

**“We are focussed on
delivering our strategy.”**

Mike O’Leary
Chair



A year of good progress

EMIS Group delivered higher rates of growth both to revenue and adjusted profit.

Dear Shareholder

I am pleased to report a year of good progress for EMIS Group. We have delivered higher rates of growth both to revenue and adjusted profit. We have maintained our nine-year track record of increased annual dividends. We have also completed the internal transformation of the business and we are focussed on delivering our strategy.

Talent, culture and diversity

During 2019 we continued to attract and retain key talent, selecting and developing exceptional people who are motivated by our purpose. Our teams comprise people driven to grow their areas of the business in the mid and long term. We are thoughtful in our approach to recruitment and retention and have robust succession plans in place. I would like to thank all of our employees for delivering such a strong performance through their commitment, hard work and support of the Group.

A positive culture and employee engagement are fundamental contributors to success. I am pleased to report that an independent culture audit this year saw a very high response rate with continued strong engagement at all levels. This will be an ongoing area of focus during 2020.

Diversity in all forms brings material benefit to EMIS Group and we seek to provide opportunities for all, regardless of background, age, gender or race. The gender diversity of our business has been enhanced with the appointment of Jen Byrne as a Non-executive Director of the Group in May 2019 and Suzy Foster as CEO of EMIS Health in April 2019. We will continue to promote diversity throughout the organisation.

Board changes

As reported in the 2018 annual report and accounts, following completion of nine years of service, Robin Taylor retired on 8 May 2019 at the conclusion of the 2019 Annual General Meeting (AGM), following which Kevin Boyd took on the role of chair of the audit committee and Andy McKeon took on the role of Senior Independent Director. On 22 August 2019 David Sides resigned from the Board following his appointment to a new executive role in the United States. I would like to thank both Robin and David for their contributions to EMIS Group over an extended period.

We were delighted to appoint Jen Byrne to the Board on 8 May 2019 and she has taken up the role of designated Non-executive Director for engagement with our workforce. This is a new role introduced in compliance with the 2018 UK Corporate Governance Code (“the Code”), which we have chosen to apply voluntarily.

We were also extremely pleased to appoint Patrick De Smedt to the Board on 1 January 2020 as Chair designate. Patrick will take over from me as Chair on my retirement at the conclusion of our AGM on 6 May 2020. I would like to welcome Patrick and wish him every success in the Chair role. I have thoroughly enjoyed the nine years that I have spent at EMIS Group and would like to thank my fellow Board members and all of the Group's employees for their support during my tenure as Chair.

Corporate governance

Corporate governance remains an important area of focus for the Board and underpins the sustainability of our business and the achievement of our strategy. The Board has taken steps to consider and strengthen our governance to align with the new Code, in particular in the areas of stakeholder and workforce engagement. Further details of our approach to the Code are set out in our corporate governance statement on pages 45 to 50.

Dividend

A final dividend of 15.6p per share is recommended by the Board. The dividend progression is in line with the capital allocation policy adopted by the Group and will result in a total dividend for the year of 31.2p. Subject to approval by shareholders at the AGM, the final dividend will be paid on 11 May 2020 to shareholders on the register on 14 April 2020.

Outlook

2019 finished strongly and, as noted above, revenue and adjusted profit growth have both been encouraging. Innovation remains key for our future and we will continue to invest in technology development. Our strategy remains closely aligned with NHS policy, which will drive growth for both the EMIS Health and EMIS Enterprise areas of the business. We are unique in the breadth of markets we serve and the strong market positions we hold. We remain well positioned for future success.

Mike O’Leary

Chair

17 March 2020

[Stakeholder engagement page 12 >](#)

“I would like to thank all of our employees for delivering such a strong performance through their commitment, hard work and support of the Group.”