### MASTERCARE SERVICE AND DISTRIBUTION LIMITED

REGISTERED NO. 1314676

### ANNUAL REPORT AND FINANCIAL STATEMENTS

52 weeks ended 2 May 1998



### MASTERCARE SERVICE AND DISTRIBUTION LIMITED

### ANNUAL REPORT AND FINANCIAL STATEMENTS 1998

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### MASTERCARE SERVICE AND DISTRIBUTION LIMITED DIRECTORS' REPORT

The directors present their report and the audited financial statements of the Company for the 52 weeks ended 2 May 1998. Comparative figures are for the 53 weeks ended 3 May 1997.

### Principal activity

The principal activity of the Company is the provision of after sales maintenance and installation services for electrical and consumer electronic products, personal computers, domestic appliances and photographic equipment and the provision of warehousing, distribution and administration services. The directors anticipate that this activity and the financial position of the Company will be maintained.

#### Results

The results of the Company are shown on page 6.

The Company has commenced a major programme of work to ensure that its computer and other operating systems are able to function effectively in the year 2000 and thereafter.

Further particulars of the programme are disclosed in the financial statements of Dixons Group plc.

#### **Dividends**

The directors recommend the payment of a dividend of 50.0 pence per Ordinary share (1996/97 £nil).

### **Directors**

The directors of the Company during the period were:

Date of Resignation

G Bellingham
E M Fitzmaurice
J C Francis
D Hamid
C J Langley
K Martin-Smith
R P Middleton
N M Olive

J R Sills

1 September 1997

M Marks and A J Jackson were appointed directors on 3 May 1998.

### MASTERCARE SERVICE AND DISTRIBUTION LIMITED DIRECTOR'S REPORT continued

### Directors' share interests

The directors' beneficial and family interests in the share capital of the ultimate parent company, Dixons Group plc were:

			(	Ordinary shares
		2 M	1ay 1998_	3 May 1997
G Bellingham			55	55
E M Fitzmaurice			562	•
J C Francis D Hamid			16,760	1,685
C J Langley			-	
K Martin-Smith			_	_
R P Middleton			-	-
J R Sills			7,875	3,000
Directors' share options				
•	At	Granted	Exercised	l At
	3 May 1997	in period	in period	2 May 1998
G Bellingham	29,300	6,436	(11,080)	24,656
E M Fitzmaurice	40,448	6,873	(15,960)	31,361
J C Francis	34,584	1,912	(14,952)	21,544
D Hamid	28,950	2,178	(14,867)	·
C J Langley	35,402	6,658	(14,160)	27,900
K Martin-Smith	10,510	5,584	-	16,094
R P Middleton	2,487	7,964	-	10,451
J R Sills	42,411	9,017	(21,435)	29,993

Each of the directors is interested as a potential beneficiary in 626,370 Ordinary shares owned by Dixons TSR Trust Limited, the trustee of the Dixons Group plc share ownership plan. The particulars of the trust are disclosed in the financial statements of Dixons Group plc.

No director had a beneficial interest in the shares of the Company or of any other group undertaking, except as disclosed above or in any contract or arrangement (apart from contracts of service) to which the Company or any other group undertaking was a party during or at the end of the financial period.

Directors' interests were unchanged at 8 July 1998.

#### Payment policy

The Company has adopted the CBI Prompt Payment Code, information about which may be obtained from the CBI. It is Company policy that payments to suppliers are made in accordance with the terms agreed with suppliers under which business transactions are conducted, provided that the supplier has complied with all relevant terms and conditions.

### MASTERCARE SERVICE AND DISTRIBUTION LIMITED DIRECTORS' REPORT continued

#### Auditors

Deloitte & Touche are willing to continue in office as auditors to the Company. A resolution for their reappointment and to authorise the directors to agree their remuneration will be proposed at the annual general meeting.

Equal opportunities

The Company seeks to provide equal opportunities for all its employees regardless of their age, sex, colour, race, religion or ethnic origin. It is the policy of the Company that disabled persons should enjoy the same employment opportunities, training and career development as others where they possess the appropriate skills, experience and qualifications. Special consideration is given to the continuity of employment of any existing employee who becomes disabled and to the provision of alternative employment.

