

Segmental Summary

The Halfords Group operates through two reportable segments: "Retail" and "Autocentres".

The business has three strategic pillars, **Friend of the Motorist**, **Best Cycle Shop in Town** and the **Starting Point for Great Getaways**, which span Retail and Autocentre operations.

Halfords Retail manages its business in the United Kingdom (UK) and the Republic of Ireland (ROI) and its product ranges are marketed through a national network of stores and through an innovative multi-channel offer which combines website promotion with direct delivery or collection from store, backed up by in-store services.

Halfords Autocentres provides car service, repair and MOTs to both retail and fleet customers throughout the UK. The Autocentres proposition provides customers with an unrivalled value and service offer from a trusted brand delivering dealership quality service at more affordable garage prices.

Halfords' marketing expertise is used to promote both businesses through a multitude of broadcast, narrowcast and traditional media presenting our valuable services which facilitate life on the move for our customers.

That's helpful, that's Halfords.

Retail

Halfords Retail employs approximately 10,000 staff and sells up to 16,000 different product lines with significant ranges in car parts, in-car technology, child seats, cycling, roof boxes, outdoor leisure and camping equipment. Halfords Retail trades from 467 retail stores located throughout the UK and the ROI and online through the halfords.com and halfords.ie websites.

Revenue

£752.3m

Operating Profit (before non-recurring items)

£92.8m

Operating Profit was £94.7m (2011: £115.8m)

Autocentres

Halfords Autocentres employs approximately 1,700 staff and is the UK's leading independent Car Servicing and repair operator offering maintenance, service, MOT and repair services at competitive prices and excellent standards of customer service. Halfords Autocentres trades from 260 Car Servicing centres and online through the www.halfordsautocentres.com websites.

Revenue

£110.8m

Operating Profit

£6.6m

Group Revenue £863.1m



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motorist



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