

For the year ended 30 April 2022

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

The Board of Directors consider that they have acted in a way they consider would be most likely to promote the success of the company for the benefit of its members as a whole (having regard to the stakeholders and matters set out in s172(1)(a-f) of the act) in the decisions taken during the year ended 30 April 2022.

As the Board of Directors, our intention is to behave responsibly and ensure that management operate the business in a responsible manner, operating within high standards of business conduct and good governance.

The Directors intention is to behave responsibly towards our stakeholders and treat them fairly and equally, so they too may benefit from the successful delivery of our plan.

When making strategic decisions the directors have taken into account the likely consequences of these decisions in the long term.

Employees

The company appreciates and understands the importance of the role of each of its employees and through regular management meetings is able to keep all employees up to speed with key initiatives. The company have formally introduced a Hybrid Working policy following on from the approaches adopted during the Covid 19 pandemic. This more flexible approach to work location has been welcomed by employees and offers enhanced work / life balance.

The directors understand the importance of performance management therefore the company operates a “personal development review” process that occurs throughout the year. This is aimed at providing clarity and support to employees to achieve their objectives, whilst improving productivity and morale.

The directors believe it is important to keep the employees informed and this is achieved by monthly bulletins which are sent directly to all employees. This contains business updates, local news and wellbeing advice. We also have an intranet on which broader business news, internal vacancies and all policies are readily available.

The directors understand the need to support employees in their personal development and therefore the company provides a wide range of online training modules and the potential of support for their professional studies including the payment of professional subscriptions. Support for professional studies is to develop the individual in their current role and may be linked to an anticipated career progression opportunity.

Customers

NCH (UK) Limited has always been a customer-focused organisation. We are working at all levels of the business to meet our customers' expectations, responding to demand for our COVID-19 related products and providing value with our broad portfolio of products and services as we emerge from the economic effects of the pandemic.

With the latest technology, industry expertise and quality solutions we have the tools to best understand our customer requirements. We have developed and continue to grow a direct sales team to build customer connections, enhance our customer understanding and drive market penetration.

Suppliers

The company is committed to fair payment practices for all our valued suppliers and additional key personnel have been added to the procurement team to support supplier development and relationships.

A copy of the latest Business Payment Practices and Performance Report can be found on the GOV.UK website.

Community

The directors recognise its role and responsibilities towards local communities. The company and its staff made donations to the local foodbank during 2022 and gathered donations for the war in Ukraine and matched the donations made by its employees.

Environment

NCH (UK) Limited are an ISO 14001 and ISO 45001 certified organisation. By investing in an ISO 14001 Environmental Management System, we aim to reduce waste, costs, and risks while supporting the environment in the process.

Business conduct

The company's policy is to conduct all of its business in an honest and ethical manner. The company takes a zerotolerance approach to bribery and corruption and is committed to acting professionally, fairly and with integrity in all business dealings and relationships wherever it operates and implements and enforces effective policies and systems to counter bribery.

The company has a Whistleblowers policy and there is a statement on the modern slavery act and human trafficking on its website.

The directors understand the need to act fairly between stakeholders of the company, owner stakeholders receive monthly KPI updates, they also attend the quarterly board meeting and receive minutes of these meetings.

War in Ukraine

NCH does not have any Ukraine or Russian entities, nor does it actively supply any customer or source products in these regions. For this reason, our exposure to the war in Ukraine has been limited. In light of the sanctions imposed on Russia, we conducted a review of our customers to ensure that any identified with Russian links were blocked from making orders for the foreseeable future, to which no customer accounts were identified.