

Integrated Management System for Quality, Health, Safety, and Environmental Policy (IMS QHSE)

This policy applies to all OVG Europe Ltd UK hospitality business entities, units, brands, sites, employees, contractors and suppliers.

1. Policy Statement

Senior management fully commit to provide the leadership, resources and support detailed below to deliver high-quality hospitality services while protecting the health and safety of our workers and guests and minimising our environmental impact. This policy is communicated to all staff so it can be understood and applied. It is available to all staff, guests, suppliers, contractors, customers and regulators. It is placed on noticeboards where possible, and available in Fourth, Mapal and Treehouse.

2. Our Commitments

Manage quality, health and safety and environment by providing appropriate resources and creating a culture of excellence:

- Determine and address health, safety and environmental risks and opportunities.
- Take action to stay legally compliant and meet relevant standards.
- Establish health, safety, quality and environmental objectives and targets annually.
- Enable all managers to demonstrate leadership and commitment on health, safety, quality and environmental matters.
- Integrate health, safety, quality and the environment into business processes and strategic direction.
- Promote up-front management of uncertainty and make decisions based on evidence.
- Hold quarterly reviews to understand business performance for health, safety, quality and the environment.
- Ensure that the resources needed are available and that they achieve the best outcomes.

To make this happen we will use our integrated management system (IMS) to:

- Choose measurable objectives and targets to improve performance.
- Monitor performance through data, inspections, audits, and management reviews.
- Respond to issues through corrective actions.
- Continually improve the effectiveness of our processes and controls to enhance QHSE performance.
- Satisfy applicable quality requirements, fulfil health and safety legal and other requirements and fulfil environmental compliance obligations.
- Further detail are provided by the OVG Europe (UK) Food Safety, Health & Safety and Environment Policies.

Deliver a quality service and customer satisfaction:

- Provide high quality and sustainable hospitality services for our stakeholders.
- Understand and act on what our stakeholders need for guest satisfaction and loyalty.
- Provide service consistency, maintain food safety standards, complaint handling and continual improvement.
- Empower our staff to deliver excellent service through training and competency.

Keep people safe:

- Provide safe and healthy working conditions to prevent work-related injury and ill health.
- Implement safety measures to eliminate hazards and reduce occupational health and safety risks within our operations.
- Commit to consultation and participation of workers and workers' representatives regarding health and safety measures and collaborate to improve conditions.
- Ensure staff know they have the right to stop unsafe work without fear of reprisal.

Protect our environment and use resources efficiently:

- Prevent pollution and procure resources in a sustainable manner.
- Understand and improve how we use energy and water, heat and cool our offices.
- Reduce our carbon footprint and support climate-responsible operations.
- Promote responsible sourcing, reuse, recycling, and waste minimisation among staff, clients and goods providers.
- Develop reliable partnerships to provide high quality materials from ethical and sustainable sources.

3. Monitoring and Review

This policy is reviewed annually by the QHSE Management Committee.

Approved By: Laraine Beament
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Date: Aug 25, 2026

Position: CFO

Next Review Date: 18 August 2027

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Final Audit Report

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