

REAL CARE TINO TIAKI

BELRON NZ
RESPONSIBLE BUSINESS REPORT
2020



ABOUT THIS REPORT

This is the first Responsible Business Report for Belron NZ Ltd operating under the iconic Smith&Smith® and Laser® brands. This report covers data for the 2020 financial year up to 31st December 2020 (FY20), unless otherwise specified.

This report sets out our achievements and future focus for environmental, social and ethical issues which Smith&Smith® and Laser® can impact the most. Assurance has not been obtained for this report, however Belron NZ's greenhouse gas inventories for FY19 and FY20 have been externally verified by Toitū in accordance with ISO 14064:2006 (Parts 1 and 3).

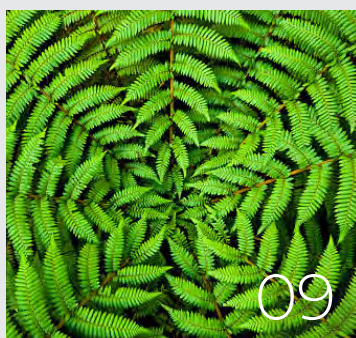
Data included in the D'leteren (parent company of Belron®) Integrated Annual Report 2020 has been subject to limited assurance from an independent third party, other data and statements have been internally verified. For the full D'leteren Integrated Annual Report please visit: www.dieterengroup.com/annual-reports. Financial statements are publicly available in the Belron NZ Limited Annual report for the year ending December 2020.



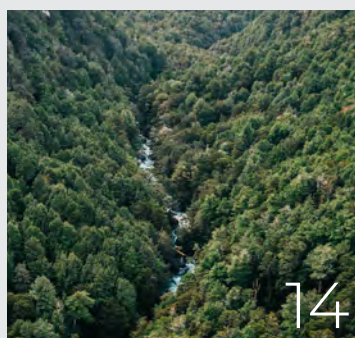
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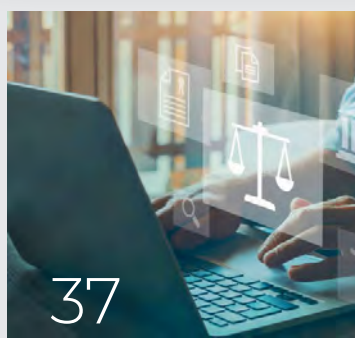
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People



Partnerships



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Assurance statements



INTRODUCTION

Kia ora koutou

It is a real honour to present the first Belron NZ Responsible Business Report. We chose to call it “Tino Tiaki” as it ties into our purpose (tā mātou kaupapa) which is to make a difference with real care to Kiwis and New Zealand.

Our responsible business approach is a key pillar of delivering on our purpose and it is wonderful to see the mahi and real care (tino tiaki) that the team has put in, showing that we are making a difference to our people, society and New Zealand.

**Tā mātou kaupapa –
Our Purpose – is to make
a difference with real care
to Kiwis and New Zealand.**

Our people have long understood the impact we have on the environment and society, and when we started our sustainability journey about five years ago, it was led and championed by our people, with support from their leaders.

As a result, we are leading the industry around recycling of windscreens, and have put in place a robust strategy to continue to reduce our impact on the environment, and improve societal outcomes through our giving back programmes.

Our responsible business approach is based on scientific targets which we will achieve through real change to our practices, thereby creating sustainable changes to our business and better outcomes for New Zealand.

And we have made real progress since we started this journey. We have set our baseline year for measurement as 2019, and already we have achieved some great results, including a 28% reduction in our Scope 1 & 2 greenhouse gas emissions since 2019, and in 2020 82% of our waste was recycled.

We set 2019 as our baseline because we didn't want our progress to be muddled by the impacts of COVID-19. From a sustainability perspective, COVID-19 restricted a lot of our normal travel in 2020, which had a flow-on effect to lower emissions.

The challenge we see going forward is how do we take the learnings of more remote working and less travel into our new future, whilst still maintaining the strong and inclusive culture that comes from the mahi done together. And how do we support our people, customers, partners and New Zealand through the long recovery that is ahead of us due to impacts of COVID-19?

Because it's not just about the environment, it is all about people. It is about who we are (ko wai tātou) and understanding that having a diverse and inclusive team creates radical thinking, innovation and a dynamism that creates a better and more future-proofed business.

It is also about how we work as a team (me pēhea kātou te mahi tahi) to deliver on our purpose. We've listened to our team members through Our Belron® global engagement survey, and are pleased to have achieved an 82% engagement score in 2020. We have set aspirational targets for 2030, and we know that to be successful in this journey it needs to be people-led.

Going forward, having people who want to work for a business that is passionate about leaving New Zealand a better place than we found it will be critical to our success. That requires us to re-think all facets of our business, from who we have on our team, to who we partner with, and how we manage our business. But our purpose is clear – we want to make a difference with real care, and this passion will fuel us on our journey to a better, more sustainable business that helps create a better New Zealand.

We look forward to working with our partners, people and you on this journey.

Ngā Mihi



Michelle van Gaalen
Managing Director



BUSINESS SNAPSHOT

Belron® is a world leader in vehicle glass repair and replacement services. Home to approximately 27,000 team members, Belron® operates in 40 countries. In New Zealand, up to 31 December 2020, our trading entities were Smith&Smith® and Laser® Plumbing & Electrical.



Smith&Smith® has been in business in New Zealand since 1875, starting in Dunedin as a supplier of painting, signwriting and decorating services. Today we are proud to be New Zealand's leading vehicle glass repair and replacement company.

Providing exceptional customer service is a top priority for our over 60 corporate branches,

Authorised Dealers and mobile service nationwide. In 2019 and 2020, Smith&Smith® served more than 100,000 motorists annually. Customers can take their vehicle to a corporate branch or Authorised Dealer most convenient for them or use our mobile service for a windscreen repair, replacement, side or rear window replacement.



In 1983, Peter Bassett and David Clemmett, two entrepreneurial electricians, set up their own electrical contracting company, Laser Electrical Ltd. The business grew rapidly with a strong focus being placed on outstanding customer service and implementing strong business systems. In 2003, Laser® became a full membership business and in 2004 expanded its operations into Australia. Two years later Laser Plumbing was launched.

In 2018, Belron®, through Belron NZ Ltd, acquired the Laser® franchise business.

As of 2021, Laser® now has over 100 franchisee members and over 1,000 franchisee team members across New Zealand. The services our Laser® franchisee members offer include a range of residential, commercial, and industrial plumbing and electrical services.

Laser Group Services Ltd provides a national service to clients with plumbing & electrical work being completed by Laser® franchisee members. Laser Group Services Ltd is wholly owned by Belron NZ Ltd.

OUR CULTURE STORY

In 2020, we introduced a new Culture Model to our business. We felt it was important to have an expression of who we are and how we work, our aspirations as a business and as people. There are three key elements in our Culture Model:

- + Our Purpose / Tā Mātou Kaupapa
- + How we work as a team / Me pēhea tātou te mahi tahi
- + Who we are / Kō wai tātou

OUR PURPOSE, TĀ MĀTOU KAUPAPA

How we operate and why we do what we do. We make a difference with real care for our customers, our people and teams, our society and our business.

