



ESG Policy

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Policy Statement

Jaguar Building Services provide mechanical, electrical, and public health building service maintenance to large commercial properties in London. Our business focus is on properties large enough to require the attendance of at least one engineer on a full-time basis. Sites range in size from those that require only a single engineer to others requiring multi-man shift teams providing attendance 24hrs per day, 365 days per year.

JBS's commitment to sustainability and today's environmental and societal challenges is an important responsibility. We must be constructive and solution-oriented to advance sustainable, long-term growth in the world in which we live. By engaging with stakeholders – including employees, clients, and contractors – we can do our part to improve sustainability, better serve our community, and simultaneously deliver outperformance for our company.

It begins with leading in those areas where we have the skills and ability to make an impact, be it on a local, national, or global level. In fact, we believe that investing in improving the world is such an urgent imperative that we have established a sustainable investing strategy focused on companies and consumers that will both benefit from and contribute to the rapid evolution of sustainable technologies.

Purpose and Scope

Jaguar Building Services is committed to conducting its business responsibly, sustainably, and ethically. This Environmental, Social and Governance (ESG) Policy outlines our commitments across all three pillars and applies to all employees, contractors, suppliers and third parties acting on our behalf.

This document supports our Integrated Management System and complements our Environmental Policy, Health & Safety Policy, Energy Policy, Modern Slavery Statement, Code of Conduct, and associated policy statements.

1.Environmental

1.1 Environmental Protection and Compliance

Jaguar Building Services is committed to the protection of the environment through all its activities, products, and services and to play a proactive role in contributing to achieving sustainability wherever they have influence.

This includes prevention of pollution and other specific commitments relevant to the context of the organisation. Concern for the environment and promoting a broader sustainability agenda are integral to Jaguar Building Services professional activities.

The aim is to follow and to promote good sustainability practice, to reduce the environmental impacts of all activities, products, processes, services and to help their clients and partners to do the same.

To effectively implement this policy, Jaguar Building Services ensures that we:

- Identify and agree with customers, employers, suppliers, and subcontractors the environmental aspects of all activities and aim to meet or exceed legislative and best practice requirements.
- Comply with relevant environmental legislation and guidance, policies and other corporate and industry best practice initiatives to which Jaguar Building Services subscribes.
- Regularly review legislation, best practice developments, and ensure, where appropriate, these are incorporated into existing management practices and procedure.
- Undertake open and timely measuring, monitoring, and reporting of environmental performance through regular review and audit.

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1.2 Resource Efficiency and Impact Reduction

Jaguar Building Services is committed to minimising waste, conserving natural resources, and making sustainable choices in the delivery of our services. We work collaboratively with our employees, suppliers and customers to adopt practices that support long-term environmental stewardship.

- Consider the complete lifecycle when procuring products and services including potential significant environmental impacts associated with the transportation or delivery, use, end-of-life treatment and final disposal.
- Partner with suppliers and contractors that are committed to reducing their environmental impact.
- Provide environmental awareness training to staff through inductions, courses and campaigns aimed at equipping all employees with the knowledge and resources to adopt sustainable practices.
- Produce an annual Sustainability Action Plan to plan set, review, and communicate all areas where sustainability can be improved and to agree the measurable and monitored on-the-ground actions and initiatives that are needed to meet the objectives and targets set.
- Support our customers with energy monitoring audits conducted by our in-house energy and technical experts.
- Continue the installation of carbon reduction technologies and practices in support of our commitment to reach net zero emissions by 2050 across all operations and supply chains.

1.3 Environmental Monitoring and Reporting

Jaguar Building Services tracks performance against our objectives to ensure we remain accountable, compliant, and continually improving.

- Measuring, monitoring, and reviewing our environmental performance.
- Conducting internal audits and tracking progress against measurable environmental objectives.
- Publishing an annual Sustainability Action Plan to review performance, set targets and plan improvement actions.
- Monitoring and reporting energy consumption of the Jaguar Head office as well as sites included in our energy monitoring program.
- Calculate and publish our annual Carbon Footprint encompassing all aspects of operational control.
- Maintain and report commitments to our carbon footprint reduction plan in line with the Science Based Targets initiative.

2. Social

2.1 Human Rights and Ethical Practices

Our people, customers, communities, and partners are central to our success. We are committed to fairness, safety, wellbeing, and respect for human rights throughout our operations. We recognise that our activities should be operated to the benefit of the shareholders, employees, business partners, associates, customers, and suppliers.

