



Corporate Social Responsibility Report 2005

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Corporate Social Responsibility Report 2005

"At Unipart we believe that corporate responsibility is not just a job for selected people, it defines the way we do business. It is essential that all employees deliver our business objectives within the framework described since responsible business is only a reality if it is practised by all employees at all times."

John M Neill

Conducting Business The Unipart Way

The Unipart Way

The Unipart Way is our philosophy of working. It is underpinned by a set of tools and techniques that form part of our knowledge management systems; that we continuously improve based on our experience; and that enable us to improve faster than the best alternative available to our existing and potential customers.

We use the Unipart Way tools and techniques so we can measure our impact on the world around us and to assess areas in which we can improve continuously through engaging the collective motivation, skills and enthusiasm of our employees and other stakeholders.

Our Values

Back in 1987 Unipart formulated a Value Set that underpins the Unipart Way philosophy of working. This Value Set embeds the principles of corporate social responsibility (CSR) into the very fabric of the way we do business.

We share these values with all employees as part of the document "Conducting Business The Unipart Way." These values not only provide the framework for the way in which people behave in Unipart, but provide a method through which we can monitor our performance as a socially responsible company.

The value statements cover each of the following stakeholders:

- Employees as an Individual
- Individual as an employee
- Unipart as an Employer
- The Customer
- The Supplier
- The Owner

Unipart encourages all employees to live these values and we ask them and other to constructively appraise us of any acts or omissions that fall short of our standards so that we may address any issue and continuously improve.

Assessing Unipart's Social Responsibility

We have spent a great deal of time and energy defining the precise words that form the terms of reference for our Group of Companies across all our areas of endeavour. We set high standards of conduct and performance for all our employees and we advocate similar behaviours across our supply chain.

In order to assess our impact effectively, we focus on the four simple headings that are listed below:

1. The workplace - how we treat and engage with our people
2. The marketplace - the social and environmental impact of the products and services we purchase and sell
3. The environment
4. The communities in which we operate.

The workplace - how we treat and engage with our people

Our Workplace Values:

Unipart Group Value Set - Employee as an Individual
Among the company's values nothing is more fundamental than its respect for the individual.

The Group will create and maintain an environment in which individual employees may contribute to and share in the fortunes of the business in a fair and consistent manner.

Our employees are our greatest asset and as such they deserve:

- To be informed of what their role and tasks are.
- To be appropriately trained and developed for the role and tasks required of them.
- To be allowed the opportunity to perform.
- To be regularly counselled on how they are doing and what their career potential is.
- To be recognised and rewarded according to their individual achievements.
- To be managed professionally.
- To be given the willing assistance and support of their colleagues.
- To be given the opportunities to develop their career potential to the extent of their ability.
- To be informed of what their company is doing, and what its objectives are.
- To know that we actively encourage promotion from within the company.
- To have their ideas and opinions properly considered.
- To not be burdened by those not willing to contribute.
- To work in an environment free of discrimination, harassment, victimisation and bullying.
- To have a safe and secure working environment.
- A right to keep matters private that are not relevant to employment.
- To be communicated and consulted with

Unipart Group Value Set - Individual as an Employee

As Unipart respects its employees so we should expect our people to:

- Support the Company, its policies, products, and objectives in the market.
- Appraise errors or faults in policies or practices constructively.
- Maintain within the Company all confidential information, plans, and strategies about the Company and its performance.
- To take a positive attitude towards their jobs and the resolution of problems and keep their managers informed at all times in order that they may manage effectively and avoid problems.
- Take responsibility for all equipment and facilities used by ensuring that they are kept clean and that all faults are rectified or reported for rectification.
- Bring to the company's attention any concerns relating to malpractice (including illegality) at work that has occurred, or may occur.

Unipart Group Value Set - Unipart as an Employer

- Will promote equal treatment for all employees and potential employees irrespective of race, religion or belief, colour, sexual orientation, nationality, ethnic origin, disability, age, gender, marital or part-time status.
- Will make all reasonable efforts to accommodate the cultural, religious or other needs of employees.
- Will not make, sell, store, or transport anything if we can not do so safely.
- Will consider the social and environmental impacts of all undertakings.

