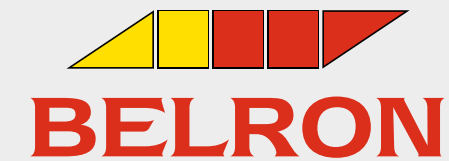


Making a memorable difference with care

O'Brien®
Responsible Business Summary
2025



O'Brien® is part of the Belron® group of companies

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

NORTH AMERICA

United States

Safelite

Mexico

Canada



Speedy Glass

Lebeau



Vanfax

CENTRAL & SOUTH AMERICA

Brazil

Chile

French Guiana

Guadeloupe



CARGLASS



Owned
countries



Franchised
countries

EUROPE

Andorra

Austria

Belgium

Denmark

Finland

France

Germany

Italy

Luxembourg

Netherlands

Portugal

Spain

Sweden

Switzerland

Croatia

Czechia

Estonia

Greece

Hungary

Iceland

Latvia

Lithuania

Serbia

Slovenia

Türkiye

Ukraine



Ireland

United Kingdom

Poland



Italy



Norway



ASIA

South Korea

Thailand



AFRICA

La Réunion

Mauritius

Morocco

South Africa



AUSTRALASIA

Australia



New Zealand



The Belron® Group Responsible Business Report 2025 can be found [here](#).

O'Brien® is part of the Belron® group of companies



O'Brien® AutoGlass is proud to be one of Australia's leading vehicle glass repair, replacement and recalibration service providers. With over 150 service centres and authorised dealers nationwide, O'Brien® served over 500,000 motorists in 2025.



O'Brien® Glass delivers national glazing solutions for homes and businesses, including window repairs, installations and a range of customised glass services such as pet doors and pool fencing, completing around 45,000 jobs annually across Australia.



O'Brien Electrical & Plumbing consists of a network of locally owned and operated electrical and plumbing businesses, which provide services to both residential and commercial customers ranging from urgent repairs, routine maintenance and new installations.



Belron's Responsible Business Framework

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

Doing Business Responsibly

Sustainable
products and
services



Investing
in people
and society



Reducing waste
and building a
circular economy



Driving down
emissions



Sustainable
procurement



People safety
and wellbeing



Promoting
diversity, equity
and inclusion



Giving back to
our communities

Strong governance and inspiring leadership

Our values and ethics

Robust reporting and measurement

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



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



CEO introduction

“

The strength of our responsible business journey lies not in individual initiatives, but in the collective actions of our people every day.”

Miles Wilson, CEO



A MESSAGE FROM

It is with great pride that I present the O'Brien® 2025 Responsible Business Summary. Redesigned to supplement the [Belron Group Responsible Business Report](#), this summary highlights how the global responsible business vision of Belron is being brought to life locally in Australia through O'Brien®. It reflects our continued progress in embedding responsible business practices across our organisation whilst creating long-term value for our people, customers, communities and planet.

As part of the Belron® Group, our Responsible Business Framework continues to guide how we operate and make decisions. In 2025, our focus was on turning commitments into action, strengthening ownership and making responsible business feel more connected to the everyday choices our teams make.

Across the year, we saw responsible business come to life in practical and visible ways. Our teams found new opportunities to reduce waste, improve recycling and support circularity. The introduction of Responsible Business Ambassadors helped bring greater energy, awareness and participation to our sustainability priorities.

We also continued to build a safer and more supportive workplace, with safety remaining central to how we care for our people. Through our safety programs and stronger reporting practices, we focused on encouraging earlier conversations about risk, greater ownership from leaders and teams, and a more proactive approach to preventing harm. At the same time, we continued to progress inclusion in ways that support belonging and equal opportunity across the business.

Our inclusive policies, female technician support initiatives and First Nations Strategy reflect our commitment to building a workplace where people feel valued, respected and empowered.

Our commitment to community remained a defining part of who we are. From environmental action days to long-standing partnerships with organisations including Camp Quality, Bears of Hope and Afrika Tikkun, our people continued to show the impact we can have when we come together around shared purpose.

The improvements highlighted across people, safety and the environment show that our commitments are being translated into practical action. These achievements matter because they demonstrate that responsible business is not a separate program, but part of how we deliver value, care for our people, support our customers and contribute positively to the communities and environments in which we operate.

Collectively, these outcomes help strengthen a culture of ownership, care and continuous improvement across O'Brien®. By celebrating progress while recognising there is more to do, this report reinforces the behaviours and mindset needed to build a more sustainable, inclusive and resilient business for the future.

A handwritten signature in dark ink, reading "Miles Wilson".

