



ENVIRONMENTAL, SOCIAL, AND GOVERNANCE ANNUAL REPORT

2023



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A message from Paul Dawson, Group CEO

Looking back over the last 12 months, I am incredibly proud of what we have achieved as an organisation. ESG, for many, is seen as a compliance project or something we need to be seen to be doing. For me it is an integral part of our culture, embedded into everything we do, and an area I feel very personally motivated by.

We can all do more to have less impact.. at home and in work.

My aim for Agena has always been for everyone to understand the role they play and the difference they can make. I have been astonished at times at how our people have been so driven by ensuring we do the right thing, seeking opportunities to collaborate with clients, working together across our business to drive real change and have a positive impact.

Our ESG initiatives and objectives are just like every other area of focus in the business. It is so powerful to drive this as an equal part of our strategy, rather than a badge we might get some credit for. As you can see, this year the level of change, achievement, and difference we are making is astounding. This is only possible with the personal energy and passion that our Environmental

Committee brings, alongside Ian Robert (Commercial Director), and the countless initiatives that they drive across the business. The Environmental Committee securing the Team of the Year award at the IPC conference was one of my personal highlights of the year. This industry validation of what the team has achieved meant so much to us as an organisation.

Whilst we are into year 3 of our plan, it feels like there is still so much to do. This year I have shifted to an electric vehicle and it has really opened my eyes to how much work is still left to do across both our sector and the wider UK infrastructure to support the move to EV.

I look forward to reflecting on our achievements in a years' time and also the launch of our next 3-year plan, as we continue to reduce the impact we have and seek closer engagement with projects across a range of sectors.

Paul Dawson Group CEO



“ I have been astonished at times at how our people have been so driven by ensuring we do the right thing, seeking opportunities to collaborate with clients, working together across our business to drive real change and have a positive impact.

Paul Dawson Group CEO

3-Year Plan

Our Progress

We have put together a 3-year action plan, completed all our actions in year 1 & 2 and are on track to deliver above and beyond in year 3.

Year 1

Year 2

Year 3

Governance

- Incorporate ESG as an agenda item to Board meetings ✓
- Identify Board director responsible for ESG oversight ✓
- Finalise review of business risk assessment and register ✓
- Obtain cyberEssentials Certification ✓
- Consider a reference to alignment to UN SDGs in CSR Policy ✓
- Consider inclusion of ESG statement on website ✓

- Review status of implementation of commitments in CSR Policy ✓
- Review or implement internal procedures in relation to anti-bribery, corruption, AML and whistleblowing ✓
- Implement actions from business risk assessment ✓
- Review implementing separate anti-competitive behaviour policy ✓

- Consider rolling out training regarding business ethics (anti-bribery, etc)
- Review publishing ESG/ CSR report
- Consider diversification of Board by appointment of female member (through suitable succession planning)

Social

- Consider inclusion of certain key ESG requirements for smaller suppliers ✓
- Develop recruitment strategies internally and externally-supporting career development ✓
- Formalise staff engagement strategy (including site wardens) ✓
- Review positive social impact initiatives (internally and externally) ✓

- Analyse social KPIs (absenteeism, staff turnover, accidents statistics, training provided) to look for opportunities for improvement ✓
- Develop current approach to training into formal training policy ✓
- Formalise marking/ PR strategy reflecting positive social outcomes ✓

- Review HR policies as necessary depending on findings of HR metrics
- Consider ISO45001 (or equivalent) H&S Certification, particularly in the context of potential Local Authority tenders
- Establish mechanism to review suppliers' compliance to ESG requirements

Environment

- Develop strategy to improve data gathering (carbon, other environmental metrics) ✓
- Complete environmental aspects and impacts identification as part of IMS certification ✓
- Obtain ISO14001 certification ✓
- Finalise strategy on market opportunities for decarbonisation and consider including direction of travel as part of public ESG statement ✓

- Measure performance of environmental KPIs and set improvement targets as part of the ISO 14001 improvement program ✓
- Develop carbon emissions and climate change strategy based on improved data ✓
- Start implementation of marketing strategy for decarbonisation ✓

- Implement carbon emissions reduction strategy and set appropriate targets
- Set up mechanism for monitoring environmental and carbon performance against targets
- Continue implementation of initiatives and update public information on decarbonisation as appropriate

2023 Highlights



CARBON NEUTRAL

6 YEARS AHEAD OF SCHEDULE

Offsetting all emissions and more!



2 IPC AWARDS WON

Shortlisted in all 4 categories, winning 2, including team of the year for the Environmental Committee at the IPC Conference 2023.



ZERO WASTE TO LANDFILL

Implementation of new waste management program and transitioning all of our operators' general waste to "zero to landfill".

NEW VOLUNTEERING POLICY INTRODUCED

The introduction of Volunteer Leave Days for our employees, enabling them to support causes that they are passionate about.



ECO-MOORINGS PROJECT LAUNCH

In partnership with boatfolk, we engaged in a groundbreaking project at Studland Bay to help conserve marine life.



6

NEW APPRENTICES

Agena Ascend saw 6 new apprentices in 2023.

£3,000

PLEGGED

To the Barking, Havering and Redbridge University Hospitals NHS Trust to sponsor their NHS 75th celebrations.



