

Sustainability Report

Committed to making a **Positive impact**

At Close Brothers we take a long-term approach to managing our business, and always strive to act responsibly, ethically and with integrity.

This underpins our reputation as a prudent and responsible business, and supports our commitment to helping clients, customers, employees and the communities we operate in thrive over the long term.

A Sustainable Approach

We regularly engage with our customers, clients and employees to understand and deliver what matters most to them, and maintaining strong, trusted client relationships and the engagement and support of our people are key strategic objectives. As part of this, we also strive to make a positive impact on the communities we operate in, encourage a diverse and inclusive workplace, and minimise our impact on the environment.

A commitment to corporate responsibility is embedded in our corporate culture and supported by a range of policies and procedures. Our employees are involved in a wide range of community and environmental initiatives, and sustainability matters appear regularly on the senior management agenda.

This report sets out how we address our wider corporate responsibility, focused on four key areas: our employees, customers, communities and the environment, helping the people and businesses of Britain thrive.

Four focus areas

For a sustainable approach

Creating and preserving value

Employees

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Our culture, values and strong client focus support engaged and motivated staff

Remaining an attractive employer who engages, rewards and develops a diverse and productive workforce

Customers

p48 for more information



Long-term lasting relationships and continuous feedback enabling us to provide reliable quality of service, expertise and personal approach

Consistently supporting our customers' interests to help them thrive over the long term

Communities

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Understanding and valuing the communities within which we operate, helping them thrive by making a lasting contribution

Creating long-term value and a lasting positive impact in the communities where we operate

Environment

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Appreciating the importance of our environment and taking steps to reduce our impact and protect our surroundings

Acting responsibly to ensure a sustainable approach for our environment and our business



Photographed on location at Barfoots of Botley Ltd.

Performance measures

89%
employee engagement score

89%
score for treating employees fairly

100
emerging leaders developed

+50¹
Premium NPS score

+61¹
in Asset Management Bespoke NPS score

77%
repeat business in Property

£327,718
in charitable donations

80
SME apprentices

25%
reduction in GHG emissions on prior year

28%
reduction in GHG emissions per employee

Initiatives

- Annual measurement of employee engagement
- Inclusion targets set for Women in Finance Charter
- UpReach internship programme supporting social mobility

- Voice of the Customer programme to listen and act on client feedback

- Trustee leadership programme expansion
- Matched giving to charities through employee payroll and volunteering schemes
- Apprentice programme in its fourth year

- Green Team of employee representatives championing environmental sustainability
- Five-year environmental strategy to be implemented in 2019

¹ Read more about net promoter scores on page 48.

Sustainability Report continued

Supporting our Employees

Our people underpin everything we do to deliver the highest levels of service and position us well for the future.

We strive to create an environment where our employees are supported and motivated towards realising their full potential, and continually monitor our means to engage, reward and develop our staff to ensure Close Brothers remains an attractive employer.

Feedback From our People

We believe that engaged employees are more likely to remain enthusiastic about their work and their organisation, and are committed to ensuring they feel valued and supported to perform better and stay with us longer. We engage with our staff through a regular externally run group-wide Employee Opinion Survey.

This comprehensive Employee Opinion Survey runs on a two-year cycle, which gives our businesses the opportunity to analyse the results in detail and formulate meaningful and effective action plans to take forward. Our aim is to maintain those areas of strength that our employees value the highest alongside enhancing those areas we could continue to improve.

In order to provide up to date insights on employee engagement and action plan progression, in March 2018 all employees were sent a brief “pulse” employee engagement survey. Employee engagement is a measure of the extent to which staff are enthusiastic about their jobs, their level of commitment to the company, and how motivated they are to put effort into their work. The results showed the group-wide engagement scores remained high, with an overall score of 89% consistent with the previous survey. We had a strong overall response rate of 82% which lends credibility to these results.

Developing our People

During the year we continued to deliver and implement a number of initiatives promoting development across the group, as well as building our pipeline of programmes to continue to attract and retain talent.

All our employees have access to our learning portal, which offers a wide range of practical tools, workshops and e-learning on a range of topics. The average number of training hours across the group has remained broadly consistent with the prior year at 8.6 hours per employee.

Our established programmes for school leavers and graduates continue to develop our new talent pipeline, providing on-the-job learning and supporting study towards professional qualifications. Internal career mobility continues to be a focus of our leadership teams, with regular talent forums built into our performance management and succession planning processes. Over the past year we have also piloted new talent development programmes throughout the group to identify and support up and coming talent through a series of structured learning opportunities and exposure to different teams and networks.