Unipart believes that the foundation of being a good corporate citizen and neighbour is respect - respect for ourselves, for others and respect for the environment.

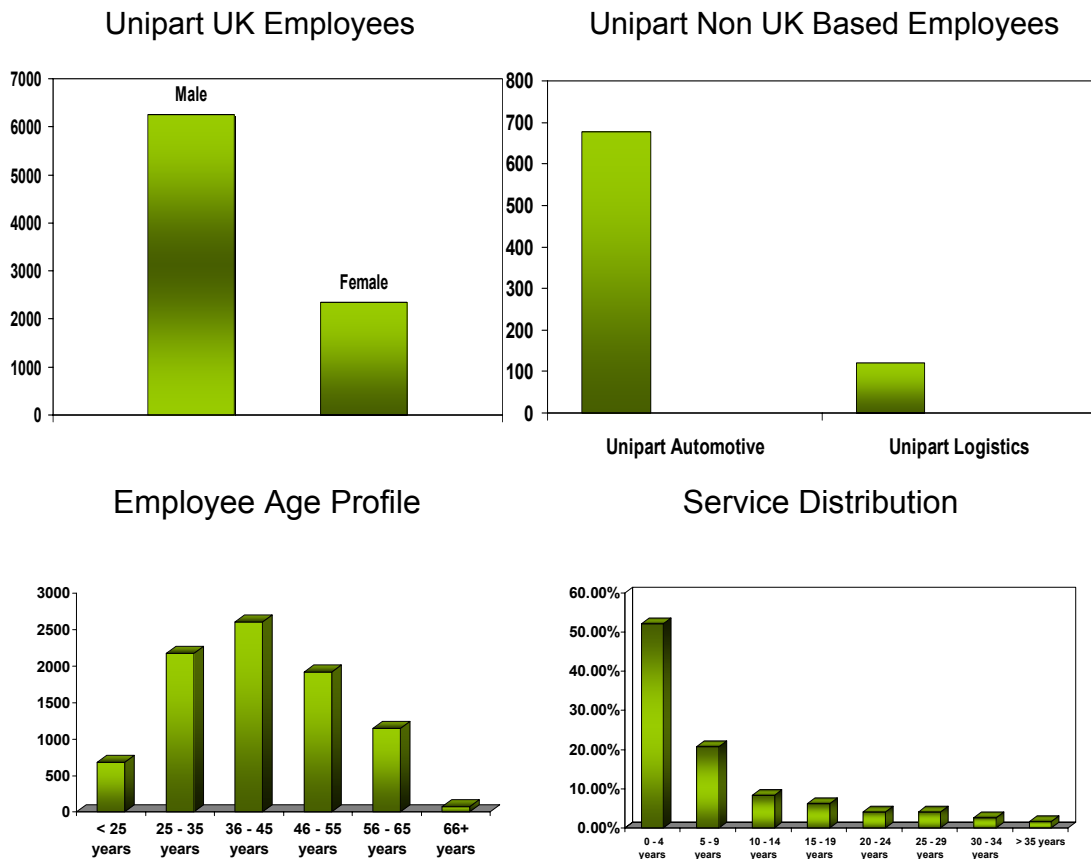
This has led Unipart to codify our values in a series of value sets. The set for 'Employees as an Individual' begins with the principle:

"Among the company's values nothing is more fundamental than its respect for the individual."

This is the starting point for the Unipart Way, a culture and a way of working which harnesses and builds on all of an individual's skills, knowledge and experience within a clear framework, backed by proven tools and techniques.

At Unipart, mutual respect between staff and management is actively fostered and nurtured. Management sets targets and budgets, but day-to-day, it is by training, development and unlocking the skills, knowledge and enthusiasm of individual teams and team members that the Unipart Way comes to life.

Employment worldwide (year ending December 2005)



Diversity

Unipart recognises that leveraging diversity is both a sound business imperative and the right thing to do for our employees, clients, customers and communities. Our goal is to foster an inclusive work environment that brings out the best in everyone and provides opportunities for all employees from all backgrounds. We utilise policies, information and training to deliver our Diversity Policies. A Diversity training programme started on our larger sites in 2005.

