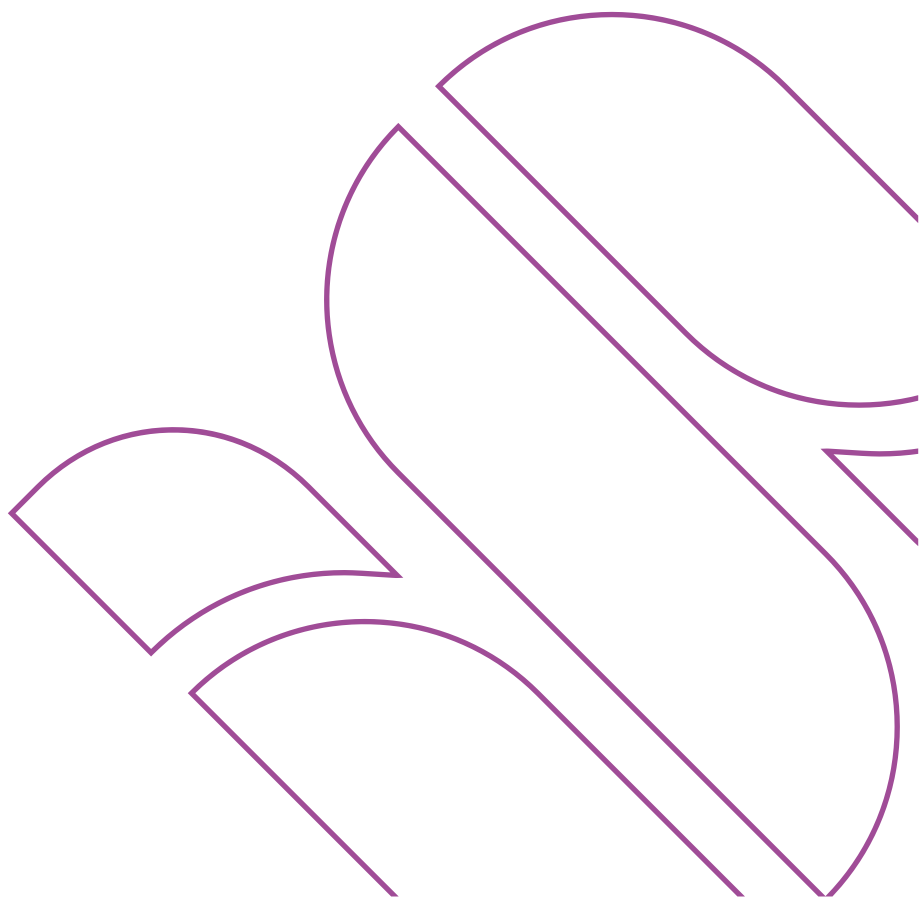


Sureserve

Social Value Policy 2027





1. Purpose

Sureserve Group is committed to creating long-term social, economic and environmental value through the way we operate, the services we deliver, and the partnerships we build. This Social Value Policy sets out our approach to embedding social value across all Group businesses, ensuring that our activities contribute positively to the communities we serve while supporting our clients' objectives and wider public policy priorities.

This policy is designed to meet best practice expectations and to align with the UK Government's Social Value Model, including the mandatory requirements of Procurement Policy Note PPN 002 and PPN026 (Social Value in Central Government Procurement). It provides a consistent framework for delivering, measuring and reporting social value 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.
 - **International:** Bonarius Vastgoed B.V.
- All employees, contractors, agency workers and directors
- All activities undertaken on behalf of clients, including bidding, contract delivery and supply chain management

Where client-specific social value requirements exceed the commitments set out in this policy, those requirements will take precedence.

3. Our commitment to social value

We recognise that social value is a mandatory and integral part of many of our clients' procurement and contract management processes. Sureserve Group therefore commits to:

- Aligning our approach to social value with PPN 002, PPN026 and the UK Government's Social Value Model
- Supporting our clients to achieve their own social value outcomes and reporting requirements
- Embedding social value considerations into decision-making, service design and delivery
- Delivering social value that is proportionate, measurable, additional and relevant to local needs
- Continuously improving our social value performance through monitoring, learning and engagement

4. Social Value Framework

Our social value activity across Sureserve is structured around the PPN 002 and PPN026 outcomes and model criteria set out in the UK Government's Social Value Model, ensuring alignment with the



government's mission-driven objectives and consistency with client and public sector expectations. These themes are:

4.1 Fair Work

Objective: Create high-quality employment and support progression within the workforce.

