



Code of Conduct

Together, Creating Change.

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CEO Message

I am pleased to introduce our updated Code of Conduct, a foundational document that articulates the core values of AGE, with an emphasis on honesty, integrity, and developments our organization suffered during this time.

Each stakeholder within our esteemed network is encouraged to thoroughly understand, internalize, and exemplify the principles encapsulated within this code.

For AGE to maintain its position as a global industry reference, it is imperative that every decision and action aligns with the ethical standards set forth in our Code of Conduct.

Our commitment to transparency and adherence to both internal and external regulations will not only bolster our organizational integrity but also strengthen our standing on the global stage.

In moments of challenge and complexity, I trust in the collective dedication of our stakeholders to act with the utmost transparency, guided by the principles enshrined in our Code of Conduct.



"As we navigate the intricate landscape of the automotive glass industry, it is paramount that we fortify our organizational framework with a set of principles that exemplify our unwavering commitment to growth, efficiency, environmental stewardship, and societal responsibility."

Marco Moreno
CEO & Chairman

About AGE

Automotive Glass Europe (AGE) proudly stands as a distinguished network of automotive glass service providers organizations, bringing over 15 years of invaluable experience to the automotive glass industry.

Our network is meticulously crafted to transcend national borders, empowering our esteemed members to extend high-quality services to diverse markets worldwide. This strategic approach seamlessly aligns with the dynamic landscape of globalization, addressing the evolving needs of insurance, leasing, and fleet management customers on an international scale.



24 Members



+ 2 000 Workstations



+ 2 000 Mobile units



+ 7 000 Employees



1 500 000 services
per year



→ **Customer Satisfaction**

At AGE, our unwavering commitment revolves around ensuring customer satisfaction. Each day, we strive to deliver a service that is not only fast, safe, and efficient but also embodies the ease and convenience our clients deserve.

→ **Global Reach**

Our network serves as a bridge connecting diverse markets, fostering collaboration and mutual growth. By facilitating work across borders, AGE enables its members to deliver exceptional services, contributing to the ever-expanding global automotive industry on an international level.

In addition to our core services, AGE provides international jobs assistance, supporting members in accessing opportunities beyond their local markets. This comprehensive support empowers our members to explore new horizons and expand their reach, further enhancing the global impact of our network.

→ **Environmental Stewardship**

Recognizing our responsibility to the environment and society, AGE is committed to continual improvement in our environmental processes. We actively seek ways to minimize our ecological impact, embracing sustainable practices to leave a positive legacy for future generations.

→ **Digital Excellence**

In an era of digital transformation, AGE is at the forefront of building a seamless digital experience.

Through innovation and technological integration, we aim to enhance accessibility, streamline operations, and provide a digital environment that enhances the overall experience for all stakeholders.

Purpose of the Code of Conduct

AGE Code of Conduct serves as a foundational document designed to guide the conduct and interactions of our esteemed members. Its primary purpose is to establish a framework of best practices, fostering collaboration and harmonious relationships within our network.

By defining a standard of excellence, we aim to enhance the overall quality of services and strengthen the collective reputation of our network.

This code operates in conjunction with local and international laws, ensuring that all members align their practices with legal requirements. By upholding legal standards, we not only demonstrate our commitment to ethical business conduct but also mitigate risks associated with legal non-compliance.

Recognizing the diversity of our network, the Code of Conduct complements and aligns with local codes of conduct. This approach allows for flexibility, acknowledging regional nuances while maintaining a cohesive set of principles that bind us together.

AGE values are the cornerstone of our network. The Code of Conduct serves as a robust defense against deviation from these values. We are steadfast in our stance that members and partners must align with our principles, ensuring a cohesive and principled community within our network.

AGE maintains a zero-tolerance stance towards members or partners who fail to uphold our values and principles. This uncompromising approach is essential to preserving the integrity of our network, fostering trust among members, and ensuring that our collective commitment to excellence remains unwavering.

In essence, the Code of Conduct is a dynamic document that evolves with the ever-changing landscape of our industry. It is a testament to our shared commitment to professionalism, integrity, and adherence to the highest standards, ensuring that AGE continues to stand as a beacon of excellence in the automotive glass repair and replacement sector.

Values of the group



Integrity

Committing to the highest standards of honesty, transparency, and ethical conduct in every circumstance, our integrity stands as the bedrock of our organization.

Transparency

We believe that open and honest communication is essential to building trust, and we will always be upfront about the scope of work involved in any project or job.

Our team of experts will keep our customers informed every step of the way, so you can make an informed decision at all times.