People Development

Respect for the individual is at the heart of our value set. Enabling people to achieve their true potential through ongoing personal development is an essential element that demonstrates our commitment to the principle on a daily basis. Unipart has been at the forefront of training and inspiring our people to achieve world-class performance.

The company was an early pioneer of IT literacy among all its people providing free IT training and internet access not only at Britain's first corporate university, the Unipart U at our Cowley headquarters but at devolved facilities at all sites called Faculties On The Floor.

The Faculty on the Floor facilities on each major site play a key role for the business as they are dedicated to the learning development and sharing of best practice for all employees. The facilities provide the opportunity for employees to learn and expand their knowledge on a wide range of subjects utilising the Unipart way tools and techniques.

Creating a community of highly motivated, high performing people is an outcome of Unipart's commitment to organisational learning. The company has also recognised the importance of measuring that outcome through assessing and evaluating individuals against a set of objective competencies.

Unipart is moving towards a widespread competency based development strategy that is centred on the Unipart Way. The process started in 2005 and now we have defined a structured set of eleven leadership competencies which include Corporate Social Responsibility.

This competency framework has been recognised as the essential method for managing the development of our

organisational capability and the way to achieve our vision.

Our leadership competencies, for instance, clearly define the behaviours required of all employees. Employees across the group use a matrix of workplace skills and competencies that is relevant for their role and is displayed openly on each communication cell. The Unipart Way competency matrix is used to identify skills and knowledge gaps and to encourage development and flexibility in the workplace.

Our on-going commitment to training and personal development has enabled us to attain a high success rate of internal promotion and we have many examples of employees who have developed throughout the business.

While learning is a structured part of the working day at Unipart, there have been a number of specific development programmes launched during 2005. The main focus of these programmes has been improving basic workplace skills whilst broadening and deepening the knowledge and practical experience of Unipart Way tools and techniques.

Some examples of these programmes are listed below:

- *The 7 habits of Highly Effective People* is a development programme run by an internal facilitator that was started in 2005 and aimed at senior managers. In total 65 managers were trained. It was aimed at increasing the skills, abilities and motivation of senior managers.
- New technical skills programmes were launched in areas of the Group. We have 47 team members from the manufacturing division completing an NVQ level 2 Fabrication and Welding qualification. This is one of our core skills and we want to encourage our employees to increase their skill levels and progress

their education. We have had an excellent response to this programme.

- New Unipart Way training courses, which included Workplace Audit, Standard Working, Building and using a Communication Cell, Visual Management and Six Sigma, was delivered throughout the group with more than 230 employees receiving training at our Oxford sites.
- A training programme introduced *The People Management Toolkit* (completed by over 40 first line managers) which covers topics such as performance and absence management and respect for the individual.
- A new Team Leader Development Programme developed key leadership competencies, and provided the knowledge and skills necessary to improve team leader performance. These programmes were launched in late 2005 and continued into 2006.
- As part of our development programmes, we ran both graduate and apprentice recruitment programmes during 2005 and sponsor qualifications in HR, Accounting and business related subjects.

Empowering employees through creative problem solving

The Our Contribution Counts programme is our way of involving every employee in continuously improving their working methods and removing waste from processes.

It is, and has been for many years, fundamental to the way we run our business.

Every year we aim for 100% participation (Unipart Group measure) some Unipart sites where experience has demonstrated substantial business from OCCs has increased this target to every employee being involved in at least three OCC's. These OCCs result in cost savings and cost avoidance; for instance UEES, a division employing a little over 300 people, saved £500,000 last year through OCCs. But cost is not the only KPI improved through OCCs,

Cost is not the only key performance indicator addressed through OCCs. Some circles focus on health and safety, community or environmental issues. Individual employees and their teams also have access to a vast and ever-growing database of problem resolutions through the Our Contribution Counts Circle (OCC) programme.

The OCC process inspires people to solve problems and gives them the toolkit to tap into the Unipart-wide pool of knowledge, skills and experience. They prevent wasted time and effort by making available solutions to the same or similar problems.

