

CARA RESTAURANTS LIMITED

SECTION 172(1) STATEMENT

The directors believe they have acted in a way they consider, in good faith, to promote the success of the company for the benefit of its members as a whole (having regard to stakeholders and matters set out in s172(1) (a-f) of the Companies Act).

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.

Our employees

Our people are key to our success. That is why we work hard to create jobs and opportunities for all our people, regardless of gender, age or life stage. 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 undertake quarterly surveys with restaurant crew to drive the conversation about how they feel at work. We also conduct regular "Love to Listen" surveys to check how satisfied our employees are with their jobs.

Our customers

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

Our suppliers

Long-term commitments with our suppliers has enabled them to grow with us and drive positive change within their own businesses. The company recognises that relationships with suppliers are important to its long-term success and is briefed on supply feedback and issues on a regular basis.

Communities and environment

The directors carefully consider the impact of the business on communities and the environments in which the company operates. We collect litter dropped in the local area around our restaurants. Recycling units are installed around our restaurants and our paper cups are sent to specialist recycling centres in the UK. Our new paper straws start now 100% recyclable. Our cooking oil is recycled to convert it to biodiesel. We are aware of our responsibility in this area, and 2021 will see the introduction of more initiatives.

Business conduct

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 McDonald's Corporation.