

National Windscreens
Sustainability Report 2023

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One of the UK market leaders in the repair, replacement and calibration of vehicle glass

National Windscreens specialises in sustainable solutions for repair and replacement of vehicle glass, with convenient locations, using high-quality products and providing smart solutions. We recognise our responsibility in preserving the planet's primary resources and securing its future. We help our partners and customers make simplified and sustainable choices.

LETTER FROM THE BOARD

Committed to reducing carbon emissions throughout the value chain

The Board of Directors at National Windscreens is pleased to present its sustainability report for the year ending 2023. We recognise the growing importance of sustainability and the essential role that businesses must play in promoting sustainable practices. At National Windscreens, we are dedicated to operating responsibly and sustainably while upholding the highest standards of quality, innovation, and customer service.

Climate Action

Our clear objective is to minimise our climate impact. By 2030, we aim to reduce our scope 1 and 2 emissions by 42 percent and our scope 3 emissions by 52 percent in relation to gross profit¹-a goal defined in our group level verified near-term Science Based Targets. Our repair-first strategy is seamlessly integrated into our business, providing customers with sustainable solutions. Opting for windscreen repair instead of replacement saves 44 kg of CO₂ emissions from entering the atmosphere². Additionally, our digital services and AI systems enable remote damage assessment, reducing the need for trips to our fitting centres.

Employee Well-being

We prioritise becoming the employer of choice in our industry, attracting new talent and retaining our current workforce. Effective communication across the organisation is key to achieving this. We create open forums and channels where employees can freely express their views on improving their working environment and the company as a whole. Our commitment extends to minimising work-related injuries and fostering diversity within the workplace.

Governance and Compliance

National Windscreens emphasises good compliance across all its team members. We ensure that robust policies and procedures are in place to meet legal and regulatory obligations, following industry best practices.

Looking ahead

Sustainability is an ongoing journey, not a destination. We have identified areas for improvement and remain committed to addressing these concerns while upholding our sustainability commitment.

This report serves as a valuable tool for stakeholders, providing transparency into our sustainability efforts and achievements. Open communication is essential for building and maintaining trust. Our current and future partners and customers can be confident that sustainability is the cornerstone of our growth strategy.

We extend our gratitude to all stakeholders for their continued support and engagement in our sustainability journey.

1) Economic intensity Scope 3 emissions should be reduced in relation to gross profit by 52% by 2030, compared to the base year 2022. The Greenhouse Gas protocol's categories included in the Scope 3 target are Purchased goods and services; Fuel and energy related activities; Upstream transportation and distribution; waste generated in operations.

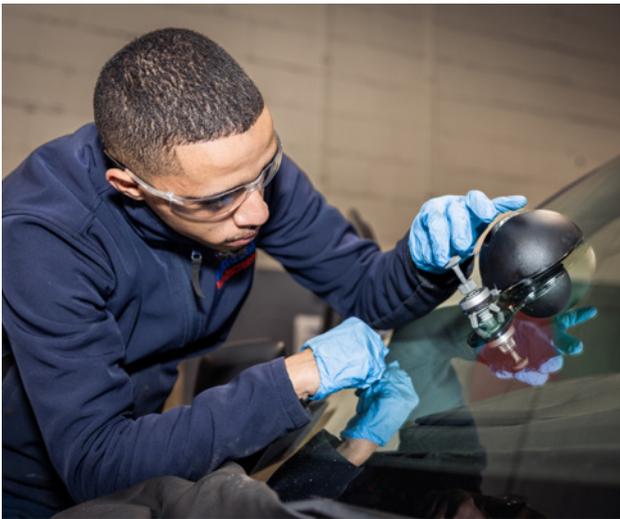
2) Our total carbon footprint for replacing a windscreen is estimated to be around 44 kg of CO₂e. The calculations and estimates are based on the Nordic markets and include all direct emissions from the stages of windscreen replacement.



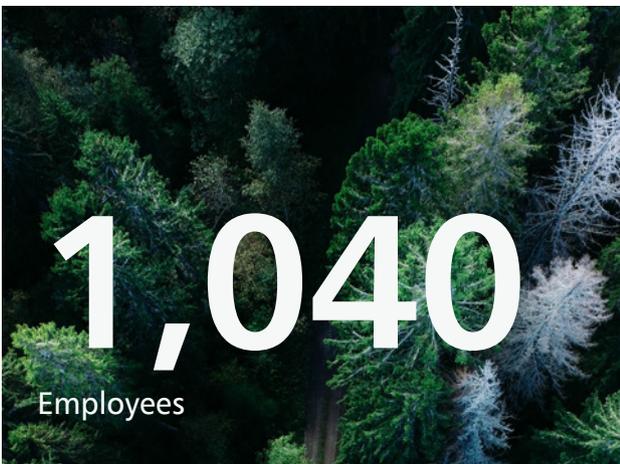
“Our aim is to be the sustainable choice in the UK automotive glazing market, we are focused on decarbonisation and working towards our near-term verified group level Science Based Targets. We have continued to make progress in all three of our sustainability areas - Climate, Our People and Governance”

About National Windscreens

National Windscreens is one of the UK market leaders in the repair, replacement and calibration of vehicle glass and associated advanced driver assistance systems (ADAS).



National Windscreens has a network of fitting centres bringing us close to our end customers. Our decentralised business model emphasises local entrepreneurial spirit. The fitting centre managers are the heroes of the company and are supported by central functions to ensure they have the tools they need to provide high-quality services in an efficient manner.



National Windscreens is a problem-solver for both insurance, fleet and rental companies together with end customers. Thanks to efficient operations, geographical accessibility and outstanding reputation for quality and customer satisfaction, National Windscreens has grown and become a strong partner for insurance companies.

National Windscreens has a sustainable strategy. With good local accessibility, high-quality products and smart solutions, we help our customers make simplified and sustainable choices. Wherever possible we strive to repair windscreens, resulting in a high repair rate. When there is no option but to replace a windscreen, National Windscreens sends all windscreens to recycling, becoming mainly bottles, jars and building material.

In 2023, National Windscreens has maintained an established network of over 100 fitting centres conveniently located throughout the UK. A number of fitting centres were relocated to sites that are more energy efficient. The relocated fitting centres have more capacity to accommodate the increasing volume of ADAS calibration work and better serve our customers locally reducing the distance required to travel to our fitting centres.



National Windscreens winning at sustainability

Following the release of the inaugural sustainability report in 2023, National Windscreens won several industry awards based on the detailed emission reporting and ambitious decarbonisation strategy outlined in the document.

Making a positive impact

In September 2023, National Windscreens won the “Making a positive impact: People, Social and Environmental Impact Award” at the LV= General Insurance Claims Partner Awards.



Sustainability initiative of the year

In December 2023, National Windscreens was awarded the gold prize at the Insurance Times Awards in the “Sustainability Initiative of the year” category.



Outstanding customer journey

In February 2023, National Windscreens won the award for “Outstanding Customer Journey” at the Insurance CX Awards. The awards were organised by Modern Insurance Magazine and celebrated the strides in customer service the insurance industry is making. National Windscreens use of rigorous customer feedback programs, artificial intelligence in the booking process, glass damage image capture, technician tracking and online booking management were and continue to be the key components of the award-winning digital customer experience.



National Windscreens was included in the “King Charles III: Leadership and vision of a Modern Monarch” book. The contribution focused on the challenges and progress made in sustainability, the complexities of modern automotive glazing and highlighted how service is at the heart of success at National Windscreens.

National Windscreens had a feature article published in “Inside Sustainability” magazine, highlighting the sustainable approach of the business. The piece described the strategy to repair windscreens whenever possible, rather than replacing, thus reducing the environmental impact.

Millions of repairs and replacements later

National Windscreens was formed in 1982 by members who had a long and established association with the glass replacement and repair industry.

The company began life as an automotive glass firm in 1867 and has since developed and grown to become a leading vehicle glass repair and replacement specialist in the UK. Drawing from the breadth of expertise within its membership, the company has continued to service customers to the highest standard nationally.

In 2008, the company extended its reach across Europe, as one of the founding members of Automotive

Glass Experts. Whilst the company has grown strongly in recent years, it has not lost its agile approach and entrepreneurial spirit. There is a strong sense of belonging and the company utilises processes and systems from across the organisation, without sacrificing the legacy of a family company with a strong local grounding.

<p>1867 Pughs Brothers establishes a glass business producing glass predominantly for public houses. Some of their work is still seen today. In 1910 and trading as Charles Pugh (Glass) the business moves into vehicle glass as the second-hand car market takes off. Charles Pugh Holdings Ltd is acquired by Mobile Windscreens (Cary Group) in 2021.</p> 	<p>1917 J Huggins & Son starts as a small upholstery firm furnishing vehicles before moving into vehicle glass.</p>	<p>1982 National Windscreens (Replacements) Limited was incorporated a company limited by guarantee.</p> 	<p>2008 Automotive Glass Experts, is established providing automotive glass services across Europe. National Windscreens is a founding member.</p> <p>Today, coverage has expanded to 22 countries.</p> 	<p>2022 Mobile Windscreens acquires Charles Pugh Windscreens and in 2023 restructure to become Cary UK.</p>	<p>2023 Cary Group agrees to acquire J Huggins & Son</p>
<p>1890 Quartermans, one of Nationals Windscreens founding members is in business making and selling glass products. In 1910 the business progressed to automotive glass, supporting the WW2 war effort and continuing to modern times when it was acquired as a going concern by Mobile Windscreens in 2021, another National Windscreens member.</p> 	<p>1971 Mobile Windscreens is formed by scaling to an operation of 35 fitting centres and over 230 mobile units. In 2018 the business was acquired by Ryds Bilglas (established in 1947), backed by Nordic Capital and also a major glass and calibration business across Scandinavia.</p> 	<p>1985 Spire Windscreens a member of the National Windscreens consortium is established.</p>	<p>2005 Europarts Motor Factors Ltd, Northern Ireland, becomes a full member of National Windscreens.</p>	<p>2020 From Ryds Bilglas, Cary Group is founded. Cary Group is today one of the market leaders in Sweden, Denmark, Norway, the UK, Spain, Portugal, Germany, Austria, Belgium and Luxemburg in the repair and replacement of vehicle glass.</p>	<p>2024 Cary Group acquires Spire Windscreens</p>

Cary group

National Windscreens is a leading vehicle glass repair & replacement specialist.