ENVIRONMENT

We're conscious of the responsibility we have to minimise our impact on the environment, particularly given the industry we operate in. That's why we're taking every possible action to reduce our carbon footprint and help our clients to do the same.



Our Carbon Footprint 2023

Agena Group has achieved a milestone in sustainability, becoming carbon neutral six years ahead of schedule.

This early accomplishment underscores our commitment to environmental responsibility and our proactive approach to climate change. In 2023, we not only offset our 2022 emissions but added an additional 20% to our offsetting efforts. Our strategy includes continuing to offset our total carbon footprint annually, with the ambitious goal of offsetting 100% of emissions since our incorporation by 2025.

Our carbon-neutral status was independently certified after a thorough assessment by Ensphere Group. We've partnered with Carbon Neutral Britain, investing in projects focused on CO₂ sequestration and avoidance, including hydropower and wind farms.



However, we recognize that offsetting is only part of the solution; reducing emissions at source is equally vital.

Therefore, we've integrated sustainability into our core operations and supply chain, evaluating suppliers on their environmental credentials and offering services like dynamic tariff pricing and solar/wind powered solutions.

We are proud to not only meet our sustainability commitments but also to assist our clients on their green journeys.

On Earth Day, we highlighted our commitment with internal initiatives to further reduce our footprint, such as beach clean-ups, recycling drives, and promoting walk/cycle to work schemes.

Agena Group's journey to carbon neutrality is not just about meeting targets; it's about setting new industry standards for ethical and environmental business practices, and we encourage others to join us on this path to a more sustainable future.

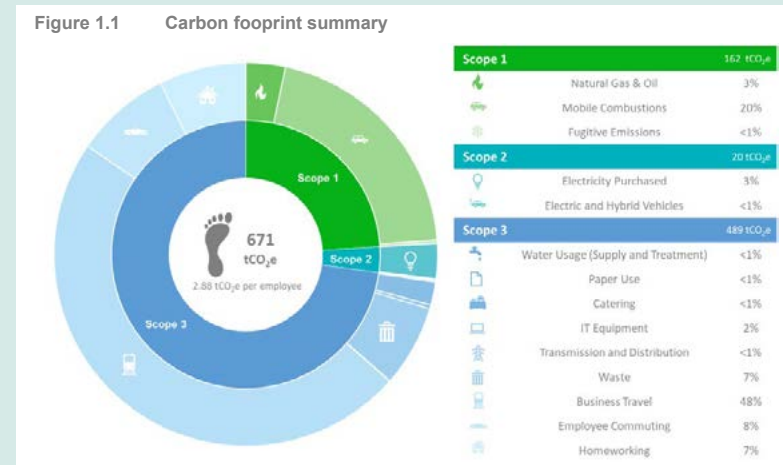
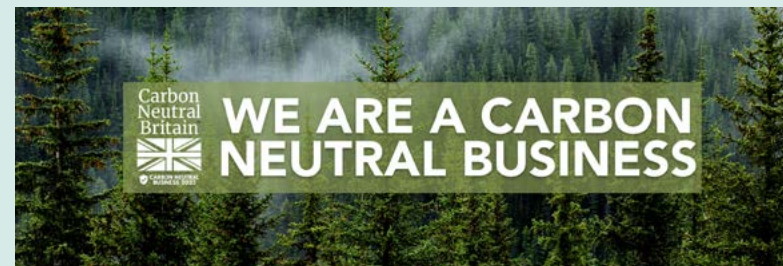


Figure 1.1 - Carbon footprint summary 2022. Reproduced with kind permission of Ensphere.



Whilst carbon offsetting is extremely important to any ethically conscious organisation, so to must be reducing/avoiding CO₂ emissions at source.

We at Agena are keen to do all that we can to reduce our emissions and those of our supply chain. Indeed, all of our suppliers are now evaluated (amongst other criteria) on their own sustainability credentials.



Ian Roberts
Commercial Director

Environmental Committee

Pioneering Environmental Leadership in Parking Solutions

In an industry often overshadowed by environmental challenges, Agena Group's Environmental Committee has emerged as a beacon of innovation and commitment. Our journey, marked by the prestigious 'Parking Team of the Year' award in 2023, is a testament to our unwavering dedication to environmental stewardship and social responsibility.



Empowering Change from Within

Established in 2020, the Environmental Committee embodies our core ethos of driving impactful change. Comprising passionate members from various departments, the committee has been pivotal in embedding Environmental, Social, and Governance (ESG) considerations into our strategic framework. Their grassroots initiatives range from enhancing recycling efforts within offices to integrating ESG commitments into client agreements.



Milestones in Sustainability

A significant triumph in our sustainability journey is achieving carbon neutrality six years ahead of schedule, a milestone officially certified in 2023. This achievement aligns with our broader ESG strategy, reflecting our commitment to reducing environmental impact and fostering social value. Our innovative initiatives include

the introduction of a 'Clean Fleet' policy, transitioning to hybrid or electric vehicles, and implementing a refined supplier onboarding process emphasising ESG standards. These efforts are complemented by enhanced data collection for greener logistical decisions and the elimination of water coolers to reduce plastic use.

