

## Directors' Remuneration Policy

Set out below is the Directors' Remuneration Policy, if approved it will apply from the close of the AGM on 29 April 2014. Total remuneration is made up of fixed and performance-linked elements, with each element supporting different strategic objectives.

Element of Pay	Link to Strategy
<b>Base Salary</b>	<p>Provides an appropriate level of fixed income.</p> <p>Set at levels to attract and retain talented individuals with reference to the Committee's assessment of:</p> <ol style="list-style-type: none"> <li>1. The specific needs of the Group by reference to the size and complexity of the business, acknowledging the Group is currently in a turnaround situation; and</li> <li>2. The specific experience, skills and responsibilities of the individual.</li> </ol> <p><b>Operation:</b> Normally reviewed annually, effective 1 April in conjunction with those of the wider workforce.</p>
<b>Annual Bonus (AB)</b>	<p>Designed to incentivise delivery of annual financial and operational goals and directly linked to delivery of the Group strategy.</p> <p><b>Operation:</b> An annual bonus is earned based on performance against a number of performance measures which are linked to the Group's strategy. Bonuses are paid entirely in cash with the exception of the CEO where 25% is paid in shares.</p>
<b>Deferred Share Bonus Plan (DSBP)</b>	<p>Operates alongside the annual bonus but with a longer term focus. Awards are satisfied in the form of shares deferred for a period of up to two years to focus on medium term share price performance.</p> <p><b>Operation:</b> Based on in-year Group wide strategic performance targets with any award being made following the end of the financial year in the form of shares that are deferred for up to two years.</p> <p>The rules contain a dividend equivalent provision enabling dividends to be paid (in cash or shares) on shares at the time of vesting.</p> <p>Clawback provisions apply.</p>
<b>Long-Term Incentive Plan (LTIP)</b>	<p>The LTIP provides a clear link to our strategic goal of returning to profitable growth with sustainable share price growth over the long term.</p> <p><b>Operation:</b> Annual grant of awards.</p> <p>The LTIP comprises two elements — performance shares and matching shares — and the aggregate maximum under both elements is 200% of base salary.</p> <p>Performance shares are the conditional award of shares or nil cost options which normally vest after three years subject to performance conditions. Matching shares are similar to performance shares but require participants to invest in Company shares. Any investment will receive a maximum match of up to 2:1 from the Company subject to performance.</p> <p>Currently it is the Remuneration Committee's policy for awards under the LTIP to be made only in the form of performance shares. Whilst the Remuneration Committee does not expect to change this policy it wishes to retain the flexibility to do so.</p> <p>Awards under the LTIP, including the determination of any relevant performance conditions, will be considered and determined on an annual basis at the discretion of the Committee.</p> <p>The rules contain a dividend equivalent provision enabling dividends to be paid (in cash or shares) on shares at the time of vesting.</p> <p>Clawback provisions apply.</p>