Our Sales Academy, launched in 2015, continues to demonstrate our commitment to developing entry level sales talent with a new cohort starting in September 2018 comprising a mix of internal and external candidates.

The Asset Management division continues to run its Advice Academy to develop the skills and knowledge of advice related staff. The Trainee Adviser programme builds on this by supporting individuals with a transition into a financial adviser role.

Our Emerging Leaders programme is now in its sixth cohort, focusing on individual leadership development, management and coaching skills to develop our pool of future leaders. Over 100 individuals have completed the programme so far, with the majority progressing throughout the organisation. This year we also launched our Group Leadership programme to build capability across the organisation in line with our bespoke leadership framework. This programme focuses on developing skills in strategic leadership and leading high-performance teams.

Remuneration and Benefits

We believe that our staff should be rewarded fairly and transparently, and we therefore ensure that remuneration across the group is linked to clear and transparent objectives. We are confident that the enhanced benefits package introduced in the prior year remains fit for purpose and satisfies employee expectations.

To encourage our staff to save for the future and build long-term share ownership, we offer a Save As You Earn scheme, as well as a Buy As You Earn share incentive plan allowing employees to acquire shares on a monthly basis out of pre-tax earnings, both of which remain popular offerings.

The group continues to pay all staff at or above the national living wage, which is in excess of the national minimum wage.

Diversity and Equality

We are committed to creating an environment that allows all our employees to feel proud to work for us, regardless of their gender, age, race, ethnicity, disability, sexual orientation or background. We are pleased that our employees feel we are inclusive, with our latest Employee Opinion Survey indicating that 89% of our people believe that Close Brothers treats employees fairly.

Employee engagement

89%

2017: 89%

Participation in long-term ownership schemes

48%

2017: 48%

Talented females offered 30% Club mentoring

52

Gender Diversity

	Male	Female
Number of board directors ¹	5	3
Number of directors of subsidiaries ²	62	8
Number of senior employees, other than board directors ³	40	12
Number of employees, other than board directors and senior employees	1,676	1,413

¹ Includes non-executive directors, excluded from group headcount calculations. Figures at 31 July 2018.

² Includes subsidiary directors who are excluded from group headcount calculations.

³ Senior employees identified as Material Risk Takers who are not directors or subsidiary directors.

Our broad ambitions around inclusion mean we have been focusing on improving diversity at all levels through a number of initiatives. We have recently joined Stonewall, a leading LGBTQ+ rights charity, and the Employers Network for Equality and Inclusion ("ENEI") to help shape our thinking and activities.

This year we were proud to announce we had signed up to the Women in Finance Charter pledge to improve gender balance across financial services. As part of our pledge, we aim to have 30% female senior management individuals by 2020, which aligns with our continued membership of the 30% Club, an institution focused on promoting good gender balance within companies at all levels. Our workforce remains diverse, with 46% female employees, and our female board representation comfortably exceeds the current average female representation on FTSE 250 boards of 24%. We also have a broad age range of employees with 25% of our employees being under 30 years old and 15% over 50.

We are supportive of social mobility and creating an organisation with equal opportunities for all, regardless of background. This year we have begun working with the charity UpReach to launch an internship programme for undergraduates from less-advantaged backgrounds. We embrace flexible working wherever possible throughout all our businesses, and aim to promote the advantages of everyday flexibility to enable all our employees to balance their work and home lives effectively. We offer enhanced parental leave to all new parents, and provide emergency backup care for employees with caring responsibilities.

Inclusion is a regular agenda item at executive committee meetings to ensure we are delivering on our commitments. We have also developed a dashboard of key diversity metrics which are provided to business leaders. We run workshops aimed at raising awareness about unconscious bias, and our recruitment system allows us to monitor the diversity of job applicants to ensure we are attracting potential candidates from a variety of backgrounds.

Our Equal Opportunity and Dignity at Work policy is in place to ensure equal and respectful treatment for all our employees. This includes additional support to disabled employees and their needs, and reflects our strong

commitment to creating and promoting a diverse workforce, with focus on supporting all individuals irrespective of their gender, race, age, disability, sexual orientation or religion. We apply this approach across all our people related activities, including compensation review, talent and succession planning, leadership programmes, the development of our benefits package, recruitment, and training and development.



Sustainability Report continued

Supporting our Customers

Our customers are typically small to medium-sized enterprises and individuals who value our reliable, high quality service and personal approach. We are proud of the long term, lasting relationships we have with our customers and clients, and the consistently high levels of repeat business that they entrust us with.

