

Statement by the Directors in performance of their statutory duties in accordance with s172(1) of the Companies Act 2006

The board of Falcon of Hull & Lincolnshire Limited, individually and collectively, consider the interests of their stakeholders as an ongoing priority. We are committed to, and actively encourage, long-term relationships and communication with our stakeholders to maximise the value of our company and its continuing success.

During the year we have updated and implemented policies, systems and procedures in line with our responsibilities to our stakeholders.

Employees

We recognise our dedicated workforce as our biggest asset and key to our success.

The board recognises that the success of the business is a product of the great people that work for the company and the well-recognised and prestigious brands that trust it to represent them.

As a result, the company places considerable value on the welfare and engagement of its employees. Maintaining an active dialogue among all employees, the company communicates with them and seeks their views. This is achieved through presentations, internal company-wide emails, and Listers' intranet.

The interests of employees in the company's performance are augmented by performance related remuneration, where appropriate. Additionally, other reward schemes are open to selected categories of employees or to all employees.

In addition, the company further promoted its employee assistance programme, to ensure that all employees were aware of how to access the multiple support this offers them, from financial support to physical and mental health guidance.

The Listers Way, our code of conduct, continues to reinforce our commitment to the Financial Conduct Authority ("FCA") rules and regulations. This is an important resource that outlines the values and behaviours that all employees must demonstrate to uphold the Listers ethical standards and make our company a great place to work and with which to conduct business.

Customers

We recognise customer loyalty as invaluable and strive to build solid long-term relationships. We strive to deliver excellent customer service every time by delivering good customer outcomes, and seek innovative solutions to support this. We take pride in learning from our customer feedback. We regularly review our customer service process and support single point of contact visits for customers to improve relationships and communications.

Suppliers and Partners

We recognise and value the huge role our suppliers and business partners play in our success. We therefore take time to build rapport, working closely with them to maximise value where possible, and in turn supporting the needs of our customers.

Communities

We are at the heart of our communities and recognise our responsibility to be good, supportive and engaged neighbours. Our ethos is to build strong relationships with our local communities, from neighbouring businesses to community groups. We adhere to this by committing to regular contact, mutual respect, donations and support. Nationally, the group to which the company belongs supported British Heart Foundation and Macmillan Cancer Support as its charity partners during the year. The company's employees were involved and dedicated to these causes.

Regulators and Government

Developing and sustaining good relationships with the many regulators who govern our businesses is central to our success. We are committed to adherence to our legal and regulatory requirements. All new employees to the company receive training on The Listers Way, which includes the FCA's Code of Conduct. We have reviewed all aspects of both the customer journey and internal policies to ensure that the company continues to meet the required standards as set out in the FCA's Consumer Duty, which came into force on 31 July 2023. We also continued to develop environmental waste saving opportunities throughout the company during the year. Key areas of focus are compliance with laws and regulations. The board is updated on legal and regulatory developments and takes these into account when considering future actions.

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Regulators and Government *(continued)*

We engage with the Government of the United Kingdom and regulators through a range of industry consultations, forums, meetings and workshops, as set out in the table below, to understand and adhere to policy makers’ decisions relevant to our business.

Quarterly Regional National Franchised Dealer Association (“NFDA”) meetings	Engagement with trade body around legal and regulatory updates
Quarterly NFDA Finance & Insurance meetings	Engagement with trade body around legal and regulatory updates specifically focused on consumer credit and insurance activities
Quarterly NFDA Compliance meetings	Working group to implement regulatory changes within NFDA members
FCA workshops	Workshops hosted by the regulator specifically on the impact of the implementation of any regulatory changes
Ad hoc FCA surveys	Oversight and supervision tool used by the regulator
Ad hoc FCA and regulatory webinars	Webinars hosted by the regulator and various law firms discussing the impact and implementation of regulatory changes
“Dear CEO” letters from FCA	Used by the regulator to focus firms, and more specifically the CEO’s and senior management’s attention, on issues that need to be addressed
Bi-weekly internal compliance meetings	Internal meeting to discuss issues and requirements of the company to address changes required in order to adhere to regulatory requirements

We are fully committed to, and continue to value, all of our stakeholders.