

SCIENCE IN SPORT PLC

Statement of Compliance with the QCA Corporate Governance Code Board

February 2022

Chairman's Introduction

Our principles are founded on science, innovation, and quality, and they pervade all we do for our customers, people, suppliers, and shareholders. Our culture supports the Company's goals of expanding the business through our proven strategy in key strategic sports nutrition markets globally.

It is the Board's responsibility to ensure that Science in Sport is managed for the long-term benefit of all shareholders, with effective and efficient decision-making. Corporate governance is an important part of that role, reducing risk and adding value to our business.

John Clarke
Chairman

Statement of Compliance with the QCA Corporate Governance Code

The Board adopted the Quoted Companies Alliance (QCA) Corporate Governance Code in line with the London Stock Exchange's changes to the AIM Rules requiring all AIM-listed companies to adopt and comply with each of the principles or explain non-compliance. Our report sets out in broad terms how we comply with the QCA code at this point in time. The Board continues to be committed to achieving high standards of good corporate governance commensurate with the size and stage of development of the Company and is continually developing processes within the Group to support this. We will continue to provide annual updates on our compliance with the QCA code.

Principle 1: Establish a strategy and business model which promote long-term value for shareholders

The Company is a leading premium performance nutrition company that develops, manufactures and markets innovative nutrition products for elite athletes, sports fitness enthusiasts and the gym lifestyle community in over 80 international markets, under two market leading brands. These are: PhD Nutrition, a premium protein brand targeting gym lifestyle and sports enthusiasts, and SiS, a leading brand among elite athletes and professional sports teams. Our vision is to be the world's #1 premium performance nutrition business.

We will achieve this through:

- performance product innovation, driven by elite and consumer insight
- premium brand positioning for both PhD and SiS
- excellent customer service culture
- prioritising online growth, through investments in our own websites and marketplace
- efficient supply chain and in-house manufacturing

The Board is aware that there will always be challenges to the execution of Company strategy and believes that risk management is an essential component of good business practices. As such, the Board analyses the industry and its related operational and financial risks that the Group may be exposed to on a quarterly basis, as well as the sufficiency of the controls and mitigations in place. Details of the principal risks and uncertainties that may have a significant impact on the Group's long term value generation can be found on page 12 of the Company's 2020 Annual Report and Accounts.

Principle 2: Seek to understand and meet shareholder needs and expectations

The Company remains committed to listening and communicating openly with its shareholders to ensure that its strategy, business model and performance are clearly understood. Understanding what analysts and investors think about us, and in turn, helping these audiences understand our business is a key part of driving our business forward. We actively seek dialogue with the market via investor roadshows and our regular reporting.

Private shareholders

The AGM is the main forum for dialogue with retail shareholders and the Board. The Notice of Meeting is sent to shareholders at least 21 days before the meeting. The chairs of the Board and all committees, together with all other Directors, routinely attend the AGM and are available to answer questions raised by shareholders. For each vote, the number of proxy votes received for, against and withheld is announced at the meeting. Whilst shareholders are normally encouraged to attend the AGM and engage with the Board, due to the ongoing impacts of Covid-19, the 2021 AGM was held privately in accordance with government guidelines and regulations. Instead, shareholders were encouraged to submit questions to the Board by email in advance of the AGM. Private shareholders are able to request a meeting by contacting our investor relations team: IR@sisplc.com

Institutional shareholders

The Directors actively seek to build relationships with institutional shareholders. Shareholder relations are managed primarily by the Chief Executive Officer and Chief Financial Officer. The Chief Executive Officer and Chief Financial Officer make presentations to institutional shareholders and analysts each year immediately following the release of the full-year and half-year results. The Board is kept informed of the views and concerns of major shareholders by briefings from the Chief Executive Officer. Any significant investment reports from analysts are also circulated to the Board. The Non-Executive Chairman is available to meet with major shareholders if required to discuss issues of importance to them.

