

Belron UK Limited
**Responsible
Business Insights
Report 2022**



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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. 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 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 to our planet, and highlights our progress across this broad agenda.

In 2022 we all continued to be faced with challenges both professionally and personally including the continued impact of the pandemic, the devastating war in Ukraine, supply chain challenges and of course the cost-of-living crisis which is impacting so many. Despite those challenges we have come a long way, seeing both healthy financial performance and excellent progress against our responsible business ambitions. I am immensely proud to be a part of this business and I would like to say thank you to all Belron UK colleagues who demonstrate the true spirit of Belron day in and day out, responding to any challenge with care, compassion, and an unwavering determination to deliver and ensure we operate in a responsible way. Our progress around

the sustainability and responsible business agenda has been significant but we continue to set ourselves ambitious goals to ensure being a responsible business for our people, our planet and society is at the heart of our business and the driving force behind our decisions. By working together, we will achieve our ambitions, delivering on our purpose to make a difference with real care.

I am pleased to be able to share our progress and achievements with you in this report and look forward to our business making even greater strides across this agenda in the future.

Taxiarchis Konstantopoulos



Managing Director
Belron UK Limited

I am immensely proud to be a part of this business and I would like to say thank you to all Belron UK colleagues



2022 Highlights



Responsible Business Foundations

- Maintained our **certification to International Standards** for Occupational Health and Safety, Environmental Management and Quality Management (ISO45001, ISO14001 and ISO9001).
- Completed **over 60 internal audits** to check compliance with our policies and processes and support the business in doing the right and responsible things.
- Successfully achieved **positive outcomes** in over 24 external audit reviews completed by or on behalf of our corporate customers and other external organisations.
- Over 2,500 **compliance and ethics training modules** were completed.



People

- 89% of colleagues participated in our third annual employee engagement survey. The responses to the survey highlighted that **86% of colleagues are engaged** and improvements were made across many categories of the survey.
- We currently have **over 20 colleagues** completing an apprenticeship programme.
- **95%** of our People Leaders have completed **Mental Health Champion training**.
- **91%** of colleagues agree or strongly agree with the statement **'My manager cares about my wellbeing'**.



Customer

- All new Customer Service Representatives received training and guidance to help them learn effective customer service principles, including listening skills, use of inclusive language and prioritising **customer care**.
- **Trained our Technicians to the highest standards**, with accreditation by the Institute of Motor Industry, to ensure the highest quality of service and the safety of our customers.
- **Helped shape the new British Standards for repair**, which will provide an opportunity to repair more chips and will be better for our customers and the environment.

2022 Highlights



Environment

- **Belron Group** submitted a Commitment Letter to the Science Based Targets initiative (SBTi) to set our company-wide near-term and long-term emissions targets.
- **Recycled 100%** of our glass waste and **diverted over 95% of all our waste from landfill.**
- We repaired rather than replaced over 172,000 windscreens, **avoiding the creation of over 2,700 tonnes of waste.**
- Purchased **100%** of our electricity from certified **renewable sources.**
- **Over 35%** of our company car fleet is **fully electric.**



Sustainable Procurement

- Our **supplier code of conduct** is a set of principles that we expect our suppliers to work within and we consider these principles when choosing our suppliers.
- Further enhanced our sustainable procurement competence through the introduction of a **procurement e-learning module.**
- Introduced a **100% electric company car policy** for new company cars.



Giving Back

- We supported over **20 separate charities and community projects** via our various internal giving back schemes.
- **Over 550 of our UK colleagues,** along with their families and friends, took part in the virtual **Spirit of Belron Challenge**, our global giving back event, globally raising over 2.2 million euros for our partner charity, Afrika Tikkun.

About Belron UK Limited

Belron UK Limited (trading as Autoglass® and Laddaw®) is part of the Belron Group, which operates in 37 countries across six continents and is home to just under 30,000 employees.

Belron has a deep and longstanding commitment ‘to making a difference with real care’ to its customers, its people, to society and to its shareholders. It has a focused business strategy to become the global leader in vehicle glass repair, replacement, and recalibration.

The Belron family has a strong history and family values. Our approach to being a responsible business is driven by our purpose and is reflected in our culture and core values: **Collaborative, Genuine, Caring and Driven.** 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®, the leading vehicle glass repair, replacement and recalibration specialist; Laddaw® is the UK distribution and wholesale arm for vehicle replacement glass and other associated products. Our business is home to some **2,000 employees**, with over **95 centres** around the country and a **large glass-distribution network.**



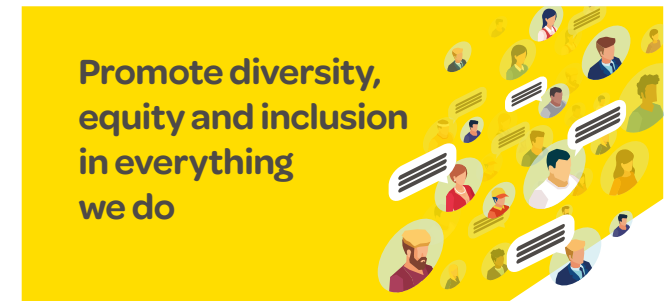
The Belron family has a strong history and family values.

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 take on a greater responsibility and play our part in demonstrating how businesses can be a force for change.

Within Belron we have developed our approach to 'doing business responsibly' which is laid out in our Responsible Business Framework. The Framework has two strategic pillars – **Sustainable Products and Services** and **Investing in People and Society**. Underpinning the Framework, we have the foundations 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 last update on the Belron Group responsible business activities, please visit www.belron.com

At Belron UK Limited, and on completion of our own internal materiality assessment, we are aligned with this framework and focus areas of **Sustainable Products and Services** and **Investing in People and Society**. Our priorities under these focus areas are to:

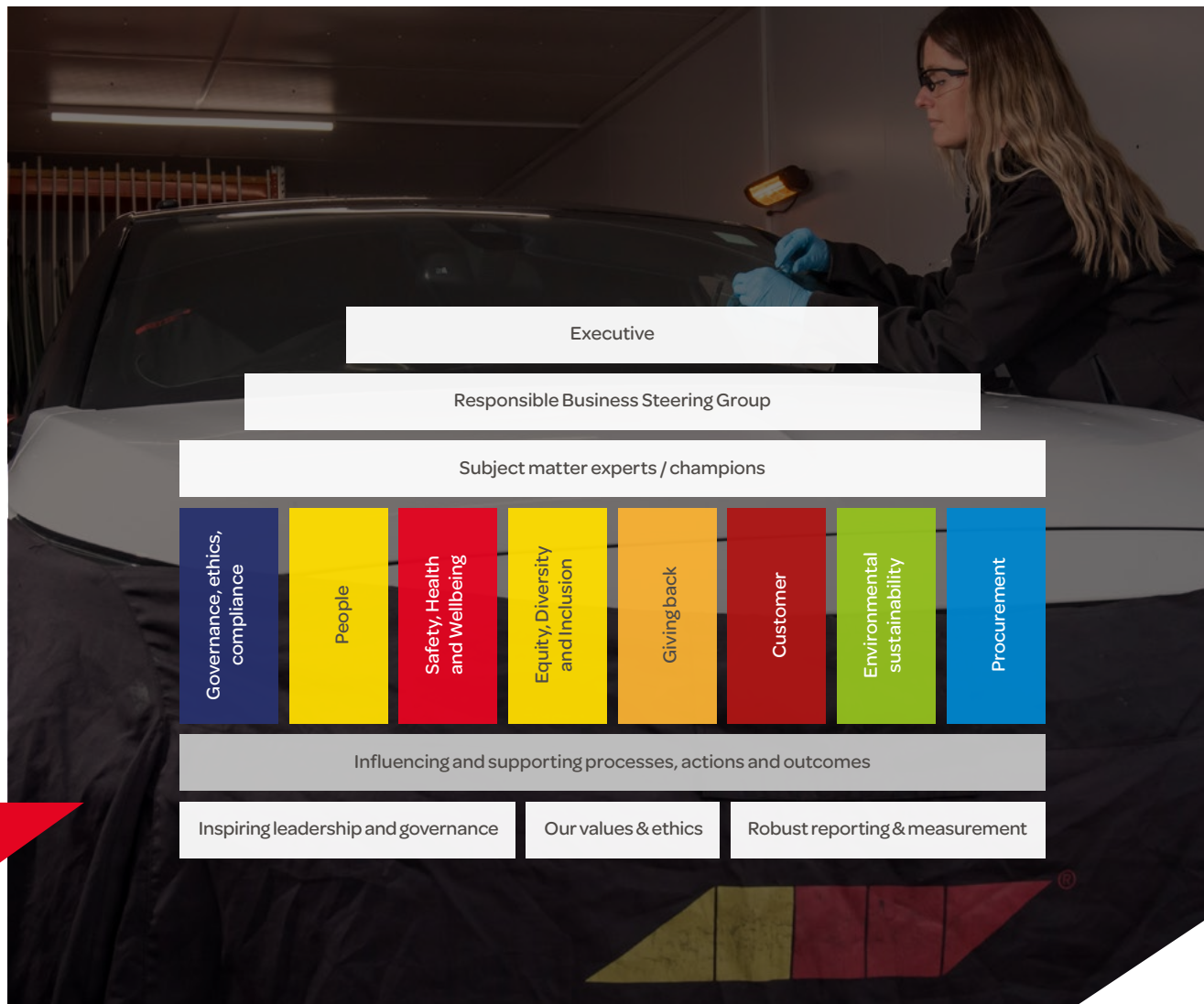


Via these focus areas and with our responsible business foundations, which include **strong governance, assurance processes, robust data and measurement and of course inspiring leadership**, we will ensure we maintain our reputation for being a responsible business and an organisation we are all proud of.

Responsible Business Steering Group

The Responsible Business Steering Group is made up of experts from around the business and they support and influence their areas and the business to ensure we have a forward-thinking, proactive approach, which allows us to make a positive contribution in everything we do. It is chaired by our Head of Responsible Business with proactive Executive oversight.

The group and its members set and guide key internal stakeholders in establishing plans, setting policy and process, as well as measuring and reporting on performance, to enable and ensure that we achieve our vision of being a best-in-class, responsible business.



Responsible Business Governance and Support Framework

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 2022 (1 January 2022 to 31 December 2022).

We also include information on 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.



Responsible Business Foundations

At Belron UK Limited, our business is built on a clear and solid foundation of responsible corporate governance that respects our purpose of making a difference with real care. This foundation also ensures we maintain our reputation of being a responsible business and an organisation that we are proud of.



Our decisions and daily actions are underpinned by our values of **Collaborative, Genuine, Caring and Driven** and our purpose '**Making a Difference with Real Care**'. We have a duty of care to maintain the highest operating standards by upholding our ethical principles to ensure the long-term sustainability of our business.

Some of the ways we do this are by:

- Being committed to good corporate governance and achieving our business objectives in an honest, transparent, and accountable way;
- Implementing robust risk management and compliance processes;
- Continuing to develop and innovate ways of minimising our impact on the environment and giving back to society;
- Ensuring transparency and full compliance with all statutory requirements;
- Publishing our corporate governance statement that sets out our corporate purpose, leadership and stakeholder relations, and engagement.



Our Way of Working

Our code of ethics document, 'Our Way of Working', describes our genuine approach to the way we work and how we do business. The code acts as a reference point when decisions are made to ensure that we do the right thing every day.

The document is divided into three main areas: how we work together, how we work with others, and how we manage the business. 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, the code of ethics document is supported by a variety of training and e-learning materials. 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.



In 2022, over 2,500 Compliance and Ethics training modules were successfully completed.



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 ensuring 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**.

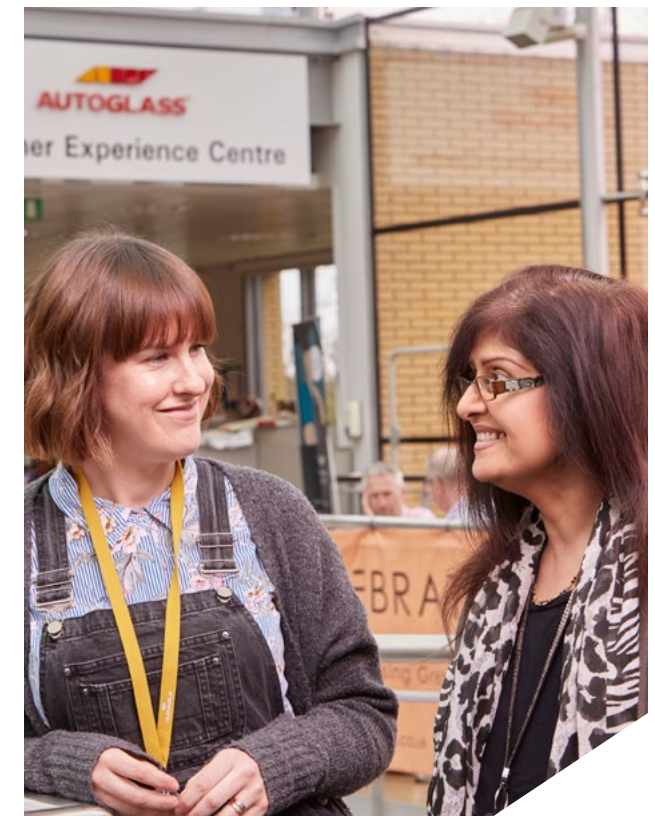
Speaking Up

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, 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 50 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 joiners 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.



SPOT LIGHT

New Global Information Security Programme

Our global information security programme continues to deliver industry-leading processes that provide the right level of protection and control for our data and people across the organisation. During 2022, we continued to mature our capabilities in cyber and information security, the global information security team has continued to expand, and a European Security Operations Centre has been established. Significant investments were made in security technologies and services, which enabled us to improve our controls and continue to maintain compliance to regulatory needs.

Data Security

Cyber-attacks and security incidents are a growing risk to all businesses. We are very mindful of these risks and have designed processes and controls to protect the data entrusted to us and our business operations. All colleagues have a role to play in protecting data and guarding against cyber security threats.

We communicate our policies and remind all colleagues to keep security top-of-mind through training and awareness campaigns. We have an established rolling information security awareness training programme to help our colleagues identify and guard against cyber threats both in the workplace and outside. Regular simulated phishing tests are in use and new training modules focusing on specific cyber-security topics are released every three months.

