



POLICY BRIEF AND PURPOSE

Our Corporate Social Responsibility (CSR) company policy refers to our responsibility toward our environment. At ARI Fleet UK Limited (ARI), we define CSR as follows:

- » Conducting business in a socially responsible and ethical manner
- » Protecting the environment and the safety of people
- » Supporting human rights
- » Engaging, learning from, respecting and supporting the communities in which we work

SCOPE

This policy applies to our company and subsidiaries. It may also refer to our suppliers and partners.

ARI will ensure that all matters of CSR are considered and supported in all areas of our operation. All ARI employees and contractors will adopt the CSR considerations described in this policy into their work activities. ARI management will act as role models by incorporating those considerations into decision making in all business activities. ARI's leadership team will ensure that appropriate organisational structures are in place to effectively identify, monitor and manage CSR issues and performance relevant to our business.

POLICY ELEMENTS

This policy is built on the following areas that reflect existing and emerging standards of CSR:

BUSINESS ETHICS AND TRANSPARENCY

ARI aims to be a responsible business that meets the highest standards of integrity and corporate governance practices in order to maintain excellence in its daily operations.

ARI conducts its business in an open, honest and ethical manner. We will promote safety and fair dealing, respect towards our clients and suppliers and anti-bribery and anti-corruption practices. Our reputation with both our customers and employees has been carefully built through years of good management and outstanding team effort.

ARI recognises the importance of protecting all of our human, financial, physical, informational, social, environmental and reputational assets.

ARI are open to suggestions and listen carefully to ideas. ARI is ISO 9001 certified and as such we aim to continuously improve the way we operate.

ARI will advise our partners, contractors and suppliers of our CSR policy and will work with them to achieve consistency with this policy.

ENVIRONMENTAL HEALTH AND SAFETY

ARI is committed to protecting the health and safety of all individuals affected by our activities, including our employees, contractors and the public. We will provide a safe and healthy working environment and will not compromise the health and safety of any individual. All employees are responsible and accountable for contributing to a safe working environment, for fostering safe working attitudes and for operating in an environmentally responsible manner. Our goal is to have no accidents and mitigate impacts on the environment by working with our stakeholders, peers and others to promote responsible environmental practices and continuous improvement.



ARI recognises the need to protect the natural environment and is committed to environmental protection and stewardship. Keeping our environment clean and unpolluted is a benefit to all. We are ISO 14001 certified and proactively protect the environment, for example by:

- » recycling
- » conserving energy
- » always following best practices when disposing of garbage and using chemical substances
- » utilising environmentally friendly technologies, e.g. hybrid company cars, installing electric car charging points, installing LED lighting

EMPLOYEE RELATIONS AND HUMAN RIGHTS

ARI will ensure that all employees are treated fairly and with dignity and consideration for their goals and aspirations and that diversity and inclusion in the workplace is embraced.

ARI is committed to providing equal opportunity in all aspects of employment and will not engage in or tolerate unlawful workplace conduct, including discrimination, intimidation or harassment.

ARI is passionate about training, empowering and rewarding exceptional people. We aim for equal representation at management level and to eliminate any gender pay gap.

ARI is dedicated to protecting human rights. Our activities will not directly or indirectly violate human rights. Our Slavery and Human Trafficking statement is published on our company website and sets out our zero tolerance approach to modern slavery within our own operation or any of our supply chains.

SUPPORTING THE COMMUNITY

ARI is focussed on giving back to the communities that support our success. We will integrate community investment considerations into decision making and business practices and will seek to develop mutually beneficial relationship with local communities.

ARI may initiate and support community investment and educational programmes.

ARI will strive to provide employment and economic opportunities in the communities where we operate. Through our Masterserve network we encourage the use of small, independent garages rather than major groups thereby encouraging local development and providing small garages with the opportunity to work with large corporate clients.

DONATIONS AND CHARITABLE ACTIVITIES

ARI aims to maintain a budget to allow us to make monetary donations. We have formed the Masterserve Foundation which raises charitable donations from members of the Masterserve network and ARI, to be distributed to national and regional charities related to Healthcare and to Social aid and development. In addition ARI provide sponsorship to BRAKE and a number of other road safety charities and commit to match any charitable donations raised by our employees.

Our company will encourage its employees to volunteer. Employees can volunteer through programmes organised internally or externally. ARI may also sponsor volunteering events from other organisations.

MANAGING WORK-RELATED ROAD SAFETY

ARI has developed a driver management system, Riskmaster, to integrate with our vehicle management systems. This tool ensures compliance with road safety regulations by introducing disciplines that include continuous performance measures.