Maximum Opportunity	Performance Conditions
<p>Salaries for the relevant year are detailed in the Annual Report on Remuneration.</p> <p>Increases are normally expected to be in line with increases across the management grades, subject to particular circumstances such as a significant change in role, responsibilities or organisation. An explanation of differences in remuneration policy for executive directors compared with other employees is set out later in this Directors' Remuneration Policy.</p>	<p>None, although Group performance is taken into consideration when determining an appropriate level of base salary increase for management grades as a whole.</p> <p><b>Performance Period:</b> None</p>
<p>Maximum (as a percentage of salary):</p> <ul style="list-style-type: none"> <li>• CEO – 150%</li> <li>• CFO – 75%</li> </ul>	<p>Performance conditions are designed to promote the delivery of the Group's strategy and can be made up of a range of:</p> <ul style="list-style-type: none"> <li>• Financial targets (e.g. turnover, trading profit and cash flow) representing not less than 50% of the total bonus opportunity, subject to the delivery of a threshold level of trading profit;</li> <li>• Short to medium term strategic targets including financial and non-financial Key Performance Indicators, subject to the delivery of a threshold level of trading profit; and</li> <li>• Personal performance representing not more than 20% of the total bonus opportunity.</li> </ul> <p>There is no preset minimum bonus that can be paid out at threshold. However, no more than 20% of the bonus will vest for threshold performance with full vesting taking place for equalling or exceeding the maximum target.</p> <p>Specific details of the performance measures for the relevant year can be found in the Annual Report on Remuneration to the extent that they are not commercially sensitive.</p> <p><b>Performance Period:</b> One year</p>
<ul style="list-style-type: none"> <li>• CFO – 30% of the salary.</li> <li>• CEO – The current CEO does not participate in the DSBP.</li> </ul>	<p>Performance conditions are designed to promote the delivery of the annual business plan and can be made up of a range of:</p> <ul style="list-style-type: none"> <li>• Financial targets (e.g. turnover, trading profit and cash flow) representing not less than 50% of the total bonus opportunity, subject to delivery of a threshold level of trading profit; and</li> <li>• Short to medium term strategic targets including financial and non-financial Key Performance Indicators, subject to the delivery of a threshold level of trading profit.</li> </ul> <p>There is no preset minimum bonus that can be paid out at threshold. However, no more than 20% of the bonus will vest for threshold performance with full vesting taking place for equalling or exceeding the maximum target.</p> <p><b>Performance Period:</b> One year, with a retention period of up to two years</p>
<p>Maximum individual limit of 200% of salary. Where matching shares are used, no more than half of the award can be comprised of matching shares.</p> <p>Normal award levels are (as a percentage of salary):</p> <ul style="list-style-type: none"> <li>• CEO – 200%</li> <li>• CFO – 150%</li> </ul>	<p>Performance conditions are based on a range of targets focused on the delivery of increased shareholder value over the medium to long term. These include a combination of total shareholder return and earnings per share.</p> <p>20% of the bonus will vest for threshold performance with full vesting taking place for equalling or exceeding the maximum target.</p> <p><b>Performance Period:</b> Three years</p>

# Remuneration Report continued

Element of Pay	Link to Strategy
<b>Pension</b>	<p>To offer market competitive levels of benefit and help to recruit and retain and to recognise long-term commitment to the Group.</p> <p><b>Operation:</b> Executive directors receive an allowance in lieu of pension provision which is subject to periodic review or may participate in the Group's defined contribution scheme on the same basis as all other new employees. Executive directors may also salary sacrifice additional amounts into this scheme but will not receive any additional contribution from the Group. Only basic pay is pensionable.</p>
<b>Sharesave Plans</b>	<p>To offer all employees the opportunity to build a shareholding in a simple and tax-efficient manner.</p> <p><b>Operation:</b> The Company's Sharesave Plan is a HMRC compliant scheme which is usually offered annually in September to all employees. The key terms of the plan will only be changed to reflect HMRC changes. At the 2014 AGM shareholders will vote on a new plan which will run until 2024.</p>
<b>Co-Investment Award (one-off award in 2013)</b>	<p>To facilitate the recruitment of Gavin Darby as CEO in 2013 and immediately align the CEO with shareholders and the delivery of share price growth.</p> <p><b>Operation:</b> Award specific to Gavin Darby. On appointment Gavin Darby acquired shares worth 100% of annual base salary in the Company. The Company made a matching award of shares worth 200% of salary which vest in three equal tranches on 1 May 2014, 2015 and 2016 subject to satisfaction of a performance condition requiring payment of a bonus.</p>
<b>Other Benefits</b>	<p>Help recruit and retain and to promote the efficient use of management time.</p> <p><b>Operation:</b> The Company typically provides the following benefits:</p> <ul style="list-style-type: none"> <li>• Company car or cash allowance. The CEO has use of the Group's chauffeur driven car for Group business which allows the CEO to work while commuting to appointments;</li> <li>• Private health insurance;</li> <li>• Life insurance;</li> <li>• Telecommunication services;</li> <li>• Professional memberships;</li> <li>• Allowance for personal tax and financial planning; and</li> <li>• Other ancillary benefits, including relocation expenses (as required).</li> </ul>
<b>Non-executive director fees</b>	<p>Provides an appropriate level of fixed fee to recruit and retain individuals with a broad range of experience and skill to support the Board in the delivery of its duties.</p> <p>Fees are reviewed annually.</p> <p><b>Operation:</b> The remuneration of non-executive directors is determined by the Chairman and executive directors. The remuneration of the Chairman is determined by the Remuneration Committee.</p> <p>Includes a Chairman's fee and standard non executive fee. Additional fees are payable to Committee Chairs and the Senior Independent Director.</p>