To request any meetings please contact: IR@sisplc.com

Principle 3: Take into account wider stakeholder and social responsibilities and their implications for long-term success.

Engaging with our stakeholders strengthens our relationships and helps us to make better business decisions and to deliver on our commitments. The Board is regularly updated on wider stakeholder engagement feedback to stay abreast of stakeholder insights into the issues that matter most to them and our business, and to enable the Board to understand and consider these issues in decision making. Aside from our shareholders, suppliers, and customers, our employees are the most important stakeholder groups and the Board therefore closely monitors and reviews the results of the Company's Employee Engagement surveys as well as other feedback it receives to ensure alignment of interests.

Employees

The continued strength of the Group is the hard work and dedication of all the people who work for PhD and Science in Sport. We have continued to invest in employees who are being supported through professional training relevant to their functional areas, as well as other relevant role-specific training.

The Executive Directors keep staff informed of the progress and development of the Company on a regular basis through formal and informal meetings and regular communications. In addition, we fund regular team events to encourage employee participation in sport.

Our aim is to become an Employer of Choice both within the sports nutrition industry and the wider consumer sector. We recruited a new experienced People team to deliver this goal. We've started to launch tailored training courses, personal development and improved people processes to support our employees as they develop their careers and experience with our fast growing business

During the ongoing Covid pandemic we supported our employees with monthly Health & Wellbeing sessions presented by external experts on key areas such as personal resilience, helping others, psychological safety post lockdown and sense of purpose.

We ran a Wellbeing Week in May with daily events to encourage all employees to focus on their health and mental wellbeing. The theme was taking time out from the busy working week to get outside and reconnect with nature. The event received strong positive feedback with a high level of participation including a yoga session in the factory car park.

We participated in the Inside Out Leader Board, driving awareness of the importance of accessible mental health. Internally we encouraged an open and supportive discussion about mental health in the business. We are investing in training mental health champions to provide support in the organisation. Online counselling support is provided through Together All our Employee Assistance partner on a wide range of issues for all our colleagues to access.

Suppliers

Our suppliers are key business partners, and the quality of raw materials and services we receive are essential to maintain our premium product position. We operate with mutual confidentiality agreements in place and conduct open and two-way conversations with our biggest suppliers about our business and strategy. We have continued to work closely with our key suppliers strengthening our relationship over the last year.

Customers and communities

As with any business, our customers are our key stakeholders, and our key strategic model investments in product innovation and customer service are designed to improve our customers' experience.

We constantly invest in our website to improve our customer proposition with a new PhD.com website recently launched. We collect and respond to online customer feedback continually to improve our offer via Trustpilot reviews and ratings which are rated Excellent for both brands.

For further information on Board engagement with stakeholders, please see our s172 statement within our 2020 Annual Report and Accounts, at page 17.

Principle 4: Embed effective risk management, considering both opportunities and threats, throughout the organisation

The Board recognises the need for an effective and well-defined risk management process, and it oversees and regularly reviews the current risk management and internal control mechanisms. The Company Annual Report and Accounts to 31 December 2020 also outlines the key risks to the business on pages 12-13.

Audit, risk and internal control

Financial controls

The Company has an established framework of internal financial controls, the effectiveness of which is regularly reviewed by the Executive Management, the Audit Committee and the Board in light of an ongoing assessment of significant risks facing the Company.

- The Board is responsible for reviewing and approving overall Company strategy, approving revenue and capital budgets and plans, and for determining the financial structure of the Company. Quarterly results and variances from plans and forecasts are reported to the Board.
- The Audit Committee assists the Board in discharging its duties regarding the financial statements, accounting policies and the maintenance of proper internal business, and operational and financial controls.
- There are comprehensive procedures for budgeting and planning, for monitoring and reporting to the Board business performance against those budgets and plans, and for forecasting expected performance over the remainder of the financial period. These cover profits, cash flows, capital expenditure and balance sheets. Monthly results are reported against budget and compared with the prior year, and forecasts for the current financial year are regularly revised in light of actual performance.
- The Company has a consistent system of prior and post appraisal for investments, overseen by the Chief Financial Officer and Chief Executive Officer, with defined financial controls and procedures with which each business area is required to comply in order to be granted investment funds for development.