Value Creation

Moreover, AGE operates with a steadfast dedication to creating value for all stakeholders. Our approach encompasses not only delivering exceptional services but also fostering mutually beneficial relationships with our customers, employees, suppliers, and the communities we serve. AGE also offers tailor-made solutions for each customer's needs. By prioritizing stakeholder engagement and satisfaction, we enhance our reputation as a trusted industry reference while contributing positively to society.



Collaboration

Foster synergistic collaboration and embrace diversity within our global workforce. Utilize collective expertise to propel innovation, efficiency, and excellence, nurturing an environment that fosters the flourishing of unique perspectives. Promote an empowerment culture throughout our organization.

Safety

Prioritize paramount safety and holistic well-being at every level.

Adhere to the highest safety standards in automotive glass operations, ensuring a secure environment for both employees and customers.



Trust and Respect

We strive to earn our customers trust through our expert knowledge and exceptional customer service. We respect your time, your vehicle, and your budget, and we will always go the extra mile to ensure your complete satisfaction.

General Principles

It is not always easy to determine the ethical or right thing to do. Our code of conduct should guide you through your decision making process and when in doubt you should ask for additional guidance.



Members and Employees Principles

Adherence to Law and Values

- Upholding the law and our core values is the cornerstone of our ethical framework. This commitment extends to all levels of decision-making, ensuring that legality and our organizational values guide every action and choice.

Respect and Empathy

- Demonstrating respect involves more than mere acknowledgment. It requires treating each individual with honesty, dignity, and empathy. Recognizing and understanding the expectations and aspirations of our colleagues fosters a culture of mutual regard and consideration.

Value of Diversity and Teamwork

- At AGE, we go beyond mere recognition of diversity; we actively embrace and appreciate its intrinsic value. By cultivating teamwork and nurturing an inclusive environment, we unlock the full potential of diverse perspectives within our workforce. This intentional approach not only amplifies collaboration but also serves as a catalyst for innovation and creativity.

Our workforce's rich diversity is a strategic asset that empowers AGE to authentically connect with our equally diverse customer base, understanding their unique needs.

We firmly believe in providing equal opportunities, ensuring a fair environment where individuals can succeed irrespective of gender, age, ethnicity, disability, religion, sexual orientation, or cultural background.

Creating an inclusive company requires daily commitment from each one of us. We hold in high regard and celebrate the differences and ideas that make our collective strength. In doing so, we actively contribute to an environment that thrives on diversity, creating a workplace where everyone feels valued and empowered.

Non-Discrimination Policy

- At Automotive Glass Experts (AGE), we are unwavering in our commitment to equality and firmly stand against any form of discrimination. We explicitly prohibit bias based on protected characteristics, including race, gender, age, disability, or any other factor. Each member employee is esteemed for their unique contribution, irrespective of personal attributes.

We are dedicated to basing employment decisions solely on merit and skills. By doing so, we foster equal opportunities for professional growth and development within our organization.

Recognition Based on Results and Talent

- Acknowledging individuals based on results and talent reinforces a meritocratic culture.

We value the tangible contributions and skills each member brings to the table, emphasizing a commitment to fairness and excellence.

Quality of Life and Work-Life Balance

- Promoting a healthy work environment goes beyond tasks and responsibilities. We actively advocate for a quality of life that supports the well-being of our members. Striking a balance between professional and personal life is integral to sustained success and fulfillment.

Cultivating a Harassment-Free Workplace and Upholding Zero Tolerance for Hostile Behavior

- At AGE, our commitment to a harassment-free workplace transcends mere policy statements. Harassment, broadly defined to include unwelcome or offensive verbal, physical, or written conduct, is strictly prohibited. This comprehensive approach ensures a working environment that is not only safe but also respectful for every member of our team.

Should you encounter or witness any instance of bullying or harassment, we urge you to take prompt action. Consider initiating a direct conversation with the individual responsible, clearly expressing that such behavior is unacceptable. If, for any reason, you find it challenging to address the situation personally or if the behavior persists despite your efforts, it is essential to bring the matter to the attention of your manager, involve the Human Resources function, seek support from a trusted colleague, or reach out to another designated company representative—whether it be a company doctor, works council representative, or an Occupational Social Counselor.

In the event that none of these options offer a satisfactory resolution, don't hesitate to directly contact AGE. We prioritize the well-being of our team members and we are here to ensure a work environment that promotes respect, security, and positive collaboration.

Our unwavering commitment extends further to maintaining zero tolerance for any form of hostile behavior. This includes rejecting acts of intimidation, offense, stalking, aggression, or any conduct that may cause harm. By upholding this commitment, we strive to create a workplace where each member can contribute and thrive, free from any form of hostility.