Engagement

OCCs, in addition to other Unipart Way tools, foster employee engagement across the Group. For instance, Standard Operating Procedures (SOPs) are created by operatives at all levels within the organisation to

document all routine processes to ensure they can be delivered consistently and safely.

This process demonstrates the deep engagement of individuals in understanding their work routines and the capturing of knowledge to enable others to follow these routines easily. These SOPs are continually improved to optimise performance (cost, quality, environmental, health and safety).

Such a level of engagement and process ownership is echoed in the Group's human resources policies, incentive schemes such as Mark In Action. Our people related policies that are arrived at, not by senior management instruction, but a carefully coordinated system of employee and management input which is part of Conducting Business The Unipart Way.

Communication

Keeping employees informed is part of our culture.

Daily meetings or communication cells are used to reinforce success, to identify and correct problems and bottlenecks and to constantly examine and refine processes to improve the service we offer customers and reduce costs continuously, whilst enhancing our safety and environmental performance. A number of tools are used within the communication cell process. These include the following:

- Visual management is utilised within the communication cells to help focus on and improve Key Performance targets.
- Six Sigma is used to enhance the customer value from the products and services we provide and at the same time improve quality and efficiency.

In order for Communications Cells to be effective all participants and particularly the cell leader requires extensive training, regular practice and encouragement.

We measure the effectiveness of our Communication Cell process as part of our Annual Unipart Audit on each site.

Employee surveys are utilised where appropriate to measure employee satisfaction and improvement plans are designed to address their concerns.

We make extensive use of forums for communication and consultation on all sites. A corporate video *Grapevine* is distributed monthly. Since its inception in 1988 the objectives and focus of Grapevine have remained the same:

- To report on important news and events in Unipart
- To deal with issues which employees find interesting and useful
- To illuminate the core crusades/business programmes

Articles that demonstrate Corporate Responsibility are regularly featured.

Unipart Way Audit

Unipart Way performance on each site is independently audited annually. The audit covers eight key elements of the Unipart Way. These are:

- **Policy Deployment** - The process that translates our strategic intent into a series of projects / actions helping deliver the Business Plan.
- **Standard Work** - The creation and continuous improvement of effective, safe and orderly methods of working without waste, centred around human movement.
- **Health, Safety and Environmental** Management - To ensure all aspects of the Unipart H,S & E management system are effectively implemented
- **Faculty on the Floor** - The FOTF is the place where we learn how to use and improve the tools and techniques of the Unipart Way, develop new ideas,

and coach others in their use. This aspect of the audit measures the effectiveness of utilisation.

- **Communication Cells** - The process of distributing, receiving and using information, data, and ideas in a constructive way.
- **Workplace Audits** - An internal auditing system that supports the sustainability of business performance through the delivery of the Unipart Way – checks that things that should be done are being done.
- **Six Sigma** – Ensuring Six Sigma is effectively used.
- **OCC** – Ensuring OCC Circles are utilised in a practical way to solve problems in teams, and harnessing the creativity and talent of Unipart people and external stakeholders who participate.

Management of Change

Doing what is necessary doesn't always mean doing what is easy. Unipart takes great care when we embark on major change programmes, we aim to consult and communicate with our people honestly and with integrity. Where change could have a negative impact on an individual we aim to minimise the negative effects so far as is reasonably practicable.

Major change programmes during 2005 included:

- Acquisition of new business with all its associated people and processes (TUPE).
- Refurbishment of existing sites to update and reflect changing market requirements.
- Acquisition of new sites to house business growth
- Introduction of new Equipment, People and Processes
- Business restructures to reflect changing market needs
- Re skilling of people
- Changes to employee pension provision

Substantial change programmes are managed via the Unipart Programme Delivery System (UPDS) which has strategic gateways during which progress is reviewed and CSR impacts are assessed.

Pensions

Almost all major British companies with a well established pension schemes face a deficit in their pension schemes after years of poor Stock Market performance, historically low interest rates and increasing longevity. The Unipart scheme is no exception.