Non-financial controls








The Board recognises that maintaining sound controls and discipline is critical to managing the downside risks to our plan. The Board has ultimate responsibility for the Group's system of internal control and for reviewing its effectiveness. However, any such system of internal control can provide only reasonable, but not absolute, assurance against material misstatement or loss. The Board considers that the internal controls in place are appropriate for the size, complexity and risk profile of the Group. The principal elements of the Group's internal control system include:

- Close management of the day-to-day activities of the Group by the Executive Directors
- An organisational structure with defined levels of responsibility, which promotes entrepreneurial decision-making and rapid implementation while minimising risks

- A comprehensive annual budgeting process producing a detailed integrated profit and loss, balance sheet and cash flow, which is approved by the Board
- Detailed monthly reporting of performance against budget and investigation of key variances
- Central control over key areas such as capital expenditure authorisation and banking facilities

The Group continues to review its system of internal control to ensure compliance with best practice, while also having regard to its size and the resources available. Due to the size of the business there is no internal audit. As part of the Group's review, a number of non-financial controls covering areas such as regulatory compliance, business integrity, health and safety, risk management and business continuity have been assessed. The key elements of those non-financial controls are set out below.

RISK	RISK RATING	POTENTIAL IMPACT	MITIGATION CONTROLS
<p>1 FOOD QUALITY & SAFETY Accidental or malicious ingredient contamination, or supply chain contamination caused by human error or equipment fault or due to manufacturing or design faults could compromise the safety and quality of SIS and PhD products.</p>	<p>2021  2020 </p>	<p>The consequences could be severe and may include adverse effects on consumer health, loss of market share, financial costs and loss of revenue to SIS. A product recall may be required as a result, a subsequent product re-launch may not successfully return the relevant brand to its previous market position.</p>	<p>The Group's stringent approach to food quality and safety is controlled via quality assurance procedures which are based on a risk management approach. Internal systems are reviewed continuously and potential for improvement is monitored. The manufacturing facility at Nelson is subject to regular food safety and quality control audits. At the beginning of 2018 we enhanced our banned substance testing regime to ensure we remain best in class. The Group maintains product liability insurance cover to mitigate the potential impact of such an event.</p>
<p>2 COMMODITY PRICING RISK Movement in the commodity prices of raw materials and, in the case of imported raw materials and other goods, the value of Sterling against other currencies may have a corresponding impact on finished product cost.</p>	<p>2021  2020 </p>	<p>Failure to manage the Group's exposure to price increase may adversely affect the Group's financial performance, through increasing production costs which cannot be mitigated through price increases.</p>	<p>The risk is mitigated by securing supplies in advance based on estimated volumes, thus ensuring greater price certainty. In 2020 we moved our largest supplier of finished goods from Euros to GBP invoicing. At the end of 2021 globally traded whey commodity prices increased significantly. We are exploring new global scale suppliers and reformulating products to minimise exposure to the ingredients most impacted by price rises.</p>
<p>3 CUSTOMERS & CONSUMERS The Group operates in a competitive market sector and its ability to compete effectively requires an ongoing commitment to marketing, product development, innovation, product quality and ability to offer value for money as well as first-class customer service.</p>	<p>2021  2020 </p>	<p>Although no single retailer accounts for more than 9% of Group revenue, the dominance of the large retail multiples and third-party e-commerce retailers could force an erosion of prices and, subsequently, profit margins.</p>	<p>Significant resources are devoted to forging strong relationships with customers. The continued move to Online also diversifies the revenue channels, and reduces key customer reliance, however the relative importance of a single marketplace customer has increased as a result. Excluding this one customer, the relative importance of other Top 10 customers has remained broadly constant in 2020.</p>
<p>4 TRADEMARKS AND IP The Group's success will depend in part on its ability to obtain and protect its trademarks both in the UK and internationally.</p>	<p>2021  2020 </p>	<p>The Group cannot give definitive assurance that pending or future trademark applications will be granted or that trademarks granted will not be challenged or held unenforceable.</p>	<p>To mitigate this, the Group enters into non-disclosure agreements with employees, consultants and prospective commercial partners but cannot assure that such agreements will provide complete safeguards against unauthorised disclosure of confidential information.</p>