- 100+ fitting centres
- 600+ mobile technicians
- UK contact centres
- Full coverage of the United Kingdom
- Seamless European coverage

Focus on three sustainability areas

Sustainability is at the heart of National Windscreens identity and strategy. The company strives to “lead the way” in the UK market when it comes to service and to be at the forefront of digitisation and minimising climate impact.

Our vision is to be the most sustainable company in our industry, with a strong connection between business strategy, brand value and sustainability management. Our focus for our sustainability work covers three areas: environment, social and governance issues.

FOCUS	FOCUS	FOCUS
<h3>Climate</h3>	<h3>Our people</h3>	<h3>Governance</h3>
		
<p>Target Reduce CO₂e emissions from scope 1 & 2 by 42% and reduce Scope 3¹ emissions in relation to gross profit by 52% by 2030 compared to the base year 2022.</p> <p>Focus areas</p> <ul style="list-style-type: none"> • Sustainable customer offering • Sustainable transportation • Renewable energy • Sustainable supply chain 	<p>Target To be an attractive workplace with no work-related injuries</p> <p>Focus areas</p> <ul style="list-style-type: none"> • Increased reporting of accidents and awareness of health and safety • Employee Satisfaction and Engagement • Improved diversity 	<p>Target To ensure good compliance throughout the Group</p> <p>Focus areas</p> <ul style="list-style-type: none"> • Encourage people to speak up to improve best practice, including where appropriate through the use of the whistleblowing system • Training in Code of Conduct and anti-corruption

1) Including: Purchased Goods and Services; Fuel and energy related activities; Upstream transportation and distribution; Waste generated in operations.

FOCUS

Climate

Sustainability is integrated in every step of the repair and replacement process at National Windscreens. From the initial contact with the customer when a stone chip is found, through damage assessment and the entire repair or replacement process until the windscreen is repaired or recycled.

A sustainable customer offering

National Windscreens completed 495,845 repairs, replacements and calibrations in 2023. The sustainability aspect of our customer offering is therefore very im-

portant, both for reducing environmental impact and for educating and inspiring employees and customers.

Sustainability integrated in each step of the windscreen's journey



1.
A stone chip is found

2.
AI-based damage assessment and digital booking
Automatic damage assessment using artificial intelligence (AI) and digital bookings reduce the number of paper printouts and reduce the number of miles driven to and from our fitting centres.

3.
Proximity to customers
High density of workshops ensures close proximity to customers and reduces the number of miles driven to and from our fitting centres.

4.
Focus on repairing instead of replacing the windscreen
Every replacement means 44 kg of direct CO₂e emissions¹. Repairing a windscreen reduces the climate impact by around 98 percent.

5.
Free courtesy car during servicing²
Free electric courtesy car during servicing. Electric bicycles and electric cars³ can be borrowed for free during service. Minimises the customer's climate impact while their vehicle is being serviced.

6.
Recycling of replaced glass
Glass is recycled into glass wool used in the construction industry or bottles for example. 100 percent is sent to recycling, whereof approximately 90 percent of the material can be recycled.

1) Based on a calculation of direct emissions in the Nordics.

2) Electric bicycles only available in Nordic countries, electric courtesy cars available at some fitting centres in the UK.

3) With a maximum environmental impact of 115 CO₂e g/km, in the Nordic market.

Our business model is based on simplicity, speed and convenience. We have high-quality services and develop smart solutions to make it easier for customers to take good care of their vehicles. With digital tools such as automatic damage assessment, digital signatures and the move to online payment, we make sure the business offering is as sustainable as possible.

Repairing when possible

Replacing a windscreen releases direct emissions of approximately 44 kg CO₂e (carbon dioxide equivalents), including production, transport and recycling. For comparison, repairing a windscreen has a carbon footprint of close to 1 kg CO₂e. To ensure that we repair wherever possible, our technicians follow clear guidelines regarding when a windscreen can be repaired and when it has to be replaced. In close

collaboration with insurance, fleet and rental companies, we work to reduce the number of replaced windscreens. We strive to find new ways to inform about the benefits of repairing in time to avoid replacement. We monitor and report our repair rate, which is a measure of damage repaired as a proportion of the total number of jobs, continuously to ensure that we do not replace windscreens unnecessarily. The repair rate is one of the most important sustainability measures at National Windscreens and specifically for our insurance partners.

When a windscreen needs replacing, we strive to minimise the environmental impact. All windscreens are transported to recycling facilities. Around 90 percent of the material in all these replaced windscreens can be recycled and reused for other purposes.



CASE

Sustainable digitisation

National Windscreens is investing in a programme of digitisation across the business. Digitisation promotes efficiency which enables the opportunity to reduce our carbon footprint. When a customer first reports damage on their windscreen our AI system will identify if that damage is repairable, removing the need for that customer to travel to a fitting centre to have their windscreen assessed.

Invoicing and payment is now completed digitally, customers are able to sign digitally for work completed and receive a digital invoice and receipt reducing the use of paper. This smarter more efficient way of working is well received by our customers and is reflected in our market leading trust pilot score of 4.6¹.

Digital logistics

- Our parts identification system identifies the correct replacement glass for a customer's vehicle with a 99.8% accuracy, reducing the number of trips to a customer's home or journeys to our fitting centres
- Route planning software has optimised delivery routes and technician customer visit routes, reducing fuel usage and driving time
- A recently introduced stock management system is driving further efficiencies meaning stock holding is optimised and distribution vehicle movements are reduced

24/7 Omnichannel booking options

- Over 27% of all bookings across the markets serviced were through digital channels
- 38% of policy holders used the web booking facility, with some insurance partners achieving over 60% digital uptake
- Email and web booking increased year on year
- Only one contact is required to make a booking

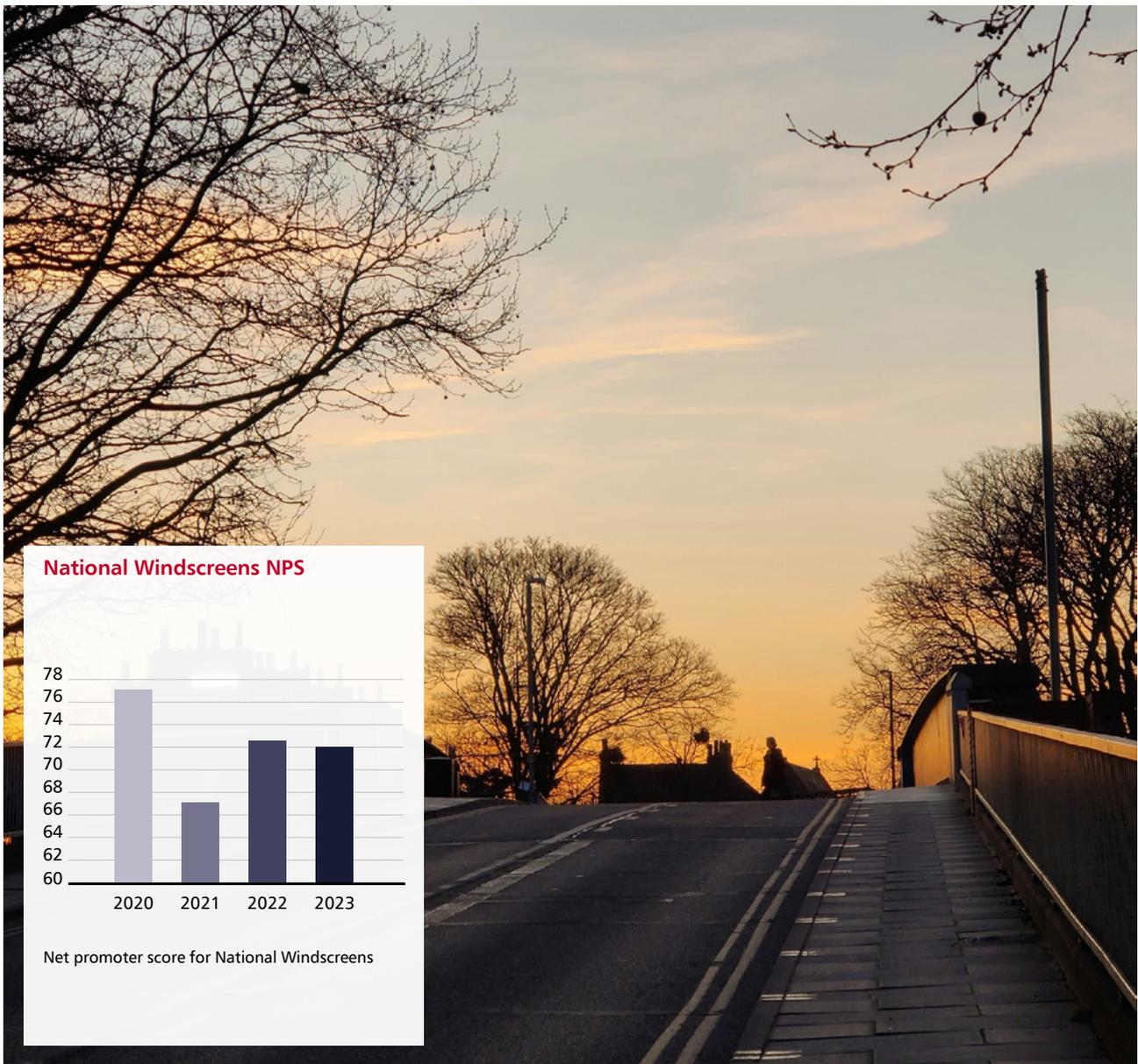
1) Correct at the time of publication

Sustainable transportation

National Windscreens operates through Fitting centres and mobile service units. We currently have several fitting centres where we offer customers free courtesy cars, while waiting for their car windscreen to be repaired or replaced. We are planning to add more electric courtesy cars across our fitting center network. We also offer EV charging facilities in an increasing number of fitting centres.

Customer satisfaction

The Net Promoter Score (NPS) is a measure of customer loyalty and customer satisfaction. The result is obtained from asking end customers how likely, on a scale of 0–10, they are to recommend the company’s products or services to others. National Windscreens currently measures NPS in the UK and compares it to other markets, these include Sweden, Norway, Spain and Portugal.



