

## **JAMES DAWSON & SON,LIMITED**

**For the Year Ended 31 December 2020**

### **Section 172(1) Statement**

In accordance with the Companies Act 2006 (the 'Act') (as amended by the Companies (Miscellaneous Reporting) Regulations 2018), the Directors provide this statement describing how they have had regard to the matters set out in section 172(1) of the Act, when performing their duty to promote the success of the Company, under section 172.

The Directors always aim to act in the best interests of the Company, and to be fair and balanced in its approach. The needs of different stakeholders are always considered as well as the consequences of any decision in the long-term and the importance of our internally published high standards of business conduct. More specific information is given in sub-paragraphs (a) to (f), which correspond to the individual factors disclosed under Section 172(1).

#### **a. Long-term decision making**

The Directors delegate day-to-day management and decision making to its senior management team, but it maintains oversight of the Company's performance. In addition to this, any major decisions with long-term implications, including significant new business initiatives, would need approval of the Michelin Group, to ensure that the business decisions taken locally are in alignment with the long-term strategy of the Group. Any decisions approved either locally or by the Michelin Group, are then implemented, with subsequent oversight from the Directors to ensure management act in accordance with the agreed strategy. Processes are in place to ensure that the Directors receive all relevant information to enable it to make well-judged decisions in support of the Company's long-term success, including management KPI's, risk management policies and a robust suite of internal controls, all underpinned by internal audit.

#### **b. Stakeholders: Employees**

Our people are essential to our success, future growth, and our aim to build leading positions in our long-term markets. We continue to invest substantial time and effort to employ, train, develop and retain employees who are passionate about our business and have up-to-date knowledge and world class expertise in our key functional areas. Hearing their views on what we do well, and what we can do better, is an important driver for improvement and retaining our best talent. With this in mind, we communicate regularly with our employees through quarterly "Town Talk" briefings as well as an internal newsletter. The Managing Director also holds monthly forums where a small group of employees are invited to come along and discuss any aspect of the business in a closed door environment. We also have an employee recognition scheme to award and recognise those employees who go above and beyond what would normally be expected of them. For all employees with more than 3 months service, we offer access to a 3rd party "perks" scheme enabling employees to get free perks and discounts from major high street retailers and outlets. We meet monthly with the Trade Union representatives to ensure that employees remain engaged and to highlight and discuss any concerns they might have. Every year we have an 'end of financial year' party open to all employees and their partners which is normally very well attended.

#### **c. Stakeholders: Customers, Suppliers, Others**

We aim to be fair and ethical in dealings with all our external stakeholders, including our suppliers, customers and other business partners, in line with our published Code of Conduct and ethical policies. We endeavour to pay suppliers to agreed terms and be a collaborative and responsive partner, and suppliers undergo regular audits from our representatives to ensure we hold those companies we deal with to the highest standards of stewardship. With customers, our goal is to act as partners in order to understand their needs and collaborate effectively in order to provide the products and service they need in order to succeed. Each customer has a dedicated account manager, backed by an internal customer service and sales administration team in order to facilitate this relationship and ensure the smooth operation day-to-day. We also encourage external customer audits to ensure our own internal processes and policies continue to meet their high standards and we maintain an internal quality system accredited to ISO9001. The sales and customer service teams update and report regular KPI's and customer visit reports which assist in maintaining and developing our understanding of current customer needs. We closely monitor market intelligence and trends which enables us to predict likely future needs. This helps us focus the application our internal Research & Development resources to develop new products and services that will be of benefit to our customers.

#### **d. Stakeholders: Community & Environment**

Contributing positively to our local and global communities and environments is a responsibility and an opportunity and we believe strongly that our business is sustainable and environmentally friendly wherever possible. We actively seek new products which contribute to a better environment, for example products used in vehicle emission reductions, products used in electrical vehicle application and products used in green energy production. Internally we regularly look at ways to reduce our energy consumption for example the removal of an outdated coal fired boiler and the replacement of fluorescent tube lighting with LED units. We are accredited to ISO14001 and as such carry out numerous internal audits throughout the year. We support local charities and community events each year and the merits of each are reviewed by the Senior Leadership Team on a case base basis.

#### **e. Reputation for high standards of business conduct**

The Directors are responsible for developing the culture across the Company, which promotes integrity and transparency. The Company has established comprehensive systems of corporate governance, and approves policies and procedures which promote corporate responsibility and ethical behaviour, and these are implemented within the Company.

#### **f. Acting fairly as between members of the Company**

The Directors aim to understand the views of its sole shareholder and always to act in their best interests. In order to do this, the Directors work closely with the shareholder to ensure operations, strategy and performance are aligned with the long-term objectives of the shareholder, while complying with the Articles of Association of the Company, and in line with the highest standards of conduct as laid out in Group policies.