Miles Wilson
CEO, O'Brien®

Our year in numbers



93.7%
Flat glass recycled



99.8%
Vehicle glass recycled



100%
Renewable electricity used in buildings at O'Brien® sites in 2025



383
Tonnes of waste diverted from landfill through Resource Co



19%
Reduction in total recordable injury frequency rate (TRIFR) compared to 2024



196
Giving back moments

118k
*Chip repairs completed in 2025, saving 7,783 tonnes of CO₂e**



18%
Female technicians promoted in 2025

16%
*Increase in First Nations Inclusion Engagement Score vs 2024.***

*Avoided emissions are calculated on the assumption that a windscreen would have been replaced if a repair did not occur. Savings only occur if a windscreen can be repaired instead of replaced, which depends on the size and position of the chip.
**Of all self-identified First Nation team members, engagement scores increased from 81% favourable in 2024 to 97% favourable in 2025 when asked about their manager's support of diversity and inclusion within the business.

Responsible business in action

Responsible Business Ambassadors

In 2025, O'Brien® introduced five Responsible Business Ambassadors to help connect front line staff and the broader business to sustainability. The ambassadors aimed to bring responsible business to life by helping people across the organisation understand its importance and showing them how they can get involved in practical ways.

These ambassadors were chosen from different areas of the business to reflect a range of roles and experiences. This helped to ensure that sustainability was integrated into everyday decision making - grounded in the realities of day-to-day operations and informed by those closest to customers and communities.

The ambassadors participated in an introductory forum with the aim to share insights, provide feedback and shape future initiatives. This ensured responsible business initiatives were simple, useful and easy for teams to take part in, enabling the broader business to feel more connected to sustainability. Our ambassadors also connected directly with frontline teams, helping to raise awareness and encourage better recycling habits.



Repair, Recovery and Recycling

In 2025, we continued to prioritise responsible glass recycling, recognising the important role circular resource management plays in reducing waste and supporting a more sustainable future. A key focus was keeping glass out of landfill by repairing vehicle glass wherever possible. During the year, we completed more than 118,000 chip repairs, avoiding an estimated 7,783 tonnes of CO₂e emissions by repairing rather than replacing windscreens.

Where repairs were not possible, we remained committed to recovering valuable materials, increasing our vehicle glass recycling rate from 97.0% in 2024 to 99.8% in 2025. We also achieved a 93.7% recycling rate for flat glass from glazing operations, reinforcing our commitment to resource recovery across the business.

As a result, end-of-life glass was successfully recycled into valuable secondary products, including pool filtration media, road base and insulation batts, further supporting our commitment to resource recovery and a circular economy.

Resource Co Expansion

In 2025, we continued to strengthen our approach to waste management by focusing on innovative solutions that reduce reliance on landfill. A key milestone was the expansion of our partnership with ResourceCo, creating a lower-landfill pathway for hard-to-recycle dry waste and supporting our broader ambition to improve resource recovery and landfill diversion.

What began as a trial at our Padstow Distribution Centre in 2024 expanded to 11 sites across Sydney and Adelaide, supported by improved waste segregation, enhanced infrastructure and strong frontline engagement.

Through this partnership, difficult-to-recover materials are converted into Processed Engineered Fuel (PEF), an alternative fuel that helps energy-intensive industries transition away from fossil fuels, and keeps valuable resources in use rather than sending them to landfill.

The expansion resulted in 383 tonnes of waste being diverted from landfill in 2025.



Responsible business in action

Safety Observations

In 2025, we aimed to prevent injuries, improve injury management practices and decrease time to report injuries by launching Project O'safe. The project sought to create an environment that promoted lead indicator safety management along with faster incident reporting. As a result of the program, the full year total recordable injury frequency rate (TRIFR) dropped by 19% vs the 2024 TRIFR rate, with incidents also being reported 30% faster than in 2024.

In 2025 we continued to build on the Safety Behavioural Consequences Matrix, helping to embed safety from the outset, and give leaders clear, consistent ways to address unsafe acts. We also improved how risks are identified by redesigning simpler safety observation tools and encouraging lead indicator reporting with learnings being shared in our dedicated regular Safety Leader Forum. As a result, 60% more Safety Observations were reported than in 2024.

Combined, they helped to create a culture where safety is understood, expected, and actively managed in our day-to-day work.



Diversity, Equity and Inclusion

In 2025, we continued to strengthen inclusion across our technician workforce, recognising that improving gender balance requires both attraction and retention. Female Technician Forums, the Hypercare program and our Women of O'Brien initiative provided opportunities for connection, support and development, helping female technicians feel included and positioned for long-term success.

We also updated an equitable universal paid parental leave policy, return-to-work support and paid leave for pregnancy loss, supported by our ongoing commitment to fair and equitable reward practices.

We also deepened our focus on cultural inclusion and inclusive leadership. The launch of our First Nations Strategy strengthened understanding and connection through storytelling, partnerships and shared learning experiences with First Nations communities. At the same time, programs such as NextGen helped build leadership capability to support diverse, multigenerational teams, contributing to a culture where team members feel a genuine sense of belonging and opportunity to thrive.

Giving Back

In 2025, we continued our commitment to giving back through fundraising, volunteering and community partnerships, with employees contributing almost 200 giving back moments throughout the year. These efforts provided meaningful support to community organisations while reinforcing our culture of care, connection and purpose.

