

CORPORATE GOVERNANCE STATEMENT

By the Directors in performance of their statutory duties in accordance with s172(1) of the Companies Act 2006

The board of Reconomy Group, individually, and collectively, consider the interests of their stakeholders as an ongoing priority. We are committed to, and actively encourage, long-term relationships and communication with our stakeholders to maximise the value of our company and its continued success.

During the year we have updated and implemented policies, systems, and procedures in line with our responsibilities to our stakeholders.

Employees

We recognise our dedicated workforce as our biggest asset and key to our success. All employees are offered fair benefits reflective of their role within the organisation. We launched a third-party employee support line offering advice on personal wellbeing and financial matters. During the year all colleagues were involved in a successful group engagement scheme to enable them to share their views and voice their feedback on all company matters. We are committed to promoting the awareness of mental health with and for our employees.

Customers

We recognise customer loyalty as invaluable and strive to build solid long-term relationships. We strive to deliver excellent customer service every time and seek innovative solutions to support this. We take pride in learning from our customer feedback.

Suppliers and Partners

We recognise and value the huge role our suppliers and business partners play in our success. We therefore take time to build rapport, working closely with them to maximise value where possible, and in turn supporting the needs of our customers.

Communities

We are at the heart of our communities and recognise our responsibility to be good, supportive, and engaged neighbours. Our ethos is to build strong relationships with our local communities, from neighbouring businesses to community groups which we deliver through RSVP.

Regulators and Local Government

Developing and sustaining good relationships with the many regulators who govern our business is central to our success. We are committed to adherence to our legal and regulatory requirements. We train our employees using an in-house platform and face-to-face sessions accordingly, to ensure they are both educated and accountable in their role.



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