

## Section 172(1) Statement and Stakeholder Engagement for year ended 31 March 2021



The Board of Mortgage and Surveying Services Ltd ("the Company") consider that they have adhered to the requirements of section 172 of the Companies Act 2006 ("the Act") and have, in good faith, acted in a way that they considered would be most likely to promote the success of the company for the benefit of its shareholders as a whole and, in doing so, have had regard to and recognised the importance of considering all stakeholders and other matters (as set out in s.172(1)(a-f) of the Act) in its decision-making.

As part of the wider Mortgage and Surveying Services Group ("the group"), taking into account the relative size of the Company and centralised nature of the group, the Board may consider it reasonable for decision making to be handled by the Group Board.

The new reporting legislation around stakeholder engagement is welcomed by the Board and the commentary and table below sets out our s.172(1) statement. This statement provides details of key stakeholder engagement undertaken by the Board during the year and how it helps the Board to factor potential impacts on stakeholders in the decision-making process.

### General

The group promotes the highest standards of corporate governance and ensures that these standards cascade throughout the group and its subsidiaries. Guiding principles are in place for the relationship between the group board and the boards of the group's subsidiaries. This framework promotes full and effective interaction across all levels of the group to support the delivery of strategy and business objectives within a framework of best corporate governance practice.

Corporate governance underpins how we conduct ourselves as a board, our culture, values, behaviours and how we do business. As a board we are conscious of the impact that our business and decision have on our direct stakeholders as well as our wider societal impact.

As part of the director induction process, the directors are briefed on their duties, including their duty under s.172 of the Act. The directors are entitled to request from the Company all such information they may reasonably require in order to be able to perform their duties as a director.

For each transaction approved by the Board discussion takes place around employee impact and impact on other stakeholders, such as customers. The relevance of each stakeholder group may vary by reference to the issue in question, so the Board seeks to understand the needs of each stakeholder group and potential conflicts as part of its decision-making. Additionally, the group company secretary is on hand to provide support to the Board ensuring that sufficient consideration and time is given to stakeholder issues during these discussions.

Each year the directors deliver a forecast which includes a three-year plan prepared in accordance with the long-term strategy of the group. The directors have also acted in the long term interest of the group by supporting policies, behaviours and actions which promote the interest of people, customers, and other stakeholders.

### Stakeholder Engagement

The table on the following pages sets our key stakeholders and provides examples of how we have engaged with them in the year, as well as demonstrating stakeholder consideration in the decision-making process.



Stakeholders	Our approach to stakeholder engagement	Stakeholder consideration in the Board's decision making
<p>Shareholders</p> <p><i>Our shareholders are vital to the future success of our business, as our shareholders provide funds which aid business growth.</i></p>	<p><i>Performance metrics and updates are provided by the Board to our shareholders.</i></p>	<p><i>As a Board, we aim to provide clear information to our shareholders, and being honest and transparent as to the performance of the business. Value is generated for the shareholders by supporting the overall group to deliver on the business plan.</i></p>
<p>Customers</p> <p><i>We work closely with our customers to understand their evolving needs so the Company can improve and adapt to meet them.</i></p>	<p><i>To have a strong customer focus but also understand that the best service we can offer our customers is to deliver best value.</i></p>	<p><i>Long term customer engagement is a key part of the process in developing new propositions and progressing existing ones. MSS' market growth in the last 12 months has primarily been an effect of maintaining high levels of quality service and customer engagement.</i></p> <p><i>Where customer relationships are more ad hoc MSS aims to provide a consistently high quality of service at a reasonable price to fulfil customer requirements.</i></p>
<p>Employees</p> <p><i>Our people have a crucial role in delivering against our strategy and creating value.</i></p>	<p><i>The Company has implemented an employee survey which tracks the employees' view about the business and their connection to it.</i></p> <p><i>An employee panel comprising of representative employees from each area of the business has been formed, which enables the employees to share their views on specific topics.</i></p>	<p><i>Feedback from the employee surveys, as well as the employee panel is reviewed at Operating Board and Executive level and forms the basis of proposals and actions for senior management and the Board.</i></p>



*Regulator*

*A good working relationship with the Financial Conduct Authority and the Royal Institute of Chartered Surveyors in relation to our regulated entities ensures the Group works to the best possible standards*

*We maintain close contact with the regulators and proactively engage on any issues where the answer is not sufficiently clear.*

*Our compliance team monitor any correspondence and emerging issues flagged by the regulators in order to ensure we are fully up to date with the latest guidance*

*The head of compliance and a non-executive director focused on compliance both attend the subsidiary board meetings in order to have the opportunity to raise any relevant issues. These are then escalated to the Group board meeting if they are considered relevant to the Board's decision making.*

*A compliance report of any issues identified within the subsidiaries is escalated to the group board meeting for consideration where relevant.*

Stonebridge 

SDL Surveying 

Revolution 

 Pure Protect

 Stonebridge Protect