External Assurance and Audit

The Compliance and Audit teams oversee a variety of audits that are conducted by external organisations. 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 2022, we successfully achieved positive

outcomes in all 24 audit reviews completed by or on behalf of our corporate customers and other external organisations. This was in addition to the completion of 81 business assurance questionnaires. The purpose of these activities is to seek assurance that we are a responsible business partner with a clear purpose and strategy, while putting our customers, our people and society at the forefront of our decision making. These activities help to support our position of being a supplier of choice.

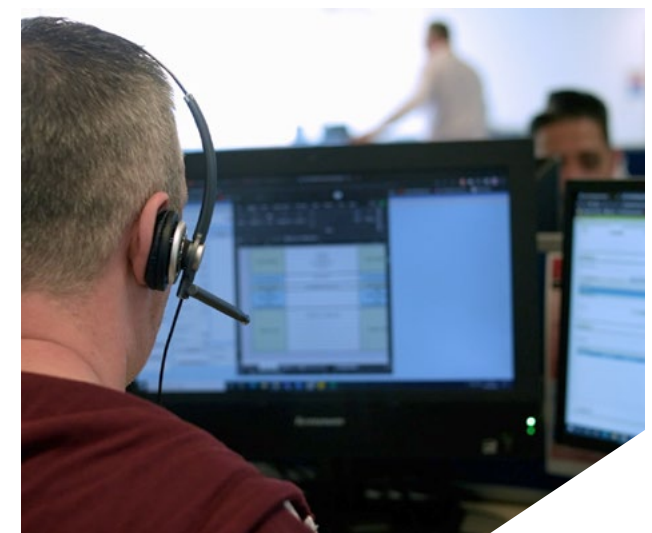
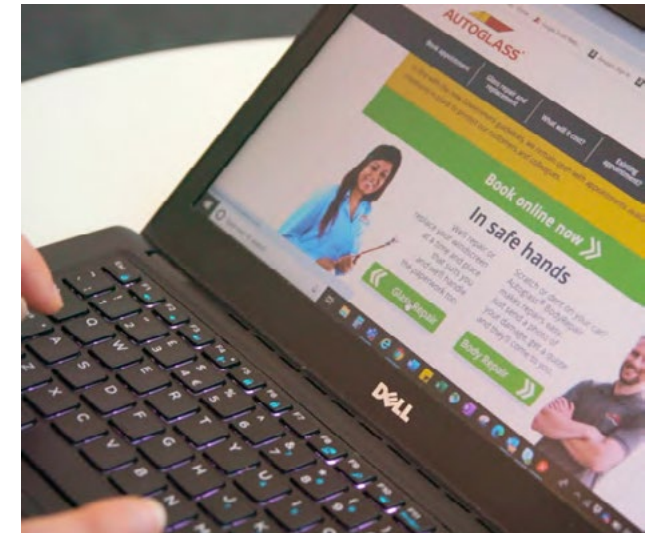
External Certification

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 2022, 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.

For example, we deliver **internal operations audits** across the business. These audits are based on a standardised template, are scored, and include operational control, service delivery, environmental

factors and health and safety management. Each audit includes assessments of technicians' work based on the Belron Way of Fitting, which is followed by Belron business units worldwide. Nonconformities identified during audits are analysed to understand root causes and levels of risk. Acting on this information enables us to continually improve standards and levels of compliance.

We aim to audit each of our districts (which are made up of several fitting centres and stock collection points) and distribution centres at least once a year, equating to 62 audits in total. In 2022, all districts and distribution centres were audited at least once.

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.



People

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

Belron UK Limited (trading as Autoglass® and Laddaw®) is home to some 2,000 colleagues. Our colleagues support the business across four main areas including; our Operations team which is home to some 950 technicians and associated support staff; our Supply Chain team (Laddaw®) who supply vehicle glass to Autoglass® as well as Wholesale customers; our Customer Experience Centre who manage the customer journey and booking service alongside our digital platforms, and our Central Function teams such as Finance, IT, People, Legal, Sales and Marketing, who provide support across all areas of the business. Belron UK Limited is part of the Belron Group which operates in 37 countries around the globe, has just under 30,000 employees and is one of the leaders in vehicle glass repair, replacement and recalibration (VGRRR) services.



Building an exceptional people experience

Engagement and Listening

Our employee engagement survey, Our Belron, is part of our global listening strategy and is core to how we listen to and measure our people’s experience. By using the outcomes of the survey, we have empowered 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.

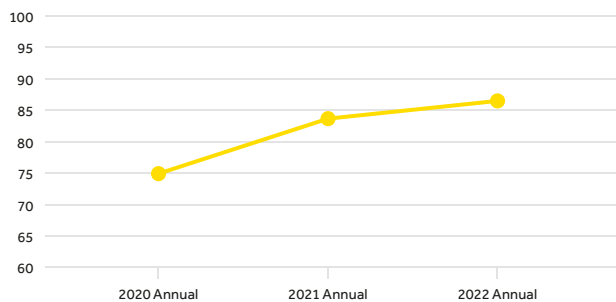
In September 2022, we ran our third full engagement survey with 89% of our people taking part. The survey highlighted a colleague engagement rate of 86%, of which we are very proud. We are also incredibly proud of the improvements we made in many areas of the survey and that we compared favourably with other organisations in the UK. The data and insights gained

Our employee engagement survey highlighted a colleague engagement rate of 86% of which we are very proud.

continues to support our ambition and drive to create an exceptional people experience for all.

We take a progress check 6 months after the main survey and in 2022 it provided valuable insight and enabled us to really focus our plans, progressing through the year, and to continue to make a difference to colleagues.

Belron UK, Our Belron Colleague Engagement Rate



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.

We have prescribed learning journeys based on roles to ensure all have the skills and the knowledge to be successful.

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 some specifically for our leaders and managers. We have an extensive self-managed 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.

Our ambition is to become a high-performing organisation, including when it comes to providing development and growth opportunities; at the heart of this are great conversations, which is why we have implemented a performance management framework that focuses on regular checkpoints between leader and colleague with the intention of creating a high-performance and high-support culture. The framework is feedback-rich with many opportunities for colleagues to hear how they are progressing; they can record career aspirations and plot their personal development.

We currently have over 20 colleagues completing an apprenticeship programme.



Learning management system.

In 2022, we replaced our Learning Management System with Workday's state-of-the-art solution resulting in over 24,000 learning moments recorded since the March launch. On average, that means each colleague has accessed learning via the platform on 12 occasions. We capture all sorts of learning moments, these include; short eLearning courses e.g. Our Approach to Inclusion and Diversity, face-to-face week-long, technical training courses, accessing support documentation and even receiving coaching and mentoring guidance. Additionally, on-the-job learning opportunities that are not captured via the system show that we are serious about developing our people.

In 2022 we launched a range of apprenticeship programmes across the following areas: Customer Experience, IT, Procurement, Leadership, Sales, Warehousing, Finance and Learning and Development. We currently have over 20 colleagues completing apprenticeship programmes.

