

CONGRATULATIONS!



In this edition, we're delighted to announce the winners of the first quarterly bonus scheme.

As you know, the bonus scheme forms an important part of our Extra Mile initiative – our drive to promote and celebrate excellent standards of service across the portfolio and across our site teams.

Since we launched the scheme earlier this year, we've had excellent feedback from employees and retail partners alike. Over the next few pages, we highlight some of our winners' top tips to help spread the word.

So, well done to everyone who shared in the success and good luck to everyone in the next round.

A big part of the bonus scheme is based on the results of our mystery shopper programme, carried out by ABA research. It's fantastic to know that our sites are scoring so highly in truly independent research.

We've also included an update on some exciting developments across the company on the back page to keep everyone

up to speed with our continued expansion.

As ever, please email us with your thoughts and feedback. We're all part of the same team so your suggestions are welcome.

Thank you again for all your hard work – let's keep up the momentum!

Mohsin Issa

Mohsin Issa
Operations Director

“Well done to everyone who shared in the success of Extra Mile's first quarterly bonus scheme.”

Q1 BONUS WINNERS REVEALED

Our Q1 bonus scheme winners have been announced and we've unearthed some great examples of site managers who have really gone the Extra Mile. The special area manager award went to **Ashraf Mulla**, who received a cash prize of £1,000. The full list of winning site managers is below.

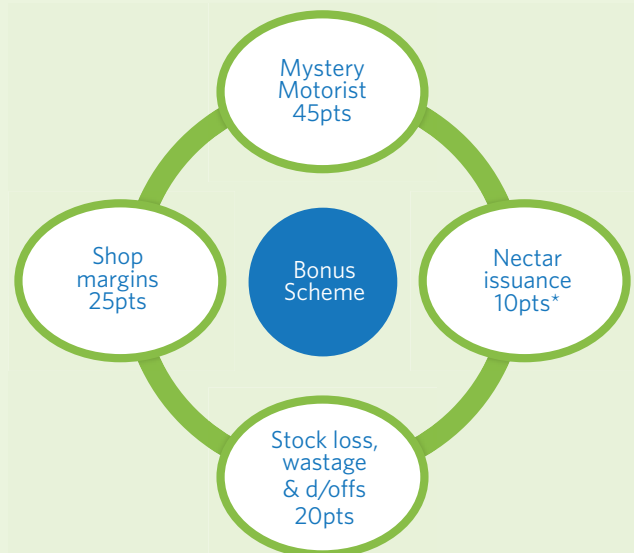
Q1 BONUS WINNERS

Site manager	Site	Prize
1. Imran Navigaja	Motorway	£1,000
2. Melanie Hodgkinson	Westholme	£800
3. Irfan Moosa	Sugarbrook	£750
4. Joy Mitchell	Red Ensign	£700
5. Mohammed S Nalla	Grosvenor	£650
6. Irfan G Saleh	Formby	£500
7. Asfak Patel	Sudden/Hillcrest	£450
8. Robert Boulter	Gowry	£400
9. Amanda Jones	Wrexham Rd	£350
10. Idris U Patel	Scot Lane	£300
11. Jing Zhang	Circle	£250
12. Faijal Patel	Refill	£200
13. Diana Sardiko	Ross Spur	£150
14. Donna Brown	Browns Blue	£100
15. Aseem Patel	Ashton Rd	£50

Q2 BONUS SCHEME UNDERWAY

The scheme is underway once again and we're keeping our eye out for site managers that shine. We'll provide an update on the Q2 results soon.

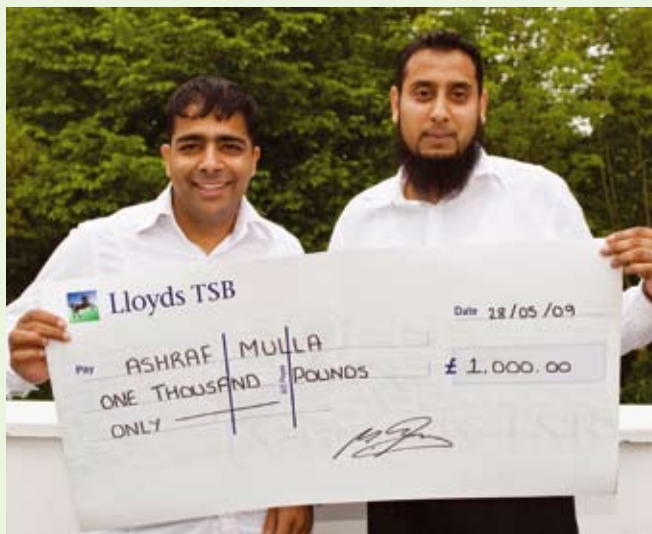
A reminder of what the bonus scheme is based on:



The customer view

"I wish to sincerely compliment the manager and all the staff at the County Road garage in Ormskirk. I regularly choose to purchase petrol and goods there because of the high quality of service. The staff are exemplary... All are welcoming, attentive and patient, and treat customers in a well-mannered way."

And here are some top tips from our winners:



"I'm always on call to any of my site managers - I support them as much as I can because that's what working as a team means. From when I started out as a cashier, the customer always came first. I encourage all of my staff to give customers their complete attention at all times - after all, the customer is always right!" **Ashraf Mulla**



"Obvious things like always making sure you greet customers with a smile, saying hello and always making them feel welcome really make a difference. The other thing I think is very important is that the forecourt and store are monitored at all times to ensure they're kept clean and tidy - it makes the whole experience so much more pleasant." **Imran Navgaja**



"I think a bit of common sense goes a long way. If you treat people how you would like to be treated then you can't go far wrong. It is also extremely important that everyone works as a team - I couldn't have done this without the great team behind me. Get the team behind you and you're almost there!" **Melanie Hodgkinson**

THE EXTRA MILE AWARD

As you all know, we're keen to identify employees across our estate - from cashiers to store assistants - who continue to demonstrate real commitment to customer service.

In October, we'll be drawing together a shortlist of people who've continued to impress in the mystery shopping research and in area managers' feedback. This will include three finalists from each of our four regions.

All finalists will be invited to a judging day, where representatives from our partners - BP, Spar and Lloyds TSB - will be asked to demonstrate their commitment to excellent customer service.

The overall winner will be crowned Extra Mile Customer Service Champion 2009.

The diagram is a quick reminder of the criteria for the award.



INVESTMENT CONTINUES

As you know, we're committed to reinvigorating our forecourts. Since the last update, we've redeveloped a further five sites in the estate.

We've completed full 'demolition and rebuilds' of two sites in Bury - at Motorway and Blackford Bridge - investing almost £1m.

Elsewhere, our Warrington Road site in Wigan now includes a new 3,000 sq ft convenience store, and we've regenerated our Rylands site in Lancaster and Newtown site in Skelmersdale.



Expansion on track

Our expansion plans are also still firmly on track. Over the last three months, we've acquired three new forecourts: two in Greater Manchester and a further site in Heysham, near Morecambe. These - together with recently-acquired sites in Runcorn and Deeside - are due for redevelopment over the coming months.

GREGGS IN STORE!

We've just signed a groundbreaking deal with Greggs, the high street bakers. They've selected Euro Garages as their forecourt partner, with the very first forecourt store due to open this year at our Blackford Bridge site in Bury, providing sandwiches, savouries and other baker-fresh food on the go. Depending on the success of this trial, other sites may follow.



NEW ROUTE FOR GROWTH

We've recently acquired the Bolton West motorway services area from First, situated on the M61.

Subject to receiving planning permission, we plan to completely redevelop the site to provide an exciting new services area with a wide range of first-class facilities for motorway users.

Mohsin Issa, director of Euro Garages, said: "This is a new development for Euro Garages, but we already have the development, forecourt and retail skills to make this a hugely successful venture for the group. The site is in a fantastic location with around 70,000 travellers using the motorway daily."



FUEL FOR GROWTH

In the nine months to April, our fuel volumes were ahead by 4% on last year. Our gross profit on retail sales was also significantly 7% ahead of budget - a sign that our partnership with SPAR is delivering the goods.

Several newly-acquired sites are also due to come on stream before our year end in July, which will have a further positive impact on our year-on-year trading.

This is an outstanding performance at a time when many of our competitors are feeling the crunch and seeing sales decline or stand still.