HOW WE WORK AS A TEAM, ME PĒHEA TĀTOU TE MAHI TAHI

How we want to work together, based on trust, built on debate and differing thoughts, principle and values-based decisions made and supported, and successes shared and celebrated.

WHO WE ARE, KŌ WAI TĀTOU

We will have a workplace culture where people feel they belong, can be themselves and bring their whole selves to work (refer Diversity, Equity & Inclusion page 29).

He aha te mea nui o te ao?

What is the most important thing in the world?

He tangata, he tangata, he tangata.

It is the people, it is the people, it is the people.



THE GLOBAL CONTEXT

The Belron® Group is a signatory of the United Nations Global Compact and we have aligned our Responsible Business Programme with the ten principles of the Compact.

To measure progress for our Responsible Business commitments we undertake external assessments through EcoVadis. We are proud to have been awarded the EcoVadis Gold Rating for our sustainability performance, putting us among the top 5% of

global companies assessed by EcoVadis. EcoVadis assesses more than 75,000 companies in over 160 countries (refer Advocacy page 20).

This report has been prepared with reference to the Global Reporting Initiative (GRI) Standards 2016. The GRI Index on page 39, describes the Standards that have been used.



2020 HIGHLIGHTS



Planet

Emissions

↓ **28%**

Scope 1&2 emissions,
compared to
2019 baseline

↓ **19%**

Total emissions intensity,
compared to 2019 baseline

Waste

82%

Diverted from landfill

Spills

0

Reportable spills

Ecovadis

gold

Rating 67/100



People

No. of accidents

↓ **24%**

In 2020,
compared to 2019

Vehicle Overspeed Incidents

↓ **80%**

December 2020,
compared to end of 2019

2020 Engagement score

82%

Response rate 74%

Women in Leadership

40%

Of Executive Team women

Salvation Army

\$10k

raised in 2020

Spirit of Belron Challenge

1,966km

travelled* by Belron NZ
for Afrika Tikkun

>\$20k

raised by Belron NZ
for Afrika Tikkun



Partnerships

Ethical concerns

Speak up

Line independent
and confidential

0

Ethical concerns
raised



Certifications & Memberships

Certifications

EcoVadis

Gold rating 2020

Memberships

**UN Global
Compact**

Belron® global
commitment

*participants swam, walked, ran, wheeled and biked

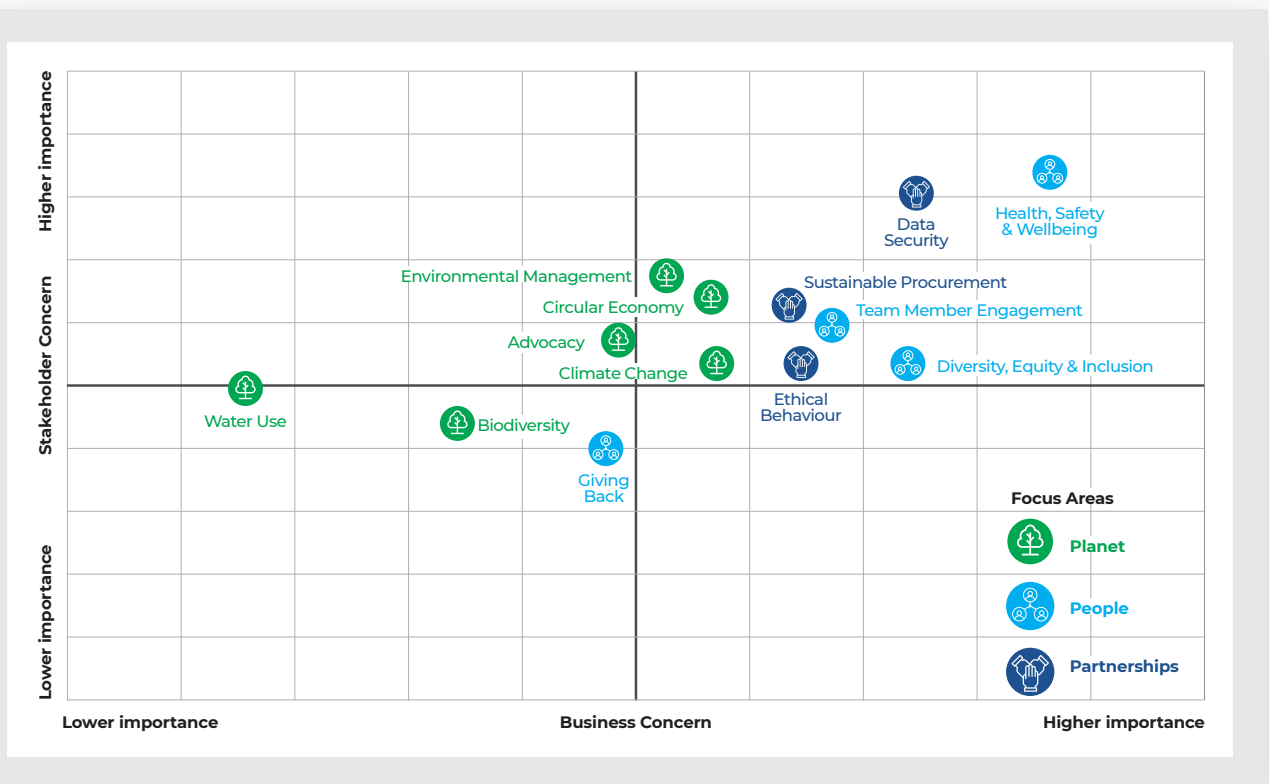
THE ISSUES THAT MATTER

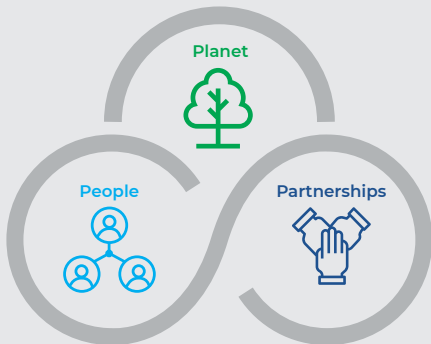
To determine what social, environmental and ethical issues are important for Smith&Smith® and Laser® to focus on, we undertook a materiality assessment.

This involved studying current megatrends around the world, industry best practice and existing internal business commitments in Belron® internationally, such as our commitment to the UN Global Compact, as well as our performance in New Zealand, as benchmarked by EcoVadis.

Based on these, we engaged our internal and external stakeholders to determine what issues matter most, and what we should predominantly focus on.

All the issues identified are important and we aim to contribute to all of them. The priorities of our Responsible Business Programme are the issues that were ranked as most important by our people and our external stakeholders and are represented in the top right quadrant of the matrix below.





RESPONSIBLE BUSINESS PROGRAMME



Climate change

Circular economy

Environmental Management

Advocacy



Health, safety & wellbeing

Team member engagement

Diversity, equity & inclusion

Giving back



Sustainable procurement

Data security

Ethical behaviour

Each material issue has been categorised into one of the three focus areas of our Responsible Business Programme.