In order to address these pressures, Unipart has made some changes during 2005 in the provide of pension benefit to some employees and made a commitment to contribute an extra £80 million during the next 10 years over and above its current contribution into its main company pension schemes.

The company has been addressing the pension situation positively for a number of years. In 2001, it increased contributions by around 20 percent and, in 2003, the company increased contributions again by around 22 percent. At the time, employees were also given the choice to increase their contributions or accept a reduction in their final pension. During 2005 it was necessary to take further action to ensure that it has a sustainable scheme for all its members.

Unipart provided extensive support to employees to help them fully understand the changes and plan for their pension provision. Although the company is prohibited by law from providing financial advice to employees, Unipart created an extensive communication package for members.

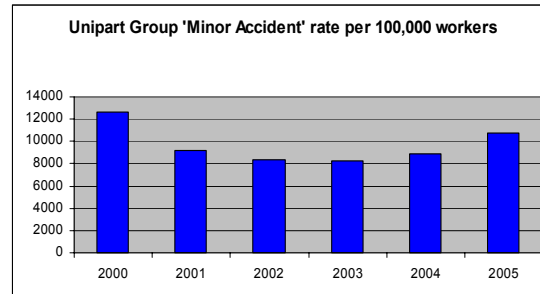
This package included the following:

- A range of personalised brochures provided employees with a complete overview of their projected pensions under the final salary scheme contrasted with their projections under the new scheme, using five different scenarios. The brochures were designed to give individuals as much personalised information as possible to help them make critical decisions about their pension choices for the future.
- A set of face to face presentations delivered by senior managers across the group of companies and tailored for each audience with messages specific to that location or team.
- A launch video in documentary style featuring the Group Chief Executive and an actuary from Unipart's pension advisers being interviewed by a financial journalist.
- A documentary video providing an overview of the potential investment choices available under the new pension scheme
- A telephone hotline available during business hours to enable employees to make personal enquiries
- One to one "surgeries" run in a variety of locations providing employees with the opportunity to meet with HR and Pension specialists for private and confidential meetings. During 2005 we ran over 200 pension surgeries at locations throughout the UK.

Health and Safety

We are determined to provide our employees with a healthy and safe place to work, wherever. Our aim is to provide Unipart's community with the structures, systems and support to ensure the Health and Safety of all employees, customers, visitors and contractors. To achieve this, we aim to facilitate, guide and encourage management and employees to create a work

environment where hazards are kept to a minimum and safety is seen as a core value. Health and Safety for us is not just about legislative compliance, it is about creating the right culture.



We work with our employees, supplier, clients and customers to continuously improve our Health and Safety performance. Minor and Near Miss incident recording and investigation are encouraged, to enable us to address root causes before a more serious situation occurs. There is a weekly focus on safety at each operational team meeting throughout Unipart.

Occupational Health Service

We provide an occupational health service to offer advice to employees on health, safety (and a whole lot more) within the workplace. Occupational Health Officers assess health at recruitment to ensure that individuals are capable of the tasks involved in their work and at regular intervals during their working life. They also support the active management of short and long term sickness to encourage successful return to work and give employees the information they need to adopt a healthy lifestyle.

The Marketplace – the social and environmental impact of the products and services we purchase and sell

Unipart Group Value Set - Our Customers

Our future as a Group and as individual employees is determined by our ability to satisfy the needs of our customers who, whether individual, retail, wholesale or corporate, deserve:

- To have their needs understood and fulfilled.
- An outstanding quality of product and service which exceeds the express and implied promise made when business is placed with Unipart.
- To be told clearly about the details of the offer before business is accepted.
- Frankness and integrity from Unipart.
- A positive approach to the resolution of difficulties of all kinds.
- To be listened to carefully at all times.
- Our demonstrable commitment to the continual development of mutually beneficial relationships.

Unipart Group Value Set - Our Suppliers

As we respect our customers, we should earn the right to be respected by our suppliers, who deserve a Company which offers:

- Synergy through the opportunity of a long term business relationship built on mutual aspirations.
- Confidence by clearly defining our requirements and maintaining a good trading record.
- Trust by treating our Supplier with integrity and professionalism.
- Ethics through not using our position to the detriment of our Suppliers.
- Challenge by setting demanding performance requirements but assisting our suppliers in meeting them.

