

# Arqiva Sustainability Report

Financial Year ending 30<sup>th</sup> June 2024



# Arqiva Sustainability Report FY 2024



## Enabling a switched-on world to flow

In today's constantly connected world, companies, even entire industries, are grappling with how to share data and content across a myriad of connected devices.

That's where Arqiva comes in. Put simply we work behind the scenes, applying our knowledge and expertise to stitch together technologies to collect and distribute content and data to and from our customers and their customers.



Which means Arqiva plays a critical role in the everyday lives of millions of households. It is important that we operate our business and deliver services in a sustainable way, especially given the environmental and social challenges we face as a society. Everyone at Arqiva has a role to play individually and collectively. That is why we have set out a clear set of commitments to protect people and the planet while conducting our business activities in an ethical manner.

**Shuja Khan**

**Chief Executive Officer**

# Sustainability at Arqiva



Sustainability is an integral part of our Vision 2031 strategy, our business operations and decision making. When thinking about sustainability we consider environmental sustainability, social responsibility and corporate governance (ESG). This comprehensive perspective allows us to assess the potential impacts of various sustainability factors throughout our business.



## Arqiva's Sustainability Strategy

Our overarching strategic purpose is social, enabling people to stay connected to the information and entertainment that matters to them. We recognise the needs of the most vulnerable in society keeping them connected via our Media and Broadcast services and our Smart Utilities.

We are working to incorporate sustainability into our business practices by leveraging the expertise of our colleagues to discover innovative solutions for growth and development of our products.

In Media and Broadcast we are continuously looking for opportunities to replace or upgrade existing technology with higher efficiency alternatives. Alongside this we are driving initiatives to support the industry transition to cloud based services which reduce energy consumption and our carbon footprint. The rollout of our smart utilities platforms enables consumers to better understand their water and energy use which should in turn help reduce consumption of valuable resources and save money.

Conducting our business in a fair and ethical manner is critical to our success and relies on the interdependencies between our culture, people, technology, products and services, brand and partnerships including our supply chain. We operate a supplier code of conduct to encourage and support our suppliers to act responsibly, working in socially and environmentally sustainable ways to minimise any potential impact on the environment as a result of supplying goods or services to us.



# Managing Sustainability at Arqiva



Governance is overseen by the board, the board sub-committees and our Executive Committee. Our Sustainability Leadership Team meets quarterly and provides regular updates to the Executive and the Board.

Our commitment and standards are defined by policies across a range of relevant risks including health and safety, wellbeing, environmental sustainability, data security, business continuity, diversity and inclusion and procurement.

We report on our sustainability performance, including our greenhouse gas emissions with limited assurance in accordance with ISO 14,064-3:2019 as part of our Annual Report.

Sustainability risks and opportunities are identified and controlled as part of our Enterprise Risk Management processes.

Our SBTi letter of commitment was submitted June 2023, targets to be validated by June 2025. Accredited to ISO 14,001, 45,001, 27,001 and 9,001.

All colleagues receive training on sustainability topics including environmental awareness, diversity and inclusion, anti-corruption and cyber security.

Our dedicated Sustainability Team are supported by a wider virtual multidisciplinary ESG team.

ESG performance is an element of our bonus payments.

# Financial Year 2024 Sustainability Achievements



FY 23 disclosure  
**awarded C** which is in  
the awareness band

## EcoVadis

EcoVadis ESG survey  
First submission  
completed for FY23  
**Silver rating** achieved



ISO 14,001, 45,001,  
9001 and 27,001  
**Accreditation renewed**



**Limited Assurance to  
ISO 14,064**  
**completed** for Scope  
1 & 2 Carbon  
emissions reporting



**464 trees planted**  
in partnership with  
Make it Wild



G R E S B<sup>®</sup>  
GRESB ESG benchmarking  
survey **score of 83** for our  
FY23 submission

## Achilles Audit

External audit on our  
governance processes  
**Management - 100%**  
**Site – 96%**



Arqiva colleagues  
**raised £75k** for a  
variety of charities



We now have **1** mental  
health first aider **for every**  
**13 colleagues**



**60 contractors attended**  
our Contractor Safety  
Forum event



**Winner** of the Vitality  
Britain's healthiest  
Workplace Award

# Our Environmental Sustainability Goals:



**Goal 1:** To reach Net Zero by 2040 with an interim target of Net Zero for Scope 1&2 emissions by 2031



**Goal 2:** To positively enhance our impact on the environments we operate in, increasing biodiversity



**Goal 3:** To optimise use of resources and reduce waste generated through our operations, embracing the concept of the circular economy

## Environmental Sustainability

Our approach to achieving these goals focuses on:

- Measuring, monitoring and reporting Arqiva's carbon emissions to create transparency;
- Delivery of our Sustainability Programme which, identifies and reviews environmental risks, developing strategic and operational plans to mitigate them;
- Working collaboratively with our customers and suppliers on strategies, and mitigations to drive the carbon reduction agenda;
- Actively assessing the market and our own products for future decarbonisation opportunities using new technology and innovation, and;
- Establishing information flows and responsibilities across the organisation to ensure that sustainable principles are embedded into our business processes and form part of the framework used for decision-making.

To achieve our sustainability targets, in 2023 the Board approved our Environmental Sustainability Policy and Sustainability Charter which sets out Arqiva's Environmental Sustainability goals. The Board monitors progress against the Sustainability Programme which formalises and coordinates delivery of Arqiva's goals. Arqiva's Sustainability team support development and delivery of our Sustainability Goals and provide regular updates to the Executive Committee, Board and other key stakeholders.

Arqiva holds ISO 14,001 certification for its environmental management system and reviews its performance regularly to look for opportunities for improvement.

