14001 (Environmental Management Systems), while also addressing wider environmental impacts beyond compliance alone. It provides a clear framework for managing waste 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. Environmental Management Systems

We operate certified Environmental Management Systems aligned to ISO 14001, to systematically identify, manage, and reduce our environmental impacts including waste. This provide the foundation for setting objectives, managing risks, monitoring performance, and driving continual improvement across the Group.

5. Key waste focus areas

5.1 Waste Prevention and Reduction



We recognise that the most effective way to reduce environmental impact is to prevent waste at source. We will:

- Apply the waste hierarchy across our operations, prioritising prevention and reuse over disposal
- Design and plan works to minimise material waste and over-ordering
- Promote efficient use of materials, packaging reduction, and improved stock management
- Encourage digital processes to reduce paper and administrative waste
- Identify opportunities to reduce waste generation through process improvement and innovation

5.2 Reuse, Recycling and Recover

Where waste cannot be avoided, we will maximise opportunities for reuse, recycling and recovery. We will:

- Segregate waste streams to improve recycling performance
- Work to increase the proportion of waste diverted from landfill
- Work with approved waste management partners to ensure responsible handling and recovery
- Promote reuse of materials, components and equipment where safe and appropriate
- Monitor recycling performance and identify improvement opportunities

5.3 Hazardous and Controlled Waste Management

We recognise the particular risks associated with hazardous and controlled wastes. We will:

- Identify and manage hazardous waste streams in accordance with legal and regulatory requirements
- Ensure safe storage, handling, transportation and disposal of hazardous materials
- Maintain accurate waste transfer and consignment documentation
- Provide appropriate training to employees and contractors handling regulated waste
- Conduct due diligence on waste carriers and disposal contractors

5.4 Sustainable Procurement and Supply Chain

We recognise that waste impacts extend beyond our direct operations. We will:

- Integrate waste reduction and resource efficiency considerations into procurement decisions
- Encourage suppliers to minimise packaging and material waste
- Collaborate with supply chain partners to reduce embodied waste and promote circular practices
- Consider whole-life impacts when selecting materials, products and equipment
- Support the use of recycled and responsibly sourced materials where appropriate

5.5 Data, Monitoring and Continuous Improvement

We recognise that effective waste management requires accurate data and performance tracking. We will:

- Monitor waste volumes, disposal routes and diversion rates
- Set improvement objectives and targets where appropriate
- Review waste performance regularly to identify trends and opportunities
- Investigate significant waste-related incidents and implement corrective actions
- Share best practice across the Group to drive continual improvement

5.6 Data, Monitoring and Continuous Improvement

We recognise that waste reduction depends on informed and engaged people. We will:

- Provide training and guidance on waste management responsibilities
- Promote awareness of the waste hierarchy and responsible disposal practices
- Encourage employees and contractors to identify waste reduction opportunities
- Foster a culture of resource efficiency across all Group businesses



6. Governance and Responsibilities

6.1 Responsibilities

The Sureserve Group Board has overall accountability for environmental performance including waste. 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 waste 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 environmental 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, which appears to read 'G Mayhill'.

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

