



Why Autoglass®?

Making a difference with real care

Autoglass®: We Go Further

We build our partnerships on trust and a commitment to serving your customers with excellence, even during unprecedented challenges. Whether navigating global events like COVID-19, the Ukraine war, or the Suez Canal disruption, Autoglass® has consistently delivered, ensuring uninterrupted service and support for our clients and customers

We want to take this opportunity to reinforce why Autoglass® remains uniquely positioned to meet your needs and deliver exceptional value.



Our Unique Strengths in the Windscreen Market

1. Unparalleled Customer Service

Autoglass® is the UK's most trusted vehicle glass repair and replacement company, as evidenced by:

Metric	Result
World-class average NPS score	80.2 for 2024
Trustpilot Reviews	120,000 (4.5 stars)
5-Star Reviews Percentage	75%
Industry Comparison	Largest number of 5-star reviews in the industry
Insurance Partnerships	Trusted by 9 out of 10 insurance companies

2. Premium Quality Glass and Expertise

- Autoglass® uses only manufacturer-specified glass, ensuring safety and performance.
- Every replacement comes with a lifetime guarantee.
- Technicians are trained in the latest vehicle technologies, from ADAS recalibration to smart windcreens.

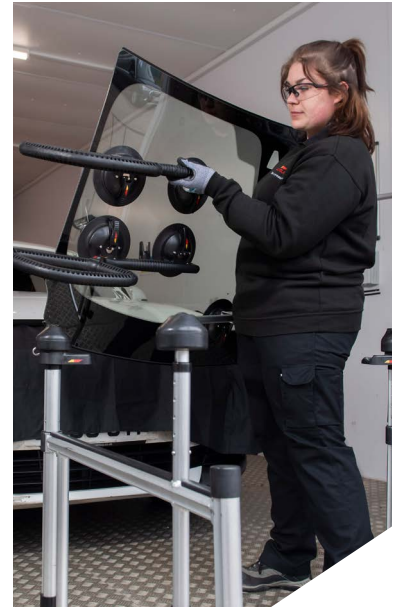


3. Superior Resources and Responsiveness

- Highest technician-to-job ratio in the sector, enabling faster response times without compromising quality.
- Comprehensive stockholding, supported by our global network, ensures uninterrupted service even during supply chain challenges.

4. Future-Proofing Through Innovation

- Unmatched ADAS expertise and proactive collaboration with manufacturers like Bosch.
- Cost control, risk mitigation, and shared best practices thanks to our global footprint.



5. Commitment to Sustainability

Sustainability Metric	Achievement
Vehicle Glass Waste Recycling	100%
Reduction in Scopes 1 & 2 Emissions	11.4%
Fleet Emission Reduction	10% (vs. 2022)
Renewable Electricity Usage	24%
SBTi Climate Goals	Validated for 2030 and 2050 targets
Energy purchased from renewable resources	100%

Why This Matters to You

Our commitment to quality, innovation, and sustainability directly translates into tangible benefits for you and your drivers.

- **Reliable** - We promise to deliver consistent, dependable, and high-quality service across all areas of our business to customers, partners, and employees
- **Resilient** - Our ability to adapt, grow, and thrive in a changing world. We are future-ready, leveraging technology, innovation, and global resources to meet today's challenges and tomorrow's opportunities.
- **Responsible** - Being responsible means prioritising sustainability, inclusivity, and community. We aim to make a positive impact on the world around us while fostering a culture of care and accountability.

At Autoglass®, we are proud to go further, delivering excellence and making a difference with real care. Our unwavering commitment to reliability, resilience, and responsibility ensures that we continue to exceed expectations, even in the face of challenges. With industry-leading expertise, sustainable practices, and a customer-first approach, we remain the trusted partner to meet your needs today and in the future.

Thank you for trusting Autoglass® – together, we'll keep moving forward.