The programme and this report, include the operations that we have direct control over in New Zealand, including our Smith&Smith® support office, distribution centres and branches, as well as Laser® and support office.

As a responsible business, we also aim to influence operations out of our direct control, such as our supply chain, Laser® franchisee members and Smith&Smith® Authorised Dealers.

THE SUSTAINABLE DEVELOPMENT GOALS

The 17 global goals set by the United Nations in 2015, called the Sustainable Development Goals (SDGs), define global sustainable development priorities for the planet. We have identified the four goals to

which we can contribute to the most. The SDGs have challenged us to stretch our commitments further and we have aligned our Responsible Business Programme with the relevant SDGs for each focus area.

Focus areas



Planet

SDG



Material issue

Circular economy
Page 17



Climate change
Page 15



People

SDG



Material issue

Team member engagement
Page 24



Diversity, equity & inclusion
Page 29



Partnerships

SDG



Material issue

Sustainable procurement
Page 33



COVID-19 PANDEMIC RESPONSE

In 2020, all Belron NZ businesses were significantly impacted by COVID-19 lockdowns and alert level restrictions. During these restrictions Smith&Smith® and Laser® were still able to provide urgent services to essential workers and emergency services to maintain safety standards. This meant many of our team operated under strict safety guidelines for extended periods of time. Financially, the business was impacted with significant trading reduction throughout lockdowns and for the balance of the 2020 financial year.

Smith&Smith® service locations were open by appointment for essential service vehicles and our Laser® members provided emergency support for households and commercial properties. Our support teams worked remotely if technologically enabled, with a large number of our front-line teams at home and unable to work. During lockdowns, we initiated daily wellbeing check-ins, manager call trees, and all of business team meetings to ensure team members were kept connected and supported.

We also provided a Belron® Hardship Grant to those in the business who lost waged overtime hours through the lockdown as a result of alert level restrictions. The lockdown in April 2020 occurred at a time of year when many of our team members would have been working extended hours, and the grant was used to ensure our team didn't come under additional financial pressure at such an uncertain time.

In 2021, we will continue to prepare for the ongoing challenges brought about by the pandemic, by further developing our preparedness and response plans, ensuring our procedures meet or exceed government requirements, and implementing emergency grab bags at our Smith&Smith® service locations. The bags contain all necessary COVID-19 response equipment, should we be faced with a Level 3 or 4 lockdown, as well as provisions for other emergency situations including tsunami, earthquake or flood.



An aerial photograph of a river winding through a dense, lush green forest. The river is a light blue color, contrasting with the surrounding greenery. The forest is thick and covers the entire landscape, with the river acting as a central corridor. The perspective is from a high angle, looking down at the river as it flows towards the bottom of the frame.

P L A N E T



PLANET

How we treat our environment is a reflection of our ethics and we take our responsibility for the environment seriously. We are committed to minimising our environmental impact throughout our operations and

beyond, and we will respond to our environmental challenges by growing our business in a manner that is responsible and environmentally sustainable wherever possible.

CLIMATE CHANGE

Aim to achieve a carbon neutral target that is grounded in science by actively working to reduce our emissions

We demonstrate our commitment to climate change response by setting a greenhouse gas (GHG) emission reduction target that aligns with the latest climate science.

In recent years, 80% of our Scope 1 & 2 GHG emissions have come from our vehicle fleet. In 2020, our Scope 1 & 2 emission reduction was 28% compared to a 2019 baseline. While some of this reduction can be attributed to restrictions imposed by the COVID-19 pandemic, such as fewer mobile repair and replacement jobs completed during lockdowns, we also introduced improved processes for route planning for our mobile team, contributing to a 16% reduction in Scope 1 & 2 GHG emission intensity (CO₂e/Job Nos).

Our total GHG emissions in 2020 were 31% lower than 2019, and overall intensity decreased 19%.

In 2021, we will set an emission reduction target that aligns with the Science Based Target Initiative methodology and supports the ambition to limit global temperature rise to 1.5°C above pre-industrial levels.



2020 Scope 1 & 2 GHG emissions

↓ **28%**

compared to 2019 baseline

2020 total GHG emissions

989

tCO₂e
(1,441 in 2019)

Our future focus continues to be on achieving our emissions reduction target via our vehicle fleet, and we will start to introduce low emission vehicle options in 2021.

Indirect greenhouse gas emissions in our value chain are a key focus of our climate change goals, as well as those we influence directly. We are focused on being part of

the solution, and we're proud that Laser® is working to improve New Zealand's electric vehicle charging infrastructure by facilitating the installation of electric vehicle charging stations for our customers. Aiding the transition of our customers to low emission technology will continue to be a focus for us in 2021.

CLIMATE CHANGE

Ensure our business future by assessing and mitigating our climate change risks

As well as looking at how our activities impact the climate, we're also looking at how climate change impacts us. Going forward, we aim to

undertake a risk assessment to understand how our business might need to adapt to climate change impacts in the future.



TAKE URGENT ACTION TO COMBAT CLIMATE CHANGE AND ITS IMPACTS

SDG Target: Integrate climate change measures into national policies, strategies and planning.

Belron NZ Goal: Aim to achieve a carbon neutral target that is grounded in science by actively working to reduce our emissions.

SDG Target: Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.

Belron NZ Goal: Ensure our business future by assessing and mitigating our climate change risks.

REPAIR



CIRCULAR ECONOMY

Contribute to New Zealand's circular economy by striving for responsible resource use, waste minimisation, reuse and recycling

For Smith&Smith®, the most significant waste product is the glass removed from customers' vehicles and we are already on a mission to reduce the amount of waste we send to landfill.

We repair chipped windscreens where possible rather than replacing them, saving potentially **30,000** windscreens from disposal every year. We believe we were the first vehicle glass repair provider in New Zealand to implement a nationwide programme to recycle windscreen glass.

The recycling process is complex, requiring the separation of glass layers from a laminate insert, but now, with the help of our partner 5R Solutions, our glass is recycled into everything from bottles, glass wool insulation, pool filters and is even used in sandblasting.

In 2020 we sent over **1,000 tonnes** of glass for recycling, and we're not done yet! In 2021, we will be working on expanding the programme

to include our network of Authorised Dealers.

In 2020, approximately **85%** of our windscreen glass waste was recycled, including those replaced by our Authorised Dealers. With the introduction of windscreen glass recycling to our Authorised Dealers in 2021, we have set a target to aim to recycle 95% of our total windscreen glass waste by 2025.

In addition to glass, we recycle cardboard, paper, plastic and mixed recyclables. In 2020, **82%** of our waste was recycled, and we continue to look for ways to divert our waste from landfill.

We recognise that contributing to a circular economy is not just about waste management. That's why we commit to working with our supply chain to strive for responsible resource use, in the products we source (refer Sustainable Procurement page 33).



2020 total waste
recycled

1,218

tonnes waste
recycled

82%

waste diverted
from landfill



ENSURE SUSTAINABLE CONSUMPTION AND PRODUCTION PATTERNS

SDG Target: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

Belron NZ Goal: Contribute to New Zealand's circular economy by striving for responsible resource use, waste minimisation, reuse and recycling.

