



ENVIRONMENTAL, SOCIAL, AND GOVERNANCE ANNUAL REPORT

2022

“Our commitment to ESG is part of our overall culture and the desire to add value, improve service and transform business, in every way we can.”

Paul Dawson, Group CEO



A message from Paul Dawson, Group CEO



Paul Dawson Group CEO

I could not be more pleased to directly lead our ESG three-year strategy at Agena. The ESG objectives embedded across the organisation form a core part of everyone's role. While recent times have been tough for business, I am convinced that the time we have chosen to dedicate to implementing the Agena ESG strategy is time well spent.

We all have a personal and corporate obligation to ensure we do everything we can to support delivering and providing a more sustainable future.

Our commitment to ESG is part of our overall culture and the desire to add value, improve service and transform business, in every way we can.

I firmly believe ESG will become a core part of our growth plans in the future.

Our strategy and the tangible deliverables we are committed to deliver has given Agena a real focus on how we can; reduce impact upon the environment, deliver positive social outcomes, better manage our business and develop/support our people.

Paul Dawson Group CEO

Contents

Moments That Made Us	4-5
3 Year Plan	6-7
Our Journey So Far	8-9
Environment	10-17
Social	18-27
Governance	28-33

MOMENTS THAT MADE US...



“

The way we do business is as important to Agena as the business we do. I couldn't be prouder of the work that has gone into developing our 3-year ESG strategy and witnessing the enthusiasm and dedication from the business to make this a core part of our day to day.

2022 was a seminal year for Agena. Holding ourselves to the highest standards both as an operator within our industry, a business in our communities and, as an employer, has fast become our 'normal'. What we hope this inaugural report shows is our commitment to continued improvement and development and the direction we believe we should be heading for a positive future.

For me, personally, there are several stand-out moments that have defined 2022 across the Group.

Real Living Wage Employer

Last year we committed to meeting the Real Living Wage standards for all employees and contractors. This is the only Living Wage that considers the real cost of living and during uncertain times we know, as a business shortly to exceed 250 employees, it's our responsibility to lighten some of the burden for our people in any way we can.

Raising the Bar in Governance

Whilst the Group has always had a firm focus on governance, last year we went further and set an even higher bar through formal ISO accreditations in Quality Assurance, Security and Environment. In doing so we hold ourselves to the highest accountability for doing business in the right way over and above the standard requirements.

Adding Social Value to Clients

2022 has become synonymous with partnering with our clients to help them meet their own ESG goals. Alongside our own plans of becoming carbon-neutral by 2030 and net zero by 2050, we have committed to helping clients with reviewing their own carbon-footprint and provide the business incentives and solutions toward a more sustainable future. We've also seen our employees roll up their sleeves to contribute to our clients' volunteering initiatives and fundraisers whilst Agena has also committed to contribute financially towards their efforts.

This is our first formal ESG Report for the Agena Group and we hope you agree it sets a high standard that we are excited to build on for the future.

”



Ian Roberts Commercial Director

THREE-YEAR ACTION PLAN

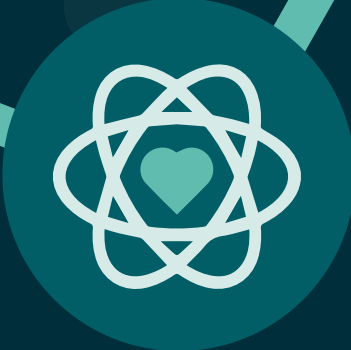
Our Journey So Far

We have put together an ESG action plan for the next 3 years.

In our first year we completed all but one of our actions and are on track to hit our targets for 2023.

