



UNGC – Communication of Progress

Period covered by this Communication on Engagement:
2022 and first quarter of 2024

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About Automotive Glass Experts (AGE)

Automotive Glass Experts (AGE) stands as a distinguished non profit organization of automotive glass service providers boasting over 15 years of invaluable experience within the industry.

With a formidable presence across 24 countries spanning Europe, North America, Africa, and Asia, AGE offers a seamless fusion of expertise and service excellence, transcending national boundaries through collaborative endeavors within its extensive network.

AGE operates on the foundational belief of fostering a collaborative environment that promotes knowledge exchange and drives industry advancement. Comprised of independent companies, membership in AGE is a voluntary commitment for organizations that resonate with its principles. AGE adheres to rigorous standards when considering new members, ensuring that only those who meet stringent criteria are admitted.

Furthermore, AGE empowers its members to actively engage in the exchange of insights and expertise, thereby amplifying collective proficiency and fueling innovation within the industry.



24 Members
4 continents
7 000 employees
1 500 000 Services per Year

Services

Automotive glass repair and replacement,
ADAS calibration, mobile services,
complementary services.

CEO Statement of Support

I am honored to reaffirm AGE's unwavering commitment to the principles and values upheld by the United Nations Global Compact (UNGC) across the areas of Human Rights, Labor, Environment, and Anti-Corruption.

At AGE, we have ingrained UNGC principles into the very essence of our organization, ensuring they serve as guiding principles in our decision-making processes, corporate policies, and daily operations.

We have taken concrete actions to integrate these principles, including implementing robust policies, launching initiatives such as the AGE Electric Protocol to enhance safety in our workstations, and strengthening anti-corruption measures.

Our commitment to transparency is paramount, and we are dedicated to communicating our progress openly and regularly. Stakeholders can expect comprehensive reports detailing our goals, achievements, challenges, and ongoing efforts to advance sustainability and social responsibility.

Since joining the UNGC, we have made significant strides in aligning with its principles. We have achieved notable milestones in promoting human rights, fostering diversity and inclusion, reducing our environmental footprint, and enhancing ethical business practices. However, we recognize that there is still much work to be done, and we remain steadfast in our commitment to continuous improvement.

As we continue our journey alongside the UNGC, AGE pledges to uphold its principles with integrity and determination. We are grateful for the opportunity to be part of this global initiative and are committed to working collaboratively with our peers to create a more sustainable and equitable future for all.

Lastly, I want to extend my heartfelt thanks to all our employees for their dedication and efforts in making AGE and its members a true reference in the automotive glass sector. It is through your hard work and commitment that we can achieve our shared goals and create a positive impact in our industry and beyond.



Marco Moreno
CEO & Chairman

A stylized, handwritten signature in blue ink, appearing to read 'Marco Moreno'.

Short Introduction

AGE proudly presents its report on its unwavering commitment to the principles of the United Nations Global Compact (UNGC).

As a non-profit, member-driven organization, AGE is deeply dedicated to fostering sustainable business practices and promoting social responsibility.

Furthermore, AGE endeavors to cultivate and disseminate knowledge to its members worldwide.

This report provides a comprehensive overview of AGE's initiatives, achievements, and ongoing efforts in alignment with the UNGC's ten principles, encompassing human rights, labor, environment, and anti-corruption. We encourage readers to delve into each topic and explore individual policies in depth or reach out to our teams for further clarification.



Priorities and Goals

Before embarking on any journey, assessing our starting point is essential. For AGE, our primary objective has always been to foster an environment where best practices can be collaboratively created and shared among our members. The principles outlined by the United Nations Global Compact (UNGC) and the Sustainable Development Goals (SDGs) seamlessly align with our mission and vision, making them integral to our strategy.

Recognizing the transformative potential of the UNGC principles, AGE has seamlessly integrated them into our organizational strategy and internal policies. These principles provide a universal framework that can be readily applied across our diverse network of members, enabling us to catalyze meaningful change within our industry and beyond.

In response to market demands and the urgent need for environmental action, AGE has prioritized the development and implementation of an environmental strategy. This strategy aims to support our members in navigating the complexities of sustainability, particularly in areas such as carbon reduction and climate resilience.

While acknowledging the varying commitment and capabilities of our members, we are committed to providing tailored support through knowledge-sharing initiatives, and access to relevant resources.

By fostering collaboration and collective learning, we can leverage the strengths of our network to drive meaningful progress towards our shared goals.

