

Environmental, Social and Governance Strategy (ESG)

2024



CFO Statement



James Roberts
Chief Financial Officer

I am pleased to present the Culture,
Environmental, Social and Corporate
Responsibility Report (“ESG”) for the year to 31
May 2024.

This report shows what being a responsible
business means to us - our purpose and values,
where we have focused our efforts for both our
business and our local communities over the past
few years, and in the importance of working
together in the interests of and for the benefit of
all our customers, our employees, our
shareholders and our local communities as we
further embed a proportional ESG mindset across
the Group.



Our Culture

Our Purpose

Time Finance exists “to help UK businesses thrive and survive”. The business is a non-bank, independent finance provider, that supports UK small and medium-sized businesses. We offer a multi-product range of flexible funding solutions, focusing primarily on Asset Finance and Invoice Finance. We aim to be the UK’s preferred independent SME funder and we feel that our ‘People First’ approach and the resulting personal touch continues to help differentiate us from the competition.

Our Values

Our values are at the very heart of our business. They underpin our culture and have also helped set our ESG strategy.



Our Culture

We Put People First



We are a “people business”, empowering all our colleagues to make a difference

We Are Flexible



We have a can-do attitude and take a commercial approach to business

We Are Bold



We have the courage to do things differently and make the most of our opportunities

We Are Genuine



Integrity and transparency are at the heart of how we build trust and foster great relationships

We monitor and measure how we put these standards into practise through:



Regular, group-wide, celebrated staff recognition, often focusing on those demonstrating that they embody our values



A bi-annual appraisal process for all staff which includes assessment of bringing our values to life



Open and transparent communication with our staff. This is through monthly “Team Talk” newsletters and regular, office-based “Huddle” meetings. Employees are also encouraged to share their views and for managers to adopt an ‘open-door’ policy



Review and feedback on our external Trustpilot score to establish what our clients think of our products and services and where we can look to improve



Our ESG Strategy



Compared to some industries, the financial services sector tends to not have a huge impact on the environment. Despite this, we are conscious of the environmental impact that our business does have and, therefore, we try to play our part in minimising our impact on the environment and in creating sustainable business practises wherever practical.

We very much believe in “substance over form” and in making demonstrable undertakings rather than just adding soundbites and “green washing”. We align ourselves with the United Nations Sustainable Development Goals (“UN SGDs”) and decided to focus on four key UN SGDs where we feel we can make the biggest impact.

These are numbers 4, 8, 11 and 12, namely Quality Education; Decent Work and Economic Growth; Sustainable Cities and Communities; and Responsible Consumption and Production. Our focus will be on the training an development of our staff; on our systems and reporting; on increasing our community contributions, and on proactively managing our environmental footprint.

Our ESG vision therefore focuses on:



To help deliver on these commitments, we established an internal ESG Committee in 2023.

The Committee's focus is to help embed an appropriate and proportionate ESG mentality internally.

The Committee helps to devise and implement our ESG policy and drives it forward each year.

Environmental



We are committed, wherever possible, to minimising the environmental impact of our business. Environmental initiatives that have already been put in place and are making a difference include:

- ▶ **Reducing printing levels and the amount of paper used across our offices**
- ▶ **Reducing the energy output of our offices. This includes moving our on-premises IT servers to cloud-based solutions and using LED and motion-sensitive lighting wherever possible**
- ▶ **Establishing green lending facilities with some of our funding partners. This enables us to provide funding for certain renewable assets**
- ▶ **Planting trees across the UK for every employee and new starter**
- ▶ **Implementing green travel options, such as our group Cycle to Work Scheme; our Electric Car Scheme; adopting hybrid working arrangements in all of our offices, and, where appropriate, replacing intra-office 'face to face' meetings with online meetings**
- ▶ **Reducing paper communications by defaulting to email where possible**



- ▶ Encouraging recycling with increased recycling facilities in each of our offices
- ▶ Reducing single-use plastic through the provision of onsite drinking water facilities
- ▶ Further embedding new technology: e-sign to move from 'wet' signature and digitalising hard copy legal documents
- ▶ Ensuring we use recycled paper

