

Belron UK Limited
**Responsible
Business Insights
Report 2023**



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Introduction and Message from Our Managing Director



At Belron UK Limited (trading as Autoglass® and Laddaw®) we are committed to doing the right thing by all our stakeholders. Doing business responsibly is at the heart of everything we do, it is driven by our Purpose of making a difference with real care, is reflected in our core values of collaborative, genuine, driven and caring and is reinforced by our culture.

This report provides an insight into how we do business in a responsible way. It explains how we consider our responsibilities to our people, to those with whom we do business, to the wider community and the environment, and shares our ongoing progress across this broad agenda.

In 2023 we continued to make significant progress against our responsible business ambitions. I am extremely proud of all our colleagues and the part they have all played, and will continue to play in

demonstrating, with genuine care, compassion and drive the true spirit of Belron®, ensuring we operate and deliver our services in a responsible way.

We continue to set ourselves ambitious goals to ensure being responsible and sustainable is an integral part of who we are and is a fundamental part of all our decision-making. By working together, and through our culture of care, we will achieve our ambitions, delivering on our purpose of **making a difference with real care.**

I am immensely proud of our business and our progress on this agenda and want to say a big thank you to all our colleagues and partners for continuing to make a difference.

Taxiarchis Konstantopoulos

Managing Director
Belron UK Limited

By working together, and through our culture of care, we will achieve our ambitions, delivering on our purpose of making a difference with real care

2023 Highlights



Responsible Business Foundations

100%
of colleagues completed
Our Code of Conduct
e-learning training

- Over **60 internal audits** were completed.
- We achieved **positive outcomes** in over 30 external audits.
- Over 13,000 **compliance and ethics training modules** were completed.



People

92%
of colleagues are engaged,
feel proud, are inspired and
have a sense of personal
accomplishment in their role

- Nearly **50 colleagues** are completing an apprenticeship programme.
- 90% of colleagues agree that **'This business cares about the health and safety of its people'**.
- We launched a financial hardship programme, **'Helping Hand'**, and in 2023 the fund awarded 20 grants with a gross value of £25k.



Customer

76.8
customer satisfaction
Net Promoter Score (NPS)

- Further improved calibration service for our customers with the delivery of the Institute of Motor Industry (IMI) Technician Accreditation for Advanced Driver Assistance Systems (ADAS).
- **TechSafe Award** received from Institute of Motor Industry (IMI).
- **Service quality measures** for all customer-facing employees.

2023 Highlights



Environment

100%
of vehicle glass waste was recycled

- **Progress achieved** in delivering against Belron’s commitment to net-zero emissions across our value chain by 2050.
- **12.7% reduction in our emissions** in 2023 when compared to 2021 (baseline).
- **99% of all waste diverted from landfill.**
- Repairing a windscreen rather than replacing it results in **80% less emissions***.
- 100% of our electricity is purchased from certified **renewable sources.**



Sustainable Procurement

69%
of our company car fleet is fully electric

- **39 Belron® Group led supplier site audits** completed, against a target of 38.



Giving Back

Over 20
separate charities and community projects were supported via our Giving Back schemes

- Over 1,000 of our UK colleagues, families and friends, took part in the **Spirit of Belron Challenge**, our global Giving Back event.
- **Over 200 colleagues** nominated their favourite UK charity to **receive a donation** of £500 from the Belron Ronnie Lubner Charitable Foundation.

About Belron UK Limited

Belron UK Limited (trading as Autoglass® and Laddaw®) is part of the Belron® Group, which operates in 40 countries and employs over 30,000 colleagues around the world.

Belron® is the world’s leader in vehicle glass repair, replacement and recalibration (VGRRR) and we have a deep and longstanding commitment to our purpose – to make a difference with real care for our four main stakeholders – our customers, our

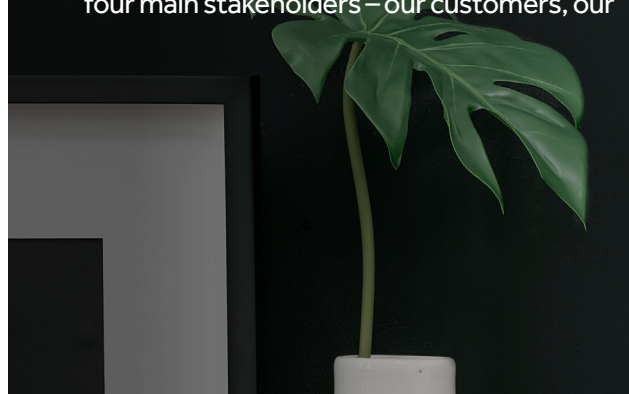
people, our society and to our shareholders.

The Belron family of businesses wants to be one of the most sustainable service companies in the world: trusted to do the right thing every day, responding to critical issues such as climate change and waste and helping colleagues and communities.

Our approach to being a responsible business is driven by our purpose and is reflected in our culture and core values: **collaborative, driven, caring and genuine**. We call this **The Spirit of Belron**. Our purpose is shared right

across the Belron family of businesses and is the driving force behind all our decisions.

In the UK, Belron UK Limited trades as Autoglass®, one of the leading vehicle glass repair, replacement and recalibration specialists; and Laddaw®, our UK distribution and wholesale arm for vehicle replacement glass and other associated products. Our business employs around 2,200 people, and Autoglass® has over 98 branches around the country and a large glass distribution network.



The Belron family has a strong history and family values.



Doing Business Responsibly – Our Approach

We recognise the vital role that any business must play in addressing environmental and social challenges. We strive daily to play our part in demonstrating how businesses can be a force for change.

Our Responsible Business Framework drives our approach to doing business responsibly, from reducing our waste and emissions so we can provide products and services that are sustainable, to ensuring the safety, health and wellbeing of colleagues and giving back to our communities. The Framework is supported by a foundation of strong governance and inspiring leadership, our values and ethics, and robust reporting and measurement. For more information on the Belron® Responsible Business Framework and the latest update on the Belron® Group responsible business activities please visit www.belron.com

Our priorities under these focus areas are to:

- Reduce waste and work towards building a circular economy.
- Drive down emissions to achieve our target of net-zero by 2050 across our value chain.
- Ensure sustainable and responsible procurement.
- Promote diversity, equity and inclusion in everything we do.
- Continue giving back to society and communities to add value and drive positive change.
- Prioritise the safety, health and wellbeing of our people to ensure all go home safe, healthy and well – every day.

Through these focus areas and with our **responsible business foundations** we will ensure we maintain our reputation for being a responsible business and an organisation we are all proud to work for.



Delivery is driven by subject matter experts from around the business. They support and influence the wider business to ensure we have a forward-thinking, proactive approach which allows us to make a positive contribution

in everything we do. In addition to these subject matter experts the agenda is also supported by our Head of Responsible Business with Belron UK Executive oversight and proactive support from the Belron® Group.

Our Approach to this Report

This report highlights our approach to being a responsible business through governance, material issues and strategy, and provides a focus on performance during 2023 (1 January 2023 to 31 December 2023).

We also include information on approach and activities that occurred before or after the reporting period. This is to help provide a clearer picture of our performance and context on our approach to delivery.

The report covers the activities of Belron UK Limited, and does not include activities or performance of our suppliers, contractors or partners, unless otherwise noted.



Responsible Business Foundations

Belron UK's business is built on a clear and solid foundation of responsible corporate governance. This reflects our commitment to responsible business. We take pride in maintaining the highest operating standards and upholding principles of ethical business to ensure the long-term sustainability of our business.



Our Code of Conduct

Our Code of Conduct – Our Way of Working applies to everyone at Belron® UK and across the Belron® family of businesses. It builds on our core values by detailing the expected behaviours and actions that shape how we work, ensuring we focus not just on ‘what’ we do, but how we do it.

The code covers a wide range of areas such as bribery and corruption; care for the environment; competition law; data protection; dealing with customers; discrimination; fraud; health and safety; human rights; relationships with suppliers; and sustainable procurement.

To ensure our people understand the importance of our approach and how we implement the principles across our entire organisation, we also have a Code of Conduct e-learning module which is required to be completed by all colleagues.

In addition to this Code of Conduct and training we also have a number of other compliance and ethics training modules including for example cyber security training and information security training.

100% of our UK employees completed the Code of Conduct training module

In 2023, over 13,000 Compliance and Ethics training modules were completed

Colleagues are required to undertake these training modules when they join the business as well as complete annual refreshers. The training also covers our ethical principles and how to report concerns, including via the **Speak Up** line.