We are committed to:

- Respect the rule of law, conduct our business with integrity, and show respect for human rights of the individual wherever we do business.
- Develop employment practices that create a stimulating working environment in which persons can progress.
- Create mutual advantage in all our relationships so that people will trust us and want to do business with us.
- Demonstrate respect for the natural environment and work towards our goals of no accidents or harm to people and no damage or harm to the environment.
- Manage our financial performance to maximise long-term value for our shareholders.
- We expect all employees to take responsibility for living up to these concepts.

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2.2 Workforce Welfare and Development

At Jaguar, our people make us who we are, that is why we invest heavily in them. In 2025, over 3 200 courses were completed through LearningPlus, our internal training system made available to all staff. We also deliver an extensive range of in person training courses at our Head Office in Gracechurch Street.

Our employees are offered a comprehensive set of benefits aimed at improving and supporting good health, financial wellbeing, and future planning. To help make use of many benefits offered to all staff, extensive training is provided as well as on hand support through Shackleton employee benefit advisors. Monthly emails promoting all our benefits to ensure they are not forgotten and have them collectively stored in an app for ease of accessibility. The benefits available to staff include:

- Pension Scheme contributions
- Private medical insurance
- Death in Service insurance
- Access to the Rewards Gateway and Costco cards
- EarlyPay and holiday buy back schemes
- Health Assured
- Season ticket and staff loans
- Cycle to work and Fleet Alliance electric vehicle schemes
- External training support and study agreements
- Christmas gifts
- Company events

2.3 Equality, Diversity, and Inclusion

Jaguar Building Services is committed to encouraging equality, diversity, and inclusion among our workforce, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best. We are also committed against unlawful discrimination.

We are committed to creating a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

This includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy so all staff understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public

We take seriously any complaints of bullying, harassment, victimisation and unlawful discrimination and such acts will be dealt with as misconduct under our disciplinary procedure, and appropriate action will be taken.

We will consider all people on merit alone and will not discriminate based on any of the protected characteristics and will review employment practices and procedures when necessary to ensure fairness and update them to take account of changes in the law.

2.4 Health, Safety and Wellbeing

Jaguar Building Services Ltd are committed to eliminating hazards and reducing Occupational Health & Safety risks to safeguard the Health and Safety and wellbeing of all its interested parties and to prevent work-related injury and ill health.

To achieve this commitment the following actions are taken:

- We fulfil legal and other relevant requirements for the Health, Safety and Wellbeing of all interested parties.

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- Provide safe and healthy working conditions at all operating locations, including infrastructure, systems of work, protective equipment, plant and equipment, materials, substances, and physical conditions in the workplace.
- High standards of training and instruction in Health and Safety are provided and maintained at all levels of employment and employees at all levels regard Health & Safety matters as a prime responsibility.
- Risk Assessments are conducted on identified hazards, considering the effectiveness of existing controls and they are reviewed on a regular basis and any recommended actions completed.
- The resources needed to establish, implement, maintain, and improve Health and Safety management are available.
- Effective processes are in place for the consultation and participation of workers and workers' representatives and, where appropriate, the establishment and functioning of health and safety committees, are supported and workers are protected from reprisals when reporting incidents, hazards, risks, and opportunities.
- The requirements of our Health and Safety management system are met by all contractors and workers.
- There is a positive, proactive approach to improving Mental Health and Wellbeing and JBS promote and maintain this through workplace practices and encouraging everyone to take responsibility for their own Mental Health and Wellbeing.
- Any breach of our policy or any safety requirement by anyone on sites or work areas will be regarded seriously and may attract disciplinary action or the imposition of penalties.

2.5 Alcohol & Substance Abuse

It is the policy of Jaguar Building Services to:

- Have a working environment free from the effects of alcohol and drugs.
- Encourage employees who suspect or know they have an alcohol or substance-related problem to seek professional help voluntarily and provide assistance to those employees to overcome their problem.
- Provide practical guidance on how to deal with alcohol or substance-related problems effectively.
- Promote a climate which will reduce the tendency to conceal or deny alcohol or substance-related problems by enhancing awareness.

No person will be permitted to be at work if believed to be incapable of working safely or maintaining safety from the influence of drugs, alcohol, or chemical substance(s).