ENVIRONMENTAL MANAGEMENT

Commit to reducing pollution as a result of our activities by mitigating and managing risk

At Belron NZ we care about the impact our business has on the environment and we recognise our responsibility to reduce it. In 2020, Belron NZ was not issued any environmental legal non-compliance notices or fines by a regulatory body and there were no environmental incidents reportable to regulators.

Our environmental management system helps us to identify, monitor and manage our activities that have an impact on the environment, through a culture of continual improvement.

Significant projects achieved to date include rollout of pollution prevention and control measures, to strengthen our response should a spill occur, and review of our hazardous chemicals management.

Our work continues to ensure that we not only meet applicable hazardous substance legislation but exceed these requirements as we strive for a best practice approach.



In late 2020, we joined the Toitū enviromark® programme and we are working towards Toitū enviromark® diamond certification of our environmental management system in 2021.

2020 environmental compliance

0

fines, notices,
breaches

0

reportable
spills

CASE STUDY – POLLUTION PREVENTION & RESPONSE

Though spills are not a common occurrence at our sites, the risk exists, and we want to ensure that our team members are prepared to deal with them. We started by developing bespoke spill kits, that were fit for purpose for our sites.

The kits contain all the clean up equipment required to deal with moderate sized spills.

Included with the kits is our Spill Response Procedure and our Regional Performance Coaches rolled out face-to-face training to key team members. Regular site inspections include specific criteria to ensure the risk of spills occurring in the first place is minimised.

“The spill training came in really handy when we had a minor issue with a customer vehicle the other day. Having the right equipment available and knowing how to use it, sped up the clean up and made sure it didn’t turn into a bigger issue.”

*Mathew Sayer
Leading Hand, Smith&Smith® Napier*



In conjunction with our health and safety system (refer Health, Safety and Wellbeing page 22), our future focus includes increasing the reporting of environmental near misses, so that we can track trends and prevent environmental incidents before they occur.

ADVOCACY

Partner with other responsible business leaders to help increase our positive environmental impact



It is important to us that we partner with other responsible business leaders, that's why we have committed to joining the Climate Leaders' Coalition by 2022.

We also aim to inspire other businesses in our value chain and beyond to advance their responsible business journeys. We will do this by verifying our progress through recognised standards, including continuing to improve our EcoVadis score in 2021 (refer The Global Context page 8).

EcoVadis is a world leading environmental, social and ethical business performance rating scorecard, assessing businesses on 21 recognised sustainability criteria. Organisations are given a score between 0-100 that reflects the quality of their company's sustainability management system.

To achieve a Gold rating companies must achieve an overall score between 66 and 72, and a Platinum rating is an overall score between 73 and 100. In 2020, Belron NZ's EcoVadis rating was Gold (67/100).

2020 EcoVadis rating

GOLD

67/100

TOP 5%

of companies
assessed by EcoVadis

We acknowledge our responsibility to influence our value chain to be responsible businesses, whether that be our Laser® Members, Authorised Dealers or our supply chain. We commit to engaging anyone we work with in our Responsible Business Programme



PEOPLE





PEOPLE

Everyone at Smith&Smith® and Laser® is expected to behave in a way that ensures we create healthy and safe working environments for our team members, customers, and suppliers. We are also committed to a working environment in which everyone is treated with respect, by encouraging diversity, equity and inclusion in our workplace, providing fair working conditions and developing a highly engaged workforce.

In our role as a corporate citizen, giving back is an important part of our way of working where we aim to play a strong role in our communities we operate in and be here for good. We are determined to play a full role in our local, national, and global communities and we encourage our people to do the same.

HEALTH, SAFETY & WELLBEING

Promote and grow a health, safety, and wellbeing culture across our business by doing all we can to ensure our people and customers go home safe each day

Health, safety, and wellbeing were ranked the most important issues that we should focus on by our internal and external stakeholders (refer The Issues That Matter, page 10).

Through our health and safety management system, we provide our team members with the training and skills to feel confident in their roles, including stringent safety procedures for our technicians so that they can deliver to the highest technical standards.

We aim to minimise the hazards inherent in our working environment and deal with issues that pose a threat to health, safety and wellbeing.

In 2020, we reduced the number of accidents in our workplaces by 24% and our total recordable injury frequency rate (TRIFR) reduced to 121.4 per million hours worked (140.3 in 2019). While restrictions imposed due to the COVID-19 pandemic are expected to have contributed to these reductions, we also strengthened our company-wide health and

safety focus throughout 2020, to ensure health and safety is at the forefront of conversations at all levels in our organisation, and health, safety and wellbeing metrics are reported at least monthly to our executive team.

Key performance indicators for our operations teams were expanded to focus on proactively identifying safety issues through our monthly workplace inspections.

In 2021, we will take this further to analyse trends in our accident types and frequency to better understand, and better manage safety concerns.

In 2021, we will shift our focus to grow the health, safety, and wellbeing culture across our business. We emphasise lead indicators to measure our performance. By increasing near miss reporting, we aim to deal with issues before accidents occur. We have also conducted a health, safety and wellbeing survey across all team members, the results of which will inform our strategy going forward.



Number of
accidents in 2020,
compared to 2019

↓24%

Vehicle overspeed
Incidents
December 2020,
compared to end of 2019

↓80%

CASE STUDY

Our Mission: Keeping Kiwis' safe on the road, at home and at work

We acknowledge that helping keep Kiwis' safe on the road begins with our own drivers' behaviour, so in 2019 we introduced EROAD fleet management technology and in 2020 ramped up overspeed awareness for our drivers. Every month we review overspeed incidents in EROAD and our safest drivers are awarded with a Ka Pai card (refer Team Member Engagement, page 25). We also have regular coaching conversations and clear consequences for over-speeding.

After implementation of EROAD and increasing overspeed awareness, overspeed incidents by our drivers had reduced by 80% by the end of December 2020. In the future we will continue to focus on how we can reduce overspeed and vehicle incidents.



The wellbeing of our team is just as important to us as keeping them physically safe, so we continue to promote access to our employee assistance programme (EAP) and implement return to work plans for our team members who have gone through a traumatic event or incident with mental health. We established a Wellbeing Fund in 2014, where up to \$200 net per year is available to all permanent team members to support the cost of a variety of purposes that are wellbeing related. In 2020, 33% of our employees received a Wellbeing Fund payment.

We use our EAP to provide additional support to our people, by making available one on one personal, financial and relationship counselling services. In addition to this, our drug and alcohol rehabilitation programme

commits to supporting the rehabilitation of team members with drug or alcohol problems, either when we've identified a need, or via self-referral by a team member themselves. We recognise that individuals have different needs, and each case is treated accordingly, by committing to support team members in their efforts at rehabilitation, designing the most likely plan to succeed for each individual, providing access to the services of the EAP, and reasonable financial assistance if necessary.

Each month we promote a different wellbeing topic from resilience, financial literacy to mental health, and in 2021, we will relaunch our Wellbeing Programme with updated policies, processes and incentives.