By promoting and demonstrating our ethical behaviours and principles



throughout the organisation, we build trust with our people and strong relationships with our partners. This results in us creating a climate where everyone can thrive.



SPOT LIGHT

Refreshed Code of Conduct for the Belron® Group launched

Belron® Group introduced a refreshed Code of Conduct during 2023. The Code of Conduct applies to all permanent or temporary employees within the Belron® Group regardless of job role, location, or seniority.

The Code of Conduct builds on our core values by detailing the expected behaviours and actions that shape how we work, ensuring we focus not just on ‘what’ we do, but how we do it. It supports and guides us in our day-to-day decisions. It also makes clear what we can all expect from working for Belron and what to do if things aren’t right.

The code is supported by e-learning and 100% of colleagues have completed the training and made a declaration to follow the code.

Transparency

We publish an annual corporate governance statement with our directors' report as part of our accounts. This covers our corporate purpose and leadership, and stakeholder engagement activity, among other things. In addition to this we also publish a statement of engagement with our employees and a statement of engagement with suppliers, customers and others that are in a business relationship with us.

We also publish a **Section 172(1) statement** in our annual strategic report and on our website. This sets out how the directors of the business have managed the interests of employees and the impact of our business operations on the community and the environment. The statement also reflects the need to ensure fairness across all stakeholders and the desirability to maintain a reputation for high standards of business and conduct.

In compliance with the **UK Modern Slavery Act**, we publish our slavery and human trafficking statement on our website. This statement provides an overview of our approach to ensure there are no incidences of modern slavery in our own operations or within the supply chain. This includes the due diligence processes for onboarding new suppliers and the ongoing management of existing suppliers, and the

training provided. We go beyond that and educate our employees with online courses, posters and messaging, so they are also aware of the risk of modern slavery outside the workplace, and so they know what action to take if they have suspicions.

We fully support all initiatives which set the conditions for a more inclusive society and support environmental impact reductions, which is why we publish and/or submit reports such as our **Gender Pay Gap Report**, our **Streamlined Energy and Carbon Report**, and undertake an energy assessment under the **Energy Saving Opportunities Scheme**.



Speaking Up

As a responsible business it is important to ensure we all feel comfortable to discuss difficult or sensitive decisions in an appropriate way. It is equally important that any one of our employees feel confident in drawing attention to behaviour they feel is unacceptable and may contravene our code of ethics.

We encourage employees to ask questions or raise concerns via their line manager or a member of the Legal and Compliance teams. They can also report concerns via our independent **Speak Up** helpline, which is available to all our people and is independently managed. This service enables anyone to 'speak up' in absolute confidence if they become aware of or are concerned about anything, including malpractice, corruption, bribery, fraud, theft, or other misconduct such as injustice, harassment, bullying or other inappropriate behaviours.

We raise awareness of the helpline via ethical training modules, our Code of Conduct, company policies and our internal communication channels.

Robust Preventative Measures and Checks

Compliance

We are committed to the strict observance of legislation and ethical conduct. We have key teams across all areas of the business who are responsible for reviewing and measuring compliance with the policies and processes we have in place.

Recommendations identified by internal functional areas and business partners can be highlighted to the Compliance team who will work with the relevant business area and corporate partner to mitigate and resolve risks. We consistently and comprehensively measure the effectiveness of the systems in place to identify any risks and highlight areas for improvement.

Data Protection and Information Security

We are committed to ensuring the security and protection of the personal data that we process, and to provide a compliant and consistent approach to data protection. We hold customer, colleague and supplier data and have a responsibility to collect, use and store it responsibly in line with the Data Protection Act 2018.

Our approach includes strong policies and

processes on data management and training for our people. Our Legal Counsel and Legal Director oversees and supports our approach to data protection and are supported by our Data Compliance team. We review our policies regularly and relevant policies are published externally. We also have data champions in each business area, providing them with extensive training that enables them to help implement our standards in line with requirements. We currently have circa 65 data champions across our business.

For any process that may involve handling personal data and is likely to result in a high risk to individuals, colleagues are required to complete a data protection impact assessment. Suppliers that process personal data on our behalf must confirm that they comply with our data and security policies.

All new starters are required to complete data protection and information security training and, in addition, we roll out annual refresher training on data protection and information security to colleagues.

Under our data protection requirements, we must report certain types of data breaches to the relevant regulator, such as the Information Commissioner’s Office in the UK, and the affected individuals. Should they occur, such

data breaches would be reported to our Data Compliance team who investigate, as well as manage the notification and reporting processes accordingly.



Phishing

We also run regular phishing simulations. This has really enhanced the company’s security posture to stop threats in their tracks by actively encouraging reporting behaviour and supporting our other cyber security operational tools. We celebrate this in our annual phishing competition which has gamified our approach to phishing simulations by focusing on the positive nature of reporting. The results of our phishing simulations helps to inform our training programme and identifies where we need to provide additional support.

Data Security

Data privacy and digital responsibility are significant priority areas for Belron UK. One of the biggest successes to date has been the launch of our global cyber security training and awareness programme with a focus on providing our colleagues with the skills and knowledge to help protect them both at work and at home.

The programme was first launched in 2021 and is now well established across the company. Regular training modules are rolled out to cover topics including phishing basics, internet safety and privacy, but it also features bespoke training for different audience groups.

In addition to training, we run regular communications throughout the year on our global and local channels to ensure digital safety and responsibility continues to be top of mind. We utilise stories in the press, and global calendar events, such as Cyber Monday and summer holidays, to share tips and emphasise the importance of these topics in all aspects of life.

Assurance and Audit

The Compliance and Audit teams oversee a variety of audits that are conducted by external organisations and internally. Due diligence audits completed by our external partners are encouraged as they can provide an objective view of the service we provide and our compliance with, and implementation of, our processes and policies.

During 2023, we successfully achieved positive outcomes in all 31 audit reviews completed by, or on behalf of, our corporate customers and other external organisations. This was in addition to the completion of 114 business assurance questionnaires. The purpose of these activities is to seek assurance that we are a responsible business partner, while putting our customers, our people and society at the forefront of our decision making.

External Certification

Across all Belron UK sites we have successfully maintained certification for our Quality Management System (QMS), our Safety Management System (SMS) and our Environmental Management System (EMS) against the following standards:

- **ISO 9001:2015 (QMS)**
- **ISO 45001:2018 (SMS)**
- **ISO14001:2015 (EMS)**

Our systems and their implementation across the business are externally audited every six months by the certification body DNV. In 2023, a combination of remote and on-site audits identified no major nonconformities. Compliance with our management system requirements is also subject to ongoing monitoring through our internal operational audit programme.



Internal Audit and Assurance

We see compliance as an ongoing and continuous improvement process. Through the regular review and audit of our own activities, our internal standards, and the training of our employees, we ensure our conduct is always exemplary. Our internal audit function performs audits across the business to provide assurance that we are maintaining the required standards.

To maintain compliance with our required standards and to ensure the safety of our people, our operational and supply chain managers are also required to complete regular **self-assessments and site safety inspections**. We ensure continuous improvements, observations and points for action are shared with the site teams. Areas identified as best practice are also shared with other areas of the business to support overall continuous improvement in operations and implementation of systems.

Internal Assurance and Audit

We aim to audit each of our districts (which are made up of several branches and stock collection points) and distribution centres at least once a year, equating to 62 audits in total. In 2023, all districts and distribution centres were audited at least once.

People

Our people make Belron UK Limited what it is. Our 2,200 colleagues are passionate and committed to making a difference with real care for each other, for our customers, and for the wider society within which we operate. We are hugely proud of them and aim to deliver an exceptional people experience day in and day out, to inspire and enable our people to make a difference.

Our colleagues support the business across four main areas including; our Operations team of 1,050 Technicians and associated support staff; our Supply Chain team (Laddaw®) who supply vehicle glass to Autoglass®, as well as to wholesale customers; our Customer Experience Centre who manage the customer journey and booking service, and our Central Function teams such as Finance, IT, People, Legal, and Sales & Marketing, who provide support across all areas of the business.