A commitment to a workplace free from bullying and harassment demands vigilance and action.

We define these behaviors clearly and emphasize the responsibility of all members and members managers to report and address such incidents promptly, maintaining a safe and respectful environment for everyone.

Truthful and Transparent Communication

- Communication is the bedrock of trust. Emphasizing truthful, clear, and transparent communication ensures that information flows seamlessly within the organization. This commitment to open communication builds trust and a shared understanding.

Managerial Approval for Invitations

- Discuss invitations for trips and events with your managers, ensuring that activities align with organizational goals and values. This approach fosters transparency and ensures responsible decision-making.
- Contribute to AGE's commitment to environmental responsibility by minimizing environmental impact.
 - Do not allow the use of drugs, weapons or alcoholic beverages during working hours.
 - Avoid selecting or attending inappropriate or unsafe meeting venues. Underlining our commitment to a secure and respectful environment.

This proactive stance contributes to the overall well-being of our members.

Comprehensive Responsibilities for Member Managers

Be a role model

- Let your actions serve as an example to be followed.

Facilitate the communication and training of this code of conduct

- Respect and commend adherence to the Code of Conduct.

Be Transparent

- Be transparent and, incorporate the code of conduct into your communication materials share our values with each stakeholder in the AGE network.

Give Support

- Demonstrate empathy and understanding in handling ethical dilemmas, fostering an environment where employees feel supported in navigating complex situations.

Create an ethical culture

- Emphasize compliance and encourage employees to voice their questions and concerns.
-

Review & Update

- Schedule periodic reviews of the code of conduct to ensure its relevance and effectiveness, making updates as necessary to address emerging challenges or changes in the business environment.

Encourage Reporting Mechanisms (Whistleblower)

- Advocate for and ensure the availability of confidential reporting mechanisms for employees to raise concerns or report potential violations without fear of reprisal.

Recognize & Celebrate

- Recognize and celebrate instances where employees demonstrate exceptional ethical behavior, reinforcing the positive impact of adherence to the code of conduct.

Review & Update

- Keep abreast of industry trends, ethical best practices, and legal developments, ensuring that the code of conduct remains aligned with the highest standards in the field.
-

By prioritizing these comprehensive responsibilities, AGE Member Managers play a pivotal role in fostering a culture of ethics, compliance, and continuous improvement within our organization.

Comprehensive Responsibilities for Member Employees

Embrace and Promote Diversity and Inclusion

- Embrace and promote diversity and inclusion within the workplace, recognizing the value of different perspectives, backgrounds, and experiences.

Provide Feedback for continuous improvement

- Provide constructive feedback for continuous improvement, contributing to the enhancement of processes, policies, and overall organizational effectiveness.

Embrace Lifelong Learning

- Actively engage in continuous learning and professional development to stay informed about industry advancements and enhance individual and collective knowledge.

Be the face of AGE

- Represent AGE positively in all professional interactions, both internal and external, reinforcing the organization's reputation as a responsible and trustworthy entity.

Identify and address potential risks

- Proactively identify and address potential safety concerns, contributing to a culture of safety and well-being for all employees.

These additional responsibilities aim to further enhance the overall professionalism, ethical conduct, and positive impact of AGE employees within the organization and the broader community.

Foster Teamwork

- Collaborate effectively with colleagues, recognizing the strength of collective efforts
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Comprehensive Responsibilities for Client Commitment

At AGE, our commitment to integrity extends prominently to our interactions with clients. We recognize that clients are at the heart of our business, and we are dedicated to fostering a relationship built on trust, transparency, and exceptional service. This commitment is reflected in the following principles:

Professionalism and Respect

- Always treat clients professionally and with the utmost respect, recognizing their unique needs and expectations.

High-Quality Service and Products

- Provide clients with high-quality service and deliver the best products, ensuring their satisfaction and confidence in our offerings.

Informed Decision-Making

- Provide all the information clients need to make informed decisions. Transparency in our communication empowers clients to choose solutions that align with their needs.

Confidentiality and Data Sharing

- Treat all client information confidentially unless required by the insurer. In cases where data sharing with the insurer is necessary, inform the client promptly, upholding transparency and respecting their privacy.

Respect AGE Service Level Agreement

Client Relations

- Attend to clients with friendliness, sincerity, and kindness. These qualities define our approach to client relations, creating an atmosphere of trust and open communication.