Committee Aims:

- 1 Improve data gathering on carbon and other environmental metrics.
- 2 Identify environmental causes that the company and employees can support.
- 3 Raise awareness of how we can be more socially responsible.
- 4 Fundraise and champion causes close to our hearts.
- 5 Reduce our impact upon the environment.

Environmental Committee

Extending Impact Beyond Parking

Our engagement extends beyond parking management. We actively collaborate with clients to support environmental causes, exemplified by our partnership with boatfolk in coastal protection initiatives and the Studland Bay Marine Partnership for seahorse conservation. Moreover, our parking solutions facilitate eco-friendly practices, demonstrating our commitment to a sustainable future.



Community Engagement and Social Responsibility

The Environmental Committee's influence is profoundly felt in our community outreach. We engage in beach clean-up activities, support healthcare facilities with essential equipment donations, and offer targeted employment opportunities to enrich local communities.

Looking Ahead

As we celebrate these achievements, we remain focused on the road ahead. Our Environmental Committee, backed by a supportive leadership team, continues to challenge conventional practices, pushing the boundaries of what is possible in sustainability and social responsibility in the parking industry. Together, we stride towards a future where environmental stewardship and business excellence go together, setting new benchmarks for the industry and contributing to a healthier, more sustainable world.



Committee Members:

- Ann Crawley**
Office and Fleet Coordinator
- Andrzej Paszek**
Apprentice PMO Analyst
- Charlotte Maynard**
Management Accounts Assistant
- Dean Sellick**
Technical Support Engineer
- Ian Roberts**
Commercial Director
- Janet Byers**
CISO/DPO
(Environmental Committee Chair)
- Josh Walford**
Technical Support
- Joshua Davies**
Senior Product Owner
- Katelyn Armstrong**
Sales Support Executive
- Matt Skelton**
Business Systems Manager
- Paul Parnell**
Group Product Manager
- Ross McLaughlin**
Account Manager
- Ryan Parsons**
Digital Marketing Executive
- Zori Kostadinova**
Head of Marketing

Little Eco Wins in 2023

Ecosia browser:

The Environmental Committee tested a new search engine called Ecosia. The search engine, which is now adopted company wide at Agena, provides an environmentally supportive solution to all our internet queries.

It's the simplest way to plant trees and be climate active every single day. Planting in 35+ countries with local organisations, Ecosia aims to restore and protect biodiversity hot spots by growing native species where they are needed the most.

So far, there has been over 180 million trees planted through the use of Ecosia, and it is only growing!



Donated pallets for hedgehog houses:

Forgotten palettes to Hedgehog palaces. We're proud to say that our used palette boards are going straight to good use.

With help from a father and son DIY duo, the endangered hedgehog population can finally get a good night's rest. These two have been taking our pallettes and reusing them to build homes for the little creatures.



DocuSign Environmental Savings:

We want to highlight the success in our use of the DocuSign system to reduce the carbon footprint across Agena.

DocuSign is an electronic signature platform that allows us to use our signatures without touching a piece of physical paper. Since taking it onboard, we have made a massive saving of about 17,000 pieces of paper!

The significance of going paperless has had some fantastic impacts:



Reduced Environmental Footprint



Improved Efficiency



Tidier Workspaces



Cost Savings



InPost Partnership:

We have proudly introduced InPost lockers to UK CPM clients. These lockers not only offer an additional revenue stream for our clients, but also significantly reduce CO₂ emissions.

According to a recent report, a single InPost locker can reduce emissions by up to 13,845 kg per year, the equivalent of the air purification provided by 2,769 trees!

In urban areas, they generate 66% less carbon dioxide than traditional delivery methods. This initiative demonstrates Agena's innovative approach in combining client value with environmental responsibility.

Waste Management: Zero to Landfill

To contribute to our goal to reduce negative environmental impacts, we have been looking at how we manage the waste our business produces.

Agena Group, under the guidance of Dean Sellick and the Environmental Committee, has implemented a comprehensive waste management program.

The initiative is aligned with Agena's efforts to reduce our carbon footprint and it includes transitioning to 'zero to landfill' waste removal contractors across all offices.

The program also encompasses recycling various items like scrap metal, printer cartridges, and batteries. These efforts highlight Agena Group's commitment to reducing environmental impacts and enhancing sustainability, aligning with broader Environmental, Social, and Governance (ESG) objectives.

Office Bin Management

Offices are now supplied with new internal bins for general office waste, allowing us to separate waste that can be recycled from that which cannot.

We are also removing all 'under desk bins' as these do not allow us to achieve our recycling aims.



The goal in 2023 was that all operators general waste is 'zero to landfill'

Recycling Deals With Suppliers

We also have deals with suppliers who recycle scrap metal, printer & toner cartridges, batteries, and used/old uniforms!



Premier Park Eco Bench

The Premier Park office is based on an industrial estate and we wanted to encourage staff to get out for fresh air.

We created a little space where people can sit outside during their lunch breaks, as opposed to sitting inside the office.

Our new picnic bench is made from recycled material, all of which is sourced locally in Devon.

The company who made it even planted a tree for this purchase!