Building an Exceptional People Experience

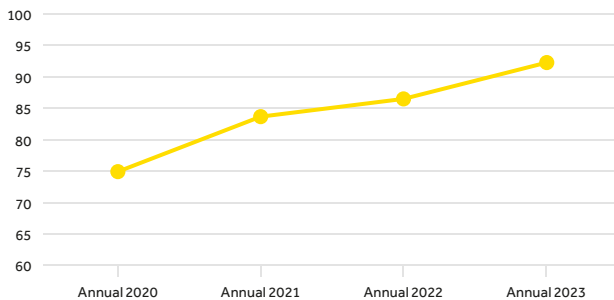
Engagement and Listening

In 2023, we continued to build on our culture of listening; we conducted our 4th annual 'Our Belron®' engagement survey and maintained our ongoing, agile listening and feedback loops.

By using the outcomes of the survey and feedback from additional listening sessions, we have continued to empower our business with data and insights to enable better, more focused conversations, which help develop and deliver targeted action plans to really make a difference.

95% of our people completed the survey and had their say in the October 2023 engagement survey - 3% more than in 2022. 92% of our people told us that they are engaged, feel proud, inspired and have a sense of personal accomplishment which was an increase of 6% vs 2022 – a result of which we are very

Belron UK, 'Our Belron' Colleague Engagement Rate



92% of our people told us that they are engaged, feel proud and inspired

proud. We are also incredibly proud of the improvements we made in many areas of our people experience and that we compared favourably with other high-performing organisations across the globe. The data and insights gained continues to support our ambition and drive to build an even better Belron UK.



Over 44,000 learning moments recorded

Learning and Development

We are committed to helping our super-talented people be the best they can be. Our colleagues are empowered to drive their own learning and development and are encouraged to take accountability for focusing on their own personal growth.

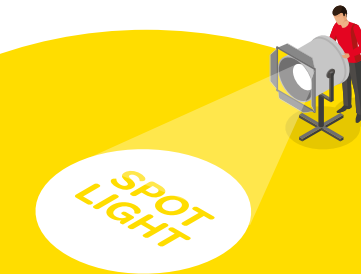
Our Learning and Development framework and content is aligned to the business strategy, and we have a wealth of development programmes on offer for all, as well as specific development tools for our leaders. We have an extensive self-managed

We have nearly 50 colleagues completing an apprenticeship programme

e-learning catalogue of creative and choiceful modules, as well as mandatory content that engages and inspires people to learn. There are a number of prescribed learning journeys based on the roles our people fulfil to ensure they have the skills and the knowledge to be successful.

We realise that at the heart of development and growth opportunities are great conversations, which is why we continue to embed our performance management framework (the Belron Way of Performance) which focuses on regular conversations between leaders and colleagues with the intention of creating a high-performance and high-support culture.

In 2023 we continued to offer a range of apprenticeship programmes across the following areas: Customer Experience, IT, Procurement, Leadership, Sales & Marketing, Warehousing, Finance, HR, Recruitment and Learning and Development. We currently have nearly 50 colleagues completing apprenticeship programmes.



Apprenticeships

In 2023, we were invited by the Institute for Apprenticeships and Technical Education (IfATE) to setup and chair a Trailblazer group of employers with the shared purpose of creating an Automotive Glazing Technician apprenticeship. A programme had previously existed but was not fit for purpose nor adequately funded and was therefore not being utilised by the industry. We are proud to announce that a new apprenticeship standard, assessment plan and adequate funding has been achieved and will ensure the sector is setup to develop glazing Technicians of the future.



Safety, Health and Wellbeing



Ensuring all of our people remain safe, healthy and well (SHW), every day is a non-negotiable priority for us, driving a culture of zero-harm and supporting our people to be their best.

Our certification to ISO45001 health and safety management system (SMS), ensures that we proactively manage and mitigate all types of risks to our people and our customers. Our SMS, our dedicated Health and Safety team and our Leaders support the business and our people to manage and reduce health and safety risks and ensure that we continually improve the management and control of risks for all our stakeholders.

In 2023 we agreed our SHW “journey to excellence” strategy, mapping out our commitment and plan from performing well to achieving a best in class

zero-harm culture. Leading by example, engagement through workforce consultation, governance and accountability, competency through training, and a deep understanding of our performance and trends in safety, health and wellbeing is key to delivering our vision.

Consultation and Engagement in Health, Safety and Wellbeing

To encourage proactive participation of our people in the management of health, safety and wellbeing we have various colleague forums and health and safety committees across different areas of our business. The purpose of the committees is to continually review the health and safety performance, support continuous improvement opportunities and discuss matters raised by colleagues.

Within our annual engagement survey, we continue to include a number of health, safety and wellbeing-related questions including ‘My manager cares about my wellbeing’ and ‘Our business cares about the health and safety of its employees at work’. Both scores, 93% and 90% respectively for 2023, represent an improvement in the already impressive feedback reported in 2022.



Health and Safety Management

We have **systems, plans and training** in place to support the business to deliver an injury and occupational disease-free environment throughout our operations. These are aimed at eliminating harm, reducing risk and protecting our people and the environment. These systems and plans put the safety of our people and our customers, our corporate values, our processes and procedures at the heart of our ways of working.

We continually review **health and safety related competence** and provide effective health and safety information and training for our people to ensure and allow our people to work safely.

We work towards protecting our people from harm and ill health by continuously carrying out risk assessments and reviewing controls and processes as and when necessary.

Performance Measurement and Assurance

We continuously monitor, measure, analyse and evaluate our health and safety performance through internal and external audits, including site safety inspections and evaluating our safety culture.

We are externally audited in line with the ISO45001 standard by DNV and our corporate customers

and insurers. Audits were conducted in 2023 by DNV with no major issues identified. As well as a certified SMS, this outcome means that we have effective systems to support both our business and



our people to manage and reduce health and safety risks, and that we continually improve the management and control of safety for all our stakeholders.

We measure our **health and safety performance** through a combination of leading and lagging key performance indicators (KPIs). These include Lost Time Injury Frequency Rate (LTIFR) and Total Recordable Injury Frequency Rates (TRIFR). We have, and will continue to, increase our focus on leading indicators to ensure we effectively recognise opportunities to proactively reduce the risk of incidents occurring and to identify learning opportunities.

SPOT LIGHT

Our Roadmap to Zero Harm

During 2023, we established and launched our Safety, Health and Wellbeing Cultural Change Strategy. Our purpose is to drive a safety, health and wellbeing culture of excellence, supporting our Zero Harm ambition and enabling all our people to work sustainably and be their best - safe, healthy and well every day. Core elements of the strategy follow the principles of a foundation in compliance, evolution in understanding our trends, strong leadership, the implementation of clear and consistent safe and healthy working practices and driving continuous improvement through opportunities to learn.

Wellbeing

We work hard to create an environment where our people's wellbeing is supported, enabling them to be resilient, know we care, work sustainably with wellbeing in mind and be their best. In 2023, we continued to raise awareness and educate and involve everyone in the conversation. We have been continuously evolving and developing the support and resources available to our people to support their health and wellbeing.

We continue to provide an Employee Assistance Programme (EAP) – which includes 24/7 access to a confidential 'live chat' counselling service and a useful wellbeing app. This provides our people with easy and instant access to a wide range of additional resources, including virtual talks on a range of mental health topics as well as useful wellbeing tools. 95% of our people leaders are also trained as Mental Health Champions.

We provide private health insurance to our leadership population and their families, a provision which we enhanced in 2023, and all colleagues have access to a digital GP service which is available to them and their immediate family members. We also offer a comprehensive colleague discount platform which includes a wide range of savings on products and services such as leisure activities, gym memberships, virtual studios, gym equipment, eating healthily and wellbeing treatments.



93% of our people agrees that 'My manager cares about my wellbeing'

Financial Wellbeing

As an employer, we were acutely aware of the impact that the cost-of-living crisis had on our colleagues and their families. As a responsible business, we considered how we could show support to our people in 2023 in a way that fitted with our values, helped those most in need, and was affordable for the business. To that end, we created a package of measures intended to recognise those challenging times and that we cared. These measures included

providing all colleagues with £50 gift vouchers on three occasions during the year; a care package of treats in the Summer and a structured communication campaign which ran over a period of months, signposting colleagues to supportive resources.

When determining our annual pay review, fair allocation of the budget is a key consideration. We prioritise the pay of our lowest paid colleagues, ensuring that we have a healthy gap between the National Living Wage and our lowest rates of pay, which are currently aligned to the Voluntary Living Wage outside of London.



SPOT LIGHT

Helping Hand

We are especially proud to have launched our Hardship Fund, Helping Hand, in February 2023. The purpose of the fund is to support colleagues with one-off, unexpected costs arising from the cost-of-living crisis or circumstances outside of their control. To date, the fund has awarded 20 grants with a gross value of £25k.