For the avoidance of doubt, in approving this Directors' Remuneration policy, authority is given to the Company to honour any commitments entered into with current or former directors that have been disclosed to shareholders in previous remuneration reports. Details of any payments to former directors will be set out in the Annual Report on Remuneration as they arise as required under the Remuneration Regulations.

The Committee operates the Annual Bonus plan, DSBP, Co-Investment Award and LTIP according to their respective rules which includes flexibility in a number of areas. These include:

- The timing of awards and payments
- The size of an award, within the maximum limits
- The participants of the plan
- The performance measures, targets and weightings to be used for the annual bonus plan, DSBP and long-term incentive plans from year to year
- The assessment of whether performance conditions have been met
- The treatment to be applied for a change of control or significant restructuring of the Group
- The determination of a good/bad leaver for incentive plan purposes and the treatment of awards thereof
- The adjustments, if any, required in certain circumstances (e.g. rights issues, corporate restructuring, corporate events and special dividends).

#### Choice of performance measures and approach to target setting

The Committee reviews the performance measures used in the incentive arrangements on an annual basis to ensure that they remain appropriate and aligned to the delivery of the annual business plan and Group strategy. The majority of annual bonus and DSBP measures will be focused on financial performance with the remainder linked to individual performance and/or strategic objectives. This approach is adopted in order to link pay to the delivery of overall Group performance measured across a balance of key strategic aims. The targets will be set by reference to internal budgeting and strategic plans for the financial and strategic measures and key objectives identified by the Committee for the personal performance measures.

Currently the LTIP uses a combination of Earnings per Share and total shareholder return based measures to reflect both an internal measure of Group performance as well as the delivery of shareholder value. Targets are set taking into account both internal and external assessments of future performance and what constitutes good and superior returns for shareholders.

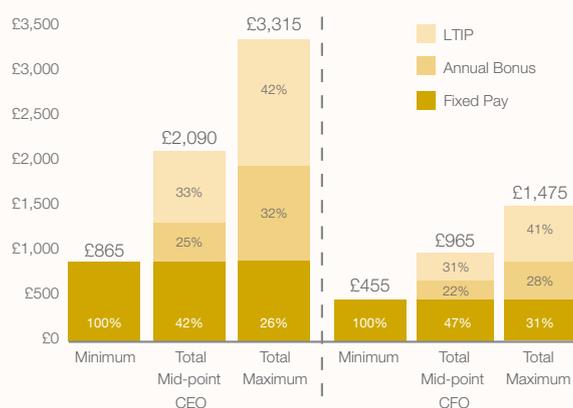
The Committee also retains the discretion within the policy to adjust the targets and/or set different measures and alter weightings for the annual bonus plan and DSBP and to adjust targets for the long-term incentive plans if events happen that cause it to determine that the conditions are unable to fulfil their original intended purpose.

The Committee will consider the bonus outcomes against all of the pre-set targets following their calculation and in exceptional circumstances may moderate (up and down) these outcomes to take account of a range of factors including the Committee's view of overall Group performance for the year. No upward moderation would be undertaken without first consulting with major shareholders.

