

Making a memorable difference with care

Belron NZ Ltd
Responsible Business Summary 2025



Belron NZ is part of the Belron® group of companies

Belron Group employ around 30,000 colleagues and operate in 42 countries across six continents through wholly-owned businesses and franchises.

NORTH AMERICA

United States

Safelite

Mexico

Canada



Speedy Glass

Lebeau



Vanfax

CENTRAL & SOUTH AMERICA

Brazil

Chile

French Guiana

Guadeloupe



CARGLASS



Owned
countries



Franchised
countries

EUROPE

Andorra

Austria

Belgium

Denmark

Finland

France

Germany

Italy

Luxembourg

Netherlands

Portugal

Spain

Sweden

Switzerland

Croatia

Czechia

Estonia

Greece

Hungary

Iceland

Latvia

Lithuania

Serbia

Slovenia

Türkiye

Ukraine



Ireland

United Kingdom

Poland



Italy



Norway



ASIA

South Korea

Thailand



AUSTRALASIA

Australia



New Zealand



AFRICA

La Réunion

Mauritius

Morocco

South Africa



Belron NZ is part of the Belron® group of companies continued

In New Zealand, Belron® operates as Belron NZ Ltd, our three well-known and trusted brands are Smith&Smith®, Laser Plumbing & Electrical, and Exceed®. Together, these brands reflect our mission to keep Kiwis safe on the road, at home and at work. Refer to the 2025 Belron Group Responsible Business Report [here](#) for more information on our global and local responsible business progress.



New Zealand's leading vehicle glass repairer has been serving Kiwis for 150 years, with origins dating back to 1875.

Today, with more than 65 service locations nationwide, we serve over 110,000 customers each year. Customers can take their vehicle to the location most convenient for them for a windscreen repair, replacement or recalibration, or side and rear window replacement. We also offer our mobile service for a windscreen repair, replacement, recalibration or side and rear window replacement.



Laser® has over 100 members across New Zealand. The services our Laser® members offer include a range of residential, commercial, and industrial plumbing and electrical services.

Laser Group Services Ltd provides its clients with a national network of plumbing and electrical services and is wholly owned by Belron NZ Ltd.



A national network of 30 franchise territories, specialises in window and door repairs as well as security and insect screening solutions.

Since joining Belron® in 2021, Exceed® has continued to grow its footprint and enhance its service offering to customers.



Belron's Responsible Business Framework

At Belron NZ, our responsible business priorities and activities are guided by Belron's Responsible Business Framework.

Doing Business Responsibly

Sustainable
products and
services



Investing
in people
and society



Reducing waste
and building a
circular economy



Driving down
emissions



Sustainable
procurement



People safety
and wellbeing



Promoting
diversity, equity
and inclusion



Giving back to
our communities

Strong governance and inspiring leadership

Our values and ethics

Robust reporting and measurement

This pillar is aligned to the following
UN Sustainable Development Goals:



This pillar is aligned to the following
UN Sustainable Development Goals:



Managing Director introduction

“

Grounded in our history, we continue to move forward with purpose for Aotearoa”

Michelle van Gaalen
Managing Director



This year we publish our sixth update on progress against the commitments set out in our Responsible Business Framework. In 2025, our Responsible Business Summary takes a new format as a supplement to the Belron Group Global Responsible Business Report. This reflects the strong alignment between our global direction and our local action here in Aotearoa.

I hope you enjoy reading this trimmed-down view of our Responsible Business progress. While this summary focuses on what matters most locally, you can still access detailed information about our strategy, targets and group-wide performance in the [Belron® Group Responsible Business Report 2025](#). Together, these publications provide a complete picture of how we are creating value across Aotearoa and globally.

As we marked the 150-year milestone of Smith&Smith® in 2025, we reflected on the whakataukī “Kia whakatōmuri te haere whakamua” – to walk backwards into the future with our eyes fixed on the past. This sentiment resonates strongly with Belron NZ. By honouring what has shaped us, we are better equipped to make thoughtful decisions about where we go next for our people, our communities and the environment.

In 2025, this meant continuing to evolve how we operate, reducing our environmental footprint, strengthening safety and wellbeing, and ensuring our business remains inclusive, resilient and relevant for generations to come.