CASE

Carbon emissions of a windscreen

The replacement of a windscreen can be divided into four phases, all included in our total estimated carbon footprint per windscreen: manufacturing, transport to our workshops, fitting on the car and recycling of the broken glass.



Manufacturing

The manufacturing of car glass begins in float plants using the following raw materials: sand (~73%), soda ash (~13%), limestone (~9%), dolomite (~4%), other trace materials (~1%).

From the float plants, the glass is transported to and processed in various plants. The windscreens and laminated side lights are constructed using the above glass combined with PVB. Following toughening or laminating of the glass, various attachments are added for fitting to the vehicle and/or vehicle functionality, for example housing clips, mirror attachments, ADAS brackets and so on.

Based on calculations performed by our largest suppliers of glass, we estimate the carbon footprint of manufacturing a windscreen to be around 38.5 kg CO₂/windscreen (1.2m²).



Transport

The manufactured windscreens are transported to our central storage, stored at the branches, or ordered and delivered Just In Time (JIT) to the fitting centre the day before they are used.

This transportation is carried out by our glass suppliers and in some cases their local transport suppliers. Based on their calculations, the carbon footprint from transportation is estimated to be 3 kg CO₂ per windscreen.

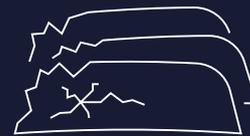


Fitting

The main material used for replacing a windscreen is polyurethane adhesive. During a replacement, we mainly use two kinds of tools: cutting tools and a polyurethane extrusion gun. A windscreen replacement takes around two hours and includes cutting out the broken glass, cleaning the frame of the car, applying polyurethane adhesive and fitting the new windscreen. On many modern cars, we also calibrate the safety features such as lane keep assist and auton-

omous emergency break. We strive for all our fitting centres to run solely on green electricity originating from carbon-free power sources such as wind and hydro.

We estimate the average carbon footprint of fitting a windscreen to be around 2 kg CO₂ per replacement.



Handling of used glass

When the windscreen replacement is complete, all broken glass is transported for recycling. Currently, around 90 percent of the materials from the broken glass can be recycled – mostly becoming new glass products such as glass blocks, jars and bottles.

Based on calculations, we estimate the average carbon footprint of transporting the windscreen to recycling to be around 0.6 kg CO₂ per replacement.

Measure, reduce and bind CO₂e emissions

National Windscreens strives to lead the way in implementing climate measures in its industry. We have therefore, as part of our strategy, drawn up clear and ambitious targets to reduce our climate footprint.

National Windscreens active and thorough climate strategy is based on three pillars – measure, reduce and bind greenhouse gas (GHG) emissions. Since National Windscreens wants to take responsibility for our current emissions, we choose to not only measure and reduce our carbon footprint, but from 2022 we also climate compensate for our emissions.

Measure – Calculate GHG emissions

Measuring and calculating emissions according to viable standards are a prerequisite when reducing emissions. Since 2022, National Windscreens has calculated emissions in line with Greenhouse Gas (GHG) protocol corporate standard including Scope 1, 2 and 3.

National Windscreens GHG emissions in tonnes CO ₂ e	2022 Total	2023 Total
Direct GHG emissions (Scope 1)	4,666	3,937
Indirect GHG emissions from energy (Scope 2 market-based)	542	422
Other indirect GHG emissions (Scope 3)	19,015	16,451
Total	24,223	20,810

Measure and calculate results

National Windscreens GHG emissions in line with GHG protocol corporate standard in 2023 was 20,810 tonnes of CO₂e compared to the 2022 base year of 24,223 tonnes of CO₂e. The reduction in emissions has occurred due to further business restructuring, integration and improved scope 3 reporting that better reflects the UK market.

For more information see Page 32 Appendix- Sustainability data and reporting - GHG emissions National Windscreens.

For more information regarding GRI content and EY limited Review refer to pages 44-48 of the Cary Group 2023 sustainability report: <http://carygroup.com/sustainability/>

SCOPE 1 includes emissions from company vehicles and direct energy. The reduction in emissions is mainly due to glass distribution vehicle diesel consumption being included in the Charles Pugh Glass Ltd¹ carbon footprint due to business restructuring.

SCOPE 2 includes emissions from purchased electricity and district heating. The reduction in emissions has occurred due to a higher use of renewable electricity and distribution centre emissions being included in the Charles Pugh Glass Ltd¹ carbon footprint due to business restructuring.

SCOPE 3 includes indirect emissions throughout the value chain. The reduction of emissions has occurred due to improved reporting of upstream 3rd party emissions that better reflect the glass distribution in the UK market².

1) Charles Pugh Glass Ltd's emissions are included in the Cary Group 2023 sustainability report, more information can be found here: <http://carygroup.com/sustainability/>

2) More information regarding scope 3 emission reduction can be found on pages 32-33 and in the Cary Group 2023 sustainability report: <http://carygroup.com/sustainability/>



Reduce - Carbon emission reduction target verified at group level by Science Based Target initiative

National Windscreens has committed to reduce CO₂e emissions from scope 1 & 2 by 42%, now verified by the Science Based Target initiative (SBTi) 1.5°C scenario. Scope 3 emissions should be reduced in relation to gross profit by 52% by 2030, compared to the base year 2022.

The Greenhouse Gas protocol's categories included in the Scope 3 target are purchased goods and services; fuel and energy related activities; upstream transportation and distribution; waste generated in operations. The targets were verified in March 2024.

Scope 1 & 2

- **42% absolute reduction**
Cary Group has committed to reduce CO₂e emissions from scope 1 & 2 by 42% in line with the 1.5°C scenario.

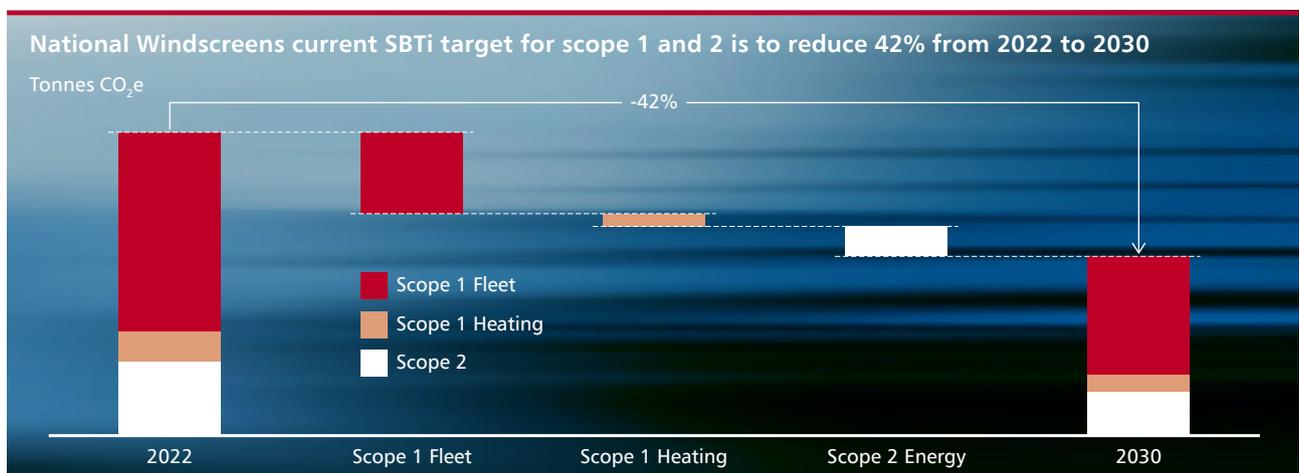
Scope 3

- **Economic intensity**
Scope 3 emissions should be reduced in relation to gross profit by 52% by 2030, compared to the base year 2022. The Greenhouse Gas protocol's categories included in the Scope 3 target are Purchased goods and services; Fuel and energy related activities; Upstream transportation and distribution; waste generated in operations.

Reduction areas for cutting National Windscreens carbon emissions

National Windscreens reduction targets are based on three reduction areas, where reduction actions have been defined within each area. Reduction actions are implemented and are followed up as part of the strategic initiatives.

Based on National Windscreens three biggest emission areas the prioritised reduction actions are divided by renewable energy, sustainable transportation and sustainable supply chain. National Windscreens needs to increase the share of purchased renewable electricity, transition to a fossil fuel free vehicle fleet and reduce the climate impact of our value chain by actively engaging with our suppliers.



Bind-Climate neutrality via CO₂e compensation

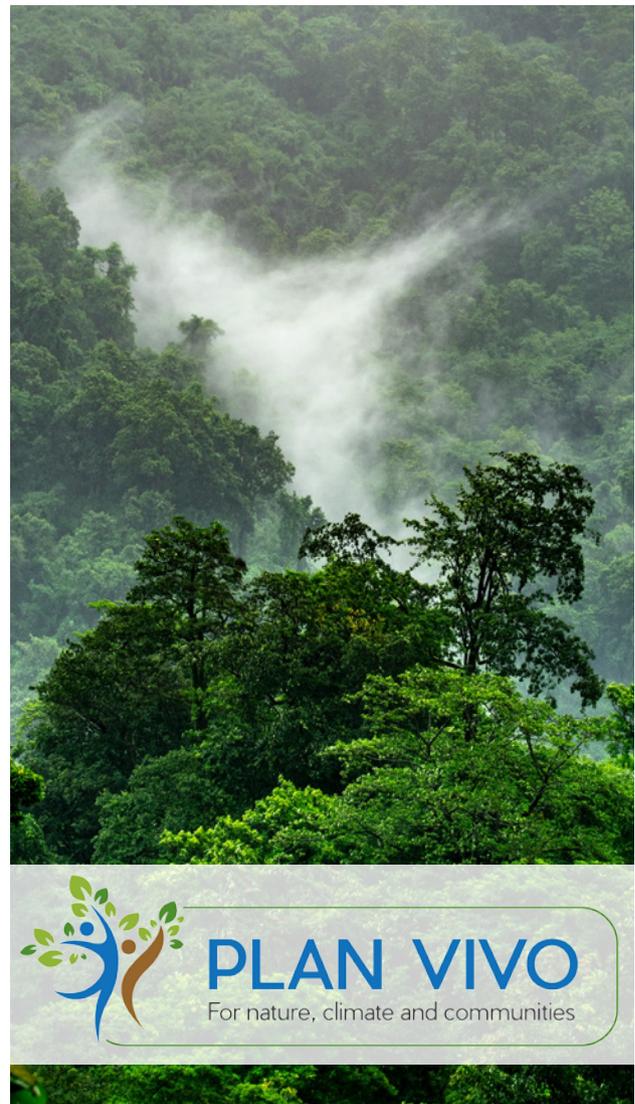
Since 2020, National Windscreens has offset a portion of our emissions¹ through Plan Vivo's tree-planting projects. From 2022, the entire value chain is compensated for and it means that National Windscreens offsets all calculated emissions including those in Scope 1, 2 and 3². The offsetting includes emissions from our own services when repairing or replacing a windscreen but also include, for example, emissions from our suppliers that provide products such as windscreens and adhesive.

