

LOSCH LUXEMBOURG
CSR CHARTA

Note:

The personal designations used in this brochure refer equally to persons of all genders. For the sake of readability, we have chosen not to use double designations or gender-specific language.

CSR: Commitment of Losch Luxembourg

For Losch Luxembourg, social responsibility, diversity, and the consideration of environmental, social, and economic issues in the management of its activities are of essential importance. As a company, we therefore comply with the CSR principles, guidelines, and procedures set out below.

Losch Luxembourg strongly supports the following CSR principles:

- Social responsibility towards our employees, customers, business partners, society, and the environment;
- Promotion of diversity and prevention of discrimination to ensure equal opportunities in all areas;
- Raising employee awareness of sustainable development and diversity and encouraging corresponding behaviors;
- Ensuring fair, safe, and attractive working conditions;
- Supporting and developing our employees throughout their careers;
- Favoring partnerships with suppliers, service providers, and business partners who share these values and encouraging them, where applicable, to engage in sustainable development alongside us.

By formalizing this CSR Charta, Losch Luxembourg reaffirms its commitment to promoting business practices that integrate environmental, social, governance, and diversity considerations.

We seek to raise awareness, both within our company and among our stakeholders (including suppliers, customers, and business partners), of the importance of responsible management of material and human resources. This is both a key operational lever for maintaining and developing our activities and an essential contribution to the overall well-being of society.

We encourage all employees to promote diversity and responsible resource use in their professional environment and to actively contribute to building a society based on inclusion, equal opportunities, and respect for resources.

WE LIVE RESPONSIBILITY!

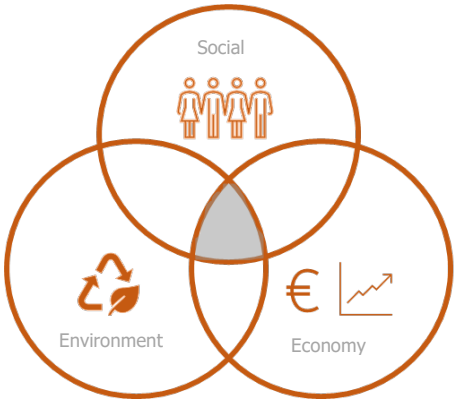
Kind regards,



Thierry Beffort
CEO

Social Responsibility is in our DNA

What does corporate social responsibility mean in the Losch Luxembourg context?



Corporate Social Responsibility (CSR) generally describes a company's responsibility to operate sustainably from an economic, environmental, and social perspective.

Another term often used for CSR is sustainability management. In our context, sustainability is understood as the combination of environmental and social objectives with economic goals.

The business world is diverse, and approaches to responsibility, commitment, and sustainability therefore vary from one company to another.

Faithful to the legacy of André Losch Luxembourg and the mission of the André Losch Luxembourg Foundation established in 2009, Losch Luxembourg has for many years sought to act responsibly toward its stakeholders and contribute positively to the economic, social, and environmental development of its surroundings.

Social responsibility and the consideration of environmental and social issues are an integral part of our corporate strategy.

As a leader in our sector, we provide innovative mobility solutions and outstanding services.

As a company rich in tradition, we integrate environmental, social, and governance considerations into the development of our activities, ensuring customer enthusiasm and economic success through our forward-looking mindset and our passionate employees.

We are committed to continuously improving the performance of our operations and mobility solutions, notably through innovation, digitalization, and the progressive reduction of their environmental impacts.

DRIVING DREAMS.

CSR at Losch Luxembourg

- Our Compass for Responsible Action

We live in an era of challenges. Uncertainty is high in an increasingly complex and rapidly changing society, and environmental, social, and climate-related issues are more important than ever, including for us.

This CSR Charta aims to serve as a reference point for all those who face the daily challenge of conducting economic activities responsibly while considering environmental, social, and economic issues.