We take great pride in our commitment to providing services with optimal response times. Our operational efficiency is designed to meet and exceed expectations. However, in the rare instance where a service cannot be completed within the expected timeframe, our dedicated team needs to ensure prompt communication with the customer. Keeping transparency at the forefront, we proactively reach out to inform customers about any unforeseen delays, demonstrating our dedication to open communication and customer satisfaction.

Comprehensive Responsibilities for Supplier Engagement

At AGE, our commitment to integrity extends to our relationships with suppliers, recognizing their crucial role in our operations. We conduct our supplier engagements with transparency, fairness, and ethical considerations, guided by the following principles:

Clear and Impartial Supplier Criteria

- Criteria for choosing suppliers are clear, impartial, and established to ensure the selection process is objective and aligns with our values.

Equal Opportunity for Suppliers

- Provide all relevant potential suppliers with equal opportunities, fostering a level playing field and promoting diversity in our supply chain.

Comprehensive Evaluation

- Consider quality, price, and benefits in the supplier selection process, ensuring a balanced evaluation that aligns with our commitment to excellence.

Integrity in Negotiations

- Uphold integrity in the conduct of negotiations, fostering open communication, fairness, and mutual respect with our suppliers.

Commitment Honoring

- Honor commitments made to our suppliers, maintaining trust and reliability in our partnerships.

Alignment with Ethical Standards

- Ensure suppliers follow the same ethical, environmental, and social patterns established in this Code of Conduct, promoting responsible and sustainable practices.

Additionally, AGE maintains a separate Code of Conduct specifically designed for our suppliers. This dedicated framework outlines the expectations and standards we uphold in our supplier relationships, reinforcing our commitment to ethical business practices across all facets of our operations.

Comprehensive Responsibilities for Competitor Relations

In the competitive landscape, AGE is dedicated to upholding the highest standards of integrity and fairness. Our commitment to ethical conduct extends to our interactions with competitors, emphasizing mutual respect and healthy competition. The following principles guide our approach:

Respect for Competitors

- Respect our competitors in the market and refrain from intentionally causing harm. We acknowledge the importance of fair competition for the benefit of the industry and consumers.

Integrity and Humility

- Take pride in conducting ourselves with integrity and humility, recognizing that ethical conduct is fundamental to maintaining a reputable and trustworthy position in the market.

Fair Competition

- Compete vigorously but fairly, offering competitive prices and superior service for the benefit of our customers and the overall market.
-

Cordial Interaction and Mutual Respect

- Act cordially and expect mutual respect, particularly in matters related to industrial and intellectual rights.
-

Avoiding Slander and Defamation

- Do not allow attitudes that could be considered slander or defamation of our competitors. Upholding a standard of professionalism contributes to a healthy and respectful competitive environment.
-

Moreover, AGE is committed to promoting free and fair competition, aligning with applicable antitrust and competition laws. Decisions regarding pricing, product and service offerings, and bidding on contracts are made independently and fairly, based on our experience and market intelligence. This commitment ensures that our customers receive the best possible solutions while maintaining the integrity of the competitive landscape.

Comprehensive Responsibilities for Legal and Ethical Compliance

In our unwavering commitment to integrity, AGE places the highest priority on legal and ethical compliance. Upholding the law and maintaining impeccable ethical standards are fundamental principles that guide our operations. The following principles underscore our dedication to legal and ethical conduct:

Adherence to the Law

- Always follow the law, ensuring that our business activities align with and fully comply with the legal frameworks governing our operations.

Respect for Public Authorities

- Provide all relevant potential suppliers with equal opportunities, fostering a level playing field and promoting diversity in our supply chain.

Non-Financing of Political Entities

- Do not finance political parties or organizations involved in politics. We maintain impartiality and refrain from contributing to political entities to preserve the integrity of our operations.

Zero Tolerance for Bribes

- Do not pay bribes to serve the interests of our organization or our personal agendas. Our commitment to conducting business ethically and transparently prohibits any form of bribery, ensuring the integrity of our decision-making processes.
-

Prioritizing Health, Safety, and Wellbeing

At AGE, we view health as a holistic concept extending beyond the absence of illness.

Our commitment is to cultivate a compassionate and empathetic work environment that consistently addresses the dimensions of mental, emotional, physical, and social health. We firmly believe that such an empathetic atmosphere fosters resilience, engagement, health, and collaboration among our team members.

In our philosophy, wellbeing is not just a personal matter; it's integral to our collective success. We understand that maintaining and improving our overall health is crucial to delivering our best work and keeping our promises to both co-workers and customers.

AGE encourages each member of our team to strike a balance between work, personal lives, and health, ensuring that we bring the best versions of ourselves to contribute to our shared objectives.