Recognising our People

Recognition - a fundamental element of our people experience - is well embedded within our culture. We are truly proud of our people and ensure performance and contribution to our wider culture is recognised and celebrated.

There is no better example of this than our prestigious **Global Belron® Exceptional People Awards (BEPAs)**. These are presented annually to recognise, thank and celebrate our Belron® stars – those who are making the biggest difference to their colleagues, our customers and society. As a precursor to the Global BEPAs, we also hold UK BEPA awards each year. We typically present 8 awards to both individuals and teams, and these award-winners go forward as our global nominees.



Our well-established and popular peer-to-peer recognition programme, Celebrate US, allows colleagues to show their appreciation for each other by giving awards based on role modelling our core values: **collaborative, driven, caring** and **genuine**. These awards can be in the form of an e-card or the provision of recognition points which colleagues can then redeem for a gift of their choice.

In 2023, there were over **5,000 Celebrate US** recognition moments

CELEBRATE US



Promoting Equity, Diversity and Inclusion

We are committed to being a truly diverse and inclusive organisation and in 2023 we continued to increase our focus on Equity, Diversity, and Inclusion.

We identified an opportunity to improve our gender balance within our Technician community and throughout 2023 we focused on how we attract, recruit, and retain more women into the Technician roles. Through new targeted methods of attraction, updated visual assets with an active emphasis on females in the role, and a focus on ensuring our internal processes and practices were fair for all,

we have made real strides in increasing our female representation within the Technician population.

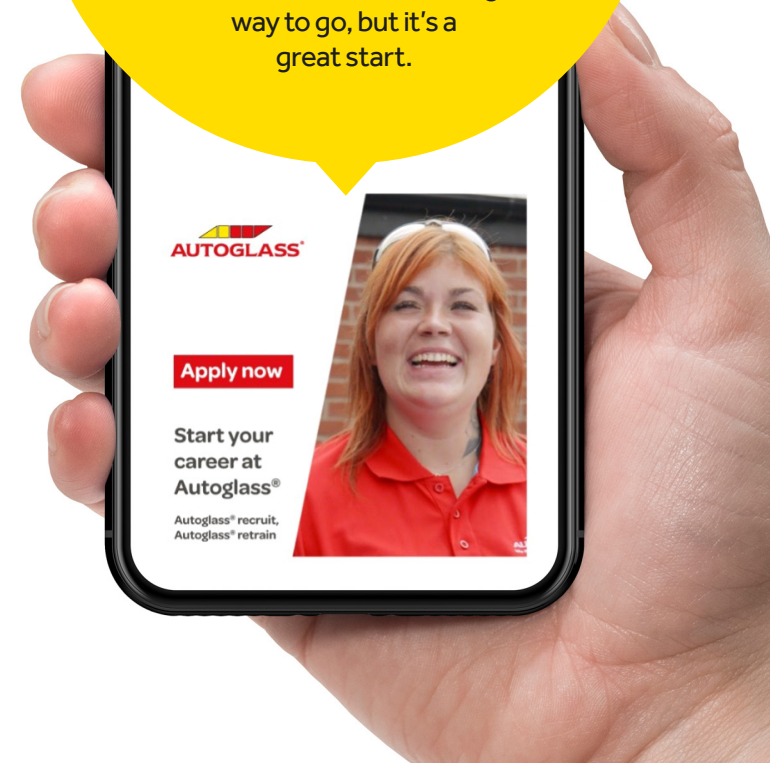
We continued our focus on increasing awareness by recognising special observance events, such as International Women’s Day, Neurodiversity celebration week, Pride, Black History Month and International Day of Persons with Disabilities. These events are designed to raise awareness and increase knowledge and are supported by information, tools and most importantly, sharing personal stories to help bring to life the value of our differences.



SPOT LIGHT

Increase our Gender Balance

We started 2023 with 2 female Technicians and ended the year with 35. There’s still a long way to go, but it’s a great start.



AUTOGLASS®

Apply now

Start your career at Autoglass®

Autoglass® recruit, Autoglass® retrain



Customers

We aim to deliver excellence in customer service and ensure a first-class experience that is delivered in a responsible way and with real care. We aim to make a difference to our customers by having an optimum fitting network with the right levels of skilled people, products and services available to enable convenient, right-first-time service, including value-added offerings to enhance our customers' experience and ensure their safety.



Our Customer Journey

Customer Service Centre

Our Customer Journey Training Team ensures all our customer service representatives receive an in-depth induction to our business. Training provided uses blended methodologies: classroom sessions, demonstrations and e-learning, coupled with practical hands-on experience. We also include an introduction to the wider Belron® family and our core values, plus demonstrations on the Belron Way of Fitting (BWOF) for windscreen repair and replacement by our Technical Training Team.

All trainees receive appropriate guidance to help them engage with and draw on customer service principles, including listening skills, use of inclusive language, building rapport by recognising needs, displaying empathy where appropriate, and caring for our customers. We also place special emphasis on supporting our vulnerable customers. A vulnerable customer is a customer, or prospective customer, whose ability or circumstance requires us to consider the way that we provide our services, ensuring that these customers are not disadvantaged in any way and that we adequately meet their needs.

We also include customer human rights considerations and training to ensure we represent our core principles of integrity, respect and trust.

Once the formal period of training is completed, our new Customer Service Representatives receive



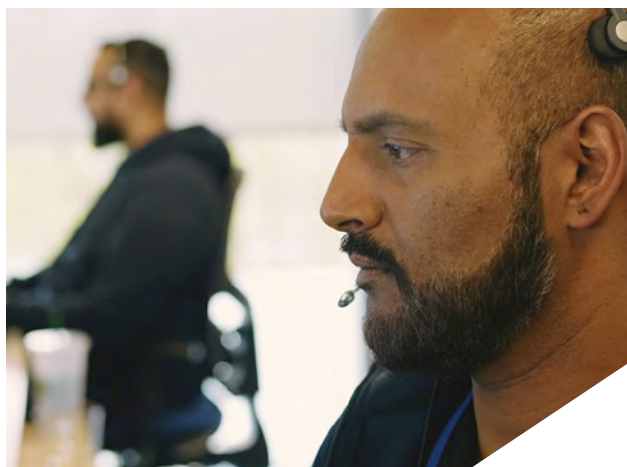
regular one-to-one support and coaching to add to their skills and improve their performance.

To further support our customers, where needed we provide an additional service from our Concierge Team – experienced Customer Service Representatives who have the extra skills and knowledge to assist them with more complex situations and challenges.

Our customers can be confident that they are dealing with a company that strives to ensure fair treatment for all

Call Quality Checks

Customer contacts are monitored regularly by our Customer Journey Quality Team to ensure we deliver excellence in customer service and care. We use bespoke quality frameworks to sample calls and correspondence for each customer-facing department. The frameworks cover all aspects of compliance, including GDPR and FCA regulation, and process adherence. Customer service skills are included to ensure competencies such as accuracy and efficiency of call handling are maintained. We actively promote warm, friendly, conversational-style call handling, adapting our calls to the customer's persona and personal situation.



In the Field

Technicians follow a similar journey to that of our Customer Experience Centre colleagues with regards to dealing with our customers in a responsible, professional and caring way. Recruitment is based on great customer service skills and experience with a view to recruiting people who embody our purpose of making a difference with real care and our values of **caring, genuine, collaborative, and driven.**

The start of a Technician's journey, which includes a robust induction, and customer service and technical training, is carried out at our National Skills Centre based in Birmingham. Ongoing refresher training is also completed at the centre, which is accredited by the Institute of the Motor Industry (IMI) and delivers industry-recognised qualifications to our Technicians.



Customer Satisfaction

We measure customer satisfaction using a Net Promoter Score (NPS), calculated from responses to a customer satisfaction survey. For 2023 we achieved an overall NPS improvement of 2 points to 76.8. This increase was driven by a 4.4-point improvement in Autoglass® branch NPS to 73.2. We have focused our efforts to further close the gap between mobile NPS which is typically higher, and branch NPS. As an example of this focus in the second half of 2023 we introduced 'Challenge 80+ in Operations', a programme to challenge colleagues that focused on communication, cleaning of customer vehicles and payments.

A customer satisfaction NPS of **76.8**

Service Quality and Customer Safety

We place the highest demands on the quality of our work and the safety of our customers is paramount in every service we offer.

