Sword IT Solutions Limited Section 172 statement

Section 172(1) statement

The Companies (Miscellaneous Reporting) Regulations 2018 require the directors to explain how they considered the interest of key stakeholders as set out in sections 172(1) (A) to (F) of the Companies Act 2006 when performing their duty to promote the success of the company. The following paragraphs summarise how the directors fulfil their duties.

Long term decision making

In light of the kind of activities undertaken by the company and the type of contracts it implements, the company has been structurally adapted to streamline its operational management.

• Organised into profit centres: the company has been structured as specialized, autonomous business units, each with its own management. Each specialized business unit is a profit centre and is responsible for its own operational management and financial performance.
• Project knowledge and expertise: managers in charge of specialized business units have technical training in computer sciences and all have extensive experience in IT project management. Most of them are experts in their own field of competence.
• Technical management: each business unit relies on its own internal technical competencies as well as being able to call upon specialist technical competencies elsewhere in the group if necessary.
• A specialist commercial approach: the sales force tend to have a strong technical background and are specialists in the field in which the Business Unit operates. This allows them to propose sound technical solutions which address our clients real business problems.

Looking After People and the Company's Employees

The Company recognises that its people are fundamental to its long-term success. As a global leader in technology transformation, the expertise, innovation and commitment of its employees and associates are critical to delivering high-quality outcomes for customers and achieving sustainable growth.

The Company is committed to creating an inclusive, supportive and high-performing working environment in which employees can develop both personally and professionally. Investment in learning and development remains a key priority through a combination of professional training, technical certification programmes, leadership development initiatives, mentoring and access to a wide range of learning resources.

Investment is made in modern workplace technology and infrastructure to enable effective collaboration, productivity and flexible working. Employees are provided with appropriate IT equipment and access to a range of digital collaboration, communication, HR and business systems, supported by video conferencing facilities across office locations. The Company also maintains a collaborative working environment that encourages knowledge sharing, teamwork and access to leadership.

Knowledge sharing and collaboration are actively encouraged through modern digital platforms, specialist communities and structured knowledge management processes. These enable employees across the organisation to access expertise, share best practice and support the continued development of technical and professional capability.

The Company operates a collaborative and relatively flat organisational structure which encourages employee involvement in business activities and strategic objectives. Regular business updates, leadership communications and employee engagement initiatives provide opportunities to share information on business performance, operational priorities, market opportunities and future plans.

The Company supports flexible and hybrid working practices where appropriate and continues to provide a range of benefits and wellbeing initiatives designed to support employees in balancing their professional and personal commitments.

The Directors recognise that investing in people, fostering employee engagement and supporting professional development enhances organisational capability, strengthens customer relationships and contributes directly to the long-term success of the Company.

Fostering Relationships with Customers, Suppliers and Business Partners

To meet the strategic challenges of its clients, the Company is organised around specialist business units that provide customers with sector-specific expertise, technical capability and high-quality professional services. This structure enables the Company to remain close to its customers, understand their evolving requirements and deliver solutions that create lasting value.

The Company seeks to establish long-term relationships with customers based on trust, service excellence, innovation and the delivery of measurable business outcomes. Regular engagement with customers supports continuous improvement, enables the Company to respond effectively to changing market conditions and helps ensure services remain aligned with customer objectives.

Strong relationships with suppliers, subcontractors and strategic partners are equally important to the Company's success. By working with carefully selected organisations, the Company enhances its ability to deliver innovative solutions, specialised expertise and resilient service delivery across its operations.

The Company expects its suppliers and business partners to operate in accordance with applicable laws, regulations and recognised standards of ethical business conduct. Through the Sword Group's policies and responsible business frameworks, suppliers and subcontractors are encouraged to maintain high standards in areas such as business integrity, human rights, labour practices, environmental responsibility and regulatory compliance.

The Directors recognise that maintaining strong and collaborative relationships with customers, suppliers and strategic partners supports sustainable growth, operational resilience and the long-term success of the business.

Impact on the Community and the Environment

The Company recognises its responsibility to contribute positively to the communities in which it operates and to minimise the environmental impact of its activities.

The Company supports the wider Sword Group commitment to environmental, social and governance ("ESG") principles and continues to integrate sustainability considerations into business decision-making. This includes initiatives aimed at reducing environmental impact, promoting responsible use of resources and supporting sustainable business practices.

Priority is given to contribute to local communities through engagement with educational institutions, professional bodies, industry groups and charitable organisations. These partnerships support skills development, career opportunities and the cultivation of future technology talent.

The Company encourages employee participation in community and charitable initiatives, recognising the positive contribution these activities make to local communities while strengthening employee engagement and organisational culture.

The Directors consider the long-term environmental and social implications of business decisions and support initiatives that contribute to sustainable growth, responsible business practices and positive community outcomes.

The Company recognises the importance of developing future generations of technology professionals and invests in initiatives that support skills development, employability and career opportunities. Through partnerships with educational institutions, engagement with universities, participation in industry events and the provision of early career opportunities, the Company seeks to contribute to the development of a sustainable and diverse talent pipeline for the technology sector.

Maintaining a Reputation for High Standards of Business Conduct

The Company is committed to conducting business ethically, responsibly and in accordance with applicable laws, regulations and recognised international standards. The on-going pursuit of excellence and leadership by Sword is developed in line with the company and group’s founding values: respect, rigour and involvement.

As part of Sword Group, the Company supports the principles of the United Nations Global Compact relating to human rights, labour standards, environmental responsibility and anti-corruption. These principles are reflected within the Company's governance framework, policies and business practices.

The Company maintains policies and procedures designed to support ethical behaviour, regulatory compliance, information security, data protection, risk management and business continuity. These arrangements are reviewed periodically to ensure they remain effective and aligned with evolving regulatory requirements and stakeholder expectations.

Focus and commitment is given to promoting equality, diversity and inclusion, protecting human rights, preventing modern slavery and ensuring fair and responsible employment practices throughout its operations and supply chain.

The Company also remains committed to strengthening its environmental performance, social impact, corporate governance arrangements and the protection of information and data assets.

The Directors recognise that maintaining high standards of corporate governance and business conduct is fundamental to protecting the Company's reputation, sustaining stakeholder trust and supporting the long-term success of the business.

The Company continues to evolve its organisational practices and governance arrangements to strengthen its environmental performance, social impact and operational resilience. This includes ongoing investment in information security, data protection, risk management and business continuity capabilities, together with initiatives that support the Company's wider environmental, social and governance objectives.

The Company benefits from the governance framework established by the Sword Group. The Board and wider governance structure continue to evolve in support of effective oversight, diversity of thought, independent challenge and sustainable long-term decision-making.

The need to act fairly as between members of the company

The company has taken steps to empower managers and business unit directors across the company by giving them accountability and control over their respective areas and to ensure that they are rewarded for their achievements.

Future developments

The company continues to be well positioned in its market place and offers tailored solutions to its customers. The directors do not anticipate any changes in the company’s principal activities and trading performance which is expected to remain consistent for the foreseeable future. The company will continue to work within the Sword world-wide group to ensure that the group operates with good synergies that enable improved service offerings to customers.