Across the year, our teams delivered meaningful progress. More than 99% of windscreen glass was recycled through our nationwide network, including Authorised Dealers, supporting our ambition to keep valuable materials in use. By working with our suppliers, we achieved a 52% reduction in plastic bags used to package windscreens. We also continued to reduce our Scope 1 and 2 emissions,

with 100% of our passenger fleet now electric or hybrid, and renewable electricity purchased across all our corporate locations.

Keeping our people safe remains fundamental. Our leadership in alternate and light duty options has enabled earlier, supported return to work of our team members after injury and better support for mental wellbeing. Increased use of our Safe365 system has lifted safety observation reporting to best practice levels, underscoring the strength of our safety culture.

Our commitment to inclusion also remains strong. With a diversity, equity and inclusion engagement score of 86%, we continue to perform above the New Zealand norm, reflecting the positive impact of our ongoing initiatives. And through the passion of our Giving Back Committee and wider team, our people personally raised more than \$97,000 for charitable causes in 2025, supporting communities locally and globally.

None of this progress would be possible without the dedication and mahi of our people. I am proud of what we have achieved together and excited to continue building a responsible, resilient Belron NZ.

Ngā mihi
Michelle van Gaalen
Managing Director, Belron NZ

Our year in numbers

1%

top 1% of companies
assessed by EcoVadis¹



>99%

vehicle glass recycled²

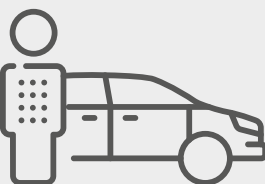


43.8%

reduction in total recordable
injury frequency rate (TRIFR)
compared to 2024

2,598

tCO₂eq emissions avoided
through repairs³



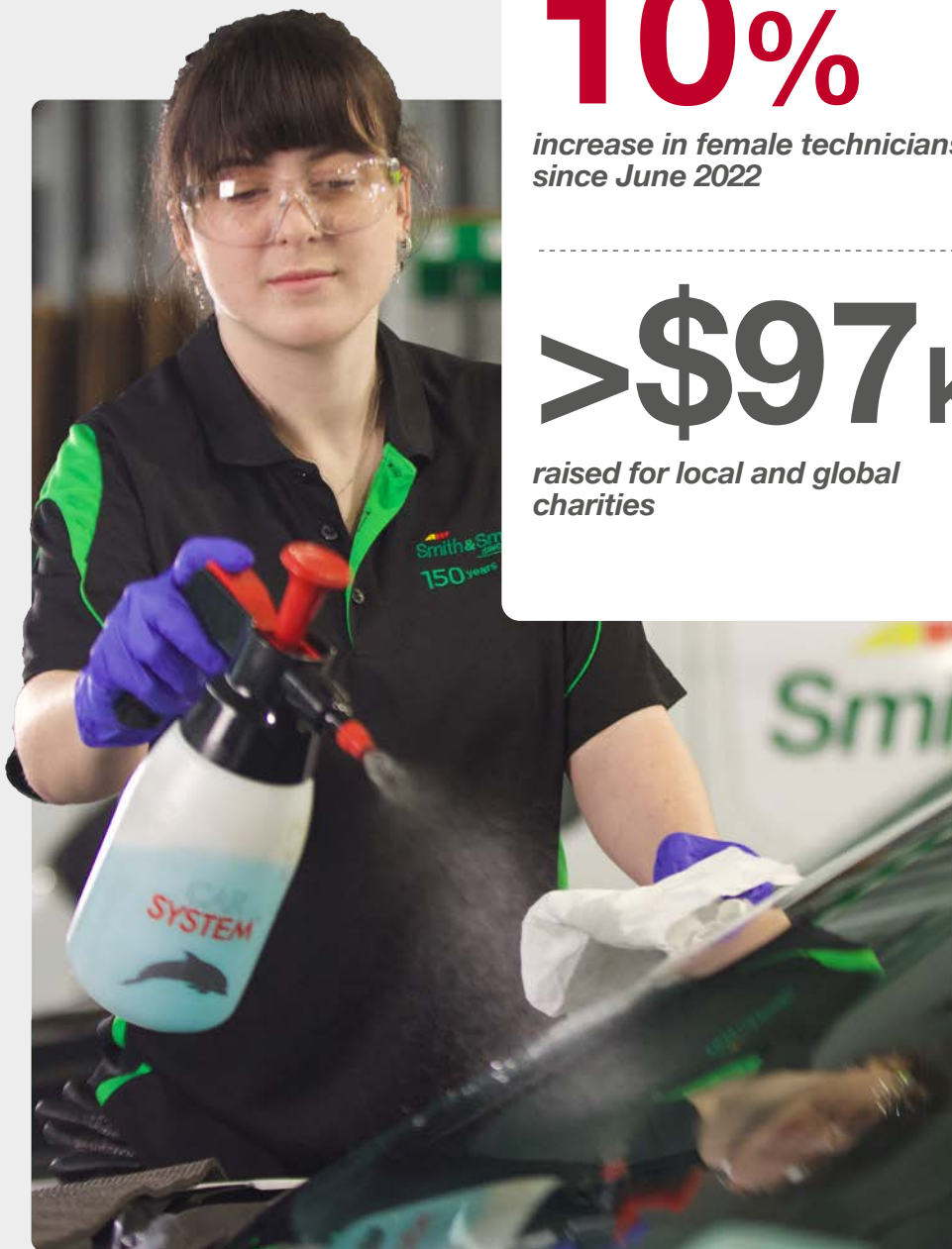
100%

passenger vehicles electric or
hybrid



52%

reduction in single-use plastic film
compared to 2024



10%

increase in female technicians
since June 2022

>\$97k

raised for local and global
charities

¹EcoVadis Platinum rating was awarded in September 2024, valid until September 2025.

²Includes Smith&Smith® corporate locations and Authorised Dealers.

³Avoided emissions are calculated on the assumption that a windscreen would have been replaced if a repair did not occur. Savings only occur if a windscreen can be repaired instead of replaced, which depends on the size and position of the chip.

Responsible business in action

Reducing plastic at the source: Waste reduction through smarter windscreen packaging

Historically, windscreens from our two main suppliers were individually wrapped in plastic bags to prevent scratching during transit, contributing to significant single-use plastic waste across our network.