In turn we expect our Suppliers to:

- Operate in a legally compliant manner.
- Work with us to deliver continuous improvement for mutual benefit.
- Satisfy agreed price, quality, and delivery time criteria.
- Embrace the principles set out in the Universal Declaration of Human Rights.
- Manage the social and environmental impacts of their products or services.

Unipart Group Value Set - Our Owners

We have a duty to build and maintain a Company which:

- Provides an acceptable rate of return with a good track record which gives an expectation of continual growth in earnings.
- Provides an investment which due to consistent performance in meeting commitment and forecast will grow in value.
- Provides a product or service which the market place sees as a continuing need.
- Does not involve itself in unethical pursuits.
- Gives pride in ownership.

Unipart will not make, sell, store or transport anything if we can not do so safely.

Unipart Group works across a variety of marketplaces but remains primarily a business-to-business supplier of goods and services.

In third party logistics, Unipart has an industry-leading reputation for constantly adding value and reducing costs on contracts it runs with blue chip names such as Vodafone, Homebase, Halfords and Jessops whilst retaining its commitment to CSR.

Our Rail and Manufacturing division must consistently ensure the highest quality for products in safety critical

applications. Some products developed and marketed by the Rail division are specifically designed to enhance the safety of rail infrastructure workers and passengers, such as the Current Rail Indicating Device (CRID), which is designed to test whether the line is live before work commences.

Dorman develop manufacture and supply innovative LED products. Over 6,000 LED position light signals have been installed across the rail infrastructure nationwide, as part of a Network Rail programme to reduce the incidence of 'Signals Passed at Danger' (SPADs) and wrong side signal failures.

Unipart Rail offer a refurbishment service for rolling stock and infrastructure products, which deliver cost quality and environmental savings to their customers.

We consider the CSR impacts as part of the feasibility process for all new products and services. For instance, Unipart Automotive has recognised the legal compliance problems faced by independent motor traders and assisted our customers by developing a Health, Safety and Environmental PC package for this sector. We currently have 151 customers using this software tool.

One of the Environmental issues raised by our customers was the safe and cost effective disposal of hazardous waste such as used oil and spent batteries – we have been able to assist our customers with the safe disposal of these waste streams.

Unipart Automotive in association with BRAKE launched a campaign to encourage drivers to replace worn brakes which results in safer cars on the road.

We consider the CSR impacts as part of the feasibility process for all new products and services.

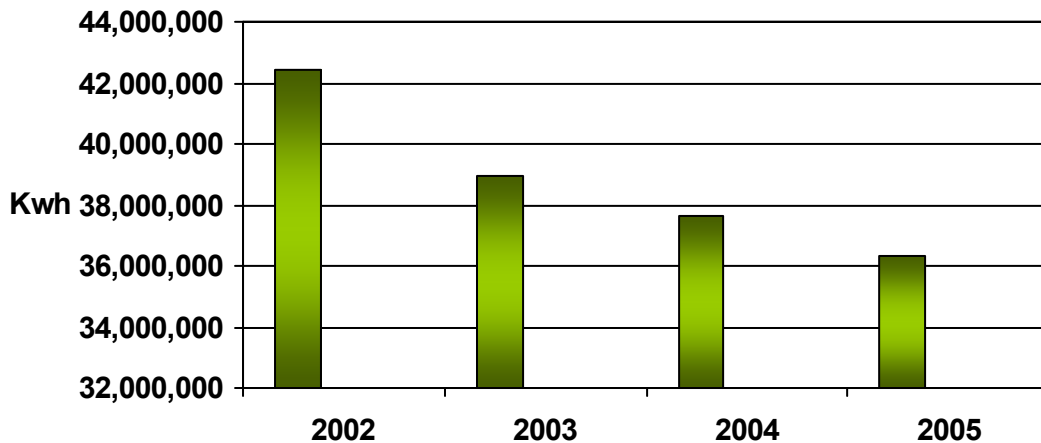
Environment

Unipart Group Value Set - Unipart as an Employer

Will consider the social and environmental impacts of all undertakings.

