

Global Reporting Initiative – Disclosure

- To measure progress D’leteren gradually conforms to the standard of reporting of the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines. This approach is entirely voluntarily and adapted to D’leteren activities. The report uses the GRI guidelines at an self-declared application level of C
- This report applies to the 2 D’leteren Group activities: D’leteren Auto and Belron
- 13 GRI indicators are reported of which 11 relate to environment
- D’leteren will continue to develop its CSR initiatives notably by engaging with stakeholders, and responding appropriately to their CR concerns.
- D’leteren will report progress against these benchmarks in next CSR communication.

| STRATEGY AND ANALYSIS | | |
|------------------------|--|--|
| § | GRI Content | Reference/Comment |
| 1.1 | CEO’s statement | See Annual Report 2010 – Message to shareholders |
| ORGANIZATIONAL PROFILE | | |
| 2.1 | Name | s.a. D’leteren n.v. |
| 2.2 | Brands, products and services | <ul style="list-style-type: none"> ▪ Automobile distribution in Belgium of Volkswagen, Audi, Seat, Skoda, Bentley, Lamborghini, Bugatti, Porsche, and Yamaha; ▪ Vehicle glass repair and replacement in Europe, North and South America, Australia and New Zealand through Belrons.a. and notably its CARGLASS®, AUTOGLASS® and SAFELITE®, AUTO GLASS brands ▪ For further information, please refer to the corporate website http://www.dieteren.com/ |
| 2.3 | Operational structure | See note 1 of Consolidated Financial Statements 2010 |
| 2.4 | Location of headquarters | Rue du Mail, 50 - 1050 Brussels, Belgium |
| 2.5 | Number of countries | 33 countries on 5 continents |
| 2.6 | Nature of ownership and legal form | Public company incorporated and domiciled in Belgium, see note 29 of Consolidated Financial Statements 2010 |
| 2.7 | Markets served | See Consolidated Financial Statements 2010 |
| 2.8 | Scale | See Consolidated Financial Statements 2010 |
| 2.9 | Significant changes regarding size, structure or ownership | No significant changes during the reporting period |

REPORT PARAMETERS

| § | GRI Content | Reference/Comment |
|------|--|--|
| 3.1 | Reporting period | January 1, 2010 to December 31, 2010 |
| 3.2 | Date of most previous report | This is the first year that D'leteren reports along GRI indicators. Previous D'leteren annual reports already mentioned the environmental and social performance of the Group. |
| 3.3 | Reporting cycle | Yearly |
| 3.4 | Contact point for questions | <ul style="list-style-type: none"> ▪ Economic indicators : Vincent Joye, vincent.joye@dieteren.be ▪ Environmental and Social indicators: Catherine Vandepopeliere, Catherine.vandepopeliere@dieteren.be |
| 3.5 | Process for defining report content | <ul style="list-style-type: none"> ▪ Materiality of CSR stakes on the three activities has been the main selection criteria for GRI indicators to report on ▪ The selection has been reviewed and validated by a representative team of D'leteren |
| 3.6 | Boundaries | <ul style="list-style-type: none"> ▪ Activities of Belron in 33 countries (http://www.belron.com/) ▪ D'leteren Auto controls directly 13 sites (ACZ Seat Woluwe, Bentley, D'leteren Centre, Drogenbos, Erps-Kwerps, Expo, D'leteren Mail, Meiser, Porsche, Seat Anderlecht, Seat Fort-Jaco, Stokkel, Vilvoorde) |
| 3.7 | Limitations on the scope | <ul style="list-style-type: none"> ▪ The activities of the D'leteren Auto independent dealers are not covered in this report |
| 3.8 | Basis for reporting | See Consolidated Financial Statements 2010 |
| 3.10 | Effects of re-statement of information provided in earlier reports | No restatement of information provided in earlier reports |
| 3.11 | Significant changes in scope, boundary or measurement methods | No significant changes from previous reports |
| 3.12 | GRI content index | See Table below |

GOVERNANCE, COMMITMENT AND ENGAGEMENT

| § | GRI Content | Reference/Comment |
|------|--|--|
| 4.1 | Governance | <p>D'leteren has developed a Corporate Governance Charter in line with the recommendations of the Belgian Corporate Governance Code. The application of these principles takes into consideration the specific structure of the share capital, with family shareholders having owned the majority and having ensured the continuity of the Company since 1805.</p> <p>Information relative to the D'leteren Corporate Governance Charter is available http://www.dieteren.com/splash/en-en/legroupe/corporategovernance/</p> <p>Contact point for questions : Economic indicators: Vincent Joye, vincent.joye@dieteren.be Environmental and Social indicators: Catherine Vandepopeliere, Catherine.vandepopeliere@dieteren.be</p> |
| 4.2 | Indicate whether the Chair of the highest governance body is also an executive officer | |
| 4.3 | Number of members of the highest governance body that are independent and/or non-executive members | |
| 4.4 | Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body | |
| 4.14 | List of stakeholder groups engaged by the organization | |
| 4.15 | Basis for identification and selection of stakeholders with whom to engage | First discussions with stakeholders have been initiated and will be further structured |