Creating Customer Value

Putting customers' interests at the heart of our business is central to our success, and is underpinned by our core values of service, expertise and relationships. We work with businesses of many sizes to help them support growth, improve their infrastructure or invest in new assets, and help individuals with a variety of products and services to manage their finances, execute trades, look after their money securely and plan for the future.

Throughout this year we undertook extensive research into our customers, markets and the technology trends which are shaping the expectations of customers now and into the future. We have used these insights to inform and evolve our proposition, and have increased our focus on monitoring and improving the experience of our customers and partners across the group.

Our group-wide purpose statement underlines our commitment to both our customers and to the people who serve them. Aligned to our group purpose, within our Banking division we have started to define a Bank wide customer vision outlining how best we can deliver on service, expertise and client relationships. The priority themes we have identified from this piece of work will ensure we continue to deliver value for our customers in the long term.

We have also made good progress in delivering consistent, simple and accessible digital services to our customers across our businesses. Our online customer journeys have benefited from the development of digital design tools and guidelines, testing the usability of our digital services at the design phase, and conducting accessibility training for all of our businesses. We have continued to invest in our people by training a further 50 employees in "Design Thinking", a user-centred design framework for improving the customer journey.

Customer Feedback

We are committed to behaving ethically and responsibly in all our dealings with customers, and continuously listen to their feedback to help improve their experience and satisfaction. Customer forums and surveys take place at both a divisional and business unit level and enable us to better understand and manage their changing needs and expectations.

We continuously listen to our customers, and we have engaged with them by conducting surveys, face to face research and focus groups with current, past and potential customers across all of our major businesses in the past year. This has deepened our understanding of what our customers think of us and what they want from our products and services both now and on an ongoing basis.

This year we began a "Voice of the Customer and Partner" programme to listen, analyse and act upon feedback from our customers. We also invite our customers to present at customer forums so that our leadership teams can hear directly from clients, and learn what they like about conducting business with us and what we could do better. The information gathered from these programmes forms a core part of our governance of customer service, and is aligned to the key customer principles that we measure ourselves against on a monthly basis. It also gives the Board of Directors, Executive Committee and business managers clear visibility that we are continuing to act in our customers' best interests.

Our strong focus on maintaining and improving customer experience is reflected in the consistently high scores we achieve in customer and partner surveys across our businesses. Net Promoter Scores ("NPS") are a measure of a customer's likelihood to recommend us, and reflects their overall satisfaction with us as a business. Unfavourable ratings are deducted from favourable ratings; hence a score above 0 is good, and above 50 is excellent. We achieve strong scores across our customer offerings, and our high levels of repeat business are evidence of consistent customer satisfaction

Bespoke Asset Management NPS

+61

Premium Finance NPS

+50

Property repeat business

77%

2017: 75%





Photographed on location at Crompton Way Motors.

across the group. Furthermore, amongst our intermediaries our Motor Finance business was rated a preferred finance provider in 70% of cases.

Responsible Finance

Within the Banking division, we measure ourselves against five key customer principles:

- We are responsible lenders and deposit takers.
- We seek to ensure the right outcomes for our customers.
- We endeavour to ensure our pricing is fair and appropriate.
- We are clear and consistent in the way we communicate with customers.
- We expect our standards to be upheld by our partners.

To support these customer principles we have a wide range of policies in place across all our divisions to ensure that our staff and management are aware of their responsibilities towards our customers. We promote best practice and strict compliance with relevant rules and regulations, and maintain standards through a range of compulsory training for all employees.

Our conduct risk framework includes monthly management information that provides senior management with a broad view of conduct related behaviours.

We are further enhancing this reporting by creating a bespoke set of metrics for each of our businesses that will give increased visibility of the customer experience. This management information is analysed and assessed each month to provide assurance that we treat customers fairly and continue to operate in line with our customer principles.

We are also committed to treating our suppliers fairly, and this year were pleased to achieve Corporate Certification for Ethical Procurement from the Chartered Institute of Procurement and Supply ("CIPS"). We meet with our largest suppliers on a regular basis to ensure that both parties are attaining optimum value from the relationship.

Our privacy policy ensures the protection and correct treatment of client data in accordance with the Data Protection Act 1998. As part of our continuing focus on protecting and handling customer information, we delivered a programme of cross-functional changes in advance of the General Data Protection Regulation ("GDPR") taking effect in May 2018. We have strengthened our operating model focusing on both cyber security and data protection, and continue to invest to appropriately protect customer information.