Employee involvement

The Company maintains its commitment to pro-active programmes for involving its employees in Group affairs. This is achieved in a variety of ways, including the regular publication of newsletters and staff newspapers, audio tapes, video presentations, staff briefings and by consultation with recognised trade unions and staff committees. Regular staff attitude surveys are undertaken and a number of suggestion schemes are in operation, providing a regular flow of ideas for improving efficiency and performance.

#### **Dixons Forum**

The Company participates in the Dixons Forum established recently by the Dixons Group. This is a body of formally elected employee representatives through which the company aims to consult with employees to ensure that their views are taken into account in making decisions that will affect the business and its employees.

By Order of the Board

Secretary

8 July 1998 Registered Office Maylands Avenue Hemel Hempstead Hertfordshire HP2 7TG

### MASTERCARE SERVICE AND DISTRIBUTION LIMITED DIRECTORS' RESPONSIBILITIES FOR THE FINANCIAL STATEMENTS

The directors are required by UK company law to prepare financial statements for each financial period which give a true and fair view of the state of affairs of the Company as at the end of the financial period and of the profit or loss for that period. In preparing the financial statements, suitable accounting policies have been used and applied consistently, and reasonable and prudent judgements and estimates have been made. Applicable accounting standards have been followed. The financial statements have been prepared on the going concern basis. The directors are also responsible for maintaining adequate accounting records and sufficient internal controls to safeguard the assets of the Company and to prevent and detect fraud or any other irregularities.

### MASTERCARE SERVICE AND DISTRIBUTION LIMITED AUDITORS' REPORT

### To the Members of Mastercare Service and Distribution Limited

We have audited the financial statements on pages 6 to 18 which have been prepared under the accounting policies set out on page 9.

### Respective responsibilities of directors and auditors

As described on page 4, the Company's directors are responsible for the preparation of financial statements. It is our responsibility to form an independent opinion, based on our audit, on those statements and to report our opinion to you.

### Basis of opinion

We conducted our audit in accordance with Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the circumstances of the Company, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

### **Opinion**

In our opinion the financial statements give a true and fair view of the state of affairs of the Company as at 2 May 1998 and of the profit for the 52 weeks then ended and have been properly prepared in accordance with the Companies Act 1985.

8 July 1998 Hill House 1 Little New Street London EC4A 3TR

Deloitte & Touche Chartered Accountants and Registered Auditors

Deloitle Touche

# MASTERCARE SERVICE AND DISTRIBUTION LIMITED PROFIT AND LOSS ACCOUNT for the 52 weeks ended 2 May 1998

	Note	1997/98 £'000	1996/97 £'000
	-		
Turnover	_	145,057	125,470
Operating profit	2	7,341	2,832
Net interest	3	(590)	(451)
Profit on ordinary activities before taxation	-	6,751	2,381
Taxation on profit on ordinary activities	5	(2,437)	(810)
Profit on ordinary activities after taxation	-	4,314	1,571
Dividend	6	(5,000)	-
Retained (loss)/profit for the period	16	(686)	1,571

All turnover and operating profit are derived from continuing operations in the United Kingdom.

There are no recognised gains or losses other than the profit for the current or preceding period.

# MASTERCARE SERVICE AND DISTRIBUTION LIMITED BALANCE SHEET as at 2 May 1998

			1998		1997
	Note	£'000	£'000	£'000	£'000
Fixed assets	. <i>7</i>		45,912		37,461
Current assets					
Stocks	8	7,650		7,401	
Debtors	9	22,930		21,821	
Cash at bank and in hand		867		155	
	<del>-</del>	31,447		29,377	
Creditors - due within one year					
Borrowing	10	_		(208)	
Other creditors	10	(39,489)		(42,655)	
	•	(39,489)		(42,863)	
Net current liabilities			(8,042)		(13,486)
Total assets less current liabilities			37,870		23,975
Creditors - due after more than					
one year Other creditors	11		(4,343)		-
Provisions for liabilities and					
charges	12		(1,736)		(1,498)
<b>-</b>			31,791		22,477
Equity shareholders' funds					
Ordinary share capital	13		10,010		10,010
Share premium account	14		19,391		9,391
Revaluation reserve	15		374		382
Profit and loss account	16		2,016		2,694
			31,791		22,477