SOCIAL

The nature of our business means that we have a presence in many communities across the UK. We are passionate about positively contributing to those communities as well as for our employees and clients.



Embracing Opportunities and Growth

Agena Ascend Program

Agena Group's 'Agena Ascend' apprenticeship program is one way in which we nurture our talent and foster growth. In 2023, six apprentices were welcomed, with a diverse group embarking on various apprenticeships. Notably, three employees joined the Women In Leadership Level 3 Apprenticeship, reflecting Agena's dedication to promoting diversity and female leadership. The program's inclusivity is further

highlighted as it caters to both new and existing employees, offering upskilling opportunities across different roles and ages. Agena Ascend also features networking sessions and online learning, aligning with modern, eco-friendly education methods. This initiative underscores Agena's commitment to continuous learning, career development, and sustainable practices, resonating with its core ESG values.



**AGENA
ASCEND**

Andrzej Paszek, a PMO Analyst at Agena Group, stands out for his commitment to personal and professional development. Embracing his role as part of the 'Agena Ascend' initiative, Andrzej has skillfully navigated the challenges of project management. His journey from parking attendant to PMO Analyst exemplifies adaptability and growth.

Andrzej's approach to embracing opportunities, even outside his comfort zone, showcases his dedication to continuous learning. His aspirations to enhance his strategic planning and leadership skills, coupled with his interest in smart parking solutions, highlight his valuable contribution to Agena Group's dynamic team.



Andrzej Paszek
PMO Analyst
2023 Apprentice

Seize opportunities, even if they push you out of your comfort zone, as this is where the magic happens.



Martyn Swift
Sales Manager
2023 Mentee

Bright Stars Program

The Bright Stars program at Agena Group exemplifies the company's dedication to employee development. This initiative offers employees a unique opportunity to engage with senior management in a structured mentorship program, fostering both personal and professional growth. Through a blend of one-on-one sessions, external training, and comprehensive feedback mechanisms, Bright Stars prepares participants for future leadership roles and challenges within the organisation.

My journey in the Bright Stars program at Agena Group has been deeply fulfilling, enhancing my professional and personal growth. The mentorship offered unique perspectives, improving my interactions and decision-making.

It taught me the value of understanding others and embracing vulnerability, transforming me into a more empathetic manager.

This experience not only boosted my confidence but also equipped me to contribute effectively to the team, proving the power of learning and adapting in a dynamic business environment.

Martyn Swift Sales Manager

A Year of Engagement and Compassion

Each event we held in 2023, from coffee mornings to educational quizzes, not only raised funds but also raised spirits, underscoring Agena's ethos of unity and shared responsibility.



Refreshing Gestures: Coffee Surprises

In a heartwarming gesture of appreciation, team leaders surprised their warden teams with coffee vouchers. It was our way of ensuring that even our field staff, often on the frontlines, felt included and valued. This small act of kindness echoed through our teams, brewing positivity and a shared sense of belonging.



The Prince's Trust Breakfast: Nourishing Futures

The Prince's Trust breakfast event wasn't just about the morning feast; it was a toast to the future of young individuals.

Agena is aligned with the Trust's mission to assist young individuals in moving towards employment, education, or training.



Black History Quiz: Learning and Honouring

The Black History Quiz was an enlightening event, engaging our employees in the rich tapestry of Black heritage. This initiative was not just a learning experience but also a celebration of diversity and history, creating an inclusive workplace that honours all backgrounds.



A Year of Engagement and Compassion

Macmillan Coffee Morning: A Piece of Care

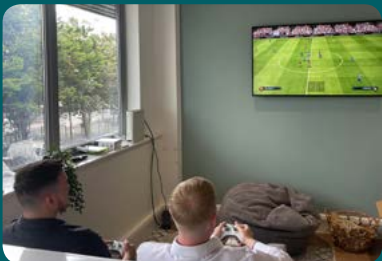
As it's becoming a tradition, offices buzzed as team pulled together and brought cakes and other sweet delights for Macmillan Coffee Morning, raising funds for cancer support.

In support of
**WE ARE
MACMILLAN.
CANCER SUPPORT**



UNICEF Gaming Day: Playful Generosity

The gaming day for UNICEF turned our workspace into an arcade of altruism. Staff members duelled in digital realms on Xbox and strategised over board games, as a way of supporting the global mission of UNICEF to aid Children in Need.



unicef
for every child

Engagement Team Members:

Adam Plews
Sales Executive

Anthony Sargent
Appeals Adjudicator

Carly Miller
Director of People Services

Dave Gilmour
Appeals Manager

Grace Louise Croxford
Customer Service Advisor

Josh Walford
Technical Support

Mohammed Ismail Ken
Area Team Manager

Nathan Hughes
Senior Sales Executive

Rachel Ingle
Executive Assistant

Rotimi Kolado
Deputy Team Leader

Ryan Parsons
Digital Marketing Executive

Shaun Bennetts
Head of Operations

Sophie Fenn
Head of Business Operations

Tiana Jarman
Appeals Adjudicator

Tilly Grover
Sales Executive

Tina Swan
People Partner - Operations

Vochescu Albert-Claudiu
Onboarding Coordinator

Social Charity and Sponsorship in 2023

The dedication of our team to fundraising and supporting causes dear to them is a standout aspect of our work culture.