RISK	RISK RATING	POTENTIAL IMPACT	MITIGATION CONTROLS
<p>5 FACTORY DISRUPTION The landlord is proposing to carry out remedial underpinning to rectify subsidence, which will cause a two-week break in gel production and require sectioning of the facility whilst work is completed.</p>	<p>2021 </p> <p>2020 </p>	<p>There is a risk of overrun with building works and further disruption to production, which could result in supply chain delays and subsequent missed revenue.</p>	<p>Following the announcement of a new combined factory and warehouse site at Blackburn the risk of factory disruption due to landlord works has now been assessed as Low (2019: Medium)</p>
<p>6 LIQUIDITY Ensuring the Group has sufficient cash reserves to</p>	<p>2021 </p> <p>2020 </p>	<p>Consequences of insufficient liquidity could be severe if the group is not able to pay key suppliers and employees on time</p>	<p>Cashflow forecasts are prepared and reviewed by senior management, with all payments approved in advance. The Group adjusts investment levels as appropriate to maintain cash balances in line with forecasts. An £8m flexible invoice financing facility is in place with HSBC. Asset financing credit facilities are in place with both HSBC and Lombard to support the Blackburn single site facility development. This risk has been assessed as Medium in 2021 . (2020: Low)</p>
<p>7 COVID-19 COVID-19 coronavirus presents a significant global challenge</p>	<p>2021 </p> <p>2020 </p>	<p>We have assessed the business risk as high due to significant uncertainties and the potential high level of disruption to our employees, customers and supply chain at this early stage of the virus outbreak.</p>	<p>Our Nelson manufacturing site and two third-party logistics operations are isolated from each other and shift patterns in both operational units are separated, with additional cleaning processes taking place between shifts. Our office-based teams in all functions, including online, marketing and customer service, have continued to work from home without any issues. We have maintained production and logistics operations during the lockdown and continued to trade online. Despite this approach we continue to assess the potential risk as high due to the unknown impact of future potential variants of Covid.</p>
<p>8. RERUITMENT & RETENTION</p>	<p>2021 </p>	<p>Recruiting and retaining talent is key to delivering future growth and strategic plan delivery. The market is increasingly competitive in key areas such as Technology, Online Trading & Marketing, in addition to Senior Leadership positions.</p>	<p>SiS has recruited in a new People team in 2021 to support recruitment and retention. Retention awards for specific roles and functions most at risk have been made. Investment in employee support and benefits such as access to wellbeing and counselling are in place. SiS received Real Living Wage certification in 2021. An inflationary pay-rise for all employees has been approved for 2022.</p>

Standards and policies

The Board is committed to maintaining appropriate standards for all the Company's business activities and ensuring that these standards are set out in written policies. Key examples of such standards and policies include the 'Anti Bribery Policy'. All policies are underpinned by our culture of creating a positive work environment for our employees which in turn promotes positive relations with our customers and suppliers.

Approval process

All material contracts are required to be reviewed and signed by a Director of the Company.

Re-assessment

The Company has a Business Risk Register with business continuity plans to address key risks that have an immediate impact. Risks facing the business are re-assessed, and potential mitigating actions are considered and implemented to help protect against those risks. Each week key KPIs and are reviewed to ensure alignment to the plan.

