



Monex Europe Holdings Ltd
1 Bartholomew Lane
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Section 172(1) statement
For the year ended 31 December 2021

Section 172 of the Companies Act 2006 requires the directors to act in a way that they consider, in a good faith, would be most likely to promote the success of the Company for the benefit of its members as a whole. Promoting success of the business in this manner, among other matters, is a key focus of the board of directors ("Board").

During the year, keeping the long-term interest of the business in view, the Board started the process of setting up two new licensed entities within the EU. The Board recognises that after Brexit, there is a need for businesses to expand current operations to maintain access to the European markets.

The Board considers that the continued focus on streamlining the services to clients and increased functionality of the group's platform is one of the key factors in delivering sustainable growth for the ongoing success of the group. During the year, the Board ensured that it had the necessary budget approval in place to invest c.£3m to develop the group's state-of-the-art software system.

Maintaining positive relationships with customers has been key to client retention. Competitive pricing with a suitable product offering to the customer base has been at the core of the successful growth of the group. Throughout the ongoing COVID-19 situation, the group has continued to provide full services to its clients without any disruptions. As an FCA regulated business, the principle of "Treating Customers Fairly" and maintaining high standards of business conduct are the main values of the group. There are processes in place for customer complaint handling and dispute resolution in addition to staff being given regular training sessions on business conduct.

The Board recognises the importance of the contribution the group's employees make to the success of the business and the need for the group to remain competitive in staff retention. The development, wellbeing and health of staff continue to be major priorities in maintaining a positive and stable working environment. To this end, the Board ensures that staff have access to training programmes and benefits such as private health insurance and a tailored personal healthcare training plan. Throughout the ongoing COVID-19 pandemic, the group has offered tailored support to the staff including online fitness lessons with a dedicated health instructor and tips to remain fit and active at home.

Engaging with staff is also key in ensuring a positive and productive working environment. The executive directors hold regular team meetings with the Heads of Departments to discuss matters surrounding the business and its employees. The group expects to continue to engage with the staff through a close dialogue to maintain a positive working environment and offer appropriate staff benefits.

The Board is aware of the importance of a strong relationship with the suppliers of the group. The group has a process in place to ensure that suppliers are consistently paid on time and there is sufficient communication between the group and its supplier base.



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Section 172(1) statement (continued)
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The group recognises the importance of conducting its activities with due care and regard for the environment. The group is committed to reducing waste, and actively pursues the use of recyclable products. The group endeavours to contribute to good causes to support the community. During the year, the group donated to charities and conducted a fundraiser for the London marathon.

Approved by the board and signed on their behalf by:

A handwritten signature in black ink that reads "Magda Gonzalez".

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M M Gonzalez
Director

Date: 19 July 2022