TEAM MEMBER ENGAGEMENT

Create fair and meaningful careers by building a culture of proactive engagement and high performance

We know our people are a key part of our success and are at the heart of everything we do. We are committed to providing our team members with opportunities to grow and we strive to have an open and honest working culture. In September 2020, we conducted our global Our Belron® listening survey, which measures employee experience, engagement and values.

Everyone who works for us can take part in the survey, and we undertake regular pulse surveys to check how we're doing and what progress we're making. Belron® NZ achieved an **82%** engagement score in 2020, with a response rate of **74%** across the New Zealand business units. This score is encouraging, and we continue to focus on what we do well, while also working on the areas of opportunity where we can do even better. The second annual survey takes place in October 2021, with additional focus on diversity, equity, and inclusion (refer page 29).



2020 engagement
score

82%

response rate

74%

CASE STUDY

Our Belron® – the power of all our voices

Based on the feedback from the 2020 survey, our Laser® team identified key actions and how these relate to our Culture Model (refer Our Culture Story, page 7), allowing them to discuss the best ways of working and to make improvements.

The team used models such as the Myers-Briggs Type Indicator® (MBTI®) instrument to see how people understand the world and how our team members communicate, as individuals, as a team and how people interpret other communication styles.

The group also discussed the six key objectives of Laser® and how individual roles link to these overall objectives. Using the team model of our Culture Model, the team learned that trust starts with ourselves and that robust debate is crucial for leveraging the benefit of different ideas to get the best results.

Going forward, through 2021 and beyond, the Laser® team will continue to work their way through the different behaviours of our team model pyramid.



Our culture of continuous recognition at Belron® NZ, means we appreciate and acknowledge achievement, effort, success, and service.

We have many ways for our team members to recognise and reward each other, from Praise, a feature on our company intranet that anyone can use to shine a light on someone else; and Ka Pai cards, that enable anybody from any location to recognise the contribution or success of an individual or team.

Reach, is our values based awards programme developed specifically to recognise and reward individual team members who strive to go above and beyond, and have demonstrated two or more of our values of Driven, Caring, Collaborative and Genuine.



Driven | Caring | Collaborative | Genuine

Any team member can nominate another, and our executive team select the successful recipients. In September 2020, we revamped our Reach award programme to include rewards. Recipients are rewarded with a wellbeing paid day off or a one-off wellbeing activity payment. In quarter four of 2020, after the programme revamp, we issued 11 Reach awards to team members across the business.



Our Belron NZ Annual Awards have been running since 2009 and aim to recognise individuals and teams who have made an outstanding contribution to our business over the year. Anyone can nominate any other team member in one of eight categories. In 2020, 26 individuals made 62 nominations of team members across the business.

As well as our New Zealand based recognition programmes, Belron® Exceptional People Awards (BEPA) is Belron®'s global recognition scheme, that recognises truly remarkable people around the world who consistently make an enormous difference to our customers and each other.

We're proud that three of our team members received BEPAs in 2020, an outstanding achievement across the 22 countries included in Belron®'s global business.

Every two years, Smith&Smith® technicians put their vehicle glass repair, replace and recalibration skills to the test in a competition to find the Best of New Zealand (BONZ).

The competition showcases the Belron® Way of Fitting and entails interviews, tests and fitting glass, including customer service, car care, health and safety and more, and they must demonstrate their skills to the highest level.

The winner of BONZ gets the opportunity to represent Smith&Smith® at the global Best of Belron® competition in Europe. The next BONZ is set to take place in early 2022.



Belron NZ also offers a range of benefits to permanent employees, including our Group Insurance Scheme, EAP, Wellbeing Fund (refer page 24), product discounts, relocation and transfers, and opportunities for overseas experiences with other companies in the Belron® Group. In 2020, we introduced parental support leave and wellbeing support leave including leave for long-term illness.

In 2021, our benefits package will be relaunched to create a value added and meaningful wellness programme for our people, the programme will align and consolidate current programmes and initiatives under one wellbeing umbrella.

In 2016, we launched our online learning platform, Litmos. By the end of 2020, we had 189 active courses in Litmos and a total of 5,320 online courses were completed by our team members. Our learning includes resources to develop inspiring leadership, technical skills, and business acumen and we use the SAP/Litmos compliance suite to ensure our training is regularly updated to the requirements of current legislation, including in areas such as Health and Safety.

Online learning modules complement our face-to-face leadership, induction and technical training programmes, such as our Belron® Way of Conversations programme for people leaders.

Smith&Smith® has had Technical Trainers in the business since 2005, focused on the technical excellence aspects of vehicle technician training, including safety guidelines and compliance to internal standards such as the Belron® Way of Fitting.

In 2019, the roles were restructured as Regional Performance Coaches (RPCs), to represent a holistic view, including more focus on customer interaction, working together as a team and the environmental and community aspects of their roles. In 2020, our RPCs conducted 518 technical and safety assessments equating to an average of five assessments per technician.



2020 Technical
& Safety
Assessments

5

average per Technician

Belron NZ has a formal performance and development plan process, which over the years we've evolved to focus on retention, mapping talent, succession planning and building skill capability. More recently we've moved to a global programme connecting talent mapping and succession planning for high level roles within the global Belron® business.

Our development planning is internally implemented and we are working towards a more structured and externally measured programme for all roles, providing more tangible and transparent measurables. In 2020, 34% of our advertised roles were filled by internal applicants.

In 2020, we worked to legislative guidelines in relation to remuneration, and our policy is that all team members are paid adult wage rates regardless of age. In 2021, we will be working towards becoming an accredited living wage employer through Living Wage Aotearoa.



PROMOTE SUSTAINED, INCLUSIVE AND SUSTAINABLE ECONOMIC GROWTH, FULL AND PRODUCTIVE EMPLOYMENT AND DECENT WORK FOR ALL

SDG Target: Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.

Belron NZ Goal: Create fair and meaningful careers by building a culture of proactive engagement and high performance.



DIVERSITY, EQUITY & INCLUSION

Celebrate diversity, equity & inclusion in our workplace by developing relationships that are respectful, free of bias, harassment and violence

At Belron NZ, we aim to actively and purposefully encourage diversity of thinking, innovation and continuous improvement. Our diversity, equity & inclusion model, is one of the foundations of our Culture Model (refer Our Culture Story, page 7), it is who we are, ko wai tātou, and supports our workplace culture so that we can be a strong, inclusive organisation where team members can be themselves and thrive at work.

We are working to develop key performance indicators that will help us to evaluate our progress across all aspects of diversity, equity and inclusion. In 2020, 40% of our Executive Team were women (refer Governance, page 37) and overall 34% of our workforce were women.

Going forward, we're investigating how we can encourage more women into positions across all the trade services we offer, and we will focus on other key aspects of diversity, equity and inclusion such as ethnicity, age, sexual orientation and physical ability.



Women in
Leadership

40%

of Executive
Team Women

In 2021, we will undertake our first diversity survey as part of Our Belron® annual listening survey (refer page 24). Our 2020 survey included one question on diversity and the results indicated that this is an area of opportunity.

So, in 2021, we're enhancing our survey to include additional questions on diversity, equity and inclusion, as a priority area for our business.

