



ENVIRONMENTAL, SOCIAL, AND GOVERNANCE ANNUAL REPORT

2024

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A message from Paul Dawson, Group CEO

“
Once again, we end another year of successfully delivering our ESG plan - 2024 being the final year of phase 1 of the original 3 year action plan.

We can all take pride in the significant ESG milestones we have achieved in this period and look forward to building on this to further integrate ESG considerations into everything we do within our business.

In this period, we have won multiple awards within the ESG arena - Environmental Team Awards, ISO re certification and one we are all extremely proud of, our Investors in People Award. We have continued staff development, improved retention, engaged staff with volunteering and charity events and advocated for sustainability, industry changes and innovation.

Our staff's involvement and understanding of what the business has achieved and where we want to go within the ESG

space, has been really positive and we are proud of the consideration they are showing - ensuring they are doing things in the right way for the business and our customers.

Building on such solid foundations from the work done in the last 3 years, we propose to deepen our commitment even further to help position Aena Group as an industry leader.

We have recently appointed a Sustainability and ESG lead to help guide us through the next 3 years and help deliver phase 2 of our ESG Strategy during 2025-2027. They will be focusing on our customer relationships, whilst continuing the work done before and delivering the challenging plans we have for the next 3 years.

Finally, our Environmental and Engagement committees continue to consider how we can do better, both for employees and our customers and I am hugely proud of the way we continue to improve and evolve.

To those teams, and teams across the whole business, I want to say thank you for their great work which you will now be reading about in this report.

I now look forward to working alongside our teams to deliver the next 3 years of ESG Strategy!

“
Paul Dawson
Group CEO



Introduction & Context

Executive Summary

In 2024, Agena Group achieved significant ESG milestones. Key highlights include:



External Recognition and Accolades:

Honoured with multiple prestigious awards in 2024, including CEO of the Year and B2B Business Leader at the UK Business Awards, Rising Star at the British Parking Awards, Parking Attendant of the Year at the IPC Awards, and B2B Business of the Year at the Growing Business Awards, amongst others.



ESG Performance:

Enhanced data-driven decision making and record sustainability achievements - notably reaching carbon neutrality ahead of schedule - along with improved employee and stakeholder engagement.



Transition:

100% completion of all areas of our initial 3 year ESG action plan (2022 to 2024) and the launch of our ambitious and challenging year 4 to 6 strategy.

Our ESG Commitment

Our commitment to Environmental, Social, and Governance excellence is at the core of every decision we make.

By integrating sustainability into operations and policy, we create long-term value for our clients, employees, and communities.



Evolution of Our ESG Strategy

Over the past three years, we have built a strong foundation through:

- Rigorous measurement and reduction of our environmental impact
- Innovative social initiatives to boost employee well-being and community support
- Strengthened governance frameworks for greater transparency and accountability

These achievements set the stage for our next phase, where we will further integrate ESG considerations into every facet of our business, aligning with international best practices and setting new benchmarks for sustainable performance.



Closing the Original 3-Year ESG Action Plan

Our original three-year ESG action plan laid the groundwork for embedding sustainability into every facet of our operations.

As we close this chapter, we celebrate not only the cumulative progress made over the three years but also the outstanding achievements of the past year.



Overview of the Original Plan

The plan was built around three central pillars:

Environmental:

Rigorous monitoring and reduction of our carbon footprint, enhanced waste management and recycling, and a transition to a cleaner fleet.

Social:

Initiatives to boost employee engagement, foster an inclusive workplace, and deliver significant community impact.

Governance:

Strengthening internal policies, enhancing risk management frameworks, and achieving key certifications (e.g. ISO 14001, ISO 27001, ISO 9001, Cyber Essentials).

Achievements & Ticked-Off Actions (Including Past Year Highlights)

Over the past three years - and particularly in the most recent year - we have achieved every target set out in our plan:

Environmental Achievements:

- Carbon Neutrality: We reached carbon neutral status six years ahead of schedule, a milestone that underlines our proactive approach to environmental stewardship.
- Enhanced data collection and monitoring enabled us to implement targeted measures to reduce our carbon emissions.
- Successful transition of fleet vehicles towards hybrid and electric options, along with improved recycling and waste management practices, have further solidified our environmental credentials.

Social Achievements:

- Our focused initiatives on employee engagement have seen increased participation in training and development programmes, along with the successful rollout of 8 apprenticeship schemes.
- Community outreach projects have delivered tangible social value and deepened our partnerships.

Governance Achievements:

- We have strengthened our risk management and internal policies, ensuring ESG considerations remain integral to our strategic decisions.
- The attainment of critical certifications and the expansion of board-level oversight have reinforced our commitment to the highest governance standards.



Key Learnings & Impact

Closing this action plan has provided us with essential insights:

- **Cultural Transformation:** Our journey has fostered an enduring ESG culture across the organisation, instilling a strong sense of accountability and purpose.
- **Operational Excellence:** Data-driven improvements and rigorous performance tracking have not only enhanced our operational efficiency but also driven significant environmental and social benefits.
- **Stakeholder Confidence:** Our impressive achievements have bolstered stakeholder trust and set a robust foundation for the next phase of our ESG journey.



Introducing the New 3-Year ESG Strategy (2025-2027)

Building on the solid foundation of our previous achievements, we are now setting our sights on an even more ambitious future. The new three-year ESG strategy for 2025-2027 is designed to drive further improvements across our Environmental, Social, and Governance pillars.