# Goal 1: Our Journey to Net Zero



**Our goal is to be Net Zero by 2040 with an interim target of Net Zero for our Scope 1&2 emissions by 2031**

## FY 25

Submit carbon reduction targets to SBTi for validation  
Develop carbon reduction plans with top tier suppliers and customers  
Determine carbon footprint of our products  
Identify and implement ESG reporting tool  
Track delivery of agreed carbon reduction projects

## FY 27-31

Continue to track and develop carbon reduction plans across Scopes 1,2&3  
Consider further options where absolute savings cannot be achieved

## FY 23

2022 baseline calculated for Scope 1&2  
Estimate Scope 3 emissions made  
Letter of commitment sent to SBTi  
Carbon reduction plan developed

## FY 24

Carbon reduction plan approved by the board  
FY 24 Scope 1&2 GHG reporting subject to 3<sup>rd</sup> party limited assurance in accordance with ISO 14,064-3:2019  
Commenced renewable energy purchase contract with our main supplier (April 24)  
Completion of Scope 3 data methodology and collection  
Development of KPIs to track performance

## FY 26

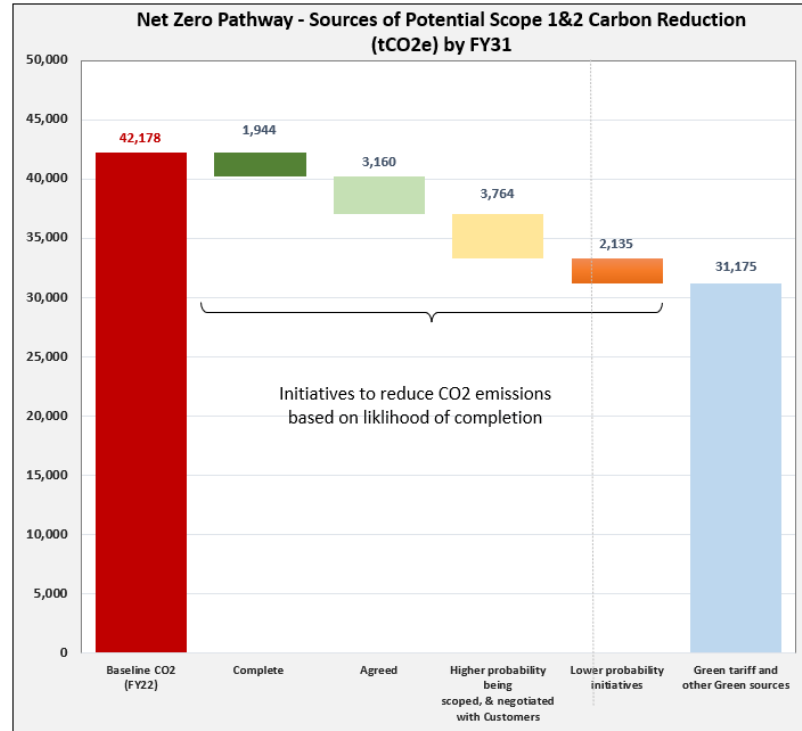
Develop carbon reduction plans with lower tier suppliers  
Review carbon reduction plan to assess if emerging technologies offer more effective solutions

# Goal 1: Our Journey to Net Zero

## Carbon and Energy Reduction Plan

Our energy strategy matters to Arqiva colleagues and customers and it reflects our collective net-zero ambitions by

- Investing in energy efficient technologies
- Working with our key suppliers to reduce carbon in our supply chain
- Monitoring and managing carbon emissions
- Reducing energy consumption in partnership with our customers
- Working towards SBTi validation of our carbon reduction targets by June 2025



## Energy Savings and Opportunities

During the financial year we completed site surveys as part of our submission for Phase 3 of the Energy Savings and Opportunities Scheme. The energy reductions identified have been incorporated into our carbon reduction plans.

We have mapped out expected and completed energy/carbon savings focusing on avoiding or reducing consumption either through switching off legacy services or re-engineering to make products more efficient. Where absolute reductions cannot be made we have committed to purchasing energy from renewable sources.



## Energy Savings: Re-engineering of DAB transmission services

### OVERVIEW

In 2024 and 2025, Arqiva and the BBC are deploying new software to the Commtia DAB transmitters installed in the BBC national DAB network. This is estimated to save approximately 0.3GWh/year.



### THE CHALLENGE

The BBC DAB network contains more than 400 transmitters with a range of designs, age of installation and electrical efficiency. Can any of these designs be optimised to reduce the energy use of the network without noticeable impact on the listener?

### THE SOLUTION

Broadcasters have traditionally installed transmitters into DAB networks with high MER (Modulation Error Ratio), on the understanding that high transmitter signal quality will optimise coverage. Arqiva, BBC Distribution and BBC R&D have investigated the relationship of MER and coverage for DAB and have determined that the legacy thresholds are unnecessarily conservative. Operating with higher MER reduces electrical efficiency of the amplifier. We found that relaxing the MER threshold, combined with optimising the amplifier power supply can provide worthwhile energy savings without impact on the listener. Efficiency improvements of approximately 14% have been found when applied to 150 suitable transmitters in the BBC DAB network. Furthermore, working with our transmitter supplier, an automated deployment approach has been developed, remotely applying the software and energy optimisation changes, which further reduces carbon usage by avoiding travel to the transmitter site. The software ensures that the transmitted signal remains compliant with regulatory requirements. This MER reduction approach is also suitable for new transmitter products should they be deployed into the network as equipment is replaced.

