

The Directors are fully aware of their responsibilities to promote the success of the Company in accordance with Section 172 of the Companies Act 2006 and welcome the reporting requirement in relation to Section 172.

Promoting the success of the Company for the benefit of its shareholders is of the upmost importance to the board.

Further details on how the Directors' duties are discharged, and the oversight of these duties are included below.

The board has been engaging with our shareholders on a refreshed strategy to 2025 which sets out more ambition. This 2025 strategy will supersede the existing 2022 strategy.

The board makes decisions in respect of its operations considering the impact of the Company's operations on the community and environment and the need to maintain high standards of business conduct. In taking decisions the board also considers the impact on its supply chain, which is key to the continued success of the business, across all sectors. The board's priority in making strategic decisions is about what it considers to be in the long-term success of the Company, from both a financial and safety perspective, as safety remains the overriding priority. The board uses information from stakeholder engagement, including employees and suppliers, together with community and environment factors to make these strategic decisions.

The feedback from stakeholders, particularly customers, supply chain partners and employees is paramount to the board when making decisions. The board also regularly reviews the Company's safety performance to ensure that the zero-harm ambition is met. This commitment means making sure that our workplaces are safe and healthy for everyone, including our employees and anyone working on our behalf.

Our commitment to our clients and customers

In 2020, we continued to focus on our people and clients. We are investing in current client relationships to support them during and post pandemic whilst looking to secure more sustainable growth across both public and private sectors.

We fully recognize the importance of delivering for our customers and our impressive retention rate reflects this drive. Accordingly, we work to 'Succeed by delivering a better experience' whilst living by our Guiding Principles. Our priority over the past few years has been to focus on specific markets ensuring our teams understand the unique challenges these sectors face. To ensure that as we grow we get better, we have developed an operating model built around a number of sector facing business units to ensure capacity is not exceeded and to introduce career paths. This is proving to be a key factor and in 2021 we plan to add an additional Health sector business unit.

Management at all levels continue to work to develop, maintain and strengthen relationships with new and existing customers by delivering high levels of customer satisfaction and value.

In 2020, we commenced work on an extensive client survey. Overall, the results showed that in the majority of key areas satisfaction was high. We were rated as ‘above the market norm’ in many areas, particularly in safety, quality of service and our relationships with customers. We were also able to identify areas where we can add more value including making better use of data to drive energy efficiency and helping achieve customers net zero ambitions. This valuable feedback has been collated, analysed, and shared across our business and a plan to capitalise on this data in 2021 has been developed.

Our commitment to our supply chain

As a purpose-led, responsible organisation, Imtech Inviron exists to create better outcomes for all stakeholders, including our supply chain partners, with whom we seek to build long term and sustainable relationships, treating them ethically and with respect, while working with them to deliver a high standard of service.

Our business holds regular supplier events, allowing the Company to communicate the progress and strategy of the business with all invited. It also provides an opportunity for our supply chain partners to have open dialogue with senior members of our leadership team. We continue to build and develop strong relationships with our supply chain partners and are always seeking new opportunities to further strengthen the existing relationship.

The company has arranged a finance facility with Santander to help the cash flow management of the supply chain. The facility is managed by Santander and enables suppliers to draw down payments on their

debt as soon as their debt is approved. Debts drawn down on maturity incur no fees, small interest is applied on debt drawn down prior to maturity. The facility is offered to all members of our supply chain.

Our commitment to our people

We are a people-focused business, and our leadership team is committed to putting our colleagues at the very heart of everything we do. As a services business, we are only as good as our people, and we recognise that to exceed our client’s expectations we need to continually focus and invest in our teams.

In 2020, we launched several initiatives to help make Imtech Inviron an employer of choice. We have made a commitment to ensure all vacancies at all levels are initially advertised internally. Changes have also been made to the internal portal to enable employees to manage their careers and areas where they can get support for various levels within the organisation. The changes made in 2020 will help the business to not only meet the long-term strategic goals of the organisation but provide further development for our staff and front-line teams.

Having a diverse workforce at all levels will ensure better performance and better decision making both for our business and for our shareholders. We believe that employing a diverse mix of people makes us a stronger business, and one that reflects the society around us. We value and encourage diversity of thought, perspective, and experience in all respects. We have continued to promote gender equality via Imtech Group’s ‘Women in Imtech’ programme

encouraging women into Imtech on a proportionate basis into all role types and to support women in developing their careers within the Group.

A reorganized, and coherent, framework for Learning and Development is available for all levels of employees across Imtech Inviron, which serves to leverage the resources and opportunities provided by our parent EDF. Key deliverables include:

- A robust and validated model for talent identification
- A defined framework for the provision of coaching and mentoring
- Consistent and effective induction processes across the Group delivering an inspiring first experience for new employees
- Effective performance management and development discussions for all employees.

We continued with another apprentice intake program during 2020, despite the pandemic, and we are proud of this action. Our apprentice intake in 2021 will see more new recruits join us and we are also looking to employ at graduate level as we look to develop our leaders of tomorrow. Regular business updates and forums where the emphasis is engaging with, and listening to, our employees remains a priority. We communicate with staff regularly through team meetings, learning sessions, briefings, our intranet, MD Business Update calls and our weekly newsletter, Network News. We also use the results of the EDF Group Employee Engagement Survey to address areas of concern raised by employees. The results of this Survey are discussed at Board level and define individual business unit objectives. The discussions on the results of this survey impact the principal decisions taken by the directors. Imtech Inviron engages with employees through formal and informal channels, including MD communications, team meetings, training sessions, employee forums, Network News and via our intranet. Our intranet is an e-platform for sharing company newsletters, announcements and accessing a wide variety of materials, i.e. company policies, information on well-being and company benefits etc. We plan to launch a new web site in 2021 which will showcase our services and teams.

Our commitment to society

We are acutely mindful of the responsibility we must support individuals and the communities we serve and strive to be a force for good in society. In 2020, we sought to make several changes to the way we work to minimise our negative impact on the environment. We focused on investing in energy efficiency – upgrading heating, lighting, and air-conditioning systems across the business and on reducing our non-essential travel. We believe we can play a key role in assisting our parent EDF help the UK transition to a low-carbon future.

We can all play our part at work, and in our home lives, in helping ensure we achieve our business goals and financial targets in a responsible and sustainable way protecting both our communities and the planet. It is the little things which we can all do that will make the big difference.