Introducing Workday

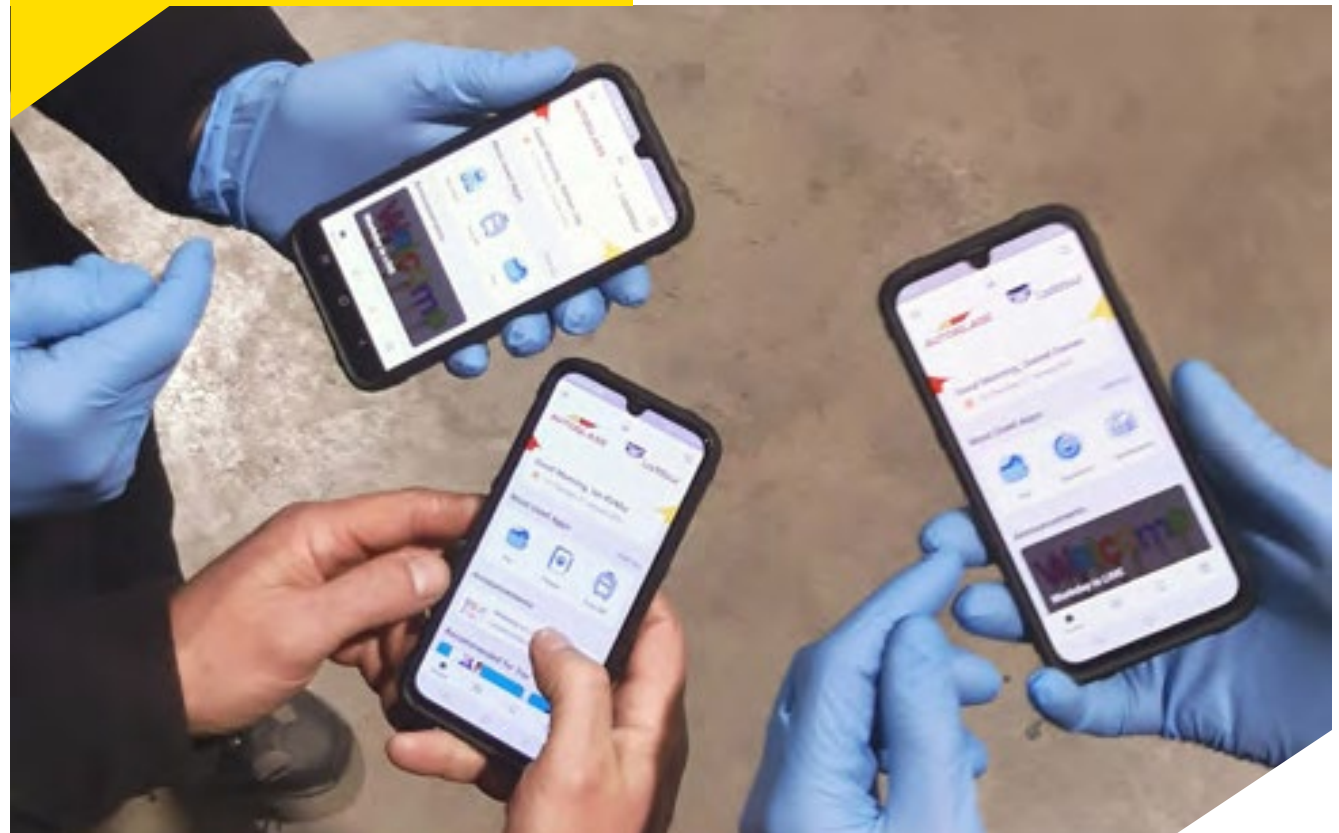
Early in 2022 we launched our state-of-the-art people platform, Workday. Our ambition was, and still is, to make the lives of all our people easier with seamless HR processes supported by standardised, world-class systems.

Throughout 2022 we launched new modules to the business including the introduction of the Performance module and Workday Learning.

The Performance module enables our People to easily add checkpoints with their team members, leaders or colleagues across the business, and links seamlessly into our goal setting. Workday is a key enabler to the Belron Way of Performance, creating one place where people can self-serve for any performance related needs.

The launch of the Learning module has provided our people with an extensive suite of learning opportunities, with access to over 600 courses. In addition to this we have been able to streamline the administrative burden for our mandatory e-learning and also the onboarding and technical training for our Customer and Operational Teams. All induction and continuous learning is now completed via the Workday platform.

**There have been
24,000 learning
moments in 2022
via Workday**



Occupational Health and Safety

Ensuring all our people go home safely and healthy every day is a priority for us, driving a culture of zero-harm and supporting our people to be their best.

Our certified 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 2022 we continued developing and implementing our safety, health and wellbeing strategy which will support us on our journey from performing well to achieving a zero-harm culture. Leading by example and driving a positive safety, health and wellbeing culture is key to this strategy and development work has included an initial strategic planning workshop, development of a strategy and targeted leadership engagement.

These actions include increasing the visibility of our health and safety key performance indicators and improving our data insight opportunities, increasing the profile of the health, safety and wellbeing agenda at all levels and support with and ensuring that there is opportunity for leaders to engage their teams in our ambitions.



In 2022 the Covid-19 pandemic continued to represent some challenges. Our cross-functional Working Safety Team continued to operate reviewing risk, controls and associated guidance, and we continued to maintain consistency with the government guidance as a minimum throughout. Our approach to the management of this risk continues to be reviewed regularly.

Staff Consultation and Engagement in Health, Safety and Wellbeing

To ensure and enable 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 and discuss matters raised by colleague representatives.

Within our annual engagement survey, we have also included 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, 91% and 86% respectively for 2022, represent a significant level of agreement from our colleagues of these statements which demonstrates the priority we place on health, safety and wellbeing as an organisation.

91% of colleagues agree or strongly agree with the statement 'My manager cares about my wellbeing'.

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, our corporate values, our processes and procedures at the centre of our ways of working and as a result have improved our health and safety performance.

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.



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British Safety Council Award.

Our Health and Safety management system was recognised again in 2022 when we were awarded a British Safety Council International Safety Award. The International Safety awards recognise organisations that have demonstrated excellence and commitment to occupational health, safety and wellbeing. This award also demonstrates our commitment and dedication to continual improvement in the health and safety discipline and allows us to benchmark our organisation against other businesses, showcase our commitment to excellent health and safety standards, motivate our people and further build on our culture of health and safety.

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. All of this is collaboratively achieved by our health and safety team and the people leaders.

We are externally audited in line with the ISO45001 standard by DNV, the British Safety Council, as well as our corporate customers and insurers. Audits were conducted in 2022 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 indicators. These include core business KPIs of 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

Improving the safety of our fleet.

With a fleet of over 800 light commercial vehicles, our technicians travel over a million miles per month. We have invested in upgrading our vehicles to include more advanced safety features, such as autonomous emergency braking and adaptive cruise control. In 2022 we again increased the standard safety specification of our technician vans to include reversing cameras. This has reduced the number of reversing type incidents as over 95% of our vehicles feature some form of Advanced Driver Assistance System. We have also been working with telematics providers to help optimise driver behaviour, which have helped us to reduce our annual incident rate by 40% over the last four years.

By focusing on driving behaviours, we can provide targeted training where required, and recognise the positive behaviours of our best drivers.

Wellbeing

**By the end of 2022
95% of our people leaders
were trained as Mental
Health Champions.**



We work hard to create an environment where our peoples' wellbeing is supported, enabling them to be resilient, know we care, work sustainably with wellbeing in mind and be their best. In 2022, we continued the success of our health and wellbeing plan 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.

Many of our people also have access to private

medical support and all 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.

**SPOT
LIGHT**

Mental Health Learning Resources.

