

Sureserve Environment 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 Environmental Policy sets out our commitment to responsible environmental management across all Group businesses and activities.

The policy reflects best practice and aligns with recognised international standards, including ISO 14001 (Environmental Management Systems) and ISO 50001 (Energy Management Systems), while also addressing wider environmental impacts beyond compliance alone. It provides a clear framework for managing environmental risks, improving performance, and supporting our clients' sustainability objectives.

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, sites, and projects delivered on behalf of clients
- Our supply chain, where environmental impacts 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 and Energy Management Systems aligned to ISO 14001, to systematically identify, manage, and reduce our environmental impacts and ISO 50001, to improve energy efficiency, reduce energy consumption, and manage energy-related emissions. These systems provide the foundation for setting objectives, managing risks, monitoring performance, and driving continual improvement across the Group.



5. Key environmental focus areas

5.1 Climate change and carbon management

We are committed to reducing greenhouse gas emissions associated with our operations and services. We will:

- Measure and manage carbon emissions from our activities
- Improve energy efficiency across buildings, fleet, and operations
- Support the delivery of low-carbon and energy-efficient solutions for our clients
- Integrate climate considerations into decision-making and project delivery

5.2 Energy management

Building on our ISO 50001 certification, we will:

- Monitor and optimise energy use across our operations
- Invest in energy-efficient technologies and practices
- Promote energy awareness and responsible behaviour among employees

5.3 Resource use and waste management

We aim to use resources efficiently and minimise waste. We will:

- Reduce waste generation and increase reuse and recycling
- Manage waste responsibly in line with the waste hierarchy
- Minimise the use of single-use materials where practicable
- Work with suppliers and clients to reduce material impacts across the lifecycle of our services

5.4 Water stewardship

We recognise water as a valuable and finite resource. We will:

- Monitor and reduce water consumption where feasible
- Prevent pollution of watercourses through safe working practices
- Promote water-efficient technologies and behaviours

5.5 Biodiversity, pollution prevention and natural environment

We seek to protect and, where possible, enhance biodiversity. We will:

- Avoid unnecessary harm to habitats and species during our activities
- Identify opportunities to enhance the natural environment through our projects
- Support initiatives that protect and improve local biodiversity
- Implement controls to prevent spills, emissions, and environmental incidents
- Maintain emergency response procedures to minimise environmental harm
- Ensure safe storage, handling, and disposal of hazardous materials

5.6 Sustainable procurement and supply chain

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

- Integrate environmental considerations into procurement and supplier selection
- Encourage suppliers and subcontractors to adopt responsible environmental practices
- Work collaboratively with our supply chain to reduce shared environmental impacts
- Promote the use of sustainable materials, products, and services where appropriate

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 environmental protection 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:

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