This phase not only deepens our commitment to sustainability but also introduces innovative initiatives that will position Agena Group as a true industry leader.

In this next phase, our focus is threefold:



Environmental:

We will enhance our renewable energy uptake, further reduce our carbon emissions through a comprehensive Net Zero Strategy, and continue to leverage technical innovations to reduce our environmental impact.



Social:

We are committed to fostering a supportive, inclusive workplace and delivering significant social value through targeted community and employee initiatives, working closely with our clients, suppliers and the communities we serve.



Governance:

We will consolidate and align our policies with global best practices, benchmarking ourselves against external internationally recognised standards.

The plan, outlined over the next pages, will guide our ESG journey over the next three years.

Each pillar of our plan has been designed to challenge Agena to continually improve its

ESG credentials over time and to ensure that what we say we will do is ultimately judged/evidenced through recognised international standards.

ESG Strategy 2025 to 2027 (Years 4 - 6)

Environment

Year 4

- Continue to strengthen data collection procedures for environmental metrics
- Engage 3rd Party specialist to calculate carbon footprint
- Maintain Carbon Neutral Certification and publish carbon footprint
- (Q1) Begin to develop Net Zero Strategy to compliment Agena's Net Zero Policy and align to best practice frameworks/standards
- Achieve 70% renewable electricity supply/usage within all office environments, including onsite electricity generation via solar panels
- Install EV charging infrastructure across all Agena premises
- Continue to transition fleet vehicles to EV/Hybrid
- Review supplier onboarding due diligence questionnaire to strengthen sustainability requirements, including requirement for carbon neutral/net zero commitments and associated action plans
- Maintain ISO 14001 Certification
- Continue to develop technical solutions that facilitate increased automation, measuring the associated reductions in greenhouse gas emissions post implementation.
- Roll out automated Fleet Hire solution to Atria clients, reducing necessity to print enforcement documentation, thus reducing greenhouse gas emissions
- Implement EV salary sacrifice scheme

Year 5

- (H1) Complete scoping assessment for Scope 3 emissions and plan actions to bridge any gaps identified
- (H2) Publish Net Zero Strategy, including near term and long-term emissions reductions targets and action plan
- (H2) Consider Science Based Target verification
- Roll out training on Net Zero Strategy and engage with all employees on these matters
- Monitor performance of other environmental KPIs (e.g. water waste etc.) and set specific targets
- Maintain ISO 14001 Certification
- Consider applying for Investors in the Environment certification
- Engage 3rd Party specialist to calculate carbon footprint and explore emerging trends
- Maintain Carbon Neutral Certification and publish carbon footprint
- Review (and align where appropriate) existing CSR policies against UN Sustainability Development Goals.
- Achieve 80% renewable electricity supply/usage within all office environments, including onsite electricity generation via solar panels
- Continue to transition fleet vehicles to EV/Hybrid
- Continue to develop technical solutions that facilitate increased automation and measure associated reductions in greenhouse gas emissions post implementation, measuring the associated reductions in greenhouse gas emissions post implementation

Year 6

- Conduct an external climate risk (physical and transitional) assessment
- Monitor progress against Net Zero action plan and update as necessary
- Monitor performance against other environmental targets set (e.g., water, waste, etc.) and update as necessary
- Achieve 100% renewable electricity supply/usage within all office environments, including onsite electricity generation via solar panels
- Maintain ISO 14001 Certification
- Engage 3rd Party specialist to calculate carbon footprint
- Maintain Carbon Neutral Certification and publish carbon footprint
- Continue to develop technical solutions that facilitate increased automation and measure associated reduction in greenhouse gas emissions post implementation
- 100% of non-commercial fleet vehicles EV or Hybrid and establish target date for electrification of remainder of the fleet

ESG Strategy 2025 to 2027 (Years 4 - 6)

Social

Year 4

- Review suite of social policies and consider consolidation in key areas
- Establish employee retention targets based upon external benchmarking
- Review and improve employee retention strategy involving external third-party expertise to address highest turnover areas
- Publish gender pay gap report
- Implement new improved employee benefits platform
- Maintain Disability Confident Employer Status
- Achieve minimum of 20% utilisation of employee paid volunteering days
- Review update and launch revised employee code of conduct
- Prepare for liP certification
- Deliver a minimum of two external social value initiatives
- Establish targets for number of apprentices employed within the business
- Review pay and remuneration policy taking account of external standards and market trends
- Create Equality, Diversity and Inclusion strategy

Year 5

- Achieve employment of people with disabilities targets
- Aim to achieve/surpass employee retention targets
- Monitor success of actions to improve employee retention.
- Consider becoming a Disability Confident Employer (Level 2)
- Achieve Investors in People certification
- Review charitable initiatives to ensure they remain aligned with Agena's corporate values and are delivering corporate aims.
- Implement agenda pay action plan, including addressing pay action plan and supporting women in menopause
- Review company pension provider with view to establishing a provider whose sustainability values and ambitions align closest to Agena's
- Achieve a minimum of 25% utilisation of employee volunteering days
- Develop and implement a responsible purchasing policy and supplier charter that supports Agena's ESG objectives setting a % of existing suppliers to undergo due diligence checks based upon the policy (all new suppliers going through the process at onboarding stage)
- Deliver a minimum of 4 external social value initiatives
- Continue to achieve targets to employ apprentices within the business
- Review and consider enhancing existing parental leave benefits
- Review pay and remuneration policy taking account of external standards and market trends
- Develop and implement a formal Wellbeing strategy
- Implement an Equality, Diversity and Inclusion strategy