# Goal 1: Our Journey to Net Zero Progress in FY 24

## FY 24 Highlights

- Scope 1&2 carbon emissions reduced by 4% since FY 23
- Moved to purchasing renewable electricity from our main supplier
- Completion of carbon reduction initiatives saving an estimated 1320 tCO<sub>2</sub>e



EV Chargers at Crawley Court Offices

### Net Zero and Energy efficiency actions taken in the year

This financial year we reduced our energy consumption across Scopes 1 and 2 by approximately 5.3 Gigawatt hours (GWh). This was achieved through a combination of power reductions and reconfiguration of equipment, installing more efficient technology, and switching off some legacy services.

We have reviewed our carbon inventory and data collection methodology to incorporate emissions from propane, portable generators and fugitive emissions from additional systems including fire suppression systems. Restated figures for FY 23 have been included in the SECR report to take these additional categories into account.

### Scope 1 Emissions

Arqiva has abatement plans in place for the reduction of Scope 1 carbon emissions which are centred on electrification of our fleet vehicles, logistics optimisation, transition to low carbon fuel for generators, and

replacing gas and oil central heating.

Over the last year we have:

- Increased the number of electric vehicles from 11 to 21 and maintained 4 hybrid vehicles out of a fleet of 299 vehicles,
- Reduced the fleet total miles travelled by 570,000 including by changing the way site visits are scheduled,
- Switched from gas to electric heating at one of the four sites with gas fired central heating,
- Begun phasing out use of FM 200 in our fire suppression systems,
- Purchased Hydrogenated Vegetable Oil (HVO) where feasible for use in our generators.

### Scope 2 Emissions

Arqiva's Scope 2 reductions are dependent on reducing our energy demand through re-engineering or replacement of technical equipment. We are working collaboratively with customers to negotiate and formalise a rolling programme of work considering

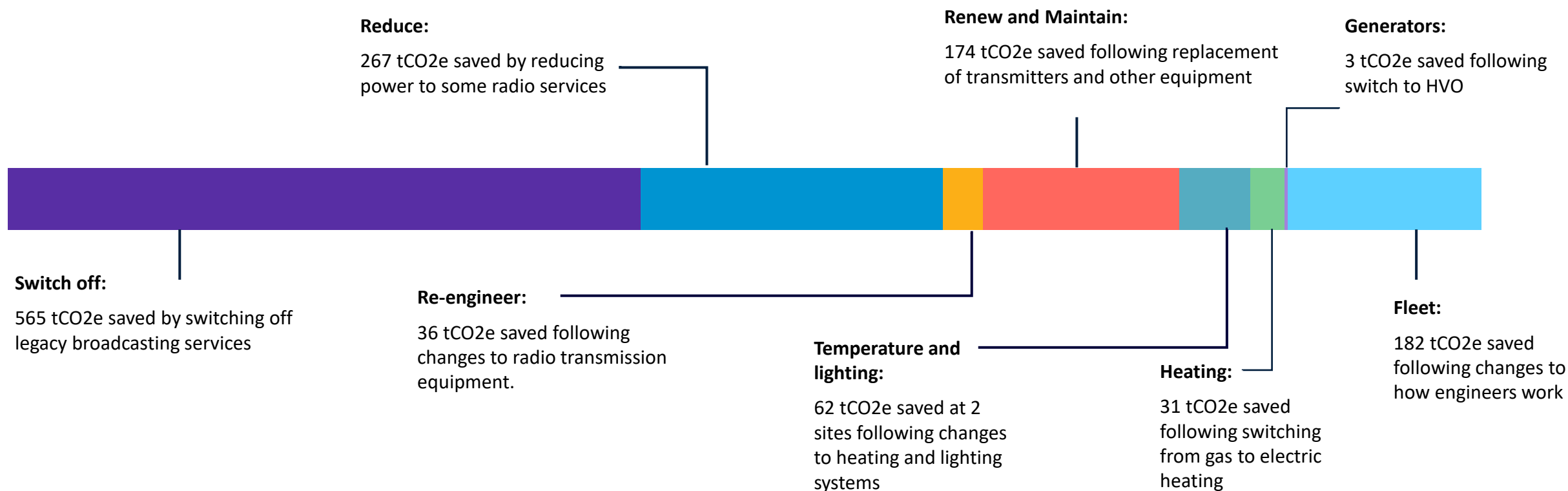
changes to the services we provide on their behalf, and the practicalities of adapting or replacing parts of the enabling asset base.

Over the last year we have:

- Switched off some AM radio services,
- Made engineering changes to broadcast equipment to improve efficiency and lower power usage,
- Seen improved efficiency following replacement of equipment including the Bilsdale transmitter,
- Commenced purchase of electricity with renewable energy guarantee of origin certification from April 2024,
- Continued to generate electricity from solar panels at our sites saving the equivalent of 40 tCO<sub>2</sub>e emissions.

## FY 24 Carbon Reduction Initiatives

Our carbon reduction initiatives prioritise avoiding or reducing emissions ahead of switching to alternative lower carbon energy sources such as renewable electricity. Initiatives completed in FY 24 have delivered an estimated 3% reduction in our Scope 1 and 2 emissions equivalent to 1320 tCO<sub>2</sub>e, see below for more details.



## Model Operations Initiative

### OVERVIEW

In FY 24 we reduced mileage by around 570,000 miles (14%) and carbon emissions by 182 tCO<sub>2</sub>e, part of this is due to changes in the way engineering work is scheduled.



### THE CHALLENGE

Our Field Operations engineering teams travel a total of around 3 million miles per year visiting sites to carry out corrective maintenance, preventative maintenance and projects related activities. Reducing this has a direct impact on our emissions.

