

HEALTH SOLUTIONS TEAM LIMITED

(REGISTERED NUMBER: 10863064)

SECTION 172 STATEMENT

Section 172 of the Companies Act 2006 requires a director of a company to act in the way he or she considers, in good faith, would be most likely to promote the success of the company for the benefit of its members as a whole. In doing this, section 172 requires a director to have regard, among other matters, to:

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

The directors give careful consideration to the factors set out above in discharging their duties under section 172. The stakeholders the Board has identified with regard to this are:

- Our customers and partners
- Our employees
- Our investor
- Our suppliers
- Our community

The Board sees the value of building and maintaining strong relationships with these stakeholders and is committed to delivering regular and sustained ways of doing so, with a view to this activity providing an exceptional customer experience as well as delivering value for the shareholder and maintaining high standards of business conduct.

The company views the interactions with these stakeholders through the lens of our DHL Group strategy. The company is fully engaged with the DP DHL group strategy 2025 'Delivering excellence in a digital world', which focuses on strengthening what we do best; our core businesses. It provides a framework for accelerating, especially digital, opportunities to enhance our customer services and continuously improve our processes. Strategy 2025 retains the following stated aims for the business to be:

The Provider of choice

- Focusing on excellent execution and standard operating procedures is at the core of our operating systems. This is embodied in our First Choice methodology.
- We listen to the voice of our customers by using the Net Promoter Approach which is in line with industry standards. Customer satisfaction surveys are conducted three times a year through an external provider to measure the net promoter scores (% of promoters minus the % of detractors). The results are analysed along with response rates and actions to be taken to address the customer feedback. These results are visible to the Board of Directors and action plans shared and reviewed.
- With our GoGreen program, we strive for net zero emissions logistics for the group by 2050 (Mission 2050).

The Employer of choice

- With our Certified program we have created a team of Certified experts and a best-in-class culture. We will increase the focus on Certified modules for management and for supervisors.
- We focus on feedback in both directions as a key tool to drive personal development.
- With our GoHelp and GoTeach program, we are committed to social responsibility towards the societies we operate in. The GoHelp program helps people in need following natural disasters. Since 2005 the group has joined forces with the United Nations to run a disaster management program. The GoTeach program aims to enhance the employability of young people, regardless of their origins, socioeconomic background or position.
- We share a joint management approach expressed in our Leadership Attributes. We train and assess our management in these attributes.

The Investment of choice

- We are constantly looking at generating more value for all stakeholders by building new capabilities/skills and through the use of technology, automation, and data analytics.

- We drive our business in a responsible and ethical way. We will enhance policies, processes, training, and communication measures to embed compliance further in daily business life while especially focusing on suppliers and business partners.

Suppliers

The company works with a number of key suppliers. The relationship with these suppliers is managed via a number of specialized centralized procurement teams.

Community

Today, corporate sustainability means more than 'good corporate citizenship'. It encompasses the entirety of a business, from the sustainability of the business model through 'Environmental, Social and Governance' (ESG) performance. Making progress in those areas is just as important as delivering our financial targets, because they strengthen the resilience of our company's core. This is demonstrated by placing our Living responsibility approach at the centre of our strategy. This includes the GoTeach, GoGreen and GoHelp initiatives.