Code of Conduct

Our Code of Conduct includes guidance on anything that could get our employees into trouble, (including business integrity, anti-bribery, gifts, intellectual property and design rights) they are sent to everyone in the Group.

Legal controls

The Group also has access to an independent Company Secretarial support function. ONE Advisory Limited provide Board support through assistance with Board and shareholder meetings, Corporate Governance compliance, and MAR compliance. Legal advice is sought from Dentons the Company's legal advisors on all legal and regulatory matters.

Principle 5: Maintaining the Board as a well-functioning, balanced team led by the Chair

The Board comprises the Non-Executive Chairman, two Executive Directors and two Non-Executive Directors. The Board considers that the Non-Executive Directors use their independent judgement in discussing Board matters. The Board considers that John Clarke is Independent, as his shareholding is not considered to be significant.

The Board is satisfied that it has a suitable balance between independence on the one hand, and knowledge of the Company on the other, to enable it to discharge its duties and responsibilities effectively.

All Directors are encouraged to use their independent judgement and to challenge all matters, whether strategic or operational. The Chairman holds regular update meetings with each Director to ensure they are performing as they are required. In the last year four Board meetings took place. All Board members were present at all 4 meetings.

Key Board activities this year included:

- Continued and open dialogue with the investment community;
- Considering financial and non- financial policies;
- Reviewing and validating strategic priorities;
- Discussing internal governance processes;
- Reviewing the Business Risk Register quarterly
- Reviewing and approving business cases for significant investments
- Monitoring the progress of the new Blackburn supply chain facility
- Supporting the Executive managing through the Covid environment
- Reviewing progress against ESG objectives and the ESG risk register

Directors' conflict of interest

The Company has effective procedures in place to monitor and deal with conflicts of interest. The Board is aware of the other commitments and interests of its Directors, and changes to these commitments and interests are reported to and, where appropriate, agreed with the rest of the Board.

Principle 6: Ensure that between them the Directors have the necessary up-to-date experience, skills and capabilities

The Board is satisfied that, between the Directors, it has an effective and appropriate balance of skills and experience, including in the areas of FMCG, finance, corporate finance, international trading, and marketing. In addition to their general Board responsibilities, Non- Executive Directors are encouraged to be involved in specific workshops, meetings or seminars in line with their individual areas of expertise. All Directors receive regular and timely information on the Group's operational and financial performance. Relevant information is circulated to the Directors in advance of meetings. The business reports quarterly on its headline performance against its agreed budget, and the Board reviews the quarterly update on performance and any significant variances are reviewed at each meeting. Contracts are available for inspection at the Company's registered office and at the Annual General Meeting. All Directors retire by rotation at regular intervals in accordance with the Company's Articles of Association.

More details of the Directors' experience and areas of expertise are outlined on pages 27 and 28 of the 2020 Annual Report.

Appointment, removal and re-election of Directors

The Board makes decisions regarding the appointment and removal of Directors, and there is a formal, rigorous and transparent procedure for appointments. The Company's Articles of Association require that one-third of the Directors must stand for re-election by shareholders annually in rotation; that all Directors must stand for re-election at least once every three years; and that any new Directors appointed during the year must stand for election at the AGM immediately following their appointment.

Independent advice

All Directors are able to take independent professional advice in the furtherance of their duties, if necessary, at the Company's expense. In addition, the Directors have direct access to the advice and services of the Company Secretary and Chief Financial Officer.

Principle 7: Evaluate Board performance based on clear and relevant objectives, seeking continuous improvement

The Chairman has been assessing the individual contributions of each of the members of the team to ensure that:

- Their contribution is relevant and effective;
- That they are committed; and
- Where relevant, they have maintained their independence.

Board performance is reviewed on an ongoing basis as a unit to ensure that the members of the board are collectively functioning in an efficient and productive manner. Board members complete an annual

review evaluating their own performance, that of fellow Board members and the Board as a unit across a range of measures including leadership, strategy and contribution.

