

## **MLS OPERATIONS LIMITED (“Company”)**

### **COMPANIES ACT 2006 - SECTION 172(1) STATEMENT**

The board of directors of MLS Operations Limited (the “**Board**”) believe, individually and collectively, that they have always acted in ways they consider, in good faith, most likely to promote the success of the company for the benefit of its members as a whole (having regard to the stakeholders and matters set out in s172(1)(a-f) of the Companies Act) (“**s.172**”).

The success of the Company is the driving factor behind the decisions made by the directors. Decision making processes are structured to enable the directors to evaluate the merit of proposed business activities and the likely consequences of its decisions over the short, medium, and long term.

#### **Consequences of the Company’s Decision-Making Long Term**

The Board meets quarterly to measure the business objectives and as a part of its meetings it reviews the effects of the conduct of the business on the factors set out in this statement. The Board are focussed and are kept fully informed as to the continuance of the business and its compliance with trading laws and its obligations under s.172.

#### **Our Employees**

Our people are fundamental to our success. We work hard to create opportunities for all our people, regardless of gender, age, or stage of development. Understanding how our people feel about McDonald's is vital. It helps us ensure that we are giving them the right support to achieve their potential and to serve our customers well.

We actively encourage our employees to participate in feedback sessions such as the “Big Conversation”, “Love to Listen” and their Annual Performance Review alongside operating an Open Door Policy in all our restaurants.

#### **Our Customers**

Our customers are the reason for our existence, and we therefore strive to provide high quality food and service, in a clean, welcoming environment and at a great value.

McDonalds have set high standards globally it is our obligation and desire to maintain these high standards with regular customer feedback monitoring and operating an external Customer Satisfaction programme “Food for Thought” that collects customer comments.

#### **Our Suppliers**

Long-term commitments with our suppliers has enabled them to grow with us and drive positive change within their own businesses. This Company recognises that the strength of our relationships with our suppliers are important to our long-term success. The Company’s board is regularly briefed on supplier feedback and issues.

#### **Communities and Environment**

The directors carefully consider the impact of the business on communities and the environments in which the Company operates. We ensure the locality surrounding our restaurant is litter free through initiatives implemented to collect the litter.

Our initiatives include:

- Recycling units are installed around our restaurants
- Our paper cups are sent to specialist recycling centres in the UK.

- Our new paper straws are now 100% recyclable.
- Our cooking oil is recycled to convert it to bio diesel.
- Participate in Local Litter Events

### **Business Conduct**

The Board take the view that maintaining high standards in business are not only correct but assist in maintaining the good reputation of the Company and its business operation and practices.

In all our activities the directors require that our employees and suppliers conduct business with the highest ethical and professional standards by adhering to our Standards of Business Conduct set by the McDonald's Corporation.

### **Conduct of the Company with its Members**

All of the Company's members are directors of the Company and they exercise day to day control over the Company. The members meet regularly to express and discuss their views.

Approved by the Board on 18<sup>th</sup> January 2023 and signed on its behalf:



Director: Mark Schweizer

*This statement is made on behalf of the board of directors of MLS Operations Ltd and this should not be ascribed to and are not approved statements by McDonald's Restaurants Limited or any of its associated businesses.*