This report highlights several events they have spearheaded over the course of 2023.

Table Football Donation to Children's Home

We've contributed the foosball table to a children's home in Worthing. Child First offers a nurturing environment for children aged 8-18 who have faced challenges in their early family life. The children will derive many hours of joy from this game, so it's found a wonderful new home.



Christmas Jumper Day for Save the Children at Agena Group!

In December we donned our festive best to support Save the Children's Christmas Jumper Day. It's not just about spreading holiday cheer, but also making a real impact in the lives of children who need it the most.



Sippi Sponsorship!

Sippi is proud to sponsor Higher Bebington Celtic football team. This group of lads has been together for years and competes in the local grassroots league. Their commitment to teamwork and mutual support is evident every week, and we are honoured to be a part of their journey.

Supporting Our Clients

Agena Group's commitment to social value is evident through its diverse initiatives in partnership with clients, reflecting a deep-seated commitment to community engagement and societal betterment:

Support for Lambeth Choir:

Agena contributed to the Herbert Morrison Primary School's participation in the Lambeth Music Festival, sponsoring choir uniforms and covering festival entry fees, making this students' musical experience possible.

Melloney Arnett, a teacher at the Herbert Morrison Primary School, shared:



"The concert was a huge success and we were sooooo proud of our pupils who looked exceptionally smart which was all down to 'UK Car Park Management'. We cannot thank you and your team enough for giving our school the first opportunity to wear a choir uniform. It was a great moment for our children when they removed their coats on arrival and heard echoes of 'Wow! Look at their sweat tops, they look so cool!'"



Portland Week 2022 and 2023 Participation:

Agena Group actively participated in Portland Week with boatfolk, engaging in activities to support coastal conservation and community involvement.



Literacy Enhancement in Lambeth:

UK CPM invested in literacy by donating £2000 worth of library books to an inner-city school in Lambeth, promoting reading skills among pupils and their families.

Support for NHS Anniversary:

Agena pledged £3,000 to the Barking, Havering and Redbridge University Hospitals NHS Trust, sponsoring celebrations for the 75th Anniversary of the NHS.



Nathan Hughes
Senior Sales Executive

"I'd like to think that I contribute to shifting the typical view of parking management companies. The work that day was very rewarding and I got to finally provide smiles, rather than PCNs - it's a good change!"



Nathan's Community Engagement:

Nathan from Agena Group spent a day at a local community home, painting benches and engaging with residents, providing smiles and a welcome change from his usual duties.

Sponsorship of Exeter Chiefs:

Agena Group is an official sponsor of The Exeter Chiefs rugby team, demonstrating support for local sports and community spirit.



Eco-Moorings Project:

The collaboration with boatfolk on the Eco-Moorings project is another example of Agena's commitment to environmental sustainability and client partnerships.



Agena Group and boatfolk

Fostering Future Stewards at Portland Week 2023

In alignment with our new volunteering policy, Agena Group furthered its commitment to corporate social responsibility during Portland Week 2023, in partnership with boatfolk.

This week-long celebration, aimed at safeguarding the Jurassic Coast's rich heritage, was enhanced by the spirited participation of Agena's volunteers.

Our collaboration facilitated environmental education and community engagement, with activities designed to instill a sense of stewardship for our marine ecosystems.

The event not only generated essential funds for conservation efforts but also fostered a hands-on understanding of the importance of environmental protection for future generations.



172.5kg

OF RUBBISH CLEARED OFF CHESIL BEACH

Including 724 bottle tops & 216 shotgun shells

Statistics provided by boatfolk



2023 Project Highlight: The Seahorse Trust

Agena Group: Harnessing Technology for Marine Conservation

The beginning of 2023 marked a significant milestone for Agena Group, as we ventured beyond the realm of parking solutions to make a substantial impact in marine conservation. Our collaboration with boatfolk and The Seahorse Trust exemplifies our commitment to leveraging technology for environmental stewardship.



Innovative Eco-Moorings: A Step Towards Sustainable Marine Life

In partnership with boatfolk, a marina and waterside services provider, we engaged in a groundbreaking project at Studland Bay. Our focus was on preserving the delicate seagrass meadows and the endangered seahorses that call them home. The project involved the implementation of eco-friendly moorings, a stark contrast to traditional methods that cause significant damage to these fragile ecosystems. This new approach employs a helix anchor system and lightweight ropes, minimizing seabed disruption.

Technology: The Bridge Between Conservation and Community

Central to this initiative is Agena's technological prowess. Our subsidiary, Atria, developed a unique digital solution that facilitated boaters in making donations to The Seahorse Trust.

This innovative system allows 100% of the mooring fees collected to directly support conservation efforts. This technological intervention demonstrates our ability to adapt and apply our expertise in parking technology to broader environmental challenges.

Partnership and Impact

The Seahorse Trust's Executive Director, Neil Garrick-Maidment, lauded our contribution, highlighting the significant impact of the eco-mooring project in protecting Studland Bay. Our CEO expressed pride in supporting a cause integral to our client's sustainability goals, emphasizing Agena Group's dedication to finding versatile solutions for diverse challenges.