The emissions are calculated in accordance with the Greenhouse gas protocol corporate standard - as per National Windscreens current knowledge and understanding of its GHG emissions and latest science², with a 10% margin. The scope 1, 2, 3 has undergone a limited review by a third party. Several studies show that business that climate compensate do not only climate mitigate beyond their value chain, but in general reduce their climate impact faster, are more transparent and are more likely to engage with their value chain³.

Through the certified and renowned Plan Vivo via Zero Emission, National Windscreens offsets in carbon emission binding activities such as tree-planting projects. The trees that are planted are native species and the projects also include agroforestry, poverty alleviation and water provision – all aspects of sustainability are taken into consideration.

National Windscreens has projects all over the world, for example in Uganda, Fiji, India and Kenya. From the second quarter of 2024 and onward National Windscreens will continue to compensate for its own operations (Scope 1 and 2), but for the value chain emissions (Scope 3) implement internal carbon pricing (ICP) instead to accelerate the emission reduction.

Internal carbon pricing is a tool where you set an internal price on your emissions, to incentivise carbon reduction, manage climate related business risk and finance decarbonisation actions. It is described as an important tool to achieve the goals of the Paris Agreement and reach Net Zero by 2050.⁴



1) The company focus in 2021 was to introduce a framework to map and collect data for the whole organisation, led by Cary Group.

2) Calculation of GHG emissions including standards is a constantly evolving practice both internally and externally. Internally, National Windscreens is continuously looking for improvements to increase its accuracy and data quality and thus cannot state that the calculations cover all of our emissions with a 100% certainty. Externally, the GHG standards are developed according to the latest science and thus the scope and method of the GHG emissions calculation change, which National Windscreens adapts to.

3) Five characteristics of companies that carbon offset through the purchase of carbon credits. (Zeromission.se) (2023, accessed January 2024)

4) What is internal carbon pricing and how can it help achieve your net-zero goal? (cdp.net) (2021, accessed February 2024)

CASE

Solar panels and renewable energy

Transitioning to renewable energy is a must to reduce our operational emissions (Scope 1 and 2 emissions). One way is to sign renewable deals with your suppliers, which National Windscreens has done through Cary Group, other options are to start producing your own renewable energy for example Biogas boilers and solar panels. Both options have been explored in 2022 and 2023. National Windscreens is looking to learn from the approach adopted by members of Cary Group that have already installed onsite renewable energy solutions.

Cary Group's German company Zentrale Autoglas, market leader in repairs and replacements of bus glass, has installed solar panels on their warehouse and office buildings in Melle and Dätgen covering around 80% of their electricity consumption. Since 2022, Cary Group has solar panels installed in the Swedish body and paint workshop Autoklinik and in Spanish auto glass repair and replacement company Ralarsa in Barcelona. Together the German, Swedish and Spanish solar panels have produced 609.5 MWh, which saved 378 tonnes CO₂e in 2023.



58

The German, Swedish and Spanish solar panels saves emissions equal to 58 laps around the equator with an average petrol passenger car.



Circularity and handling of resources

Responsible and circular sourcing

An important part of our environmental work is our circular resource focus. We strive to recycle 100 percent of our replaced materials and to purchase materials that are made from recycled components to the greatest possible extent.

Glass, manufactured from finite resources such as sand and limestone, is the main raw material consumed at our fitting centres. Of the new glass that we purchase, around 20 percent is made from recycled materials. We expect this proportion to increase over the coming years, partly because many of our glass suppliers have sustainability targets aimed at producing more of their glass from recycled materials.

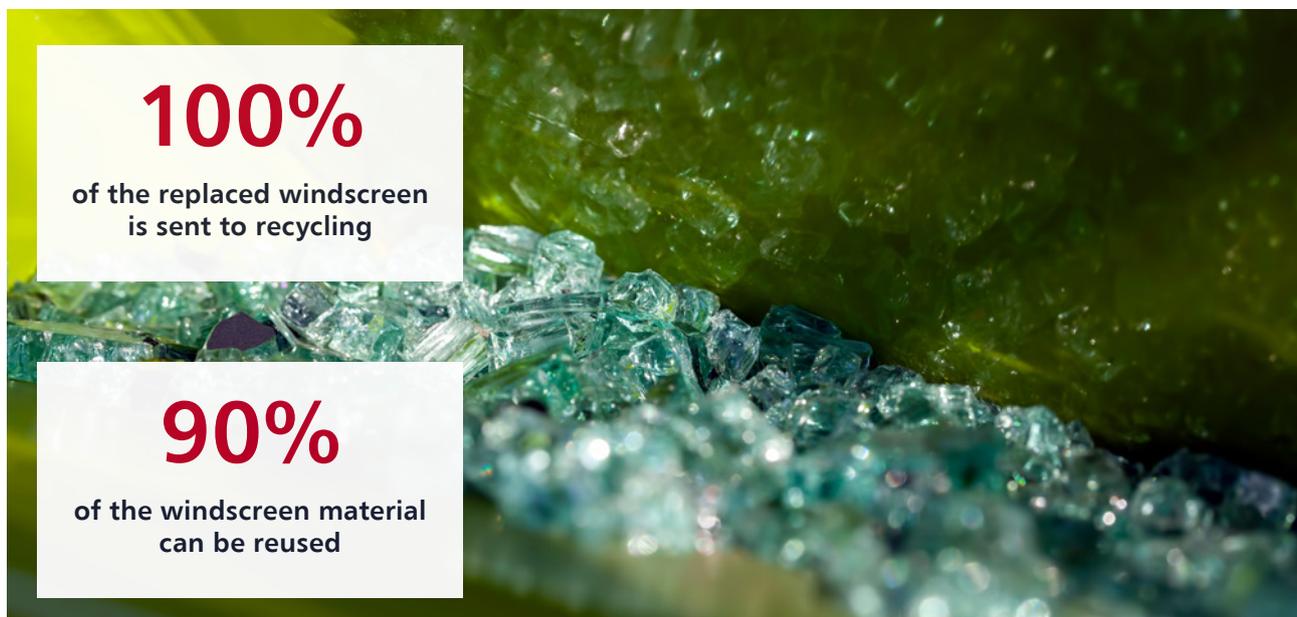
We strive to reduce glass consumption by minimising waste and recycling the glass in the windscreens we replace. National Windscreens works with waste operators that specialise in recycling windscreens, to ensure that they are handled in the best possible way.

100% of the replaced windscreens are transported to recycling facilities and around 90 percent of the material can be recycled and used for other purposes mostly

becoming insulation products for the construction industry and raw material for new glass products.

Responsible handling of resources

In a resource intensive industry, it is important to constantly improve and reduce the consumption of glass and other resources as well as the chemicals used when repairing and replacing automotive glass. We use energy-efficient sustainable technology, handle waste appropriately and continue to phase out substances that are harmful to the environment and health. A large amount of chemicals are used in the fitting centres in order to offer the products and services that customers demand. Chemicals that leak into the environment can potentially have a negative impact on soil, air, water, biodiversity and human health. We therefore have procedures in place to ensure proper handling and disposal of chemicals and the phasing out of hazardous chemicals. No leakage of chemicals to soil and water have been reported in 2023, which is proof that the procedures for handling and disposal of chemicals are working well.



CASE

Process of recycling a car, commercial or specialist vehicle windscreen

Replace windscreen

Technician puts the windscreen in the skip provided by the glass recycling supplier

Supplier picks up the skip when full, while leaving an empty one at the fitting center

Pick-up and transport

Supplier transports the windscreen to recycling facility

Recycling

Recycling supplier controls quality, by checking contamination e.g. gravel

The windscreen is crushed and the laminated layer is removed

New product

Crushed Glass

Raw material for new glass products. It helps the glassworks to reduce the melting point compared to virgin material - making it more energy efficient.

FRC - furnace ready cullets

Insulation

Glass blocks

Jars, bottles etc.

Around 1–15% of the original windscreens need to be sent to incineration depending on the facility. It is only sent to incineration if it is not possible to recycle at facility.

Laminated layer
Other plastics and metals

Processed into glue

Incineration for energy recovery

Recycled into new metals and plastics

This is a summary of the different stages of National Windscreens recycling process. Local variations may apply.

FOCUS

People

National Windscreens aims to be an employer of choice. We aim to attract people with the right competencies, skills and attitude supporting our commitment to equality, diversity and inclusion. We focus on retaining motivated and engaged employees, providing opportunity for development and growth, working within a culture underpinned by our values, in a safe work environment delivering the highest levels of service to our customers. We do this by developing our leadership capability and building a strong employer brand which promotes a positive working environment.

Leadership

National Windscreens is a company with employees in all regions of the UK, which requires an empowered local, high performing team.

During 2022, we initiated the development of a National Windscreens leadership profile, which has continued to evolve through 2023. The profile is based on research as well as best practice from our industry. The leadership profile will support National Windscreens leaders in their daily work and their own development as managers.

Our values form the basis of our culture

Our values support us in building our culture and guide us on how to treat each other and our customers. The values have been developed based on our strategy since the launch in 2023 and they have supported local culture initiatives.

A training program and virtual toolbox has been

developed to engage our employees and support discussions related to culture and our values.

Competence development

National Windscreens operates in an industry where advanced technology is a natural part of everyday life. This means that it is essential that our employees have a high level of competence if we are to deliver high-quality services. Our common HR Policy lays the foundations for the employee journey, from onboarding to employee review with a personal development plan.

National Windscreens focus in 2023 has been to continue to develop internal forums and a network to create structures for internal competence knowledge sharing. We are currently developing an academy which will enable us to offer harmonised and high-quality training throughout the company, supporting local practical training.