Year 6

- Consider developing systems to quantify and monitor positive social impact and consider setting targets for positive social impact.
- Establish mechanism for ongoing review of suppliers' compliance to ESG requirements
- Review employee benefits scheme
- Produce and publish ethnicity pay gap report
- Aim to surpass employee retention targets
- Achieve minimum of 30% utilisation of employee volunteering days
- Deliver a minimum of six external social value initiatives
- Maintain liP certification
- Achieve target for number of apprentices employed apprentices with the business
- Monitor conformance with Equality, Diversity and Inclusion strategy
- Review pay and remuneration policy taking account of external standards and market trends
- Implement the recommendations arising from the review of parental leave benefits
- Monitor efficacy of Wellbeing strategy and review if/where appropriate

ESG Strategy 2025 to 2027 (Years 4 - 6)

Governance

Year 4

- Consider consolidation of CSR and ESG Policy documents
- Consider alignment of annual ESG report to reporting frameworks and standards (e.g., GRI, CSRD, ISSB)
- Complete internal assessment of Eco Vadis (or similar) Bronze standard and consider applying for certification
- Review/update business risk/issues policy and implement any required amendments to the controls and assurance framework
- Deliver Energy Saving Opportunity Scheme (ESOS) action plan
- Obtain Cyber Essentials Plus certification
- Maintain Safe Contractor certification
- Maintain ISO 9001 certification
- Maintain ISO 27001 certification
- Consider preparation for ISO 45001 (Health and Safety) certification
- Assess risks and opportunities to the business of AI, including creating appropriate governance policies
- Review composition of Advisory Board in line with updated strategic plan

Year 5

- Consider undertaking a double materiality assessment.
- Review CSR/ ESG policy considering the outcomes of double materiality assessment.
- Begin to align annual ESG report to reporting frameworks and standards (e.g., GRI, CSRD, ISSB)
- Complete internal assessment of Eco Vadis (or similar) Silver standard and consider applying for certification
- Implement ESOS planned actions for 2026
- Maintain Cyber Essentials Plus certification
- Maintain Safe Contractor certification
- Maintain ISO 9001 certification
- Maintain ISO 27001 certification
- Review senior leadership team make up with respect to diversity and inclusion and implement conclusions as part of succession planning
- Review Advisory Board's terms of reference and scope including alignment with Agena's ESG ambitions

Year 6

- Explore the feasibility of B Corp certification by completing an initial B Corp impact assessment
- Complete internal assessment of Eco Vadis (or similar) Gold standard and consider applying for certification
- Review suite of risk management and governance policies to ensure they remain relevant
- Fully align annual ESG report to reporting frameworks and standards (e.g., GRI, CSRD, ISSB)
- Review internal whistle blowing policy
- Implement ESOS planned activities for 2027
- Maintain ISO 9001 certification
- Maintain ISO 27001 certification
- Maintain Safe Contractor certification

Looking Ahead

Future Commitments & Sustainability Vision

As we set our sights on the long term, our vision is rooted in unwavering commitment to sustainable growth and leadership in ESG practices. We are dedicated to aligning our long-term goals with international best practice.

Our approach to the future is to be science and data led, to hold ourselves to external standards and to be transparent with respect to the achievement of our stated aims. Further we shall work with all areas of our supply chain and our clients to achieve positive and lasting change.



Stakeholder Engagement & Reporting Enhancements

We recognise that progress requires a collective effort and to enhance engagement we shall implement a series of initiatives designed to keep our stakeholders informed and involved in our ESG related aims.

Enhanced Reporting Mechanisms:

We will enhance our renewable energy uptake, further reduce our carbon emissions through a comprehensive Net Zero Strategy, and continue to leverage technical innovations to drive efficiency.

Active Stakeholder Forums:

Dedicated forums and consultation sessions will be established to facilitate open dialogue. This will allow us to gather valuable feedback, share best practices, and co-create solutions that drive our sustainability agenda forward.

Digital Engagement Tools:

By utilising innovative digital platforms, we aim to make our ESG data more accessible. These tools will enable stakeholders to track our progress continuously and engage with our sustainability initiatives dynamically.

Transparent Communication Channels:

Regular briefings and updates from our leadership team will ensure that all stakeholders remain well informed about our strategic direction and achievements.

Alignment with Global Standards:

We will continuously refine our sustainability targets in accordance with internationally recognised frameworks such as GRI, CSRD, and ISSB. This ensures that our goals are not only ambitious but also benchmarked against the highest standards of sustainability.

Innovative Environmental Initiatives:

Our future commitments include further reductions in greenhouse gas emissions, a progressive shift to 100% renewable energy, and the implementation of cutting-edge technologies to enhance operational efficiency. These measures will cement our role as a pioneer in environmental stewardship within our industry.

Culture of Continuous Improvement:

Emphasising transparent reporting and data-driven insights, we are committed to routinely evaluating our performance. This iterative process will drive ongoing improvements, enabling us to identify new opportunities and respond effectively to emerging challenges.



Sustainability Milestones in 2023

Driving Down Emissions

Key Highlights

Our 2023 emissions report, for the first time, includes “Well to Tank” emissions. When comparing 2022 and 2023 emissions excluding this newly introduced category, the underlying trend shows a decrease in emissions of some 12%.

