



Arqiva Sustainability Report

Financial Year Ending June 2025

Arqiva Sustainability Report FY 25



CEO's Message

At Arqiva, our commitment to sustainability is fundamental to our purpose and strategy. As custodians of critical national infrastructure, we recognise the responsibility we have - not only to our customers and communities, but to the environment and future generations.



As we share this year's Sustainability Report, I am proud to highlight the progress we have made towards our Net Zero targets and our broader Vision 2031 strategy ambitions.

This year marks a significant milestone on our journey to Net Zero.

Our science-based targets, now validated by the SBTi, set a clear path to decarbonise our operations and value chain. We have already achieved substantial reductions in our greenhouse gas emissions, accelerated the transition to renewable energy, and embedded sustainability into every aspect of our business - from technology upgrades and fleet electrification to supplier engagement and circular economy initiatives.

These achievements are not just about compliance, they are about creating long-term value for our customers, supporting the communities we serve, and protecting the environment for future generations.



We know that our stakeholders expect transparency, ambition, and real impact. That's why we are committed to reporting our progress openly and holding ourselves to the highest standards. As we look ahead, we will continue to innovate, collaborate, and challenge ourselves to go further.

Shuja Khan

Chief Executive Officer



Arqiva Sustainability Report FY 25

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FY 25 Sustainability Achievements



FY 24 disclosure awarded
B for climate and C for
Water



1 mental health
first aider for every
15 colleagues



Net Zero Targets
approved by SBTi
(July 2025)



ISO 14001, 45001,
9001 and 27001
Accreditation



MSCI Score improved
from **A to AA**



FY 24 submission
Silver medal achieved



ESG benchmarking survey
score of 94 for our FY 24
submission



Arqiva colleagues
raised £48k for
a variety of charities

Achilles Audit

External audit on our
governance processes
Management - 100%
Site – 99%



Limited Assurance to ISO
14,064 completed for Scope
1,2&3 Greenhouse Gas
emissions reporting

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.

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.

All colleagues receive training on a range of sustainability topics including Environmental Awareness, Cyber Security and Diversity and Inclusion. Our annual code of conduct refresher training, which includes a greater emphasis on ESG this year, was completed by 99% of colleagues. ESG metrics are also included as an element of bonus payments made to eligible colleagues.

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 (GHG) 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.

Accredited to ISO 14001, 45001, 27001 and 9001.

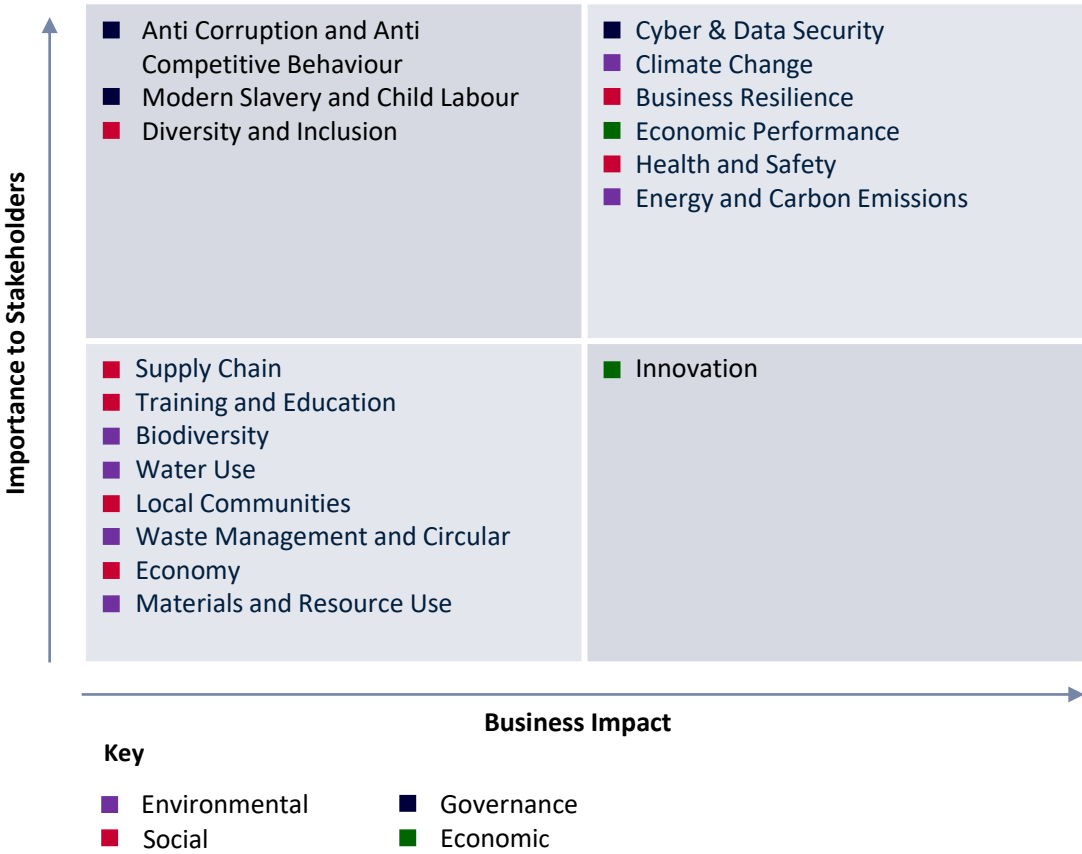
All colleagues receive training on sustainability topics including environmental awareness, diversity and inclusion, anti-corruption and cyber security.

