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\* These sections constitute the 'Directors' Report'

We're here to provide our customers access to affordable, worry-free mobility.

Motability Operations was established in 1978 to deliver the Motability Scheme, under contract to Motability the national charity (which is responsible for oversight of the Scheme). We provide mobility to almost 635,000 customers with a wide range of different disabilities, providing an opportunity to achieve freedom and independence.

As we do not pay shareholder dividends we can focus purely on delivering for our customers, with profits available for reinvestment to support their current and future needs. In addition, we may also donate to Motability (the Charity) supporting their broader aim to enhance the lives of disabled people with transportation solutions.

## Highlights 2020

**£150m**

Reported profit after tax

**A1/A**

Credit rating with stable outlooks

**97%**

Overall customer satisfaction (independently measured)

**91%**

Customer renewal rate at the end of a lease

**96%**

Employee engagement: 11pts higher than the 'High Performing Organisations' benchmark (independently measured)

**299**

Minimum number of models available to the customer throughout the year costing no more than the allowance