

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)
- Chequers Contract Services Ltd (CHE)
- JV Price Ltd (JVP)
- Gateway Environmental Ltd t/a Vantage (VAN)

Churchill Contract Services Group Holdings Ltd is committed to delivering quality in all aspects of our operations. We have established a Quality Management System accredited to BS EN ISO 9001:2015, which is regularly monitored and updated to ensure we maintain the highest Quality standards. We are committed to complying with the requirements of BS EN ISO 9001:2015 and continually improving the effectiveness of our Quality Management System.

To support these commitments, we will:

- Maintain an effective Quality Management System appropriate to the context and strategic direction of the organisation and comply with the requirements of BS EN ISO 9001:2015, all applicable statutory and regulatory obligations, industry best practice, customer expectations, and the needs of relevant interested parties.
- Establish and review measurable Quality objectives that align with this policy and the organisation's strategic goals.
- Monitor and measure process performance to ensure intended results are achieved and to support continual improvement.
- Provide adequate resources to achieve and maintain the highest Quality standards, including competent personnel, appropriate training, suitable equipment and necessary financial support.
- Regularly review the Quality Management System through management review meetings to ensure its ongoing suitability, adequacy, effectiveness and continual improvement.
- Demonstrate a strong customer focus by consistently meeting customer requirements and enhancing customer satisfaction through continual improvement.
- Drive continual improvement and innovation across the organisation to enhance Quality performance.

To achieve this, we will plan, establish, implement and monitor defined and measurable Quality objectives. Progress against these objectives will be reviewed regularly, alongside the effectiveness of the Quality Management System, through the formal management review process. The requirements of the Quality Management System are defined within the documented Integrated Management System Manual and associated divisional Management Manuals.

We recognise that the competence of our site-based staff and support management underpins the delivery of quality services. We are therefore committed to effective communication and provision of appropriate training to support the consistent delivery of service excellence across the organisation.

Overall accountability for the effectiveness of this policy and promoting continual improvement in Quality performance rests with the Group Chief Executive Officer. However, the successful implementation of this policy depends on the active participation, cooperation and commitment of all employees and those working on behalf of the organisation.

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

Signed on behalf of Churchill Contract Services Group Holdings Ltd

A handwritten signature in black ink, appearing to be "J. Bradley", written over a horizontal line.

J. Bradley, Group CEO
Date: January 2026