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

ESG performance is an element of our bonus payments.

Materiality Assessment

During FY 25 we consulted with internal and external stakeholders to complete a materiality assessment to determine the potential impact of a range of Sustainability topics. Results were reviewed by our Sustainability Leadership group to understand the importance to stakeholders and the potential business impact ensuring associated risks are captured within our Enterprise Risk Management Process.



Key Findings:

The assessment concluded that the most material topics were those that could affect our ability to deliver our services to customers. As a provider of Critical National Infrastructure Arqiva has processes in place to manage the threats to the business. We have rolled out business continuity and disaster recovery training at multiple levels across the business during FY 25. We carry out regular exercises to test our business continuity processes, following these we review the learnings to see if any improvements can be implemented.

We recognise the potential impact of cyber and data security and have robust procedures in place to manage these risks. All colleagues receive regular training and updates on how to protect the business from cyber attacks.

We have reviewed our climate change risk assessment to include consideration of multiple climate change scenarios over different time frames and have in place a range of mitigations to reduce the impact of climate change to our business.

We recognise the importance of supply chain in delivery of services to customers and our procurement team have processes in place to minimise potential impacts of disruption through the supply chain.

An emerging topic of interest is biodiversity. Over FY 25 we have completed an analysis of our site locations to identify those which are in the most ecologically sensitive locations to understand the potential impact of our operations and any opportunities to improve environmental management. Other material topics include those associated with protection of people and legal compliance.

Risk Management

The results of our materiality assessment showed a good alignment to the risks already identified within our Enterprise Risk Management process. Risk management including mitigations is regularly reviewed by our Executive Committee and Audit and Risk Board Sub-Committee.

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

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Arqiva commits to:

- Meeting, and where appropriate, exceeding the requirements of environmental legislation and policies.
- Identifying our environmental risks and developing strategic and operational plans to mitigate them.
- Assessing the impact of climate change and the steps to be taken by the business to reduce these impacts.
- Decarbonising our business to Net Zero by 2040, with an interim target of 2031 for scope 1 and 2 emissions. Our Net Zero targets have been approved by the Science Based Targets initiative (SBTi)
- Ensuring the prevention of environmental pollution and nuisance and instigating a suitable emergency response to incidents to minimise the impact to the environment and human health.
- Reducing our consumption of energy, water and other materials; where reductions cannot be made seeking sustainable alternatives such as sourcing renewable energy.
- Seeking ways to protect and enhance nature in the areas where we work to prevent biodiversity loss.
- Ensuring our products and services are designed, operated and maintained to minimise energy consumption and waste generated during their lifecycle; repurposing, reusing or recycling waste materials where possible.
- Collaborating with suppliers to reduce the environmental sustainability impact of provided goods and services.
- Providing colleagues with training, skills, knowledge and resources to support delivery of our environmental sustainability goals and ambitions ensuring environmental sustainability is embedded into business decision making.
- Setting and monitoring performance targets and objectives to improve our environmental sustainability performance.
- Ensuring continual improvement of our environmental performance, through the maintenance of our Environmental Management System in line with ISO 14001.

