

Group Quality Policy v20

CG-P-30

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

- Churchill Contract Services (CCS)
- Amulet (Churchill Security Solutions) (AMU)
- Churchill Environmental Services (CES)
- Churchill Contract Catering t/a Radish (RAD)
- Chequers Contract Services Ltd (CHE)
- Chequers Electrical & Building Services Ltd (CEBS)
- JV Price Ltd (JVP)

Churchill Contract Services Group Holdings Ltd is committed to quality. To this end we have established a quality management system which has an accredited certification to BS EN ISO 9001:2015 and is monitored and updated to ensure that we operate to the highest quality standards. We are committed to comply with requirements of BS EN ISO 9001:2015 and continually improve the effectiveness of the quality management system. We are committed to ensuring:

- We maintain a quality management system appropriate to the context of the organisation which satisfies the requirements of BS EN ISO 9001:2015, all applicable statutory and regulatory requirements, the expected level of customer satisfaction and needs of other interested parties.
- Support and provision of suitable quality management resources across the Churchill Group.
- Measures are implemented to monitor our performance and improve our processes to obtain improved results.
- Commitment to meeting its requirements and to seek continual improvement.
- We provide a framework for establishing and reviewing quality objectives.
- Regularly review the QMS through management review meetings, ensuring its suitability and effectiveness at addressing continual improvement and customer satisfaction.
- Seek to continually improve our quality performance and drive innovation within our business operations.

To achieve this we will plan, set and implement specified and measurable 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 the documented Integrated Management System and operational manuals, which provide guidance across all areas of the Churchill Group activities.

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

Whilst the Group CEO 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.

This policy will be formally reviewed annually and updated as required.

Signed on behalf of Churchill Contract Services Group Holdings Ltd



J. Bradley, Group CEO

Date: January 2024