

This Quality policy applies to all companies under Churchill Contract Services Group Holdings Ltd to include the following subsidiaries and trading names:

- Churchill Contract Services (CCS)
- Churchill Contract Services Rail (CCSR)
- Amulet (Churchill Security Solutions) (AMU)
- Churchill Environmental Services (CES)
- Churchill Contract Catering t/a Radish (RAD)
- Churchill Complete Compliance (CCC)
- Churchill Emergency Support Ambulance Services (CESAS)
- Churchill Make Ready Ambulance Services (CMRAS)

Churchill Contract Services Group Holdings Limited has total commitment to quality and always put our customers first in all that we do. We have an established quality management system which has an accredited certification to BS EN ISO 9001:2015 and is continually monitored and updated to ensure that all of our services offer the highest standards of quality and consistency. We are committed to comply with requirements of BS EN ISO 9001:2015 and continually improve the effectiveness of the quality management system.

Our commitment to quality is based on the principle that the effective and consistent implementation of operational systems, which encompass both customer and business requirements, will result in the continual satisfaction of customer needs. We will achieve this through the continual improvement of the organisation's activities. To achieve this we will plan, set and implement specified and measurable quality objectives in the Group HSEQ Plan which provides a framework for setting and reviewing quality objectives.

This will be further supported by the regular review of the effectiveness of the management system via the management review process. The quality management system requirements are defined in documented Integrated Management System and operational manuals, which provide guidance across all areas of the Churchill Group activities.

The Churchill Group is committed to the provision of quality and cost-effective services which are designed fully meet the needs and expectations of our clients.

We are convinced that the most important aspect of providing a quality service is the calibre of our site-based staff and support management; in this regards we are committed to communicating with, and the training of, all employees to deliver service excellence throughout the Churchill Group.

Whilst the Managing Director takes responsibility for monitoring the effectiveness of this policy and driving the company to achieve continual improvement in quality performance, the successful implementation of this policy requires total commitment from all employees of the business.

Signed on behalf of Churchill Contract Services Group Holdings Ltd

A handwritten signature in black ink, appearing to read "J.M. Briggs".

J.M. Briggs, Group Managing Director

Date: December 2018

**Review date: December 2019**