Major Emission Reductions:

- **43% decrease** in emissions from electricity consumption, largely attributed to a shift to renewable energy tariffs at our Premier Park office and more efficient energy use across our sites.
- **32% reduction** in business travel emissions, a reflection of smarter travel policies and a push towards digital collaboration.



Agena Group is proud to achieve Carbon Neutral status for the second consecutive year!

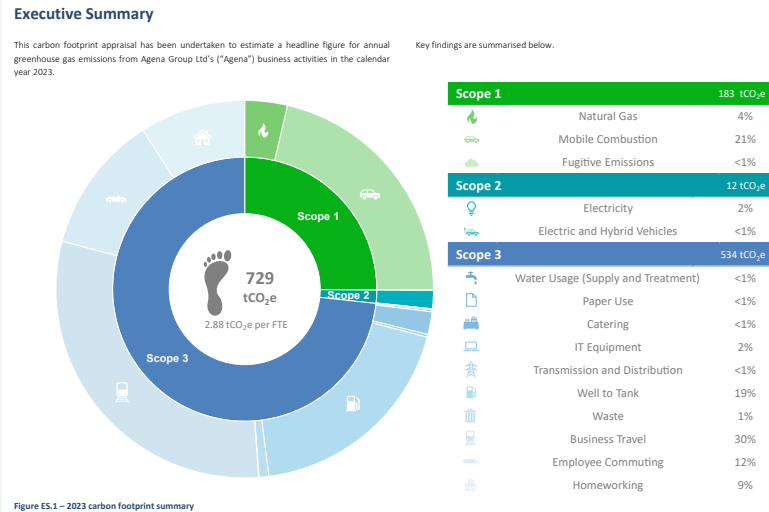


Figure ES.1 - Carbon footprint summary 2023. Reproduced with kind permission of Ensphere.

- **87% reduction** in CO₂ emissions from waste disposal, a significant milestone driven by improved waste management strategies.
- The addition of **electric vehicle (EV) charging infrastructure** across Agena premises, further enabling our teams to adopt low-emission travel.

Fleet Efficiency and Sustainable Mobility:

- A continued transition to **hybrid and electric vehicles**, ensuring that our mobile operations align with our carbon reduction ambitions.

Workplace & Commuting Emissions:

- The rise in travel-to-work emissions reflects improved data accuracy from the new employee commuting survey, providing a clearer benchmark for future decisions.



2024 Goals Re-cap:



Increase renewable energy adoption, aiming for 70% green electricity supply.



Expand our EV fleet and infrastructure to further cut emissions.



Enhance supplier sustainability through stricter ESG requirements.



Improve carbon measurement accuracy for continued progress.



Eradicating Waste





Zero to Landfill

Thanks to the dedicated efforts of **Dean Sellick**, our Assets and Logistics Co-ordinator, all waste generated across our Newton Abbot, Lancing, and Stafford sites over the past 12 months is now either recycled or recovered.

This means 0% of our waste goes to landfill!

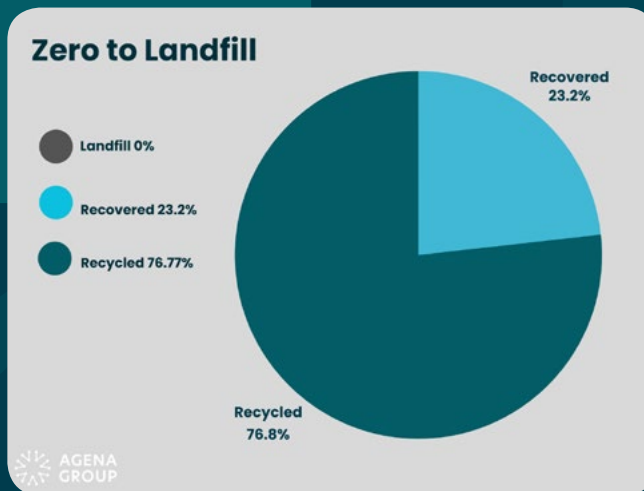
Here's a breakdown of our waste management practices:

- 
Recycling: Where possible, materials are recycled.
- 
Recovery: Non-recyclable waste is either incinerated for energy or turned into Refuse-derived fuel (RDF) or Solid recovered fuel (SRF).

This includes everything from general waste, batteries, paper, metal, uniforms, and more –all **ZERO to landfill!**



0%
of Agena Group's waste goes to landfill!



Giving Waste a Second Life: Dean Sellick's Cardboard Donation

At Agena Group, sustainability isn't just about reducing waste—it's about finding creative ways to repurpose it.

When Dean Sellick's son's school began a project comparing old and new toys, they aimed to recreate cardboard cars, inspired by those crafted by care home residents in their youth. To support the initiative, Dean donated old cardboard boxes from recent deliveries, giving them a second life in the hands of young creators.

The school expressed heartfelt gratitude, as the donated materials played a key role in bringing the project to life.

Seeing the enthusiasm of the students, including Dean's son, Fred, as they proudly built their creations, reinforced the value of reusing materials for education and creativity. Inspired by this, we are now exploring ways to partner with local schools to repurpose waste before it heads to the bins—even if recyclable.

Driving Environmental Efficiency with Fleet



In 2024, Atria launched Fleet, a groundbreaking digital solution that has significantly reduced the environmental impact of processing DVLA requests.

By shifting from traditional paper-based methods to a streamlined digital approach, Fleet has eliminated a letter per request.