Safeguarding the Future

This project stands as a beacon of our commitment to ESG principles, showcasing our ability to integrate environmental conservation into our business model. It's a testament to our versatility in applying technological solutions to environmental challenges, bridging the gap between business objectives and ecological responsibility.



As we reflect on this successful collaboration, we are inspired to continue exploring ways in which our technology can serve the planet, reinforcing our role as a socially responsible and environmentally conscious organization.

GOVERNANCE

Governance is a critical pillar in the foundation of Agena Group's corporate responsibility, ensuring that our strategic direction is aligned with ethical, sustainable, and transparent practices.



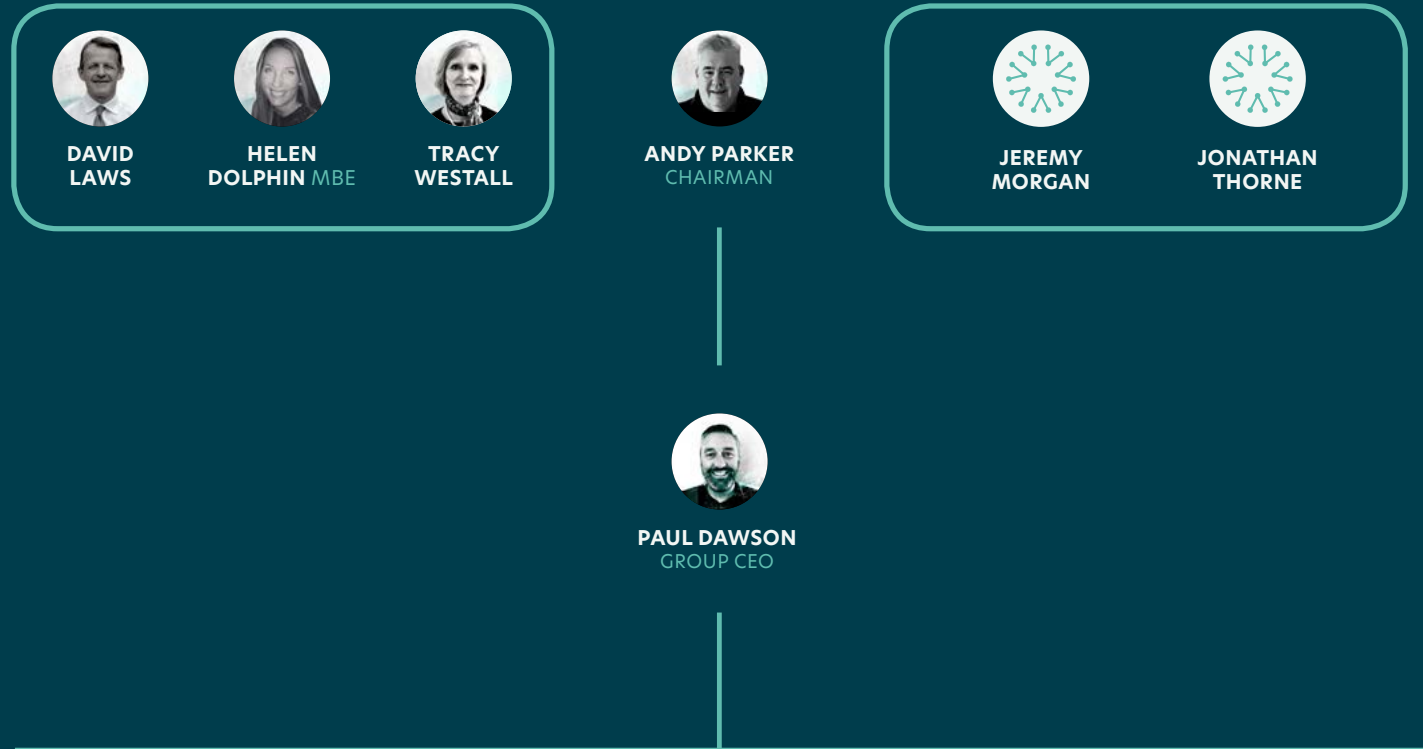
Agena Group's Leadership Team

The Agena Group Advisory Board, established in 2022, is central to this endeavor, offering independent advice and specialist insights to guide our initiatives, including those related to Environmental, Social, and Governance (ESG) concerns.

Comprised of distinguished individuals like Andy Parker, Helen Dolphin MBE, David Laws, and Tracy Westall, the board brings a diverse array of expertise. From Andy Parker's extensive financial and commercial experience to Helen Dolphin's dedicated advocacy for transport accessibility for disabled individuals, each member contributes uniquely to Agena's strategic growth and commitment to inclusivity. David Laws' broad knowledge in policy and education, and Tracy Westall's deep roots in digital and technology, further equip the board to navigate complex landscapes and enrich Agena's operational and strategic frameworks.

This confluence of leadership and expertise not only steers Agena Group towards achieving its goals but also ensures governance practices are conducted with the highest standards of responsibility and foresight.