As part of our commitment to continuous improvement, AGE has initiated its journey by diving deep into the environmental principles of the UNGC. This strategic focus on the environment serves as a catalyst for our broader commitment to advancing all UNGC principles in the coming years.



In line with our environmental policy, AGE has also incorporated Environmental, Social, and Governance (ESG) questions into our measurement framework. This strategic inclusion underscores our dedication to holistic sustainability and reflects our commitment to accountability and transparency.

In conclusion, AGE is steadfast in its mission to make a tangible and lasting impact on the world. As we journey forward, we remain committed to collaborative efforts with our members and stakeholders, collectively creating a more sustainable and equitable future for all.





Responsible Business Framework

Human Rights

Prior to formalizing our affiliation with the United Nations Global Compact (UNGC), AGE had already fully embraced its principles, seamlessly integrating them into our corporate ethos. These principles have been proactively woven into our foundational policies, including our Code of Conduct, Environmental Policy, and Work, Health, and Safety policies. Recently, we have rigorously reviewed and updated these documents to ensure they align with global best practices and standards, and released our Supplier Code of Conduct and Modern Slavery Statement.

Our Code of Conduct serves as a guiding light, shaping the conduct and interactions of our esteemed members. It is meticulously crafted to establish a framework of exemplary practices that mirror our core values: integrity, transparency, value creation, collaboration, safety, and trust and respect.

Acknowledging the diverse cultural and regulatory contexts within our network, all our policies and codes are crafted to complement and harmonize with local initiatives and laws. This approach allows for

flexibility while maintaining a cohesive set of principles that foster unity among our members. Adherence to these principles demonstrates our dedication to ethical business conduct and mitigates risks associated with non-compliance.

In addition to adhering to international and local laws, AGE holds its members accountable for respecting our values. Should a member fail to do so, they may be subject to termination of membership.

Recently, AGE has introduced its Supplier Code of Conduct alongside its Modern Slavery Statement. These two codes ensure that all suppliers and their global supply chains adhere to the ethical and operational standards we uphold. By clearly articulating our expectations, we promote transparency, accountability, and responsible behavior to safeguard human rights across our supply chain.

The Supplier Code of Conduct, and Modern Slavery Statement, is a non-negotiable requirement for all our suppliers, underscoring our commitment to maintaining the highest ethical and social standards universally.

We vehemently oppose to modern slavery and human trafficking, as reflected in our modern slavery statement. We recognize our responsibility to uphold specific ethical standards, safeguard human rights, and ensure responsible sourcing across our operations and supply chain

AGE is also working on its 2023 strategy to implement an ESG questionnaire to all its suppliers. The goal is to identify and mitigate potential risks, particularly those related to human rights.

Whistleblower

AGE members, where required by law, have a whistleblower platform, ensuring that any breaches of our values can be reported confidentially. In cases where such a platform does not exist, we provide guidelines on how to proceed. This commitment to accountability and transparency further strengthens our resolve to uphold human rights principles.

Labour

Labour rights are fundamental principles underscored in both our Code of Conduct and Supplier Code of Conduct. These documents emphasize:

- Upholding the freedom of association and the effective recognition of the right to collective bargaining.
- Eliminating all forms of forced and compulsory labor.
- Effectively abolishing child labor.
- Foster a meritocratic culture valuing individuals based on their performance and skills, promoting fairness and excellence across our organization.

These principles are not just words on paper; they are ingrained in our policies and practices.

Our commitment to a harassment-free workplace goes beyond policy statements. We define harassment broadly to include any unwelcome or offensive conduct-verbal, physical, or written-and strictly prohibit such behavior. This comprehensive approach ensures a safe and respectful environment for all team members, with clear protocols for reporting and addressing incidents promptly.

Further, our unwavering commitment extends to maintaining zero tolerance for any form of hostile behavior. This includes rejecting acts of intimidation, offense, stalking, aggression, or any conduct causing harm. Upholding this commitment, we aim to cultivate a workplace where every member can contribute and thrive, free from hostility.

Achieving a workplace free from bullying and harassment demands vigilance and action. We define these behaviors clearly and stress the responsibility of all members and managers to promptly report and address such incidents, ensuring a safe and respectful environment for everyone.

In addition to our dedication to labor rights and a harassment-free workplace, we continually seek feedback and insights from our stakeholders. This includes conducting Net Promoter Score (NPS) and google rating surveys for our members, customers, and partners.

Additionally, we provide training for safe and inclusive services, ensuring that our team members are equipped with the knowledge

and skills to deliver exceptional experiences while upholding our values.