2.6 Safe, Secure and Supportive Workplaces

We value our people and provide them with a comprehensive support structure made up of both internal and external resources. We are proud to promote a positive attitude towards mental health in our workplace. Several of our staff are trained and certified by Mental Health First Aid England to empower our employees and workforce to care for themselves and others.

We are committed to providing a safe working environment. When public safety is at issue, we take precautions to safeguard the public, as well as our employees and customers. We comply with laws, regulations, and practices related to the Health & Safety of the workplace and our products and services.

We provide protection from Intimidation, harassment, and discrimination. We do not tolerate or permit threats, violence, or other disruptive behaviour in our work environments.

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2.7 Modern Slavery and Ethical Supply Chains

Jaguar Building Services Ltd is committed to driving out acts of modern-day slavery and human trafficking within its business and that from within its supply chains, including sub-contractors and partners.

The company acknowledges responsibility to the Modern Slavery Act 2015 and will ensure transparency within the organisation and with suppliers of goods and services to the organisation. These make up the supply chain within Jaguar Building Services.

As part of the company's due diligence processes into slavery and human trafficking the supplier approval process will incorporate a review of the controls undertaken by the supplier. Imported goods from sources from outside the UK and EU are potentially more at risk for slavery/human trafficking issues so the level of management control required for these sources will be continually monitored.

The company will not support or deal with any business knowingly involved in slavery or human trafficking.

2.8 Community Engagement

We collaborate closely with our partner charity, Ivy Street who supports vulnerable families in the community of Hoxton. They provide baby clothes and equipment to people in need, and the centre also provides a relaxing space for children and their careers, welcoming parents, childminders, grandparents, and anyone else looking after under-fives.

Jaguar also support several other charities including the Trussell Trust and, help local football and running clubs. We are long term sponsors of the Danson Runners and have recently become sponsors of the Abbey Youth Jaguars and Welling Town Girls.

3. Governance

3.1 Legal and Regulatory Compliance

Jaguar Building Services is committed to ensuring that it complies with all applicable laws and regulations, and that it strives to meet the requirements of those standards and codes of practice that apply to its day-to-day activities and responsibilities. This is supported by integrity and high ethical standards and provides a comprehensive, integrated, and effective compliance program.

The Compliance Program:

- Demonstrates a commitment to the highest standards of ethics and compliance with all applicable laws, regulations, rules, and policies and promotes a culture of compliance.
- Documents and continuously reviews and updates business processes to ensure they comply with applicable laws and regulations.
- Provides employees with training to ensure they are aware of compliance obligations and promotes a culture of disclosure of compliance breaches without fear of unfair treatment.
- Takes prompt action where necessary to address instances of non-compliance or other circumstances that present an unacceptable exposure to legal risk.
- Assesses compliance against relevant legal and regulatory requirements on a regular basis.

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3.2 Anti-Fraud, Anti-Bribery and Ethical Conduct

We are strongly committed to the operation of a zero-tolerance approach to fraud and bribery. Whilst we do not anticipate that fraud or bribery will occur within our company, any suspected cases will be investigated and pursued, with the maximum penalties being sought through criminal/civil and employer disciplinary actions.

In the prevention of fraud and bribery, we undertake to:

- Develop an anti-fraud culture and define management and employee responsibilities in this area and reduce the opportunity for fraud by introducing preventative and detective measures into systems and processes.
- Ensure that anti-fraud controls are considered and built into new systems and processes at the design stage.
- Promote an open and ethical organisation culture which deems unethical behaviours unacceptable.
- Increase the vigilance of management and staff through raising fraud risk awareness.
- Ensure that the directors meet their statutory responsibilities towards fraud, as per the Companies Act and the Turnbull requirements for corporate governance.
- Learn from previous incidents and recycle lessons and experiences in fraud prevention and detection globally.
- Encourage management and staff to report their suspicions while guaranteeing anonymity where requested.
- Investigate impartially and thoroughly all cases or suspected cases of fraud, to prosecute offenders and, where appropriate, to seek to recover monies and costs through legal means.
- Co-operate with other organisations and authorities in the industry-wide detection and prevention of fraud.

3.3 Conflicts of Interest

The relationship of Jaguar Building Services with its employees is based on mutual trust. As the company is committed to preserve the interests of people under its employment, it expects them to act only towards its own fundamental interests.