Safety and security are non-negotiable aspects of our commitment to our members.

Just as we prohibit the use of drugs, weapons, or alcoholic beverages during working hours to safeguard physical wellbeing, we also acknowledge the paramount importance of mental health. Recognizing that mental health is an essential component of overall wellbeing, we encourage open conversations, support, and understanding within our community.

To further ensure the safety and security of our team, AGE emphasizes adherence to safety guidelines, both in our facilities and during business travel. Avoiding situations that could cause harm and maintaining mindfulness of our surroundings.



Community Engagement and Responsibility

At Automotive Glass Experts (AGE), our commitment to community extends beyond mere presence. We strive for transparent communication, actively engaging with local communities, stakeholders, and employees. We recognize the importance of forging collaborative partnerships with local organizations and leaders to address social and environmental challenges collectively.

In addition to our existing initiatives, we are dedicated to continuous improvement, regularly assessing and adapting our community projects to remain effective and aligned with evolving needs.

Our commitment to community engagement also involves active employee participation in community projects. We believe that our employees are valuable contributors to social and environmental causes, and we encourage their active involvement.

As part of our responsibility, we monitor and report on the environmental and social impact of our operations, ensuring transparency and accountability. We believe that through these holistic efforts, we can truly make a positive difference in the communities we serve.

Communication

Internal Communication



We place a high value on transparent and truthful communication that aligns with our Code of Conduct and serves its intended business purpose. To ensure the integrity of our communication within the company, we adhere to the following guidelines:

Transparency and Truthfulness: All internal communication should be transparent and representative of the truth, upholding our commitment to honesty and integrity.

Responsibility and Consideration: Communication should be prepared responsibly, taking into consideration the intended business purpose. We prioritize responsible and purposeful communication in all internal interactions.

Authorized Representation: AGE members and employees should refrain from speaking publicly on behalf of or about AGE unless explicitly authorized by the Board. This practice ensures consistency and accuracy in external communication.



In alignment with our commitment to honesty and transparency, we emphasize the following practices to foster an open and collaborative work environment:

Open Exchange of Opinions: AGE encourages an open exchange of opinions among its employees, emphasizing the importance of honesty in internal communications.

Feedback Culture: Feedback is considered a valuable input, and employees are encouraged to give and receive feedback openly. Mistakes are acknowledged and lessons learned are shared to enhance organizational improvement.

Accessibility for Concerns: AGE is committed to listening to the concerns of its employees. A culture of speaking up is promoted, and retaliation for raising concerns in good faith is strictly prohibited.

Investigation and Action: Concerns raised internally are promptly and appropriately investigated following established procedures.

Customer Trust: Upholding transparency and fairness in communication about our products and services is emphasized as essential for earning and maintaining the trust of our customers.

Confidential information among members isn't shared unless authorized in writing by the owner of the information (member).

External Communication



When communicating externally, AGE follows specific guidelines to ensure accuracy, consistency, and responsible representation:

Authorized Spokespersons: Only authorized spokespeople or designated representatives should speak on behalf of AGE when contacted by journalists or media professionals.

Social Media Usage: Careful consideration is given to sharing information on social media platforms. Confidential information or content meant for internal purposes should not be shared. Personal opinions on personal accounts should be clearly distinguished from official statements.

Message Consistency: Ensure that external communications align with the established messaging and branding of AGE. Consistency in the presentation of information helps reinforce our identity and values.

Response Protocols: Establish clear protocols for responding to inquiries or comments from external parties. This includes timely responses, directing inquiries to the appropriate channels, and maintaining a professional and respectful tone.



Stakeholder Engagement: Foster positive relationships with stakeholders through transparent and informative communication. Regular updates on significant developments, achievements, or changes within AGE can enhance stakeholder trust and confidence.

Training and Awareness: Provide training to relevant personnel on external communication guidelines, emphasizing the importance of consistent and responsible representation. This ensures that all employees are aligned with AGE's communication principles.

Respect for this code of conduct

This Code of Conduct is a fundamental document that outlines the principles and standards that every member and network employee at Automotive Glass Experts (AGE) is expected to uphold. Adherence to this code is crucial for maintaining the integrity, ethical standards, and reputation of AGE. Each member and employee within our network is required to familiarize themselves with this code and promptly report any potential violations to their direct manager. Silence in the face of misconduct is considered a violation of this code.

Reporting and Confidentiality

When reporting potential violations, AGE is committed to maintaining your confidentiality. We encourage you to provide specific, detailed information to facilitate thorough investigations and ensure that any issues are resolved quickly and effectively.