Goal 1: Our Journey to Net Zero

To meet the requirements of the SBTi (Science Based Targets initiative) net zero target framework Arqiva is committed to identifying opportunities to reduce our carbon emissions and has set science-based net zero targets aligned to meeting the goals of the Paris Agreement which aims to limit global warming to 1.5C above pre-industrial levels. Arqiva is committed to reaching net zero greenhouse gas (GHG) emissions across the value chain by 2040 from an FY 2023 baseline year.

Near Term Target:

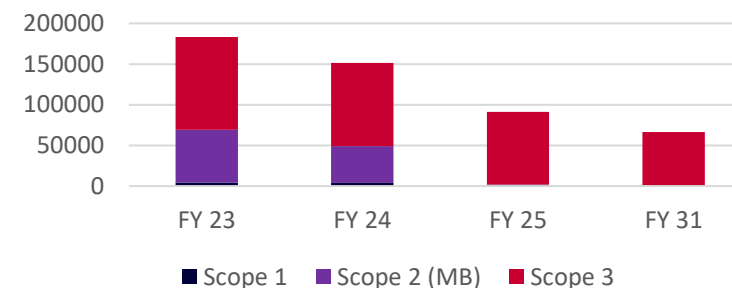
To reduce absolute scope 1&2 GHG emissions by 90%* and scope 3 GHG emissions by 42%* by 2031.

Long Term Target:

To maintain a minimum 90%* absolute scope 1&2 GHG emissions and to reduce absolute scope 3 GHG emissions by 90%* by 2040.

* The target boundary includes land-related emissions and removals from bioenergy feedstocks

Progress Towards our Net Zero Targets - tCO2e (MB)



SCIENCE
BASED
TARGETS



Net Zero: Key Milestones

22-23

- Baseline calculated for scope 1&2
- Estimate made of some scope 3 emissions
- Letter of commitment sent to SBTi
- Carbon reduction plan developed

23-24

- Carbon reduction plan given board approval
- 23-24 GHG reporting for scope 1&2 emissions subject to 3rd party limited assurance to ISO 14064
- April 2024 commenced renewable energy purchase contract from our main supplier
- Scope 3 data methodology and collection completed
- KPIs to track performance developed

24-25

- Near-term and Long-term carbon targets validated by SBTi
- Developed carbon reduction plans with top tier suppliers and customers
- Developed carbon footprint of our products
- Implemented of ESG reporting tool
- Tracked delivery of agreed carbon reduction projects
- Reviewed climate change risks and opportunities

25-26

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

26-31

- Continue to track and deliver carbon reduction plans
- Consider offsetting options where absolute savings cannot be achieved

Goal 1: Our Journey to Net Zero - Streamlined Energy and Carbon Reporting

FY 25 Highlights

- Electricity consumption reduced by 3.4%
- Increased number of fleet electric and hybrid vehicles
- Commenced phase out of FM 200 in our fire suppression systems



EV Chargers at Crawley Court Offices

Net Zero and Energy Efficiency Actions Taken in the Year

This financial year we reduced our energy consumption by approximately 8.6 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.