Eliminating just one extra physical letter per DVLA request cuts CO₂ emissions by around 40% – saving half a tonne of CO₂ for every 30,000 requests!



This move not only reduces paper waste and postal emissions but also enhances efficiency for our clients, aligning with our commitment to sustainability.



Fleet is a key step in Agena Group's journey towards Net Zero by 2050, embedding sustainability into everyday operations while delivering smarter, greener solutions. By minimising resource consumption and optimising digital

workflows, we are not only reducing our own carbon footprint but also helping clients achieve their ESG goals. With every innovation, we reinforce our commitment to shaping a more efficient, environmentally responsible future.

0.53 tonnes of CO₂e
saved for every 30,000 requests



Reducing Energy Waste Across Agena



At Agena Group, we recognise that small, smart energy-saving initiatives can add up to a significant impact.

This year, we introduced automated lighting and smart plug systems to cut unnecessary office energy consumption.

Our new 4-in-1 WiFi extension leads allow for individually controlled smart plugs, which are scheduled to power down automatically at night. Even without an internet connection, devices can still be managed via an app, ensuring energy efficiency remains a priority.

These upgrades, alongside memory functions and sunset/sunrise scheduling, help prevent wasted electricity across our offices.

Small Changes, Big Impact

As part of a broader environmental strategy, we also made the decision to close our Cheshire office, reducing our operational footprint.

In addition, we took a more substantial step towards greener mobility, installing EV chargers at our Lancing and Newton Abbott sites and beginning the transition of Agena's fleet to electric and hybrid vehicles.

These actions reinforce our commitment to reducing emissions, embracing more sustainable transport, and ensuring that every aspect of our operations is aligned with our Net Zero ambitions.



Protecting Land and Sea

Our Commitment to Environmental Volunteering

Agena Group's commitment to environmental sustainability extends beyond business solutions, with our teams actively engaging in hands-on conservation work.

This year, volunteers from our Atria office joined forces with Staffordshire County Council at Chasewater Country Park, working to clear invasive ferns and protect vital heather habitats. Covering the equivalent of a full-sized football pitch, their efforts helped preserve this cherished natural space for future generations.



Meanwhile, at Dolphin Boatyard, another team supported the Ocean Conservation Trust and National Marine Aquarium, assisting with cleaning, planting, and feeding seagrass seedlings that will later be transplanted to restore marine biodiversity.

Whether on land or at sea, our volunteers continue to make a tangible impact, reinforcing our dedication to preserving ecosystems and driving positive environmental change.

Sippi Supports Coastal Conservation at Portland Week

For the third consecutive year, we proudly sponsored and volunteered at Portland Week, reinforcing our commitment to environmental stewardship and community engagement.

Partnering with boatfolk, we helped expand outreach efforts to educate visitors on the environmental challenges facing our marine ecosystems. This year's event saw a record 284kg of plastics and other waste removed from Chesil Beach, highlighting both the scale of the issue and the impact of collective action.

With more volunteers than ever before, including dedicated teams from Agena Group, we were able to make a tangible difference in protecting the coastline.

As boatfolk shared,

Without Sippi's support, we would not have been able to reach as many people to educate and engage with them about the environmental issues our marine environment faces.

While the increase in waste collected was disheartening, it also underscored the importance of our continued efforts. By supporting initiatives like Portland Week, we are helping to drive awareness, action, and meaningful change for the future of our coastal environments.

284kg

OF PLASTICS AND OTHER WASTE REMOVED FROM CHESIL BEACH

Statistics provided by boatfolk



Social Value



An Enriching Day at South Bret Community School Garden

Katelyn Armstrong and Sally Lowe recently spent a day volunteering at the **South Bret Community School Garden**, a long-standing initiative run by Sustainable South Brent.

Their hands-on involvement reflects our commitment to community engagement and environmental education. Working with children aged 4-7, they helped plant sweetcorn, harvest fruits and vegetables, and teach the importance of composting—all while embracing the joys (and muddy hands) of gardening.

Entirely volunteer-run, the Community School Garden plays a vital role in promoting healthy eating and outdoor learning. Feedback from the organisers praised Katelyn and Sally for their enthusiasm and dedication, reinforcing the positive impact of employee volunteering.

We are proud to support initiatives that enrich local communities and inspire the next generation.



Sippi Sponsorship Return



Higher Bebington Junior FC is back in action for another season, proudly sporting their kit once again as they take on the competition.



Supporting the Sylvia Beaufoy Centre

Through our partnership with **Hyde Housing Ltd's Match My Project scheme**, Premier Park has donated two sofas and a cool box to the **Sylvia Beaufoy Centre** in Petworth.

Thanks to the efforts of **Emma Jane Sheridan**, these contributions help create a more comfortable and welcoming space for young visitors. Small actions can lead to big changes—we're proud to support initiatives that make a difference in the community.



Continuing Our Support for Young Talent with Hyde Housing

For the second year in a row, **UK CPM** has proudly supported **Herbert Morrison Primary School** as part of our social value initiative for **Hyde Housing**.

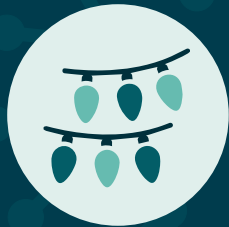


This year, we helped facilitate their **Saturday Choir Club** performance at the **Royal Festival Hall** in London, ensuring these talented young singers had the opportunity to showcase their dedication and passion for music. Watching them rehearse on their way to the event was a reminder of why we continue to invest in initiatives that make a real difference. Last year, we sponsored their participation in a music festival, and it's been incredible to see their journey continue.