	Year 1	Year 2	Year 3
Governance	<ul style="list-style-type: none"> 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 ✓ 	<ul style="list-style-type: none"> 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 Consider implementing separate anti-competitive behaviour policy 	<ul style="list-style-type: none"> Consider rolling out training regarding business ethics (anti-bribery, etc) Consider publishing ESG/ CSR report Consider diversification of Board by appointment of female member (through suitable succession planning)
Social	<ul style="list-style-type: none"> Consider inclusion of certain key ESG requirements for smaller suppliers ✓ Developing recruitment strategies internally and externally-supporting career development ✓ Formalise staff engagement strategy (including site wardens) ✓ Review positive social impact initiatives (internally and externally) ✓ 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 ✓ 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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

Our Journey So Far



1. OUR VALUES

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

AMBITIOUS

DISRUPTIVE

ETHICAL

INSIGHTFUL

COLLABORATIVE

INNOVATIVE



2. EMPLOYEE-LED ACTION

The formation of our Employee Engagement Team (2019) and Environmental Committee (2020) harnessed the passion of our employees who push the business to go further.



3. POLICY, STRATEGY & ACTION

Launched in 2022 our CSR Policy, ESG strategy and 3-year action plan formalised the initiatives already taking place and provide a clear roadmap to achieving our goals.



4. REAL LIVING WAGE EMPLOYER

In the same year we committed to meeting the Real Living Wage Standards for all employees and contractors.



5. BENCHMARKING

...and we set our benchmarks by measuring our carbon footprint for the first time, achieving ISO 27001, 14001 and 9001 certification, and Surveillance Camera Code of Practice.



6. THE FUTURE

With the first year of our ESG Action Plan complete we are on our way to reaching our long-term goals of becoming carbon neutral by 2030 and Net Zero by 2050.



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

In 2022 we benchmarked our carbon footprint for the first time. Armed with this data we are now able to focus our efforts in reducing our carbon footprint year on year with the aim of becoming carbon neutral by 2030 and Net Zero by 2050.

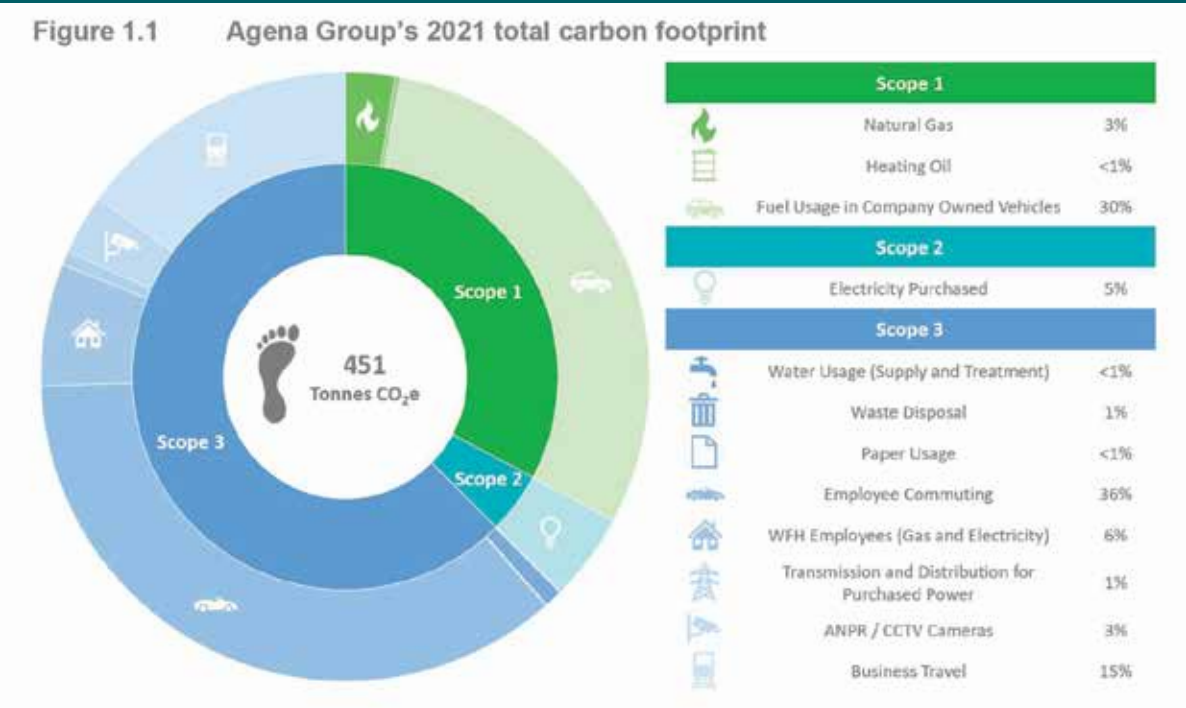


Figure 1.1 - Carbon footprint summary. Reproduced with kind permission of Ensphere.