The assessment found that the Board worked well as a unit and provided valued advice and support during the continuing the Covid-19 pandemic both in formal Board meetings and on an ad hoc basis. Following Board feedback, the level of information provided to the Board has been increased to support decision-making and give greater detail on the budgeting process. A Board update on digital marketing and technology linked to the new customer data platform took place.

Principle 8: Promote a culture that is based on ethical values and behaviours

The Board aims to lead by example and do what is in the best interests of the Company. The culture of the Group is to be entrepreneurial and innovative, always committed and striving for excellence, as our customers do. Acting responsibly is critical to our business performance and the Group takes its obligations to act very seriously. Examples of actions taken that support our ethical values this year are:

- market leading banned substance testing programme;
- significant investment in innovation;
- achieving Real Living Wage accreditation
- becoming Carbon Neutral
- employee diversity and wellbeing initiatives; and
- support to our employees to excel in their chosen sports.

For more information, please see the corporate social responsibility section of the Company's most recent Annual Report.

Our culture is built on Entrepreneurship, Trust, Honesty, Ownership and Employee Wellbeing. The Board is conscious that the tone and culture established by the Board will have a significant influence on all parts of the Company as a whole, as well as how personnel behave. The Board recognises that its decisions on strategy will have an influence on the Company's corporate culture as a whole, and that this will have an impact on the Company's performance.

Our core values are based on growth, focus, energy and resilience, and translate into everything we do for our customers, people, suppliers and shareholders. Our culture supports the Company's strategic objectives and business model focussing on the 5 pillars of innovation, brand, customer experience, online growth and supply chain.

The Board receives regular updates on the Wellbeing and Diversity initiatives which were launched in 2021 and any key developments in corporate culture.

Principle 9: Maintain governance structures and processes that are fit for purpose and support good decision-making by the Board

Board programme

The Board meets at least four times each year in accordance with its scheduled meeting calendar. The Board sets direction for the Company through a formal schedule of matters reserved for its decision. Prior to the start of each financial year, a schedule of dates for that year's four Board meetings is compiled to align as far as reasonably practicable with the Company's financial calendar on the one

hand, and its trading calendar on the other, while also ensuring an appropriate spread of meetings across the financial year. This may be supplemented by additional meetings as and when required. At the time of writing, the Board has held three of four scheduled meetings, with the fourth due to be held in December. The Board and its Committees receive appropriate and timely information prior to each meeting; a formal agenda is produced for each meeting, and Board and Committee papers are distributed several days before meetings take place. Any Director may challenge Company proposals and decisions are taken democratically after discussion. Any Director who feels that any concern remains unresolved after discussion may ask for that concern to be noted in the minutes of the meeting, which are then circulated to all Directors. Any specific actions arising from such meetings are agreed by the Board or relevant Committee and then followed up by the Company's management.

Roles of the Board, Chairman and Chief Executive Officer

The Board is responsible for the long-term success of the Company. There is a formal schedule of matters reserved to the Board. It is responsible for overall Group strategy; approval of major investments (whether Capex or Opex); approval of the annual and interim results; annual budgets; and Board structure. It monitors the exposure to key business risks and reviews the strategic direction of all trading subsidiaries, their annual budgets and their performance in relation to those budgets.

There is a clear division of responsibility at the head of the Company. The Chairman is responsible for running the business of the Board and for ensuring appropriate strategic focus and direction. The Chief Executive Officer is responsible for proposing the strategic focus to the Board, implementing it once it has been approved and overseeing the management of the Company through the Executive Team. All Directors receive regular and timely information on the Group's operational and financial performance.

Relevant information is circulated to the Directors in advance of meetings. The business reports monthly on its headline performance against its agreed budget, and the Board reviews the quarterly update on performance and any significant variances are reviewed at each meeting. Senior executives below Board level attend Board meetings where appropriate to present business updates. Board meetings throughout the year are held at the Company's various location offices giving, in particular the Non-Executive Directors, access to the different divisions to gain a greater understanding of the Group's activities.