Health and safety

Our people are our most important resource. Therefore we have a strong focus on health and safety at work and to be an attractive workplace for all. We continuously work to prevent injuries and ill health. To ensure a high standard when it comes to health and safety across the company, we have established a Health & Safety Committee which includes representatives from across the business. The Committee allows our staff to have input into how we go about meeting laws and regulations, as well as allowing peer review of our risk management processes. By gathering staff from all parts of the business together, we capture a great source of knowledge, which means we are able to drive further development and ensure valuable and sustainable improvements.

To ensure a high level of health and safety awareness, we work with a risk matrix based on six identified high-risk areas: driving, working at height, manual handling, car glass and tools, chemicals and workload. For each area, we identify hazards and risks and develop preventive measures.

Early in 2023, work started on a Health and Safety campaign which was launched during Q2 2023. The focus is to increase the number of reported near

misses and accidents in each area to ensure proactive management of risks and to minimise incidents in these areas.

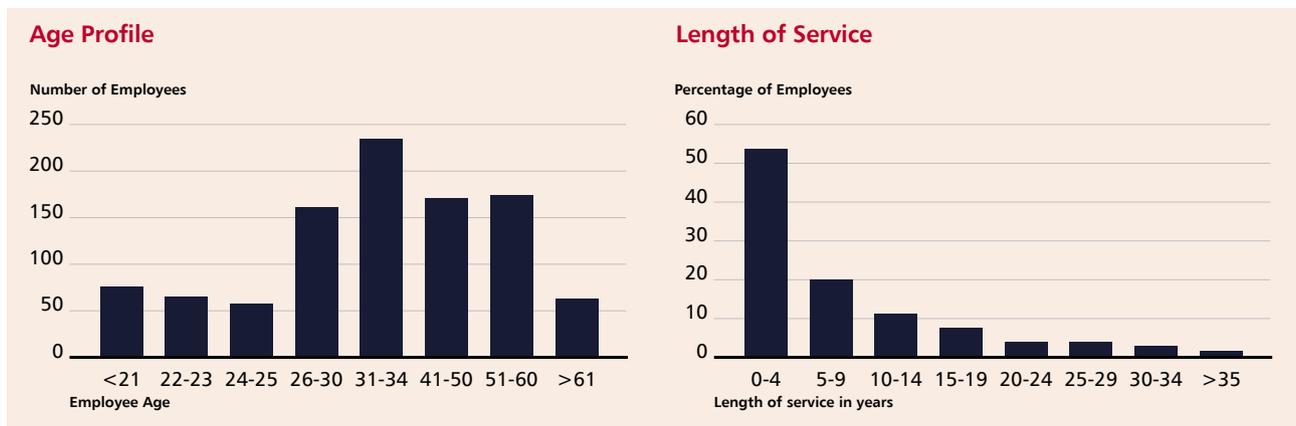
Equality, diversity and inclusion

We are committed to promoting equal opportunities in employment and creating a workplace culture in which diversity and inclusion is valued and everyone is treated with dignity and respect. Work on equality, diversity and inclusion is carried out in compliance with legislation and in cooperation with employees. We have various procedures in place, including procedures for managing alleged discrimination, bullying and harassment.

One of the main priorities of the equality and diversity work is to attract more women as both employees and managers. We also aim to attract and have diversified working groups, with a working climate where all competencies and people are welcome. During the past years, we focused on understanding what our female employees seek in their employer and a recruitment campaign to target bringing young people and attract women to the industry was launched in 2022 and continued to be developed in 2023.

National Windscreens strives to offer correct and fair equal pay to attract, retain and motivate

Gender distribution in National Windscreens	Non-binary	Men	Women
2022	2	815	193
2023	2	858	182



employees, free from any kind of discrimination. Salaries can differ between regions but should always be based on the employee’s position and performance.

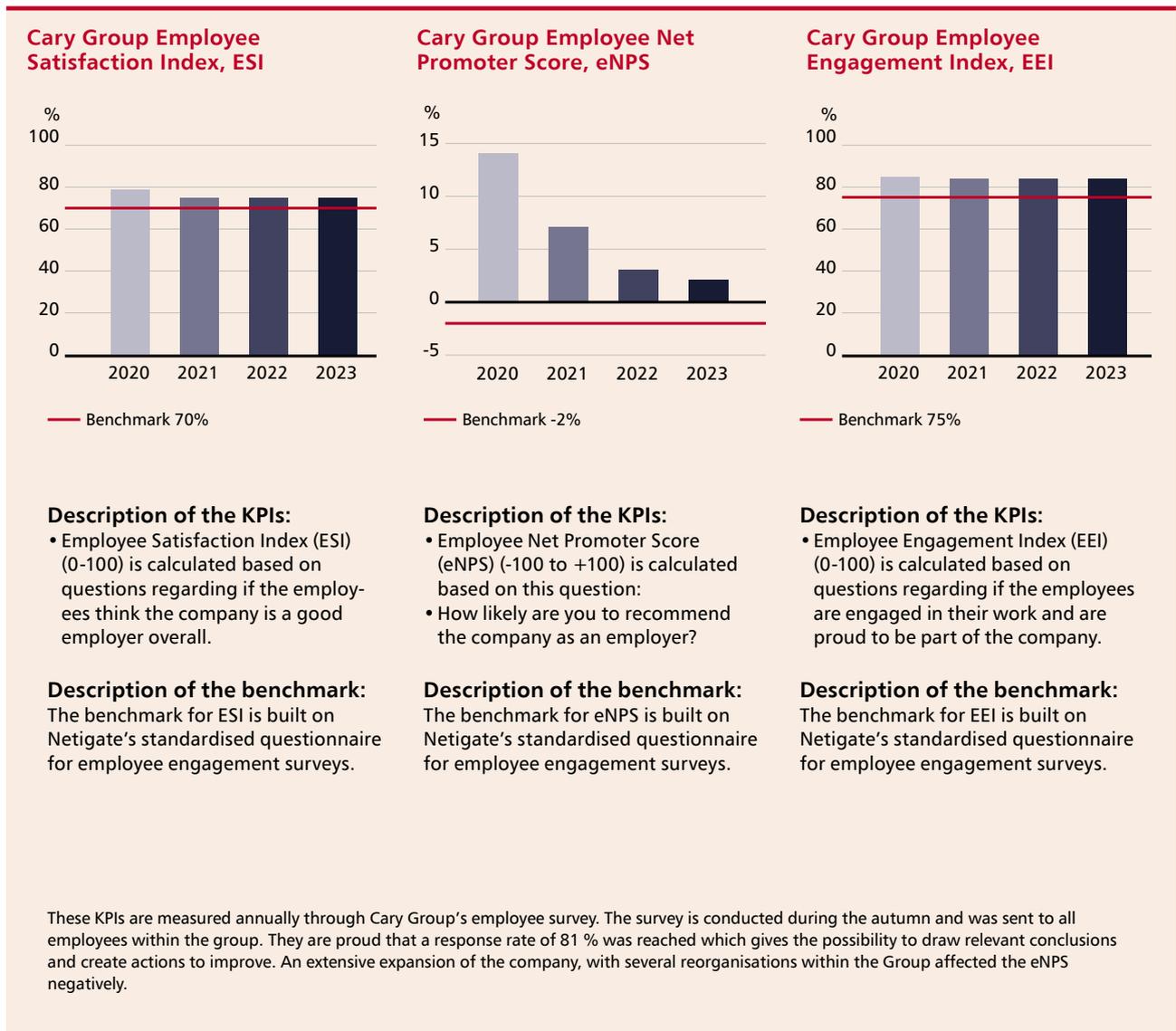
Employee follow up

To track our progress and to ensure that National Windscreens is perceived as an attractive company to work for, we measure the engagement, work satisfaction and loyalty of our employees.

As the largest employer within the organisation, Cary Group measures employee engagement and satisfaction through EEI (Employee Engagement

Index) and ESI (Employee Satisfaction Index) and employee loyalty through the eNPS (employee Net Promoter Score). Cary Group also monitors the voluntary turnover rate. If many employees leave the group voluntarily it can indicate dissatisfaction and the need for change.

By measuring these KPIs, together with regular individual or team meetings and an annual employee survey, Cary Group and National Windscreens get an understanding of areas perceived as strong and areas requiring improvement.



FOCUS

Governance

National Windscreens places great emphasis on good business ethics and proactive anti-corruption work.

Sustainability management and governance

The management team at National Windscreens is ultimately responsible for sustainability strategy. Follow-up, monitoring, decisions on strategic direction and focus areas are discussed in executive management meetings. Sustainability is a central part of the company's strategy and a frequently recurring theme at management and board meetings.

Anti-corruption

It is important to us that the products and services we offer customers are produced, handled and distributed in a sustainable way throughout the supply chain.

In 2021, National Windscreens adopted an updated code of conduct. Based on the UN's Global Compact principles covering human rights, labour, environment and anti-corruption, the Code of Conduct outlines guidelines relating to suppliers and subcontractors. The Code of Conduct applies both internally and externally to National Windscreens employees, suppliers and subcontractors, who must all comply with national legislation in the countries in which they operate. If there are requirements in the Code of Conduct that differ from the national legislation, the level that is considered most strict shall apply. In 2022–2023 a training course on the Code of Conduct suitable for all employees of National Windscreens was developed. This training will be compulsory for all parts of the organisation and new employees in 2023–2024

A training course on anti-corruption for the expanded management team was held in 2022.

Companies that choose to work with National Windscreens are provided with our Code of Conduct and all parties in the supply chain are expected to comply with its requirements. National Windscreens believes that the greatest risk of breach of anti-corruption lies within the supply chain. In the industry

where National Windscreens operates, the risk of corruption is generally low as the companies are regulated by agreements with the insurance companies.

Supply chain and supplier assessment

National Windscreens assess that the greatest risk of violating human rights is in our supply chain. Early observations in the supply chain show that a small proportion of suppliers lack a Supplier Code of Conduct of their own and formal commitments to respect internationally proclaimed human rights and working conditions. A Modern Slavery Statement and Code of Conduct is included in each agreement with contracted suppliers to minimise the risk of suppliers violating human rights and anti-corruption, in line with our procurement policy.

