

## Section 172

Decisions of the Board take into account not just short-term, but also medium- and long-term consequences, which are carefully considered and balanced, having regard to the sometimes conflicting needs and priorities of the business, its customers, partners, employees and other stakeholders. For example, the decision to invest cash generated from the payments business into the data business is based on the view that this strengthens customer relationships, creates a new revenue stream and boosts the value of the payment business in the long-term.

The Directors' report and Corporate governance report set out in greater detail Bango's policy towards its employees. Bango value is created through innovation, which is a product of motivated employees. They are of central importance to Bango success, and the directors believe that the Bango culture and core values create an environment for engaged and successful employees. The Bango People team supports managers to look after employee needs, and the Directors review an independently conducted annual employee engagement surveys, which ensures that employee interests and needs are kept at the forefront of the Board agenda.

Bango success depends on strategic relationships with key partners, customers and suppliers, so the Board maintains ongoing oversight of these. Monthly management packs report to the Board on the status of key relationships, which have Board-level engagement from an operational perspective. Product performance is constantly monitored, and customer feedback continuously captured through regular account meetings, which are always attended by management-level, and often director-level, representatives.

Bango seeks to make a positive contribution to its community, at local and global levels, and to minimize as far as possible its impact on the environment. Bango backs its employees' interests in community activities, supporting them in terms of time to attend to these commitments and financial backing. Further details on practical steps Bango has taken can be found in the Directors' report and Corporate governance report. The Board's adoption and application of the QCA Corporate Governance Code further supports these principles, with more detail of the steps Bango has taken set out in the QCA website disclosures against Principles 3 and 9 to the Code, which can be found on the Bango website at [bangoinvestor.com/aim-rule-26](http://bangoinvestor.com/aim-rule-26)

Bango works with the global leaders of the technology and telecoms industries. Accordingly, the highest of standards of business are demanded. Bango works with these global leaders, at the forefront of business, industry and technological innovation, to ensure these standards are constantly challenged and improved.

The competing needs of the various stakeholders of the company are monitored and reviewed at management and Board level. Where conflicting needs arise, advice is sought from the wider Board and, as necessary, from Bango advisors. Through the careful balancing of stakeholder needs, Bango seeks to promote success for the long-term benefit of shareholders.