In 2021 we will also evaluate where we are now, by joining Diversity Works, New Zealand's national body for workplace inclusion, and undertaking their Diversity and Inclusion stocktake to understand what we are already doing to create an inclusive workplace culture, and the options available to do more.



REDUCE INEQUALITY WITHIN AND AMONG COUNTRIES

SDG Target: By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

Belron NZ Goal: Celebrate diversity, equity and inclusion in our workplace by developing relationships that are respectful, free of bias, harassment, and violence.

GIVING BACK

Play a strong role in our communities by Giving Back to the communities in which we operate

We deeply believe that we have a responsibility to give back to our communities, as we strive to make a difference with real care, both locally and overseas. We call our approach to community investment Giving Back. It is based on a commitment to connect our business and our people to our communities in ways that make a meaningful impact.

In 2017, we established a Giving Back Committee of dedicated volunteers, that aims to provide support and opportunities for our team to engage in activities to support chosen charities, provide opportunities for personal growth experiences, celebrate diversity of our team and our business, and increase awareness and support our Responsible Business Programme.

Throughout 2020, Smith&Smith® worked to support the Salvation Army. The Salvation Army has been a part of New Zealand almost as long as Smith&Smith®, supporting individuals and families in need with a range of services and assistance.

During the year we worked on a number of initiatives and activities to gather much needed items such as food, toiletries and clothing for the Salvation Army to distribute to those less fortunate, along with fundraising activity. In 2020, our Smith&Smith® team raised NZ\$10,000 in cash for the Salvation Army, along with product and food bank donations.



\$10k

raised in 2020

Giving back is something which the values of Laser® have been built on and, every year as part of the annual trans-Tasman conference, LaserCon, the business identifies a local charity and comes together as New Zealand and Australia's largest network of plumbers and electricians to make a difference.

In November 2020, approximately 40 of our Laser® member plumbers and electricians, Laser® Group support office and suppliers gathered at the Stepping Stones Foundation

to complete a range of maintenance work free of charge. Stepping Stones supports people with drug and alcohol dependencies to integrate back into the community.

Following the Taskforce day, Laser® ran a silent auction which raised \$20,000 to give to charities. From the proceeds \$10,000 was given to the Stepping Stones Foundation and \$10,000 was given to The Key to Life Charitable Trust.



We've now asked our team members to decide which charities we would like to support and we are proud to now be a corporate partner of Lifeline. Lifeline have been helping Kiwis in crisis for over 50 years and receives over 10,000 calls per month from people who are struggling with a wide range of issues. We're looking forward to expanding our support to Lifeline in 2021.



Internationally, we support Afrika Tikkun through our Belron® Group global giving back initiative. Afrika Tikkun is a non-profit organisation dedicated to the eradication of poverty in South Africa. Since 2016, we have participated in the Spirit of Belron® Challenge, a five day event, connecting people from all over the world in support of Afrika Tikkun.



In 2020, in New Zealand we had 119 participants who swam, walked, ran, wheeled and biked 1,966 kilometres for Afrika Tikkun, and we raised over NZ\$20,000. In total the Belron® Group raised €1.7m. In 2021, we will continue our support of Afrika Tikkun and the Spirit of Belron® Challenge.

2020 Spirit of Belron® Challenge

1,966km

Travelled by Belron® NZ
for Afrika Tikkun

> \$20k

Raised by Belron® NZ
for Afrika Tikkun



PARTNERSHIPS



PARTNERSHIPS

The relationship we have with our business partners is key to our success and is supported by our ethical principles. We require and expect our partnerships to operate in an environment free from corruption or anti-competitive behaviour, and have robust data security processes to ensure protect our, and our customers data from potential breaches through external connections to our systems.

We also aim to source products and services from a supply chain that focuses on ensuring environmental impacts such as pollution, waste and greenhouse gas emissions are minimised, and that human rights are met, including that our business partners comply with child and forced labour laws.

SUSTAINABLE PROCUREMENT

Minimise the social and environmental impact of our supply chain by procuring quality products from responsible sources

Our suppliers agree to our Business Partners Code of Conduct which sets out the minimum standards of behaviour that we expect our business partners to meet in the areas of labour and human rights, health and safety, environment, business integrity, privacy and supplier diversity. Compliance with the minimum requirements outlined in each area is a requirement of conducting business with Belron NZ.

We respect and support responsible labour practices as set out in the UN Universal Declaration of Human Rights and the UN Global Compact, and we expect our business partners to comply with all laws and respect and support the protection of human rights of workers, as well as individuals and communities affected by their activities.



We aim to identify suppliers with high risk social and/or environmental profiles and progressively categorise our suppliers in relation to health and safety, environmental, labour and human rights and ethical risks. Supplier categorisation assesses spend as a proportion of total category spend, and the suppliers risk profile based on geography, sector and history, taken from accepted global definitions and standards.

In future, we will work towards developing our sustainable procurement framework objectives, including Transparency for us, our suppliers and stakeholders, Assurance that risks are managed, and Reward which can include incentives for performance.



PROMOTE SUSTAINED, INCLUSIVE AND SUSTAINABLE ECONOMIC GROWTH, FULL AND PRODUCTIVE EMPLOYMENT AND DECENT WORK FOR ALL

SDG Target: Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.



REDUCE INEQUALITY WITHIN AND AMONG COUNTRIES

SDG Target: Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.



ENSURE SUSTAINABLE CONSUMPTION AND PRODUCTION PATTERNS

SDG Target: By 2030, achieve the sustainable management and efficient use of natural resources.



TAKE URGENT ACTION TO COMBAT CLIMATE CHANGE AND ITS IMPACTS

SDG Target: Integrate climate change measures into national policies, strategies and planning.

Belron NZ Goal: Minimise the social and environmental impact of our supply chain by procuring high quality products from responsible sources.

DATA SECURITY

Build trust with our customers, franchise members and authorised dealers by ensuring all data is kept secure

We take responsibility for ensuring that we keep confidential all customer information that we hold, including information obtained by our business partners and provided to us.

Our Privacy Policy outlines how we deal with personal information and everyone at Belron NZ must understand and comply with all relevant policies, guidelines and rules governing data protection and privacy.

Our information security governance structure includes formal governance group meetings, a Data Breach Policy (which deals with mandatory data breach reporting obligations), Data Breach Response Plan, risk register

and security incident log. We also have a nominated Privacy Officer, and our website includes information on how to contact them. Our internal Information Security Governance Group meets quarterly to review and mitigate data security risks.

We will continue to meet Belron® Group's world class data security requirements and are working towards transitioning to an upgraded global information and security control framework from 2021, including policies and standards for a range of security areas from passwords to cryptography to data management.



ETHICAL BEHAVIOUR

Insist on ethical behaviour in relation to our business practices for the long-term benefit of our stakeholders

Our Guiding Principles – integrity, respect, trust – are fundamental to who we are and how we operate, they describe the way we do things at Belron NZ and ensure we continue to operate in an ethical and consistent manner.

That's why we have developed Our Good Practice Guide, so that we are clear about the behaviours we expect of everyone at Belron NZ and to provide support to anyone who is faced with a situation that may affect their time at work.

Integrity

We believe that we build and maintain the confidence of others by being consistent in what we say and what we do.

