AGILITAS

CSR REPORT 2024

Corporate Social Responsibility

Resilience and reliability. With challenges overcome in 2023, Agilitas shows how it constantly evolves to offer a safe and secure workplace.

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COMPANY **PROFILE**

With over 30 years supporting the technology channel, we understand the importance Agilitas plays when representing our Channel Partner's brands. Through our Channel Partners, Agilitas support the critical infrastructure of some of the biggest organisations in the world. With experience delivering hardware services to public and private sector clients and the ability to support hardware from single items right through to complete inventory outsourcing, Agilitas' IT Solutions enable our customers to adapt to the speed of change, keeping downtime to a minimum and protecting revenue loss.

Discover more **AGILITAS** and follow us on social media **here.**

EMPLOYEE **DATA**

38%

62%
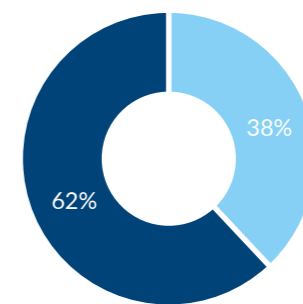
Out of Agilitas' personnel, including Executive-roles, **38% are female**, and **62% are male.**

WHO WE **WORK WITH**

We work alongside 100+ key technology partners, here's a few below:

Softcat   SCC   nsc}

daisy.   maintel   Atos

digital space   CISILION   CONNECT

IBM   kyndryl   NATILIK

GENERAL **INFORMATION**

Founded
1993

Originally Named
acal

Operating Countries
80+

Employees
98

FY23 Revenue
£13.3m

FY24 Projected Rev.
£16.8m

MISSION & VALUES

CORE VALUES

Here at Agilitas, we believe that embodying our values is key to nurturing strong relationships with our partners and customers. Our values truly reflect the ethos of our company and our dedication to IT solutions and the Channel. We are committed to upholding these values in everything we do, ensuring that our business practices are always rooted in integrity, collaboration, and excellence.

OWN IT

Taking charge of what you do and leading the way in how you go about it.

TARGET IT

Setting clear goals and objectives with measurable results to foster a culture of ambition and focus.

CHALLENGE IT

Speaking up and questioning the status quo to drive improvement and innovation

WIN IT

Celebrating excellence, achievement, and success, striving to exceed by delivering superior outcomes.

LIVE IT

We take great pride in our work and promote Agilitas' vision and values in all that we do.

MISSION STATEMENT

"Our Purpose is to support the Speed of Change by reducing the loss of productivity and revenue for our customers."

ABOUT THIS REPORT

Agilitas uses our Corporate Social Responsibility (CSR) Impact Report to show transparency when measuring progress against our CSR goals, and marking our expectations throughout the year. This report covers our most pertinent factors, as well as highlighting our ongoing efforts surrounding Environmental, Social, and Governance (ESG). You can find data relating to all areas of our organisation, from performance and policies, to employee wellbeing and initiatives. Through this CSR report, we are highlighting actionable work taken to create a more sustainable and economic world for our employees, partners, and customers.
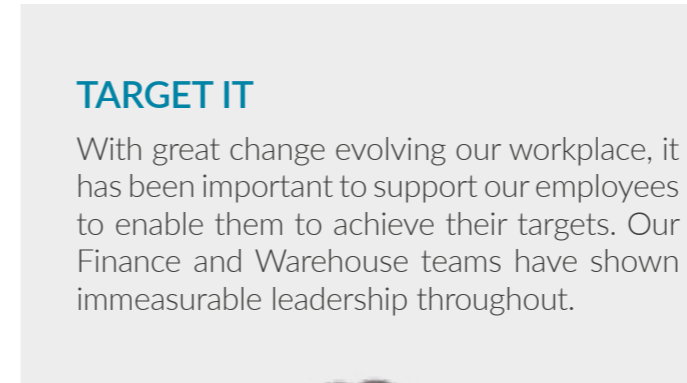
Compare with our 2023 CSR Report

OWN IT

Our skilled Logistics team have achieved great strides by delivering, maintaining, and owning the implementation of partner projects across the globe. The team always ensure great customer experience.

TARGET IT

With great change evolving our workplace, it has been important to support our employees to enable them to achieve their targets. Our Finance and Warehouse teams have shown immeasurable leadership throughout.