Scope 1 Emissions

Arqiva's scope 1 carbon reduction plan includes electrification of 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 21 to 39 and the number of hybrid vehicles from 4 to 40 out of a fleet of 283 vehicles,
- Reduced total fleet miles travelled

by around 180,000, including changing the way site visits are scheduled,

- 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 legacy radio services,

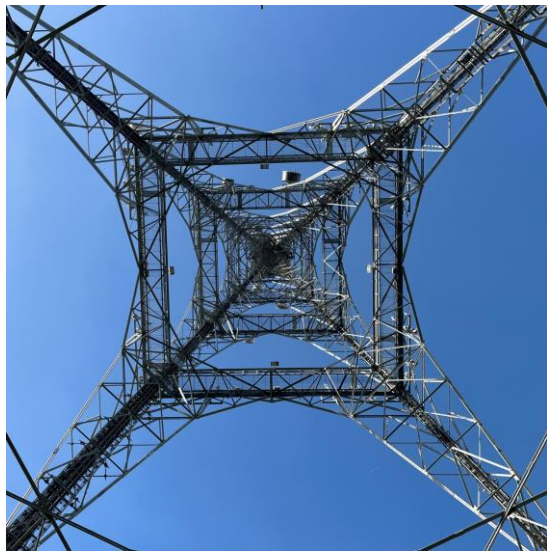
- Made engineering changes to broadcast equipment to improve efficiency and lower power usage,
- Seen improved efficiency following replacement of equipment,
- Continued purchase of electricity with renewable energy guarantee of origin certification which commenced in April 2024,
- Continued to generate electricity from solar panels at our sites saving the equivalent of 36 tCO₂e emissions.

	FY 24 GWh	FY 25 GWh
Fuel Consumption	8.2	6.4
Automotive Fuels	5.1	4.7
Gas	1.5	0.9
Oil	1.6	0.8
Purchased Electricity	189.0	182.7
Renewable Electricity	50.7	180.5
Non- Renewable Electricity	138.3	2.2
Self Generated (Solar)	0.2	0.2
Business Travel	1.1	0.7
Total Energy Consumption	198.5	190.0

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

FY 25 Highlights

- Limited assurance in accordance with ISO 14064-3:2019 completed for scope 1,2&3 GHG emissions reporting.
- 21% reduction in Location Based scope 1&2 GHG emissions
- 13% reduction in scope 3 GHG emissions



Crystal Palace Transmitter

SECR Reporting Methodology

Emissions were calculated in line with the GHG Protocol for the relevant scope 1,2 & 3 categories using the 2025 Department of Energy Security and Net Zero (DESNZ) emission factors unless otherwise stated.

Arqiva's 2025 Greenhouse Gas (GHG) accounting methodology can be found in our [2025 Greenhouse Gas \(GHG\) Accounting Methodology](#).

Independent verification of Arqiva's GHG inventory has been completed in accordance with ISO 14064-3. LRQA's assurance statement can be found in our [FY2025 GHG Verification Independent Assurance Statement](#).

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 2025 DESNZ emission

factors. 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 Location Based (LB) and Market Based (MB) emissions.

	FY 24 tCO2e	FY 25 tCO2e	tCO2e % reduction in FY 25
Scope 1	3,819	1,642	57%
Scope 2 (LB)	39,070	32,264	17%
Scope 2 (MB)	45,150	310	99%
Total Scope 1&2 (LB)	42,889	33,906	21%
Total Scope 1&2 (MB)	48,969	1,952	96%

Scope 3 emissions:

We have completed an assessment of the full range of scope 3 emissions for inclusion in this year's Streamlined

Energy and Carbon Reporting (SECR) report. The SECR report contains the total scope 3 emissions from all categories relevant to Arqiva. Emissions through our supply chain have been calculated using spend based data. We will be developing our scope 3 carbon reduction plan in the coming year.

Scope 3 Category	FY 24 tCO2e	FY 25 tCO2e
Purchased Goods and Service	33,021	31,560
Capital Goods	19,872	17,616
Fuel and Energy Related Activities	13,671	12,860
Waste Generated in Operations	19	1,627
Business travel	510	674
Employee Commuting	1,212	1,214
Upstream leased Assets	682	1,369
Use of Sold Products	28,549	19,163
End of Life Treatment of Sold Products	5,058	2,991
Total	102,594	89,074

Goal 2: Supporting Biodiversity

FY 25 Highlights:

- Expanded number of “no mow” areas to 5 sites
- Worked with the RSPB to develop industry guidance for working near nesting birds
- Colleagues volunteered for beach cleans, nature surveys and litter picking.