Respect

We demonstrate respect by showing consideration and care for each other and for our environment.

Trust

By acting with integrity and showing respect for others, we build and maintain trust in who we are and what we do.

The guide sets out how we work together, how we work with others and how we manage the business, and we have ethical principles in place to ensure that offences such as bribery and corruption are not tolerated within our business. We believe that no one should obtain or retain business through coercion, and we do not condone under any circumstances the offering or receiving of bribes or any other form of improper payment.

Free and fair competition is essential to our success as it provides the level playing field on which we operate.

As such, we operate in a competitive manner, respecting and complying with all competition laws in everything we do.

Compliance with Our Good Practice Guide is not optional, and all our team members must be familiar with and act in accordance with its guidance at all times. Our team, regardless of their role, are encouraged to speak up and disclose ethical concerns via appropriate internal channels or the Speak Up line. The Speak Up line is managed independently by Navex Global who understand Our Way of Working and are trained to deal with calls.

Independent and Confidential

Speak Up

line to raise ethical concerns

0

ethical concerns raised 2020

GOVERNANCE

This section provides an overview of Belron NZ Ltd's corporate governance framework, to the highest governing body of Belron®. Belron NZ Ltd, operating under the Smith&Smith® and Laser brands up to 31 December 2020 are part of the Belron® group. Belron®'s shareholders in 2020 included, D'Ieteren Group, Clayton Dubilier & Rice and Atessa.

In New Zealand, Belron NZ Ltd's executive team supports the Belron® global executive team based in the United Kingdom.

Belron® is committed to maintaining the highest standards of governance and is supported by the Board Audit Committee. Belron® is working to formalise other sub-committees responsible for decision-making on economic, environmental and social topics. This includes maintaining high standards of business integrity and ethics in all our activities (refer Ethical Behaviour page 36).

Shareholders
Belron® Board of Directors
Belron® Audit Committee

Belron® Chief Executive Officer
Belron® Executive Team

Belron® NZ Board of Directors
Belron® NZ Ltd Executive Team

Smith&Smith®
Laser®
Plumbing & Electrical

Belron® is committed to understanding, managing and mitigating the risks facing our business. To support this, our Audit Committee implements a Risk Management Framework covering each Business Unit and Group function. Risk information is documented in risk registers, which are maintained in accordance with internal controls and processes.




Throughout 2021 and 2022, we will expand our Risk Management Framework to formally include our environmental, social and governance (ESG) risk profile. The Framework aligns with our values, in doing the right thing for our people, customers and society, enabling us to meet our stakeholder needs.

Belron NZ's Directors have been chosen for their leadership skills, professional backgrounds, experience and expertise. In 2020, the Belron NZ Ltd Executive Team comprised:

Michelle van Gaalen, Managing Director
Peter-John (PJ) Burrowes, Operations and Supply Chain Director
Jonathan Engle, Customer and Marketing Director
Martin Fairweather, Strategy and Finance Director
Jan Jones, People and Leadership Director



KEY PERFORMANCE INDICATOR TABLE

| GRI Ref | KPI Metric | Units | 2020 | 2019 |
|---|--|----------------------------|-------|-------|
|  Planet | | | | |
| 305-1 | Direct (Scope 1) GHG emissions | tCO ₂ e | 357 | 516 |
| 305-1 | Energy indirect (Scope 2) GHG emissions | tCO ₂ e | 76 | 87 |
| 305-1 | Other indirect (Scope 3) GHG emissions | tCO ₂ e | 556 | 839 |
| 305-1 | GHG emissions intensity - job numbers | tCO ₂ e/Job Nos | 0.006 | 0.007 |
| 305-1 | GHS emissions intensity - revenue | tCO ₂ e/NZ\$m | 13.65 | 17.76 |
| 305-1 | Total waste generated | tonnes | 1,490 | 1,779 |
| 305-1 | Waste diverted from disposal | tonnes | 1,218 | 1,507 |
| 305-1 | Non-compliance with environmental laws & regulations | no. | 0 | 0 |
| N/A | Number of notifiable spills ^[1] | no. | 0 | 0 |
|  People | | | | |
| 403-9 | Number of accidents | no. | 42 | 55 |
| 102-7 | Total number of employees ^[2] | no. | 316 | 315 |
| 401-1 | Employee turnover ^[3] | no. | 87 | 104 |
| 405-1 | Percentage of women in Executive Team | % | 40 | 40 |
| 405-1 | Percentage of women employees overall | % | 34 | 38 |
|  Partnerships | | | | |
| 205-3 | Ethical concerns raised | no. | 0 | 0 |

^[1] Notifiable spills are discharges into the environment that, if uncontained, are notifiable to a regulatory authority. Includes any discharge of a hazardous substance, regardless of the amount, that leaves the boundary of site.

^[2] TRIFR relates to all accidents resulting in lost time per 1,000,000 hours worked. Includes full-time employees, temporary staff and contractors.

^[3] Permanent employees

GLOBAL REPORTING INITIATIVE (GRI)

CONTENT INDEX

| Disclosures | Description | Section description & Page No. |
|--|---|---|
| GRI 102: General Disclosures 2016 | | |
| 102-1 | Name of organisation | Belron NZ Limited |
| 102-2 | Overview of business | Business Snapshot, page 6 |
| 102-3 | Location of headquarters | Milton Park, Stroude Road, Egham TW20 9EL, UK |
| 102-4 | Location of operations | Business Snapshot, page 6 |
| 102-5 | Ownership & legal form | About This Report, page 2 |
| 102-6 | Markets & customers | Business Snapshot, page 6 |
| 102-7 | Scale of organisation | Business Snapshot, page 6 KPI Table, page 38 |
| 102-10 | Significant change to organisation | Introduction, page 4 |
| 102-11 | Risk management | Governance, page 37 |
| 102-12 | External initiatives | 2020 Highlights, page 9 |
| 102-13 | Membership of associations | 2020 Highlights, page 9 |
| 102-14 | Managing Director statement | Introduction, page 4 |
| 102-16 | Values, principles & norms of behaviour | Our Culture Story, page 7 Ethical Behaviour, page 36 |
| 102-18 | Governance | Governance, page 37 |
| 102-45 | Financial statements | About This Report, page 2 |
| 102-46 | Report boundary & content | About This Report, page 2 Business Snapshot, page 6 The Issues that Matter, page 10 |
| 102-47 | List of material topics | The Issues that Matter, page 10 |
| 102-48 | Restatements of information | N/A this is the first report |
| 102-49 | Changes in reporting | N/A this is the first report |
| 102-50 | Reporting period | About This Report, page 2 |
| 102-51 | Date of most recent report | N/A this is the first report |
| 102-52 | Reporting cycle | Annual |

| Disclosures | Description | Section description & page no. |
|-------------|--------------------|--|
| 102-53 | Contact point | Contact:: peopleandleadership@smithandsmith.co.nz for queries or to provide feedback |
| 102-54 | GRI compliance | This report has been prepared with reference to the GRI Standards listed in this GRI Content Index |
| 102-55 | GRI content index | Heading in this index |
| 102-56 | External assurance | About This Report, page 2 Third Party Assurance, page 42 |

