
FITTLEWORTH MEDICAL LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2020

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 throughout 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. The well-being of our people is a key priority and we continued to promote employee access to our broad range of employee support services. We made additional investments in the development of our people, and formed a Diversity and Inclusion committee, focused on nurturing a diverse and inclusive culture of belonging. We leveraged our internal communications strategy to ensure we engage and listen to our people, using different communication channels such as Yammer and weekly companywide huddles. We continued to reinforce the importance of the "Fittleworth Way" in maintaining and demonstrating our values and culture.

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STRATEGIC REPORT
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S172 statement (continued)

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.

Community and environment

The Company continued to implement 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 have completed the SECR for 2020 and are actively looking for ways to reduce our CO2 emissions and overall environmental impact. We have increased the size of our company vehicle fleet that are fully electric or electric hybrid and we have signed contracts for prescription delivery where the supplier's fleet has a substantive plan for electrification. We continue to roll out efficiencies to the lighting in our properties and environmental efficiency is now a consideration in any premise's relocation.

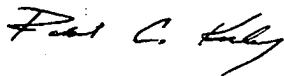
Business conduct

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, Anti-money Laundering, Bribery and Corruption all reviewed and updated in 2020/2021.

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.

This report was approved by the board on 29 September 2021 and signed on its behalf by:



R. C. Keeley
Director