Monitoring and enhancing our systems and controls to safeguard customers' data and protect our business remains a high priority, and we continue to invest in expertise and technology to strengthen our internal capabilities. We also remain a member of the government's Cyber Security Information Sharing Partnership, which provides early warning of potential system failure or cyber-attack and allows intelligence sharing across the industry.

We strive to ensure that our complaints handling process is as fair as possible and we continuously review and improve internal processes to deliver prompt and satisfactory outcomes for our customers. We take all complaints seriously, and each division monitors customer complaints separately to ensure they are dealt with quickly and efficiently, and that actions are taken to address issues at their root cause.

We have policies and training in place to ensure our staff can identify vulnerable customers and that they are treated fairly in our interaction with them. This remains an area of focus for our Customer Forums and through regular thematic reviews of our conduct.

Sustainability Report continued



We take a long term, sustainable approach to every aspect of our business, treating our customers and partners fairly and supporting and developing our employees.



Michael N. Biggs
Chairman



Photographed on location at the AMRC Training Centre.

Supporting our Communities

Supporting and engaging with our communities goes hand-in-hand with our group-wide purpose of helping the people and businesses of Britain thrive over the long term.

We aim to contribute long-term value and a lasting positive impact in the communities where we operate. We maintain a range of programmes that support the causes that matter most to our employees, and promote charitable work and community engagement across all our businesses.

Supporting our Communities

Our long-running and unique initiatives continue to support our communities and help SMEs secure the skills they need for the future. The Close Brothers SME Apprentice Programme is now in its fourth phase and continues to contribute to the funding of new apprentices in the manufacturing and transport sectors. To date we have funded 60 of these apprentices in the manufacturing sector in and around the Sheffield and Birmingham area, demonstrating our long-term commitment to helping SMEs secure the skills they need for future growth.

Close Brothers Asset Management continues to run our Trustee Leadership programme in partnership with social enterprise Cause 4, and the Clothworkers Company. This programme provides an opportunity for professionals to take on a board level role within a charity while also providing the charities themselves with a fresh and diverse pool of potential board members. The programme is open to Close Brothers' employees as well as external professionals. Since inception, over 800 professionals have taken part in our Trustee programmes in London, Manchester and Bristol. We will launch further programmes in The Midlands and Scotland this autumn.

Our Emerging Chairs programme is an evolution of the Trustee Leadership programme and is aimed at existing Trustees who wish to become Chairs. The first Emerging Chairs programme took place in November 2017 and the second is planned for November 2018.

Charitable Activities

We continue to invest in a number of community-based initiatives and support the charitable causes that our employees are passionate about. We have a dedicated committee on charitable and community activities chaired by our group head of human resources and supported by employees across the group. This committee meets regularly to discuss and propose new initiatives with input from our control functions when required. We also have a number of local committees which run initiatives to raise funds for local charities.

We ask our employees to choose their preferred community and health charity partners directly as part of the regular employee survey. The NSPCC has been selected as our community charity partner and Cancer Research UK as our health charity partner, the latter now for a sixth year. Funds raised from group-wide activities are split equally between these two charities.

We continue to run an annual group-wide charity week, consisting of a wide range of locally organised events for staff as well as group-wide initiatives. This year we collectively raised over £126,000 during the 2018 charity week, a 24% increase on the amount raised last year, making it our most successful ever.

Employee volunteers are key contributors to the planning and running of these events, and we actively encourage our staff to fundraise and volunteer for the charities they support. The Close Brothers Matched Giving Scheme matches 50% of funds raised or donates £8 per hour of voluntary time given by employees. We also match funds raised by other local, organised fundraising activities, encouraging employees to work together to raise money for causes that are close to their hearts.

In addition, we match contributions under our Payroll Giving scheme, which allows employee donations to be made directly from pre-tax salary. Around 14% of employees across the group are signed up to Payroll Giving, allowing us to maintain our Payroll Giving Quality Mark Gold Award for the eighth consecutive year. Importantly, 199 different charities are now supported on an ongoing basis through our staff's generosity.

SME apprentices¹

80

Trustee appointments

55

Charitable donations

£327,718

2017: £257,264

¹ Represents 60 funded to date and a further 20 committed for the 2019 financial year.

Sustainability Report continued

Supporting our Environment

We recognise the importance of the environment in which we operate and appreciate the importance it has to our clients and external stakeholders. This year we have made considerable progress in reducing our electricity and fleet emissions, demonstrating our ongoing efforts to lower our impact on the environment.