### THE SOLUTION

By changing the way we work through initiatives like bundling our preventative and corrective maintenance, we are able to maximise the number of tasks we complete in a single site visit. By removing non-value preventative maintenance tasks, developing technical solutions for remote fix and improving our logistics strategy to enable equipment and spares to be delivered with minimal divergence to an engineer's direct route to site, we have been able to reduce the number of site visits and travel time.

Additionally, we are switching the vehicles used by our engineering teams to more fuel-efficient variants, which includes the use of hybrid and electric vehicles.

# Goal 1: Journey to Net Zero – Streamlined Energy and Carbon Reporting

## FY 24 Highlights

- Limited assurance in accordance with ISO 14,064-3:2019 completed for Scope 1&2 emissions reporting.
- Data collected for all relevant Scope 3 categories.
- Improved data collection to include additional Scope 1 elements.



Crystal Palace Transmitter

## SECR Reporting Methodology

### Scope 1 emissions:

Emissions are determined by measuring metered consumption of gas and oil purchases and top up volumes of fugitive emissions in the reporting period and applying the appropriate 2024 DESNZ emission factors. Estimated consumption values are used for May and June 24 based on consumption during this period in the previous 2 years. Transport emissions are determined by fuel card reports for fleet over the period, with conversion factors applied by vehicle type.

### Scope 2 emissions:

Emissions are derived from metered consumption of energy and apportionment by contract type to determine market and location-based emissions. Estimated consumption values are used for May and June 24 based on consumption during this period in the previous 2 years.

### Scope 3 emissions:

We have completed an assessment of the full range of Scope 3 emissions for inclusion in this year's SECR report. This review identified that our previous Scope 2 emissions had included upstream leased asset emissions, these emissions have been moved across to our Scope 3 total and the FY 23 Scope 2 emissions restated to reflect this change.

We will be developing our Scope 3 carbon reduction plan in the coming year as part of our SBTi target verification.

Emissions were calculated in line with the GHG Protocol for the relevant categories listed below using the 2024 DESNZ emission factors unless otherwise stated:

- Purchased goods and services, Capital goods - emissions calculated using spend based emission factors (Exiobase) and overlaying pro-rata supplier emissions where available,
- Fuel and energy related

activities- emissions for upstream emissions per unit of consumption calculated from our Scope 1&2 emissions,

- Upstream and downstream transport and distribution- emissions calculated using spend based emission factors (Exiobase) and overlaying pro-rata supplier emissions where available,
- Waste generated in operations including waste and waste water treatment,
- Business travel- emissions calculated using expenses and supplier data,
- Employee commuting- emissions calculated using data from employee survey,
- Upstream leased assets,
- Use of sold products.



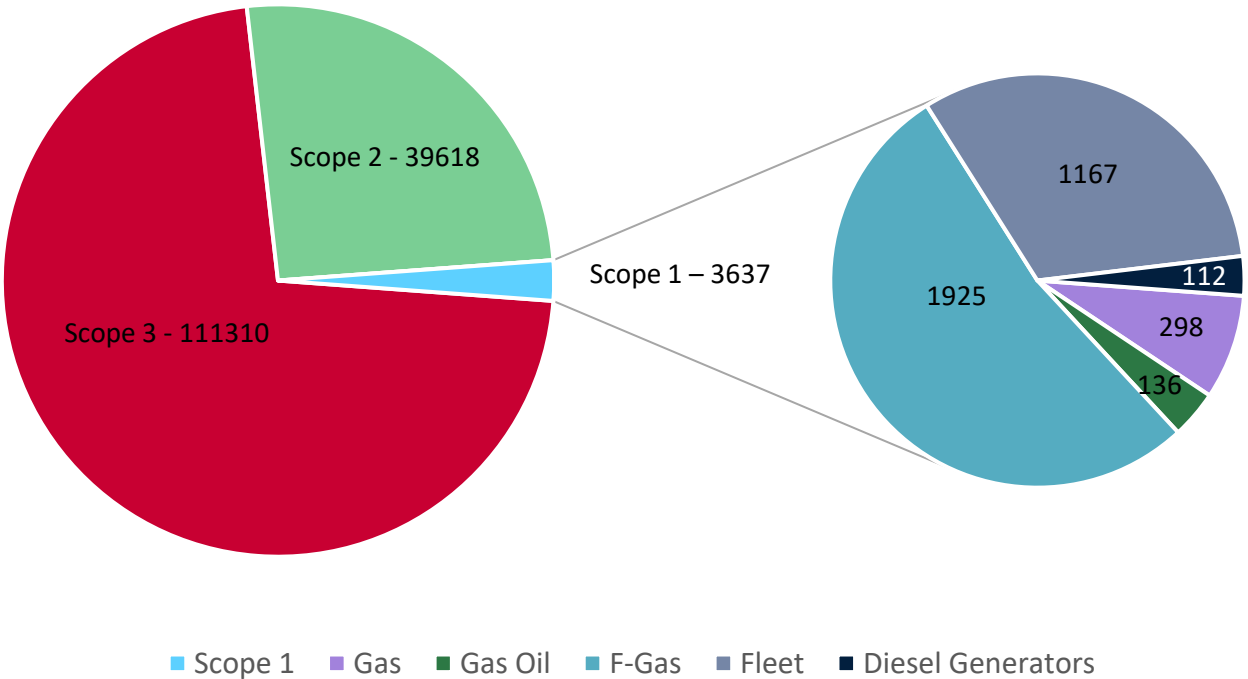
# SECR – FY 24 Energy Use and Carbon Emissions

	FY 24 Energy GWh	FY 24 tCO2e	FY 23 Energy GWh (restated)	FY 23 tCO2e (restated)	tCO2e % reduction in FY 24
Scope 1	7.25	3637	10.40	4419	18%
Scope 2 (LB)*	191.67	39618	197.39	40799	3%
Scope 2 (MB)*	191.67	28579	197.39	39178	27%
Scope 3		111310		118090	6%
Total Scope 1,2&3 (LB)*	198.91	154565	207.79	163308	5%
Total Scope 1,2&3 (MB)*	198.91	143526	207.79	161687	11%

\*LB – Location Based, MB –Market Based

FY 24 Scope 1&2 emissions have undergone limited assurance in accordance with ISO14,064-3:2019. Read our [Limited Assurance Statement](#)  
The graph on the right shows the breakdown of our carbon emissions.

