

HOYER UK Limited

Directors' section 172 statements

The following sections serve as our section 172 statement. Section 172 of the Companies Act 2006 requires directors of a company to act in a way that he or she considers, in good faith, would most likely promote the success of the company for the benefit of its members as a whole. This includes considering the wider consequences of decisions in the long term and considering the interests of both shareholders and other stakeholders. The directors recognise the need to act fairly between different stakeholders and balance the differing needs in all decisions.

The Directors are fully aware of their responsibilities to promote the success of the Company in accordance with section 172 of the Companies Act 2006. The Board regularly reviews the business's principal stakeholders and how they can be engaged to promote the success of the company.

The board of directors formally meets on a regular basis and is comprised of the two statutory directors. All board meetings are also attend by the Company Secretary, the Head of Human Resources, the Fleet and SHEQ Manager, the Operations Manager and other colleagues are invited to attend depending on the matter under discussion.

In addition to regular board meetings the board members meet with other members of the company's senior leadership team and representatives from the rest of the Hoyer group on a regular basis to communicate and feed back from the wider business and stakeholders. Feedback from all stakeholder groups is incorporated into the decision making of the board to promote long term sustainable success.

The Directors believe that the company can only thrive with the engagement of all our stakeholders and our aim is to always behave in accordance with the company values of Care; Ownership; Adaptability; Respect; and Strive for Excellence in all our interactions with all our stakeholders.

Five critical groups have been identified as key stakeholders:

Stakeholder	Their Interests	How we engage	Key actions and outcomes
Our Colleagues	<ul style="list-style-type: none"> - Health & Safety - Pay and benefits - Development and progression - Pride in their employment 	<ul style="list-style-type: none"> - Colleague survey - "ask the board" email - Group and UK newsletter - Employee representative at pension governance meetings - Union meetings 	<ul style="list-style-type: none"> - Employee development Program - Management development program - Promotion from within, including to board appointment - Matching charitable donations
Our Customers	<ul style="list-style-type: none"> - Safety - Service and reliability - Value 	<ul style="list-style-type: none"> - Dedicated contract manager - KPI reporting - Customer service contact representatives 	<ul style="list-style-type: none"> - Investment in IT technology - Innovation in services
Our Suppliers	<ul style="list-style-type: none"> - Payment terms - Long term partnerships - Ethical behaviour - Co-operative working 	<ul style="list-style-type: none"> - Relationships with key suppliers - KPI reporting - Repeat business - Policy and procedures for bribery and corruption, modern slavery and whistleblowing 	<ul style="list-style-type: none"> - Reporting payment statistics - Directors engagement with suppliers management.

The Public and Environment	<ul style="list-style-type: none"> - H&S - Corporate governance - Social responsibility 	<ul style="list-style-type: none"> - Priorities SHEQ (safety, health, environment & quality) - Volunteer policy - Corporate website - Social media - Annual report - Engagement with regulators 	<ul style="list-style-type: none"> - Investment in safety equipment - Driver training - Vehicle replacement program to improve fuel efficiency - Hybrid company cars introduced - Investment in additional safety equipment
Our Shareholder	<ul style="list-style-type: none"> - Long term returns - Risk management 	<ul style="list-style-type: none"> - Regular SHEQ reporting - Regular financial reporting - Investment approval requiring shareholder approval - Budget review and approvals 	<ul style="list-style-type: none"> - Dividend policy - Approval of board and senior appointments

Decision making and principal decisions

Vehicle replacement program to replace older vehicles with newer, more efficient and less polluting vehicles. Our commercial vehicles are being replaced with the latest EUR6 models and electric and hybrid vehicles have been introduced to the company car fleet despite additional short term costs to deliver environmental benefit and more choice to employees.

The company has invested in in house talent to offer progression and development to existing employees including appointments at senior positions including senior managers.