In 2022 we partnered with mental Mental Health First Aid (MHFA) England to train our People Leaders as Mental Health Champions. We recognise the impact leaders have on their team and by equipping our leaders with skills to not only spot the signs of mental health issues, but also skills to handle potentially difficult conversations, we will create an organisation where people feel safe and supported. Creating a safe environment where people can truly be themselves is more important than ever, and 95% of our people leaders are now trained as Mental Health Champions. Mental health e-learning modules are also available for all colleagues which build on other resources with the aim of creating a culture of safety and support. We believe the more aware our people are in terms of mental health challenges, the better chance we have to support each other.



Financial Wellbeing

As an employer, we are acutely aware that the cost-of-living challenge will be impacting our colleagues and their families, some more than others, and this is not going to change overnight. As a responsible business, we have considered how we can show support to our people in a way that fits with our values, helps those most in need, and is affordable for the business.

To that end, we have created a package of measures which is intended to recognise that we are experiencing significantly challenging times and that we care.

When determining our annual pay review, fair allocation of the budget is a key consideration. We have prioritised 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.



SPOT
LIGHT

Helping Hand.

In 2022 we also announced the creation of a Hardship Fund, "Helping Hand", to support those colleagues most in need, either as a result of the cost-of-living crisis or a profound significant event in their lives. We have also confirmed that we will provide all colleagues in early 2023 with £100 of gift vouchers as a gesture of support.

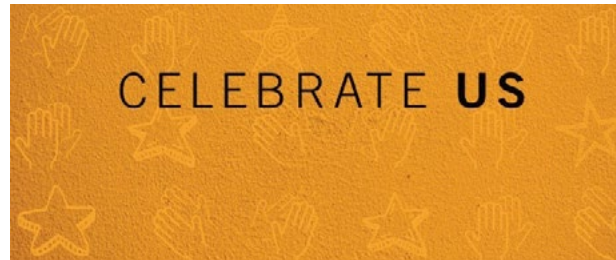


Recognising our People

Recognition - a fundamental element of our people experience - is well embedded within our culture. We are truly proud of our people and are delighted to commend them for their achievements.

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 make 8 awards to both individuals and teams and these award-winners go forward as our global nominees.

In 2022, there were over 3,000 moments of appreciation which resulted in colleagues receiving a recognition award.



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, Genuine, Caring and Driven.**

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.

At Christmas we invite colleagues to celebrate the festive season by choosing a gift voucher from their preferred retailer.

We also celebrate our colleagues achieving long service, with additional recognition for those reaching 20 years' service and over.



Promoting Equity, Diversity & Inclusion

We are committed to being a truly diverse and inclusive organisation and in 2022, we continued to increase our focus on Equity, Diversity and Inclusion (ED&I), engaging in a series of conversations with our people leaders to explore our individual and collective thoughts and potential biases.

Early in 2022, we issued our Equity, Diversity and Inclusion Statement of Intent, outlining its importance, what it is all about, and why it matters. We developed a Equity, Diversity and Inclusion

information and resource page on our company intranet and our People Director created an information video highlighting the importance of the agenda to the organisation and the people within. This video has been shared business wide and is also included in our onboarding training for new starters.

We continue our focus on increasing awareness around important and special events, such as International Women’s Day, Pride, Wear Red Day ‘Show Racism the Red Card’, and International Day of Persons with Disabilities which are supported by information, tools and by promoting

engagement opportunities. Also in support of our gender balance ambitions we have run a number of focus groups with female technicians to better understand their experience, sharing information and a recording from one of our female technicians to bring their experience to life.



SPOT LIGHT

Increase our Gender Balance.

In the second half of 2022, we launched an ED&I project to improve gender balance within our Technician community. We have set an ambition to attract, recruit and retain more female Technicians by 2025 and have already started making progress, facilitated by a cross functional project team focusing on how we attract and how we set ourselves up to develop and retain more females.

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 Services

Our Customer Journey Training Team ensures all our customer service representatives receive an in-depth induction to our business. We train using 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 (BWF) for windscreen repair and replacement by our Technical Training Team.

All trainees receive appropriate guidance to help them master 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 give additional consideration to 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. Our customers can be confident that they are dealing with a company that strives to ensure fair treatment

of customers.

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 **Collaborative, Genuine, Caring 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.

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.

Through the care we take in our work, we significantly contribute to the safety of vehicle occupants.

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 Advanced Repair Technology 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. Windscreen chip repair rather than windscreen replacement is also a greener option as it avoids glass waste creation as well as the materials and energy used to make, deliver and install a new windscreen.

As a market leading Superbrand, we always work to current British Standards and 2023 will see the introduction of a new repair standard which will likely increase the opportunity to repair rather than replace.

SPOT LIGHT

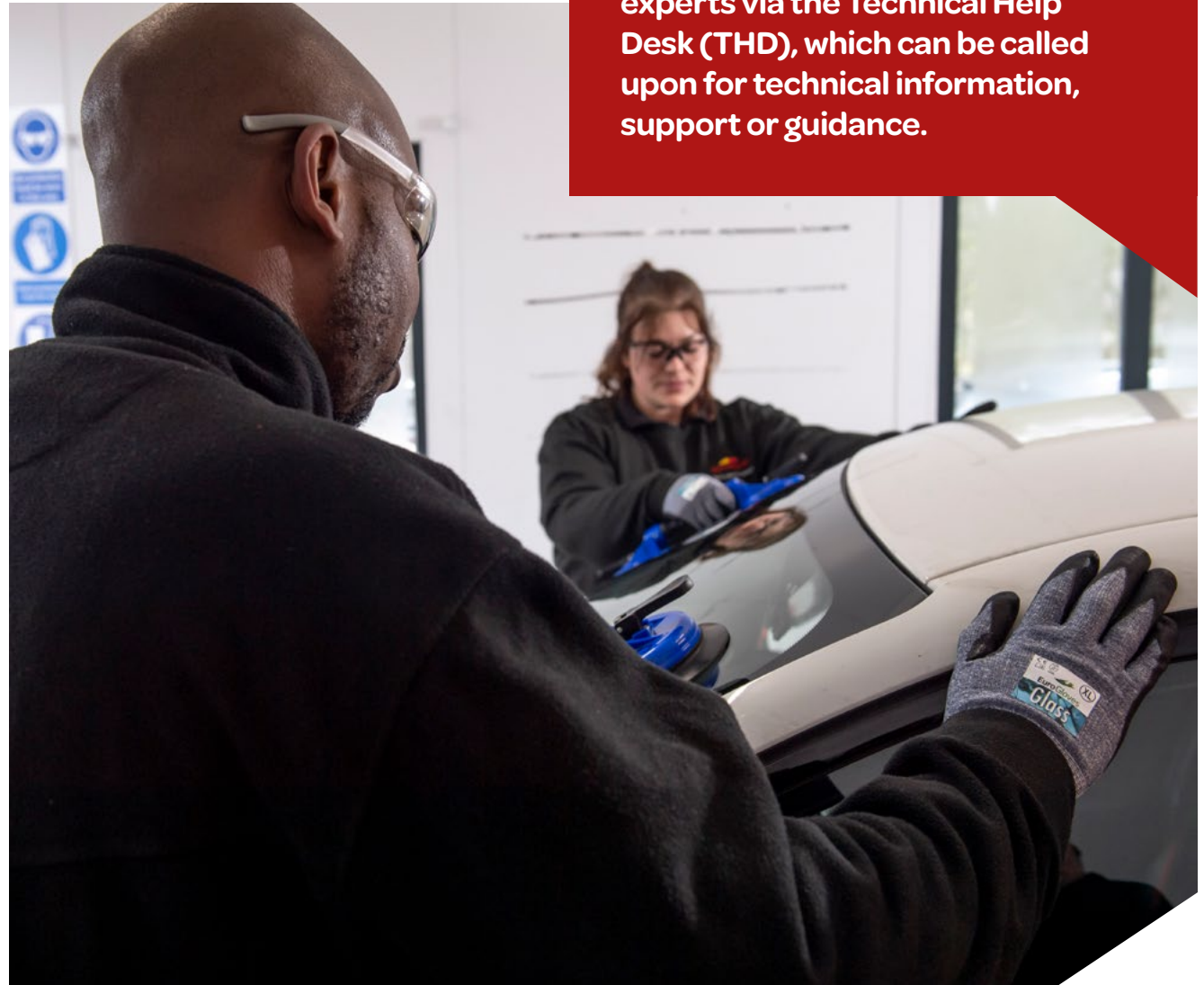
New BSI Glass Repair Standard.

