

## Engaging with Our Stakeholders

This section serves as our section 172 statement and should be read in conjunction with the Strategic Report and the Company's Corporate Governance Statement. It also provides guidance to the disclosure of non-financial information that is necessary for an understanding of the development, performance, and position and impact of the Company's activity. The Board's aim, collectively and individually, is to always uphold high standards of conduct. When taking decisions, the Board always considers the long-term view and looks to act in the interests of shareholders as a whole and to ensure all shareholders are fairly treated.



### Our People

#### People Who Care

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#### Our People

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#### Responsibility Strategic Pillar

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#### Responsibility Case Study

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### Our Customers

#### Growth with Our Partners

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#### Growth Strategic Pillar

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#### Growth Case Study

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### Our Suppliers

#### Growth with Our Partners

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#### Excellence Strategic Pillar

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#### Responsibility Strategic Pillar

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The Board also believes that the business will be best served to grow and prosper in the long-term if it understands the views and needs of its shareholders, and other stakeholders, and factors these into its decisions.

Accordingly, engagement with our shareholders and wider stakeholder groups plays a key role throughout our business. We engage with our stakeholder groups in a variety of ways across a range of channels to facilitate information flows in both directions, with a view to ensuring our stakeholders are heard and taken into account in Board decision making, and also to ensure that our stakeholders understand the Group’s perspective and needs. Indeed, some of our key stakeholders – our employees (“People Who Care”), our customers and suppliers (“Growth with Our Partners”), and the environment (“Sustainable Approach”) have been built into the very core of the Finsbury business through our Operating Principles. Our “Quality and Innovations” and “Operating Excellence” Operating Principles also embed our commitment to a long-term approach. Our Operating Principles supporting our Strategic Pillars are set out in detail on pages 15 to 16, while examples of how we engage and put our Operating Principles into action are set out throughout this report.



**Our Investors**

**Creating Value**

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**Dividend**

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**Our Environment**

**Sustainable Approach**

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**Responsibility Strategic Pillar**

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**Responsibility Case Study**

Pages: 30-33

Our approach to diversity and equal opportunities is addressed in The Directors’ Report set out on pages 50 to 53 and whistleblowing approach is noted in the Audit Committee Report on pages 56 and 57.

This statement is made in conformity with the requirement to explain how Directors fulfil section 172 of the Companies Act 2006.



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