CHALLENGE IT

Our newly-welcomed Marketing Executive has worked strongly with our Sales and Business Development teams to offer a range of communications that challenge how we communicate with our customers.

WIN IT

Building relationships is one of our core principles, providing the best for our partners and their end users. Our Business Development team go out of their way to guarantee excellence.

LIVE IT

Our employees play the most vital point to the success of Agilitas. We're proud to have members such as our Data Analyst who leads internal sporting activities that bring us together as an organisation.

AGILITAS

A NOTE FROM **OUR COO**

SARA WILKES

Chief Operating Officer at Agilitas

"The market continues to move at pace with no sign of slowing down. Our customers are having to adapt to this speed of change by being able to scale both up and down to align with the requirements of their end user customers, whilst remaining competitive and relevant.

The global IT outage experienced in July 2024 demonstrated just how vulnerable organisations are to downtime. In an instant, revenues were lost, customer experience and brand reputation damaged and employees pushed to the limits as they enforced business continuity procedures, with some coping better than others. As the world becomes more reliant on technology and interconnectivity, this type of event will become more common. Whilst in July this stemmed from a system update, the reality the technology channel is facing is that downtime may come from a whole host of potential sources, including cybercrime, supplier faults and hardware failure.

Agilitas' mission has always been to support our customers with the speed of change in the marketplace, reducing their downtime across critical estates. Whilst Agilitas specialises in keeping hardware running, the reality of today's marketplace is that customers require a much more strategic partnership with hardware service providers. Where traditionally this service could be more transactional, we are experiencing an increase in working more closely with our customers to deliver bespoke services that align with their strategies.

This means it is more important than ever to be open and transparent about how Agilitas operates. Like many organisations in the Channel, 2024 has been a transitional time for Agilitas as we look to realign our strategy to ensure it delivers exactly what our customers require.

We are extremely proud to have redefined our mission and values, recruited a passionate leadership team and key players within the organisation to drive innovation and growth for our customers and implemented a new total experience framework that our team all work to together.

Agilitas prides itself on supporting Channel partners without geographical limitations, which means leading with a total experience mindset that encompasses culture, excellence and the voice of the customer, as well as technology, automation and sustainability. The market is changing, so ensuring we listen and adapt to our customers' needs means we can grow and succeed together.

Every customer is on a different journey, but their purpose is to help their end-user customers, and our role in the Channel is to add value to their offering and enhance the end user experience. Developing a strong People Strategy that attracts the right A-player candidates and develops and retains them is key, and by involving the workforce, teams will generate solutions that think outside the box and provide a greater competitive edge.

Will we hit issues and problems as we take this new path? Absolutely. I'm not sure I have discovered a company in the world yet where everything is simple and easy. But our approach of being transparent and open ensures we can address any issues early on, as a team, ensuring we can remain agile, responsive and deliver the best outcomes – together."

Agilitas HQ

Our EUC Wollaton Suite

Agilitas Test Engineer

OUR OFFERINGS

HARDWARE MAINTENANCE

Agilitas' award-winning break-fix maintenance service provides end-to-end parts and engineering provisions for the needs of today's channel businesses. Utilising our own spares and logistics infrastructure, customers experience minimal downtime in the event of hardware issues or failure.

With fast response times, 24/7 support and expert knowledge across multiple vendor technology, Agilitas ensures the right part is at the right place at the right time. Our flexible solutions mean that if our customers also require an engineer, we can arrange the correct level of resource to attend site within the required SLA.

PROFESSIONAL SERVICES

With in-depth knowledge and experience of technology across the data centre, network, security and workplace, Agilitas are ideally positioned to help meet resourcing goals. Our professional services covers most aspects including discovery and planning, auditing, training, survey, specialist support, projects and general skills placement.

SMART LOGISTICS

Agilitas' secure warehouse and distribution logistics service provides our channel partners with a cost-effective solution to manage, store and distribute either their own, or their customers' technology hardware across the world. From project work and complex deployments, to entire hardware outsourcing, our Smart Logistics expertise enables our customers to drive efficiencies and cost savings across their operation.

