

## PLACES

# POSITIVELY CONTRIBUTING TO THE COMMUNITIES IN WHICH WE OPERATE



We want to ensure that our communities positively benefit from the presence of Inchcape. We connect and contribute to our communities in a number of ways, through educational programmes, skills development, and social investment. Through our stakeholder consultations, we know that it is increasingly important to engage our communities on the mobility transition. This is vital in supporting our Accelerate Strategy and ensuring we're more responsive to the changing needs of our communities."

**Liz Brown**  
Chief Strategy Officer



## 6,500+

Making a positive impact on our communities is central to our values. In Places, we have undertaken **88 initiatives** across our three areas in 2023, engaging **over 6,500 colleagues**.

## 40



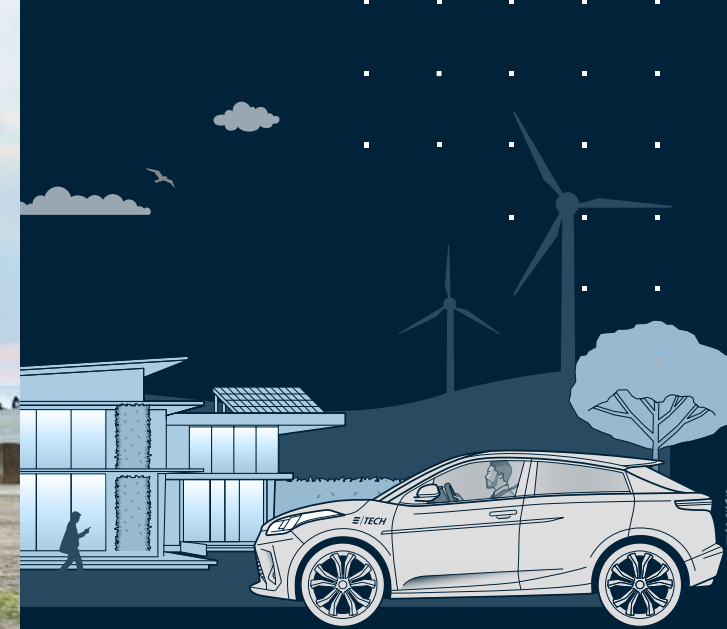
## 40,000

Supporting and enabling social opportunity, with **over 40,000 members of our communities** positively impacted by **over 20 Social Mobility initiatives**.

## 42

## 150

prostheses made from recycled and reusable parts from our workshops.



## 21

Safe Mobility initiatives in 2023 across our regions, advocating and acting for the safe use of roads.

## 43

### In this pillar

- 40 Inclusive Mobility
- 42 Social Mobility
- 43 Safe Mobility

# The Places Pillar

## Sharing value with our communities

Making a positive impact in the communities we serve is central to our values and the success of our business. It's important to us that communities are better off because we're a part of them. Our Places pillar focuses on understanding the impacts of our business in communities and driving partnerships and initiatives to amplify it.

We believe that there's already a clear link between motorisation and economic prosperity. Our core business has the potential to contribute even more meaningfully to community development and the health and wellbeing of people.

## Managing our impacts

We recognise and celebrate the diverse talents and skills within our business. We want to provide our colleagues with more opportunities to contribute those skills for the betterment of their communities. That impact can be made even greater through leveraging the core competencies and spheres of influence of our business, from our technical aftersales expertise through to our core office functions.

As well as building and enhancing upon the positive impacts we have for communities, we also want to understand and manage our risk of negative impacts. Making efforts to minimise these is as important to us as maximising the good we can do.

## Engaging through initiatives

While we are at the start of this journey, we have already scoped and run several impactful local initiatives to address these areas. For example, our **Safe Mobility** programmes advocate and take action to promote safety on the roads, focusing on our role in ensuring the safety of the vehicles we sell and maintain.

We are actively exploring the role we can and should play on a global scale in advancing mobility and enhancing quality of life in the communities where we operate. These areas include **Inclusive Mobility** – supporting people with disabilities to access mobility – and **Social Mobility** – supporting equitable access through offering internships, apprenticeships and training programmes to uplift underrepresented communities.

The Places pillar is governed by a global plan which guides the priorities of the pillar, and provides templates for markets to report on their engagement and impacts. Members of the Places pillar meet quarterly, with all regions represented.

## SAFE MOBILITY

We strive to be a strong and visible advocate for the safe use of roads and reduced road accidents. Our efforts include supporting and promoting safe driving by sponsoring programmes, driving awareness and education, and participating in campaigns across markets, often through partnerships – such as with Subaru and the ASRF in Australia (see page 43 →).