The financial statements were approved by the Board of Directors on 8 July 1998 and signed on its behalf by:

J R Sills

# MASTERCARE SERVICE AND DISTRIBUTION LIMITED NOTE OF HISTORICAL COST PROFITS AND LOSSES for the 52 weeks ended 2 May 1998

	1997/98 £'000	1996/97 £'000
Profit on ordinary activities before taxation Difference between historical cost depreciation and actual depreciation charge in the period calculated on the revalued	6,751	2,381
amount	8	8
Historical cost profit on ordinary activities before taxation	6,759	2,389
Historical cost retained profit for the period after taxation	4,322	1,579

### RECONCILIATION OF MOVEMENTS IN SHAREHOLDERS' FUNDS for the 52 weeks ended 2 May 1998

	1997/98 £'000	1996/97 £'000
Opening shareholders' funds	22,477	20,906
Profit for the period	4,314	1,571
Dividend	(5,000)	-
Ordinary shares issued	10,000	-
Net additions to shareholders' funds	9,314	1,571
Closing shareholders' funds	31,791	22,477

#### 1 ACCOUNTING POLICIES

The financial statements have been prepared in accordance with applicable accounting standards. The principal accounting policies are set out below.

### 1.1 Accounting convention

The financial statements are prepared in accordance with the historical cost convention as modified by the revaluation of land and buildings. The financial statements include the results of the Company for the 52 weeks ended 2 May 1998. Comparative figures are for the 53 weeks ended 3 May 1997.

#### 1.2 Turnover

Turnover comprises fees receivable for warehousing, distribution, administration, product servicing and installation services, excluding VAT and sales taxes.

### 1.3 Tangible fixed assets

The cost to the Company of tangible fixed assets is depreciated over the estimated useful lives of the relevant assets. Depreciation is computed on the straight line basis as follows:

Short leasehold property - over the term of the lease Freehold and long leasehold buildings -  $1\frac{2}{3}\%$  -  $2\frac{1}{2}\%$  per annum Fixtures, fittings and equipment - 10% -  $33\frac{1}{3}\%$  per annum

No depreciation is provided on freehold and long leasehold land and assets in course of construction.

### 1.4 Stocks

Stocks are stated at the lower of cost and net realisable value.

### 1.5 Deferred taxation

Provision is made or recovery anticipated in respect of all timing differences likely to reverse in the foreseeable future at rates at which the liability or the asset is expected to crystallise.

### 1.6 Operating leases

Rentals payable under property leases are charged to the profit and loss account in equal instalments up to each market rent review date, throughout the lease term. Rentals payable under leases for plant and machinery are charged to the profit and loss account in equal instalments over the total lease term.

### 1.7 Post retirement benefits

The expected cost of providing pensions, as calculated periodically by qualified actuaries, is charged to the profit and loss account so as to spread the pension cost over the normal expected service lives of employees in the schemes in such a way that the pension cost is a substantially level percentage of current and expected future pensionable payroll.

### 1.8 Cash flow statement

The Company is exempt from the requirement to prepare a cash flow statement because it is a wholly owned subsidiary.