Conflict of interest may occur whenever an employee's interest in a particular subject may lead them to actions, activities or relationships that undermine the company or customer and may place it to disadvantage. Examples of conflicts of interest include:

- An employee or their close family member having a financial interest in a supplier, contractor or competitor.
- Accepting gifts, hospitality or favours that could influence, or appear to influence, business decisions.
- Engaging in outside employment or consultancy that conflicts with the employee's responsibilities or working hours at Jaguar Building Services.
- Personal relationships that could compromise impartial decision-making, such as supervising or evaluating the work of a close friend or relative.
- Using company information, assets or opportunities for personal gain or to benefit another organisation.

The possibility that a conflict of interest may occur can be addressed and resolved before any actual damage is done. Therefore, when an employee understands or suspects that a conflict of interest exists, they should bring this matter to the attention of management so corrective actions may be taken. Directors also look out for potential conflict of interests with their employees and contractors. In cases when a conflict of interest is deliberately concealed or when a solution cannot be found, disciplinary action may be invoked up to and including termination.

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3.4 Information Security and Data Protection

Jaguar Building Services regards the lawful and correct treatment of personal data as very important to its successful operations and to maintaining confidence between the company and those with whom it conducts business. The following principles are complied with:

- Personal data shall be processed fairly and lawfully.
- Personal data shall be obtained for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes.
- Personal data shall be adequate, relevant, and not excessive in relation to the purpose or purposes for which they are processed.
- Personal data shall be accurate and, where necessary, kept up to date.
- Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- Personal data shall be processed in accordance with the rights of data subjects under the Data Protection Act 2018 and the GDPR 2016.
- Appropriate technical and organisational measures shall be taken against unauthorised and unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
- Personal data shall not be transferred to a country or territory outside the UK or the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data. This includes adequacy decisions awarded by the UK Government.

To meet these needs, we ensure that:

- Employees who are responsible for the management of personal data are appropriately trained to do so.
- Employees who handle personal data understand the requirements set out under relevant legislation,
- Queries about handling personal data are strictly dealt with in line with the principles outlined within this policy.

3.5 Protection of Assets and Information Security

Jaguar Building Services are fully committed to ensuring the highest standards of information security within our organisation. We recognise that safeguarding our data and systems is essential to our success and reputation and ensuring the security of our client and third-party data is a high priority which we take seriously.

To support our commitment to information security, we do the following:

- Implement robust policies and procedures to protect the confidentiality, integrity, and availability of sensitive information.
- Provide comprehensive training and awareness to our employees to ensure they follow our procedures and protect our information from security threats.
- Monitor, assess and update our security measures on a regular basis to implement defence against existing and emerging threats such as the increased use of AI, and phishing attacks.
- Ensure the implementation of updated technological resources to deal with all assessed threats.
- Ensure information relating to information security threats is collected and analysed to produce threat intelligence which is then used to increase awareness of the threat environment I the organisation and to implement actions to reduce the impact of the threat.
- Monitor and evaluate our security systems to identify any vulnerabilities or areas for improvement and implementing any required actions.
- Ensure Business Continuity and disaster recovery plans are in place and appropriate testing and training conducted.

Through these commitments, we have a culture of strong security and continual improvement to our information security practices to protect Jaguar Building Services and third-party assets and therefore establish the trust of our customers.

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3.6 Business Continuity

Jaguar Building Services recognises that threats exist to its ability to continue normal business operations following a serious unexpected disruptive incident such as power failure, breakdown or loss of critical plant, flooding, explosion, data breach, or a pandemic.

Jaguar Building Services also recognises that customers and other stakeholders may be worried about the impact of an interruption to business. As a result, we have undertaken considerable work in relation to these events with a view to limiting any interruption to standard business. We have a strong commitment to maintaining a business continuity management system that will enable our company to:

- Continue to provide key services to our customers in times of disruption.
- Make best use of personnel and other resources at times when both may be scarce.
- Reduce the period of disruption to our organisation and customers.
- Resume normal working efficiently and effectively after a period of disruption.
- Improve the resilience of our organisations infrastructure to reduce the likelihood of disruption.
- Reduce the operational and financial impact of any disruption.