Our longstanding partnerships with Camp Quality, Bears of Hope and Afrika Tikkun remained a key focus. Team members raised more than \$10,000 in gifts and donations for Camp Quality, while Spirit of Belron Challenge Ambassadors and O'Brien® collectively raised over \$70,000 for Afrika Tikkun.

We also expanded our sustainability-focused community initiatives, hosting our first Clean Up Australia Day and National Tree Day events, where employees came together to remove litter and contribute to local revegetation efforts. Together, these initiatives demonstrate the power of collective action and reflect our commitment to making a positive difference for our communities.



GHG emissions

	Retrospective		
	2025	2024	2021 (base year)
Scope 1 GHG emissions			
Gross Scope 1 GHG emissions (tCO ₂ eq)	2,349	1,706	4,025
Scope 2 GHG emissions			
Gross location-based Scope 2 GHG emissions (tCO ₂ eq)	1,420	1,515	1,469
Gross market-based Scope 2 GHG emissions (tCO ₂ eq)*	–	394	1,469
Significant scope 3 GHG emissions			
Total Gross indirect (Scope 3) GHG emissions (tCO ₂ eq)	27,052	26,359	14,495
1 Purchased goods and services	21,656	20,757	6,299
2 Capital goods	990	844	924
3 Fuel and energy-related activities (not included in scope 1 or scope 2)	722	900	1,391
4 Upstream transportation and distribution	2,885	2,773	4,771
5 Waste generated in operations	799	1,085	1,110
6 Business travelling			
7 Employee commuting			
8 Upstream leased assets			
9 Downstream transportation			
10 Processing of sold products			
11 Use of sold products			
12 End-of-life treatment of sold products			
13 Downstream leased assets			
14 Franchises			
15 Investments			
Total GHG emissions			
Total GHG emissions (location-based) (tCO ₂ eq)	30,821	29,580	19,989
Total GHG emissions (market-based) (tCO ₂ eq)	29,401	28,459	19,989

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

* O’Brien® utilises market-based emissions accounting under scope 2 in alignment with the SBTi.

Waste

Waste-related data	Unit	2025	2024
Total amount of waste generated*	Tonnes	8,219	8,429
Total amount of hazardous waste	Tonnes	–	–
Total amount of non-hazardous waste	Tonnes	8,219	8,429
Total amount by weight diverted from disposal	Tonnes	6,734	6,273
Total hazardous waste generated diverted from disposal	Tonnes	–	–
Total hazardous waste generated diverted from disposal to preparation for reuse	Tonnes	–	–
Total hazardous waste generated diverted from disposal to recycling	Tonnes	–	–
Total hazardous waste generated diverted from disposal to other recovery operations	Tonnes	–	–
Total non-hazardous waste generated diverted from disposal	Tonnes	6,734	6,273
Total non-hazardous waste generated diverted from disposal to preparation for reuse	Tonnes	–	–
Total non-hazardous waste generated diverted from disposal to recycling	Tonnes	6,734	6,273
Total non-hazardous waste generated diverted from disposal to other recovery operations	Tonnes	–	–
Total amount by weight directed to disposal	Tonnes	1,486	2,156
Total hazardous waste generated directed to disposal	Tonnes	–	–
Total hazardous waste generated directed to incineration	Tonnes	–	–
Total hazardous waste generated directed to landfill	Tonnes	–	–
Total hazardous waste generated directed to other disposal operation	Tonnes	–	–
Total non-hazardous waste generated directed to disposal	Tonnes	1,486	2,156
Total non-hazardous waste generated directed to incineration	Tonnes	–	–
Total non-hazardous waste generated directed to landfill	Tonnes	1,486	2,156
Total non-hazardous waste generated directed to other disposal operation	Tonnes	–	–

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

Health and Safety

Health and safety	2025	2024
The percentage of people in own workforce who are covered by the undertaking's health and safety management system based on legal requirements and/or recognised standards or guidelines	100%	100%
Number of fatalities due to work-related injuries and ill health	–	–
Number of recordable work-related accidents	63	75
Rate of recordable work-related accidents (frequency rate per million hours)	26.73	33.06
The number of cases of recordable work-related ill health	–	–
The rate of cases of recordable work-related ill health (frequency rate per million hours)	–	–
The number of days lost due to work-related injuries and fatalities from work-related accidents, work-related ill health and fatalities from ill health.	759	644
Rate of lost time work-related accidents (frequency rate per million hours)	9.33	10.58

Governance

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

Employee Information

Number of employees (head count) by gender	2025	2024
Male	1,004	967
Female	398	364
Other	–	–
Not disclosed	–	–
Total	1,402	1,331

Employee turnover	2025	2024
Total number of employees who left the business	344	427
Rate of employee turnover in the reporting period	26.5 %	30.4 %

Employees in management (headcount) by gender*	2025	2024
Male	162	180
Female	58	48
Other	–	–
Not disclosed	–	–
Total	220	228

Age Distribution	2025	2024
Under 30 years old	500	495
Between 30 and 50 years old	597	580
Over 50 years old	305	256
Total	1,402	1,331



Our global family of businesses



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

www.belron.com