### Highlights in 2023:

UK: Launched a digital toolkit on safe driving during Road Safety Week in the UK including a winter safety checklist for communities

Europe & Africa: Eight initiatives to promote road safety across seven countries, including educating children on road safety principles

APAC: 12 initiatives with different partners, including BMW, Lexus and Toyota, to promote safe mobility in our communities

## INCLUSIVE MOBILITY

Supporting people with disabilities to access the right mobility solutions through sponsoring and promoting initiatives embedded in our markets.

### Highlights in 2023:

UK & Australia: Completed accessibility audits across all sites to address barriers to our services

Americas: Partnership with NGO FUNDAFE to supply high quality prostheses made from recycled and reusable parts from our workshops

## SOCIAL MOBILITY

Driving global and local programmes that provide access to equal opportunities for underserved communities, including internships, apprenticeships, and technical education.

### Highlights in 2023:

Europe & Africa: Support for the MCRC orphanage in Ethiopia, which aims to rebuild the lives of women and children through educational training and community support

APAC: Running a Student Development Programme for our DDC in the Philippines, a six month training course with the option for hiring after graduation



## CASE STUDY

# MOVILIZANDO CORAZONES – ‘MOBILISING HEARTS’

Our mission to bring mobility to communities around the world lies at the heart of Inchcape's purpose. In Colombia, we're actively pursuing this mission through Movilizando Corazones – or 'Mobilising Hearts' – a project to benefit Colombians with physical disabilities by providing mobility solutions. This initiative involves repurposing spare parts, previously considered scrap, to create prostheses for those in need.

We have teamed up with Fundación Fuente De Esperanza (FUNDAFE), a local Colombian NGO, that utilises our spare parts in two ways: incorporating them directly into the construction of prostheses or, if they're not suitable for this purpose, selling them to generate funds crucial for the foundation's ongoing operations.

Our commitment to this programme extends beyond just donating spare parts. By providing transportation services to FUNDAFE, Movilizando Corazones has journeyed 30,830 km, reaching 37 cities and municipalities throughout Colombia. These visits are to conduct maintenance checks on provided prostheses, ensuring their continued functionality.

As a locally embedded NGO, FUNDAFE is perfectly placed to visit smaller towns and deliver prostheses and solutions to individuals who aren't able to reach the capital, Bogotá.

So far, this innovative programme has benefited a total of 57 individuals, and over 150 prostheses maintenances.

Mobilizing Hearts', an alliance between Inchcape Colombia and the FundaFe Foundation, is a transformative program dedicated to enhancing the lives of children with disabilities. With the collaboration of our colleagues and by ingeniously repurposing discarded spare parts, the initiative crafts orthopaedic prostheses, thereby offering newfound mobility and hope to those in need."

**Romeo Lacerda**  
CEO Inchcape Americas



## INCLUSIVE MOBILITY

Our commitment to inclusive mobility focuses on mobility solutions for those with disabilities. We can play a significant role in improving their lives by developing and designing solutions to make sure we offer products and solutions for all members of our community, regardless of their ability.

As part of our approach to more inclusive mobility we are

- Sponsoring and promoting local initiatives to support people with disabilities to access the right mobility solutions
- Supporting key programmes to promote the ongoing health and skills of those with disabilities when it comes to mobility solutions
- Ensuring that all Inchcape facilities and operations provide full and inclusive access to mobility for those with disabilities

## Accessibility

In 2023, we launched accessibility audits and analyses for 118 sites across the UK and Australia. We are committed to making sure that our sites are accessible to all customers and colleagues, and will continue running audits across additional markets in 2024 and beyond.

## Training

We have partnered with Business Disability Forum globally to raise awareness around disability inclusion for colleagues and customers. In a number of markets we have collaborated with NGOs in the disability space to organise customer-facing training on how to provide services to customers with mobility, hearing and visual disabilities.



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# Social Mobility

In 2023, we undertook more than 20 initiatives globally to promote Social Mobility. These included fostering partnerships with educational institutions and collaborating with local industries to uplift underprivileged and underrepresented groups.

Our social mobility projects reached **over 40,000 people** in 2023, focusing on:

- Social inclusivity and promoting upward mobility
- Deepening our connection and engagement with the communities we serve
- Focusing on global strategy with local impact by partnering with local NGOs



## LITER OF LIGHT: BRINGING SOLAR LIGHT TO ENERGY-DEPRIVED COMMUNITIES

REGION: APAC

Liter of Light is a partnership developed between Inchcape Philippines and Mercedes-Benz Philippines to provide sustainable solar light to local communities in the province of Rizal. Focusing on energy-poor and marginalised communities, volunteers from Inchcape Philippines took part in a workshop to hand-make solar lights out of available materials, including recycled plastic bottles. These lights support the community to illuminate their homes, businesses, and streets, positively impacting lives and allowing for better economic opportunities.