Breakdown of Location Based GHG Emissions (tCO2e)



## Goal 2: Supporting Biodiversity

### FY 24 Highlights:

- Continued support for the Wonderseekers Science Centre Charity
- Trial of no mow areas at Crawley Court
- Colleagues volunteered for beach cleans, nature surveys and litter picking
- Partnered with Make it Wild to plant 464 trees



Wonderseekers site at Morn Hill, Winchester

### Biodiversity at Arqiva

Many of our sites are in rural locations around the country with protected habitats and wildlife. To positively enhance these environments we seek to protect, work around, or strive to have the least impact possible on natural habitats, rare flowers, and wild animals and to improve the habitats for flora and fauna to thrive in, supporting and enhancing biodiversity. We work closely with planning authorities and local communities to find the best acceptable solution for locations of masts and infrastructure essential to keeping both rural and urban communities connected. We have started identifying opportunities for grass restoration at our main site Crawley Court by trialling “no-mow” areas throughout summer to encourage wildflower growth and enhance biodiversity.

Our operations prevent disturbance

to nesting birds across our property by following our policies and procedures to identify nesting birds and ensure that any required work activities are managed accordingly.



Barn Owl Nesting in a redundant satellite dish

We have gifted under a 125 year long-term lease 8 acres of land at our Morn Hill site in Winchester to the Science Centre that is run by the Wonderseekers charity. This partnership will protect and enhance the biodiversity of the site

in collaboration with neighbouring landowners to recover nature and increase access and connectivity to the South Downs. The site forms part of a Site of Special Scientific Interest and has special status for natural wildlife and butterfly populations. Wonderseekers showcases the importance of biodiversity through their extensive community engagement programme with over 120,000 visitors a year.

We partnered with Make it Wild to plant 464 trees in their Skipbridge nature reserve in North Yorkshire where they are undertaking wetland restoration.

We provide volunteering opportunities for colleagues to gain a greater understanding of biodiversity by getting involved in beach cleans, nature surveys and litter picking.

## Goal 3: To Optimise Use of Resources and Reduce Waste

### FY 24 Highlights:

- 306 laptops re-used
- 96% of equipment sent to our repair centre repaired and reused
- 200 refurbished phones purchased
- 99 tonnes of waste recycled



Site visit to our WEEE recycling partner

### Waste Management

This goal focuses on the reduction of waste generated as a consequence of our operations, by incorporating the principles of a “circular economy” that consider waste through the supply chain including end-of-life management, maintenance of assets, reclamation and re-use of usable components and equipment potentially avoiding carbon emissions otherwise associated with asset replacement. For items no longer required by the business we follow the waste hierarchy as we seek to resell, reuse, reclaim or recycle materials. This year, out of 218 tonnes of waste generated in operations we recycled 99 tonnes and sent the remainder, for heat recovery. We have been able to reuse 0.7 tonnes of our IT waste including 306 laptop computers. Of around 3000 technical parts that were sent to

our repair centre following identification of faults or following maintenance 2850 were repaired and returned as stock items, equating to a re-use rate of 96%. The remaining items were deemed to be beyond economic repair and sent for recycling. We purchased 200 refurbished phones rather than buying new, supporting the principles of a circular economy and reducing the reliance on natural resources.



Broadcast equipment

Following the fire at our Bilsdale site in 2021 Arqiva issued media streaming devices to local residents to ensure a level of connectivity

was available while services were being restored. Circa 500 remaining devices were donated to the British Heart Foundation for re-use. Our smart energy and water utilities propositions support a more responsible use of natural resources, assisting our utilities customers with their sustainability agendas. Arqiva are also developing next generation cloud-based, IP enabled services to aggregate media content from different sources for distribution to different platforms using content delivery networks that can work alongside traditional broadcast platforms, enabling customer carbon reduction through improved scalability, enriched service, improved energy consumption, and reductions in maintaining a traditional fixed asset base.

## Preservation of Natural Resources- Smart Water Metering

### OVERVIEW

Smart metering of our water supplies can play a fundamental role in helping us manage water demand and meet the challenge of the climate change emergency.



### THE CHALLENGE

In March 2020 The National Framework for Water Resources reported that unless action is taken the UK faces a water deficit of 3,400 million litres per day by 2050 due to an increasing population and climate change.

### THE SOLUTION

Reducing usage by consumers and losses through leaking infrastructure are crucial in meeting our future water needs. Following independent research in 2021 by Frontier Economics and Artesia Arqiva and Waterwise produced a jointly authored report identifying that fitting 1 million water meters per year in the UK for the next 15 years has the potential to save a billion litres of water per day by the mid-2030s. This represents 30% of the 2050 projected water deficit.

In summary:

- Every pound spent on smart metering can deliver £1.73 of total societal benefit
- Overall, smart metering can deliver £1.9bn of benefit to the UK
- Alone, smart metering reduces the total UK carbon emissions by 0.5%
- If we can drive a 10% reduction in water consumption via smart metering then we would reduce emissions by 2.2 million tonnes CO<sub>2</sub>e per year
- Evidence from current rollouts indicates overall reductions of 17%, which would mean 4 million tonnes CO<sub>2</sub>e



# Climate Change Risks and Opportunities



Bilsdale Transmitter

## Climate Change Risks and Opportunities

Arqiva understands the impact any disruptions to its services can have on local communities, especially in remote locations.