In late 2024, our distribution centre and sourcing teams worked closely with suppliers to remove plastic bags from imported windscreens. An alternative protection method was implemented, with windscreen edges now taped to prevent damage during transportation while maintaining product quality.

As a result of this change, plastic bags recycled across Smith&Smith® locations reduced by 52% in 2025, compared to 2024. Further reductions are expected as remaining stock of plastic-wrapped windscreens is progressively run down.

“
It felt really positive to lead a change that removes unnecessary plastic at the source, while still protecting product quality.”
David Coyle
Smith&Smith® Product & Quality Manager



“
Driving an electric vehicle is our commitment in action, every trip helps reduce emissions and supports a low emission future.”
Janie Brown
Laser® Account Manager



Electrifying our fleet: Progress on Scope 1 emissions reduction

We have been actively working to reduce our Scope 1 emissions since 2021, with a focus on transforming our fleet of vehicles. In 2021, we began transitioning to lower-emission vehicles, and by the end of 2025, 100% of our passenger vehicles are now electric or hybrid, significantly reducing operational emissions.

The next phase of our transition will focus on reducing emissions from our distribution and mobile service vehicles, supporting continued progress towards our responsible business and emission reduction targets.

Repair first: Faster, Cheaper, Greener

Our repair first approach is core to how we operate. Repairing a damaged windscreen instead of replacing it avoids the manufacture and transport of new glass, significantly reducing emissions⁴ and waste. Repairs are also faster to complete and cost less for our customers, delivering environmental and customer benefits at the same time.

In 2025, this approach again delivered material environmental benefit, with windscreen repairs avoiding the release of 2,598 tCO₂eq⁵. Repair first reflects how customer choice, guided by safe repair decisions from our technicians, can support emissions reduction alongside efficiency.

“
Getting busy Kiwis safely back on the road feels great! Chip repairs are faster than replacements, save money, and the environment at the same time.”
Ryan Taylor
Smith&Smith® Hub Leading Hand



⁴2023 product carbon footprint analysis of Scope 1 (Direct), Scope 2 (Indirect) and Scope 3 (Indirect) emissions. Calculation methodology is consistent with the requirements of ISO 14067 and subject to independent verification by Bureau Veritas. The global average figure is calculated using representative data from Belron® corporate operations in USA, France, Belgium, Australia and New Zealand.

⁵Avoided emissions are calculated on the assumption that a windscreen would have been replaced if a repair did not occur. Savings only occur if a windscreen can be repaired instead of replaced, which depends on the size and position of the chip.

