

S172 statement

The directors of the Company, as those of all UK companies, must act in accordance with a set of general duties. These duties are detailed in section 172 of the UK Companies Act 2006 which is summarised as follows:

‘A director of a company must act in the way they consider, in good faith, would be most likely to promote the success of the company for the benefit of the shareholders as a whole and, in doing so have regard (amongst other matters) to:

- the likely consequences of any decisions in the long-term;
- the interests of the company’s employees;
- the need to foster the company’s business relationships with suppliers, customers and others;
- the impact of the company’s operations on the community and environment;
- the desirability of the company maintaining a reputation for high standards of business conduct; and
- the need to act fairly as between members of the company.’

The following paragraphs summarise how the Directors’ fulfil their duties:

The Company is part of KMT Medical (“KMT”), a group of companies that provide home healthcare services to consumers. Working with clinicians, the companies are dedicated to respecting clinical decisions while providing high quality products, unmatched expertise and personalised services.

KMT companies are guided by operating policies consistent with the mission and vision of its parent company, The Firm of John Dickinson Schneider, Inc (“JDS”).

Long-term sustainability

As a member of an independently owned group and guided by our operating policies, we are able to take decisions that enable the Company to thrive in the long-term. We continue to invest in staff, in facilities and in service improvements, and we maintain a conservative approach to financial management. The benefits of this approach were demonstrated at the onset of the Coronavirus pandemic, guiding our decisions and allowing us to take care of our staff and our customers, and through that ensure the continuity of the business. Our business is funded by the cash flow generated by our operating activities.

Employees

We regard our employees as our greatest asset. We track engagement through a third party tool and take actions in response to feedback. We invested in development and success planning, training tools and identifying opportunities to reward and recognise performance, including the launch of a new reward and recognition platform. We continued to reinforce the importance of the “Fittleworth Way” in maintaining and demonstrating our values and culture.

Customers

Our customers sit at the heart of all we do, whether that be the clients we are dispensing to, the clinicians or the NHS. We ensure we have the knowledge and expertise to deliver personalised home healthcare services and we partner with the NHS to deliver high-quality, cost-efficient care. We are CQC registered for Nursing Services and Prescription Management Services. We subscribe to iWantGreatCare where patients can leave meaningful feedback on the care they receive from our clinicians. We are proud to have a 5 star rating for the care we provide.

Suppliers

We work with our suppliers to ensure our clients receive the products prescribed by the clinicians on time and in full. We strive hard to pay all invoices within terms and to resolve any queries as quickly as possible, with 98% of payments made within terms.

Fittleworth Medical Limited
Year ended 31st December 2019

S172 statement (continued)

Community and environment

The Company completed the update and implementation of its environmental policy, ensuring that we take account of the environmental impact of our decisions, and it has also been built into the employee behavioural framework. We are actively looking for ways to reduce our environmental impact, for example, changing lighting to LEDs in our National Distribution Centre and taking action to improve the “greenness” of our company vehicles.

Business conduct

The Company aims to conduct all its business relationships with integrity, one of our core values. This is supported by policies and training, for example the Code of Conduct, reviewed and updated in 2019.

Acting fairly as between the Company’s owners

The Company is solely owned by KMT, which in turn is solely owned by JDS. JDS is controlled by a private trust that reflects the principles originally developed by its founder.