We have assessed how climate change could affect our operations and have in place mitigations to minimise the likelihood of service failure and robust disaster recovery plans should any unforeseen events occur.

As climate change has the potential to affect future water supplies, we see the opportunities we can offer customers through the use of our smart metering for the utilities sector. Data from smart meters already fitted shows they can help significantly reduce household

water consumption and support leakage reduction.



Smart Water meter

As a business we are reducing our reliance on fossil fuels through purchase of renewable energy, transitioning out fleet to electric vehicles and switching from diesel to HVO for our generators where possible.

To improve transparency of the organisation's climate-related risks and opportunities for investors and stakeholders Arqiva has produced a disclosure for its year ended 30th June 2024 in accordance with Companies Act requirements S414. Within this disclosure Arqiva has considered both physical environmental risks and those associated with the transition to a greener economy alongside climate opportunities from climate change relevant to its operations, assessing the potential impact on the business in the short, medium and long term Full details can be found in our [FY 2024 Annual Report](#).



# Social Responsibility

Our overarching strategic purpose is social, enabling people to stay connected to the information and entertainment that matters to them. We recognise the needs of the most vulnerable in society keeping them connected via our Media and Broadcast services and our Smart Utilities. As well as keeping communities connected, we support local and national charities financially and through our volunteering programme.

Much of the value we deliver to customers is through the expertise and experience of our people. Our sustainability relies on our ability to attract people with the right skills and behaviours and to motivate, develop, support and reward them appropriately. We aim to create a workplace where people feel engaged, energised and respected where they can do their best and look after their personal wellbeing both in and out of work. This is underpinned by our People Strategy to ensure everyone has the opportunity to create value and succeed.

We aim to create a diverse and inclusive environment where there are no barriers to success and our vision is for a workforce who feel valued, encouraged and engaged so that every individual feels empowered to be successful.

Conducting our business in a fair and ethical manner is critical to our success relying on our people, our customers, and our supply chain. We operate a supplier code of conduct to encourage our suppliers to act responsibly by working in socially and environmentally sustainable ways.

## Our Social Responsibility Focus:

Supporting Communities



Supporting Our People



Supporting Diversity and Inclusion



Supporting Our Suppliers



arqiva



# Supporting Communities

## FY 24 Highlights:

- Colleagues participated in 100 volunteering days
- £75,091 raised for a variety of charities
- 57 colleagues took part in the Arqiva challenge



Colleagues raising money for Children with Cancer

## Supporting Charities

We support our colleagues' fundraising for local and other national causes close to their hearts. Arqiva provides matched funding enabling colleagues to fundraise for their chosen charities, from Diabetes UK and the NSPCC to local community projects, children's clubs and sports teams.

Our Wellbeing team this year have successfully co-ordinated the Arqiva Challenge 24 which included giving our colleagues the opportunity to engage in physical activities such as the Cumbria Challenge, Ultra Challenge and Kiltwalk. This will continue every year to help raise much needed funds for charities such as Walking with the Wounded

and Children with Cancer UK. In FY 24 Arqiva and our colleagues raised £75,091 for our various charities.



Colleagues taking part in Walking with the Wounded

Arqiva supports the 'Give as You Earn' scheme in partnership with the Charities Aid Foundation (CAF) allowing colleagues to get tax relief on their donations. The amount provided to charities through this scheme has reached over £120,000 over the past four years.

We also support our colleagues to volunteer their time and talents to causes they care about. During FY 24 Arqiva has partnered with Matchable, an online portal to match colleagues with volunteering projects. To further support this, we offer our colleagues one day paid volunteering leave every year.



Volunteers at a community allotment

# Supporting Our People

## Our Cultural Goals:

1. Accountability - being accountable for the promises we make
2. One Arqiva – working together as one team
3. Curiosity – striving to look at things differently to discover a better way



Site Tour at Pontop Pike

## Supporting Our People

Arqiva recognises the significant contribution of our employees and makes every effort to create a rewarding and engaging work environment.

Our 3 cultural goals drive how we serve our customers and create a great place to work.

Developing people through our skills management program helps our people and teams to focus on areas for development by empowering curiosity, growth and performance through learning. We aim to create an inclusive environment where there are no barriers to success with policies in place to provide equal opportunities for all employees irrespective of race, nationality, gender, sexual orientation, marital status, religious or political beliefs, disability or age. Our annual Gender

Pay Gap Report is available on our website and includes the actions we are taking as a business to address the gap.



Let's Connect Event

Significant emphasis is placed on employee communication. Information is made available through The Hub intranet site and we hold events through the year for colleagues to connect, hear how the business is performing and to ask questions of our executive committee.

The Group's employee forums

provide channels for communication and consultation across the group supported by the Arqiva Employee Board and representatives from the BECTU (the Broadcasting, Entertainment Cinematography and Theatre Union).

Our Work Life Smarter initiative recognises the benefit of hybrid working to our employees allowing them to feel supported and empowered to work in a way that enables them to thrive in their roles, give their best every day and a work experience that provides choice about how, when and where they work.

Arqiva wants all our employees to benefit from our success and growth as a business through our Annual Bonus or Share the Success schemes.



## Supporting Our People – Let's Connect Events

### OVERVIEW

Our Let's Connect Events run twice yearly at our main offices providing an opportunity for colleagues to come together and find out more about what is going on throughout the business.



