

MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:
56817-2009-AE-GBR-UKAS

Initial certification date:
28 August 2003

Valid:
01 November 2021 – 08 June 2024

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 Environmental Management System standard:

ISO 14001:2015

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, 01 November 2021

For the issuing office:
DNV - Business Assurance
4th Floor, Vivo Building, 30 Stamford Street,
London, SE1 9LQ, United Kingdom



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Doug Milne
Management Representative

Appendix to Certificate

Automobile Association Developments Limited trading as AA Breakdown Services

Locations included in the certification are as follows:

Site Name	Site Address
Basingstoke	Fanum House Basing View Basingstoke Hampshire RG21 4EA United Kingdom
Cheadle	Lambert House Stockport Road Cheadle Cheshire SK8 2DY United Kingdom
London	Blue Fin Building 10th Floor 110 Southwark Street London SE1 0SU United Kingdom
Oldbury	Swallowfield One Wolverhampton Road Oldbury West Midlands B69 2AG United Kingdom