The last time that the BSI standard for glass repair was updated was back in 1998 and there have been many technological advances since then such as improved resins, developments in UV curing but also the rise of ADAS and the impact of having a camera behind the glass. The journey to get the standard updated has taken around four years, with the BSI consulting leading organisations within the vehicle glass repair industry – including Autoglass® – to ensure that the new standard reflects the real-life working experience of glass technicians across the UK. We're proud that Autoglass® was influential in helping to shape the design of the new BSI glass repair standard. The new standard is simplified whilst providing an opportunity to repair more chips, which is better for both our customers and the environment.

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 Belron Way Of Fitting (BWOFF) 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.



Our technicians are supported by a dedicated team of technical experts via the Technical Help Desk (THD), which can be called upon for technical information, support or guidance.

Advanced Driver Assistance System (ADAS)

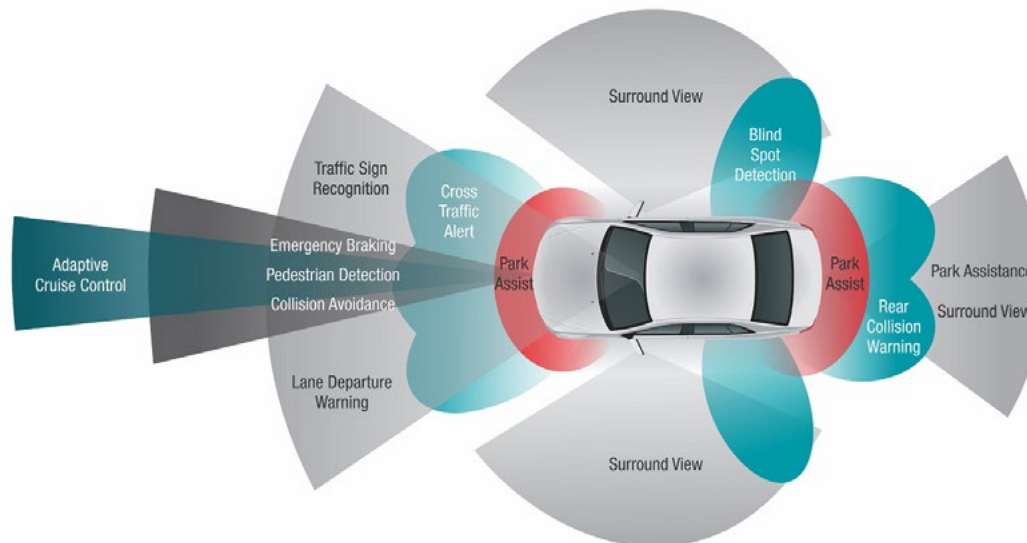
ADAS are systems developed to automate, adapt and enhance vehicle systems for safety and better driving. These ADAS safety features are designed to avoid accidents by offering technologies that alert the driver to potential collisions and avoid them by implementing safeguards and, if necessary, taking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



Environment

We understand that our activities impact on the environment and are fully committed to doing the right things and reducing our impact.



Environmental Risk Management

Our environmental policy sets out our approach to environment management. We aim to go beyond the relevant legislation by setting our own standards to ensure we fulfil our environmental responsibility and minimise our impact where we can.



Our Environmental Management System (EMS) which is externally certified to ISO14001:2015, helps us achieve this and enables us to define, measure and control our activities and minimise the environmental impact of our business.

The EMS is externally audited every six months by the certification body DNV. In 2022, a combination of remote and on-site audits identified no major nonconformities. In addition to these external audits, we also measure compliance with our EMS through our operational audit, self-assessment,

and inspection programmes. To support our commitment to doing the right things in the right way, environmental guidance is embedded into our training programmes and operating procedures where necessary.

Our Environmental Steering Group, comprising subject matter experts from around the business meets regularly to support and drive our plans with a focus on reducing our environmental impact and specifically waste reduction and elimination, and our journey towards carbon net zero.



Reducing waste and our waste impact

Wherever possible we strive to reduce waste from our daily activities through our repair-first strategy and working with our supply chain partners. We also aim to maximise reuse, recycling, and recovery and eliminate landfilling waste.

To reduce waste and divert from landfill we operate a reverse logistics operation for our branches. 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

We divert over 95% of all our waste from landfill.

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.

We currently recycle 100% of waste glass produced from our activities to make useful products such as glass bottles.

In 2022, we continued to review our waste with a focus on reducing the waste entering our processes. By working with our suppliers, we conducted several trials in reducing the waste created by the packaging that both our prime and non-prime products are delivered to us in. This included a trial on a metal return stillage for transporting bulk products into our main distribution centre. We also worked with another supplier on changing the bulk packaging from wood to cardboard which resulted in a reduction of 9kg per crate. Whilst this does increase the amount of time to separate the individual items to ensure they are recycled correctly, it did reduce the overall amount of waste entering our waste stream.

In the last half of 2022 we started reviewing our internal movements of glass to understand if we can create less waste and greater efficiency within our network. The idea is that by using a

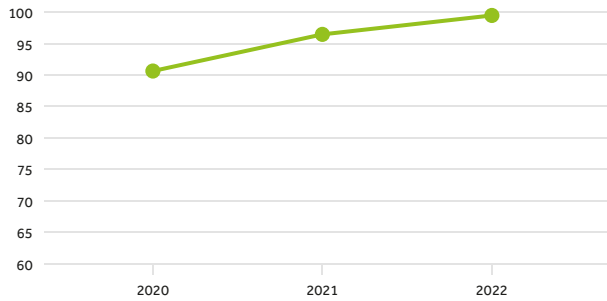
different internal stillage, to move glass, we can make sure we are maximising the full load of our transport, reducing the amount of unused space on our delivery vehicles. By filling the transport and utilising the full trailer we will potentially be able to reduce the number of deliveries we are making. We will continue this project throughout 2023.



Laminated Glass Waste.

Damaged glass from customer vehicles is a significant waste stream, so it is especially important to us to ensure it is recycled. Working with our supply chain, for the last 3 years we have achieved a 100% recycling rate for waste glass produced as a result of our activities meeting both our own and the Belron Group glass recycling target early.

