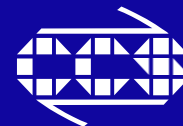


Quality Assurance Policy



CCS Group Ltd and its subsidiaries (Cleshar, ITS and GPX), regard the consistent achievement of customer satisfaction as a primary goal and are committed to continual improvement in all their business activities.

The Board has responsibility to the Integrated Management System (IMS). This commitment is demonstrated through the provision of appropriate resources, including a dedicated Quality Manager and Audit Team.

The Group will manage Quality through its Integrated Management System (IMS) to ensure the company fulfils all applicable statutory, technical, and client requirements. The IMS is reviewed periodically to reflect changes in these requirements and to ensure it remains aligned with the Group's strategic direction and organisational context, as detailed in the Group's IMS Manual (M001).

To ensure effective Quality management, the CCS Group will:

- Promote a positive quality culture by setting and reviewing objectives for continual improvement.
- Deliver services that meet or exceed the expectations of clients and stakeholders.
- Promote ethical behaviour in all interactions with employees, customers, supply chain partners and regulatory bodies.
- Align this policy with other Group policies, including the Business Ethics Policy, Customer Care Policy, Fair Pay Policy, and Sustainable Procurement Policy.
- Ensure continual improvement objectives reflect client quality and assurance requirements.
- Identify and assess quality risks and opportunities for improvement, including those associated with climate change
- Embed Quality and the IMS into day-to-day activities through regular engagement.
- Implement robust procedures to effectively manage service quality and to identify, investigate and prevent re-occurrence of non-conformances.
- Assess the impact of organisational, operational and regulatory changes, and manage their implementation in a controlled manner to minimise risk and ensure quality performance is maintained.

This policy is subject, as a minimum, to annual review to ensure that it continues to be effective and reflect the CCS Board's commitment to high standards of quality across all its operations, services and contracts.

All employees are made aware of this policy through induction, appraisals and performance reviews. Supply chain partners are expected to demonstrate a similar commitment, which is verified through the supplier onboarding process.

CCS Group is committed to achieving high levels of customer satisfaction through the quality of its people and services. The Board expects all employees and partners to actively support and engage with this policy to achieve these objectives.

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Joint Managing Director

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