

Section 172 (1) statement

The directors have considered the requirements of section 172 (1) of the Companies Act 2006, and have set out the key considerations below.

The directors take a long-term view when making decisions. The group continues to invest in its growing businesses through people, marketing and technology and to explore new operating models and ways of working to ensure long-term success.

People and culture are a significant focus for the group and crucial to the continuing success of the business. The group manages performance and develops talent through a wide range of training and coaching programmes.

The group's strategy prioritises sales and cross sales of its property related services to both existing customers and new customers. Customer service is a key focus and customer reviews are monitored and used as the basis to improve services levels and to reward staff for achieving consistently good reviews.

Engagement with key suppliers ensures relationships are well maintained, with regular reviews and constant contact ensuring maximum reliability of infrastructure.

The directors are mindful of the group's impact on the community and environment and encourage staff to play an active role in the communities in which they operate.

The group's focus on strong relationships with people, clients and suppliers necessitates high standards of business conduct, and the focus on the long-term success of the business benefits all shareholders.

The directors are in close communication with all shareholders through regular meetings.