No Mow Area at Stockland Hill

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 identified opportunities for grass restoration at five sites by designating “no mow” areas throughout the summer to encourage wildflower growth and enhance biodiversity.

- We installed bird boxes, bird feeders and a bug hotel across our Emley Moor site.



Emley Moor Bird Box

As part of our operations, we want to prevent disturbance to nesting birds across our estate by setting policies and procedures to identify nesting birds and ensure that any work activities are managed accordingly.

During FY 25 we put in place access restrictions on 57 sites to protect nesting birds. We are working with the RSPB to identify the best ways to

protect nesting birds present at our sites and have facilitated setting up an industry group to develop guidance for businesses managing tall structures.

- We provide volunteering opportunities for our colleagues to gain a greater understanding of the importance of biodiversity by getting involved in beach cleaning, nature surveys and litter picking.
- We supported Caldbeck Parish Council with a rewilding project by providing funding for tree protectors.



Tree Protectors Installed by Caldbeck Parish Council

Goal 2 – Supporting Biodiversity

Overview

The UK is one of the world's most nature depleted countries. According to The State of Nature 2023 Report 19% of all species have been lost across the UK since 1970. Arqiva owns sites across the UK many of which are in ecologically sensitive areas, we want to ensure our operations minimise the impact on nature.



Raven chicks at Belmont Transmitter

The Challenge

The infrastructure owned and managed by Arqiva includes a number of tall structures which attract birds during the nesting season, this means we need to find workable solutions that strike a balance between the operational needs of the business and protecting nesting birds.

The Solution

In March of this year Arqiva were notified by the RSPB that Ravens were beginning to build a nest on the structure at Belmont coinciding with a large project to install internal lighting and an emergency evacuation system.

Ravens generally use cliffs or large trees to build their nests, and the population has generally favoured the west and northern England, but more recently evidence has shown that they are moving eastwards and will adapt to using man made structures for breeding purposes.

Through collaboration with the RSPB the project continued initially with internal works to minimise disturbance to the nest site, all works ceased for a 5-week period to ensure the nest site was given the best possible chance of success.

At the end of May we received confirmation that all the young had fledged the nest. A great achievement for the species, hopefully helping to secure wider breeding grounds for the future.

Goal 3: To Optimise Use of Resources and Reduce Waste

FY 25 Highlights:

- 99% of equipment sent to our repair centre repaired and reused
- 113 tonnes of waste recycled
- All mobile phones purchased this year (64) were refurbished models.



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 266 tonnes of waste generated in operations we recycled 113 tonnes and sent the remainder, for heat recovery.

Of around 4000 technical parts that were sent to our repair centre following identification of faults or following maintenance 99% were repaired and returned as stock items. The remaining items were deemed to be beyond economic repair and sent for recycling.



Broadcast equipment

All printers and laptops, and 88% of mobile phones no longer required by the business were reused through our supply chain partner, the remaining phones were recycled.

Our smart energy and water utilities propositions support a more responsible use of natural resources, assisting our utilities customers with their sustainability agendas.

Arqiva is 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 - Repair and Reuse

Overview

The UK is the world's second largest producer of e-waste per capita. Whilst recycling is effective, the process of extracting valuable natural resources is expensive. Adopting the principles of a circular economy focuses on eliminating waste by keeping products in use.



Sutton Coldfield Repair Centre

The Challenge

Aligning our business practices to the waste hierarchy ensures we are laying the foundations necessary to adopt the principles of a circular economy model. The repair team based at Daventry and Sutton Coldfield receive faulty or redundant kit from the field for refurbishment (or disposal) working on all systems across the radio network. Some of the platforms are approaching 40 years old with original parts no longer available and working well beyond the manufacturer's expected life.

The Solution

The AM 14/51 transmitters used for national and local radio networks were installed in the mid 1980's with approximately 121 transmitters in service. The transmitters' life has been extended by approximately 25 years by keeping them regularly serviced, replacing aging parts, repairing printed circuit boards and finding alternative parts when the originals are no longer available.

The network transmission equipment has a combined weight of approximately 3000 tonnes which has avoided disposal through the repair and maintenance teams extending the operating life span.