At UK CPM, we are committed to supporting education and community projects that inspire young learners, nurture talent, and create meaningful opportunities. We look forward to many more initiatives that bring value to the communities we serve.

Spreading Festive Cheer: UK CPM Volunteers at Heart of Sidley's Winter Event

At UK CPM, giving back to local communities is a core part of our values, and this year, our team was proud to support Heart of Sidley's Winter Festive Event, in partnership with Southern Housing.



A team of volunteers stepped up at the last minute, ensuring the event could welcome over 1,000 local residents to enjoy hot food, festive activities, and winter warmer gift bags.

Our volunteers played a key role in setting up decorations, preparing refreshments, assisting with activities, and marshalling during the tree lights switch-on. Their enthusiasm and hard work were recognised by event organisers, who expressed their gratitude for the difference our support made.

This is exactly the kind of initiative we are committed to—bringing people together, creating positive social impact, and supporting the communities in which we work.

We look forward to returning next year!



“

We cannot thank you enough for the huge difference your support made. Your team's energy and enthusiasm were incredible, and having so many hands truly made light work of the day for us!

Because of your willingness to step in at the last minute, we were able to provide the promised numbers and help as many people as we had hoped.

Seeing over 1,000 residents come together to enjoy hot food, festive activities, and take home winter warmer gift bags was a special moment, made possible with your help.

We're so pleased you're keen to do the same with us again next year—thank you, thank you, and thank you again!

Tanya Vice Project Coordinator, Heart of Sidley

”



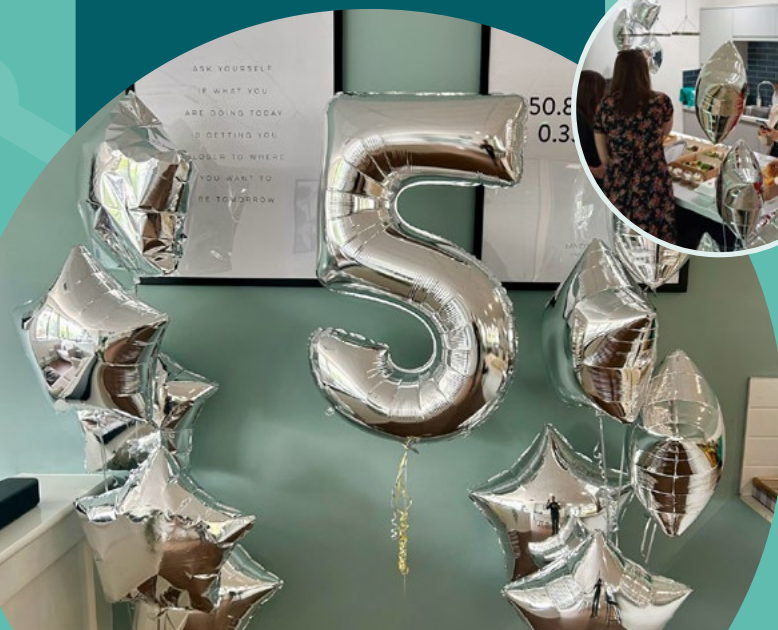
Bringing People Together: Celebrating, Competing, and Engaging

At Agena Group, social engagement is at the heart of our culture, and 2024 was a year filled with celebrations, community spirit, and a touch of healthy competition.

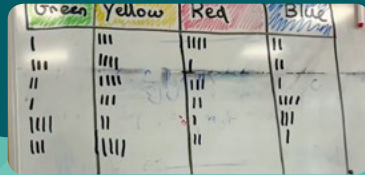
From our annual Easter egg hunt in Lancing to Christmas Jumper Days and marking five years of Agena Group across all offices, we made sure to celebrate key moments together.



5 years of Agena Group!



Agena Office Olympics



Easter Egg Hunt!



Supporting Save the Children



This year also brought the Euros and the Olympics, giving us the perfect excuse to embrace the competitive spirit.

Alongside the usual office sweepstakes, we took things a step further by hosting our very own Office Olympics outdoors, where teams went head-to-head in a series of fun challenges.

It was a fantastic way to bring colleagues together, promote teamwork, and create lasting memories—all while embodying the Agena spirit of collaboration and camaraderie.

Engaging, Leading, and Advocating for Change

In 2024, Agena Group's leadership and experts took centre stage across various platforms, championing sustainability, industry advancements, and thought leadership.

Katie Britto represented our commitment to marine conservation by speaking at the **South West Marine Fest Conference** in May, where she shared insights into our environmental contributions and goals for restoring and protecting marine ecosystems along the UK coastline.

Her participation underscored our dedication to sustainability and collaboration with conservation initiatives.



Meanwhile, **Sarah Randall** played a key role in shaping the future of the parking and mobility industry, leading panel discussions at **Parxex 2024** and several **British Parking Association (BPA)** events.

As Chair of the TTF Smarter Parking Group and the Technology, Innovation, and Research Board, Sarah continues to drive conversations on industry advancements and policy development.