We aim to:

- Invest in workforce development through apprenticeships, mentoring, and upskilling programmes.
- Promote fair pay, inclusive contracts, and safe working conditions.
- Monitor and improve employee engagement, diversity, and wellbeing.
- Implement modern slavery awareness, training, and supply chain checks.

4.2 Skills for Growth

Objective: Address skills gaps and support high-growth sectors.

We aim to:

- Collaborate with local schools, colleges, and universities to develop sector-specific skills.
- Support ongoing learning and qualification attainment for employees and the local workforce.

4.3 Resilient, Innovative, and Flexible Supply Chains

Objective: Enable economic growth via inclusive, diverse, and resilient supply chains.

We aim to:

- Work with start-ups, SMEs, social enterprises, charities and mutuals.
- Collaborate with partners, communities, and anchor institutions in co-design and delivery of services.

4.4 Sustainable Procurement Practices

Objective: Reduce carbon footprint, minimise waste, and promote clean energy.

We aim to:

- Endeavour to reduce carbon emissions, water use, and waste across operations.
- Offer green technologies and clean energy solutions to clients.
- Promote environmental awareness among staff, supply chain, and communities.

4.5 Crime Reduction

Objective: Support safer communities and reduce domestic abuse.

We aim to:

- Work with charities, local authorities, and community groups to raise awareness and provide support.
- Engage local communities in initiatives that foster cohesion and safety.

4.6 Employment and Training for Those Facing Barriers

Objective: Create opportunities for underrepresented groups.

We aim to:

- Target employment and apprenticeship programmes at underrepresented groups, care leavers, disabled people, and those in deprived areas.
- Provide career development, mentoring, and support to help individuals progress.
- Promote inclusive recruitment and retention practices to reduce inequality.

4.7 Creating a Pipeline of Opportunities

Objective: Reduce barriers to entry for underrepresented groups.

We aim to:



- Deliver apprentices, training, placements, and outreach programmes for young people and disadvantaged groups.
- Engage schools, colleges, and local organisations to create a future workforce pipeline.
- Promote awareness of career opportunities and pathways in high-growth sectors.

4.8 Wellbeing and Productivity

Objective: Support physical and mental health in the workforce and communities.

We aim to:

- Invest in community initiatives that improve wellbeing, resilience, and inclusion.
- Prioritise local employment and procurement to strengthen regional economies.
- Work collaboratively with local authorities, housing providers, charities, and community groups.
- Support vulnerable residents through targeted programmes such as energy advice and safety awareness.
- Promote workplace health initiatives, including mental health programmes, occupational health support, and wellbeing education.

5. Governance and Responsibilities

5.1 Responsibilities

The Sureserve Group Board has overall accountability for ensuring that social value is embedded into our strategy and operations. Sureserve Group will set the overall social value framework and priorities; ensure alignment with PPN 002 and 026 and evolving client requirements; and monitor performance and driving continuous improvement.

Each Group business is responsible for implementing this policy within their operations and developing contract-specific social value plans where required. Businesses are expected to deliver and evidence agreed social value commitments by engaging employees and supply chain partners in social value delivery.

All employees are expected to understand how their role contributes to social value outcomes; act in a way that supports our commitments to communities, fairness and sustainability; and participate in social value initiatives where appropriate.

5.2 Supply Chain and Partners

We recognise the critical role of our supply chain in delivering social value. We will encourage suppliers and subcontractors to align with our social value principles; consider social value performance as part of supplier selection and management; and work collaboratively with partners to deliver shared outcomes.

5.3. Measuring, Reporting and Continuous Improvement

Sureserve is committed to evolving its approach to social value in line with emerging best practice, legislation, and stakeholder expectations. Social value objectives will be integrated into bid strategies, contract mobilisation, and delivery plans. Contracts will have measurable social value KPIs aligned with client priorities. Social value delivery will be monitored, reported, and independently verified where appropriate.

We will regularly review this policy, engage with partners, and seek feedback to ensure our activities deliver maximum benefit. To ensure transparency Sureserve will use recognised tools and frameworks such as Thrive, National TOMs, Social Value Model, or client-specific metrics and progress will be monitored and published annually as part of our ESG reporting.

5.4 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, reading "G Mayhill". The signature is fluid and cursive, with the first name "G" being a large, stylized initial.

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

