

Tristar Worldwide Sustainability Charter

May 2011



Tristar are committed to proactively minimising the operation's impact on the environment through 5 key promises

1. Regularly evaluating more environmentally efficient vehicles and alternative fuel options and, where appropriate, introducing them into our business
2. Improving the environmental efficiency of our operation by reducing the amount of dead mileage we travel, and training our chauffeurs to drive as efficiently as possible
3. Educating and empowering our people to reduce, re-use and recycle where possible and disposing of any waste in accordance with relevant legislation
4. Enlisting the services of environmental experts to provide guidance on our initiatives
5. To never assume we've done enough

Looking forward

The impact of our fleet and operations on the environment is our biggest concern and, in order to reduce the impact, there are three components that we closely manage.

1. The fleet

- Since 2010, all current Volvo S80 and V70 estate on the UK fleet have been replaced by the newer, more environmentally friendly Volvo S80 and V70 D3 Auto. These new models boast an impressive 47.9 and 46.3 MPG respectively.
- 2010 also saw us replace all UK fleet Mercedes E-Class with the newer, more efficient Mercedes E220 CDI Blue Efficiency. The BlueEfficiency fuel saving technologies ensure that everything from the engine to the wheels is optimised for lower emissions.
- The Spring of 2011 also saw the addition of the Toyota Prius to the UK fleet for passenger journeys where requested. With only 89 g/km in CO₂ emissions and an impressive 72.4 Mpg, this is by far the most economical car on the UK fleet.
- As of May 2011 we have seen the CO₂ emissions of our UK fleet drop by 7.43% since November 2010.

The UK fleet



Mercedes E220 CDI BlueEfficiency
48.7 MPG
154 g/km



Mercedes S350 CDI
41.5 MPG
177 g/km



Mercedes Viano 220
32.8 MPG
229 g/km



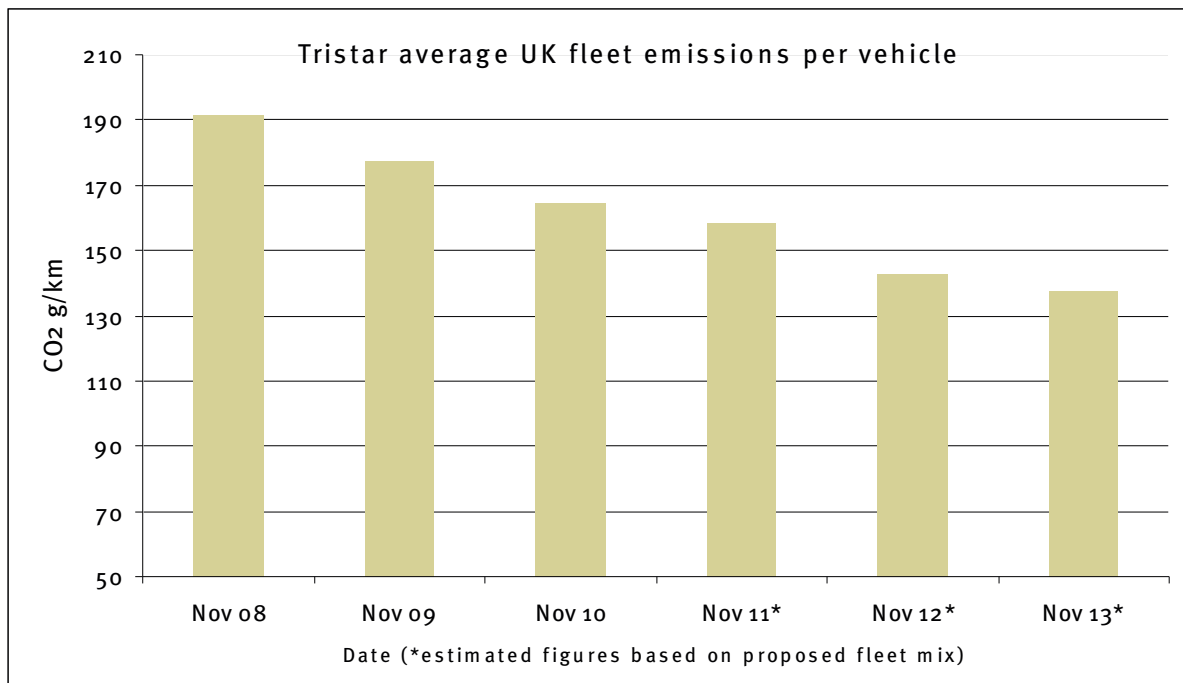
Volvo S80 2.0 D3 Auto
47.9 MPG
154 g/km



Volvo V70 2.0 D3 Auto
46.3 MPG
159 g/km



Toyota Prius
72.4 MPG
89 g/km



2. Operational efficiency

Tristar is continually looking at ways to improve the operational efficiency of the fleet by reducing the amount of dead mileage we travel. Vehicle tracking and journey mapping technology have helped us to do this by:

- Enabling us to select the chauffeurs' first and last jobs of the shift to be as close to their homes as possible
- Allowing visibility of the work for far better linking of journeys

In 2011 we acquired a new eco-friendly spray booth from STL for our bodyshop. The Gemini II Energy Saver recycles 85% of its airflow in both spray and bake mode rather than expelling it directly into the atmosphere. This new spray booth uses up to 75% less energy in spray mode than other equivalently specified spray booths.

3. Driving style

Our EDI accredited chauffeur induction scheme ensures that all new chauffeurs are taught how to be environmentally friendly drivers. Gentle acceleration and braking along with adherence to the designated speed limit are not only the trademark of a good chauffeur but also methods of maintaining an environmentally efficient driving style.

Our vehicle tracking technology and Duty of Care reporting allow us to assess the driving style of our chauffeurs and in turn, identify any further training requirements where necessary.

Head office initiatives

Tristar appreciates that it's not just our vehicles and operations that have an effect on the environment; all of our people have responsibility within their daily job routines to be environmentally conscious. We have created a number of office-based initiatives to further improve our environmental efficiency.

- An environmental focus group meets once a month to ensure key environmental actions and policies are administered.
- Where possible, we have converted from paper to electronic processes, from storage to invoicing.
- Motion or photo sensitive lights are installed where appropriate and all light bulbs are low energy.
- Timer switches are fitted to all machines where possible e.g. water coolers and photocopiers
- We source recycled, environmentally friendly, fair trade or more efficient products wherever we can.
- Paper usage has been reviewed - printers are programmed to print double sided where possible, and all waste paper is recycled or reused.
- All of our old telephones, PDA's, printer cartridges and computers are donated to national charities that arrange for these to be recycled and also receive money for them.

Future targets

Increasing environmental efficiency will remain at the forefront of our considerations as we continue to build the world's leading chauffeur services company. We recognise the impact of Tristar's business on the environment, and will continue to be proactive in our efforts to reduce these through our sustainable procurement policy and the education of our chauffeurs and office staff.

By November 2013, our target is to have reduced our UK fleet emissions by a further 15%.