Reporting Responsibilities

You are expected to:

01

Report issues that you believe have not been appropriately resolved.

02

Cooperate completely with investigations of possible violations, providing complete and truthful information.

03

Cooperate with any internal investigation, whether conducted by AGE or your company.

Unlawful or Unethical Actions

You are not authorized to act illegally or unethically, even if it may seem to be in the interest of AGE or if directed to do so by a manager or any other employee. It is essential to prioritize legal and ethical conduct in all business activities.

Non-Retaliation Policy

No one will face punishment or retaliation for sharing information about inadequate behavior that goes against this Code of Conduct, even if directed by a supervisor or any other employee. Reporting such behavior is encouraged and will be treated with the utmost seriousness and confidentiality.

AGE is committed to fostering a culture of integrity, transparency, and accountability. This Code of Conduct serves as a guide to maintaining these standards. Thank you for your commitment to upholding the principles outlined herein.

If you have any questions or concerns about our Code of Conduct or possible violations of the code, policy or the law, you must voice your concerns immediately. Bring the issue to the attention of any following resources:

- Your immediate manager
- Any member of management
- Any local human resources leader
- Any lawyer in the legal department if existent
- An AGE representative

AGE Acts with Integrity

Securing the future for Automotive Glass Experts (AGE) means upholding a legacy of trust and reliability that has been meticulously built over years of dedicated service.

Our brand's strength and reputation rest upon a robust foundation – our commitment to integrity. Integrity serves as the guiding principle for how we conduct our business, setting the standard for our actions and decisions.

At AGE, we are unwaveringly dedicated to compliance with all applicable laws, regulations, and external rules governing our operations across every jurisdiction we serve. This commitment extends equally to our internal rules, forming the backbone of our ethical framework. The repercussions of non-compliance can be severe, ranging from reputational damage to financial losses and potential regulatory or criminal sanctions.

We categorically refrain from engaging in any business activities that seek to directly or indirectly breach or circumvent the laws and rules applicable to our operations. Upholding the highest standards is non-negotiable for AGE.

If any member of the AGE family observes or suspects violations of laws, regulations, or AGE's internal rules, we encourage speaking up.

At AGE, our commitment extends beyond mere legal compliance. We set our aspirations higher, aiming to do what is right in every situation. When faced with uncertainty, we encourage asking questions and seeking advice – a practice that reflects our commitment to continuous improvement and ethical decision-making.

By acting with integrity, AGE not only safeguards its present but also ensures a sustainable and principled foundation for the future.

Gifts, Charity Donations, and Entertainment Policy

At Automotive Glass Experts (AGE), we recognize the importance of building strong relationships with suppliers, customers, and communities. While modest gifts and charity donations can be appropriate expressions of goodwill, it is essential to exercise good judgment and common sense to prevent any potential misinterpretation or unethical behavior.

→ **Charity Donations**

All charity donations must receive prior approval from the CEO to ensure alignment with AGE's values and objectives.

→ **Gift Exchange Guidelines**

Any gift, whether received or offered, should have a reasonable value, not exceeding 250,00€.

At AGE, we approach the exchange of gifts and entertainment with careful consideration.

→ **Acceptance and Offer of Gifts**

We carefully evaluate the appropriateness and legality of offering or accepting gifts or entertainment in our business dealings.

→ **Professional Relationships**

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.

→ **Business Decision Influence**

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.

→ **Business Reasoning**

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.

AGE adheres to these principles to maintain transparency, integrity, and fairness in all our interactions. We believe that by upholding these standards, we strengthen our professional relationships while conducting business in a responsible and ethical manner.

Conflict of Interest Policy

At Automotive Glass Experts (AGE), 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.

Guidelines for Managing Conflicts of Interest:

→ Avoidance

Employees are encouraged to avoid conflicts of interest whenever possible by being vigilant about personal and professional relationships.

→ Decision-Making in AGE's Best Interest

All business decisions should be made in the best interest of AGE, free from personal bias or influence.

→ Disclosure

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.

→ Understanding Conflict Situations

It's acknowledged that conflicts may arise, and it's crucial to navigate them responsibly:

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

→ Fair Competition and Compliance

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.

→ Prevention of Financial Crime

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

→ **Early Involvement of Procurement**

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

→ **Adherence to Integrity, Fairness, Impartiality, and Discretion**

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.

→ **Thorough Due Diligence**

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.

→ **Commitment to Code of Conduct and 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.