Maximum Opportunity	Performance Conditions
<p>Annual allowances of:</p> <ul style="list-style-type: none"> <li>• CEO — 20% of salary.</li> <li>• The CFO participates in the Group's pension scheme and receives a contribution of 7.5% of the Earnings Cap set annually by the Group on the basis of the calculation previously used by HMRC. Should the CFO decide not to participate in the Company's pension scheme he would receive a cash allowance of this amount. Additionally the CFO receives a cash supplement (currently £21,610) which is reviewed annually by the Group in line with the Retail Price Index (RPI).</li> </ul>	<p>N/A</p> <p><b>Performance Period:</b> N/A</p>
<p>Participants may save up to the statutory limit over a 3 year period, following which they have the opportunity to buy Company shares at a price set at the beginning of the savings period.</p>	<p>None, other than continued employment</p> <p><b>Performance Period:</b> Three years</p>
<p>200% of salary (one off award specific to Gavin Darby)</p>	<p>Subject to a bonus having been paid for the relevant financial year and continued employment. The Co-Investment Award vests in specified circumstances including a change of control.</p> <p><b>Performance Period:</b> One, two and three years</p>
<p>The provision and level of allowances and benefits are considered appropriate and in line with market practice.</p>	<p>N/A</p> <p><b>Performance Period:</b> N/A</p>
<p>Increases are normally expected to be in line with the market, taking into account increases across the Group as a whole, subject to particular circumstances such as a significant change in role, responsibilities or organisation.</p>	<p>None</p> <p><b>Performance Period:</b> None</p>

## Remuneration Scenarios & Weighting

The chart below shows executive director remuneration at three different levels of performance (minimum, mid-point and maximum) as set out above:



**Footnotes:**

1. Excludes Gavin Darby's Co-investment Award as this does not form part of his ongoing remuneration.
2. As the DSBP is based on annual performance it is included within Annual Bonus.
3. The value of share awards does not include any assumptions on share price movements.
4. The executive directors can participate in the Sharesave Plan on the same basis as other employees. For simplicity, the value that may be received from participating in the Sharesave Plan has been excluded from the scenario charts.
5. Assumptions when compiling the charts are:  
 Minimum = fixed pay only (base salary, benefits and pension).  
 Mid-point = fixed pay plus 50% of Annual Bonus and DSBP payable and 50% of LTIP vesting.  
 Maximum = fixed pay plus 100% of Annual Bonus and DSBP payable and 100% of LTIP vesting.

# Remuneration Report continued

## Service Contracts

Executive directors have rolling service contracts. The current executive directors' service contracts contain the key terms shown in the below table. In the event that any additional executive directors are appointed it is likely that their service contracts will contain broadly similar terms.

Provision	Detailed terms
<b>Remuneration</b>	Salary, bonus, share incentives, expenses and pension entitlements in line with the above Directors' Remuneration Policy Table.
<b>Change of Control</b>	The service agreements do not provide for any enhanced payments in the event of a change of control of the Company.
<b>Notice Period</b>	Standard notice periods are set at 12 months.
<b>Payment in lieu of notice</b>	<p>The Company may, at its discretion, pay a sum equal to base salary, benefits, and pension contributions which would have been earned during the Notice Period as payment in lieu of notice. This payment is payable in two six monthly instalments or until such earlier date alternative employment is secured, subject to mitigation.</p> <p>In the event of the Company serving notice within 12 months following a change of control then employment will terminate immediately and the Company will make a payment in lieu of notice.</p> <p>There is no entitlement to a pro rata bonus payment in lieu of notice.</p>

The terms and conditions for non-executive directors are set out in their letters of appointment, which are available for inspection at the Company's registered office and will be available at the AGM, as are executive service contracts. The appointment of non-executive directors is for a fixed term of three years which may be terminated by three months notice from either party, with the exception of Charles Miller Smith, where his appointment is governed by the Relationship Agreement with Warburg Pincus LLC and a one month notice period applies. The letters of appointment entitle the non-executive directors to receive fees but do not have provisions on payment for early termination.