Solar lights were donated to **150 households**

Positively impacting around **600 people**



## SUPPORTING CHILDREN AND VULNERABLE INDIVIDUALS

REGION: EUROPE & AFRICA

In our Europe & Africa region, we supported a total of 16 initiatives in 2023. In Belgium, we partnered with Child Focus, an NGO with over 20 years of experience in preventing and tracing missing children. As their automotive partner, we're proud to provide vehicles to support their operations and prevention activities.

In Greece, we supported ELEPAP, an NGO providing lifetime support for children with disabilities, and provided the Make a Wish foundation with transportation facilities for children and their families.

And in Ethiopia, we continued our sponsorship of the Mother and Child Rehabilitation Centre (MCRC). With the goal of rebuilding the lives of women and children through education, training and community support, MCRC provides programmes to help the disadvantaged and victims of violence to build skills for earning a living and creating self-sufficiency. Based in Addis Ababa, MCRC provides housing and education for over 170 orphaned children. This year, members of the Inchcape Ethiopia team were proud to join the university graduation celebrations of several MCRC children.



## TECHNICAL INTERNSHIPS

REGION: AMERICAS

Part of social mobility is providing internships, apprenticeships, and trainings to share the skills of our team with the wider community and make sure our technical experts are growing and developing their skills for a rewarding career.

In Chile, we have collaborated with the Departamento Universitario Obrero y Campesino (DUOC) to provide a dual-learning programme for local high schools, enabling students to develop technical skills at the same time as following their curriculum. So far, 70 students have benefitted, with plans to continue to expand the programme in 2024. Through the programme we have enhanced their skills, while helping to prepare them for the world of work.

Meanwhile, in Colombia, through our program Acelerando el Camino, or 'Accelerating the Way', we provided technical training to 11 students, focusing particularly on building skillsets in diesel, which are scarce in the country. Together, these initiatives underscore our commitment to driving positive social impact, and creating pathways to prosperity for individuals and communities alike.



# Safe Mobility

At Inchcape, we aim to be a strong and visible advocate for promoting safer roads and reducing accidents and associated deaths across all markets in which we operate. As an automotive distributor, we have a responsibility to maximise road safety and support responsible and safe driving.

In 2023, we implemented 21 safe mobility initiatives across all of our regions, collaborating with our brand partners and collectively influencing thousands of lives within our communities.



MY16 Subaru Outback AWD 2.5i



## ROAD SAFETY IN AUSTRALIA: DRIVING TOWARD ZERO FATALITIES

In the Australian market, our long-standing mobility partner Subaru has an enduring partnership with the Australian Road Safety Foundation (ARSF) which brings to life our shared vision of reducing road deaths and injuries nationally, by delivering education and awareness programmes to help make roads a safe and enjoyable place for all Australians.

We actively endorse the ARSF's road safety awareness programmes, encompassing road user education, advocacy, research, and community engagement, in alignment and support of Subaru's vision of achieving zero fatal road accidents in a Subaru vehicle by the year 2030.

Since 2020, Subaru Australia has raised over \$1m to assist ARSF. These funds assist with the ongoing roll-out of the award-winning education initiative Roadset, which sees over 85,000 students from 1,300 schools taking part.

The partnership with ARSF is ingrained into engagement with customers. During the festive season, the Make it Home Safe for Christmas initiative transforms Subaru showrooms into beacons of road safety awareness, with Christmas Trees adorned with road safety pledge stars from ARSF.

The Foundation's September Rural Road Safety and Fatality Free Friday campaigns are also integrated into the retail network through engaging displays, informative materials, and collaborative events. It's all part of actively promoting road safety, empowering customers to navigate the roads with caution and confidence.



## STAYING SAFE IN WINTER IN THE UK

Inchcape supports Road Safety Week, an annual campaign for raising awareness around road safety and promoting steps to reduce road fatalities. For 2023's Week we shared resources from charity Brake around this year's focus on reducing speed, including 'action packs' to help individuals and organisations build awareness and increase safety.

Along with this, we produced a toolkit for all UK colleagues with advice for safe driving on icy roads and tips for winter car maintenance, including guidance for staying warm and safe in cold weather.

It's important to us that our colleagues are safe both on and off the roads. Our toolkit also covers advice supporting mental wellbeing, encouraging individuals to prioritise exercise and stay in contact with others to reduce isolation during winter.

Externally, we shared winter checklists and tips, including recommending winter vehicle health checks to support safe operation during months when vehicles are under greater strain.