

Birribi

Having just read this report I would like to comment

The major omission is the impact of the pandemic – there is discussion regarding predicting demand and threshold/risks that does not acknowledge the exponential increase in demand and increasing complexity and risk without reference to it. It really isn't business as usual for us.

The discussion throughout would benefit from a view through the lens of Covid – this has impacted on staffing, planning and service development and will continue to do so for some years to come. This raises a question about timing?

In addition there are huge differences between SME's and very large companies, applying a one size fits all approach for such a diverse market would seem a risky strategy and potentially drive out innovation and goodwill.

It is heartening to read the acknowledgement of the profits made by holding companies however applying the same thinking/processes to a small family run business does not seem equitable.