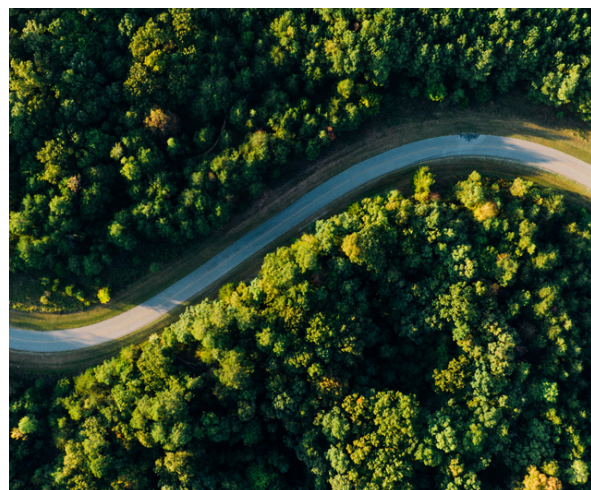
Collaboration for Success: By adhering to these practices, we not only ensure the ethical conduct of our business partners but also create a collaborative environment that reflects our commitment to integrity and high standards. This approach is integral to our mission of conducting business responsibly and building enduring and ethical relationships within our network.

Environment

At AGE, we recognize the vital importance of reducing our carbon footprint and aligning our operations with responsible and forward-thinking business practices. Our commitment to sustainability is reflected in a comprehensive strategy that revolves around measuring, reducing, and offsetting for our emissions.

Our strategy begins with meticulous monitoring and measurement of our carbon footprint.

In instances where reducing emissions proves challenging, our members can offset its emissions through certified carbon credits and tree-planting projects.



→ **Measure**

→ **Reduce**

→ **Offset**

Environmental Policy

AGE reinforces its commitment to sustainability through a dedicated Environmental Policy. This policy outlines specific measures and guidelines to ensure our operations align with the highest environmental standards.



Environmental Commitments

Incorporating these principles into our daily operations, we commit to the following environmental guidelines:

Respect and Protection of the Environment

- We respect and protect the environment, striving to limit any harmful impact on the future of our planet.

Maintenance of a Good Working Environment

- Members uphold a good working environment, respecting hygiene, security norms, and adhering to the AGE policy on the health and security of workers.

Review of Operational Processes

- Regularly reviewing existing processes, policies, and procedures, we emphasize continuous improvement to minimize our ecological footprint.

Continuous Improvement and Risk Reduction

- AGE actively identifies opportunities for improvement in environmental performance and works towards reducing associated risks.

Adherence to Legislation and Environmental Norms

- All activities are conducted with strict adherence to legislation and environmental norms to ensure responsible and sustainable practices.

Consultation with Environmental Policy

- Consulting our Environmental Policy and reaching out to direct managers ensures open communication and alignment with our environmental objectives.

ESG

(Environmental, Social, and Governance)



Environment

We strive to minimize our global carbon footprint and be a more sustainable solution for our customers and partners. To achieve this, AGE has developed an effective strategy with its members to measure, reduce, and offset emissions.

Social

We uphold principles of social responsibility, treating all employees and partners with respect and fairness.

AGE is committed to maintaining a safe and inclusive workplace while actively seeking ways to support local communities.



Governance

Finally, we take governance seriously and strive for transparency and accountability in all of our business practices. We work hard to comply with all applicable laws and regulations, and we hold ourselves to the highest ethical standards.

United Nations Global Compact (UNGC)

Automotive Glass Experts (AGE) proudly stands as a signatory of the United Nations Global Compact (UNGC), a voluntary initiative dedicated to fostering sustainable business practices and upholding fundamental principles encompassing human rights, labor, and environmental standards. By endorsing the UNGC, we reaffirm our unwavering dedication to social responsibility and the highest ethical standards in all aspects of our operations.

Prior to formalizing our membership, AGE has proactively implemented initiatives aligned with the principles of the UNGC, including:

- Code of Conduct
- Environmental Policy
- Workplace, Health & Safety Policy

As signatories of the UNGC, we solemnly pledge to integrate the Ten Principles of the UNGC into our operations. These principles, founded upon globally recognized standards in human rights, labor, environment, and anti-corruption, serve as guiding beacons in our pursuit of responsible business conduct.

We firmly believe that such conduct is indispensable for fostering a better future, and we are resolute in our commitment to upholding these principles across all facets of our operations.

Our collaboration with the UNGC signifies a pivotal stride towards effecting positive change.

We take immense pride in joining forces with the UNGC and fellow signatories, collectively paving the way for a more promising future.