LinkedIn Live



Paul Dawson
CEO
Agena Group



Sara Roberts
Head of Conformity
Assessment Body Transition
British Parking Association



Will Hurley
CEO
The International
Parking Community



13TH JUNE 2024
12:30PM

CLICK 'ATTEND' NOW



BEHIND THE WHEEL

**Driving Change Together:
Elevating Industry Standards
in Parking Management**

LIVE WITH

Paul Dawson

Adding to our thought leadership efforts, **Paul Dawson** launched his own **LinkedIn Live series**, providing exclusive insights, discussions, and interviews from behind the wheel of Agena Group, engaging audiences on key industry trends and the future of mobility.

Through these engagements, our team is influencing change, driving innovation, and reinforcing Agena's position as an industry leader.

Developing Talent from Within

About Agena Ascend

Agena Ascend underscores our belief in nurturing a skilled and engaged workforce, offering both new recruits and existing colleagues a structured pathway to personal and professional growth. Through a carefully balanced programme of classroom-style instruction, real-world application, and continuous mentorship, participants gain recognised qualifications while simultaneously enhancing the agility and insight of our wider business. This holistic approach champions ethical practice,

collaboration, and innovation—ensuring every member of our team has the resources and support to excel. At its core, Agena Ascend is about doing business for the right reasons. By prioritising development, we create opportunities that go well beyond traditional training, focusing on long-term enrichment and resilience. The result is a vibrant environment where everyone can thrive, cultivating future leaders who share our commitment to delivering first-class service and creating meaningful social value in the communities we serve.



Joshua Potts
People and Recruitment
Coordinator Apprentice
2024 Apprentice

“
Agena’s support, both internally and externally, has been incredible, it’s made all the difference in my apprenticeship journey.
”



Bright Stars

Since 2021, Agena Group’s Bright Star programme has connected experienced leaders with aspiring professionals to mentor, develop skills, and foster career growth.

Led by our Heads of Department, this initiative promotes a culture of continuous learning, ensuring that talent is nurtured and future leaders emerge from within our organisation. As we continue to invest in our people, this programme remains a cornerstone of our culture, driving development, innovation, and long-term success.



Ross Aitchison
Junior Commercial
Manager
2024 Apprentice

“
I’m learning new theories that are changing how I approach my work.
”

“
Agena’s support has made juggling work and study so much easier.
”

A Year of Recognition: Agena's Award-Winning 2024

At Agena Group, we strive for excellence in everything we do—whether it's delivering outstanding service, driving innovation, or championing our people.

This year, our efforts have been recognised across multiple prestigious industry awards, celebrating our leadership, growth, sustainability, and commitment to developing talent.

Leading from the Front:

CEO Paul Dawson was honoured with 'CEO of the Year' at the UK Business Awards, while also securing the 'B2B Business Leader of the Year' title.

These accolades highlight Paul's visionary leadership, dedication to innovation, and the transformative impact he has had on the industry.



Driving Business Growth:

Agena's continued expansion and success were recognised at the **Growing Business Awards**, where we proudly won 'B2B Business of the Year - Large' and 'Investors-Backed Business of the Year'.

Additionally, at **Grant Thornton's Sussex Limited 2024**, Agena was ranked in the **Top 40** for both **Turnover Growth** and **Average EBITDA Margin**, reinforcing our financial strength and sustainable growth trajectory.



Investing in Future Talent:

Our commitment to developing the next generation of talent was recognised at the **National Apprenticeship and Skills Awards**, where **Andrzej Paszek** was named a **regional finalist** and highly commended in the 'Apprentice of the Year' category.

His achievement underscores the success of our Agena Ascend Apprenticeship Programme and our focus on nurturing emerging talent.



A Year of Recognition: Agena's Award-Winning 2024

Excellence in Parking and Facilities Management:

Agena's industry-leading work in parking and facilities management was celebrated at the **British Parking Awards**, where **Andrzej Paszek** won the *'Rising Star Award'*, reflecting his outstanding contributions and bright future in the sector.

Mohsin Zafer was also named a finalist in the *'Front Line Award'*, showcasing the dedication of our frontline team.



Above, from left to right; finalist Mohsin Zafer, winner Andrzej Paszek and COO Alex Cooke

british parking awards 2024 WINNER

IPC Awards

At the IPC Awards, Agena secured *'Parking Attendant of the Year'* for the second consecutive year—this time won by **Stacey**, following Mohsin's victory in 2023.

This back-to-back win reflects the unwavering professionalism and commitment of our team.

Additionally, **Cara** was a finalist for *'Young Parking Person of the Year'*, and our Studland Bay environmental project was recognised as a finalist in the *'Special Projects Award'*.



Looking Ahead

These awards are a testament to the hard work, passion, and innovation that define Agena Group.

Each recognition reflects the dedication of our teams, leaders, and apprentices, and we are immensely proud of everyone who contributed to this year's achievements.

As we look forward, we remain committed to pushing boundaries, delivering excellence, and leading the way in our industry.



A Commitment to Inclusion, Integrity, Respect & Wellbeing

Embracing Neurodiversity:

During Neurodiversity Week, Agena Group reaffirmed its commitment to an inclusive workplace, celebrating the unique strengths that neurodiverse individuals—including those with autism, ADHD, and dyslexia—bring to our teams.

We launched a dedicated **Neurodiversity Policy**, providing guidance, resources, and learning opportunities to enhance support and awareness. Our teams actively engaged in discussions and activities, deepening organisational understanding.

Further demonstrating our commitment, in 2024 we introduced Neurodivergent Passports. These personalised documents outline specific workplace adjustments, communication preferences, and sensitivities of neurodivergent colleagues, enabling effective dialogue with managers and fostering a supportive environment aligned with our core ESG values.