Our Environmental Impact

As a financial services company we have limited direct exposure to natural resources and environmental impact. However, we are aware of our responsibility to protect natural resources and act sustainably. We continue to monitor ways to reduce our environmental impact by lowering our energy consumption, reducing emissions and increasing recycling.

In addition, we remain a significant provider of finance to the green energy sector, supporting schemes for wind, solar and hydro power developments.

As in prior years, we monitor our energy consumption and greenhouse gas emissions across the business via a third party provider. We also participate in the CDP (formerly the "Carbon Disclosure Project"), which involves disclosure of our greenhouse gas emissions on a voluntary basis.

Most of the impact we have on our environment is a result of staff travel, our supply chain and our office network. Our employees are encouraged to lower their own environmental impact on an individual basis by leasing low emission cars and participating in the cycle to work scheme.

Each of our businesses manages its resources and recycling locally, and we work closely with all of our business

locations to encourage the implementation of additional ways to reduce energy use. This year we have changed our head office waste contractor to a company that ensures zero waste goes to landfill. Waste recycling is encouraged in all our offices, and this year our head office alone saved 359 trees by doing so.

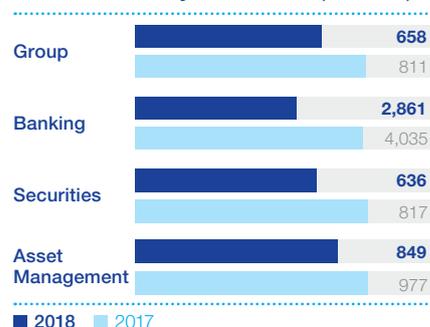
Consideration of environmental risks and ethical standards is explicitly required as part of any credit underwriting proposal under our bank Credit Policy. We only lend against asset types defined in our credit policies and do not finance arms or onshore oil development, or lend internationally outside narrowly defined areas.

Greenhouse Gas ("GHG") Emissions

In accordance with the GHG Protocol framework, we have calculated the GHG emissions associated with our Scope 1 and 2 operations. Scope 1 includes fuel emissions from buildings and company vehicles and Scope 2 includes our emissions from electricity.

In 2018, our total GHG emissions were 5,004 tonnes of carbon dioxide equivalent ("tCO₂e"), equating to 1.55 tCO₂e per employee, down 25% overall and 28% per employee since 2017. Our continued efforts towards our environmental impact are reflected in a reduction across both Scope 1 and Scope 2 emissions in 2018.

GHG Scope 1 and 2 Emissions by Division (tCO₂e)



The largest source of GHG emissions is our Scope 1 fuel emissions from company vehicles, yet this has come down considerably on the prior year. This reflects a large increase in the number of hybrid alternative fuel vehicles in the company fleet, and more strategic placement of our travelling staff leading to a 27% reduction in road travel since 2017.

Our Scope 2 electricity consumption continues to reduce on previous years, and illustrates our ongoing commitment to improve energy efficiency in our offices. We also benefited from improvements in the national grid, which led to a reduction of the UK-wide electricity emissions factor by approximately 15% in the period.

Due to its relative size the Banking division continues to account for the majority of our GHG emissions.

A full breakdown of our 2018 GHG emissions, together with corresponding data for 2017, is shown in the table opposite.

Calculation

We continue to gather increasing levels of data alongside an independent third party environmental analytics and reporting company. This verifies the accuracy of our data and enables us to monitor our performance and develop strategic insight and plans of action.

Reduction in GHG emissions

25%

2017: 1%

Reduction in GHG emissions per employee

28%

2017: 7%

Reduction in Scope 2 electricity

30%

2017: 2%

GHG Emissions Summary (tCO₂e)

Scope	GHG emissions source	2018	2017
Scope 1	Fuel (Buildings)	191	172
	Fuel (Owned vehicles)	2,525	3,199
Scope 2	Electricity	2,288	3,269
Total GHG emissions		5,004	6,640
Average number of employees		3,234	3,114
Total per employee		1.55	2.13

Our total GHG emissions are reported as tCO₂e and are calculated in line with the GHG Protocol framework. In addition to reporting our total Scope 1 and 2 emissions, we have also disclosed the emissions per employee as an intensity metric to enable a comparable analysis in future disclosures.

Green Initiatives

We continue to monitor and report our GHG emissions on an ongoing basis, working to improve our energy efficiency across our businesses. We encourage our offices to report their Scope 3 emissions for water and waste each quarter, where this information is available, to facilitate continued performance monitoring.