Since 2022, National Windscreens has used an online supplier assessment platform to rate most of our material suppliers in each market with self-assessment questionnaires which covers anti-corruption, environmental and social issues. The purpose is to obtain a better overview of potential risks and hazards in the supply chain. It will continue in 2024 with EcoVadis to be able to screen our supply chain and rate most of the material. For the tendering process of our direct material suppliers, we include sustainability criteria by including a specified self-assessment survey which is being weighted and evaluated.

Policy documents

National Windscreens general sustainability work is governed by the company's Environmental Policy. In addition, the Board has adopted a number of policy documents which support and promote good governance and processes throughout the company. These policies include:

- Financial policies (including Anti-Bribery Policy, Conflict of Interest Policy, Anti-Money Laundering Policy)
- Information security policy
- IT policy
- Code of conduct
- HR policies (including modern slavery, EDi)

Whistleblowing system

In 2020, a Whistleblowing Policy and an external system (Whistle B) were introduced to encourage employees to report suspected wrongdoing in the workplace. The whistle blowing system is compulsory for all Cary Group organisations. It is important that employees can raise legitimate concerns in a manner where confidentiality is respected and maintained and where the concern will be taken seriously and investigated properly. Employees must feel confident to raise issues without fear of reprisal. National Windscreens must conduct its business with honesty and integrity and all employees are expected to maintain high standards in every aspect of their work and interactions with each other, customers and suppliers. The company culture is characterised by openness and accountability to prevent situations arising where our standards are challenged and to address such situations if they do occur.

UN Sustainable Development Goals

National Windscreens contributes to the UN Sustainable Development Goals (SDGs). We have defined the goals that are most relevant for us and to which we make an active contribution. Below are some examples.

Focus area	SDG	Priorities	National Windscreens contribution
Climate		Sustainable customer offering	We have high-quality services and develop smart solutions to make it easier for customers to take good care of their vehicles. With digital tools such as automatic damage assessment, digital signatures, and online payment, we make sure the business offering are as sustainable as possible
Climate		Reduce CO ₂ Emissions	National Windscreen commits via SBTi to reduce their scope 1 & 2 GHG emissions 42% by 2030 from a 2022 base year, in line with a 1.5°C scenario. For Scope 3 National Windscreens commits to reduce GHG emissions from Purchased goods and services; Fuel and energy related activities; Upstream transportation and distribution; waste generated in operations categories with 51.6% per million SEK value added by 2030 from a 2022 base year.
Climate		Increase repair rate	Repairing a windscreen has a carbon footprint close to 0 kg CO ₂ e. Replacing a windscreen produces direct emissions of around 44 kg CO ₂ e. To ensure that we always repair when possible, our technicians follow clear guidelines regarding when a windscreen can and cannot be repaired and the repair rate is closely monitored.
Climate		Circularity	100 percent of the replaced windscreens is sent to recycling from our auto and buss glass workshops, but approximately 90 percent of the material can be reused. Approximately 20 percent of the glass purchased by Cary Group comes from recycled material.
Climate		Sustainable supply chain	Not taking responsibility for the supply chain, would result in various kinds of risks, such as labour conditions, environmental hazards, or reputational risks.
Our people		Attractive employer	We need to attract new employees and retain and motivate our existing people, to ensure we can continue to deliver the highest levels of service to our customers. We measure and follow up our Employee Satisfaction Index, Employee Net Promoter Score, Employee Engagement Index and Employee Turnover. We measure and follow up work-related injuries.
Our people		Gender equality	We want to have diversified working groups and an open work environment and we are working to attract more women to become employees and managers.
Governance		Good compliance	We ensure good compliance in National Windscreens by regular audits and by maintaining all policy documents to meet regulation.

Sustainability risks

Risks and risk management

National Windscreens has identified a number of sustainability risks in the business. Example of sustainability risks are:

Environmental impact

Sustainable supply chain

Health and safety

Equality and diversity

Environmental impact

National Windscreens operates in an industry that requires resource-intensive goods such as glass and chemicals, their manufacture causes greenhouse gas emissions. If National Windscreens does not work to reduce its climate impact, it will contribute to increase the rate of climate change and thus increase the risk to its business through terminated B2B contracts, partnership loss with suppliers and reputational damage.

National Windscreens has been working on its repair rate and other initiatives to reduce carbon emissions. National Windscreens aims to source all its electricity from a renewable source and move towards a fossil fuel free fleet. The climate change itself may have business critical effects on National Windscreens operations with extreme weather such as high temperatures, flooding and storms. The extreme weather increases the risk of a forced temporary slowdown in operations due to intolerable working conditions.

Biodiversity loss is also a risk area as glass production requires finite raw material: sand (~73%), soda ash (~13%), limestone (~9%), dolomite (~4%), other trace materials (~1%). These finite materials are extracted from quarries which can affect the local and regional biodiversity.

Sustainable supply chain

National Windscreens is dependent on its suppliers for its services and thus also dependent on the suppliers to fulfil its sustainability commitments. Vehicle glass is energy intensive to manufacture and dependent on natural gas and oil as well as sand and silicates. To mitigate the dependence on the glass value chain, National Windscreens strives for circularity with the policy to always repair instead of replacing a windscreen when possible. Replacing a windscreen has greater environmental impact than completing a repair and circular resource management is important for improving and reducing consumption of material and energy.

To ensure that National Windscreens always repairs whenever possible, its technicians follow clear guidelines regarding whether or not a windscreen can be repaired. If a replacement is needed, National Windscreens works with waste operators who specialise in recycling windscreens to feed the material back into the glass value chain where possible.

National Windscreens assessment is that the greatest risk of human rights violations exists at supplier level. National Windscreens maintains a continuous dialogue with its suppliers and yearly supplier assessments are conducted. The assessment criteria includes human rights, labour and anti-corruption. This enables risk to be identified, followed-up and enables possible actions on suppliers with an assessed elevated risk.

National Windscreens operation is dependent on

the use of chemicals to perform its services, which poses a risk. Chemicals that leak into the environment can have a negative impact on soil, air, water, biodiversity and human health, therefore there are procedures in place to ensure correct handling of chemicals and that hazardous chemicals are reduced and phased out where possible.

Health and safety

Inadequate health and safety work in the workplace can lead to:

- work-related injuries, illness, ill-health or, in the worst-case scenario, loss of life
- reputational risk
- fines for compliance failures

Risks are identified and analysed and, where necessary, measures are implemented in accordance with a

predefined process. National Windscreens risk management is supported by its HR policy and health and safety regulations.

Equality and diversity

Failing to offer equal opportunities or exposing employees to discrimination or segregation (both within National Windscreens and in the supply chain) involves risks. If the organisation is unable to address this, National Windscreens brand and reputation may be affected. Work on equality and diversity is carried out in compliance with legislation and in cooperation with employees and trade unions where applicable. National Windscreens aims to apply equal rights, obligations and opportunities for all employees, regardless of sex, age, sexual orientation, disability, ethnicity, religion or belief. National Windscreens HR policy is a general policy that supports the business in ensuring equal treatment.



APPENDIX

Sustainability information

This section of the report provides a more detailed overview of National Windscreens sustainability data and, includes materiality analysis, emissions per GHG Corporate standard category, reporting principles and the climate compensation process. It complements the information in pages 9-26.

About sustainability reporting

This sustainability report is for the period 01/01/2023 –31/12/2023. It refers to National Windscreens (Company number 01612587) which is a member organisation, made up of Cary UK (Company number: 2098007), Spire Windscreens Limited (Company number: 1931028), J Huggins and Son Limited (Company number: 1339652), Europarts ASG Limited (Company number: N1016601).

National Windscreens reports with reference to Global Reference Initiative (GRI) Standards. The new standard GRI Universal Standards 2021 is referred to non-exhaustively, together with the selected GRI Topical Standards.

Greenhouse gases are reported in accordance with Greenhouse gas protocol corporate standard and aligns with ISO 14021:2017 Environmental labels and declarations – Self-declared environmental claims to be climate neutral through climate compensation. See more detail in pages 32–44.

Stakeholder dialogue and materiality analysis

National Windscreens constantly works to meet customer and other stakeholder demands and expectations.

Maintaining a continuous dialogue with our stakeholders is key in our sustainability work.

In 2022, National Windscreens carried out a materiality analysis relating to the sustainability work in which the most important sustainability areas were identified. Prior to the materiality analysis, the five most important stakeholder groups were identified. Stakeholder dialogues were then conducted and form the basis for our company's sustainability work and strategy. Through the materiality analysis, we have set our three focus areas; Climate, Our People and Governance. In 2023, the dialogue continues with our stakeholders who have confirmed that currently identified areas of sustainability remain valid.



The major stakeholder groups	Representing	Channels
B2C Customers (Business to Consumer)	National Windscreens end customers, who we have daily contact with in our fitting centres	Trust Pilot Net Promoter Score surveys
B2B Customers (Business to Business)	Business-to-business customers, represented by the largest corporate customers - insurers, fleets and others	Net Promoter Score, interviews, individual meetings with larger corporate customers and insurers
Employees	Our employees, from different members of National Windscreens	Values, internal web, employee dialogues, appraisal process, eNPS
Shareholders/Board members	The largest Members, who are represented on the Board of National Windscreens and its remaining Members	Board meetings and Annual Member meetings
Executive Management Team	Management representatives from the different members of National Windscreens	Current management meetings and discussions

Results from the materiality analysis

Ambitions

- Secure customer satisfaction through high-quality services
- Being an attractive employer
- Sustainable offerings

Three focus areas

Environment and Climate

- Circular use of resources
- Sustainable transport
- Repair rate

Our People

- Secure workplaces
- Equality and diversity

Governance

- Sustainable supply chain
- Anti-corruption

Stakeholders' essential issues

- Anti-corruption
- Equality and diversity
- Handling of customers and employee data
- Reduced GHG emissions from operations
- Reduced GHG emissions from supply chain
- Energy consumption
- Responsible use of chemicals
- Emissions from use of chemicals
- Emissions to soil and water

GHG emissions National Windscreens

The following chapter presents National Windscreens GHG results emissions data for 2023. It is presented together with reporting principles, as well as climate compensation reporting.

In the table below the GHG emissions are presented as per the Greenhouse gas protocol corporate standard category, divided in Scope 1, 2 and 3. Emissions factors' (EF) sources and a summarised description of method and estimations are included.