As the national market leader, our objective is to preserve and strengthen the trust that our employees, customers, and partners place in us.

Losch Luxembourg's CSR strategy follows a long-term approach that is inseparably linked to our business. Due to our Luxembourgish roots and strong local ties, we place great value on proximity to the local market and personal relationships with our customers, employees, and business partners.

We actively contribute to reflections and initiatives that promote a more resource-efficient and socially responsible economy.



Customers

Losch Luxembourg is a regional company that works primarily with regional customers and partners. We strive to build long-lasting relationships of trust with both private and corporate customers through competent services, efficient processes, and fair and transparent interactions.

Trust and Transparency

We are a trusted mobility partner and thereby ensure customer satisfaction and loyalty.

We consider it our duty to organize our processes and procedures as efficiently and resource-effectively as possible, while adapting them to the specific needs of existing and future customer groups.

Innovative services and the systematic digitalization of our business sectors and communication channels create a new level of information exchange with customers, promote paperless interactions, improve transparency, and accelerate administrative processes.

Employees

Losch Luxembourg's ambition is to create a working environment where all employees and everyone we interact with are treated fairly, with dignity and respect.

Diversity and Respect

Our goal is to create a workplace where all employees feel valued, engaged, and encouraged to share their ideas.

All decisions relating to recruitment, hiring, disciplinary measures, promotions, and any other aspect of employment are free from unlawful or discriminatory practices.

We do not tolerate any form of discrimination against employees or applicants based on nationality, ethnic origin, gender, pregnancy, family or parental status, age, disability, religion or belief, sexual orientation, or any other characteristic protected by applicable anti-discrimination laws or company policies.

Furthermore, we strive to create a workplace where everyone has equal opportunities to succeed based on their professional and personal competencies, at all levels and across all functions. Our objective is to enable everyone to reach their full potential: **"The right employee in the right place."**

Losch Luxembourg considers fair and respectful treatment of employees to be a fundamental element of responsible corporate behavior.

Managers are regularly made aware, through training sessions and seminars, of topics such as sustainability management, workplace safety, and diversity, and are encouraged to act as responsible role models.

In addition to providing attractive, fair, and flexible working conditions, our forward-looking HR policy addresses societal issues such as demographic change and the shortage of skilled labor.

Training programs for apprentices and early-career professionals, as well as continuous learning and career development opportunities throughout an employee's professional life at Losch Luxembourg, enable lifelong learning. In this way, our Group fulfills its social responsibility while ensuring its long-term economic sustainability.

As a responsible employer, we encourage an open and honest feedback culture and actively involve employees in the company's strategic direction through projects, workshops, and surveys.

Market / Business Partners

As the Luxembourg market leader in automotive sales and repair services, we stand for quality and excellent customer service. As a sector leader, we strive to establish new standards at the national level, including in CSR-related matters.

Responsible Partnership

We aim to contribute to market development by integrating environmental, social, and diversity considerations.

Alongside the continuous development of its core activities, Losch Luxembourg has demonstrated through the creation of Cube4T8 and Losch Luxembourg Digital Lab its commitment to exploring new fields related to innovation, digital transformation, and the future of mobility in order to secure the long-term future of Losch Luxembourg and its employees.

We manage our supply chain by integrating environmental, social, and ethical criteria. As part of our procurement activities, we prioritize, whenever possible, products and services with lower environmental impacts, in accordance with the criteria defined in our purchasing policy, and preferably from local suppliers and service providers.

Society

Losch Luxembourg integrates environmental, social, and economic considerations into its activities and decision-making processes.

As a traditional Luxembourg company and employer of approximately 1,300 employees and their families in Luxembourg and the Greater Region, we are firmly rooted in local society.

Social Responsibility

To make a meaningful contribution to society through our CSR commitment, we focus on the following pillars:

Strengthening Our Social Environment: Losch Luxembourg contributes positively to economic development by creating jobs, operating responsibly, and supporting the national social welfare framework.