ECONOMIC AND SOCIAL PERFORMANCE INDICATORS

GRI REPORTING D'IETEREN 2010

| | | | D'Ieteren Auto | | Belron | | |
|--|--|-------|----------------|--|---------|---|---------|
| | | | 2009 | 2010 | 2009 | 2010 | |
| | | | Units | | | | |
| ECONOMIC PERFORMANCE | | | | | | | |
| Direct economic value generated and distributed | | EC1 | EUR million | 2.453,8 | 2.732,9 | 2.423,2 | 2.800,9 |
| ENERGY CONSUMPTION | | | | | | | |
| Direct | Heating fuel | EN3 | MWh/yr | 4.220 | 1.881 | 4.125 | 5.533 |
| | Natural gas | | MWh/yr | 20.550 | 28.372 | 119.401 | 116.003 |
| | Other (Coal, Biofuel, ethanol, hydrogen) | | MWh/yr | - | - | - | - |
| | Company owned vehicles fuel consumption | | liters | 1.774 | 1.722 | additional information on fuel consumption will be collected in the future. | |
| Indirect | Electricity consumption | EN4 | MWh/yr | 13.786 | 11.909 | | |
| GHG EMISSIONS | | | | | | | |
| Direct | Heating fuel | EN16 | tCO2e/yr | 1.140 | 508 | 993 | 1.326 |
| | Natural gas consumption | | tCO2e/yr | 3.813 | 5.264 | 23.913 | 22.364 |
| | Gases for cooling systems | | tCO2e/yr | 202 | 219 | 4.465 | 26.647 |
| | Company owned vehicles | | tCO2e/yr | 5.026 | 4.512 | 93.779 | 114.717 |
| | Company controlled logistics | | tCO2e/yr | NA | NA | 25.649 | 24.152 |
| | Fork Lift Trucks | | tCO2e/yr | NA | NA | 1.026 | 690 |
| Indirect | Electricity consumption | EN17 | tCO2e/yr | 2.821 | 2.354 | 43.063 | 45.460 |
| Total GHG (Scope 1 & 2 only) | | | tCO2e/yr | 16.232 | 16.386 | 230.193 | 262.373 |
| INITIATIVES TO REDUCE ENERGY CONSUMPTION AND TO MITIGATE ENVIRONMENTAL IMPACT | | | | | | | |
| Energy saved due to conservation and efficiency improvements | Initiatives to reduce energy use and improve energy efficiency | EN5 | | Annual report, pg. 46-47 | | Annual report, pg. 50-51 | |
| | Initiatives to provide energy-efficient products and services | EN6 | | See Additional information D'Ieteren Auto below. | | ISO 14001: UK & Belron Ger Environmental Reporting system in place in 2011 | |
| | EMS/ISO 14001 | | | | | | |
| | Initiatives to reduce indirect energy consumption | EN7 | | Annual report, pg. 46-47 | | Annual report, pg. 50-51 | |
| | Initiatives to reduce greenhouse gas emissions | EN18 | | | | | |
| | Initiatives to mitigate environmental impacts of products & services | EN 26 | | | | | |
| WASTE | | | | | | | |
| | Recycling flows | EN22 | tons/yr | 756 | 818 | See additional information Belron below. | |
| | Incinerators | | tons/yr | 408 | 389 | | |
| | Landfill | | tons/yr | - | - | | |
| | Hazardous | | tons/yr | 348 | 283 | | |
| TRANSPORT | | | | | | | |
| Environmental impacts of transportation of products | Business travel (air, road, rail) | EN29 | tCO2e/yr | 394 | 300 | 14.298 | 19.280 |
| | CO2 emissions of logistics: corporately owned vehicles | | tCO2e/yr | Included above, EN16 | | 25.649 | 24.152 |
| | Outsourced Logistics | | tCO2e/yr | 1.850 | 2.199 | 23.007 | 29.100 |

GRI REPORTING D'IETEREN 2010

| | | | | D'Ieteren Auto | | Belron | |
|---|--|------------|-------------|-----------------------|-------|--|--------|
| | | | | 2009 | 2010 | 2009 | 2010 |
| | | | | Units: | | | |
| LABOR PRACTICES & DECENT WORK | | | | | | | |
| Total workforce by employment type, employment contract, and region | Total workforce | LA1 | Average FTE | 1.565 | 1.584 | 22.399 | 24.790 |
| | % of total employees who are part time | | % | 11,4% | 11,2% | Additional information on diversity will be collected in the future. | |

Additional information
D'Ieteren Auto

D'Ieteren Auto has developed its own monitoring of its environmental performances. Yearly audits are performed at the own sites; energy, waste, water use are reported twice a year.

Belron

The GHG emissions of the Business-units are reported twice a year and followed by the Belron central team in the Belron Environmental Reporting System (BERS), allowing for a close monitoring of the Waste: so far Belron has focussed on reducing the impact of its operational waste. These efforts have concentrated on reducing packaging volumes and increasing glass recycling rates.

Going forward Belron will continue to focus on waste reduction and recycling, but also improve the quality of data pertaining to waste management.