## Policy on Payment for Loss of Office

The Committee aims to deal fairly with cases of termination, while attempting to limit compensation and honour contractual remuneration entitlements. The principles that would be followed are:

- The executive directors have rolling contracts with 12 months' notice periods.
- The Company may elect to terminate employment immediately in circumstances where it considers it to be appropriate by making a payment in lieu of notice equivalent to the executive director's salary, pension and benefits for the notice period in two equal instalments (the first within 28 days of termination and the second six months following the date of termination). These payments are subject to the executive director's duty to mitigate his loss by finding alternative employment. If the executive director finds an alternative position, the payments will be reduced by the amount of remuneration received by the executive director pursuant to that alternative remunerated position.
- Salary, pensions and benefits will generally not be paid to a "bad leaver" in lieu of notice. The Company may terminate an executive director's employment without notice (or payment in lieu) in certain circumstances including where he commits an act of dishonesty, is guilty of gross misconduct or a serious breach of his service agreement.
- A time pro-rated cash bonus and DSBP (where relevant in respect of that bonus year) may be payable (and for the current CEO will be payable) for the period of active service from the start of the bonus year to the date on which the director's employment terminates for 'good leavers'. Any unpaid bonus for the preceding completed bonus year may also be payable (and for the current CEO will be payable) to a 'good leaver'. The amount of such bonus will be determined at the discretion of the Committee taking into account performance. Bonus under the DSBP could be paid in cash. There is no entitlement to any bonus (in respect of that or any previous bonus year) following notice of termination (or cessation of employment) for 'bad leavers' and they will not receive any bonus in such circumstances.
- Any share-based entitlements granted to an executive director under the Company's share plans will be determined based on the relevant plan rules or award agreement. The default treatment is that any outstanding awards lapse on cessation of employment. However, in certain prescribed circumstances, such as death, disability, injury, redundancy (not in respect of the DSBP), transfer of the employing company or business out of the Group (not in respect of the Co-Investment Award) or other circumstances at the discretion of the Committee (taking into account the individual's performance and the reasons for their departure) 'good leaver' status can be applied. The 'good leaver' treatment under the various plans is as follows:
  - DSBP awards will vest on the date of cessation of employment.
  - LTIP awards will vest on the normal vesting date (unless the Remuneration Committee decides that the LTIP awards should vest on the date of cessation) subject to performance conditions (measured over the original time period or a shorter period where the LTIP awards vest on cessation of employment) and are reduced pro-rata to reflect the proportion of the performance period actually served. The Remuneration Committee has the discretion to disapply time pro-rating if it considers it appropriate to do so. However, it is envisaged that this would only be applied in exceptional circumstances. In determining whether an executive should be treated as a 'good leaver' or not, the Committee will take into account the performance of the individual and the reasons for their departure.
  - The Remuneration Committee may, at its discretion, determine that any unvested portion of the Co-Investment Award may vest on the date of cessation taking into account the extent to which the performance condition has been satisfied and reduced pro-rata to reflect the period actually served between 1 May 2013 and the date of termination of employment. The Remuneration Committee has the discretion to allow vesting to a greater extent if it considers it appropriate to do so.
  - The Company may enable the provision of outplacement services to a departing Executive Director, where appropriate.
  - Where it is necessary to discharge an existing legal obligation (or by way of damages for breach of such an obligation) or by way of settlement or compromise of any claim arising in connection with the termination of a director's office or employment the Committee may make a payment to a departing executive director.
  - In the event of change of control of the Company, if the Company gives notice to terminate or the executive director is constructively dismissed, his employment shall terminate immediately and he will be entitled to a payment in lieu of notice equivalent to the executive director's salary, pension and benefits for the 12 month notice period. The Co-Investment Award vests immediately and in full in the event of a change of control. Any share based entitlements will be dealt with in accordance with the rules of the relevant schemes.