Environment

Environmental Committee

The Environmental Committee was set up to harness the passion of our employees and to continue to push the business in going further to reduce our impact on the environment.

Our 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.

“We’re very fortunate to have so many passionate members and a CEO that challenges the committee to think big and push hard for the changes that will improve Agena’s sustainability credentials.”

Janet Byers
CISO / DPO
(Environmental
Committee Chair)



Group Members



Alison Ashurst
Projects &
Integration Director



Jack Chapman
Commercial
Manager



Evangeline Moore
Warden Operations
Admin Assistant



Ian Roberts
Commercial
Director



Lana Hands
Appeals Adjudicator



Paul Dawson
Group CEO



John Bufton
Payroll Co-ordinator



Sally Lowe
Sales Support
Executive



Josh Walford
Technical Support



Sarah Brumpton
Sales Support
Executive



Tania White
Customer Service
Advisor



Ross McLaughlin
Account Manager



Paul Parnell
Group Product
Manager



Dean Sellick
Technical Support
Engineer



Kieran Moon
Business Consultant



Chris Bateman
Head of Business
Development, Atria



Sam Lake
Field Service
Engineer



Environment

Our Achievements in 2022

Reduce, Reuse, Recycle:

We increased recycling in areas including waste metals, WEE waste, used coffee pods, toner cartridges, batteries, lights and used uniforms. Our Premier Park operation sees none of its waste end up in landfill.

Clean Fleets:

We are actively moving our fleet vehicles to Hybrid or Electric Vehicles as their current leases expire.

Greener Supply Chains:

Our reviewed supplier onboarding process and due diligence has a new focus on ESG credentials, encouraging our suppliers to commit to ESG and ISO standards.

Better Data:

Improved data collection in areas such as travel, mileage and energy consumption to enables us to make informed decisions on how to reduce our future emissions.

Water Cooler Moments:

Water coolers are being removed from our offices in a bid to reduce the use of plastics and power requirement - but we still very much encourage 'water cooler moments'!



125kgs of old warden uniforms have been recycled as industrial rags for cleaning

Portland Beach Clean:

In August 2022 volunteers from across the Agena Group took part in a beach clean-up in support of our client, boatfolk, and Clean Jurassic Coast. We also co-sponsored their water haul workshop to make litter pickers for the beach clean and donated £2 for every ticket sold for the workshop.



It was fantastic to be able to take part in the beach clean with boatfolk. Not only was it great fun, but it gave us the opportunity to work closely with them on something other than car park management and to contribute to a cause close to their hearts.

Alannah Jeffries
Business Development Support Manager





Environment

Where Next?

Our Pledge to Carbon Neutral and Net Zero

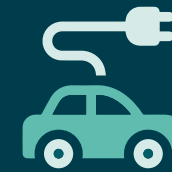
We have set an ambitious target of becoming carbon neutral by 2030 and Net Zero by 2050. Over the coming years we pledge to:



Work with our landlords to improve the energy efficiency of our offices or look to move to locations with outstanding green credentials.



Investigate green energy suppliers to power our buildings.



Incentivise employees to switch to EVs through the installation of charging points at our offices and possible EV leasing schemes.

Helping Our Clients

Being part of our clients' infrastructure gives us a unique opportunity to help them reduce their own carbon footprint through the technology and solutions we provide. This is something we're passionate about.

We pledge to:



Encourage the use of energy-reducing technology including payment apps and QR codes as opposed to energy hungry payment terminals.