	GHG#	GHG Category	Subcategory	Total tonne CO ₂ e 2022	Total tonne CO ₂ e 2023	EF Source	Method and estimation
SCOPE 1	1	Company facilities: Direct energy - Fuels	Direct Energy	105	153	Second industry average - Defra	Hybrid method - kWh/litres used for majority, km and spend when fuel consumption data missing.
	2	Company vehicles: Direct Energy - Fuels	Courtesy Cars, service vehicles, Company cars	4561	3784	Second industry average - Defra	
SCOPE 2		Purchased electricity, heating & cooling for own use	Electricity market	542	422	AIB Residual Mix, CO ₂ /Kwh	Hybrid method, when inaccessible data due to included in rent, used kWh/m ² .
	1	Purchased electricity, heating & cooling for own use	Electricity location	443	287	AIB Production Mix, CO ₂ /Kwh	
		Purchased electricity, heating & cooling for own use	District Heating	0	0	N/A	
SCOPE 3	1	Purchased goods & services-glass	Glass production (purchased glass)	11456	11121	Primary data supplier - specific	Hybrid method
	1	Purchased goods and services-metals and plastic	Spare parts (body/paint)	0	0	Defra	Hybrid method
	1	Purchased goods & services-chemicals	Chemicals	802	875	Paint- Sphera Washer fluids and others- Winnipeg Oil and Urethane-defra	Hybrid method
	1	Purchased goods & services-vehicles	New vehicles	1972	428		Hybrid method
	1	Purchased goods & services- Textiles	Clothes	74	30	Assume the weight for garments based on LCA-Swedish-clothing industry	Hybrid method
	1	Purchased goods & services- IT equipment	IT (office material)	68	60	EDP from HP, Dell and Apple	Hybrid method
	2	Capital Goods - Tangible and intangible assets	CAPEX	1021	542	Secondary industry average, Swedish National agency for procurement Feb2020	Hybrid, average spend based method
	3	Fuel and energy related activities (not included in scope1 or scope2)	Fuel WTT, District heating and electricity WTT, T&D	122 (S3 only T&D)	1004	Secondary national average - Defra	Average-data-method

SCOPE 3	4	Upstream transportation and distribution	Upstream 3rd party transport	1183	189	Kg CO ₂ e/kg purchased from glass suppliers	Estimated based on supplier specific data
	5 12	Waste generated in operations, end-of-life treatments of sold products- glass, household waste, commercial waste, commercial, industrial waste & waste transport	Waste	438	308	Second industry average -Defra	Waste: Hybrid method Waste Transport: Estimated based on waste weights and average distance to waste suppliers in the different markets
	6	Business travel - air and land travel	Business travels	33	80	Secondary extrapolation-Defra and EDP from Swedish supplier	Spend based method
		Business travel - hotel stay	Hotel nights	34	30	Second industry average-Defra	Hybrid method
	7	Employee commuting	commuting	954	1101		Estimate based on 60% FTE's take their car, 20% take bus or train, 20%takes bike or walks.
	8	Upstream leased assessts	N/A	0	0		N/A for National Windscreens
	9	Downstream transportation and distribution	Customer travel	441	683	Second industry average-Defra	Estimated based on a average round trip from a customer survey by Swedish Ryds Bilglas for 20 customers per 5 workshops, assume rest of markets have similar average.
	9	Processing of sold products	N/A	0	0		N/A for National Windscreens
	10	Use of sold products	N/A	0	0		N/A for National Windscreens
	11	Downstream leased assessts	N/A	0	0		N/A for National Windscreens
	13	Downstream leased assets	N/A	0	0		N/A for National Windscreens
	14	Franchises	Franchises	0	0		Estimated Scope 1 and 2 emissions based on net sale for franchises compared to franchisors.
	15	Investments	Pension investments	416	N/A		N/A for National Windscreens

Year	2022 tCO ₂ e	2023 tCO ₂ e
Scope 1	4666	3937
Scope 2	542	422
Scope 3	19 014	16 451
Total	24 222	20 810

Reporting principles

National Windscreens calculates emissions in accordance with the Greenhouse Gas (GHG) protocol corporate standard, including the categories in Scope 1, 2 and 3. The Scope 3 categories included can be seen in the table on the previous page and in the diagram below. The calculation results are expressed in the metric Carbon dioxide equivalents (CO₂e) which includes carbon dioxide, methane, nitrous oxide and other relevant greenhouse gases.

By following ISO 14021:2017 Environmental labels and declarations – Self-declared environmental claims National Windscreens also claims climate neutrality via climate compensation. ISO 14021:2017 Environmental labels and declarations – Self-declared environmental claims put products in focus. ISO 14021 refers to ISO 14067 for quantification of a product’s carbon footprint.

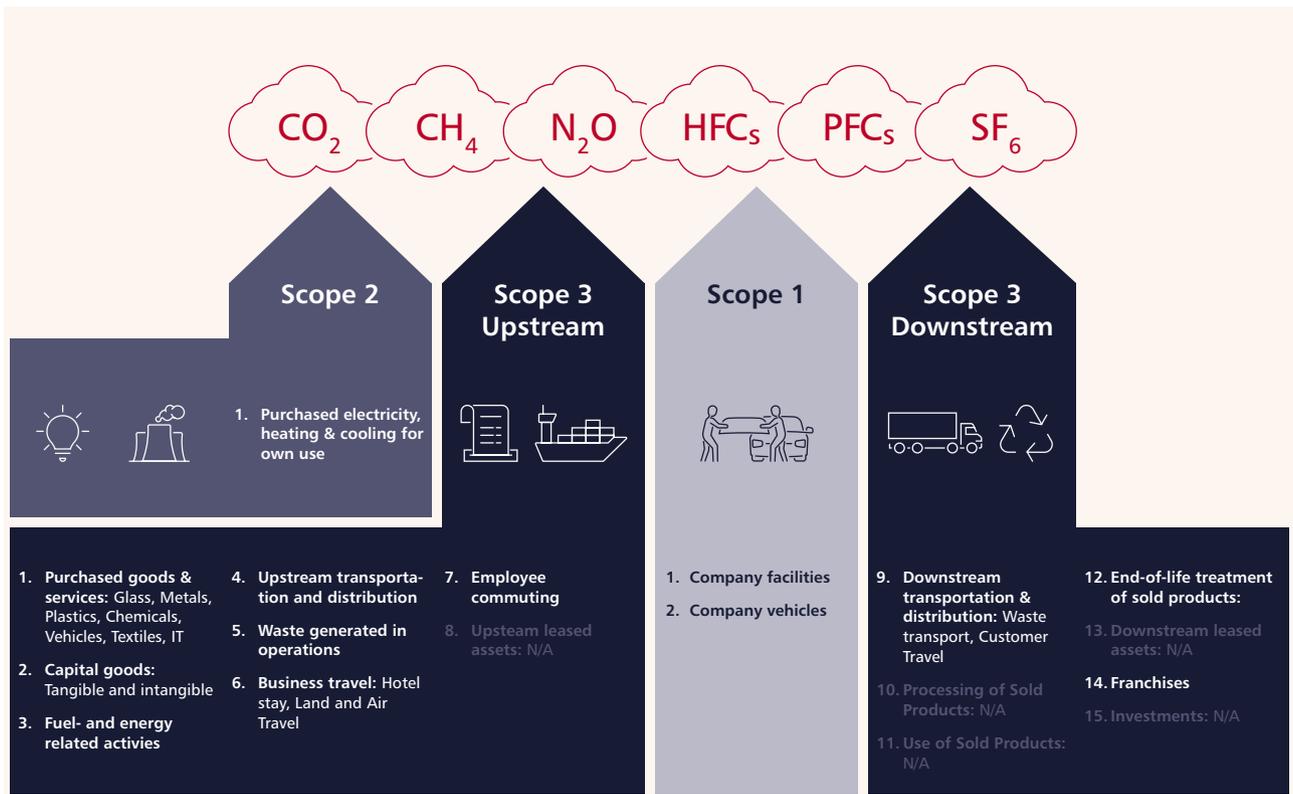
Activity data is based on information from invoices,

suppliers and internal National Windscreens statistics. Internal data and input from the supply chain usually apply to the period 1st January 2023 to the 31st December 2023, or parts of that same year. Deviations from this are documented.

The result of the GHG emissions calculations is a consequence of the current state of knowledge, which is why continuous updates are required as knowledge deepens and becomes more coherent¹.

Inclusions and exclusions

The GHG calculated measures include the National Windscreens business and Member operations that are engaged with the production and sales of the company’s activities. The GHG protocol corporate standard categories which are included and excluded are shown below in the simplified illustration.



Excluded categories from GHG protocol is category 8, 10, 11, 13, 15 in Scope 3 as it is not applicable for National Windscreens operation.

1) EY has conducted a limited review of scope 1,2 and 3 emissions details are contained in the Cary Group report: <http://carygroup.com/sustainability/>



The following processes have been excluded primarily in the scope 3 category 1. Purchased Goods and services. In Scope 3: Paper and printed materials, estimated at 0.123% of CO₂e, Water use estimated at 0.005% of CO₂e and Packaging estimated at 0.13% of total CO₂e.

The excluded categories are assessed totally to be less than 1 percent of the total carbon footprint for National Windscreens. This is based on verified data submitted by Cary Group.

Emission sources/activities not included	Motivation
Paper and printed materials	Paper and printed materials were for the year 2023 reported from Sweden. An estimation for the entire Cary Group was made by using Net Sales comparison which gives Cary Group an estimated usage of 91 tons of paper and printed materials, which may correspond to 83 tons of CO ₂ e or 0.123% of the total carbon footprint for Cary Group.
Water use	The use of water is limited in auto glass services. The use in Cary Group has been estimated from three Swedish service units and the water use per square meter has been used as a proxy. The whole group used 12,100 m ³ water during 2023 which corresponds to 3 tons CO ₂ e or 0.005% of the total carbon footprint for Cary Group.
Packaging for car glass	The major packaging category in Cary Group is packaging for glass. Data has not been collected, but has been estimated to be 106 tons, which correspond to 88 tons CO ₂ e or 0.13% of the total carbon footprint for Cary Group.
Marketing	Assessed to be insignificant.

