**IDEAL CAREHOMES TOPCO LIMITED**

**ANNUAL REPORT – 31 MARCH 2022**

**Engaging with our stakeholders (section 172(1) statement)**

This statement satisfies the Section 172 requirements of the Companies Act 2006, which requires the directors to take into consideration the interests of stakeholders in their decision making. The board considers its stakeholders to be its shareholders, employees, customers, regulator, suppliers/creditors and the environment.

The directors have regarded the matters set out in section 172 (1)(a) to (f) of the Companies Act as follows:

(a) The likely consequences of any decision in the long term

The directors understand the business and the evolving environment, including the challenges faced by the business. Based upon the purpose of the company, to provide high‐quality, person‐centred care, the strategy set by the directors is intended to strengthen the position by aiming to be market leader in terms of quality. The directors recognise the long-term success of the company is dependent on the stakeholders and the external impact of the business activities on local communities.

(b) Interest of the company's workforce

The company regularly provides employees with information on matters which may concern them via its newsletters. Employees are encouraged to feed back any views through established reporting channels. The company recognises that the retention of people is key to success and has in place incentive schemes related to its performance or KPl's which allows employees to participate in that success. The company employs a dedicated Head of Employee Development and Engagement to oversee this communication with its employees and to feed back to the board as appropriate.

(c) The desirability of the company maintaining a reputation for high standards of business conduct

There are a broad range of processes and procedures in place designed to provide control over the company’s operations. These processes and procedures are internally reviewed and monitored on a regular basis and are reviewed by the Board of Directors on a quarterly basis.

(d) The need to foster the company's business relationships with suppliers, customers and others

Our suppliers are essential in delivering high‐quality services to our residents. To do this we develop and maintain strong relationships and provide regular communication through feedback and performance review. We understand the requirement for our suppliers to feel assured of the creditworthiness of their customers and we work closely with each of them to deliver a mutual desired outcome in terms of payment practices.

Our purpose is to provide our residents with the best quality, person‐centred care and a great place to live. We offer our residents 24-hour care in comfortable, quiet surroundings with caring and highly trained staff. We build and maintain strong relationships with our residents and their family through continuous dialogues. We aim to represent value for money by providing residents with our all-inclusive fee offer.

(e) The impact of the company's operations on the community and the environment

During the year, the company worked within the community local to each care home, by providing other key workers with

support packages. As stated above, the company seeks to minimise its impact on the environment whilst maintaining an appropriate level of care to its customers and regularly monitors its energy consumption.

(f) The need to act fairly as between members of the company

The company has full ownership of the group members. The company’s management and supervision are overseen by the

Board of Directors, which is made up of executive directors and non‐executive directors. As the group members operate in

the same sector, with the same policies and processes, the Board of Directors make decisions based on the group and not

as individual group members.