

Bolton at Home Group Board

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| Schedule | Thursday 18 February 2021, 5:00 PM — 6:30 PM GMT |
| Venue | Virtual via MS Teams |
| Organiser | Governance and Regulation team |

Agenda

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| 5:00 PM | 1. Apologies for absence Verbal - Presented by Ian Munro | 1 |
| | 2. Confirmation of quorum Verbal - Presented by Ian Munro | 2 |
| | 3. Declarations of interest Verbal - Presented by Ian Munro | 3 |
| | 4. Minutes of previous meetings held 17 November 2020 and 26 January 2021 For Approval - Presented by Ian Munro | 4 |
| | 5. Matters arising and action notes from previous meetings For comment - Presented by Ian Munro | 50 |
| | 6. Feedback from Committee and Subsidiary meetings held since last Group Board - Members' queries sought in advance of the meeting | 54 |
| | 6.1. Operations Committee held 26 November 2020 | 56 |
| | 6.2. Stonecross Homes/Group Development Committee held 18 January 2021 | 58 |
| | 6.3. R-haus Board held 19 January 2021 | 61 |
| | 6.4. Maxmedia Board held 1 February 2021 | 63 |

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| | 6.5. Starts with you Board held 2 February 2021 | 67 |
| | 6.6. Group Audit & Risk Committee held 3 February 2021 | 70 |
| | 6.7. Group Governance Committee held 8 February 2021 | 73 |
| | 6.8. Arcon Board held 9 February 2021 | 75 |
| 5:10 PM | 7. Group CEOs update Verbal - Presented by Jon Lord | 76 |
| 5:20 PM | 8. Subsidiary business plans (Maxmedia, R-haus, Starts with you and Stonecross Homes) For Approval - Presented by Edward Mellor | 78 |
| 5:40 PM | 9. Financial monitoring quarter 3 2020/21 For Approval - Presented by Alison Foster | 132 |
| 5:50 PM | 10. Fees and charges 2021/22 For Approval - Presented by Joan Wyatt | 163 |
| 6:00 PM | 11. Items already presented elsewhere in the governance structure and requiring Group Board approval - members' queries sought in advance of the meeting | 164 |
| | 11.1. Group business planning, risk and assurance framework For Approval - Presented by Edward Mellor | 166 |
| | 11.2. Effectiveness of governance review 2020/21 For Approval - Presented by Tina Cunliffe | 198 |
| | 11.3. Adopted NHF code of governance for Arcon and Bolton at Home Boards For Approval - Presented by Tina Cunliffe | 209 |
| | 11.4. Group health and safety policy statement (employees, customers and visitors) For Approval - Presented by Paul Taylor | 235 |

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| 6:05 PM | 12. Confirmation of written resolutions For Information - Presented by Tina Cunliffe | 247 |
| | 13. Group Board forward planning timetable For comment - Presented by Deborah Thompson | 249 |
| | 14. Key messages to communicate to Committees/Subsidiaries/staff, including publicity requests Verbal - Presented by Ian Munro | 252 |
| | 15. Any health and safety issues/new risks identified from the meeting Verbal - Presented by Ian Munro | 254 |
| | 16. Reflections on the meeting, eg. appropriateness of agenda/quality of papers/quality of discussion and debate/behaviours, etc. Verbal - Presented by Ian Munro | 256 |
| | 17. Date and time of next meeting - Thursday 25 March 2021 Verbal - Presented by Ian Munro | 258 |
| | 18. Corporate risk register For Reference | 260 |
| | Matters arising from previous meeting | 300 |
