

# KINGDOM SERVICES GROUP LIMITED

(REGISTERED NUMBER: 02795197)

## Section 172 Statement

FOR THE YEAR ENDED 30<sup>th</sup> November 2023

### Directors' statement of compliance with duty to promote the success of the Group.

S172(1) of the Companies Act required Directors of a company to act in the way they consider, in good faith, would be the most likely to promote the success of the Group for the benefit of its members as whole considering:

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

The nature of our business means we have a continuous dialogue with a wide group of Stakeholders. The views of our stakeholders are considered before the Directors make their decisions.

The disclosures set out below are some examples that the Directors have had regards to, in the matters set out in s172(1) (a) to (f), when discharging their duties.

### The future Growth and attendant risks.

The Directors remain focused on the vision to be recognised as one of the UK's foremost supplier in each of its operating sectors. Each segment of the business has seen advancement towards this objective during the year. Achieving this in the current turbulent times leads can also lead to a higher risk level. The Directors remain alert to the risks prevalent in the political, economic, and commercial environment and continuously monitor these and take steps to minimise or mitigate these risks.

### Margins

In the current times clients are often looking for savings and stressing margins. This puts pressure on our teams when price is the main driver in retention and winning of new business in certain markets. This is when our proven growth strategy comes to its fore, as highlighted in our performance to date. We choose to compete in sectors with clients that value innovative solutions.

### Employees

People are at the heart of everything we do. We will continue to invest in both the futures of our staff and the growth and prosperity of the company. A well trained, reliable, motivated, and informed management team and workforce is essential to the successful provision of a first-class service to clients of the quality expected by the Group. Kingdom has invested heavily in training to ensure all staff are well qualified and have opportunities to progress. Kingdom has also arranged

with several approved partners offerings that cover a wide range of benefits, including physical, financial, and mental wellbeing, to promote wellbeing for our staff.

Staff are well informed and continually updated via appraisals, monthly meetings, toolbox talks, social media, our news and communication Mobile App, and our Reward and Recognition initiatives.

In the current climate, labour shortages put stress on both the system and staff. Senior and local operational management teams are invaluable for the running of the business. Replacements of staff and the inability to recruit suitably experienced replacements could adversely impact upon the performance of that business.

### **Financial Risks**

As in any sphere of business, financial risk is always there. To combat this the Group has strong financial controls, using industry specific software packages to ensure quality of service, improve margins and control costs. The main financial risk to the business would be financial failure within our client base. To mitigate this risk, we have a strong credit control policy on granting of credit and collections. A treasury team is successfully focused on managing these key risks and briefing the Board accordingly. We also have in place bank facilities with our bankers to provide significant levels of headroom to enable us to deal with any likely eventuality.

### **Suppliers**

Labour is the main generator of our Group revenue. The Board do not foresee significant risks from disruption to its non-labour supply chain. All such supplies are provided by more than one supplier, so alternatives are available. The Group also has strong ties with its long-term suppliers and have collaborative agreements with these organisations.

### **Customer Relationships**

The ethos of the Kingdom Group, since its inception, is to provide customers with a high-quality service and to grow relationships. We build strong lasting relationships with our customers and spend considerable time with them to understand their needs and views. With our years of sector-based knowledge and experience, we can provide them with bespoke and associated solutions.

### **Regulatory and legislative risks**

Kingdom Services Group Limited is registered and approved by the Security Industry Authority (SIA) under the Private Industry Act 2001. An annual review is carried out by the Approved Contractor Scheme (ACS). We are currently in the top 0.5% of these companies due to our high standards of performance. The company regularly updates its policies and procedures to ensure we exceed the compliance scores required by the standards. We are also registered and approved with the Gangmaster Labour and Abuse Authority (GLAA) for several of our Group companies.

In addition, the company has an obligation to meet Health and Safety requirements, which it does through internal policies and procedures, and through using the services of external specialist advisers where necessary. This is recognised by achieving accreditation to ISO45001. It is also recognized through achieving accreditations with Safe Contractor, Avetta, and Acclaim, as well as with the Association of Labour Providers (ALP) and the Recruitment Employment Confederation (REC).

## **Community**

Kingdom has been heavily involved in our local communities since our start in 1993. Our growth has created opportunities to provide trained jobs in many areas of high unemployment. We also engage with the communities in which we operate to build trust and appreciate and understand the local issues of importance to them. We provide national support to organisation involved in domestic abuse and suicide prevention, and the environment, to create awareness of these issues. We partner with local charities and organisations at a site level to raise awareness and support funding. These endeavours are regularly reported back to the Board and highlighted to employees.

## **Diversity**

The group is committed to a policy of recruitment and promotion based on aptitude and ability, with no discrimination of any kind.

## **Standard of business conduct**

Since business inception in 1993, Kingdom has stood by an ethos and set of values that are reflected in the way we work. We are recognised across our different sectors as a Group setting the expected high standards. We have a reputation for strong corporate governance, recognised by external audits against a wide range of internationally recognised standards. A crucial core to our business success is to act responsibly as a business, with the highest social, environmental, and ethical standards. We are committed to preventing, and will not countenance, child labour exploitation and acts of modern slavery and human trafficking occurring within our business. We expect the same of our supply chain. As part of our commitment to combating modern slavery, we have adopted a policy which covers our appointment of suppliers.

Kingdom will not tolerate bribery and corruption. We ensure all our employees and suppliers are aware of our approach. We have clear and unambiguous policies, provide training to staff on all these subjects, and encourage the reporting of suspicious matters.

**ON BEHALF OF THE BOARD:**

A handwritten signature in black ink, appearing to read 'T Barton', with a stylized flourish at the end.

**Mr T Barton - Director**

**30 November 2023**