Facilitate effective EV charging strategies for our clients through our partnership with specialised EV installation consultants.



Promote the use of solar-fuelled solutions for technology such as Automatic Number Plate Recognition (ANPR) cameras.



Incentivise EV usage through dynamic car park tariffs based on vehicle emissions.

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. Below are just some of the initiatives we have been proud to be involved in throughout 2022.

Our Clients: more than just car park management



Donate £1 per paid Parking Charge Notice towards their nominated ESG initiatives either via a cash donation or supplying goods or services. This is estimated at around £26,000 across the contract term with a guaranteed £10,000 minimum value.



Contribute to the refurbishment of community spaces with a commitment to assist on 2 small projects and 1 large during the contract term, supported by up to 3 Agena volunteers.



Work with the housing associations to design and deliver 1 annual workshop on a topic that will benefit their residents, for example enhancing employability.



Offer a minimum of 3 closed recruitment rounds per year to housing association residents for our Warden vacancies.

North Middlesex University Hospital:

When we approached long-standing client, North Middlesex University Hospital, to see how we could best add value to them, they told us about their night-shift nurses struggling to complete their desk-based work in darkness. We were proud to donate 70 desktop lamps to the hospital allowing nurses to continue their vital work whilst not disturbing patients as they sleep.



Our Employees:
more than just a place to work

Real Living Wage

In 2022 we committed to meeting the Real Living Wage standards for all employees and contractors. This is the only Living Wage that considers the real cost of living and during uncertain times we know as a business with over 250 employees, it's our responsibility to lighten some of the burden for our people.



Bright Stars Mentorship

Our Bright Stars mentoring scheme matches aspiring employees with experienced leaders across the Group for a 12-month structured mentoring relationship with 360 feedback, Gallup's Strength Assessment and support by external training providers if needed.



Tayla Wray
Account Manager Team Lead
2022 Mentee

“Bright Stars has exceeded my expectations. I have achieved so many personal wins and overcome fears that would previously hold me back from putting myself forward for opportunities.”



**2 Apprenticeship
roles filled in 2022**

Our Apprenticeship Program

2022 saw the launch of our Apprenticeship program designed to offer development opportunities to employees as well as a way of attracting new talent. As a business we recognise how powerful a tool the Apprenticeship scheme is for professional development both internally and externally.



Adam Plews
Sales Executive
2022 Apprentice

“This apprenticeship has given me the opportunity to pursue a job that I never thought I could get, as well as improve myself and my skills. Already in such a short space of time I have pushed myself in ways I never thought I would, have met some amazing people, and built a strong relationship with colleagues and clients.”

Agena Group Employee Survey



Carly Miller
Director of People Services

“ It is our responsibility to ensure we are moving in the right direction as a business for our employees. ”

Finding out how we can do better, directly from our employees, and acting upon this is a priority. Our Annual Engagement Survey is one way we do this. Using a range of qualitative and quantitative questions, we have gained a better understanding of what Agena is doing well and what areas we can improve upon in 2023.

What our employees like about Agena;

82.4% agreed or strongly agreed they were treated with respect as an employee

81.8% feel that if they raise a concern about ethics and integrity, their employer will do the right thing

81.4% feel they can make changes to the way they work, if it helps them be more productive

79.2% understand the groups aims in relation to minimising its impact on the environment

76% of employees think that Agena promotes a healthy work life balance



2022 Employee Engagement Survey

Overall, the 2022 Employee Engagement results were encouraging. 92% of people understand what behaviour is expected of them at work.

Our employees felt, there was no immediate priorities for us in becoming more diverse and we saw an improvement of 18% from 2021 on how the Group offer support and flexibility to our team members with caring or parental responsibilities.

How we can improve?

The results suggest we still have work to do, with compensation, communication and leadership training identified as the lowest scoring areas. Our 'You said; We will do' action-plan details our ongoing commitments for 2023 including:



Continued commitment to meet the Real Living Wage standards.