| Disclosures | Description | Section description & page no. |
|--|---|--|
| GRI 103: Management Approach 2016 | | |
| 103-1 | Approach | Planet, page 14 People, page 21 Partnerships, page 32 Governance, page 37 |
| GRI 305: Emissions 2016 | | |
| 305-1 | Direct (Scope) GHG emissions | Climate Change, page 15 KPI Table, page 38 2020 Highlights, page 9 |
| 305-2 | Energy Indirect (Scope 2) GHG emissions | Climate Change, page 15 KPI Table, page 38 2020 Highlights, page 9 |
| 305-3 | Other Indirect (Scope 3) GHG emissions | Climate Change, page 15 KPI Table, page 38 |
| 305-4 | GHG emissions intensity | Climate Change, page 15 KPI Table, page 38 2020 Highlights, page 9 |
| 305-5 | Reduction of GHG emissions | Climate Change, page 15 |

| Disclosures | Description | Section description & page no. |
|--|---|--|
| GRI 306: Waste 2016 | | |
| 306-1 | Waste generation & significant waste-related impacts | Circular Economy, page 17 KPI Table, page 38 |
| 306-2 | Management of significant waste-related impacts | Circular Economy, page 17 |
| 306-4 | Waste diverted from disposal | Circular Economy, page 17 KPI Table, page 38 2020 Highlights, page 9 |
| GRI 307: Environmental Compliance 2016 | | |
| 307-1 | Non-compliance with environmental laws & regulations | Environmental Management, page 18 KPI Table, page 38 2020 Highlights, page 9 |
| GRI 403: Occupational Health and Safety 2018 | | |
| 403-1 | Health & safety management system | Health, Safety & Wellbeing, page 22 |
| 403-5 | Health & safety training | Team Member Engagement, page 27 |
| 403-6 | Health promotion programmes | Health, Safety & Wellbeing, page 24 Team Member Engagement, page 27 |
| 403-7 | Prevention/mitigation of negative impacts | Health, Safety & Wellbeing, page 22 |
| 403-9 | Work-related injuries | Health, Safety & Wellbeing, page 22 KPI Table, page 38 2020 Highlights, page 9 |
| GRI 401: Employment 2016 | | |
| 401-1 | Employee turnover | KPI Table, page 38 |
| 401-2 | Benefits | Team Member Engagement, page 27 |
| 401-3 | Parental leave | Team Member Engagement, page 27 |
| GRI 404: Training and Education 2016 | | |
| 404-1 | Employee skill & transition assistance | Team Member Engagement, page 28 |
| GRI 405: Diversity and Equal Opportunity 2016 | | |
| 405-1 | Diversity of governance bodies & employees | Diversity, Equity & Inclusion, page 29 2020 Highlights, page 9 |
| GRI 205: Anti-corruption 2016 | | |
| 205-2 | Communication about anti-corruption policies & procedures | Ethical Behaviour, page 36 |
| 205-3 | Corruption incidents | Ethical Behaviour, page 36 2020 Highlights, page 9 |

ASSURANCE STATEMENTS



INDEPENDENT ASSURANCE STATEMENT ISO 14064-1:2006 GHG certification

TO THE DIRECTORS OF THE TOITŪ ENVIROCARE BOARD

| | |
|----------------------------|--|
| Responsible Party: | Belron NZ Limited |
| Registered address: | 1 Rockridge Ave, Penrose, Auckland 1061, New Zealand |
| Inventory period: | 01/01/2019 to 31/12/2019 |
| Inventory report: | Belron NZ Emissions Inventory Report 2019 |
| Contract: | Belron NZ Limited, 20/10/2021 |

We have reviewed the greenhouse gas emissions inventory report ("the inventory report") for the above named Responsible Party for the stated inventory period.

BOARD OF DIRECTORS' RESPONSIBILITIES (RESPONSIBLE PARTY)

The Board of Directors of the Responsible Party is responsible for the preparation of an inventory report which gives a true and fair view of the greenhouse gas emissions of the Responsible Party in accordance with ISO 14064-1:2006

VERIFIERS' RESPONSIBILITIES

It is our responsibility to express to you an independent opinion on the inventory report presented by the Board of Directors of the Responsible Party. Our verification was undertaken as agreed in the Contract which defines the scope, objectives, criteria and level of assurance of the verification.

BASIS OF OPINION

The subject matter contained in the inventory report is based on historical information for the stated inventory period. Our review was carried out in accordance with the criteria stated in ISO 14064-1:2006.

The verification included examination, on a test basis, of the evidence relevant to the information and data disclosed in the inventory report. It also included assessment of the assumptions and judgements made by the Responsible Party in the preparation of the inventory report.

We conducted our verification in accordance with ISO 14064-3:2006 and the requirements of the Toitū carbon programme Verifier Manual. We planned and performed our verification so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to obtain the specified level of assurance that the inventory report is free from material misstatements, whether caused by error or fraud. In forming our opinion we also evaluated the overall adequacy of the presentation of information and data in the inventory report.

Other than in our capacity as an independent verifier of the emissions inventory we have no relationship with or interests in the Responsible Party.

RESPONSIBLE PARTY'S GREENHOUSE GAS ASSERTION (CERTIFICATION CLAIM)

Belron NZ has measured its greenhouse gas emissions in accordance with ISO 14064-1:2006 in respect of the operational emissions of its organisation including Laser Group (NZ only), Smith&Smith support office, corporate branches and Auckland and Christchurch distribution centres and excludes Laser members and Authorised Dealers.

OPINION: REASONABLE ASSURANCE

We have obtained all the information and explanations we have required. In our qualified reasonable assurance opinion, the Scope 1, 2, and selected Scope 3 emissions defined in the inventory report:

- comply with ISO 14064-1:2006 requirements; and
- provide a true and fair view of the emissions inventory of the Responsible Party for the stated inventory period.

QUALIFICATIONS

Site visit for the base year could not be performed because of COVID-19 lockdown restrictions. Site visit to be performed at next audit.

ACHIEVED LEVEL OF ASSURANCE

Reasonable

| Verified by: | | Authorised by: | |
|--------------------------|---|----------------|--|
| Name: | Anuraag Sanker | Name: | Osana Robertson |
| Position: | Verifier, Toitū Envirocare | Position: | Certifier, Toitū Envirocare |
| Signature: |  | Signature: |  |
| Date verification audit: | 15/11/2021 | | |
| Date opinion expressed: | 26/11/2021 | Date: | 13/12/2021 |



INDEPENDENT ASSURANCE STATEMENT ISO 14064-1:2006 GHG certification

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| | |
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ACHIEVED LEVEL OF ASSURANCE

Reasonable

| Verified by: | | Authorised by: | |
|--------------------------|---|----------------|--|
| Name: | Anuraag Sanker | Name: | Osana Robertson |
| Position: | Verifier, Toitū Envirocare | Position: | Certifier, Toitū Envirocare |
| Signature: |  | Signature: |  |
| Date verification audit: | 15/11/2021 | | |
| Date opinion expressed: | 26/11/2021 | Date: | 13/12/2021 |