Responsible business in action continued

Supporting recovery at work: Improving Safety, Health and Wellbeing

In 2025, we achieved a 43.8% reduction in Total Recordable Injury Frequency Rate (TRIFR), decreasing to 16.8 injuries per million hours worked, compared with 29.87 in 2024. This improvement reflects our continued focus on proactive safety practices and stronger support for injured team members.

A key contributor to this result has been ongoing support for recovery while at work. Research from the Accident Compensation Corporation (ACC) shows that early, appropriate connection to work supports both physical and mental recovery outcomes.

In late 2025, we introduced a new digital alternate duties form for use by team members and medical professionals. This tool outlines job requirements with photos, weights and alternate duties, enabling informed, tailored return to work plans.

“
Having an opportunity for alternate duties, like training, chip repair and front counter has helped immensely with my recovery, plus taking pressure off busy technicians.”
Avon Greer
Smith&Smith® Expert Technician



“
I’ve been a technician for over 3 years. I have seen the growth within the company of female technicians, which shows very modern, diverse rapid growth.”
Teri Moore
Smith&Smith® Expert Technician



Building a more representative frontline: Increasing female technicians

Since June 2022, we have focused on increasing female representation in frontline technician roles, reflecting our commitment to building teams that better represent our customers and the communities we serve. In 2025, women made up 15% of our technician workforce, representing a 10 percentage point increase since June 2022. This progress has been achieved through targeted reviews of key people processes, including recruitment and onboarding, alongside initiatives designed to actively attract women into technician roles. This work supports a more inclusive workforce and strengthens capability across our frontline teams.

Giving back: Supporting communities locally and globally

In 2025, we continued our commitment to Giving Back, supporting communities both in New Zealand and internationally. Together, our teams personally raised more than \$97,000 for charitable causes, reflecting strong engagement across the business and the leadership of our Giving Back Committee.

Lifeline Aotearoa remained a key local partner, with \$56,575 raised through a range of initiatives including raffles, silent auctions, car park donations, soup days, and our branch based 150 year Race to \$150 campaign. We also continued our long-standing support of Afrika Tikkun, raising \$40,721 through participation in the Spirit of Belron Challenge.

These efforts demonstrate our ongoing focus on meaningful community impact and creating opportunities for our people to contribute to causes that matter.

“
It’s been really rewarding to see people across the business support our fundraising efforts. Being part of the Giving Back Committee reminds me that our work is about more than just day-to-day operations.”
Rebecca Le Maitre
Trade Services Team Leader Business Support



Greenhouse gas emissions

	Retrospective			Target years		
Greenhouse gas (GHG) emission-related data	2025	2024	2021 (base year)	2030	2050	Annual % target/base year
Scope 1 GHG emissions						
Gross Scope 1 GHG emissions (tCO ₂ eq) ⁶	129	173	279	162	28	(5.9%)
Scope 2 GHG emissions						
Gross location-based Scope 2 GHG emissions (tCO ₂ eq) ⁶	163	132	102	–	–	–
Gross market-based Scope 2 GHG emissions (tCO ₂ eq) ^{6 & 7}	15	12	102	59	10	(5.90%)
Significant scope 3 GHG emissions						
Total Gross indirect (Scope 3) GHG emissions (tCO ₂ eq)	5,286	3,358	6,977	5,232	698	(3.10%)
1 Purchased goods and services ⁸	4,598	2,247	3,139	–	–	–
2 Capital goods	180	369	157	–	–	–
3 Fuel and energy-related activities (not included in scope 1 or scope 2)	51	76	88	–	–	–
4 Upstream transportation and distribution	317	490	3,181	–	–	–
5 Waste generated in operations	140	176	412	–	–	–
6 Business travelling						
7 Employee commuting						
8 Upstream least assets						
9 Downstream transportation						
10 Processing of sold products						
11 Use of sold products						
12 End-of-life treatment of sold products						
13 Downstream leased assets						
14 Franchises						
15 Investments						
Total GHG emissions						
Total GHG emissions (location-based) (tCO ₂ eq)	5,578	3,663	7,358	–	–	–
Total GHG emissions (market-based) (tCO ₂ eq)	5,430	3,543	7,358	–	–	–

The focus of emissions reduction work and reporting for scope 3 is on categories 1–5 which represents more than 90% (on a 2021 baseline and in line with SBTi requirements) of the total. Of the remaining scope 3 categories, 6, 7, 12 and 14 (business travel, employee commuting, end-of-life of sold products and franchises) are in scope of net zero targets and will be part of the company’s emission reduction plans going forward. Categories 8, 10, 11 and 13 (upstream leased assets, processing of sold products, use of sold products and downstream leased assets) are not applicable; and 9 and 15 (downstream transport & distribution and investments) are optional.