We also take proactive actions to train and attract more female technicians, promoting diversity and inclusivity within our workforce.

Last year, AGE released its Electric Protocol and E.A.T. device in partnership with DuPont. This initiative underscores our commitment to innovation and safety in the rapidly evolving automotive industry. The main focus of this protocol and device is to ensure that electric cars are safely handled with the utmost care and professionalism while guaranteeing that everything works as intended after the replacement service.

Developed after a comprehensive risk assessment of electric vehicles within our workstations, the protocol aims to mitigate all possible risks associated with handling these vehicles. With the increasing complexity and quantity of electric cars in Europe, it has become imperative to establish standardized procedures to ensure the safety and efficiency of our replacement services, elevating it to the highest quality standards.

Environment

At Automotive Glass Experts (AGE), our commitment to sustainability is unwavering. Recognizing the urgent need to reduce our carbon footprint and adopt responsible business practices, we've developed a comprehensive strategy focused on measuring, reducing, and offsetting our emissions. This strategy, aligned with our members' existing policies, ensures accessibility and standardization. Given the diverse progress of our members on their sustainability journey, we've implemented a GHG Protocol strategy for 2022.

For 2022 emissions, AGE introduced a common questionnaire for all members, recognizing the challenges that some members would face in obtaining information, that until now wasn't saved. We also encountered some challenges for members who weren't fully engaged in the sustainability journey at the time.

Market trends indicate that sustainability is increasingly becoming a deciding factor for our partners. Members who do not prioritize environmental considerations risk losing relevance in the market and may face exclusion from membership if this trend persists.

Measure

Our approach begins with meticulous monitoring and measurement of our carbon footprint. To support our members in measuring their CO2 emissions, AGE has designed a comprehensive questionnaire provided free of charge across our network. We prioritize mapping out emissions across our member network and establishing ambitious reduction emissions plans, such as promoting repair over replacement, leading to significant CO2e savings.

In early 2023, we aligned a new strategy focused on the Science-Based Targets initiative (SBTi). Recognizing our limitations, we sought external assistance from consultancy teams to enhance results for our members and establish clear reduction targets if they do not already exist.

Reduce

Following the assessment, we formulated a carbon reduction plan based in the Science-Based Targets initiative (SBTi), aiming to establish precise reduction targets for all members by 2023. AGE provides the essential tools and knowledge to drive progress forward. However, it ultimately falls on the responsibility of each member to embrace and invest in these initiatives.

Technological advancements play a crucial role in our sustainability efforts and customer journey. We have started integrating AI into our systems to enhance repair ratios and have invested in technician training to ensure repairs adhere to the highest standards. Furthermore, we actively pursue energy efficiency enhancements, transition to renewable energy sources, and optimize our fleet for sustainability.

Employee engagement and training are integral to our sustainability efforts. We equip our employees with tools to minimize resource usage and promote responsible practices, driving collective action toward our sustainability goals.

Embracing the principles of a circular economy, we focus on the 3R's policy—reduce, reuse, and recycle to optimize our services. Collaborating with local entities, we aim to achieve a 100% recycling rate for all automotive glass in our network and explore innovative recycling initiatives.

Offset

In cases where reducing emissions presents challenges, some members have proactively begun offsetting emissions through certified carbon credits via Plan Vivo Standard projects.



Summary

As a member-driven organization, creating value for all our members is paramount. Our focus on sustainability ensures we remain competitive while prioritizing environmental stewardship. We're proud to lead the way in sustainability within the automotive glass industry and look forward to continuing our journey toward a more sustainable future.

Anti-Corruption

Combatting corruption stands as a paramount objective for businesses, encompassing endeavors to prevent extortion and bribery.

For AGE, safeguarding our future entails upholding a legacy of trust and reliability cultivated over years of dedicated service. Central to the strength and reputation of our brand is an unwavering commitment to integrity. Integrity serves as a cornerstone among our core values, guiding our business conduct and setting the standard for our actions and decisions.

AGE maintains steadfast dedication to compliance with all applicable laws, regulations, and external rules governing our operations across every jurisdiction we serve. This commitment extends seamlessly to our internal regulations, constituting the bedrock of our ethical framework. Non-compliance carries significant consequences, including reputational damage, financial losses, and potential regulatory or criminal sanctions.

We unequivocally denounce any business activities that may contravene or bypass applicable laws and regulations. Upholding the highest standards remains a fundamental principle at AGE.