SMART DEVICE SOLUTIONS

Agilitas' end-user computing solution provides full device management for organisations to effectively deploy and maintain their technology across multiple locations across the UK, Europe and beyond. With the rise of hybrid and remote working, organisations need to manage laptops, mobile phones, tablets and peripherals for joiners and leavers as well as repair or replace any device faults during use. As well as handling all storage and logistics, Agilitas manages all pre and post configuration to ensure devices are plug and play on arrival, removing the need for on-site engineers.

OUR STRATEGY

Everything we do drives a total experience for our people, our planet and our partners. Our strategy considers that all our actions are connected and affect one another. Therefore, we have adopted a Total Experience approach which focuses on five core pillars that all work together to achieve our goals. Each pillar is underpinned by their own strategic plan with a senior member of the team driving innovation and results in each area.

PEOPLE & CULTURE

Fundamental to the successful delivery of our strategy is culture. We strive to foster a culture that attracts and retains A-players. Our employee experience drives innovation and growth and is fundamental to everything we do.

EXCELLENCE

Our target operating model is aligned to drive an optimal customer journey alongside the implementation of experience led OKRs to drive measurable excellence for our people and customers.

SUSTAINABILITY

Everything we do should be sustainable, ethical and governed. Our ESG strategy underpins every department and process we have within Agilitas.

VOICE OF THE CUSTOMER

We don't just want to listen to our customers, but we want their voice to shape our strategy from a product, service and industry perspective.

TECH & AUTOMATION

Our ambitious technology roadmap continues to drive customer and employee experience by increasing productivity and adding new capabilities.

OKR FRAMEWORK

Our strategy is ambitious, but we believe to keep up with the pace of the marketplace and support our Channel Partners, it is imperative to aim for the top! To keep us on track and accountable, we utilise an Objectives and Key Results (OKR) framework. Every quarter, our department heads present their new OKRs to the wider business. Their objectives and actions are fully supported by the business and each department is provided with project management support to keep them on track and identify any risks or blockers so they can be investigated promptly. At the end of each quarter all OKRs are analysed so they can be developed or fine-tuned for the future.

CIRCULAR ECONOMY

KEY DEFINITIONS

Embodied Carbon - Sometimes referred to as Embedded Carbon, Embodied Carbon is the calculation of the carbon emissions from the manufacturing process. This includes the extraction, production, transportation and manufacturing of the materials used to make the product.

Operational Carbon - refers to the carbon emissions that are released only during the operation of the product.

REDUCING IMPACT

The full environmental impact of technology goes beyond its energy use. When considering a product's full carbon footprint, the manufacturing, packaging, distribution and disposal must be considered too. For technology, it is often the case that over half of the total carbon footprint comes from the initial manufacturing process, and this can rise to around 80% for products such as laptops and mobile phones. By extending the use periods of technology, the overall environmental impact of that product can be reduced.

Agilitas are committed to supporting the Channel with solutions that **repair, rework and reuse technology** to extend the lifecycle of products.

By using Agilitas hardware maintenance services, channel partners can typically **extend the life of their tech beyond the 3–4-year average to 7 years and beyond.** When a part fails, Agilitas will replace it in as little as 2 hours and return the faulty part back to our Nottingham repair hub where it will be tested, repaired, and then placed back into stock for future use. Anything that cannot be repaired is stripped down for spares or recycled. Agilitas operates a 0% WEEE to landfill policy.

Ensuring efficiency in other areas of the product lifecycle also reduces the overall carbon footprint of the product. Our team have replaced the use of plastic tape with recyclable, biodegradable tape, **saving the equivalent of 130 miles of plastic tape a year.** What's more, our engineers test every item that enters our repair hub to reduce the chance of products arriving at the customer DOA (Dead on Arrival). If a product is DOA, it means more transport and packaging is required to replace the product so keeping DOA products to a minimum is essential for reducing the overall carbon footprint of our service.

The little things add up...

Agilitas switched to a sustainable supplier for marketing assets such as printed reports, brochures and event banners. UK supplier, Sustainable Print, also collect our event banners that are no longer required and recycle them for reuse for both us and other customers.

OUR IT INFRASTRUCTURE

In 2017, Agilitas made the strategic decision to move from on-premise hosted servers to a h**ybrid cloud solution,** also adopting the Office 365 model to transition all file storage to the cloud. As part of this transition, our SharePoint area, which allows all departments to cross communicate, has also moved to the cloud. By moving from on-premise storage to the cloud, we have been able to **significantly reduce our Scope 2 carbon emissions.**

In the past year we have also updated our telephony systems, migrating from on-premise PBX to an online SIP platform. With more of our teams using VOIP, we have been able to cut our mobile phone usage, which not only reduces our costs but also the scope 3 emissions associated with the purchase and upkeep of mobile devices.