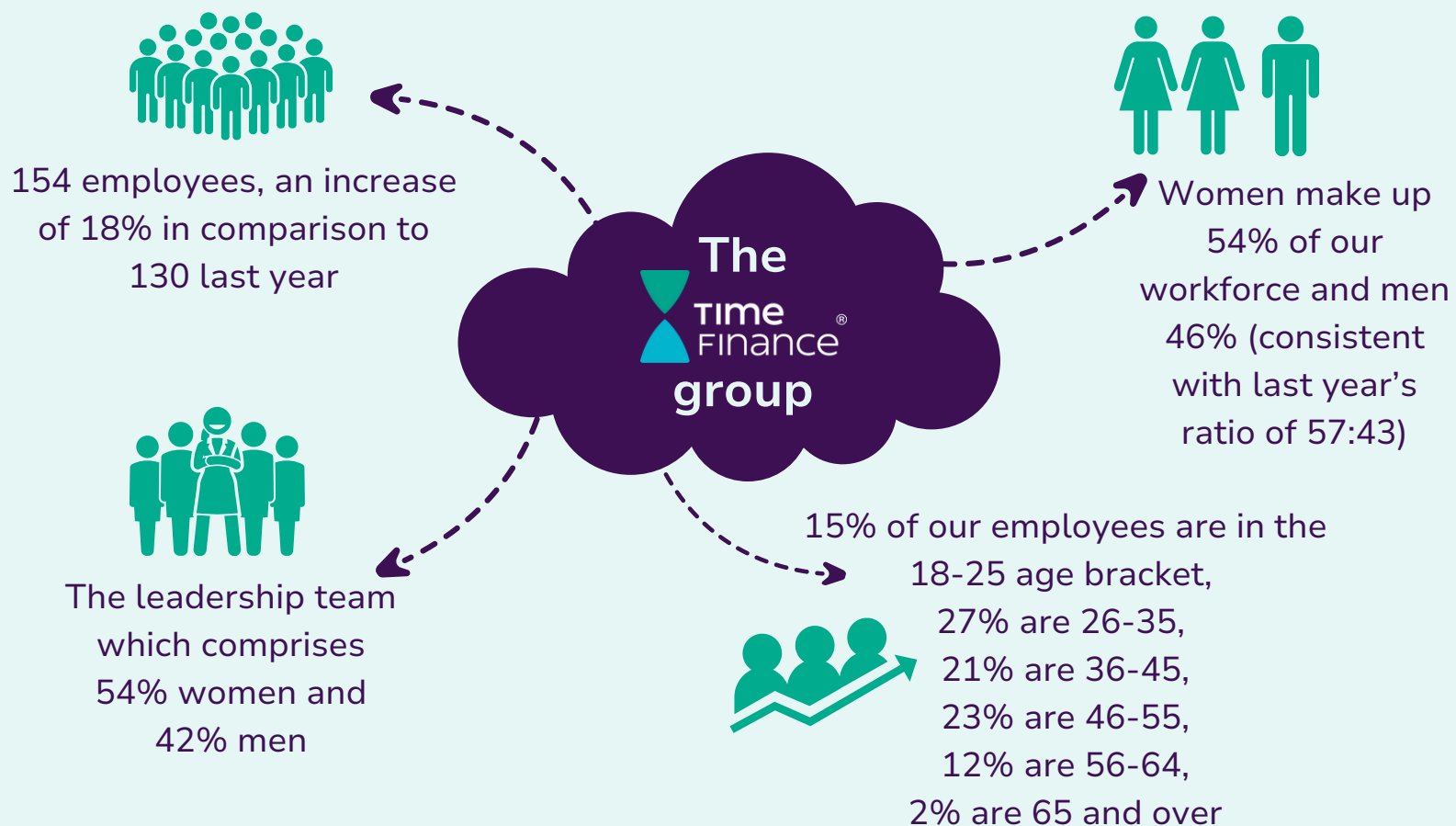
Future initiatives include:

- ▶ Working with our landlords to switch to green energy providers
- ▶ Launching a Disposal of IT Equipment Policy

We will continue to further add to the plan as we move forward.



We are committed to providing a positive working environment for all our staff and the local communities surrounding our offices.



We have a strong desire to develop our staff and see them progress and have the opportunity to succeed. In doing so we try and look after their well-being; ensure they are safe and appropriately cared for; and that they work in an environment in which they are valued and respected. We hope our staff feel that they can really make a difference and are not simply a cog in the corporate machine. Our business itself also supports the wider community by providing funding solutions to small and medium sized UK businesses. In addition, through our variety of charity focused initiatives, we are also able to support a wide range of courses in a variety of ways including fundraising, volunteering and raising awareness at both a local and national level.