The training and development of our employees is essential to the quality of service delivered and our specific Belron Way of Fitting (BWOFF) focuses on working with safety in mind. Following the 40-step BWOFF ethos ensures all our Technicians follow the preferred methods to keep our customers safe, while patented equipment provides our Technicians with the very best-in-class tools for the job.

Glass repair is also an essential part of our business and where possible we will always plan to repair a windscreen rather than replacing it providing our customers with a safe, convenient, and cheaper-than-replacement solution. Every Technician is also trained to use the Belron-certified

equipment with a specially endorsed glass repair resin. We are so confident that our training, equipment, and quality will stand the test of time that our customers also receive a market-leading lifetime guarantee. A windscreen chip repair is also a greener option than a replacement, as it reduces waste from materials and energy used to make, deliver and install a new windscreen.



Technical Training and Support

Targeted training and continuous professional development are essential to ensuring we deliver quality in service and customer safety, which is why we have embedded the BWOF into all our technical training and development programmes. This is also supported by Technicians having access to approved fitting and method instructions at the touch of a button, as well as a dedicated team of technical experts via the Technical Help Desk (THD), which can be called upon for technical information support or guidance. The THD takes over a thousand calls a week from all areas of the business.

Our Technicians are assessed throughout their training journey. Once a Technician has demonstrated technical competence on a consistent level and in line with our values, they become part of The Institute of Motor Industry (IMI) accreditation scheme. The staged approach of the scheme also provides the Training Team with the ability to identify any skill gaps and training development opportunities. The scheme is subject to an external quality assurance programme where opportunities for improvements are reviewed and implemented.

As our industry and car technology evolves, ensuring our Technicians have the right skills is crucial. Electric vehicles (EVs) are one such example and to work safely on these vehicles demands a highly skilled workforce. To meet this need our Technicians are being trained on safe working methods when working on high voltage vehicles. This training started in late 2023 and will be completed in 2024.

Our Technicians are supported by a dedicated team of technical experts via the Technical Help Desk

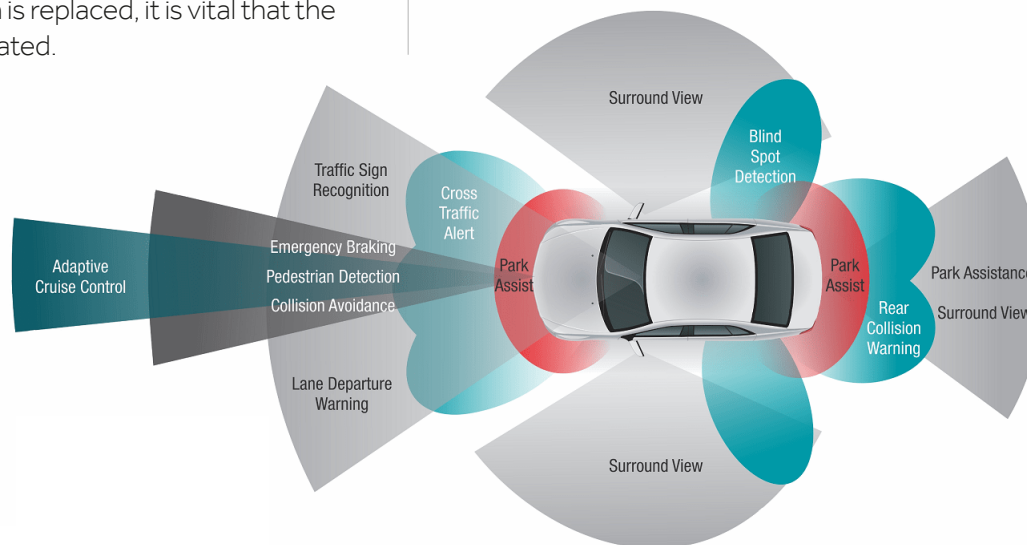


Advanced Driver Assistance Systems (ADAS)

ADAS are systems developed to automate, adapt and enhance vehicle systems for safety and better driving. These ADAS safety features are designed to avoid accidents by offering technologies that alert the driver to potential collisions and avoid them by implementing safeguards and, if necessary, taking over control of the vehicle.

An increasing number of vehicles are fitted with these systems, which use a variety of technologies including ultrasonic sensors, radars and cameras. A vehicle fitted with ADAS will typically have sensors and/or cameras mounted in the windscreen, so when the windscreen is replaced, it is vital that the equipment is recalibrated.

We offer our customers ADAS recalibrations as part of our service. These systems are complex and require a Technician to have the right skills, competence and equipment to perform a safe recalibration after a windscreen replacement. Working with the IMI we have developed and delivered a standalone IMI Technician Accreditation for ADAS. We have also, in partnership with BOSCH, established and invested £2m in a new market-leading ADAS service solution. This provides our customers and corporate customers with the assurance that our recalibration solution is best-in-class.



We can now complete over 98% of recalibrations in-house, providing a convenient solution for our customers and ensuring they return to a safe driving environment immediately after their windscreen is replaced.



SPOT LIGHT

IMI Tech Safe Award

As an organisation we recognise the importance of an Industry accreditation to keep our people safe, particularly when working with EVs and ADAS. Our continued focus and leadership in this space was recognised by the IMI with the Tech Safe Award showcasing our commitment to future technologies and Technician competence.



Environment

We are fully committed to delivering positive change by doing the right thing to reduce our environmental impact, and making sustainable improvements to how we work and the products and services we deliver.



Environmental Risk Management

Our environmental policy provides the framework in environmental governance and legislative compliance, complemented by our own standards to ensure we manage risk to the environment and minimise our impact where we can.

Certified to ISO14001:2015, our Environmental Management System (EMS) is externally assured and helps us to define, measure and control our activities and minimise the environmental aspects of our business.

In addition to external audits,



internally we measure compliance and continuous improvement in our EMS through our operational audit programme. To ensure all our employees contribute to positive environmental practices, environmental guidance is embedded within our training programmes and operating procedures, supporting us all to make the right choices in minimising our impact on the environment.

Our environmental impact reduction strategies are overseen by a steering group, comprised of subject matter experts from across the business, supporting and driving our plans to reduce environmental impacts, specifically waste reduction and elimination, and driving positive action to achieve our net-zero emission targets.



Reducing Waste and Building a Circular Economy

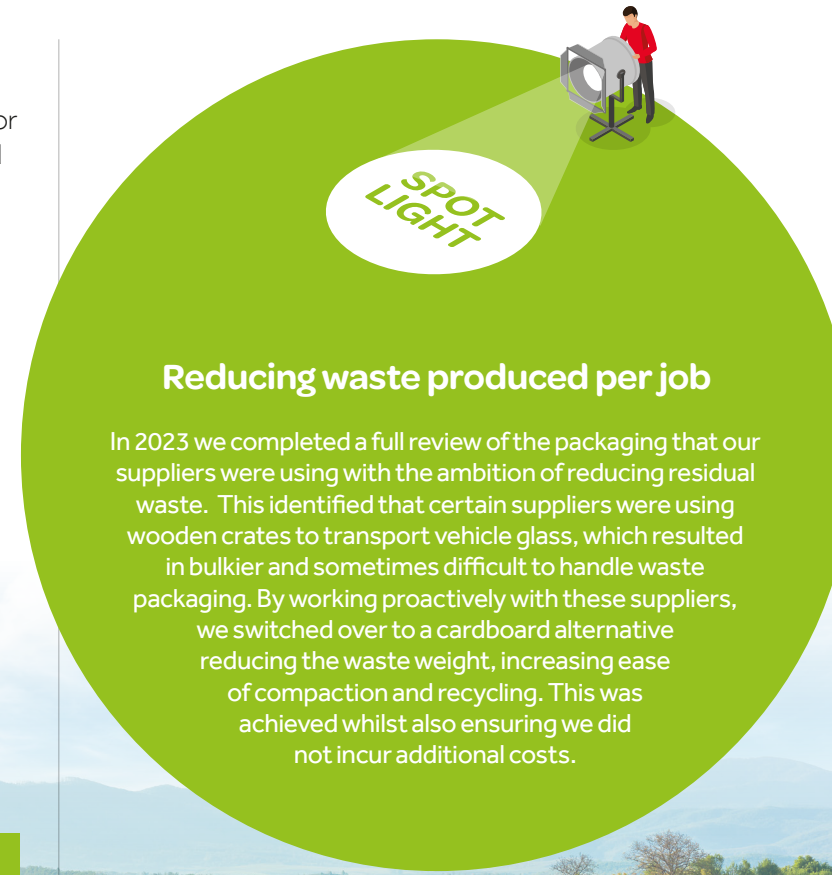
Wherever possible we strive to reduce waste from our daily activities through various means including through our repair-first strategy, our internal practices and working with our supply chain partners. We also aim to maximise reuse, recycling, and recovery and eliminate waste otherwise going to landfill.