Prioritising Mental Wellbeing: Strengthening Leadership with MHFA Training

At Agena Group, mental health is a key pillar of our people-first approach, and in 2024, we took a significant step forward by training the remaining half of our People Managers as **Mental Health First Aiders (MHFA)**. With this milestone, our entire leadership team is now equipped to recognise, support, and proactively manage mental wellbeing within their teams.

The impact has been clear—our leaders are more engaged in

monitoring and supporting mental fitness, fostering a healthier, more resilient workplace. As a result, we've seen a reduction in absence rates and a positive shift in how mental health is discussed and prioritised across the organisation.

By embedding mental health awareness into our leadership culture, we continue to create a more supportive, open, and productive work environment for all.

Agena's New Code of Conduct:

In 2024, Agena Group launched a new **Code of Conduct**, reaffirming our commitment to ethical behaviour, integrity, and respect in all interactions with colleagues, clients, and the community. This guiding framework embeds transparency, fairness, and accountability into our daily operations, reinforcing stakeholder trust and promoting a positive, ethical workplace culture as we grow.



Partnering for Trans Inclusion:

We're proud to announce our partnership with **Trans in the City** to provide a comprehensive, free Trans Inclusion e-learning course to all our employees.

Created in collaboration with **Cool2BTrans** and **Global Butterflies**, this optional course explores the fundamentals of trans and non-binary awareness through the lived experiences of trans and non-binary role models and allies.

It covers the science behind gender identity, personal and societal impacts, and practical guidance on how we can effectively support our colleagues. At Agena, initiatives like these underline our dedication to building a respectful, inclusive workplace where everyone feels valued, understood, and empowered.

Investors in People: A Commitment to Excellence



Achieving the Investors in People (IiP) Award is more than just recognition –it’s a testament to the culture we’ve built at Agena Group. This accreditation reflects our dedication to continuous improvement, employee development, and creating an environment where our people can thrive.

By embedding best practices in leadership, engagement, and growth, we empower our teams to reach their full potential, ensuring that Agena remains a great place to work and grow.

This achievement reinforces our commitment to investing in our people, because we know that when our people succeed, so does our business.



Carly Miller
People Services Director

“ 2024 has been a remarkable year for Agena Group, marked by significant achievements and growth. Our commitment to learning and development has been at the forefront of our success from a people perspective, driving innovation and excellence across the organisation. 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 and we are delighted to have seen an increase in external recognition in 2024. ”

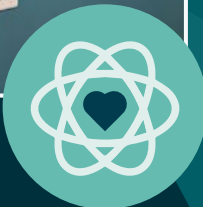
INVESTORS IN PEOPLE[®]
We invest in people Standard



Proudly achieved the Investors in People (IiP) Award



Living our Values



Not Just a Poster on the Wall



AMBITIOUS
We aim for world class services



DISRUPTIVE
We're here to change the industry



INSIGHTFUL
We use research to guide our decisions



COLLABORATIVE
We're better when we work together



INNOVATIVE
We help people see things differently



ETHICAL
We do things for the right reasons

Listening to Our Clients: Insights from Our Quarterly Survey

In 2024, Agena Group launched a quarterly client survey and newsletter, reinforcing our commitment to continuous improvement and open communication.

Last year's survey results showed a 34% engagement rate, with **76.6% of respondents rating our service 4 or 5 stars.**

Clients were invited to evaluate us against our Group values, with **Collaboration** receiving the highest overall score, followed by **Ethical**.

These insights help us understand what matters most to our clients, ensuring we continue to build strong partnerships and deliver outstanding service.



76.6%

of respondents rate our services 4/5 or 5/5 stars



or



Agena Group's Leadership Team 2024

Advisory Board



DAVID LAWS

HELEN DOLPHIN MBE

TRACY WESTALL

ANDY PARKER
CHAIRMAN

JEREMY MORGAN

JONATHAN THORNE



PAUL DAWSON
GROUP CEO



PAUL HENSON
CFO



CARLY MILLER
DIRECTOR OF
PEOPLE SERVICES



ALEX COOKE
COO



STUART MACLAREN
CTO



DEEP SEN
CSO



IAN ROBERTS
HEAD OF ESG
& COMPLIANCE



CRAIG JOHNSON
STRATEGIC
DEVELOPMENT
DIRECTOR

A Closing Message from Ian Roberts, Head Of ESG & Compliance

**Wow, how time flies!
In what seems like
the blinking of an eye,
Agena has successfully
completed its initial
3-year ESG strategy.**

I am incredibly proud that Agena has delivered against all of the targets it set itself a little over three years ago.

All that you see presented in this report (and the two prior reports) simply could not have been achieved without the commitment and effort of many, many individuals across the Group, too many to mention individually here however, special mention must go to Agena's Environment and Engagement Committees and Agena's Senior Leadership Team.

Looking to the future, I am also very proud of Agena's 2025 to 2027 ESG plans. I believe that these plans are very challenging for the Group however, time has taught me that it's often the difficult things that are most worth doing and turn out the most rewarding.

Ian Roberts
Head Of ESG & Compliance



“ I am incredibly proud that Agena has delivered against all of the targets it set itself a little over three years ago.

Ian Roberts Head Of ESG & Compliance



**AGENA
GROUP**

agenagroup.com/our-impact