Improving our resource usage efficiency and reducing the environmental impact of those resources we discard, are key drivers for improving Unipart's environmental performance.

Electricity usage



Using 2002 as the baseline year, we have reduced electricity consumption in successive years by managing its use. The number of operations from which we gather data changes over time due to fluctuating market demand.

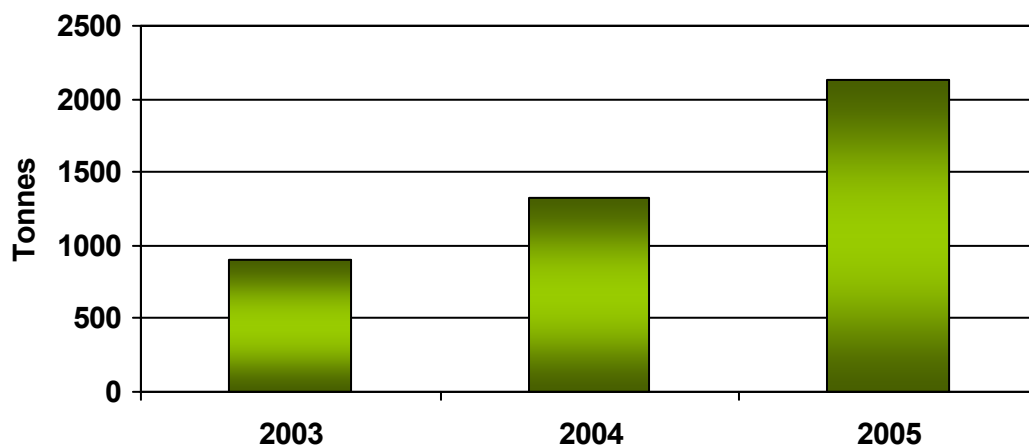
The Group's Environmental Management Unit (EMU) meets regularly to provide information and advice on energy saving initiatives. Practical outcomes have included the installation of an input controller, reducing the voltage to lighting at our Baginton site. Employee energy efficiency awareness days have been held to spread the energy efficiency message from the workplace

to the home, including the distribution of energy saving lightbulbs.

The purchase of electricity for major sites was from a generator which uses combined heat and power plant. This produces less than half the CO2 emissions compared with conventionally produced electricity.

We have improved our waste management performance by reducing, re-using and recycling where possible. We have reduced the amount of waste landfilled from 1431 tonnes in 2004 to 1289 tonnes in 2005, and increased the amount reused/recycled as shown below. All distribution centres have established recycling streams for waste. In two smaller centres the purchase of waste cardboard shredding machines have enabled us to substitute this as a packing material for bubblewrap.

Waste reused/recycled



We have implemented ISO14001 where this is a client requirement, and employ an internal environmental management system which includes annual audits of major sites. Environmental information is included in our employee induction programme.

Our Rail division refurbishes rather than replaces equipment wherever possible and sources all wood for railway sleepers from Forestry Stewardship Council

sources. Unipart staff have also introduced innovations such as re-using mobile phone support materials and recycling components from damaged phones.

We have reduced the number of business air miles travelled from 1,046,396 in 2004 to 975,926 in 2005 by increasing our use of video and audio conferencing facilities.

Targets and objectives are set annually to ensure continual improvements in our environmental performance.

UGC Environmental Objectives and Targets 2005

	Measure	Target	Reported to	Notes
Legal compliance	Anti-pollution works notice – issued by the Environment Agency	Zero	Group Board every 6 months	Measures of legal compliance. Target Achieved
	Prohibition Notice – issued by the Environment Agency	Zero	Divisional Board monthly	
	Notice of Prosecution	Zero		
	Successful Prosecution	Zero		
	Internal Legal Compliance Audits	Audit all major sites		

