



Section 172 Statements

Section 172 of the Companies Act 2006 requires Directors to take into consideration the interests of stakeholders in their decision making. The Directors continue to consider the interests of the Group's employees and other stakeholders, the impact of its activities on the community, the environment and the Group's reputation, when making decisions. Acting in good faith and fairly between members, the Directors consider what is most likely to promote the success of the Group for its members in the long term. Whilst the importance of giving due consideration to our stakeholders is not new, please see below details of how the Board engages with our stakeholders, whilst seeking to comply with the requirement to include a statement setting out how our Directors have discharged this duty.

Section 172 Factors

Considerations and Actions

Consequence of any decision in the long term

The Board believes the Group's long-term success is best achieved by adapting and evolving its strategy in line with market demands. The Board is responsible for establishing and reviewing the long-term strategy alongside the annual plan for the Group, based on proposals made by the Senior Management Team.

Interests of employees

Our Directors regularly engage with employees by providing updates on the Group's business performance and conducting various surveys and questionnaires throughout the year. The feedback received from staff is then analysed and appropriate actions are taken based on this evaluation. The Group also celebrates the success of individual staff achievements with the wider Group on a monthly basis.

Fostering business relationships with suppliers, service users and others

Our Directors engage in discussion and collaborate with our suppliers on a regular basis. In addition to that and before the COVID-19 lockdown, our Directors visit our residential homes frequently and engage with our service users via events such as Choice has Got Talent and local competitions. These events provide opportunities for our service users to be part of the wider Choice community.

Maintaining high standard of business conduct

Our Directors work closely with the Quality and Compliance team to ensure all critical policies and guidance for internal and external stakeholders are updated on a regular basis. In addition to that, the Group operates a whistleblower hotline as well as a separate whistleblowing email address which provides an appropriate channel for concerns to be reported.

Some of our Service Users also participate in our internal quality review of residential homes and their findings are fed back post visit.



Choice Care

Acting fairly between
members

Our key stakeholder and members' voices are brought into the boardroom throughout the annual cycle. The Board has overseen the implementation of measures to ensure that stakeholder and members' interests are always taken into account.