Advisory Board



- PAUL HENSON**
CFO
- CARLY MILLER**
DIRECTOR OF PEOPLE SERVICES
- ALISON ASHURST**
PROGRAMME DELIVERY
- ALEX COOKE**
COO
- STUART MACLAREN**
CTO
- DEEP SEN**
CSO
- IAN ROBERTS**
COMMERCIAL DIRECTOR

Strategic Appointments in 2023

Tracy Westall Joins the Agena Advisory Board:

Agena Group is pleased to announce the appointment of Tracy Westall as a Non-Executive Director on its Advisory Board. Bringing 30 years of experience in the digital and technology sector, Tracy's role will focus on supporting Agena's business objectives and market disruption strategies, leveraging her extensive expertise in technology and data utilisation.



Her previous roles and recognitions, including positions at SCC plc, GBSLEP, and as Digital Leaders West Midlands Champion, contribute significantly to the board's diverse capabilities. Tracy joins existing members, enhancing Agena's commitment to leadership and innovation in the sector.



Sarah Randall Appointed as Director of Propositions and Local Authority:



With 14 years of experience in Local Government Parking and Traffic Services, she brings strong leadership and project management skills to the Business Development team.

In her new role, Sarah will focus on shaping and driving propositions, delivering client value, and expanding into new markets within the Local Authorities sector. Her career highlights include managing large teams, implementing initiatives like Clear Air Strategies and 'School Street', and earning recognition through awards like the Parking Person of the Year.

Sarah's expertise and accomplishments make her a valuable addition to Agena Group's leadership team, as expressed by CEO Paul Dawson. Additionally, she is a respected speaker, having presented at multiple national and international conferences on topics related to parking and urban mobility.

I am delighted to join the Agena Advisory Board and bring support and advice to help Agena deliver on its business objectives and support its vision to disrupt the market, deliver customer value and use data to improve the sector operation.

Agena has shown appetite to embrace new ideas putting technology and the use of data at the heart of its thinking.

I hope using my wide-ranging business experience and independent thinking so we can continue the focus on doing the right thing for the right reason and firmly cement Agena as the leader in the sector.

Zori Kostadinova Appointed as Head of Marketing and Communications at Agena Group:



With over a decade of experience in B2B tech marketing, Zori's role will be instrumental in driving the company's marketing strategies and aligning them with Agena's Environmental, Social, and Governance (ESG) goals.

Her significant achievements, including leading major market expansion, product positioning and rebranding projects within the engineering and operational consultancy sector, demonstrate her expertise in integrating marketing strategies with corporate objectives. Zori's professional qualifications in Digital Marketing and International Business Management further underscore her capability to contribute to Agena's commitment to innovation, growth and leadership in the sector.

Culture and Commitment

Our Values

Launched in 2020 with the help of our employees, our core values underpin everything we do:



AMBITIOUS

We aim for world class services



DISRUPTIVE

We're here to change the industry



ETHICAL

We do things for the right reasons



INSIGHTFUL

We use research to guide our decisions



COLLABORATIVE

We're better when we work together



INNOVATIVE

We help people see things differently

New Volunteering Policy

Agena Group's new Volunteering Policy demonstrates its commitment to employee well-being and social responsibility. Recognising team members' passions for various causes, Agena Group has introduced Volunteer Leave Days, granting employees two additional paid leave days for volunteering.

This policy aligns with the company's ESG principles and fosters a culture of giving back, supporting employees in making positive community contributions and pursuing personal growth through philanthropy. This initiative reflects Agena Group's dedication to corporate values and the well-being of its team.

Sustainability Clause

Agena Group Elevates Environmental Commitment Through Employment Contracts

Agena Group has taken a significant stride in environmental stewardship by incorporating a sustainability clause into all new employment contracts. This clause is a reflection of our pledge to minimize the ecological footprint of our operations and instills a culture of sustainability among employees. By integrating practical measures for waste reduction, energy conservation, and sustainable travel and purchasing practices, Agena Group empowers its team to actively contribute to our corporate environmental objectives daily.



Strides in Risk and Compliance in 2023

Innovative Leadership in Information Security

Agena Group has set an industry benchmark in risk and compliance management, attributed largely to the strategic leadership of our full-time qualified Chief Information Security Officer (CISO), Janet Byers. As the Data Protection Officer, Janet has implemented a Risk Management Framework aligned to ISO 27001 standards, elevating Agena's risk controls to exemplary heights.



Record of Excellence: ISO Audits and Beyond

The Group's commitment to excellence was vividly demonstrated by the results of three external ISO audits conducted in 2023, which reported zero non-conformities and just 4 areas for improvement, all 4 having been addressed within the same year. This signifies not just a robust management system but also an agile and responsive control environment.



ISO 9001
Quality Management System



ISO 14001
Environmental Management System



ISO 27001
Information Security Management System

A Testament to Strategic Risk Treatment

2023 also saw Agena Group successfully review and accept an enhanced Risk Treatment Plan.

With over 22 external audits and 30 internal audits encompassing H&S, ISO (x3), Safe Contractor, CHAS and Cyber Essential, as well as audits from the DVLA and our regulators, the Group's dedication to compliance and safety is unwavering.



Setting the Bar High

Agena Group's journey through 2023 has been one of deliberate action and strategic foresight. With a firm commitment to continuous improvement and a clear vision for the future, Agena is not just following best practices in risk and compliance in our industry; it's defining them.