Social initiatives that have already been put in place and are making a difference include:



Hybrid working in all offices, for all staff

We feel this helps the wellbeing of our staff, striking the right balance between the benefits of homeworking and collaboration, idea sharing and face-to-face interactions that are gained from working in an office-based environment



We are a Living Wage Employer

Focusing on the financial wellbeing of our staff, we have benchmarked pay reviews; continue to support our staff with cost-of-living assistance; provide pension and life assurance; provide medical insurance and enroll staff in annual bonus schemes to reward exceptional performance



Social Committee

Having a well-established Social Committee ensuring regular and wide-ranging social events for any staff wishing to be involved in them



Staff Conferences

Holding regular company-wide strategy conferences. These enable all our staff to come together to celebrate their successes, share ideas and best practice and further understand the strategy and plans of the Group



Staff recognition

Regularly celebrating staff recognition for those excelling in a variety of fields



Open communication culture

Embedding an open and transparent communication culture with the distribution of monthly all-staff “Team Talks” and the holding of office-based “Huddle” meetings



Funding solutions for UK businesses

Provision of funding solutions to some 10,000 UK businesses. This also included essential support during the pandemic. After receiving accreditation for Government backed funding, this was through the provision of new funding to those businesses affected by the pandemic



Equality, Diversity and Inclusion training

Undertaking annual Equality, Diversity and Inclusion training for our staff



Supporting vulnerable clients

Focusing appropriately on vulnerable clients by supporting our staff in understanding the range of indications of actual and potential vulnerability and the needs that can arise from these vulnerabilities



Time Finance Charity Committee

Continuing the excellent work of our Charity Committee, which was established in 2022. This body is responsible for coordinating and driving forward our fundraising and volunteering initiatives. During the year our staff chose Tommy's as our charity partner. Over £7,000 was raised for this deserving cause, who help fund research into miscarriage, stillbirth and premature birth



Supporting local schools and youth sports teams

Work experience placements were offered to local children from secondary schools near our Bath and Manchester offices. Sponsorship was made to under 14s, under 13s and under 11s sports teams, including Cheshire, Staffordshire and Somerset based football teams, a Greater Manchester based rugby league team and Somerset based rugby team



Time Finance Graduate Programme

Launched a graduate programme to recruit and train future high performers in the business

Future Social Initiatives being put in place include:



Formalising the Vulnerable Customers Policy to ensure that frontline staff have the skills to engage with these clients to understand their vulnerability and embed an escalation process so that our staff are supported appropriately



Launching a charity volunteering day whereby staff will be able to volunteer at local charities near our offices should they wish to



Lead by example is a key tenant for us. In doing so, we believe we show commitment to strong governance and high ethical standards.

Companies listed on AIM are required to adopt a recognised corporate governance code. We have adopted the Quoted Companies Alliance (“QCA”) code. Focusing on board composition, board effectiveness and accountability.

In respect of the governance aspect particularly relating to ESG, we continually strive for good business practise and we always try to do the right thing. It is the same with our staff, who are encouraged to speak up and challenge the way we do things, so that we can create open and honest relationships. All employees have a range of mandatory training sessions to complete through our HR and Compliance platforms, ensuring understanding across a broad spectrum of topics, many of which relate to ESG.



Governance initiatives that have already been put in place and are making a difference include:

Established our ESG committee to provide staff with a voice and ability to input into how our ESG strategy is embedded and should evolve



Only dealing with UK businesses as clients and ensuring we comply with all the relevant legislation. This is the same with our tax status where all our income arises in the UK and all expected obligations are met



Not working with industries where we believe making funds available to them may have a detrimental effect on the wider community, including gambling, pornography and arms-dealing



Ensuring that we comply with our obligations under the Bribery Act 2010. This means we conduct our business in a way that is fair and transparent for all.

Ensuring our clients feel confident that we will safeguard their data appropriately as we know how important this is to them. As such, we adhere to all current legislation



Focusing on Financial Crime to protect both our customers and our business. All our staff go through continual learning and development, so they are equipped with the latest tools and techniques in spotting Financial Crime. We are also involved in financial crime prevention within our industry so that we can help others in the wider financial services community to stop further criminal activity wherever possible

Future Governance Initiatives being put in place include:



Upskilling our staff by increasing training throughout the year and also when new staff are inducted

This report reflects our ESG journey so far. All our developments are underpinned by the aim of, wherever possible, minimising any environmental impact we create as a business; providing as positive a place to work as is reasonably possible for all our staff; trying to positively impact the local communities around our offices where we can; leading by example from the top in holding ourselves to account in terms of strong governance and by operating to high standards.

