

# Business model.

Customers come to us for peace of mind. They want the correct technical solution, professional service, sustainability of products/services and the ability to provide support during a product's warrantable life and beyond.

Our business model is focused on the needs of customers and the marketplace, with a robust capital structure that underpins our ability to deliver sustainable growth, innovative products and excellent customer service.

## The key resources we utilise ...

### Design & Innovation

Continuous product development – products, software/controls, lighting design

### Talented People

Continual development

### Manufacturing Facilities

UK – multiple sites,  
Europe – Netherlands, Spain  
Continual investment

### Financial & Environmental Sustainability

Financial stability,  
Carbon Offset Scheme

## The service offering we provide ...

### Design & development

Designing and developing products in line with customer specifications and sustainability requirements.

**£2.1m** (2021: £1.5m)

### Manufacturing

Manufacturing bespoke lighting systems and components.

### Investment in solar at Group facilities:

**£0.4m** (2021: £0.3m)

### Services

Supporting customers throughout the products lifecycle.

**£4.5m** (2021: £4.4m)


## Group operations ...

Specification renovations, new build, energy saving, compliance, technology adoption.

Diversified product portfolio gives the ability to supply a complete project – “boiler room to board room, and beyond”.

Cross-selling opportunities with other Group companies to offer a complete solution to a wide variety of sectors.

Sustainability leadership Group-wide initiatives and support in achieving sustainability targets.

 **Image:**  
Prime, Worcester



## Solutions provided for our customers

We supply lighting systems including the controls, and install them for our customers.

We then maintain the lighting system for its lifecycle and provide support.

### Solutions Provided

- Energy efficiency
- Low maintenance
- Rapid installation
- Longevity of product
- Low total cost of ownership



Read more about **Our customers** on pages 22 to 23

## Value generated

	Short term	Long term
<b>Customers</b>	Replacement of ageing technology with improved lighting systems	Innovative lighting that delivers cost savings and additional benefits, such as data capture and presentation
<b>Shareholders</b>	Opportunity to invest in a company that pays a progressive dividend and with a robust balance sheet	Sustainable profit growth drives future shareholder returns
<b>Employees</b>	Opportunity to work with an innovative market leading company within the lighting industry	Continual development with a variety of Group companies in a number of different territories
<b>Environment</b>	Build on the work of many years, delivering energy saving products and continuing our carbon offset programme	Develop and implement our sustainability strategy as we drive towards net zero
<b>Communities</b>	Employment opportunities and supporting local charities	Providing sustainable employment in the local areas where our businesses are located.