Our Actions

We operate a reverse logistics operation for our branches to both reduce waste and maximise its diversion from landfill. Every day, on the return from glass deliveries, we have lorries bringing back items which are no longer required, such as stillages (used to transport glass) and damaged glass removed

from vehicles. These items are then sorted at our main distribution centre, ensuring that we maximise reuse and that any waste is sorted and segregated for onward disposal. This operation has not only allowed us to fully utilise our distribution vehicles but has also supported increased recycling opportunities and reduced waste collections, enabling us to segregate waste streams prior to collection, increasing our overall diversion from landfill.

Alongside diversion of waste going to landfill, reduction of waste creation in the first place is also a priority. In 2023 we saw an increase in volume of work within both Autoglass® and the Laddaw® wholesale market, which resulted in an increase in waste through packaging and damaged glass. Despite this increase we not only achieved an avoidance of waste to landfill rate of 99% but also reduced the amount of waste created per prime job and wholesale units sold.



Reducing waste produced per job

In 2023 we completed a full review of the packaging that our suppliers were using with the ambition of reducing residual waste. This identified that certain suppliers were using wooden crates to transport vehicle glass, which resulted in bulkier and sometimes difficult to handle waste packaging. By working proactively with these suppliers, we switched over to a cardboard alternative reducing the waste weight, increasing ease of compaction and recycling. This was achieved whilst also ensuring we did not incur additional costs.

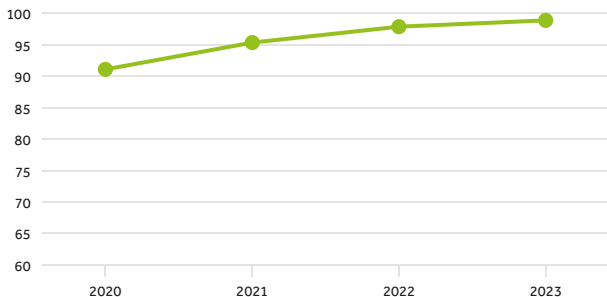
99% of waste produced from our operations is diverted from landfill

A 16.4% reduction in kgs of waste produced per prime job and wholesale unit sold

One example of the additional steps taken included proactively supporting an initiative from one of our suppliers in moving away from wooden crates to transport car glass to cardboard boxes. Overall we have reduced the amount of waste created per prime job and wholesale unit sold from 12.2kg in 2020 to 10.1kg in 2023, a reduction of 16.4%.

A significant amount of waste produced by our activities is vehicle glass, 100% of which is recycled. Within a windscreen and in addition to the glass, there is also a plasticised polyvinyl (PVB) interlayer, bonded rubber and other materials that form part of the windscreen. While these materials are much more challenging to recycle, through working with our supply chain partner we will, as of early 2024 be able to ensure a significant proportion of these materials are also recycled.

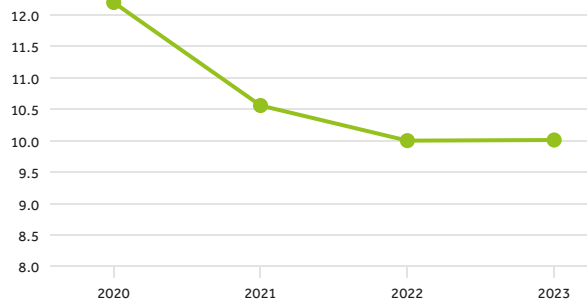
Diversion of total waste from landfill



Tonnes of Waste (Glass and non glass waste)



Kg of waste per prime job and wholesale units sold



100% of the vehicle glass waste we handle is recycled*

Waste Graph Footnotes

Waste figures provided excludes PVB waste for which we are currently working with our supply chain partner to ensure it can be fully recycled, the facility for which will be fully operational by early 2024. For vehicle glass waste recycling we have independent assurance of glass waste recycling data by ERM-CVS (assurance statement available on request). For all waste stream data, via Belron we achieved limited assurance via PwC on behalf of D'Ieteren in support of the D'Ieteren NFD publication.



SPOT LIGHT

Repair First Strategy – Avoiding waste in the first place

Repairing a windscreen rather than replacing it is not only better for our customers financially, and often more convenient, it is also better for the environment. By repairing the windscreen rather than replacing we automatically reduce waste produced alongside other indirect impacts. These include reduction in virgin materials used and carbon emissions created in the production of new windscreens and their transportation. By repairing first, we also avoid the waste which would have been produced by the removed damaged windscreen. In 2023, we repaired rather than replaced 160,894 windscreens. Based on 16kg for the average weight of a windscreen, that means we avoided the creation of 2,574 tonnes of waste.

Driving Down Emissions

Climate change is a global emergency. We all need to play our part in reducing emissions and we are taking action to drive down our greenhouse gas (GHG) emissions and are committed to achieving net-zero by 2050.



SPOT LIGHT

Repair first reduces emissions

Our repair first strategy is at the heart of how we serve thousands of customers across the UK. Wherever possible we will repair a windscreen rather than replace it. The Belron® Group’s new Product Carbon Footprint tool shows that a windscreen repair results in 16.4kg CO₂e emissions and to replace a windscreen results in 82.3kg CO₂e. So repairing rather than replacing results in 80% less emissions.* An 80% carbon saving or 66kg CO₂e is equivalent to a short haul flight between London and Paris, per passenger**

We, and as part of the Belron® Group report our carbon emissions in accordance with the Greenhouse Gas Protocol and in 2023 the Science Based Target initiative (SBTi) validated our reduction targets. This validation shows our commitment to responding to climate change by taking meaningful, measurable action to reduce emissions across our entire value chain. These targets require significant emissions reductions by 2030, to ultimately achieve our 2050 net-zero commitments, from a 2021 baseline year. The following targets submitted by Belron Group were validated by the SBTi;

By 2030

- Reduce scope 1 & 2 (direct & indirect) emissions by 42%[†]; and
- Reduce scope 3 (value chain) emissions (categories 1 to 5) by 25%[†].

By 2050

- Commit to reach net-zero GHG emissions across the value chain; and
- Reduce scope 1, 2 and 3 emissions by 90%[†]

We are committed to achieving net-zero emissions by 2050

Our Actions

12.7% emission reduction over the last 3 years across our scope 1, scope 2 and scope 3 emissions

We are making strong progress towards our commitments to address the climate change emergency and achieve our targets.

To support us in reducing our emissions, some highlights include: diverting a significant amount of waste produced from landfill, purchasing 100% of our electricity from zero-carbon renewable sources, increasing the efficiency of our vehicle fleet and driving our repair first strategy.



**SCIENCE
BASED
TARGETS**

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION



SPOT LIGHT

Energy Saving Opportunities


In 2023, we upgraded lighting installations at our main distribution centre and head office with more energy efficient LED units resulting in an estimated 7.5% reduction in electricity use.

Reducing Emissions from Our Facilities

Across our network of branches and distribution centres, we have a number of energy efficiency programmes in place including the introduction of LED lighting and moving to electricity-based solutions for heating and hot water (supported by 100% renewable energy contracts). Any undertaken refurbishment works use the latest in insulation technology to further drive down consumption.

100% of our electricity is purchased from renewable sources

In 2023 we have also introduced solar energy-driven modulars into our network of branches, with these units being 100% off grid.



SPOT LIGHT

Off-Grid Modular Units

2023 saw five off-grid solar energy driven modular units deployed into our network of branches. These units are 100% off-grid, driven primarily by solar power with solar charged batteries contained in the units.



Reducing Fleet Emissions

Our fleet of vehicles is a significant contributor to our overall emissions and there is a lot of work being undertaken to target reductions.

Our commercial fleet is now 99% Euro 6* emissions compliant. Current supply issues with new vehicles have continued to create delays, but the final Euro 5 vans on our fleet will be replaced with Euro 6 vans in 2024. This means that our entire commercial fleet will not only run more efficiently, with reduced tailpipe emissions, but also be able to operate in areas of the UK where Ultra / Low Emissions Zones are in place. We continued to trial a small number of electric vans in 2023 and placed an order for 40 electric vans to be delivered in 2024.