UN Sustainable Goals (SDGs)

At Automotive Glass Experts (AGE), we embrace the United Nations' Sustainable Development Goals (SDGs) as a roadmap for building a more sustainable and equitable world. Recognizing the pivotal role of businesses in driving progress towards these goals, AGE is steadfast in aligning our business practices with the SDGs to contribute meaningfully to global sustainability efforts.

Among the 17 SDGs, AGE places particular emphasis on the following goals:

Goal 3: Good Health and Well-being

AGE recognizes the paramount importance of promoting good health and well-being for all. Through our services, we prioritize safety and functionality, contributing to safer environments and ultimately supporting the goal of ensuring healthy lives for all.

Moreover, AGE firmly believes that its success stems from its employees. We aim to create a safe workplace where employees feel valued and motivated to contribute their best. By prioritizing the well-being of our workforce, we not only enhance productivity but also foster a culture of care and support within our organization.

Goal 5: Gender Equality

AGE is committed to fostering gender equality within our workforce and beyond. We strive to create an inclusive work environment where diversity is celebrated, and all individuals have equal opportunities for growth and advancement.

Goal 8: Decent Work and Economic Growth

AGE is dedicated to promoting decent work and sustainable economic growth. We prioritize fair labor practices, provide opportunities for skills development, and support job creation within our communities, thereby contributing to inclusive economic growth.

Goal 12: Responsible Consumption and Production

AGE is deeply committed to fostering responsible consumption practices. Embracing the principles of the 3R's (reduce, reuse, recycle), we prioritize a circular economy approach throughout our operations. By applying these policies alongside our "repair before replace" philosophy, we not only minimize waste generation and environmental impact but also promote sustainable consumption patterns.

Through continuous innovation and efficiency measures, AGE strives to minimize resource consumption, contribute to environmental preservation, and support a more sustainable future for generations to come.

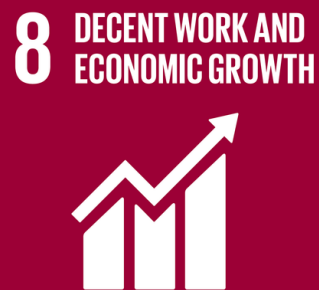
Goal 13: Climate Action

AGE recognizes the urgent need to address climate change. We are steadfast in our commitment to reducing our carbon footprint, promoting energy efficiency, upgrading our fleet, and implementing strong recycling initiatives.

Goal 16: Peace, Justice, and Strong Institutions

AGE believes in the importance of promoting peaceful and inclusive societies. We adhere to ethical business practices, respect human rights, and actively work towards ensuring justice and fairness in all our endeavors. In line with this commitment, AGE has created a comprehensive supplier code of conduct and modern slavery statement to ensure that human rights are respected and upheld throughout our supply chain.

Our commitment to the SDGs underscores our belief in the power of collective action to drive positive change. By aligning our business practices with these goals, we aim to contribute meaningfully to a more sustainable and prosperous future for all.



Protect our assets and ideas

Each of us bears the responsibility for safeguarding our network property and resources. It is imperative to recognize that all emails, conversations, and materials within our possession are treated as confidential unless explicit authorization for disclosure is granted. Failure to uphold the confidentiality and proper management of our information can significantly impact our business operations.

When dealing with personal data, adhere to the following rules:

→ Accuracy and Relevance

- ✓ Ensure that personal data is accurate and relevant to the purpose for which it was collected.
- ✓ Handle the data securely to prevent unauthorized access or disclosure.

→ Compliance with Local Data Privacy Laws

- ✓ Work diligently to comply with all local data privacy laws relevant to our operations.

→ Limited Retention

- ✓ Do not retain personal data longer than necessary for the purpose it was collected.

→ Transparency with Data Subjects

- ✓ Ensure that individuals providing personal data are informed about who will have access to their data and the specific purpose for which it will be used.

By adhering to these principles, we uphold a commitment to data privacy and security, mitigating risks and demonstrating a conscientious approach to handling sensitive information within our network.

In addition to the fundamental principles outlined, AGE places a strong emphasis on cybersecurity to further ensure the protection of our network property and resources. We have implemented a comprehensive Cyber Security Framework designed to safeguard sensitive information and mitigate potential risks associated with digital assets.

This cybersecurity framework encompasses cutting-edge technologies, robust protocols, and continuous monitoring to detect and respond to potential security threats. It is imperative that all members of AGE are familiar with and adhere to the guidelines established within this framework.

For detailed information on our cybersecurity framework and to access specific guidelines and protocols, please consult the designated cybersecurity resources available within the organization.

By proactively engaging with these resources, each member contributes to the collective effort in maintaining a secure digital environment for AGE.

For inquiries,
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