Jaguar Building Services has developed a business continuity plan, disaster recovery, and emergency response plans for its core functions. These plans contain detailed provisions to enable us to respond to emergencies in the first instance, to manage any crisis thereafter and detailed recovery strategies to mitigate any disruption to our business and the impact to our customers.

We periodically review the business continuity plan, disaster recovery, and emergency response plans to ensure that they are up-to-date and appropriate to the commitment to facilitate, so far as is reasonably practicable, effective recovery from any form of business interruption.

The plans are tested periodically by means of suitable simulation and desktop exercises to ensure that the measures set out in the plans are effective.

In the event of a business interruption, the local Emergency Response Team and, if necessary, the Crisis Management Team will convene and decide whether to invoke the plan and commence crisis management and recovery operations.

3.7 Ethical Suppliers and Partners

We will seek suppliers whose policies are consistent with our own and comply with all national and other applicable law and regulations. We will make companies dealing with us aware of our commitments and expectations, and their responsibilities in implementing the levels of performance we expect.

We expect our suppliers to provide a safe and healthy working environment, to take adequate steps to prevent accidents and injury to health by minimising hazards in the working environment.

We expect them to provide workers with effective health and safety training, in order that they fully understand the hazards associated with the work activity and environment and the practices required minimising the risks and provide suitable and adequate welfare facilities.

When dealing with external organisations where injustice, human rights abuses, criminal activity, or sub-standard business practises become apparent we would seek to disengage our business ties with these organisations.

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3.8 Quality of Service and Customer Integrity

Jaguar Building Services are committed to continually enhancing customer satisfaction by.

- Having repeatable, efficient, and effective business processes.
- Listening to and responding to all customers requests, needs, and expectations.
- Effectively managing customer's expectations by delivering services in accordance with agreed specifications.
- Recruiting 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 deliver customer expectations.
- Ensuring customer and applicable statutory and regulatory requirements are determined, understood, and consistently met.
- Monitoring and resolving any issues raised and take corrective action on a timely basis.
- Continually reviewing and improving quality practices.

We treat our customers with honesty and integrity and in a professional, courteous manner and we provide full disclosure of our products and services. We listen to our customers and find new ways to deliver a unique customer experience. We deliver what we promise and do not provide products or services that customers did not authorise.

We never make false or misleading statements about Jaguar Building Services and its products and services or other companies, including competitors and their products and services. We are always accurate, complete, and honest.

We are accountable for any problems that arise where we are at fault, and quickly and truthfully take responsibility and offer a solution to remedy the situation.

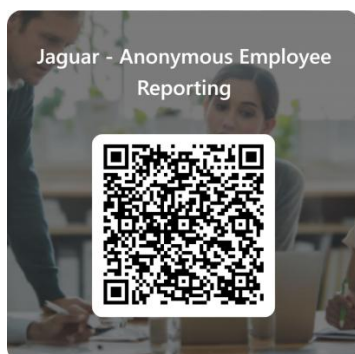
We proactively work with our customers to gain feedback on Jaguar Building Service overall performance and ensure we can effectively address the customers' needs and expectations.

4. Reporting and Continuous Improvement

4.1 Reporting Concerns

We encourage staff to report suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected. We provide staff with guidance through our Whistle Blowing Policy Statement as to how to raise those concerns and to reassure staff that they should be able to raise genuine concerns in good faith without fear of reprisals, even if they turn out to be mistaken. A list of qualifying disclosures and guidance on such matters is contained within the Whistle blowing policy.

An anonymous reporting platform has been established to make the disclosure of information accessible and confidential. Employees can access this platform through the intranet as well as through the published QR code.



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Jaguar Building Services have a Disciplinary Procedure in place for any failure to comply with the ethical requirements of the business.

4.2 Continuous Improvement

We commit to continually reviewing and improving our ESG performance through:

- Regular internal and supply chain audits.
- Regular external audits of ISO 45001, ISO14001, ISO9001, ISO 27001, ISO 5001 Management standards as well as other professional accreditation standards and memberships (SafeContractor, FSQS, Gas safe, RoSPA and BSRIA).
- Internal and external training of staff.
- Monitoring of KPI progress.
- Learning from reported incidents, accidents and near misses.
- Continually reviewing and improving quality practices.
- Engaging with employees through anonymous feedback tools
- Engaging with clients and stakeholders through meetings and customer feedback forms.

Name	Steve Jackaman
Position	Managing Director
Date	February 2026