



SECTION 172 STATEMENT

From the year ended 31 August 2023
Synectics Solutions

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CONTENTS

1	Section 172 Statement	5
1.1	Key Decision: energy Supplement.....	6
1.2	Key Decision: Expansion of Electric Charging Points.....	6
1.3	Key Decision: ESG Committee & Public Disclosure.....	6



1 SECTION 172 STATEMENT

This statement demonstrates how the Board of Directors complies with Section 172 of the Companies Act 2006 and in doing so ensures all decisions made are in alignment with the company's values and purpose which is pivotal to the long-term success of the company.

The Executive Board, of which the three company Shareholders are members, delegates day-to-day decision-making authority to the Operational Board comprising three Directors and three Heads of Department. The Senior Leadership Team is accountable for the specific decisions related to their departments and, additionally, there are various Committees who have decision making authority for specific business-wide topics such as HR & Remuneration, Data Governance, Enterprise Risk, ESG and Sustainability and Business Continuity.

We use Jim Collins' One Page Strategic Plan methodology to articulate our core values, purpose, and strategic goals. Whilst the goals are regularly reviewed and updated, the values and purpose section is not because we recognise the importance of preserving the core of our company and it is this strong sense of identity that holds us together in the face of change. We strive only towards goals that align with these core values and would not look to achieve things in a way that was contrary to our purpose; to ensure this alignment, the strategic goals are signed off by the Executive Board.

The purpose of Synectics Solutions, as stated in our One Page Strategic Plan, is:

"To be a people centred company that always delivers the highest level of innovation and service. We aim to delight our clients through doing things better and challenging the status quo; to this end, our people strive to go the extra mile. We have the drive, desire, and willingness to provide extraordinary levels of service for all our stakeholders."

Essentially, we put our stakeholders at the heart of everything we do and every decision we make. We believe that investing in our people, our employees, clients, suppliers, and the community in which we operate, whilst always being mindful of our impact on the environment, is what sets us up for long-term success, an approach that has served the company well for three decades. There are many ways in which we have invested in our relationships with our stakeholders over the course of this business year:

Employees

- regularly assessed and adapted working practises to align with government guidance and what our employees feel comfortable with – this includes the decision to continue offering flexible working
- increased mental health support including training mental health first aiders and domestic abuse champions
- increased physical health support by increased wellness sessions covering issues such as menopause awareness and self-examination
- listened to our employees by seeking feedback and input via an employee NPS survey

Suppliers

- used local suppliers where possible
- ensured we pay promptly



Clients

- engaged in regular dialogue with our clients including an NPS survey which garnered excellent results, see Strategic Report for details, demonstrating our reputation for high standards of business conduct
- ensured our services stay cutting edge by aligning our product roadmap with the ever-evolving global technology landscape

Community

- the Hubb Foundation (registered charity) are supported by and operate from Synectics Solutions and continue to provide Holiday Activities and Food in the Stoke-on-Trent area through the Holiday Activities and Healthy Food Programme (HAF)
- Bescura Ltd ('not for profit' organisation) continue to be supported by Synectics Solutions to provide social, charitable, and community-based objectives for the local community
- continued with regular internal fund-raising activities to maintain lasting relationships with local charities, supporting causes including homelessness, mental health and animal charities.

Environment

- invested in additional electric charging points at our head office to encourage sustainable travel
- all new company cars added to the fleet have been hybrid or fully electric
- see Carbon Report for details

1.1 KEY DECISION: ENERGY SUPPLEMENT

The interests of our employees are a key consideration in any strategic decision the Board of Directors makes.

With continuing employee concerns around rising energy costs during the financial year, the Board agreed to extend provision of a £50 per month energy supplement for all employees in their pay that was implemented in April 2022 for a further 6 months. During the financial year this equated to over £130k in support for our employees.

1.2 KEY DECISION: EXPANSION OF ELECTRIC CHARGING POINTS

As part of our commitment to reach net zero, we are committed to all fleet vehicles that are replaced being fully electric or hybrid vehicles. A strategic decision to increase the number of electric charging points at our head office to support this was made, with these charging points not limited to fleet vehicles, but available for all employees to use to encourage sustainable travel.

1.3 KEY DECISION: ESG COMMITTEE & PUBLIC DISCLOSURE

We recognise the importance of our environmental responsibilities in all our operations, having already invested in a number of projects to reduce our carbon footprint including installing solar energy, infrastructure for electric vehicles, and implementing free-cooling in our data centres.



A specific ESG committee has been formed this year, to ensure continued focus and co-ordination of initiatives. Upon recommendation of the committee, we now publicly disclose as part of the Carbon Disclosure Project and are in the process of obtaining EcoVadis accreditation to support transparency and collaboration with our value chain as we continue to move towards net zero.