Smoothie making challenge

### THE CHALLENGE

We have over 1200 colleagues based at locations across the UK, with many working remotely either at home or in the field. Finding opportunities to engage with all colleagues face to face is important to ensure they feel connected and receive updates on how we are performing as a business and our future plans.

### THE SOLUTION

In addition to our virtual updates from the Executive Committee we hold face to face Let's Connect events twice a year at our main office locations.

The May events provided opportunities for colleagues to hear from our CEO, find out more about how we plan to Win and Grow our business and to get an update on how our Operations team are improving the equipment provided to their teams. We also had a "Moving for Mental Health" session with a guest speaker.

Throughout the day colleagues hosted a variety of stands where people could learn about how we support our communities, the role of the Arqiva Employee Board, get advice from our IT Team and raise funds for charity by taking part in a smoothie making cycle challenge.

# Supporting Our People – Health, Safety and Wellbeing

## FY 24 Highlights

- Contractor Health and Safety forum attended by 60 contractors
- 600 colleague health checks completed at our 4 main offices
- 1 mental health first aider for every 13 colleagues
- 414 at home health kits issued
- 240 flu vaccinations completed



Safety Training session

## Health and Safety

Health and Safety is vital whether in the office or repairing an antenna on a 300 metre mast. We have been a driving force in developing the Mast and Tower Safety Group, we run our own accredited IOSH Working Safely training scheme for our engineers and we collaborate with the BECTU Union on an annual employee safety conference.

We are committed to complying with applicable health and safety legislation and to continual improvement in achieving high standards of health, safety and welfare in our operations and for all those in the organisation and others affected by our activities. The group operates a robust integrated management system that is certified to ISO 45,001 as well as offering training programs covering

specific skills and general awareness.



*Health hub equipment used for monitoring blood pressure, weight, BMI and % body fat at some of our offices.*

## Wellbeing

Arqiva embraces a holistic approach to wellbeing, recognising the broad factors that contribute to overall wellness. We call our approach to wellbeing “Whole-person Wellbeing” which supports our desire for everyone to have the opportunity to create value and succeed at work, and demonstrates to our customers, prospects, and suppliers that we are an organisation which takes its

commitment to health and wellbeing seriously.

**Our wellbeing mission** is to help our people to be the best version of themselves at work and still have the time and energy to live a full life outside of work. Our approach embraces five pillars of wellbeing, physical wellbeing, professional wellbeing, social wellbeing, financial wellbeing and mental wellbeing. To support this approach, we have a network of 99 mental health first aiders and have provided managers with mental health awareness training. We are pleased to report that we were awarded the Vitality ‘Healthiest place to Work’ award for 2023 demonstrating our commitment to the wellbeing of all our employees.



## Supporting Diversity and Inclusion

- Our vision is to have a workforce who feel valued, empowered and engaged. Where every contribution is heard, every perspective valued and every individual feels empowered to be successful by creating an environment where there are no barriers to success.
- To have a workforce that feels valued, heard, empowered and ultimately engaged in their work, culture and goals we must put inclusion at the heart of everything we do.
- To support our mission, we have an active diversity and inclusion programme to identify and put in place changes that have a positive impact on the organisation's success in achieving change in this area.
- Our Diversity Ambassadors and colleague networks work together to find ways to make a positive impact on our culture and practices.



# Supporting Our Suppliers



## Supplier Engagement

Our supply chain is diverse and includes multinationals and smaller local companies. Our specialist suppliers provide broadcasting technology, professional services, IoT devices and networks, and require ongoing supplier engagement and development. All suppliers, irrespective of size, are required to complete a qualification process. This includes initial supplier-due diligence covering key risks such as financial stability, compliance checks and verification of company details. Then, depending on the supplier activity, we will complete further detailed due diligence across subjects like information security, health and safety, quality, business continuity and sustainability.

## Supplier Code of Conduct

Our supplier code of conduct sets out our expectations for our suppliers to support us in our sustainability goals. This includes complying with legislation and our policies/standards relating to specific areas, including modern slavery, information security, product safety, and business continuity.

We also expect our suppliers to support us in environmental goals, including our aim to be Net Zero by 2040.

Compliance with the Arqiva supplier code of conduct is a mandatory requirement for all suppliers, irrespective of size. We require suppliers to either sign up to the Arqiva supplier code of conduct or demonstrate that their own policies cover all our requirements.

## Compliance Monitoring

We monitor compliance via various mechanisms, including external verification of regulatory certification and training, audits and external reporting of key performance and environmental data. We hold regular review meetings through a formal supplier relationship management programme with our key and strategic suppliers. These meetings look to drive performance, continuous improvement, innovation, and ongoing compliance. If we have performance concerns about any supplier, irrespective of size, we will engage the specific supplier to review performance, agree on improvement plans and monitor implementation within the agreed time frame.

## Supporting Our Suppliers: Contractor Safety Forum

### OVERVIEW

Our Contractor Safety Forum enables us to engage with contractors with 60 attending the last in person event at our Daventry office. Feedback is that these forums are a useful opportunity to learn from each other.



Contractor Safety Forum event

### THE CHALLENGE

We engage contractors to carry out high risk activities such as working at height and street works across our business. To keep people safe and ensure legal compliance it is important our contractors remain informed and engaged to maintain safe working behaviours while working for Arqiva. We wanted to create opportunities for collaboration and improve communication across our wide contractor base.

### THE SOLUTION

We have changed the format of safety forums to invite all our contractors meeting three times per year, two virtual meetings and an annual in person conference. Introduction of syndicate exercises which allow participants to feedback on health and safety challenges and positives using the Slido app have helped promote engagement.