The Agena Group's story is a testament to the power of strategic risk management and the role of committed leadership in navigating the complex landscape of information security and compliance. The company's ability to promptly act on recommendations and its thorough approach to audits speak volumes of its dedication to maintaining the highest standards of operational excellence.

Accreditations Added in 2023

Disability Confident:

At Agena Group, we proudly stand as a Disability Confident Employer, committed to creating an inclusive workplace that champions diversity and empowers everyone.

We're dedicated to fostering an environment where all talents are embraced and where all abilities shine. According to the World Health Organization (WHO), roughly 15% of the global population lives with some form of disability, visible or invisible.



Mindful Employer:

We are dedicated to creating a supportive workplace for all our staff members.

Now, as a proudly accredited 'Mindful Employer', we will continue shaping Agena Group to nurture a bright and healthy future for every team member.



Safe Contractor

In 2023, Agena Group attained the SafePQQ Gold Standard, showcasing its commitment to safety and compliance in the workplace. This follows our re-accreditation from AlcumusSafeContractor for excellence in health and safety. The SafePQQ Gold Standard extends beyond health and safety to include financial stability, environmental performance, and sustainability, reflecting Agena Group's dedication to ethical business practices and setting industry standards. This achievement underscores Agena Group's role as a leader in ensuring safety and ethical compliance in the parking management industry.



“ I like to consider myself the organisational memory, ensuring compliance, maintaining ethical considerations, and advising on solutions. ”



Janet Byers
CISO / DPO
(Environmental Committee Chair)

Cyber Essentials

In 2023, Agena Group achieved the Cyber Essentials Certification, a vital step in enhancing our cybersecurity posture. This certification, endorsed by the UK government, represents our commitment to robust cyber defenses, safeguarding client and company data against online threats. It reflects our dedication to high security standards and provides peace of mind for clients, ensuring their data is protected by industry-standard security measures.

As we progress, Agena Group aims to achieve the more advanced Cyber Essentials Plus in 2024, further strengthening our cybersecurity commitment in the digital landscape.



External Recognition

IPC Awards

At the 2023 IPC Conference and Awards Gala, Agena Group achieved remarkable recognition, with nominations in all four award categories. The team's diverse strengths were showcased through these nominations.

The Environmental Committee won the 'Parking Team of the Year', emphasizing Agena's commitment to sustainability. Mohsin Zafer's win as 'Parking Attendant of the Year' highlighted outstanding customer service.

Finalists Helen Moore and Dave Gilmour were also acknowledged for their contributions, Helen for her data insights and Dave for his leadership and team improvements.

The IPC Awards are a significant accolade, reflecting the highest standards in the parking sector. Agena's representation across all four categories underscores its leadership in the parking sector.



IPC AWARDS WON

Shortlisted in all 4 categories, winning 2 at the IPC Conference 2023.



Agena's Inclusion in Key Public Sector Frameworks

Atria's inclusion in ESPO and UK CPM's inclusion in NHS SBS, NFP, and ESPO procurement frameworks is a vital recognition of the company's compliance with diverse public sector requirements.

This listing affirms Agena Group's ability to meet stringent criteria in quality, cost-effectiveness, and adherence to specific sector regulations. For clients, this translates to assured quality and compliance, potential cost savings, and streamlined procurement processes.

Being part of these frameworks not only enhances Agena's market credibility but also assures clients of a pre-qualified, competitive, and regulatory-compliant service provider.



Shared Business Services



'Parking Team of the Year':
Agena's Environmental Committee



'Young Parking Person of the Year' finalist Helen Moore and 'Parking Person of the Year' finalist Dave Gilmour



'Parking Attendant of the Year':
Mohsin Zafer

A Closing Message From Ian Roberts, Commercial Director

I am incredibly proud of all the work that Agena Group has performed in the ESG space in 2023 much but not all of which, is covered in this report. As well as the things we have actually done, it has been particularly pleasing for me to witness the change in the way we think across the Group.

Yes, we are extremely motivated to deliver great services to our clients, grow, and increase our revenues but we are equally motivated to do these things in the right way, with a social and environmental conscience and holding ourselves to the highest standards of governance.

There were many highlights for me in 2023, perhaps top of my list being Agena becoming carbon neutral, 6 years ahead of plan!

Not only were we 6 years early but we also offset 20% more than our 2022 carbon footprint!

I'd also call out how pleasing it was to see our Environmental Committee receive external recognition from the International Parking Community (our industry regulator), receiving their Team of the Year Award.

2023 also saw the Group re-certificated for ISO 27001, 9001 and 14001, which is a huge achievement and provides an external authentication of our security, quality and environmental standards.

As proud as I am of the strides Agena has taken I recognise that there is always more to do and that we are far from perfect, if there is such a thing.

With this in mind, I am really looking forward to working with our teams to deliver and exceed all of our 2024 ESG objectives and extending our strategies/commitments to 2025 and beyond.

My last words are saved to give a huge thank you to all of the people across Agena who have contributed to all the great work that you read about throughout this report.

Let's go again in 2024!



Ian Roberts
Commercial Director



agenagroup.com/our-impact