Diversion of total waste from landfill

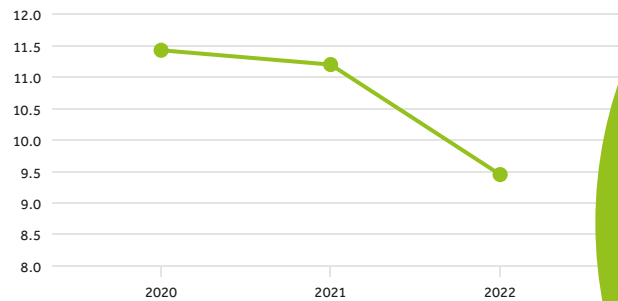


Tonnes of Waste (Glass and non glass waste)



Over the last 3 years we have achieved a 18% reduction in kgs of waste per prime job and wholesale units sold.

Kg of waste per prime job and wholesale units sold



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 ready later in 2023.

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.

Repair First – Reducing Environment Impact.

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 as well as reducing indirect impacts. These indirect impacts include reduction in virgin materials used and carbon emissions created in the production of new windscreens and in transporting it. By repairing first, we also avoid the waste which would have been produced by the removed damaged windscreen.

In 2022, we repaired rather than replaced 172,956 windscreens. Based on 16kg for the average weight of a windscreen, that means we avoided creation of 2,767 tonnes of waste.

Driving down our carbon emissions

We all need to play our part in reducing carbon emissions and at Belron UK Limited we commit to actively reducing our emissions to net zero. We are making excellent progress to enable us to play our part in addressing the climate change emergency. Some highlights include diverting a significant amount of waste produced from landfill, purchasing 100% of our electricity from zero-carbon renewable sources and increasing the efficiency of our vehicle fleet.

We report our carbon emissions in accordance with the Greenhouse Gas Protocol and in 2022 Belron Group submitted a Commitment Letter to the Science Based Targets initiative (SBTi) to set our company-wide near-term and long-term emissions targets. Belron has committed to achieve a validated SBT from the Science Based Target initiative (SBTi) by the end of December 2024.

Through our daily business activities, we need to deliver products and services to our customers right across the UK. We do this in the most efficient way possible by modelling our delivery routes to ensure

we drive the least number of miles, monitoring speed and driver behaviours, and using less energy where possible to ensure we minimise our carbon emissions.

Belron is validating it's greenhouse gas emission reduction targets through the SBTi in order to play a full part in the transition to a low-carbon economy.



SPOT LIGHT

100% Renewable Electricity.

100% of our electricity now comes from zero-carbon renewable sources such as wind power, solar and hydro.



Greening the Fleet

Our fleet of vehicles is a significant contributor to our overall carbon 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 late in 2023. 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 are also trialling a small quantity of fully electric vans in 2023 continuing our plans to reduce our fleet emissions.

We updated our company car policy in 2022 to fully electric new cars and the fleet is now made up of over 35% fully electric vehicles. This percentage will increase over time as vehicles are replaced, the timing dependent on general supply challenges in the automotive industry.

In 2022 we trialled and have agreed a new van racking solution for the technician vans which will reduce the weight by over 500kg. Van weight reduction (from

approximately 2.75 tonnes to 2.15 tonnes) will help reduce emissions, wear and tear and improve fuel consumption. This will be introduced in 2023.

We have increased the standard safety specification of our technician vans to include reversing cameras. This has reduced the number of reversing type incidents and therefore reduced our carbon footprint from vehicle repairs.

35% of our company car fleet is electric.



Footnote

* The Euro 6 emission standard sets a legal requirement for a car manufacturer to average CO₂ emissions below 98g/km.

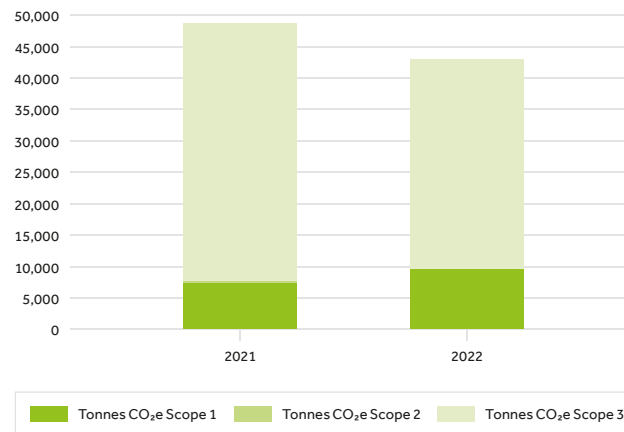
Our Carbon Footprint

In line with the Green House Gas (GHG) Reporting Protocol, we have calculated our carbon footprint for a number of years. However in 2022 with the support from Belron Group there was a significant review of our carbon reporting to ensure we captured information including carbon emissions that are in our direct control (Scope 1 and 2) and the full scope of Scope 3 emissions. As a result of this significant work we have re-established our base line year as 2021.

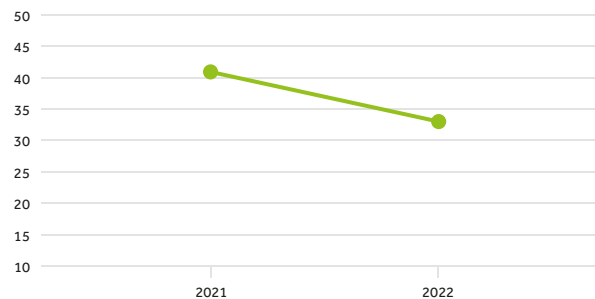
As a result of our targeted efforts to reduce carbon emissions and our impact on the environment we have achieved both a reduction in our absolute carbon emissions as well as a 20% reduction in kg of CO₂e per prime job and wholesale unit sold, reductions we are really proud of.

In 2022 we achieved a 10% reduction in our absolute carbon emissions.

Actual Carbon Emissions (tonnes)



Carbon Emissions Intensity (Kg per prime job and wholesale unit sold)



Carbon Emissions Graph footnotes

Our Carbon footprint is reported in line with the Green House Gas (GHG) Reporting Protocol.

As part of the Belron Group, Belron UK now has a detailed understanding of its scope 1 and 2 data and has completed a full GHG Protocol scope 3 assessment.

Scope 1 emissions - include direct GHG emissions occurring from sources that are owned or controlled by Belron UK.

Scope 2 emissions - include indirect GHG emissions from the electricity, heat, or steam generated off site but purchased by Belron UK.

Scope 3 emissions - Going forward the focus of carbon reduction work and reporting for scope 3 will be on categories 1 to 5 which represent 92% (on a 2021 base line and in line with SBTi requirements) of the total Belron emissions. The remaining categories are either not applicable, immaterial or optional for SBTi targets. Belron has therefore chosen to restate its 2021 GHG emissions in line with this approach and emissions from the other categories such as business travel (cat 6) and employee commuting (cat 7) are not included. For both 2021 and 2022, the location and market-based emissions have been revised to reflect the latest publicly available emissions factors for each country.

Absolute Carbon and Carbon intensity (normalised) emissions have been provided. Carbon intensity is provided as kg per prime job and wholesale unit sold.

Prime Jobs – includes windscreen replacements, other body glass replacements, windscreen repairs and ADAS recalibrations.

Wholesale Units sold – includes vehicle glass sold by Laddaw® to wholesale customers.

Comparing 2022 to 2021, we have achieved a 20% reduction in kg of CO₂e per prime job and wholesale unit sold, a reduction we are really proud of.

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.

In February 2022 we launched our revised sustainable procurement policy. This 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. Ensuring responsible and sustainable management is embedded across every function, including procurement, is essential to our goal of continuing to make a positive contribution to society, enabling our purpose of 'Making a difference with real care'.