⁶Limited assurance over the Belron Group 2025 Scope 1 and Scope 2 emissions figures has been provided by BDO LLP at a consolidated level within the [2025 Belron Group Responsible Business Report](#).
⁷Belron NZ utilises market-based emissions accounting under scope 2 in alignment with the SBTi.
⁸The increase in Cat 1 – purchased goods and services in 2025 compared to 2024 has been driven by a change in the data analysis methodology rather than an increase in spend between years. The methodology will be reviewed in 2026 to ensure consistency of approach across years.

Waste

Waste-related data	Unit	2025	2024
Total amount of waste generated ^{8 & 9}	Tonnes	1,845	1,723
Total amount of hazardous waste	Tonnes	–	1
Total amount of non-hazardous waste	Tonnes	1,845	1,722
Total amount by weight diverted from disposal ⁹	Tonnes	1,590	1,403
Total non-hazardous waste generated diverted from disposal ⁹	Tonnes	1590	1,403
Total non-hazardous waste generated diverted from disposal to recycling	Tonnes	1,541	1,403
Total non-hazardous waste generated diverted from disposal to other recovery operations	Tonnes	49	–
Total amount by weight directed to disposal	Tonnes	255	320
Total hazardous waste generated directed to disposal	Tonnes	–	1
Total hazardous waste generated directed to landfill	Tonnes	–	1
Total non-hazardous waste generated directed to disposal	Tonnes	255	319
Total non-hazardous waste generated directed to landfill	Tonnes	255	319

⁸The total waste does not include the plasticised polyvinyl butyral (PVB) interlayer, bonded rubber and other materials that are integral to the windscreen. These materials are estimated to be 15% of the total vehicle glass waste and can only be separated as part of the vehicle glass recycling process.

⁹Limited assurance over the Belron Group 2025 waste figures has been provided by BDO LLP at a consolidated level within the [2025 Belron Group Responsible Business Report](#).

Health and safety

Health and safety-related data	2025	2024
Number of fatalities due to work-related injuries and ill health	0	0
Number of lost time incidents (LTIs)	9	16
Lost time injury frequency rate (LTIFR) (frequency rate per million hours worked) ¹⁰	16.80	29.87
Total recordable injury frequency rate (TRIFR) (frequency rate per million hours worked) ¹⁰	16.80	29.87

¹⁰Includes full-time employees, temporary staff and contractors.

Governance

Business conduct-related data	2025	2024
Number of convictions for violation of anti-corruption and anti-bribery laws	0	0
Amount of fines for violation of anti-corruption and anti-bribery laws	0	0

Employee information

Number of employees (head count ¹¹) by gender	2025	2024
Male	210	203
Female	123	133
Other	0	0
Not disclosed	1	0
Total	334	336

Employee turnover	2025	2024
Total number of employees who have left the business ¹²	96	111
Rate of employee turnover in the reporting period ¹³	23.9%	28.5%

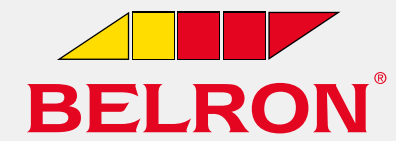
¹¹Headcount as of 31st December.

¹²Excludes contingent workers.

¹³Total turnover, 12-month rolling turnover.

Employees in management (headcount ¹¹) by gender	2025	2024
Male	28	27
Female	17	18
Other	0	0
Not disclosed	0	0
Total	45	45

Age distribution	2025	2024
Under 30 years old	98	71
Between 30 and 50 years old	159	121
Over 50 years old	54	48



Belron®, the Belron® Device, Carglass®, Autoglass®, O'Brien®, Smith&Smith®, Apple® Auto Glass, Lebeau® Vitres d'Autos, Duro®, Speedy® Glass, Safelite®, Hurtigruta Carglass®, Laddaw®, Origlass®, Vanfax®, Laser® and Exceed® are registered trademarks of Belron Group SCA and its affiliated companies.

www.belron.com