Executive Team

Stephen Moon heads the Executive Team and receives input from the functional directors and teams. The Executive Team is responsible for formulation of the proposed strategic focus for submission to the Board, the day-to-day management of the Group's businesses and its overall trading, operational and financial performance in fulfilment of that strategy, as well as plans and budgets approved by the Board of Directors. It also manages and oversees key risks, and management development. The Chief Executive Officer reports to the plc Board on issues, progress and recommendations for change. The controls applied by the Executive Team to financial and nonfinancial matters are set out earlier in this document, and the effectiveness of these controls is regularly reported to the Audit Committee and the Board.

Board Committees

The Board is supported by the Audit, Remuneration and Nomination Committees. Each Committee has access to such resources, information and advice as it deems necessary, at the cost of the Company, to enable the committee to discharge its duties. The terms of reference of each Committee are available at <https://www.sisplc.com/investors/aim-rules/>.

The Nomination Committee consists of the Chairman and the Non-Executive Directors. It is chaired by John Clarke and meets as required. The Committee is chaired by the Chairman unless the matter under discussion is their own succession. Other Directors are invited to attend as appropriate and only if they do not have a conflict of interest. The Committee is also assisted by executive search consultants as and when required. The Committee's principal responsibility is to lead the process for Board appointments and to make recommendations for maintaining an appropriate balance of skills on the Board.

The Audit Committee consists of the Chairman and the Non-Executive Directors. It is chaired by Roger Mather and it meets at least twice each year. The audit committee is responsible for ensuring that the financial performance of the Company is properly reported on and monitored and for meeting with the auditors and reviewing the reports from the auditors relating to accounts and internal control systems. The audit committee meets once a year with the auditors without executive Board members present. The Audit Committee report is on page 29 of the 2020 Annual Report and Accounts

The Remuneration Committee consists of the Chairman and the non-executive Directors. It is chaired by Tim Wright and meets as required during the year. The Committee reviews the performance of the executive Directors and sets and reviews the scale and structure of their remuneration and the basis of their remuneration and the terms of their service agreements with due regard to the interests of Shareholders. In determining the remuneration of executive Directors, the remuneration committee seeks to enable the Company to attract and retain executives of the highest calibre. The Remuneration Committee also makes recommendations to the Board concerning the allocation of share options to employees.

No Director or proposed Director is permitted to participate in discussions or decisions concerning their own remuneration.

Principle 10: Communicate how the Company is governed and is performing by maintaining a dialogue with shareholders and other relevant stakeholders

The Company communicates with shareholders through the Annual Report and Accounts, full-year and half-year announcements, the AGM and one-to-one meetings with large existing or potential new shareholders. A range of corporate information (including all Company announcements, corporate documents, and presentations) is also available to shareholders, investors and the public on the Company's corporate website, <https://new.sisplc.com/investors/regulatory-news/> and recent and all Annual Reports, Interim results, ESG reports, and AGM notices can be found here: <https://new.sisplc.com/investors/results-centre/>.

The Board is dedicated to maintaining good communication with its shareholders, transparency and engaging in constructive conversation. The Company wants to maintain tight continuous ties with its private shareholders, institutional shareholders, and analysts, allowing them to address concerns and offer input during meetings with the Company.

The Board receives regular updates on the views of shareholders through briefings and reports from the Chief Executive Officer, Chief Financial Officer and the Company's brokers. The Company communicates with institutional investors frequently through briefings with management. In addition, analysts' notes and brokers' briefings are reviewed to achieve a wide understanding of investors' views. The Company completes regular employee surveys to maintain an open dialogue with employees and uses Trustpilot on its websites to collate customer feedback and uses these to improve service. Customer ratings remain a leading KPI for the Group.