



**AGENA  
GROUP**

**PEOPLE REPORT**  
2023





## FOREWORD

This year we have focussed on our People's wellbeing and their development continues to be our priority. We have focussed on how our people are empowered and valued, how they grow, and the opportunities they have to make a difference.

Our people are the most important part of our organisation. We truly believe that if we look after our people, they will look after our clients.



*Carly Miller*

DIRECTOR OF PEOPLE SERVICES



## OVERVIEW

Throughout 2023, we made an exceptional level of investment in our people's pay. This was our biggest increase ever, prompted by rising living costs and feedback from our annual engagement survey indicating that our people felt they could be better rewarded financially to demonstrate recognition for their contribution towards our mission.



Our investment went further than just financial investment, in 2023 we trained half our People Managers and the whole of the People Services team as Mental Health First Aiders. As a result, we have seen an increase in how proactive our people leaders monitor and manage their teams mental fitness and a reduction in absence.

We continue to expand our wellbeing support and flexibility – something that our people consistently tell us through our surveys, stay interviews and check ins that they love about working within the group.



We have offered a wide range of development opportunities across our group, with 10% of the workforce in a new development position in 2023, with a particular effort on those in Field based positions mobilising throughout the group as part of their development, enriching various areas of the business.



In 2023, we launched Agena Ascend, our apprenticeship program, and are proud to have five existing employees on apprenticeship courses to invest in the future development and career pathways. Additionally, we welcomed one new employee to the group, on an apprenticeship to support them in their new role. As part of Agena Ascend, our apprentices have a quarterly networking meeting with special guests to support them on their learning journey.



# AGENA ASCEND

We continue for our third year with Bright Stars, our internal Mentoring program. The scheme aims to match aspiring employees with experienced leaders in the group for a 12-month structured mentoring relationship. It is run internally, with learning interventions provided by external training providers as required on your mentoring journey.

The focus is developing a learning relationship that considers long term career development. The primary purpose is to drive personal growth through building skills, knowledge and understanding. Support from leaders who have been through this journey before will be invaluable in equipping our mentees with the tools to progress and add value as they progress their careers.



In addition to their usual roles, we have seen more engagement in our committees, with our **Environmental Committee** growing this year and winning 'Team of the Year' at the IPC Awards in November.



We are invested in ESG and launched our first training offers, available to all as part of 'Learning at Work Week' along with a number of different ESG initiatives outlined in our annual ESG strategy report.

Our **Engagement Team** raised a significant amount of money across a range of charities, and we launched our new volunteering benefit, whereby the Group will support employees doing 2x paid days of volunteering each year.

## 2 PAID VOLUNTEERING DAYS

We continue to partner with our clients on volunteering opportunities such as a Beach Clean at Portland Marina in partnership with our trusted client, Boatfolk, as well as supporting a range of clients with the social value we support our clients with as part of our service offerings.

A background image showing a group of people, mostly women, participating in a beach clean. They are holding long-handled tools like rakes and tongs. The scene is outdoors, likely at a marina or beach. The image is overlaid with a semi-transparent teal filter.

## DISABILITY CONFIDENT

The Agena Group are proud to have become a Disability Confident employer in 2023. This is aimed at encouraging employers to think differently about disability and take action to improve how they recruit, retain and develop disabled people. Being Disability Confident, we aim to offer an interview to any candidate who self-identifies as disabled and meets the essential criteria for the role.



## RECOGNITION

Our 2023 Engagement Survey highlighted that the one thing our people think we need to celebrate from the previous year is individual and team performance. The Recognition toolkit is designed to help line managers understand how they can create a culture of recognition in their team, department or between departments and colleagues.







Finally, one of our significant investments in our people in 2023 was our new HR Information System, which will support our People team and People Leaders use data insights to support, manage and guide their teams as we continue on our growth journey.

## LOOKING FORWARD TO 2024

Of course, there are always new ways of making our Group an even better place to work and to further develop an environment where everyone can be the best version of themselves. But we're proud of our progress so far.

During 2024 our focus remains on the development of our three-year People Strategy to positively impact our people. We have a multigenerational workforce, made up of people from diverse backgrounds, working together in person, field based and virtually so we will be continuing to evolve the conditions for a better sense of community so everyone can thrive within the Agena Group.





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