Gifts, Charity Donations, and Entertainment Policy

AGE recognizes the importance of building strong relationships with suppliers, customers, and communities. While modest gifts and charity donations can be appropriate expressions of goodwill, exercising good judgment and common sense is essential to prevent any potential misinterpretation or unethical behavior. Bribery, in any guise, finds no tolerance within our organization, whether it serves the interests of our organization or personal agendas. Our commitment to ethical and transparent business practices precludes any form of bribery, ensuring integrity in all our dealings.

- All charity donations must receive prior approval from the CEO to ensure alignment with AGE's values and objectives.
- Any gift, whether received or offered, should have a reasonable value, not exceeding 250,00€. AGE approaches the exchange of gifts and entertainment with careful consideration.

- We carefully evaluate the appropriateness and legality of offering or accepting gifts or entertainment in our business dealings.
- While recognizing that gifts and entertainment can foster professional relationships, we remain vigilant to ensure they are neither lavish nor excessive. Our commitment is to respect local cultures and norms.
- We firmly reject any form of bribery or inducement to influence business decisions. We choose to conduct business in an ethical manner that aligns with our values.
- To avoid the appearance of impropriety, we always ensure a clear business reason for offering or accepting gifts and entertainment. These should never be perceived as attempts to influence business decisions.

Conflict of Interest Policy:

We recognize the importance of maintaining the highest standards of integrity and objectivity in our decision-making processes. A conflict of interest arises when competing interests may compromise the ability to make impartial decisions for AGE. It can also occur if personal benefits are improperly received due to one's position within the company or if a family member benefits.

- Employees are encouraged to avoid conflicts of interest whenever possible by being vigilant about personal and professional relationships.
- All business decisions should be made in the best interest of AGE, free from personal bias or influence.
- Any employee who becomes aware of a situation that could lead to a conflict of interest should promptly disclose the relevant information to their supervisor or appropriate personnel.

- It is acknowledged that conflicts may arise, and it is crucial to navigate them responsibly:

a. Unavoidable Conflicts: While conflicts cannot always be avoided, recognizing and addressing them promptly is essential.

b. Awareness and Visibility: Even when acting correctly in a conflict situation, it may not always be visibly clear. We understand the importance of transparency and communication in such instances.

Typical Situations Leading to Conflicts:

To provide clarity, here are examples of situations that could potentially lead to conflicts of interest.

- **Business Relationship:** An employee, along with family members, running a company that has a business relationship with AGE.
- **Internal Role Change:** An employee taking on a new role within the organization, with their first project involving an examination of the profitability of their previous department.
- AGE emphasizes the significance of maintaining an ethical and transparent work environment. By adhering to these guidelines and promptly addressing potential conflicts, we contribute to making sound business decisions that align with our values and principles.

Conducting Commercial Activity Lawfully and with Integrity

At Automotive Glass Experts (AGE), we are committed to conducting commercial activities with the utmost integrity, adhering to fair competition practices and legal standards. Our principles guide us to support fair and honest competition in the open market, recognizing its role in promoting efficiency and encouraging innovation to the benefit of our consumers.

- **Competition Laws:** We acknowledge the significance of competition laws in preserving fair and honest competition, contributing to a healthy business environment.
- **Information Sharing:** AGE is dedicated to fair play. We strictly prohibit soliciting information from suppliers about our competitors, and employees should refrain from discussing prices, sales plans, or volumes with competitors.

- Financial crime poses a significant threat to both society and the economy. At AGE, we uphold a zero-tolerance policy towards financial crime and have implemented measures to prevent, detect, and respond appropriately to such activities. Financial crime includes, but is not limited to, corruption, bribery, money laundering, terrorist financing, fraud, tax evasion, and balance sheet falsification.

Principles of Ethical Relationship Building

The procurement function is involved at an early stage to ensure a systematic and ethical approach to supplier selection and engagement.

- We ensure that the principles of integrity, fairness, impartiality, and discretion are integral to the selection process. This commitment establishes a foundation of trust in our business relationships.
- Before entering into partnerships, we conduct thorough due diligence on potential business partners. This process allows us to assess their alignment with our values and ethical standards.
- We expect our business partners to commit to abiding by our Code of Conduct, as well as other crucial AGE standards and rules. This commitment emphasizes the importance of shared ethical principles in our collaborations.
- Collaboration for Success: By adhering to these practices, we not only ensure the ethical conduct of our business partners but also create a collaborative environment that reflects our commitment to integrity and high standards. This approach is integral to our mission of conducting business responsibly and building enduring and ethical relationships within our network.

For inquiries,
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