		1997/98	1996/97
		£'000	£'000
2	OPERATING PROFIT		
	Turnover	145,057	125,470
	Cost of sales	(126,635)	(112,516)
	Gross profit	18,422	12,954
	Administration expenses	(12,391)	(10,964)
	Other operating income	1,310	842
		7,341	2,832
	Operating profit is stated after charging:		
	Depreciation	6,405	5,070
	Auditors' remuneration		
	- audit fees	19	19
	Rentals paid under operating leases		
	- plant and machinery	1,596	1,445
	- other	3,118	2,962
	Non audit fees of £860,907 were capitalised during the period.		
3	NET INTEREST		
	Interest payable on loans from group undertakings	590	451
4	EMPLOYEES AND DIRECTORS		
	Staff costs for the period were:		
	Wages and salaries	63,242	54,347
	Social security costs	5,149	4,570
	Other pension costs	1,964	1,123
		70,355	60,040

		1997/98	1996/97
		<b>Employees</b>	Employees
4	EMPLOYEES AND DIRECTORS continued		
	The average monthly number of employees, including directors,		
	was	4,149	3,663
		1997/98	1996/97
		£'000	£'000
	The remuneration of the directors was:		
	Emoluments	873	782
	Compensation for loss of office		138
		873	920
	One director receive no remuneration for services to the company.		
		Number	Number
	The number of directors who exercised share options during the period was:	6	5
	The number of directors accruing benefits under defined benefit		
	pension schemes was:	8	7
	One director (1996/97 none) received Ordinary shares in Dixons incentive plan.	Group plc under	the long term
		1997/98	1996/97
		£'000	£'000
	The remuneration of the highest paid director was:		-
	Emoluments	219	211

At 2 May 1998 the amount of the highest paid director's accrued annual pension was £64,829.

The highest paid director exercised share options during the period .

		1997/98 £'000	1996/97 £'000
5	TAXATION ON PROFIT ON ORDINARY ACTIVITIES	<del>_</del>	
	UK corporation tax at 31% (1996/97 32.8%)	1,765	-
	Group relief	-	(116)
	Deferred taxation	414	965
		2,179	849
	Adjustment in respect of earlier periods:		
	Corporation tax	146	2
	Group relief	125	(103)
	Deferred taxation	(13)	62
		2,437	810

The taxation charge of 36% differs from the UK corporation tax rate of 31% mainly as a result of depreciation on assets not qualifying for capital allowances.

		1997/98 £'000	1996/97 £'000
6	DIVIDEND		
	Ordinary dividend proposed of 50.0 pence per share	5,000	

7	TANGIBLE FIXED ASSETS	Land and buildings £'000	Fixtures fittings and equipment £'000	Total £'000
,	TANGIBLE FIXED ASSETS			
	Cost or valuation			
	At 3 May 1997	19,621	44,616	64,237
	Additions	6,381	9,000	15,381
	Disposals	-	(1,890)	(1,890)
	Intragroup transfers	103	(129)	(26)
	At 2 May 1998	26,105	51,597	77,702
	Depreciation			
	At 3 May 1997	924	25,852	26,776
	Charge for the period	370	6,035	6,405
	Disposals	-	(1,488)	(1,488)
	Intragroup transfers	-	97	97
	At 2 May 1998	1,294	30,496	31,790
	Not bear walne			
	Net book value	24,811	21,101	45,912
	At 2 May 1998 At 3 May 1997	18,697	18,764	37,461
	At 3 May 1997	10,007	10,70-7	57,101
	Comparable amounts at historical cost			
	Cost	25,685	51,597	77,282
	Depreciation	(1,248)	(30,496)	(31,744)
	Net book value at 2 May 1998	24,437	21,101	45,538
			1998	1997
			£'000	£'000
	Y and and buildings at sort on voluntion to t	ha Campany		
	Land and buildings at cost or valuation to t Freehold	ne Company	24,864	18,591
	Long leasehold		1,107	905
	Short leasehold		134	125
	bhorr reasonord		26,105	19,621
			20,100	,
8	STOCKS			
	Finished goods and goods for resale		7,650	7,401

		1998 £'000	1997 £'000
9	DEBTORS		
	Due within one year		
	Trade debtors	1,632	1,505
	Amounts due from group undertakings	19,929	19,225
	Corporation tax recoverable	-	175
	Other debtors	272	228
	Prepayments and accrued income	1,043	634
		22,876	21,767
	Due after more than one year		
	Other debtors	54	54
		22,930	21,821
10	CREDITORS - due within one year		
	Borrowing		
	Bank overdrafts		208
	Other creditors		
	Amounts due to group undertakings	15,066	28,254
	Corporation tax	1,588	· -
	Other taxation and social security payable	2,991	1,296
	Other creditors	4,323	1,368
	Accruals and deferred income	15,521	11,737
		39,489	42,655
		39,489	42,863
11	CREDITORS - due after more than one year		
	Other creditors		
	Accruals and deferred income	4,343	-