As a regional market leader, we maintain ongoing dialogue with customers, political representatives, public authorities, industry associations, and interest groups, taking responsibility by actively and constructively contributing to solutions for societal challenges.

Supporting Modern Education and Apprenticeships: By regularly involving employees and their expertise in the design of sector-specific training programs and participating in career guidance events in Luxembourg schools, Losch Luxembourg actively contributes to building a skilled and future-oriented society.

Commitment to Social Engagement: Losch Luxembourg is more than a profit-generating company. It is a company that places great value on social responsibility and on reducing its environmental impacts. As provided for in the statutes of the André Losch Luxembourg Foundation, part of the income generated through Losch Luxembourg 's economic activities is used to finance philanthropic projects.
Consequently, every decision within the Losch Luxembourg structure is made with full awareness of our social responsibility toward employees and society as a whole.

In addition to financially supporting public-interest projects, Losch Luxembourg encourages employee involvement in social initiatives and actively supports, whenever possible, worthwhile initiatives led by its staff.

Environment

Losch Luxembourg has defined a progressive greenhouse gas emissions reduction pathway.
As part of this approach, the company pursues the ambition of achieving carbon neutrality in its operations by 2035, supported by action plans and continuous improvement measures that will be regularly evaluated and adapted.

Efficiency and Responsible Resource Management

Despite an increasing diversity of activities, ranging from traditional workshops and vehicle distribution to real estate projects and service activities, we consistently apply the principle of responsible environmental stewardship across all sectors.

Energy and resource consumption, as well as negative environmental impacts throughout the value chain, must be systematically reduced at all levels.

Through training sessions, seminars, and workshops on sustainability and environmental awareness, we regularly encourage employees and managers to strengthen environmental protection and use resources more responsibly in their daily work.

Our internal real estate and facility management specialists work every day to modernize and improve the efficiency of Losch Luxembourg 's infrastructure and ensure that new projects are designed with consideration for their environmental, energy, and social impacts throughout their entire life cycle.

We Live CSR Responsibility

CSR policies and measures have a direct and significant impact on nearly every area of an organization's activities. Therefore, all employees are expected to contribute and share responsibility for achieving our collective CSR objectives.

Below is an overview of the respective responsibilities of the company, managers, and employees.

Responsibilities of the Employer

- Losch Luxembourg has established, under the leadership of a CSR Officer, a working group responsible for developing and implementing CSR policies and initiatives.

Together with the CSR Working Group, the CSR Officer is responsible for:

- Conducting continuous assessments of CSR priorities;
- Developing and prioritizing CSR policies and measures;
- Monitoring CSR actions and allocated resources using clear and measurable CSR indicators;
- Ensuring appropriate communication regarding implemented actions;
- Serving as a point of contact for employees, management, and external stakeholders (customers, authorities, suppliers).

- The Board of Management (BoM) is the decision-making body responsible for approving the CSR policies, objectives, and measures proposed by the Working Group.
- The BoM promotes and expects a sustainable and diverse corporate culture and actively supports Losch Luxembourg 's CSR initiatives.
- The BoM approves the annual budgets allocated to CSR activities.

Responsibilities of Losch Luxembourg Managers

- Implement Losch Luxembourg 's CSR policies in their day-to-day management activities and strategic decision-making.
- Where unacceptable behavior is identified, take immediate and appropriate corrective action. Such measures may vary depending on the nature and impact of the violation and must always be discussed with the competent member of the BoM and the Human Resources Department.

Responsibilities of Losch Luxembourg Employees

- Apply Losch Luxembourg's CSR principles in their daily tasks and interactions with colleagues, customers, and business partners.
- Report any inappropriate behavior to their line manager or, where appropriate, to the relevant CSR contact person.
- Share ideas for new CSR initiatives and proposals for improvement. Suggestions and recommendations can be submitted to: csr@losch.lu