

1 Our CR philosophy



Design

APPROVED

Supply



Distribution



Store/site



Use



Disposal

This booklet is designed to give an insight into DSG international's corporate responsibility activities.

Our approach to corporate responsibility is best described as from design to disposal. Ethical processes are embedded in all our operations, from the sourcing of the goods we sell through to their distribution, sale, use and eventual disposal, and in every store function, from low-energy lightbulbs to flexible working.

The illustration above charts the journey of a product through our supply chain.

The following pages show just a few examples of our best practices, but you can find full details of our targets and progress made on www.dsgiplc.com/cr and in our annual report.



THE QUEEN'S AWARDS
FOR ENTERPRISE
INTERNATIONAL TRADE
2008

www.dsgiplc.com/cr

2 Better by design



We're particularly proud to sell the Logik Vesa digital set top box. Not only is it recommended by the Energy Saving Trust, it was designed by one of our employees.

Last year we asked our employees to be 'armchair inventors' for an internal competition. We were delighted when the winning gadget, designed by Graham Cleary at Currys in Northampton, was put into production by Logik.

Graham's slimline set top box can be mounted behind flat panel televisions to preserve their streamlined style. It was Currys first digital TV receiver to receive an Energy Saving Recommendation label from the Energy Saving Trust.

Other appliances are being reviewed for recommendation and we are working on the further development of more efficient and sustainable products, including solar panels sold in selected Currys stores and a 'carbon neutral' PC range.



Certification mark

A woman in a dark blue t-shirt and jeans stands in a warehouse aisle, smiling at the camera. She is wearing yellow work gloves and has one hand on a blue metal shelving unit. The background shows other workers and stacks of cardboard boxes.

3 Ethical sourcing

Our ethical sourcing policy helps our suppliers demonstrate their commitment to high social and ethical standards.

We source our products from suppliers around the globe. Parallel to quality assurance inspections that monitor the durability and safety of the goods we retail, we evaluate our suppliers' workplaces to ensure ethical standards are being met.

We audit suppliers against criteria that exclude use of child labour and guarantee a safe and healthy workplace, including acceptable working hours and the prevention of discrimination. Audits are regular and independent, and if problems are found and not corrected within an agreed timeframe, the defaulting supplier is delisted.

4

We take the high road



We use high capacity double-decker vehicles to minimise the impact of deliveries on road traffic and the environment.

Working with our transport provider, we've purchased 40 double-decker trailers for use in the Currys home delivery network. By using the five metre high trailers, which have a second deck to maximise capacity, we can remove an average of 18 vehicle trips from our schedule each day and so play a part in easing congestion on Britain's roads.

This equates to a reduction in annual mileage of over 2.6 million miles, and reduces diesel usage by over 950,000 litres and CO₂ emissions by almost 600 tonnes per annum. The trailers are so successful that we plan to buy a further 20 for use within the home delivery network and store delivery network.

Arrivederci

L'ottimismo conviene. Sempre.

UniEuro

5

A cleaner store footprint

We open and refurbish our stores and other sites with an eye on their environmental impact.

They say retail is detail, and it's attention to detail that builds an energy efficient store. From low-energy lighting to toilet cistern fillers that reduce the amount of water used with each flush, we introduce innovations at every store and site we open.

In Italy, our new 50,000 square metre UniEuro warehouse has 15 square metres of solar energy collectors on its roof, which will provide 60 per cent of the energy required for the building's hot water heating. UniEuro's offices will also be heated using solar panels.



6 Diversity of strength, similarity of spirit

Our 40,000 employees are our greatest asset and we invest heavily in training, flexible working, employee assistance and in initiatives to encourage innovation.

We strive to be an employer of choice, by opening doors for our employees through means that range from flexible working hours (ideal for picking up the kids) to international secondments (ideal for picking up a second language).

We run a diversity committee to ensure we're providing opportunities for every employee and would-be employee to achieve their career aspirations within our business. An example is in PC World, where we introduced women's networks, enhanced flexible working, and targeted recruitment advertising to encourage more women to join our instore teams.