Full review of approach to benefits and recognition as part of our wider people strategy.



Investing in development and training programs for our people managers.



Social

Engagement Team

Set up as a result of the first Annual Engagement Survey, the Employee Engagement Team represents different parts of the business with the aim of nurturing our culture and driving events and fundraising activities for the Group.

“ Being part of an ‘extracurricular’ team such as this within the Agena Group has helped me grow as a person, as an Account Manager and as a colleague and I couldn’t recommend it enough. It has taught me things that I wouldn’t have got from my Account Manager role!

Faith Paine Senior Account Manager

Meet The Team:



Carly Miller
Director of People Services



Ashleigh Clements
Sales Support



Dave Gilmour
Appeals Manager



Faith Paine
Senior Account Manager



John Bufton
Payroll Coordinator



Rachel Ingle
Executive Assistant



Victoria Menzies
Account Assistant

‘World’s Biggest Coffee Morning’ Fundraiser

Our Macmillan Coffee Morning raised £196.



Review of 2022

Employee Community

We are proud of the workplace culture at Agena. We prioritise recognition for the incredible work delivered by our teams whilst creating a positive working atmosphere to help all our members thrive.

Employee Appreciation Day

On 4th March 2022 we encouraged the team to say ‘thank you’ to at least one colleague, whether that be over Teams, in person or on the phone.



‘Brilliant Breakfast’ Fundraiser

Team at our UK CPM office coming together for a breakfast to raise money for The Prince’s Trust.



Social

A Focus on Mental Health

Supporting our employees' mental health is a priority for Agena especially as we continue to feel the after-effects of the global pandemic.

Alongside formal support through our Employee Assistance Programme, we run initiatives to raise awareness and spark positive discussions across the business.



In 2023 we have committed to investing in mental health first-aider training for all people managers.

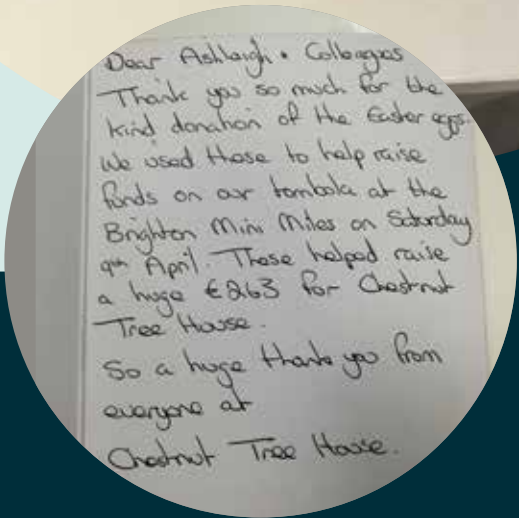
Giving Back

Our employee effort for fundraising and giving back to causes close to their hearts is an exceptional part of our work culture. These are just a few of the events they have organised throughout 2022:



Easter Egg Drive for Hospice

Employees donated Easter eggs in aid of a local children hospice, Chestnut Tree House. The eggs were used as a prize in a raffle and raised £263. Chestnut's goal is to provide the best quality of life for children, young people and their families, and to offer practical, social and spiritual support throughout each child's life.



Ukraine Appeal

Like many others, the situation in Ukraine and the impact on thousands of individuals and families galvanised our employees to contribute to the relief effort. We asked people to auction their time, skills or knowledge with a live auction broadcast across the Group. The auction was a huge success, raising £1,990 for the Red Cross.

STAND WITH UKRAINE



THANK YOU. LET'S STAND TOGETHER AND DO WHAT WE CAN TO HELP.

Lunch & Learn: Reducing Stress

This interactive and accessible 'Lunch & Learn' workshop for our employees delivered by an external trainer, focussed on recognising the signs of and reducing stress. It provided employees with a practical toolkit to lean on whenever they need it and was delivered in response to feedback around rising stress levels amongst the teams.

