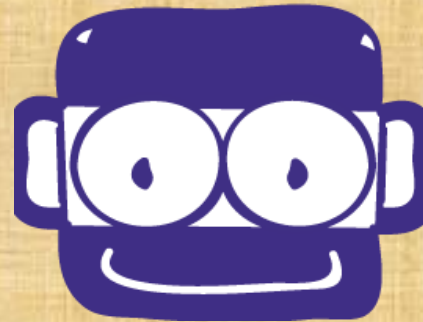


SIMPARTNERS LTD

Statement of Social Corporate Responsibility

2020



Summary

- Past and present
- Synergies
- Stakeholders
- Markets
- Environment
- Prospects

Past and Present

At Simpartners Ltd, embarking upon new opportunities is not seen as it was during the first years after start-up in 2012. Having been established for almost a decade, means we now calculate the value of the regret or opportunity and strive towards achieving it. When the existing resources are not enough, we work around the bottlenecks of operations in order to check whether expansion is possible both tangibly and financially. Many words could be spent on how great we were in:

- affirming contractual agreements with existing suppliers;
- finding a suitable supervisory firm;
- skimming the market at fair prices;
- shutting down loss-making departments;
- cutting down our CO2 footprint;
- securing a **new centrally located office location**;
- obtaining new synergies with real estate contractors;
- providing training facilities to all our agents.

However, it was by correcting the past that we were able to achieve most of our boasting about. After investing in new **training facilities**, evidence suggests employees are now happier at work. We had absenteeism issues in the past and that were tackled by a better monitoring of their work (both at home and in office). As a result, labour productivity rose by 24% in 2020, compared to post Brexit yearly figures.

Moreover, a **new Information System** was launched, which represents approximately 20% of our total costs. Great emphasis was put towards it. Customer satisfaction increased in 2020 according to our statistics. A better Personal Data input and storage facility made us less reliant on our customers' Real Time authorizations, and this resulted in a better quality service.

Tax representation services provinidicalcio.com and proudfoodandwine were using 85% of the total Company **Carbon Emission**. Both our director and environmental organizations worked together in 2016 and 2017 in order to find a deal that would have made our investors more content. The two operations were shut and significant **marketing savings** occurred.

Synergies

It was not easy to blend in the United Kingdom economy. We battled against United Kingdom Housing Institutions and Councils after a dispute concerned with overcrowding in Permanent Rental activities. Holiday Lettings rules refrain some of our customers from short-term rental of their properties. Moreover, contractual arrangements between our Clients and their landlords not always made clear the distinction between furnished holiday lettings and buy-to-let. We are putting enormous effort in finding a mutual agreement in the **Real Estate** market but often have to refrain from judging a profitable opportunity when the opportunity is, in fact, not profit-bearing. A huge blow was imposed to intermediaries or anchor/main tenants, who were among the type of Client we focused more during our first four years, when we found out that their commissions-based activity was in fact a furnished holiday letting one, bearing different VAT and reporting rules from the rules found in Landlord's property income reporting. Honestly, our property ladders lost some steps that we were able to fix only to some extent when an internal reorganization occurred and our main operation, **Tasse Residenza Online**, took over Welkhome Residential Letting and added property income to its bookkeeping and accounting services.

Comforting signs, instead, can be found in our partnership with a new **storage unit** supplier dated January 2020. Clients are responding well to the new hard-copy business record keeping we now include in the list of our free treats. As well as free business records keeping, a bottled wine storage is currently being assessed.

Synergies

Toughening up after Brexit was needed and in July 2020 we bought 100% of share capital of Trivia Wines Limited, which operates in Central Italy and in Spain mainly as a **wine broker** acting among European producers and English warehouses. This occurred only 1 year after having opened our first **overseas office in Italy**, where tax representation, wine brokerage and accounting services are also offered.