Our employee satisfaction surveys and peer-to-peer forums across the business ensure that our employees have their say in every aspect of our operation.





7

Investing in our local communities

Our three-year community investment programme aims to help bridge the technology gap in societies across Europe.

In July 2006 we launched Switched on Communities – a three-year international community involvement programme – to provide technology and training to those who need it most.

We have four partners in the UK and are in the process of agreeing many more around Europe. Our UK partners are: The Foyer Federation, helping homeless young people break the 'no home, no job, no home' cycle; Eco-Schools, unparalleled within the field of environmental education; The e-Learning Foundation, helping schools bridge the digital divide; AbilityNet, working to give disabled people access to IT.

In addition to our partnership work, Switched on Communities provides opportunities for our employees to engage with their local communities at a grassroots level.





8 Educating our customers

We're working with Waterwise to promote water efficiency and cultivate our customers' increased interest in greener appliances.

The need for greater water efficiency is becoming ever more evident, and as a result Currys has entered into a partnership with the independent, not-for-profit organisation Waterwise.

We're sponsoring a new section on the Waterwise website that ranks water-using products in order of their water efficiency, and water efficiency data is being included in all Currys buyer's guides.

Did you know a new washing machine uses around half the water and energy of an average 10-year-old machine?



9

Testing, testing



Whether throwing eggs at dishwasher jets, or rewriting a 72-page instruction manual, it's all in a day's work for The TechGuys.

The TechGuys is the UK's biggest team of technology support specialists. While repairing, upgrading, and advising customers on how to get the most from technology, one of their most valuable pieces of equipment is... their ears.

Customer feedback from the field is a useful resource for those TechGuys based in our Hemel Hempstead technical lab, whose job it is to road test products before they reach our stores, and suggest design improvements to suppliers.

They also work with suppliers to adapt instruction books and manuals to make them more user-friendly.

In these and other ways we aim to improve our customers' satisfaction with their purchases.



10

Responsible disposal

In the Nordic countries, 12 per cent of total waste electrical equipment collected is recovered through our store recycling services.

When it comes to the 'take-back' of large domestic appliances being replaced by new products, we're the experts – having offered this service to our customers for more than 20 years.

We've extended our service to smaller products to meet the pan-European implementation of the Waste Electrical and Electronic Equipment Directive, which imposes responsibility for the disposal of waste electrical equipment on its manufacturers.

Stores in the majority of our countries of operation now maintain instore recycling collection facilities, giving our customers greater ease of access to recycling.

Investors

The Group submits full corporate responsibility data to the London Stock Exchange system (CRE). If you'd like more information contact our Investor Relations Director via email on corporate.affairs@dsgiplc.com

Media

To learn more about our brands, our management and for all Group press releases relating to our CR activities please visit our corporate website at www.dsgiplc.com

Careers

For information on current opportunities or the benefits of working for DSG international please visit www.dsgiplc.com/careers

What else would you like to know?

Customers

For customer service enquiries please contact 0870 241 1934 or email customer.services@dsgiplc.com

Responsibility

This document is just a brief snapshot of our corporate responsibility activities. If you'd like to be added to a quarterly email briefing or if you have any suggestions about the Group's social responsibility programme please email corporate.affairs@dsgiplc.com or call 01727 204474/202807

Currys

ΚΩΤΣΟΒΟΛΟΣ

PC WORLD
The Computer Superstore

Currys.digital

UniEuro

HELKO

PC CITY
Computer Superstore

TECHGUYS

HELKJØP

ELECTRO WORLD

GIGANTEN

Dixons.co.uk

GIGANTTI

DSGI
Business

PDXmania.com

DSG international plc, Maylands Avenue,
Hemel Hempstead, Herts HP2 7TG
Tel 0870 850 3333 www.dsgiplc.com
June 2007

Printed on Revive 50:50 produced using 50 per cent recovered fibre and 50 per cent virgin wood fibre. Produced at a mill that has been awarded ISO14001. The pulp is bleached using an elemental chlorine free (ECF) process.





From design to disposal. Ten things we'd like you to know about our corporate responsibility

DSG international plc