Stress Survey

We published our Stress Survey to gain a deeper understanding of some of the issues highlighted during the Lunch & Learn session which helped us to understand how we could go further to support our teams. As a result, a number of new initiatives were rolled out across the Group including:



People Manager training on proactive conversations with reports and encouraging speak-up culture.



Launch of our well-being champion network with employees.



Launch of a buddy system to support new starters and employees returning from work after leave.

30-Day Wellbeing Challenge

The 30-Day Wellbeing Challenge prompted employees to prioritise their emotional and physical wellbeing. Challenges included mindful meditation, lunchtime walks and a beginners' yoga session.



Buddy System

Our new Buddy System helps new employees and returners feel welcome and supported by giving them a partner who serves as their hub of information. Their buddy can answer their questions, help them find their way throughout the workplace and introduce them to other colleagues.

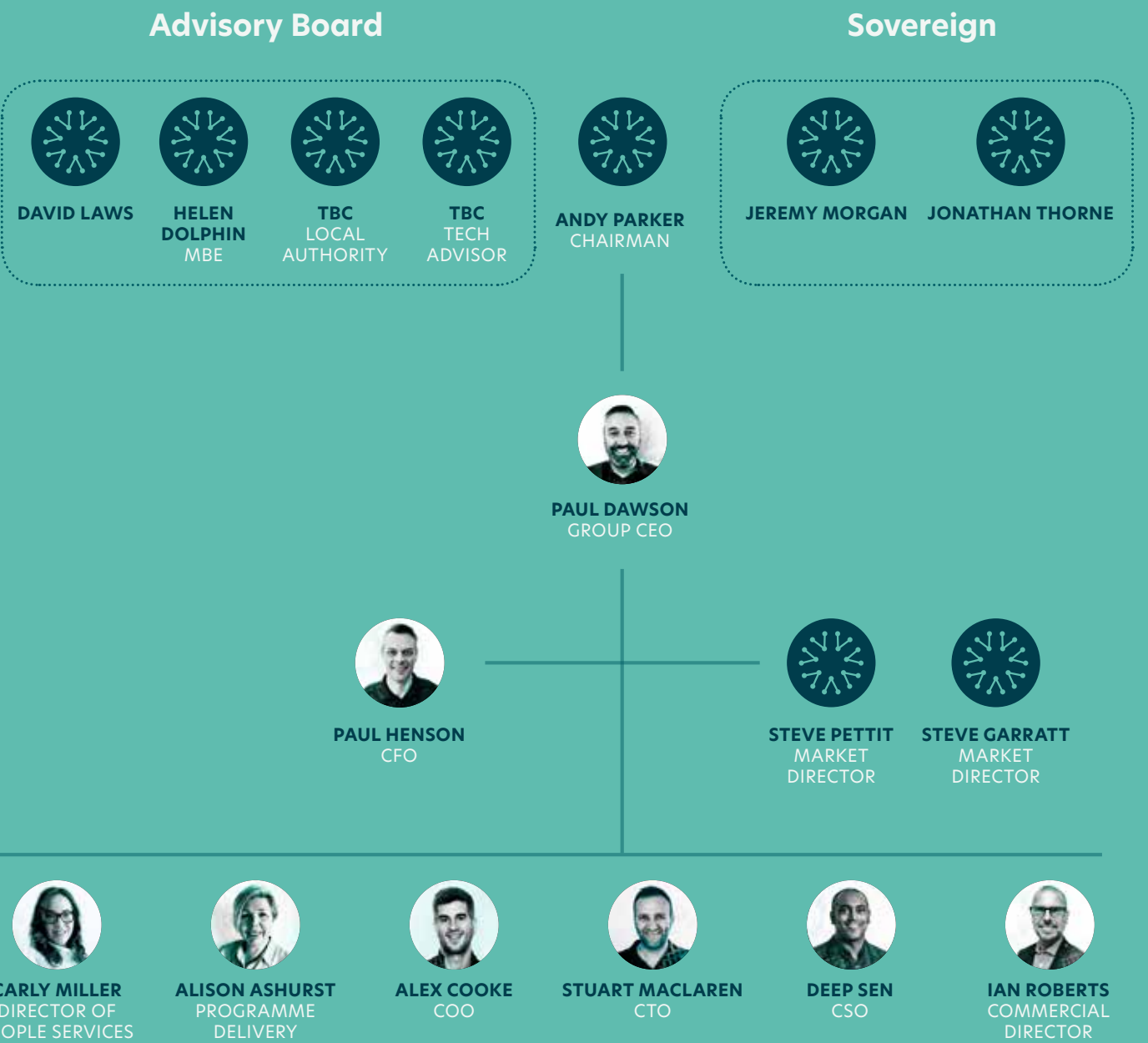
GOVERNANCE

We are proud to go above and beyond Governance standards. Our structure provides the foundation for high performance across all areas of business and enables us to be in a position that responds to an ever-changing external environment.

Our Leadership Team

We are led by a highly experienced senior management team who between them have accrued over 60 years' experience in the field of parking management.

They have driven some of the most influential enforcement initiatives in the UK including the introduction of London TfL's Congestion Charging and Traffic Enforcement business.



Governance

Our Advisory Board

Formed in 2022, the Agena Group Advisory Board was put in place to work closely with the business to provide independent advice and to help to deliver against our strategic plan. How we manage our most vulnerable customers and develop and execute our future strategy, including ESG, is a core part of their focus.



David Laws

David Laws is an Adviser to GK. He is also Chairman of the Education Policy Institute and Education Partnerships Group and holds several other private sector and charitable roles.

He was MP for Yeovil from 2001 to 2015 and a Minister in the 2010-2015 Coalition government, at the Treasury, Education department and Cabinet Office.

Graduating with double first-class honors in economics from King’s College, Cambridge, he started his career at JP Morgan and then moved to BZW where he was Managing Director with responsibility for the US Dollar and Sterling Treasuries.