We recently established a “Green Team” of employee representatives across our businesses to champion and raise the profile of environmental sustainability. They undertake a suite of activities to assess our environmental impact, and promote group-wide initiatives to improve our performance in this area.

We are also in the process of developing a comprehensive five-year environmental strategy in partnership with our third party environmental consultants to be implemented early in 2019. This is planned to include reviews of our peer comparatives and key stakeholder impact, and engagement with our staff to better inform us of how our own people feel we are performing.

Photographed on location at Barfoots of Botley Ltd.



Sustainability Report continued

Gender pay gap

We are confident that men and women are paid equally for performing equivalent roles across our business, and are committed to taking all steps possible to reduce our gender pay gap.

The gender pay gap is defined as the difference between the average earnings male and female colleagues receive, as a percentage of men's earnings. Our median group-wide gender pay gap was 41.7% at 5 April 2017.

While the existence of this pay gap is disappointing, it is also in line with our financial services competitors and comparators. The overwhelming majority of our gender pay gap exists because women hold fewer senior positions within the group. If we instead look at the differences in average pay between males and females in the same salary band the gap drops to 1.6%. We are confident that this remaining gap is due to differences in roles and responsibilities within each pay band, and that all employees are paid equally when they are performing the same role.

We already exceed the government's target of 33% of board members being women, and are broadly in line with the Hampton-Alexander gender targets for executives and their direct reports. Over the next year, we plan to take further action to tackle the gender pay gap through a number of initiatives and commitments. Our Asset Finance Sales Academy has a primary focus of improving our female representation in sales, and all entry level programmes now have an explicit objective to seek a 50:50 gender balance split. We aim, over the medium term, to improve our female representation of senior managers to 30%, to fall in line with our board representation. We will particularly focus on improving the gender balance in our senior front office roles, where female representation tends to be lower.

We are committed to taking steps to reduce our gender pay gap, and to support our talented female staff through their careers at Close Brothers. Further details of our gender pay gap can be found on our website.

Social Responsibility

Compliance with regulatory requirements is essential not only from the relevant regulator's perspective but also to maintain the trust of our customers.

We have a wide range of policies in place across all of our divisions to ensure that our staff and management comply with all regulatory requirements and adhere to the highest professional and ethical standards in dealing with our customers, suppliers and each other. We require all staff to complete the relevant regulatory training on an annual basis with further training offered when required, and achieved 100% completion of mandatory training for eligible employees in the year. Some of the group-wide policies and regulations include:

Anti-money laundering regulations

We have implemented policies and procedures in accordance with anti-money laundering regulations and have dedicated money laundering reporting officers where required.

Anti-bribery and corruption policy

We operate a zero tolerance approach to bribery and corruption, ensuring compliance with all applicable anti-bribery and corruption laws and regulations, including the UK Bribery Act 2010.

Whistle-blowing policy

We encourage our employees to report any activity that may constitute a violation of laws, regulations or internal policy and reporting channels are provided to staff for this purpose within the framework of a whistle-blowing policy.

Our comprehensive whistle-blowing procedures comply with the rules that came into effect in September 2016. We have enhanced the existing policies by the appointment of a whistle-blowers' champion and a confidential telephone whistle-blowing service, operated by a third party provider.

Human Rights and Modern Slavery Act

The board gives due regard to human rights considerations, as defined under the European Convention on Human Rights and the UK Human Rights Act 1998.

We are aware of our responsibilities and obligations under the Modern Slavery Act with the appropriate policies and training in place to ensure compliance across the organisation.

The Banking division has also committed to the CIPS Ethical Code of Conduct, which supports our commitment to ensure modern slavery does not exist within our supply chain.

Further details of our compliance with the Modern Slavery Act can be found on our website.

Employee health and safety policy

Our health and safety policy ensures the provision of a safe and healthy working environment for our employees and visitors in accordance with The Management of Health and Safety at Work Regulations 1999.

The Health and Safety Committee continues to meet on a quarterly basis and we are proud of the continued progress in successfully raising the profile of health and safety across the business. This year we recorded 43 incidents across all of our sites, of which the majority were related to medical conditions, with only three reportable incidents in the year.

We continue to use an online risk assessment tool to manage site specific risks as appropriate and our Display Screen Equipment risk assessment programme. This year we have also added the assessment of new and expectant mothers to this process.

The Strategic Report was approved by the board and signed on its behalf by:

Preben Prebensen
Chief Executive

25 September 2018