		£'000	
12	PROVISIONS FOR LIABILITIES AND CHARGES		
	Provision for re-organisation of national distribution facilities At 3 May 1997 Utilised At 2 May 1998	657 (163) 494	
	Deferred taxation At 3 May 1997 Charge for the period At 2 May 1998	841 401 1,242	
	Total provision for liabilities and charges		
	At 2 May 1998 At 3 May 1997	<b>1,736</b> 1,498	
		1998 £'000	1997 £'000
	Additional information on deferred taxation  Deferred taxation for which provision has been made:		
	Accelerated capital allowances Other timing differences	1,302 (60) 1,242	1,060 (219) 841
	There are no unprovided amounts of deferred taxation.		
13	SHARE CAPITAL		
	Authorised 10,010,000 Ordinary shares of £1 each	10,010	10,010
	Allotted and fully paid 10,010,000 Ordinary shares of £1 each	10,010	10,010

On 22 September 1997 the Company issued 500 shares of £1 each fully paid to Dixons Group Management Limited for a total consideration of £10,000,000.

		£'000	
14	SHARE PREMIUM		
	At 3 May 1997 Premum on shares issued At 2 May 1998	9,391 10,000 19,391	
15	REVALUATION RESERVE		
	At 3 May 1997	382	
	Transfer of amount equivalent to additional depreciation on revalued assets	(8)	
	At 2 May 1998	374	
16	PROFIT AND LOSS ACCOUNT		
	At 3 May 1997	2,694	
	Retained loss for the period  Transfer of amount equivalent to additional depreciation on	(686)	
	revalued assets	8	
	At 2 May 1998	2,016	
		1998	1997
		£'000	£'000
17	CAPITAL COMMITMENTS		
	Contracted	2,292	10,891

### 18 CONTINGENT LIABILITIES

The company has a contingent liability of £816,000 in respect of an agreement with the Stevenage Borough Council under sections 38 and 278 of the Highways Act 1980 dated 19 May 1997, relating to diversion of a road adjacent to the Stevenage warehouse.

The Company has given guarantees in respect of certain group undertakings' bank facilities. No amount was drawn against these facilities at 2 May 1998 (3 May 1997 £4,000).

		1998 Land and buildings £'000	Land and buildings £'000
19	OPERATING LEASE COMMITMENTS		
	At 2 May 1998 the Company was committed to the following payments during the 52 weeks ending 1 May 1999 in respect of operating leases which		
	expire:	478	220
	Within 1 year	650	1,034
	Between 2 and 5 years After 5 years	2,172	1,717
	After 5 years	3,300	2,971

### 20 POST RETIREMENT BENEFITS

Subject to certain age criteria, all the Company's permanent employees are eligible to join a funded, contributory pension scheme which provides, inter alia, pension benefits based on final pensionable salary. The assets of the scheme are held by a separate trust. Contributions are assessed in accordance with the advice of independent qualified actuaries so as to spread the pension cost over the normal expected service lives of members.

The scheme is valued by a qualified actuary at least every three years. The last valuation was carried out as at 6 April 1995, using the projected unit method.

Further particulars of the scheme are disclosed in the financial statements of Dixons Group plc.

### 21 RELATED PARTY DISCLOSURE

The company has applied the exemption allowed by FRS 8 regarding disclosure of transactions with other undertakings which are members of the Dixons Group.

### 22 PARENT COMPANY

The Company's immediate parent is Dixons Group Management Limited.

The Company's ultimate parent is Dixons Group plc which is registered in England and Wales. Copies of its accounts may be obtained from its registered office at Maylands Avenue, Hemel Hempstead, Hertfordshire HP2 7TG.