Helen Dolphin MBE

Helen is a committed campaigner on improving transport for disabled people. Helen runs Dolphin Diversity where she advises government, public, commercial and professional bodies on how to improve accessibility.

She is currently working for Great British Railways Transition Team as engagement lead for the National Rail Accessibility Strategy. Helen also runs People’s Parking, which aims to drive up standards in the parking industry.

Helen is a member of the Disabled Persons Transport Advisory Committee (DPTAC), Chair of the East Midlands Rail Inclusivity Group, Joint Chair of the Heathrow Access Advisory Group, a member of the CAA consumer panel and Chair of the Motability Consumer Group.



Doing things for the right reasons

Behaving in an ethical way is one of our core values. That’s why in 2022 we proactively reviewed, updated and launched a number of our internal policies to ensure we’re operating to the highest standards for employees as well as clients.

This included:

- Modern Slavery Policy
- Equal Opportunities and Anti-Harassment
- Anti-Corruption & Anti-Bribery
- Employment of Young People

Governance

ISO Certifications

Achieving our ISO certifications is a real cause for celebration at Agena. They help us to strive for excellence and keep us on track to continually improve the way we operate. Over the past year Agena has been awarded certifications across Quality Control, Environmental Impact and Security Systems and we will be striving for further certification into 2023.



ISO 9001
Quality
Management
System



ISO 14001
Environmental
Management
System



ISO 27001
Information
Security
Management
System

Security Camera
Surveillance Standard

The Surveillance Camera Code of Practice drives up standards in the industry and provides reassurance to communities that public space CCTV is well managed. Maintaining public confidence and ensuring that the surveillance cameras are there to protect the public was incentive enough to comply with the code. We achieved certification for Park Watch in 2019 and again in 2022 along with Premier Park in 2022.



Risk Management Framework

In 2022 Agena reviewed its approach to risk management updating all of its policies. Our Chief Information Security Officer, Janet Byers, applied these revised policies across the Group at both a strategic and operational level (including programme and project management). The implementation of the revised risk management framework (and compliance with its policies) has ensured that a healthy risk management culture is ingrained within the Group.





agenagroup.com