

Corporate Social Responsibility Principles

Our commitment to customers, employees, suppliers, the environment and the local community

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Corporate Social Responsibility Principles

As the UK's largest comprehensive tyre service provider, we take our responsibilities as a Good Corporate Citizen seriously. We have to deliver results like every other business, but we also know that how we achieve results is just as important.

We have a Corporate Social Responsibility (CSR) strategy which is focused on leading our industry in the following key areas:

- Business Conduct
- Looking after our People
- Environmental Management
- Supply Chain Relationships
- Working with our Local Communities

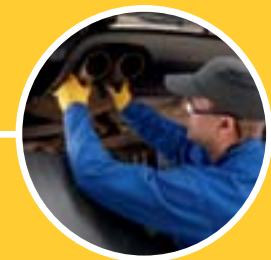
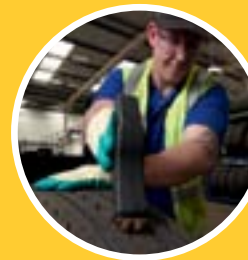
Each element of our CSR strategy is underpinned by a number of principles:

Business Conduct

- We will work within the UK's legal framework in all aspects of our business and, where no clear legal requirement is defined, we will seek to work to established 'best practices'.
- We will carry out our activities with honesty, integrity and openness whilst respecting the rights of all our stakeholders.
- We will not promise more than we can deliver, nor will we make commitments we cannot or do not intend to keep.
- We will use our Audit Committee to make sure that we adequately maintain the financial risk control of our business.

Looking after our People

- We will further develop our organisational culture based on mutual trust and respect, with freedom from bullying and harassment, where everyone feels that they have a key part in our organisation's success.
- We will endeavour to treat all of our employees fairly and provide equal opportunities to all.
- We will provide personal development opportunities to our people to enable them to realise their true potential.
- We will communicate openly with our employees and provide direct and indirect channels for our people to give us feedback.
- We will do all that is reasonably practical to ensure the Health and Safety of our people, customers and contractors.



Environmental Management

- We will take all reasonable steps to ensure that the environmental impact arising from our activities are minimised. We will also work with recognised external organisations to help us to reduce our environmental impact still further.
- We will continually review our 'offer' to ensure that our customers have access to environmentally friendly products and services to help them reduce their own carbon footprint.

Supply Chain Relationships

- We expect our suppliers and contractors to work to broadly the same standards and principles as ourselves.
- We will not accept any entertainment or gift that is designed to, or could be seen as, influencing our business decision making process.

Working with our Local Communities

- We will actively seek out and promote opportunities that drive engagement between our people and their local communities.
- We will seek to support local community groups and charities in the areas that we operate in, as well as working with local programmes designed to offer educational or training support to young people.
- We will work collaboratively with local communities to improve the physical surroundings of our Centres.

Our Ongoing Commitment

Our Leadership Team will regularly review our CSR performance and strategy. We will also produce a report summarising our activities every year and make it available to all interested parties.



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