

Sureserve

Quality Policy Statement 2027





1. Purpose

Sureserve Group recognises that delivering high-quality services is fundamental to the long-term success of our business, the satisfaction of our clients and residents, and the achievement of our strategic objectives. This Quality Policy sets out our commitment to consistently delivering services that meet customer, contractual, regulatory and stakeholder requirements across all Group businesses and activities.

This policy reflects best practice and aligns with recognised standards, including ISO 9001 (Quality Management Systems). It provides a framework for managing quality risks, driving operational excellence, enhancing customer satisfaction and supporting continual improvement throughout 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 quality is influenced by our procurement and contracting decisions

3. Our commitments

Sureserve Group is committed to:

- Delivering services that meet or exceed client, customer and resident expectations
- Complying with all applicable contractual, statutory, regulatory and other requirements
- Maintaining and continually improving our Quality Management Systems and business processes
- Promoting a culture of excellence, accountability and continuous improvement
- Providing the resources, training and support necessary to deliver quality outcomes
- Monitoring performance and using data to drive informed decision-making and improvement
- Engaging with clients, customers, residents and stakeholders to understand their needs and expectations
- Learning from feedback, complaints, audits and operational performance to enhance service delivery
- Maintaining high standards of workmanship, professionalism and customer service

4. Key quality focus areas

4.1 Customer and Resident Satisfaction



We recognise that customer satisfaction is a key measure of success. We will:

- Understand and respond to the needs and expectations of clients, customers and residents
- Deliver services in accordance with contractual requirements and agreed standards
- Monitor customer satisfaction and use feedback to improve performance
- Manage complaints effectively and implement actions to prevent recurrence
- Promote a customer-focused culture throughout the organisation
- Build long-term relationships founded on trust, reliability and service excellence

4.2 Operational Excellence and Service Delivery

We recognise that effective processes and consistent delivery are essential to achieving quality outcomes. We will:

- Implement documented procedures and controls to ensure consistency and reliability
- Maintain high standards of workmanship across all activities
- Monitor operational performance and identify opportunities for improvement
- Apply lessons learned across the Group to improve future performance
- Ensure quality considerations are embedded into operational planning and delivery

4.3 People, Competence and Capability

We recognise that quality outcomes depend on the competence and commitment of our people. We will:

- Provide appropriate training, development and support
- Ensure employees possess the skills, knowledge and competence required for their roles
- Promote individual accountability for quality performance
- Encourage employee participation in continuous improvement activities
- Share best practice across the Group
- Foster a culture of professionalism, learning and excellence

4.4 Supply Chain and Procurement

We recognise that suppliers and subcontractors play an important role in delivering quality outcomes. We will:

- Select and evaluate suppliers based on quality, capability and performance
- Communicate quality expectations throughout the supply chain
- Monitor supplier performance and address areas for improvement
- Work collaboratively with suppliers to improve quality and service delivery
- Promote consistency in quality standards across the supply chain

4.5 Performance, Assurance and Improvement

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

- Establish and monitor quality objectives and performance measures
- Undertake audits, inspections and reviews to assess effectiveness
- Investigate non-conformities and implement corrective actions
- Share lessons learned across the Group
- Continually improve processes, systems and service delivery

5. Governance and Responsibilities

5.1 Responsibilities

The Sureserve Group Board has overall accountability for quality performance across the Group. Directors are responsible for the application of, and compliance with, this policy and associated quality arrangements



within their respective business areas.

To support the effective implementation and continual improvement of quality arrangements, appropriately qualified SHEQ personnel and other responsible persons are appointed to oversee quality performance, compliance, monitoring and improvement activities.

Management is responsible for ensuring adequate resources, systems, processes and controls are in place to deliver quality products and services and achieve customer and business objectives.

All employees, contractors and others working on behalf of Sureserve are responsible for complying with quality requirements, following established procedures and contributing to the continual improvement of quality performance.

5.2 Quality Management Systems

Sureserve Group is committed to maintaining certified ISO 9001 Quality Management Systems and complying with all applicable contractual, statutory, regulatory 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, manage quality risks, monitor performance and support continual improvement.

This policy, together with supporting quality procedures and documentation, provides the framework for establishing quality objectives, managing risk and delivering operational excellence across the Group.

Employees are made aware of their responsibilities through induction programmes, training, communications and ongoing development activities.

5.3 Monitoring, Reporting and Continual Improvement

Management is committed to the continual improvement of all quality arrangements. Quality objectives and performance measures are established and monitored through the Quality Management System. Regular management review meetings are undertaken to assess performance, customer feedback, audit findings, organisational changes, business objectives and opportunities for improvement.

Non-conformities, complaints and quality issues are investigated and appropriate corrective actions implemented to prevent recurrence and improve performance. Audits, inspections and performance reporting are used to assess the effectiveness of our arrangements and identify opportunities for continual improvement.

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:

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