At our in person conference 60 contractors attended and 3 contractors shared presentations about their experience of working with Arqiva.

This has enabled Arqiva to set our expectations of our contractors and for contractors to share their experiences about how they manage high risk activities so we can share and learn from each other.



# Corporate Governance

Arqiva has policies and processes in place to ensure all aspects of our business comply with legal and regulatory requirements. It is our expectation that our employees and suppliers will follow these policies and processes to ensure business is conducted in fair and ethical manner, and we have in place mandatory training programmes to support and promote ethical business practices. The Group drives ethical business behaviour through its Code of Conduct, policies and associated training which includes its approach on preventing bribery and corruption, modern slavery and human trafficking. The Group drives accountable reporting through publication of its Annual Report.

Compliance with our policies and procedures is monitored through a programme of regular internal and third-party audits with updates being given to the Board, Board Sub-committees and the Executive Committee. In addition, we have an integrated management system in place and hold accreditations for ISO 9001, ISO 14,001, ISO 27,001 and ISO 45,001 which were recertified in 2024.

We use our Enterprise Risk Management process to document our risks and the controls that are in place to mitigate risks to an acceptable level and have in place contingencies to ensure services are maintained should circumstances that could result in disruption occur.

We have a whistle blowing process that enables any one from inside or outside of the business to raise any concerns linked to our business operations.

## Corporate Governance Focus:

Anti-Bribery and Anti-Corruption



Information Security



Compliance



Risk Management



arqiva

## Modern Slavery Act

Arqiva is fully committed to ensuring that we do not participate in the violation of human rights and we expect the same of our suppliers. Our Modern Slavery Statements sets out the steps taken to identify, address and prevent modern slavery and human trafficking in our supply chain. The Modern Slavery Statement is reviewed by the Board on an annual basis and can be found on our website [www.arqiva.com](http://www.arqiva.com).

## Anti-Bribery and Anti-Corruption

In conjunction with the UK Bribery Act 2010, the Group has adopted a Code of Conduct for employees which incorporates all its anti-corruption policies and procedures. These policies apply to all Arqiva employees employed on both a permanent and temporary basis. The Code of Conduct also sets out the policies and procedures on the giving and receiving of gifts and hospitality.

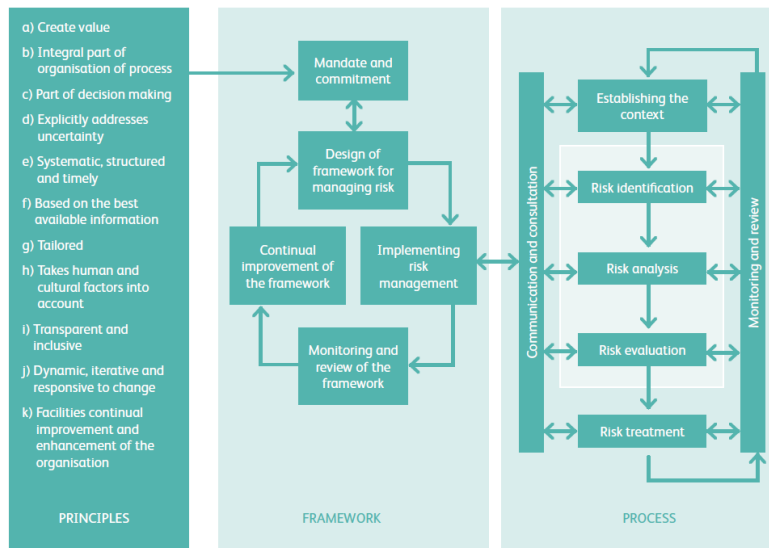
## Information Security

Due to the critical importance of our sites and systems we take information security very seriously, focusing on protecting and managing access to information throughout its entire lifecycle. We hold certification to ISO/IEC 27,001:2013 an internationally recognised specification for information security management systems (ISMS), which allows us to compete for new business by demonstrating the robustness of our security controls.



## Our Approach to Risk management:

- Recognises risk management is essential to achieve our business objectives
- Adopts an Enterprise Risk Management approach aligned to ISO 31,000
- Embeds risk management principles into the culture of the organisation



Risk Management Flow Chart

## Risk Management

Business wide Enterprise Risk Management (ERM) is important for Arqiva to meet our corporate objectives and to protect future competitive advantage. The strategic importance of risk management is recognised by top performing companies and is an important part of good corporate governance.

Arqiva subscribes to Enterprise Risk Management and conforms to the intent of ISO 31,000. Managing risk is a core responsibility of management at all levels and is a key component of governance and compliance.

Arqiva has adopted the ISO 27,001 standard for Information Security and conforms to the intent of the

ISO/IEC 27,005 for Security Risk Management. Our statements and principles are linked to our process through our risk management framework (see left).

The Executive Committee has responsibility for maintaining and updating the business risk register which includes utilising the standardised approach to risk assessment and risk monitoring.

## Compliance

The Group's centralised Internal Audit and Risk function provides training and support to ensure risks are captured effectively and on a timely basis.

The Internal Audit and Risk function works with the Chief Executive Officer to review and consolidate the most significant business risks

into a corporate risk register for scrutiny at quarterly Executive Committee and Audit and Risk Committee meetings. The Executive Committee makes recommendations for ensuring the risk management framework remains effective going forward.

## Business Continuity

We provide critical national infrastructure services to our customers and have in place plans to mitigate the impact of events that have the potential to disrupt delivery of these services.

## Future Forward

- In the coming year we aim to continue reducing our impact on the planet by reducing our carbon emissions while continuing to support our communities who rely on Arqiva to keep them connected to the information and entertainment that matters to them.
- Keep up to date with our progress on LinkedIn and [Website](#).

