

Quality Policy



Jaguar Building Service's (JBS) scope of business includes the provision of mechanical, electrical and public health building service maintenance to large commercial properties in London. JBS has developed its expertise since its establishment in 1988 with a strategically located office in central London for mobilisation, implementation, and on-going management of all service contracts.

JBS have considered and determined the external and internal issues that are relevant to its purpose and that affect its ability to achieve the intended result(s) of its management system specifically regarding climate change and related requirements.

The intention of this Quality Policy is to provide a framework to achieve the business objectives and agreed customer requirements and clearly demonstrates the commitment by Jaguar Building Services to meet these requirements and to continually strive towards improvements in the organisation.

By maintaining and enhancing this Quality Policy Jaguar Building Services will:

- Continually enhance customer satisfaction.
- Have repeatable, efficient, and effective business processes.
- Listen to and respond to all interested parties' requests, needs and expectations.
- Effectively manage customer's expectations by delivering services in accordance with agreed specifications.
- Ensure customer and applicable statutory and regulatory requirements are determined, understood, and consistently met.
- Monitor and resolve issues and take corrective action on a timely basis.
- Continually review and improve quality practices.

To effectively implement this policy Jaguar Building Services, ensure that:

- They provide and maintain a suitable environment necessary for the successful implementation of the quality policy. This includes social, psychological, and physical factors.
- Risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.
- They can meet requirements for products and services by reviewing the customer's needs, internal resources, and the ability of the external providers before committing to supply.
- They recruit personnel with appropriate skills and capability, and, where necessary, provide suitable and sufficient training to ensure that all its employees and contractors are equipped with the required skills and knowledge to carry out their respective tasks.

JBS has considered whether climate change is a relevant issue to the organisation. The conclusion is that they have an impact through business travel, supply chain, office facilities, product procurement and waste disposal. They are also responsible for minimising the impact at clients' sites by providing facilities management services to reduce carbon impact and maintain efficient use of equipment. They calculate their carbon footprint on an annual basis and have a carbon reduction plan in place and compliance to ESOS requirements.

Quality Objectives

Jaguar Building Services has established quality objectives at strategic, tactical and operational levels, for all relevant functions and processes. These objectives demonstrate leadership and the engagement of people, enhance customer satisfaction, and are measured, updated and documented.

In setting these objectives Jaguar Building Services has considered all the external and internal issues relevant to its purpose and strategic direction and communicated the assistance required from interested parties in achieving these objectives. These interested parties include Shareholders, Employees, Customers, Subcontractors, Suppliers, Regulatory Bodies and the General Public.

Jaguar Building Services has considered the needs and expectations of these interested parties that are relevant to the Quality Management System, monitors and reviews their requirements, including legal and statutory requirements and is committed to the improvement of the quality of its activities, products and services for all interested parties.

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Jaguar Building Services has also communicated the assistance required from interested parties in achieving these objectives.

These quality objectives are as follows:

- Develop, monitor, comply with and continually improve the quality management system.
- Comply with all relevant statutory and regulatory standards and requirements.
- Ensure the required resources to implement this quality policy are available.
These include:
 - Human resources needed to support the internal processes.
 - Infrastructure requirements including it, buildings, and equipment.
 - Improvements and alterations to the work environment.
 - External providers.
- Assign and communicate the responsibility and authority for relevant roles and ensure the roles and responsibilities are understood within the organisation.
- Report any issues relating to the effectiveness of the quality management system and ensure any areas of concern immediately reviewed and addressed.
- Build and continuously improve competitive advantage by developing relationships with suppliers, subcontractors and customers and working with all partners to develop and fulfil the needs of the market.
- Encourage team working and build a team-based culture, which maximises the contribution of each individual and empowers the team to meet business needs.
- Determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system and ensure that these persons are competent based on appropriate education, training, or experience.

Compliance and Communication

This quality policy is communicated, understood, and applied within the organisation, with third- party suppliers and subcontractors and is made available to all other interested parties as appropriate.

Jaguar Building Services is committed to ensuring that throughout the process, through which the customer requirements are determined, reviewed, and realised, there will be effective communication with the customer at every stage.

To ensure that the Quality Management system is effective, trained, and competent employees or consultants will regularly audit the associated processes.

The objectives for conducting Quality Management System Audits are:

- To determine if all the quality related activities are being carried out in accordance with the defined procedures.
- To ascertain the effectiveness of the Quality Management System in meeting customer agreed requirements and the objectives of the quality policy.
- To determine if the processes can be further improved.

To further assess the effectiveness of the quality management system, the Jaguar Building Services Directors monitor and determine customer satisfaction by the following methods:

- Customer feedback surveys.
- Reviewing the contract with Clients, or assessments at progress meetings.
- Feedback information from employees regarding customer reactions and perception.

Contractor Compliance

Jaguar Building Services expects all third-party suppliers and subcontractors to comply with this policy and these principles when working with Jaguar Building Services.

All contractors are expected to provide their services in a professional and competent manner. Contractors will agree to comply with all reasonable customer requirements and specifications as well as current legislation.

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Jaguar Building Services will monitor the contractor's performance and take any action deemed necessary if a contractor is found to be non-compliant with this Policy. Any contractors contravening this policy may have their contract terminated.

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Position	Managing Director
Date	May 2026