

# SERVEST GROUP SHERQ POLICY

Servest PTY LTD is an integrated facilities management organisation. We continue to build and maintain strategic partnerships with our clients, providing quality solutions that create and maintain healthy and safe workplaces with minimal risk impact to the environment.

## We are driven by the following Servest values:

**Passionate:** Colleagues are at the heart of our business and we believe in nurturing relationships and delivering results that create mutual success. This means we act with courage in everything that we do.

**Reputable:** We operate with integrity, transparency, trustworthiness and diligence. Our reputation for delivery is as important as our focus on sound business ethics.

**Original:** Our foundation is based on sustainable growth. This means we embrace a spirit of innovation and inventiveness, creating custom made and relevant solutions that add value to our clients.

**Active:** We are pro-active in our planning. We respond to our customer's needs with speed, adaptability and flexibility that benefits our client's triple bottom line strategies.

## Our commitments to all our stakeholders are:

- In driving compliance and ensuring safe operations, we will put safety first, 100% of the time and strive for zero harm to all our stakeholders.
- We will remain credible, honest and transparent in our dealings with and fulfilment of requirement of our stakeholders.
- We will empower our colleagues with abilities to sustainably deliver quality products and services to our clients and to comply with all SHERQ objectives.
- We will comply with the requirements of the latest ISO 9001, ISO 27001, ISO 14001 and ISO 45001 standards.
- We will prevent incidents which result in injuries, ill health, reduced quality, environmental and financial impact.
- We will provide safe, healthy working conditions, identifying then eliminating hazards including biological hazards where possible and reducing the SHERQ risks in the workplace.
- We will empower our colleagues to make safe compliant responsible decisions by providing them with resources, communication, engagement, practical examples, training, equipment and other support.
- We will engage, direct and support persons to contribute to the effective management of SHERQ requirements.
- We will ensure sustainable use of resources, protection of the environment, biodiversity and ecosystems, including the prevention of pollution.
- We will ensure compliance with applicable SHERQ legislation, regulations and other relevant statutory requirements.
- We will strive to achieve continuous improvement of our management systems through the process of business risk management, the execution of performance assessments, benchmarking and the implementation of improvement programs.
- We will support continuous improvement through the identification of SHERQ objectives to support the vision of this policy and through the provision of the necessary resources to execute this policy and to achieve objectives.
- We will pro-actively manage risk in an integrated approach throughout our business.
- We will ensure consultation and participation of colleagues and colleague representatives where applicable.
- We will ensure Servest's service providers meet our SHERQ requirements.
- We will address the needs and expectations of our stakeholders.
- We will effectively communicate the policy and system requirements to our colleagues and stakeholders.

This policy is applicable to all Servest operations and similar high standards will be expected of all our stakeholders. The management team of Servest Group demonstrates leadership and commitment while taking responsibility for developing, implementing, integrating and maintaining the SHERQ Management System throughout the organisation. This policy will be reviewed as and when there are new developments.



Grant Pattison  
Servest CEO

2021-05-11

Date