

## Acclaim Handling Ltd. Group - Health, Safety, Environment and Quality (HSEQ) Policy Statement

Acclaim Handling Ltd. (the "Company"), recognises that our business activities can have the potential for positive and negative impacts on the economy, environment and society. The objective of this document is to clearly define the responsibilities and goals of the organisation, and to communicate with all relevant stakeholders including (but not limited to) employees, customers and the local community.

The "Company" currently operates a management system which is certificated to recognised international standards, BS EN ISO 9001:2015 and BS EN ISO 45001:2023, it is the policy of the "Company" to continually improve this system using a recognised Plan, Do, Check, Act model, this management system, currently incorporates non-certificated elements of BS EN ISO 14001:2015. External audits of our management system are conducted on a routine basis by BSi (British Standards Institute).

All regional depots across the organisation also adhere to BS EN ISO 9001:2015 and BS EN ISO 45001:2023 standards. Certification being gained at our Purfleet-Upon-Thames head office.

Our Commitments are:

- To ensure (where reasonably practicable) the Health, Safety and Wellbeing of our employees, customers, and anyone else that could be affected by our business activities (both physically and mentally).
- To comply with all applicable and relevant legal legislation, regulations, and industry best practices, at our business locations, and while working on customers' sites and completing associated activities.
- Ensure the competence of our employees by providing suitable information, instruction, supervision and training. Consideration will also be given to any employees who do not use English as their primary language.
- Ensure that there is relevant communication and consultation with all relevant stakeholders to the "company" this can be employees, customers or the wider community/members of the public, where applicable.
- To prevent and reduce any instances, consequence, occurrence and severity of any accidents and environmental issues. This will be achieved so far as is reasonably practicable, by conducting risk assessments, and by a robust reporting and investigation procedure.
- To ensure that all equipment and plant used within the business for its commercial activities are fit and suitable for purpose, adequately maintained, inspected and where applicable repaired, in a timely manner.
- To ensure the safe handling, transportation and disposal of any hazardous substances used or produced in conjunction with our business activities. Waste will be disposed of by dealing only with reputable and registered waste carriers who have a proven track record within the industry and who also carry suitable Waste Disposal accreditation(s). Retaining all documentation for future reference where required.
- Committed where reasonably practicable to reduce pollution levels by maintaining and updating equipment and vehicles within the business, whilst also promoting environmentally friendly alternatives.
- Committed to improve the management and sustainability of energy and other resources. Where reasonably practicable Acclaim Handling will endeavor to reduce, reuse, and recycle.
- Ensure that the business has access to competent advice and information in relation to Health, Safety and Environmental issues, this can be achieved via UKMHA (Industry Governing Body), and access to IOSH (Institute of Occupational Safety and Health) (via individual memberships).

Directors and Senior Management shall conduct regular 6 monthly meetings where they will review: -

- Company Performance.
- Maximise the Customer Retention Rate.
- Optimising Service Performance
- Optimising Workshops' Performance.
- Reduction of Customer Complaints.

The Directors and Senior Management of Acclaim Handling Ltd are committed to and responsible for the compliance of this document and its management system and will ensure adequate resources are made available for its effectiveness and continued improvement. We have developed a systematic approach identifying key personnel responsible for managing Health, Safety, Environment, and Quality within the organisation, our employee health and safety handbook and other associated documentation.

This Policy and associated documents that form our HESQ management system, shall be reviewed on a suitable periodic basis and are available to any interested external parties as required or deemed appropriate.

Signed:



**Sam Woods**

**Chief Executive**

**Date: 17<sup>th</sup> November 2025**



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**OHS 57485**