Copyright was in the centre of a great deal of work during 2020. Logo was copyrighted only this year after an internal survey confirmed its viability in Tasse Residenza Online's operations. All the legal documentation was done by an outsourced supplier that was added to the list of our **legal service suppliers** that deal with contracts, agreements and business start-up documentation.

Finally, it is still ongoing our subscription with **ACCA**, the

institute of Chartered Accountancy, that help us provide exam facilities to all our employees, who are working hard in order to reach their professional body qualifications to add to their tax agency services.

Stakeholders

Simpartners Ltd has developed from a small treasure hunting business to an established one with clear goals and principles.

This is also thanks to our stakeholders, who have never been as close to us as they are now. This is because of synergies previously described and branding.

- **Investors** have taken the form of trustees and do not rely on dividends anymore. Our rewards can derive from future client relationship, vouching, shared-ownership and lawful conflicts of interest. It is because of this that Simpactners Ltd is still looking ahead confident and smirk-free;
- Our biggest **suppliers** are now offering advantageous VAT free deals on their prices in exchange of longer-term relationships.
- **Employees** have reacted positively to a new online expense reimbursement management free of cost where business telephone calls, meals and travel can be shared with head-office.
- **Sub-contractors**, who travel a lot for work, are now using us as their primary address in the United Kingdom.
- **Overseas customers** are travelling less to the United Kingdom because we often can fill the communication gap with their contractors established both overseas and in the United Kingdom.
- **Customers** based in the United Kingdom have shown positive vibes after our new current marketing policy, which put more emphasis on what we have rather than putting it towards search for new customers.

Markets

A great deal was spent onto new market research after Brexit. This is because, Immigration rules can be better tackled if we are established in the European Union as well.

More in depth, our sub-contractors and employees with both residency and domicile in one country can travel more safely and use our exchange rate expertise to remit their income where it is more convenient. Agents with only one VAT number can easily be represented by us in the country where we are established and no Tax Payer identification number is available for them.

Therefore, we opened in **Italy** and started talks for a new office in **Spain** from 2022.

As far as the Spanish market is concerned, the timing of the new deal was postponed by Covid-19 pandemic.

However, we must be honest, little has been done and we

are still waiting for the Spanish authorities to release data on their VAT percentages over permanent lettings and non-resident tax rules. The Data could be converted into good useful information for our agents wanting a Job Related Accommodation in Spain, more precisely, in the Balearic Island, where a great deal of British personnel is found.

In conclusion, we also explored the **Balcans** and north of **France** during the last three years, Whereas the Balcans may be reluctant to start any deal without a Money Laundering Supervisor also resident in their Countries, the French market gave us good hints on future apprenticeships and VAT refunds' deal.

Environment

A great effort was made environmentally. We abandoned a motor-vehicle based tax representation service and dedicated more resources to a desk-based one. Waste management eased after this change in the internal logistic of our operations. We have now a dedicated general waste and recycled rubbish collector. We partnered with a **metal dealer** in Willesden Junction for all our electricals, appliances and metal waste.

In addition, we followed social distancing and health and safety protocols stated by NHS during the **Covid-19** pandemic.

Prospects

We thought it is best to conclude this brief report mentioning future prospects. This is a sign we are always looking ahead. We do it while focusing on existing resources, strengthening internal operations and controls, and offering new incentives to existing stakeholders. Such planning is crucial but each strategy must also be well thought because we are not always hunters and must learn how to be hunted.

New European Markets, new synergies and new client incentive schemes are making us looking more appealing in this economically downturning period. Relying less on **IT** was part of the change. We abandoned apps and smartphones as means of sales generators and became more human in

dealing with customers' wallets.

GDPR: Personal Data, authorizations and quotes information is and will be shared only via business e-mails. New terms and conditions on e-mail communication is due to be published in 2021 Terms and Conditions.

Marketing will start again after savings from three dissolved operations in 2016/17 started to materialise in 2019. The operations were consuming 90% of all our office and administrative budgeted expenses. Advertising spaces and Internet Big Data will be the means for promoting our future campaigns.