Somerset Bridge Group Limited
Statement 172

Section 172(1) Statement

The Directors of the Company have acted in accordance with their duties codified in law , which include their duty to act in the way in which they consider , in good faith, would be most likely to promote the success of the Company for the benefit of its members as a whole, having regard to the stakeholders and matters set out in section 172(1) of the Companies Act 2006. In addition, the FCA's Consumer Duty requires firms to act to deliver good outcomes for retail customers and the Board is committed to upholding this duty to the highest standard.

Stategic Matters:

The Group's strategy, endorsed by the Board, aims to deliver long-term sustainability for all of our stakeholders. In taking decisions, the Directors carefully consider the balance of interests of the stakeholders who might be affected and any impact on the environment and the Group's reputation.

Customers:

The Group puts customers at the centre of everything it does. The Board believes that the Group's long-term sustainability is driven by understanding customers' needs and acting in their best interests. The Board monitors customer engagement through the ongoing monitoring of customer feedback through its social media platforms, review websites and by actively seeking customer scoring post sale. The Group also benchmarks its performance against industry best practice and standards as well as against regulatory benchmarks.

The Group undertakes quality assurance on any complaints and customer interactions and seeks to identify any emerging patterns through a rigorous root cause analysis process, with outcomes reported in a monthly report to Senior Managers. The Risk and Compliance Committee receives data on complaints and provides challenge to management on any trends identified.

Employees:

The Board encourages a culture that seeks to empower our people and embraces diversity, inclusion and wellbeing. The Directors believe in encouraging employees to become fully informed of the Group's activities and performance and to be more closely involved in the business. We encourage talented people to join us and help them realise their potential by giving them great opportunities to develop personally, professionally, and technically supported by a broad training provision. The 2025 Employee Engagement Survey achieved a 79% participation rate and an overall engagement score of 80%, representing a 1% increase on 2024 and continuing to perform above industry benchmarks across 24 of the 36 measures.

The Board is committed to the Group's Diversity, Equality and Inclusivity policy and, during the year focused on strengthening and formalising the Group's approach in this area. Key areas of focus during the year included improving the visibility of DEI activity across the employee lifecycle, strengthening data collection and reporting to support diversity insights, and embedding governance and oversight through regular updates to the Board.

Partners and Suppliers:

The Group aims to maintain highest possible standards of integrity in business relationships and partnerships with suppliers. The Group relies on certain key strategic suppliers and many other suppliers to conduct its business and performs ongoing due diligence of suppliers, with developments and renewals of arrangements reviewed and approved at Board level where applicable. Our aim is to pay suppliers promptly in line with agreed terms and we were recognised as a winner of the 2025 Good Payer Award.

Regulators:

We have transparent communication with our regulators which is facilitated through our compliance team. The business teams have ongoing engagement with our regulators on an ad hoc basis, including when requested to discuss specific matters. Any significant regulatory engagements are reported to the board.

Shareholders:

The Group believes that engagement with its shareholders is critical to its success. The board engages with shareholders and associated company Directors to communicate on strategy, performance and to receive feedback. Regular Board reporting is provided to the Company board of directors covering all key stakeholder matters which generates ongoing dialogue between the shareholders and the Company/Group.

Community and Environment:

The Group is conscious of its role in society and the importance of supporting the local community. The Group through its employee forum supports local and national charities and encourages and enables our people to contribute and engage with the communities in which the Company operates. The Group has a chosen charity every year for each of its locations and these partners are supported with both financial donations and by granting our employees time to support the chosen charity.

The Group is teaming up with Dynamo North East to support their new Digital Inclusion Fund. As part of this, the Group is donating the laptops previously used by colleagues across the organisation which are passed onto people in our local communities who need them most. By repurposing the laptops, we are reducing waste, supporting our ESG goals, and making sure valuable tech does not go to landfill.

Climate Change:

The Group is conscious of the risks and opportunities of climate change including the impact of the business on the environment and potential risks to the business from climate change. The Board takes due consideration and care for the environment and works across the business to reduce waste, limit non-essential travel and support green initiatives to reduce carbon footprint, including a Green Travel Scheme for staff.

Our Vavista insurance trading style used by Somerset Bridge Insurance Services Ltd, partners with Eden: People + Planet who plant a tree for every new customer acquisition. This initiative not only helps off set carbon emissions, but it also supports local communities who are employed to plant and protect the trees planted. During the year, 37,406 trees were planted, bringing the total trees planted to 412,873 by the end of 2025.

Streamlined Energy and Carbon Report:

The Board presents the SECR annual statement for the year ended 31 December 2025.

The energy consumption used by the Group is in line with the average business consumption in UK. The energy consumption increased in 2025, as a result of higher average number of employees. The Group has a Hybrid working policy and the increased number of employees resulted in our offices being used at full capacity every day of the week. The total number of kWh used by the Group in 2025 was 784k (2024:694k). Most of the energy consumption relates to the office buildings.

	2025	2024
Scope 1 (mains gas, kWh)	335, 770	257, 836
Scope 2 (electricity, kWh)	400, 989	399, 548
Scope 3 (transport fuels, kWh)	46,743	36,866
Gross Annual Total	**783,502**	**694,250**
Kg CO2 equivalent 115,066 126,676	166,139	149, 167
Emissions intensity (kg CO2e/no. employees)	259	258

Governance Framework:

The stakeholder matters described above are managed by the Board's robust governance structure, overseen by the Board. The Board's risk management system separates risk management into three lines of defence incorporating the responsibilities of the Board and executive team, risk management and internal audit functions. The Board approves the high-level system of governance, the risk appetite statements and group policies where appropriate. The core elements of this include the Matters Reserved to the Board and the Board's Terms of reference. Group policies reflect minimum standards and requirements which are implemented throughout the Group.