## Recruitment Policy

On the recruitment of an executive director the Committee will aim to align the executive's remuneration package with the approved Directors' Remuneration Policy. In arriving at a remuneration package the Committee will take into account the skills and experience of the individual and the market rate for a candidate. The details of the recruitment policy are set out below:

### New Appointments as an Executive Director

Reward Element	Detailed terms
<b>Base Salary</b>	In line with the above Directors' Remuneration Policy table. However, includes discretion to pay lower base salary with incremental increases as new appointee becomes established in the role.
<b>Pension and benefits</b>	In line with the above Directors' Remuneration Policy table.  New executives are eligible to participate in the Company's defined contribution scheme on a similar basis as all other new employees. Executive directors who receive a salary supplement in lieu of pension may salary sacrifice into the scheme but will not receive any additional contribution from the Company.  A small number of current senior management are participants in the Company's legacy defined benefit schemes and would continue to be participants should they be appointed as directors of the Company in future.
<b>Performance based pay</b>	Executive directors are entitled to participate in the Company's Annual Bonus, DSBP and Long Term Incentive Plans in line with above Directors' Remuneration Policy table. The maximum variable pay for the CEO will be 350% of the base salary and 255% of base salary for the CFO. In its discretion the Committee may set different performance measures to apply to awards made in year of appointment if it considers that to be appropriate.
<b>Buy Outs</b>	In order to facilitate external recruitment of executive directors, it may be necessary for the Committee to consider buying out existing incentive awards which would be forfeit on the individual leaving their current employment. The Committee would seek, where possible, to provide a buy-out structure which was consistent with the forfeited awards in terms of quantum, vesting period and performance conditions.  The buy out award may necessitate the use of the flexibility in the Listing Rules to make such awards outside the existing LTIP.

Footnotes:

1. Should an executive appointment be made for an internal candidate, such an individual would be allowed to retain any and all provisions of their current remuneration package.
2. The Committee has discretion to authorise the payment of reasonable relocation costs which may be necessary to secure the appointment of an executive director.

## Consideration of Employees/Wider Group

In line with current market practice, the Group does not actively consult with employees on executive remuneration. However, the Committee is kept updated during the year on salary increases within the Group, and the level of annual bonus awards, as well as overseeing participation in long-term incentives for below Board level senior management. As a result, the Committee is aware of how typical employee total remuneration compares to the potential total remuneration packages of executive directors. The Group HR Director is a regular attendee at meetings of the Remuneration Committee and is able to brief the Committee on meetings which have been held with employee representative bodies.

### Differences in Remuneration Policy for Executive Directors Compared to Other Employees

The executive directors' remuneration policy is set within the wider context of the Company's remuneration policy for the wider workforce. The key differences of quantum and structure in pay arrangements across the Group reflect the different levels of responsibilities, skill and experience required for the role. Executive directors have a much greater emphasis on performance based pay through the annual bonus, DSBP and the LTIP. Salaries for management grades are reviewed annually in April each year and take account of both business and personal performance. Specific arrangements are in place at each site and these may be annual arrangements or form part of a longer term arrangement linked to the delivery of efficiency targets.

All management grades participate in the annual bonus plan to ensure alignment with the Group's strategic priorities. Senior management participate in long term incentive arrangements reflecting their contribution to Company performance and enhancing shareholder value. All employees are encouraged to own shares in the Company via the Sharesave Plan and executive directors through the share ownership guideline.

## Consideration of Shareholders' Views

The Remuneration Committee and the Board considers shareholder feedback received in relation to the AGM each year at a meeting immediately following the AGM and any action required is incorporated into the Remuneration Committee's business plan for the ensuing period. This, and any additional feedback received from shareholders from time to time, is then considered by the Committee and as part of the Company's annual review of remuneration arrangements.

Specific engagement with major shareholders may be undertaken when a significant change in remuneration policy is proposed or if a specific item of remuneration is considered to be potentially contentious. As highlighted in the Chairman's letter on page 63 an extensive engagement exercise was undertaken following the appointment of Gavin Darby in February 2013 to explain the background to his appointment and the remuneration arrangements that had been put in place.