Environmental Management Systems	Environmental Management Systems (ISO 14001 or equivalent)	Implement and maintain systems on sites where there is a business benefit	Group Board every 6 months Divisional Board monthly Relevant sites and employees	Externally audited. Target Achieved
	Unipart Way Audit Score	Continuous improvement of Health Safety and Environmental Management score	Group Board every 6 months	Audit undertaken by an independent team, measuring the effectiveness of the environmental management system at each major site. Target Achieved
Environmental Impacts	Landfill Waste	Reduce amount of waste landfilled by minimum of 10%.	Group Board annually Relevant sites and employees monthly	Ensure recycling facilities are introduced as required. Waste segregation message to be communicated to all employees. Target Achieved

Energy	Reduce energy usage across UGC by minimum of 5%.	Group Board annually Divisional Board annually Relevant sites and employees monthly	Energy Management Unit (EMU) to continue work in implementing energy saving initiatives. Hold at least one 'energy saving' awareness event for employees. Target Achieved
Employees training in Spill Management	Staff to be trained on each site. The number of staff trained to be appropriate to the risk(s) identified.		Refresher training courses to be carried out every 12 months. Target Achieved
Business miles	Reduce number of business miles flown by minimum of 5%	Group Board annually Divisional Board annually	To be achieved by increased use of conferencing facilities Target Achieved

The communities in which we operate

Unipart Group Value Set - Our Community Stakeholders

- Reduce so far as is reasonably practicable any negative environmental impact on local communities where that environmental impact is produced directly or indirectly by Unipart Group operations.
- Reduce so far as is reasonably practicable any negative H&S impact on local communities where that H&S impact is produced directly or indirectly by Unipart Group operations.
- Enthuse and develop potential future employees within local communities.
- Encourage employees to engage in community activities.
- Invest 1% of Group UK pre-tax profits in community activities.

Unipart employees contribute hugely to the communities within which they live and work. They support charities financially and through volunteering and are active as school governors, local councillors and special constables.

The company supports them by allowing paid time off following the principles of the One Per Cent Club, i.e. to donate the equivalent of one per cent of pre-tax profits in cash donations, staff time and gifts in kind.

Active support of community projects is strongly promoted across the Group. Below are only a few notable examples:

- Our Honeybourne site provides a dedicated building for local Sea Scouts to use, important in rural areas such as this where facilities for young people are scarce.
- Staff have used their Unipart Way training to develop schemes which not only reduce waste going to landfill but benefit charities. The money they raise through these schemes is used to benefit a number of worthy causes including local schools and hospitals, care homes, scouts and guide groups, as

well as registered charities such as Hope, Cancer Research and Alzheimer's.

- In October 2005, Unipart hosted a Business in the Community "Seeing Is Believing" tour designed to foster closer links between industry and the communities within which they operate. This led to two major projects.
- In one of those projects, the Cowley Distribution Centre set up an on-going project to offer work experience to local homeless people. Each is mentored by a Unipart employee in the workplace.
- In the other, a new programme has been initiated to raise the achievement of secondary school pupils in Oxford city schools. Through the programme, which was facilitated by the Industrial Trust, four companies [Unipart, Siemens, Carillion, and Newsquest] have provided specialists to help pupils in the following specific development areas :
 - Presentation Skills
 - Communication Skills
 - Quality
 - Project Management

It is the first programme of its kind in Oxfordshire and is in line with the Government's Enterprise Education initiative.

- Unipart is also hosting a 12-month pilot project for 12 permanently excluded Year 11 students to receive vocational education, again at its Cowley site.
- Nationally, Unipart Automotive devoted considerable time and resources to support automotive industry charity BEN. Efforts were stepped up in 2005, the charity's centenary year.
- The division is also a corporate sponsor of campaigning road safety charity, BRAKE.

Committed to Improvement

Unipart participate in both the Bitc Corporate Responsibility Index and Environmental Index annually. These benchmarking tools help Unipart to learn and drive continuous improvement.

The feedback from our 2005 submission is shown below. This feedback continues to generate new CSR initiatives, as we seek to improve our performance.

Overall Summary

The following graph provides a summary of your company's overall performance across the Corporate Responsibility Index. More detailed results are provided in subsequent sections. Please refer to the Index survey for further detail of each element within the chart. For reference, each chart is normalised to 100%.

