



MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:
56816-2009-AQ-GBR-UKAS

Initial certification date:
28 August 2003

Valid:
09 June 2024 – 08 June 2027

This is to certify that the management system of
Automobile Association Developments Limited
trading as AA Breakdown Services

Fanum House, Basing View, Basingstoke, Hampshire, RG21 4EA, United Kingdom
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Management System standards:

ISO 9001:2015/ PAS 43:2018

This certificate is valid for the following scope:

The AA Breakdown journey from product design, marketing, sales, service delivery and customer experience for the following products and services; At Home, Roadside, National Recovery, Onward travel and Parts & Garage Cover (PGC). This includes the customer journey from the acquisition and retention of personal and business customers and the appropriate response to customer feedback; the delivery of breakdown, repair and recovery services using AA patrols and third party approved suppliers in accordance with PAS 43. The scope encompasses all business support processes including Leadership, Planning, Support, Operations, Performance evaluation and Continuous improvement activities.

Place and date:
London, 03 June 2024

For the issuing office:
DNV - Business Assurance
5th Floor, Vivo Building, 30 Stamford Street,
London, SE1 9LQ, United Kingdom



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John Pepper
Management Representative



Certificate no.: 56816-2009-AQ-GBR-UKAS
Place and date: London, 03 June 2024

Appendix to Certificate

Automobile Association Developments Limited trading as AA Breakdown Services

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
Automobile Association Developments Limited trading as AA Breakdown Services	Fanum House, Basing View, Basingstoke, Hampshire, RG21 4EA, United Kingdom	The AA Breakdown journey from product design, marketing, sales, service delivery and customer experience for the following products and services; At Home, Roadside, National Recovery, Onward travel and Parts & Garage Cover (PGC). This includes the customer journey from the acquisition and retention of personal and business customers and the appropriate response to customer feedback; the delivery of breakdown, repair and recovery services using AA patrols and third party approved suppliers in accordance with PAS 43. The scope encompasses all business support processes including Leadership, Planning, Support, Operations, Performance evaluation and Continuous improvement activities.
Cheadle	Park Square, 38 Bird Hall Lane, Cheadle Heath, Cheadle, SK3 OXN, United Kingdom	The AA Breakdown journey from product design, marketing, sales, service delivery and customer experience for the following products and services; At Home, Roadside, National Recovery, Onward travel and Parts & Garage Cover (PGC). This includes the customer journey from the acquisition and retention of personal and business customers and the appropriate response to customer feedback; the delivery of breakdown, repair and recovery services using AA patrols and third party approved suppliers in accordance with PAS 43. The scope encompasses all business support processes including Leadership, Planning, Support, Operations, Performance evaluation and Continuous improvement activities.

Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.

ACCREDITED UNIT: DNV Business Assurance UK Limited, 5th Floor, Vivo Building, 30 Stamford Street, London, SE1 9LQ, United Kingdom - TEL: +44(0) 203 816 4000.
www.dnv.co.uk



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Site Name	Site Address	Site Scope
London	Blue Fin Building, 10th Floor, 110 Southwark Street, London, SE1 0SU, United Kingdom	The AA Breakdown journey from product design, marketing, sales, service delivery and customer experience for the following products and services; At Home, Roadside, National Recovery, Onward travel and Parts & Garage Cover (PGC). This includes the customer journey from the acquisition and retention of personal and business customers and the appropriate response to customer feedback; the delivery of breakdown, repair and recovery services using AA patrols and third party approved suppliers in accordance with PAS 43. The scope encompasses all business support processes including Leadership, Planning, Support, Operations, Performance evaluation and Continuous improvement activities.
Oldbury	Swallowfield One, Wolverhampton Road, Oldbury, West Midlands, B69 2AG, United Kingdom	The AA Breakdown journey from product design, marketing, sales, service delivery and customer experience for the following products and services; At Home, Roadside, National Recovery, Onward travel and Parts & Garage Cover (PGC). This includes the customer journey from the acquisition and retention of personal and business customers and the appropriate response to customer feedback; the delivery of breakdown, repair and recovery services using AA patrols and third party approved suppliers in accordance with PAS 43. The scope encompasses all business support processes including Leadership, Planning, Support, Operations, Performance evaluation and Continuous improvement activities.

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