

## Section 172(1) Companies Act 2006

The Board ensures that all decisions are taken for the long term, and collectively and individually aims to always uphold the highest standard of conduct. Similarly, the Board acknowledges that the business can only grow and prosper over the long-term if it understands and respects the views and needs of the company's investors, customers, employees, suppliers and other stakeholders to whom we are accountable, as well as the environment we operate within.

We detail our key stakeholders below and summarise their interests and how the Board has engaged with them. This section serves as our Section 172(1) statement.

Employees	Training and development, Health and safety, Diversity and inclusion, Equal treatment.	<p>Regular updates are provided to keep employees informed about business developments.</p> <p>Whistleblowing policies and procedures exists to ensure employees have the Company's support to make disclosures about possible wrong doings.</p> <p>The company has an established performance management review process which allows for employee to receive regular feedback on performance &amp; identify development needs.</p> <p>Employee engagement surveys are regularly conducted to ensure we understand employee engagement levels &amp; what action needs to be undertaken to ensure these are maintained or improved.</p> <p>The company has an equal opportunities policy to promote &amp; ensure the equal treatment of all employees. This policy is regularly reviewed &amp; updated by the HR department.</p> <p>The Company has a comprehensive range of HR policies &amp; practices covering such things as flexible working, family leave &amp; grievance handling to ensure employee needs &amp; issues can be addressed.</p>	<p>Information meetings are carried out on regular basis to provide corporate and business updates on matters of interest to all employees.</p> <p>A Talent Management Forum meeting is held on a biannual basis to review talent management processes and agree plans to improve the attraction, retention &amp; development of employees.</p> <p>Focus on continuous improvement with employee satisfaction.</p> <p>The Company encourages the involvement of employees by means of employee briefings and the establishment of an Employee Forum.</p>
Suppliers	Business success, Fair trading, Terms and conditions, Payment terms, Anti-bribery and corruption, Anti-slavery, Ethical behaviour, Long term partnerships.	<p>Key account managers get to know their supplier and capabilities through initial meetings, this provides both parties with the opportunity to negotiate fair pricing and conditions.</p> <p>Senior management will engage with key suppliers on sensitive services and/or high value assignments to ensure engagements are carried out effectively.</p> <p>The Company encourages collaborative working arrangements with suppliers, this may be evaluated during de-briefing sessions and may also be measured against pre-agreed KPI measures.</p> <p>For high value suppliers (partnerships) either in terms of business importance or relative spend, Directors carryout annual/bi-annual business reviews which create the opportunity to share strategic direction of both parties and plan ahead.</p>	<p>There is a pre-set authorisation policy which includes Board approval for material purchases.</p> <p>The business values all its suppliers and has regular meetings throughout the year.</p>

Customers	Range and product availability, Price and consistency, Timely Service, Safety Effective supply chain, Engagement and management, Corporate and social responsibility, Campaigns (channel partner customers).	<p>The business strategy prioritises organic growth, driven by cross-selling and up-selling services to existing clients and bringing new clients into the company. To do this, company needs to develop and maintain strong client relationships by engaging with all customers by either conference calls and/or meeting customers periodically.</p> <p>The Company's key business leaders regularly attend industry events, engage press &amp; industry analysts to present the Company's product range, new developments and capabilities.</p> <p>The Company's corporate website is periodically updated with the latest news and developments, providing customers with an easy method of contacting people within the Company. Social media platforms are used to more broadly keep the markets updated on the Company's activities.</p> <p>Direct marketing and communications programmes including data privacy controls are regularly reviewed and approved by key business leaders. While key business leaders engage in press interviews and are kept abreast of media coverage on regular basis.</p>	<p>Board updates on trading and customer initiatives, Corporate website and eCommerce shops.</p> <p>Marketing programme reviews with European Director for Product Planning and Marketing.</p> <p>Briefings with European Public Relations Manager Monthly media coverage report.</p> <p>Briefings with European Director for Marketing reporting on web site activity, Social Media coverage and eCommerce deployment &amp; sales.</p>
Parent Shareholder	Comprehensive view of the financial performance of the business.	<p>Regular communications are made between the Company's key management and the Parent company.</p> <p>Month end, quarter end and year-end financial reporting are made to the Parent company on a strict timely basis.</p>	The Board attends regular calls regarding month end, quarter end, half year end and year end results with key representatives from Parent company.
Regulatory Bodies & Communities	Compliance with regulations Carbon emission reduction Legal trading Health and safety.	<p>SECR (streamlined energy carbon reporting) is included within this annual report from page 8 to 10, sets out the company's ongoing efforts to reduce its carbon footprint.</p> <p>The company's website endorses positive business behaviour (refer to business philosophy and creed and tax strategy), the company's intranet site also includes a number of policies which sets out the company's position and provides guidance to employees.</p>	<p>Provides oversight of corporate responsibility plans and reporting.</p> <p>Reviews regular reports from the business on range of regulatory issues and engagement.</p>

**Date published: 05 July 2024**