National Windscreens GHG emissions in tonnes CO ₂ e	2022 Total	2023 Total
Direct GHG emissions (Scope 1)	4,666	3,937
Indirect GHG emissions from energy (Scope 2 market-based)	542	422
Other indirect GHG emissions (Scope 3)	19,015	16,451
Total	24,223	20,810



Bind - climate compensating

To achieve carbon neutrality in accordance with ISO 14021:2017, National Windscreens purchases carbon offset for all calculated GHG emissions including those in Scope 1, 2 and 3. The emissions are calculated in accordance with the Greenhouse gas protocol corporate standard – as per National Windscreens current knowledge and understanding of its GHG emissions and latest science¹ including the application of a safety margin of 10%.

National Windscreens is climate neutral by committing to retroactively compensate for emissions from the past financial year. The offsetting takes place annually in January and is made according to an emission forecast based on calculated emissions limited reviewed by a third party from the previous financial year. The volume is adjusted in March when the annual limited review of calculated emissions for the financial year are completed.

For the year 2023, National Windscreens purchases offset credits from a portfolio of five carbon offset projects certified under the Plan Vivo standard. From the second quarter of 2024 and onward National Windscreens will continue to compensate for its own operations (Scope 1 and 2), but for the value chain emissions (Scope 3) implement internal carbon pricing (ICP) instead to accelerate emission reduction. Internal carbon pricing is a tool where you set an internal price on your emissions, to incentivise carbon reduction, manage climate related business risk and finance decarbonisation actions. It is described as an important tool to achieve the goals of the Paris Agreement and reach Net Zero by 2050.²



1) Calculation of GHG emissions including standards is a constantly evolving practice both internally and externally. Internally, National Windscreens is continuously looking for improvements to increase its accuracy and data quality and thus cannot state that the calculations cover all of our emissions with a 100% certainty. Externally, the GHG standards are developed according to the latest science and thus the scope and method of the GHG emissions calculation change, which National Windscreens adapts to.

2) What is internal carbon pricing and how can it help achieve your net-zero goal? (cdp.net) (2021, accessed February 2024)

The Carbon Offsetting process

Time	Activity
Jan 2023	<p>Carbon offset for the financial year 2022 - The carbon offset for 2022 takes place in January. It is made according to an emission forecast based on third-party audited emission calculations from the previous financial year (2021)</p> <ul style="list-style-type: none"> - When the 2022 climate calculations are completed and verified¹, the climate compensation will be adjusted in line with the final results. <p>The carbon offset takes place on a year-round basis</p>
Q1 2023	<p>GHG emissions calculation for the financial year 2022</p> <ul style="list-style-type: none"> - GHG emissions calculation and report for the year 2022 in accordance with GHG Protocol corporate standard - Verification of GHG emissions calculation and report regarding calculation, for 2022 in accordance with GHG Protocol and ISO 14021 by EY¹
March 2023	Adjustment of 2022 carbon offset based on final calculations.
Jan 2024	<p>Carbon offset for scope 1-3 with 10% margin for the financial year 2023. 2023 takes place in January. It is made according to an emission forecast based on third-party audited emission calculations from the previous financial year (2022)</p> <ul style="list-style-type: none"> - When the 2023 climate calculations are completed and verified, the climate compensation will be adjusted in line with the final results. <p>The carbon offset takes place on a year-round basis</p>
Q1 2024	<p>GHG emissions calculation for the financial year 2023</p> <ul style="list-style-type: none"> - GHG emissions calculation and report for the year 2023 in accordance with GHG Protocol corporate standard - Verification of GHG emissions calculation and report regarding calculation, for 2023 in accordance with GHG Protocol and ISO 14021 by EY
March 2024	Adjustment of 2023 carbon offset based on final calculations.
Jan 2025	<p>GHG emissions calculation for the financial year 2024</p> <ul style="list-style-type: none"> - GHG emissions calculation and report for the year 2024 in accordance with GHG Protocol corporate standard - Verification of GHG emissions calculation and report regarding calculation, for 2024 in accordance with GHG Protocol and ISO 14021 by EY
Q1 2025	<p>GHG emissions calculation for the financial year 2024</p> <ul style="list-style-type: none"> - GHG emissions calculation and report for the year 2024 in accordance with GHG Protocol corporate standard - Verification of GHG emissions calculation and report regarding calculation, for 2024 in accordance with GHG Protocol and ISO 14021 by EY
March 2025	Adjustment of 2024 carbon offset based on final calculations

1) External verification by EY extended to all National Windscreens Members, further information can be found in the Cary group 2023 sustainability report: <http://carygroup.com/sustainability>

The Carbon Offset projects and credits – National Windscreens carbon offsetting 2023

The carbon offsetting for the 2023 financial year corresponds to a purchase of 22,891 tonnes CO₂e Plan Vivo-certified carbon credits including a 10% margin.

The purchased credits are included in the 88,890 tonnes CO₂e Plan Vivo certified carbon credits purchased by Cary Group¹.

Project name	Tonnes CO ₂ e	ZeroMission cert number	Invoice number	Order number
Trees for Global Benefits - Uganda	33890	212765, 212834	72122, 72229	612 & 618
Khasi Hills - Indien	29000	212766, 212835	72122, 72229	613 & 623
Drawa Rainforest, Nakau programme - Fiji	5000	212767	72122	609 & 616
Upper Tana - Kenya	20000	212768	72122	604 & 617
CommuniTree – Nicaragua	1,000	212836	72229	621

Overview of purchased carbon offset

About the Plan Vivo standard

The Plan Vivo standard is the most mature standard on the voluntarily carbon offset market, born out of a desire to help smallholders in Chiapas, Mexico to plant trees to sequester carbon and to improve their livelihoods. Since then, the Plan Vivo model and network of stakeholders have evolved into a system that can provide environmental and social benefits to many communities around the world.

In the process the Plan Vivo certified projects remove and avoid greenhouse gas emissions. This is monitored and turned into Plan Vivo Certificates, which can be sold by projects to help fund their operations and to expand. At least 60% of the income that projects received from the sale of Plan Vivo Certificates goes directly to the participants.²

The Plan Vivo standard is based on three pillars:

- **Relieving poverty** by offering sustainable livelihoods for communities whose environments have been degraded.
- **Restoring and protecting** environments to help protect communities against climate change and provide a variety of sustainable development benefits.
- **Building local capacity** through the transfer of knowledge, skills and resources to developing countries

1) Cary Group as an organisation account for 100 percent of emissions from operations which it or one of its subsidiaries has operational control of, even when not owning 100%. It includes J Huggins & Son Limited, Spire Windscreens Limited and Europarts ASG Limited. Further information can be found in the 2023 Cary Group sustainability report: <http://carygroup.com/sustainability>

2) Source: Plan Vivo



Description of the carbon offset process

Below is a description of the process, from National Windscreens purchases of Plan Vivo carbon credits, to the payments to project participants.

1

Reporting: National Windscreens reports to ZeroMission the quantity of carbon credits required to offset their annual emissions. The quantity is first reported based on a prognosis and later adjusted when the annual carbon accounting is completed for the studied year.

2

Purchasing: ZeroMission purchases the required quantity of carbon credits from the Plan Vivo certified projects.

3

Invoicing: ZeroMission invoices National Windscreens for the cost of the required carbon credits and produces a unique certificate of purchase.

4

Project activities and monitoring occurs on the project sites. At the end of the year, the projects submit annual reports on their activities to the Plan Vivo Foundation.

5

Payments to participants: Money is transferred to the project and funded. Project participants are paid as they reach their set milestones.

6

Issuance of credits: The Plan Vivo Foundation reviews and approves the annual reports. If approved, credits are issued corresponding to the carbon benefit.

7

Retirement of credits: ZeroMission received and retires the purchased credits in National Windscreens name, in the international environmental registry IHS Markit.

8

Third party verification: All Plan Vivo projects are verified by third party every five years.

Actors and concepts

The process of National Windscreens offsetting their emissions involves several actors along a chain, all with different functions that are described below.

National Windscreens: Buyer of Plan Vivo certified carbon credits

CommuniTree Carbon Programme: The name of the Taking Root Plan Vivo certified project in Nicaragua.
planvivo.org/communitree

Drawa Rainforest: The name of the Plan Vivo certified project located in Fiji.
planvivo.org/drawa

Ex-ante/Ex-post credits: Cary Group buys both Plan Vivo-certified "ex-ante credits" and "Ex-post credits". This means that the climate benefit will occur and be verified both before (ex-ante) and after (ex-post) the credit purchase date depending on the project type.

IHS Markit: An international environmental register where all sold certificates from Plan Vivo are registered and retired and can be tracked.
ihsmarkit.com/products/environmental-registry.html

Khasi Hills: The name of the Plan Vivo certified project, located in India.
planvivo.org/khasi-hills

Live and Learn: Network of 11 locally registered organisations across Asia and the South Pacific and which runs the Plan Vivo certified project "Drawa Rainforest".
livelearn.org

Water Fund Upper-Tana Nairobi (UTNWF): Independent and locally operated non-government organisation and which runs the Plan Vivo project Upper Tana.
nairobiwaterfund.org

Plan Vivo Foundation: A registered, non-profit foundation in Edinburgh that reviews, certifies and monitors carbon offset projects and issued Plan Vivo certificates. They specialise in natural climate solutions and all their projects have strong ties with local people.
planvivo.org/

The Environmental Conservation Trust of Uganda (ECOTRUST): Local non-profit environmental organisation in Uganda and which runs the Plan Vivo certified project "Trees for Global Benefits".
ecotrust.or.ug/

The Plan Vivo Standard: A standard for carbon offset projects which focus on poverty reduction and restoration of ecosystem services. Certifies projects where trees are preserved or planted in collaboration with local people.
planvivo.org/

Trees for Global Benefits: The name of the Plan Vivo certified project in Uganda.
planvivo.org/trees-for-global-benefits

ZeroMission: Reseller of Plan Vivo certified carbon credits.
zeromission.se

Signatures

The Board of Directors hereby give their assurance that the consolidated Sustainability reporting has been prepared in accordance with member guiding principles and gives a true and fair overview of National Windscreens work within sustainability.

30th June 2024

Joakim Rasiwala
Member of the
National Windscreens
Board

Peter Watters
Member of the
National Windscreens
Board

Kashmir Sanghera
Member of the
National Windscreens
Board

Keith Huggins
Member of the
National Windscreens
Board

James Webb
TLT Solicitors and legal advisor
to the National Windscreens
Board

Our Sustainability report was presented on June 30th 2024

National Windscreens

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