In FY 25 the repair team received over 4000 items for repair and assessment of which less than 50 assets were deemed beyond economical repair, generating a reuse rate of over 99%.

Climate Change Risks and Opportunities

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 2025 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 2025 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



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Supporting Communities

FY 25 Highlights:

- Colleagues participated in 75 volunteering days
- £48,000 raised for a variety of charities
- 3 Poppy Memorial Gardens created to mark VE Day



Volunteers at VETFEST Rugby Tournament

Supporting Communities

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, Walking with the Wounded and the NSPCC to local community projects, children's clubs, and sports teams.

Our Charities Team have successfully launched a new partnership with Micro hive (formally Pennies from Heaven) which allows our colleagues to donate the pennies from their monthly salary (up to 99p) to a company nominated charity. This year's charity is Macmillan Cancer Support.

Arqiva also 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 £150,000 over the past four years.

We support our colleagues to volunteer their time and talents to causes they care about. During 2025 Arqiva relaunched its Volunteering strategy to encourage our colleagues to find volunteering projects that resonate with them either in the local community or larger volunteering events. To support this, we offer our colleagues one day paid volunteering leave every year.

This included VETFEST Rugby where a number of our colleagues volunteered to be referees and to raise money for military veterans.

By way of example of how our culture and communities come together including supporting our sustainability goals, the Veterans

Network led work was widely supported by Arqiva colleagues in planting lasting Poppy Memorial Gardens at 3 of our sites to mark Victory in Europe Day and raising money for the Royal British Legion Industries.



Daventry Poppy Memorial Garden

Supporting Our People

FY 25 Highlights:

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



Arqiva Live Event

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.



Site Tour at Pontop Pike

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 – Inspiring Women’s Network

Overview

Our Inspiring Women's Network is an inclusive community that explores the factors impacting gender inequality, celebrates the personal and professional accomplishments of women and provides content and connections inspiring women to thrive. With circa 150 members, including male allies, it is a thriving network that has three key objectives; Educate, Elevate & Empower.



The Inspiring Women's committee members

The Challenge

Operating in a male-dominated industry, creating a space that feels relevant, energising and genuinely supportive is key. With many initiatives running across the business, the network needed to offer something distinctive - a place where females and male allies could connect with purpose, share experiences, and find content that speaks directly to them

The Solution

The Inspiring Women's Network hosts in person and remote events, monthly drop-in sessions with focussed themes as well as having an active Teams channel for regular engagement. There is regular collaboration with other networks across the business as well as key dates in the inclusion calendar.

This year, aligned with National Inclusion Week, the Inspiring Women's Network hosted an in-person event focused on the power of female role models and the positive influence they have on both our careers and personal lives.

With over 60 colleagues in attendance, it included a panel discussion that explored how female role models have shaped perspectives as well as a wider network discussion on how we all have the potential to inspire.



The Inspiring Women's event – 'She lit the path for me'

Supporting Our People – Health, Safety and Wellbeing

FY 25 Highlights

- 115 colleague health checks completed at our main offices
- 1 mental health first aider for every 15 colleagues
- 398 at home health kits issued
- 239 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 want to ensure all colleagues and contractors are engaged in achieving our aim of everyone going home safe and well at the end of each day.

To support our colleagues, we run a range of training courses tailored to the risks they faced in individual roles. We consult with colleagues and the BECTU union through regular meetings, and work with our contractors to share and learn through our contractor health and safety forums.

We are an active member of the Mast and Tower Safety Group, an industry-led group that seeks to share and develop best practice that we share with our colleagues and contractors.

Over the past year, we have invested in our health and safety team by expanding and reorganising the team, introducing health and safety

business partners to support specific functional areas and setting up a new strategy team to deliver long term improvement projects. We have implemented a new incident reporting tool to streamline reporting and investigation of incidents and near misses, ensuring actions are put in place to improve performance.

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 wellbeing pillars: of physical, professional, social, financial and mental.

To support this approach, we have a network of 87 mental health first aiders and have provided managers with mental health awareness training.