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 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 the Belron Supplier Code of Conduct as part of their onboarding process. Full due diligence is applicable to suppliers with an annual spend of over £50,000, where personal data is handled, where a risk assessment and associated method statement is in place, or where there is a contract in place. 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

In 2022 the Procurement team completed the 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. We plan to continue this risk assessment process as part of the Request for Proposal process when reviewing suppliers for new and existing tenders. We also extend the request to suppliers as part of the Request for Proposals, with additional questions with regards to the goods and/or services being procured. The risk assessment is supported by our online source to contract software.

In 2022 we were externally audited on our approach to supplier risk management. As a result of the audit some opportunities for enhancements were highlighted, which will be actioned in 2023.



SPOTLIGHT

Enhancing sustainable procurement competence – An Introduction to Procurement Management

Our Introduction to procurement management e-learning training module launched in December 2022 for all managers and employees with procurement responsibilities. The purpose of this training is to ensure Senior Leaders and people in the business with the responsibility for spend and contracting, are given the tools and knowledge they need to enable them to procure in a sustainable and responsible way and to ensure the best terms possible for the business. All those identified as needing the training have been invited and training completion is well underway.

The training covers several different topics including – What is procurement? Competition law, ethics and modern slavery, the supplier code of conduct, bribery act, etc. Employees also have 'The Procurement Good Practice Handbook' as a useful procurement tool and future reference point.



Procuring Sustainable Products and Services

We aim to ensure procured products and services are sourced with our own objectives of delivering and using environmentally sustainable and responsibility driven products and services in mind.

Examples include:

- **In 2022 we renewed our electricity contract which went live in 2021, again with 100% green electricity**
- **We introduced a 100% electric company car policy during the year, for all new company cars.**

SPOT LIGHT

Uniform suppliers.

In 2022, we changed our Uniform provider to a company who has a track record in sustainability and who deliver our uniform on a carbon neutral basis. They are SEDEX members, which enables companies to be more sustainable within their supply chain by transparently identifying areas for improvement in social, environmental, and employee well-being. This enables the uniform supplier to have a trusted global supply chain that ensures their customers benefit from products manufactured ethically to the highest standards, and at the best value possible whilst ensuring ongoing sustainable employment for the people who work in the factories.

Giving back to Society

At Belron UK Ltd we have a deep-rooted sense of responsibility to the communities we serve and we continue to make a difference - be that locally, nationally or via our headline charity partners.

We support charities and community projects that are valued by colleagues. We enable and inspire colleagues to give back and 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 not only financial contribution but also through the provision of coaching and mentoring support.



In 2022 we supported over 20 separate charities and community projects via our various internal giving back schemes.

Supporting Local Charities and Community Projects

We have several schemes in place to support charities and community projects which are valued by our colleagues. In 2022 we donated funds to various charities including the **Trussell Trust** (a nationwide network of more than 1,200 food banks) and local charities such as the **Bedford Foodbank** in recognition of the current cost-of-living crisis.

Our **Community Counts Scheme**, one of our giving back programmes, has been established to directly support charities and communities which are close to the hearts of our colleagues. The scheme is also a way of encouraging 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

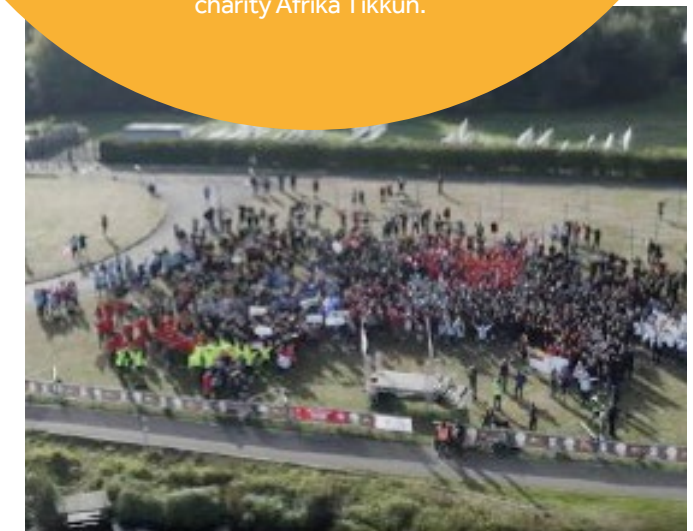
Community counts.

Katie Sharpe, our Cash Management Team Manager, completed a 100km challenge for charity during 2022. Katie walked 100km in 48 hours along the beautiful Jurassic coast in Dorset, in support of the local hospice where her team-mate’s mum had spent time during her last days. She applied to the Community Counts scheme and received an extra £400 for her chosen charity.

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 Belron colleagues to come together and raise money for our partner charity Afrika Tikkun. In 2022 nearly 550 of our Belron UK Limited colleagues, their families and friends, took part in the virtual event, with nearly 10,000 members of the Belron family participating globally. 2022 also saw the return of the Spirit of Belron Challenge 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 global Belron family raise 2.2million euros!



SPOT LIGHT

The Spirit of Belron Challenge – Day at Dorney

2022 saw the return of the Spirit of Belron Challenge face to face event at Dorney Lake, Windsor. Approximately 150 UK colleagues, friends and family headed to Dorney Lake and took part in, or supported, various events such as running, swimming or cycling or simply supported those that did.

This very special giving back event was a wonderful opportunity for family fun and connection, with over 900 Belron colleagues from around the world along with four young people from South Africa representing our partner charity Afrika Tikkun.

Children in Need

Children in Need is also another great event in the Belron UK Limited Giving Back calendar. A great opportunity for colleagues to have some fun, connect and donate to charity while having the opportunity of winning 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 was our privilege to act for many years as an official Children in Need call centre and take donations from the public on the night of the Children in Need live BBC TV show. Children in Need 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 2022 we were proud to raise over £4,500 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 commitment to give back to the community. Ronnie Lubner believed passionately that we all have a responsibility to give back to our communities, believing that we should share our success with those in society whose lives are less fortunate.

Since its launch, the Foundation has donated €6.7 million to charities all over the world. These have included charities operating at the front line of the COVID-19 pandemic and small organisations who struggled with the pandemic's impact; humanitarian relief supporting those impacted by the war in Ukraine (donation matched by the Belron business), the flooding in Pakistan and more recently, the earthquakes in Turkey and Syria; establishing multi-year funding with Afrika Tikkun and the Field Band Foundation; as well as supporting organisations nominated by Belron colleagues.



**THE BELRON
RONNIE LUBNER
CHARITABLE
FOUNDATION**



In summary

At Belron UK Limited, we recognise the vital role that businesses must play in addressing environmental and social challenges. We strive daily to take on a greater responsibility and 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.



Our Approach to this Report

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, and by working together across our business we will continue to ensure we deliver on our plans. Going forward our responsible business focus areas will be Sustainable Products and Services, and Investing in People and Society, with of course a continued focus on our responsible business foundations of; strong governance and assurance processes, our values and ethics, and the robust reporting and measurement of our responsible business activities..

This report highlights our approach to being a responsible business through governance, material issues and strategy, and provides a focus on performance during 2022 (1 January 2022 to 31 December 2022).

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.

With the exception of our vehicle glass waste reporting, we do not commission independent assurance of our sustainability management and reporting.

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 NFD publication.

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 2022.

Please contact:
responsible.business@belronuk.com

Useful Contacts

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