We also replaced more than 150 of our commercial fleet of vans with an upgraded specification, including ADAS systems and reversing cameras. This means over 90% of our commercial fleet has the higher specification, keeping our drivers safer and reducing the likelihood of collisions our vehicles could have.

Our electric company car policy enabled us to continue the reduction of tailpipe emissions from our company car fleet. 2023 was the first year in which we did not order or take delivery of a single combustion company car, and by the end of 2023 69% of our company car fleet was fully electric.



*The Euro 6 emission standard sets a legal requirement for a diesel vehicle to produce less than 80mg/km NOx emissions.

Our Emissions Performance

In 2023, and for those emissions that are in our direct control, our scope 1 and 2 (direct and indirect) emissions, we achieved a reduction of 8.8% when compared to 2021, our baseline year.

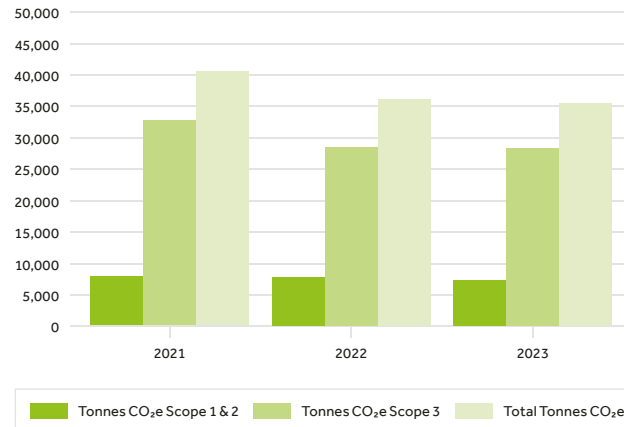
We also saw a significant reduction over the last 3 years in our total (scope 1, scope 2 and scope 3 (categories 1 to 5)) emissions of 12.7%.

This reduction was achieved despite an increase in repair and replacement volumes as well as wholesale units sold and an increase in our branch network.

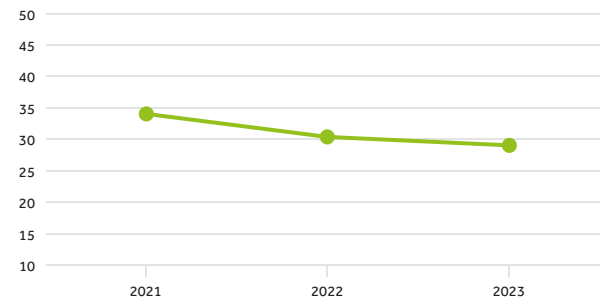
In 2023, when compared to 2021, we also saw a strong reduction in our carbon intensity of 15% from 34.1kg /prime job and wholesale units sold in 2021, to 29kg/prime job and wholesale units sold.

We saw a reduction over the last 3 years in our total (Scope 1, 2 and 3) emissions of 12.7%

Actual Carbon Emissions (tonnes)



Carbon Emissions Intensity (kg/prime job and wholesale unit sold)



Restating our 2021 and 2022 emissions

In preparation for our SBTi validation, and via the Belron® Group we continued to gain a greater understanding of our emissions data and make improvements in data quality and methodologies for capturing primary data. As a result, and with the support of external advisers, we restated our 2021 and 2022 emissions. Our restated figures cover scopes 1, 2 and categories 1 to 5 of scope 3, which represent over 90% of the total (on a 2021 baseline and in line with SBTi requirements).



Sustainable Procurement

Our approach to responsible and sustainable procurement, and the relationship we have with our supply chain partners, is key to our success. Focusing on procurement in a responsible and sustainable way, also ensures we remain true to our principles as a business.



We choose our suppliers based on clear and fair processes, without bias or favouritism, selecting those that not only meet our supply requirements but can also demonstrate socially and environmentally responsible policies, alongside high standards of ethical behaviour and compliance with all relevant legislation. This is reinforced in our guiding principle of integrity, and a relationship based upon respect and trust between us and our suppliers.

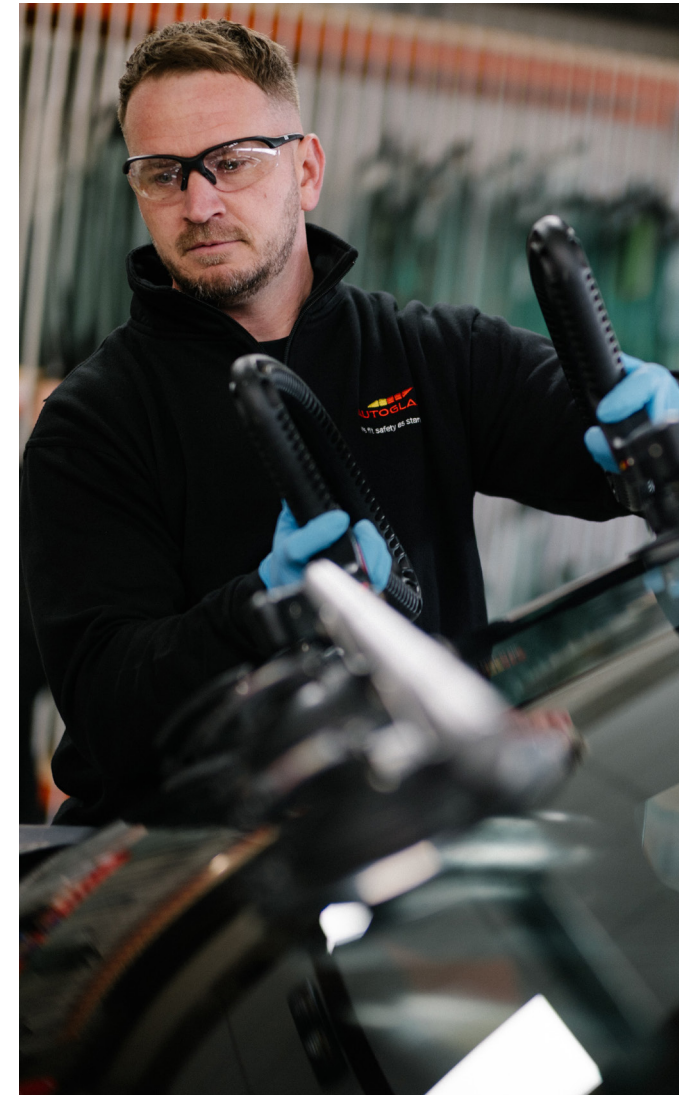
Our Sustainable Procurement Policy sets out our processes and commitment to identify and responsibly manage the environmental, social and economic impacts within our supply chain. It also outlines how these considerations are integrated into procurement policies and practices and are administered. A new Belron® Group Procurement Policy is planned to be introduced during 2024, which the UK business will fully adopt.

Supplier Code of Conduct

Our Supplier Code of Conduct is a set of principles that we expect our suppliers to work within. We consider these principles when we are choosing suppliers and work together to monitor compliance throughout our relationship. We ensure that we treat all our suppliers and partners with fairness and honesty, and we expect suppliers to demonstrate the same behaviours.

The Supplier Code of Conduct has been fully incorporated into the procurement due diligence processes and incorporates a wide range of ESG topics such as health and safety, environmental considerations, responsible sourcing, and modern slavery and human rights. The suppliers who complete the full due diligence questionnaire must read and accept this Supplier Code of Conduct as part of their onboarding process. Full due diligence is applicable to all non-transactional suppliers, these are known as approved suppliers.

Our terms and conditions of purchase and our Supplier Code of Conduct ensure that both the buyer and our goods and services suppliers have clear expectations of us. In turn, we expect all our approved suppliers to comply with our Supplier Code of Conduct.



Supplier Risk Management

The Procurement team completes an annual risk review on approved suppliers. This risk assessment involves a review of a variety of risks, including financial, technology, market, ethical, environment and regulatory risk. Measures are then implemented to mitigate and control the risks highlighted. New suppliers are assessed for risk as part of the onboarding process and all approved suppliers are set up for ongoing credit monitoring.

