Quality policy statement

Q3 Facilities Holdings Limited (Q3) (including all subsidiary companies such as Q3 Services Group Limited, Q3 Security Limited, Q3 Grounds Services Limited, Q3 Technical Services Limited and Q3 Services (CI) Limited) understand the importance of Quality to our business because we value our customers. We strive to meet and even exceed our customers' expectations by providing exceptional service as the norm.

We are committed to complying with all applicable UK statutory, regulatory and contractual requirements and to continuous improvement. We have an established Quality Management System aligned to recognised best practice which provides a framework for measuring and continually improving our performance.

The following systems and procedures are in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- engagement with our employees
- a customer complaints procedure
- selection and performance monitoring of suppliers and subcontractors against set criteria
- training and development for our employees so quality is built into our culture.
- regular audit of our internal processes and controls
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Planning effectively:

Deploying our service: Our quality system is dependent upon 4 key areas, the right processes, procedures, resources and infrastructure. All those working for or on behalf of Q3 will be competent to do their jobs. It is Q3's responsibility to ensure we provide the correct level of training and education to enhance our employees skills, experience and knowledge.

Quality delivery: We will monitor and measure our performance to ensure we meet our own business objectives and applicable legal and regulatory requirements. This will allow us to evaluate our controls against both legal and legislative compliance statutory and regulatory compliance obligations.

Our assurance system will be based on risk-based thinking, taking account of all relevant risks and opportunities. Any areas of concern will be addressed via our audit and management review process.

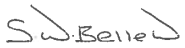
Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees and relevant interested parties where appropriate.

This policy is posted on the Company Notice Board and can also be found in the staff handbook and other appropriate internal communication platforms.

Although the COO has ultimate responsibility for Quality, the Board and senior management are responsible for establishing, maintaining and promoting the Quality Management System, and all our employees have a responsibility within their own areas of work to help ensure that Quality is embedded throughout the company.

This policy is reviewed at least annually, or sooner where there are significant changes to the business, legislation or operational risks.

Stuart Bellew
Chief Operating Officer



1 April 2026