We are pleased to report that we received an HR Excellence Award for Wellbeing in FY 25 demonstrating our continuing commitment to the wellbeing of our employees.

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.

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 14001, ISO 27001 and ISO 45001.

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 anyone 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

Anti-Bribery and Anti-Corruption

Arqiva aims to avoid fraudulent behaviour in its activities and those of its supply chain. The Group has undertaken a risk assessment on our fraud prevention policies and reviewed our internal and supplier Codes of Conduct. In conjunction with the UK Bribery Act 2010, the Group our Code of Conduct for employees incorporates all 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 27001:2013 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.

Business Continuity Case Study: Summer Preparedness

OVERVIEW

During Summer 2025, England and Wales recorded 856 wildfire incidents by mid-August, representing a 663% increase compared to the previous year. Arqiva manages sites located on moorland and heathland, the increase of wildfires presented an elevated risk to infrastructure and personnel. The ongoing trends of climate change resulting in rising temperatures and reduced rainfall, mean that we anticipate this risk will continue to grow in future seasons.



Training at Northumberland Fire Service Training Centre

THE CHALLENGE

Wildfires pose a unique challenge due to their rapid onset and unpredictable spread. Existing systems provided limited early warning, making it difficult to assess risk in real time. Fires that initially appeared low-risk could quickly escalate, threatening critical infrastructure and staff safety.

THE SOLUTION

During our Summer Preparedness workshop, we reassessed our wildfire monitoring capabilities and identified opportunities to improve early detection of fires and colleague awareness. We engaged with the England and Wales Wildfire Forum (EWWF) to explore training options for our field teams and additional monitoring tools. An initial cohort of 10 Field Team members attended the Northumberland Fire Service training centre, where they received: wildfire environment training (topography, fuel types, weather conditions), safety protocols for wildfire incidents and fire suppression techniques and an overview of Local and Regional Fire Service capabilities. We plan to expand this training programme to further build frontline awareness and response capability.

Following consultation with the Met Office, Local Resilience Forums, and EWWF, we integrated two key systems into our Summer Preparedness Plan:

Met Office Hazard Manager: Provides daily hazard reports, live mapping, and wildfire alerts.

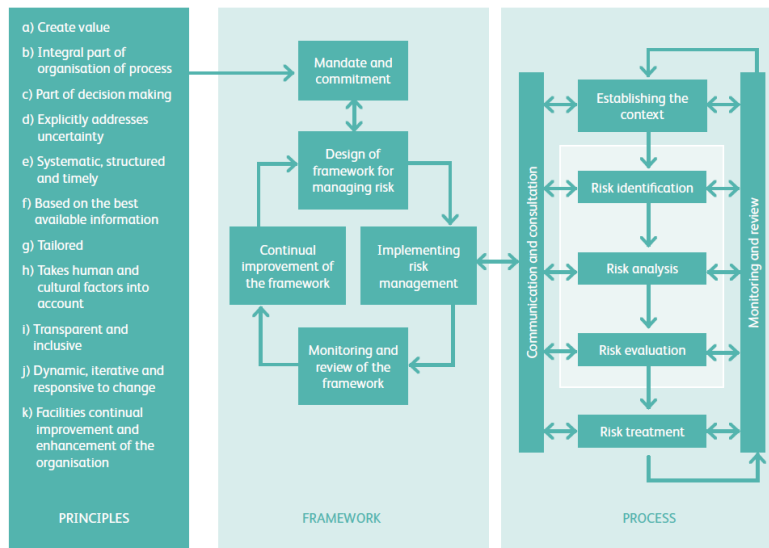
European Forest Fire Information System (EFFIS): Offers data on active fires, burned areas, fire danger forecasts, and hotspot tracking.

These tools have been shared with the operational teams to support daily horizon scanning, especially during dry spells and heatwaves.

Compliance and Risk Management

Our Approach to Risk management:

- Recognises risk management is essential to achieve our business objectives
- Adopts an Enterprise Risk Management approach aligned to ISO 31000
- 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 31000. 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 27001 standard for Information Security

and conforms to the intent of the ISO/IEC 27005 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](#).