To ensure compliance, the Belron® Group central procurement team, in conjunction with two leading third party audit providers, undertake a bespoke social and environmental on-site supplier audit programme. These audits are aligned with our Supplier Code of Conduct, covering a wide range of ESG topics and our values, and deliver a corrective action plan with required resolution times for each audit, where appropriate. A key aspect of the on-site audit is direct dialogue with workers at the production sites, which is done in local languages by the independent expert auditors. This is then followed up by the team to address any gaps and share opportunities for improvements. In 2023 the audit programme was further enhanced with the launch of a new scoring mechanism. In addition to identifying risks, the new scoring mechanism highlights areas of positive impact for which the suppliers are recognised, and which are used to support other suppliers to develop and improve their own positive impact.



In 2023 the Belron® group central procurement team completed 39 supplier site audits, against a target of 38

Procuring Sustainable Products and Services

We aim to procure products and services that align with our objectives of environmental sustainability and responsibility.



SPOT LIGHT

Safety Gloves

In 2023 we changed the supply of safety gloves worn by our Technicians and Supply Chain colleagues. As well as being carbon neutral, they also offer increased protection and a longer lifespan.



SPOT LIGHT

Electrifying our Van Fleet

In 2023 we placed our first orders for electric vans to come on to the fleet in 2024. These are for both the distribution and Technician fleets. This also included new, lighter and more sustainable racking for the Technician vans and appointing a partner for our network EV charging infrastructure.



Giving Back

At Belron® UK we have a deep-rooted sense of responsibility to the communities we serve. We continue to find ways to make a difference - be that locally, nationally or through working with our headline charity partners.

We support charities and community projects that are valued by our colleagues. We enable and inspire our colleagues to give back and to get involved with events such as the Spirit of Belron Challenge and Children in Need, and we add value and make a positive contribution to those less fortunate in our society through financial contributions, volunteering and proactive fundraising.



In 2023 we supported over 20 separate charities and community projects via our Community Counts scheme

Supporting Local Charities and Community Projects

We have several schemes in place to support charities and community projects which are close to the hearts of our colleagues.



Our Community Counts scheme, one of our giving back programmes, has been established to directly support charities and communities that are especially meaningful to our colleagues. The scheme also encourages our people to think of ways that they can use their time and their skills to enrich the communities they live in, with the support and backing of the business.

There are four parts to the scheme:

- **Community Fundraiser** is a matched funding programme which enables us to make financial contributions to charities in recognition of our people's fundraising.
- **Community Project Grant** provides a payment of up to £200 for community groups and local charities that colleagues are involved in.
- **Community Volunteer** is a matched funding programme which enables us to make a financial contribution to charities in recognition of colleagues volunteering.
- **Community Team Volunteering** allows teams to offer their time to a local good cause and the company will help to support the event.



SPOT LIGHT

Community Counts

Kenny Bell, our Technical Innovations Trainer, volunteers his time at his local youth football team, St Malachy's FC. Kenny is a coach, specialising in helping children with additional needs in Belfast to gain confidence, build connections and find enjoyment through football – either through playing as part of a team or through one-on-one support. Kenny applied to our Community Counts scheme and received £400 for his team.





SPOT LIGHT

Community Counts

We place real value on giving our colleagues opportunities to volunteer their time to support local causes in a practical way. One of the Giving Back activities our Customer Experience Centre got involved with was helping to collect Christmas trees on behalf of Sue Ryder Hospice Care and take them to be recycled. 28 colleagues from our Customer Experience Centre, along with volunteers from other businesses, helped Sue Ryder to collect and transport 989 Christmas trees and in the process helped to raise over £15,000.



Enabling and Inspiring Colleagues to Give Back

We have several fantastic opportunities for our colleagues to give back to society and to get involved, working together to make a difference with real care.

The Spirit of Belron Challenge is a major highlight of the Belron calendar and is an opportunity for thousands of colleagues to come together and raise money for our headline charity Afrika Tikkun. In 2023 over 1,000 of our colleagues, their families and friends, took part in the virtual event with nearly 10,000 members of the Belron family participating globally. The culmination of the 2023 Challenge was the Spirit of Belron Day at Dorney - a face-to-face opportunity, on top of the virtual challenge, for colleagues from around the globe to get together, challenge themselves and have some fun.

By walking, running, cycling and swimming, our UK colleagues helped the Belron family raise €2.5 million!





SPOT LIGHT

The Spirit of Belron® Challenge 2023

Our Spirit of Belron Challenge virtual event is an opportunity for our colleagues from all over the world to walk, run, swim, cycle or travel by wheelchair and make a meaningful difference for Afrika Tikkun, together. Accessible to everyone, no matter what their level of physical fitness, our virtual event allows everyone to make a difference in their own way, and empowers everyone to get involved in supporting this wonderful cause. In 2023 over 1,000 of our UK colleagues, along with their friends, families and business partners, got actively involved in our virtual challenge – this is the highest level of participation we’ve ever seen!



Children in Need

Children in Need is also another great event in the Belron UK giving back calendar. A great opportunity for colleagues to have some fun, connect and donate to charity while having the opportunity to win some amazing prizes in our fantastic Children in Need raffles which are open to all colleagues.



SPOT LIGHT

Children in Need

Our annual Children in Need event inspires our people to show their support for children and young people facing disadvantage across the UK. We’ve been passionate supporters of this special charity for over a decade, and it remains one of the flagship events of our Giving Back calendar, with our colleagues getting involved in raffles, sponsored walks, dressing up and other fun activities. As always, we arranged for Pudsey, the charity’s famous mascot, to visit hospitals, schools and care settings in our local communities to share a touch of magic and excitement. In 2023 we were proud to raise over £3,500 for Children in Need.

The Belron Ronnie Lubner Charitable Foundation

In February 2020, former Belron CEO Gary Lubner launched the Belron Ronnie Lubner Charitable Foundation (registered in England and Wales under No. 1186189), established in his father's name to continue the longstanding



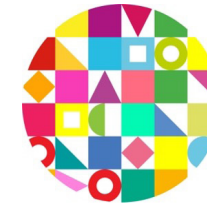
SPOT LIGHT

You Can Make a Difference

In 2023 the Belron® Ronnie Lubner Charitable Foundation offered Belron UK colleagues a fantastic chance to nominate their favourite charity to receive a donation of £500. Over 200 of our people nominated the charity which meant the most to them, with some choosing large and well-known charities and some opting to support smaller charities which make a difference in their own community. Our Technician Dion Sellers is passionate about supporting the North Wales Cancer Appeal due to his friend recently having been diagnosed with cancer. Alongside his own fundraising activities, including a sponsored walk up Yr Wyddfa, Dion was also able to arrange for North Wales Cancer Appeal to receive a further £500 through the scheme.

commitment to give back to the community.

Since its launch, the Foundation has donated over €9.48m to causes around the world, helping hundreds of charities across six continents. In 2023, the Foundation donated €2.8m, including towards support for the victims of the earthquake in Syria and Turkey, ad hoc employee applications, and donations under its global grants programme.



**THE BELRON
RONNIE LUBNER
CHARITABLE
FOUNDATION**



In Summary

At Belron® UK, we recognise the vital role that businesses must play in addressing environmental and social challenges. We strive to play our part in demonstrating how business can be a force for change and are committed to doing the right thing by all our stakeholders. We put being responsible at the heart of our business, it stems from our values, is reinforced by our culture, and lies at the heart of our common purpose: **making a difference with real care.**

This report provides an overview of our approach and progress around the sustainability and responsible business agenda, of which we are proud. However, as a responsible business we will not stand still. By working together across our business we will continue to ensure we deliver on our plans and drive continuous improvements.



Our Approach to this Report

This report highlights our approach to being a responsible business through governance, material issues and strategy, and provides a focus on performance during 2023 (1 January 2023 to 31 December 2023).

We also include information on our approach and activities that occurred before or after the reporting period, to help provide a clearer picture of our performance and to provide context to our approach.

We have included case studies and information as examples of our responsible business strategy in action.

The report covers Belron UK Limited activities and does not include activities or performance of our suppliers, contractors or partners, unless otherwise noted.

Please note that via the Belron® Group our vehicle glass waste recycling figure has been assured by ERM CVS and the following metrics have been assured by KPMG, as instructed by Belron's major shareholder D'Ieteren Group:

- Net Promoter Score
- Total waste generated
- Greenhouse gas emissions scope 1 and 2
- Employee engagement score



We welcome your view

Belron UK Limited welcomes the views of all our stakeholders and we actively encourage feedback on our Responsible Business Insights Report 2023.

Useful Contacts

For further details, to share feedback or to request additional information, please contact:

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