At Agilitas, we feel it is important to strike a balance with end-user computing hardware to ensure we operate as sustainably as possible whilst not compromising performance or security. Our desktop hardware is refreshed every 4 years. All old kit goes through our top-of-the-line workshop to be stripped, reused or where not possible for use, it will be recycled. The new kit which replaces these items is bought from our Refresh Network to ensure we are reducing our environmental impact wherever possible.

Within our office areas, we promote the full powering-off of desktop displays, rather than leaving on standby, as well as ensuring all portable electronic equipment goes through PAT to guarantee security and safety for all of our employees. This testing is done thoroughly and on a regular annual basis.

Whilst progressing with the aforementioned changes, Agilitas is still looking into different ways to reduce resource use, cost, and energy consumption within its IT infrastructure

AGILITAS **AGILITAS**

ESG **HIGHLIGHTS**

Sustainability is not only the foundation of our services, but is part of our Total Experience strategy that underpins everything we do. Our Head of ESG, Deborah Johnson, continually works on how Agilitas can improve. We are also working with an independent consultancy, Auditel, to accurately calculate our carbon footprint baseline year and help accelerate our carbon reduction strategies.

To keep up accountable and transparent, we partner with the following organisations:

**ecovadis**

SCIENCE BASED TARGETS

Ecologi

EcoVadis helps companies better manage and communicate their sustainability performance by assessing and rating a company's material sustainability impact based on thorough documentation analysis

In 2022, Agilitas were awarded the Bronze EcoVadis medal.

In 2023, Agilitas were awarded the Silver EcoVadis medal.

Science based targets provide a clearly defined pathway for companies to reduce their carbon emissions in-line with the latest climate science necessary to meet the goals of the Paris Agreement.

Agilitas commits to **reducing scope 1 and scope 2 GHG emissions 42%** by 2030 from a 2021 base year, and to measure and reduce its scope 3 emissions.
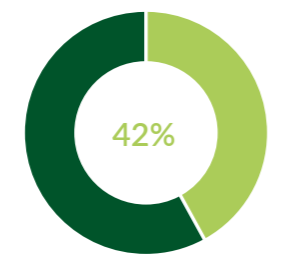
Ecologi enables companies and individuals to support impactful climate projects.

We have funded **16,040 trees.**

Funded projects to **avoid 947.25 tCO2e** from entering the atmosphere.

Funded projects to **remove 1 tCO2e** from the atmosphere.

BRONZE 2022 ecovadis Sustainability Rating

SILVER 2023 ecovadis Sustainability Rating

42%

UN **SDGs**

The 17 **UN Sustainability Development Goals (SDGs)** were adopted in 2015 by the United Nations as a global call to action to end poverty, protect our planet, and to ensure that all people can have peace and prosperity by the year 2030.

We pride ourselves with our carbon reduction projects we work alongside Ecologi to fund, covering the whole globe. We should play our part and take the responsibility, you can see what goals we have helped fund here:

Goal 1
End all forms of poverty, everywhere.

Goal 2
Ending hunger, gain food security, improve nutrition and agriculture.

Goal 3
Ensure healthy lives and promote wellbeing for all ages.

Goal 4
Inclusive and equitable quality education, promoting lifelong learning.

Goal 5
Ensure gender equality and empower all women and girls.

Goal 6
Availability and sustainable management of water and sanitation.

Goal 7
Access to affordable, reliable, sustainable and modern energy for all.

Goal 8
Promote sustained and economic growth, with decent work for all.

Goal 9
Build resilient infrastructure and sustainable industrialisation.

Goal 10
Reduce inequality within and among countries around the world.

Goal 11
Making cities and human settlements safe, resilient, and sustainable.

Goal 12
Ensuring sustainable consumption and production patterns.

Goal 13
Taking urgent action to combat climate change and its impact.

Goal 15
Protect, restore, and preserve all lifeforms, ecosystems, and land.

Goal 16
Promoting peaceful and inclusive societies for sustainable development.

AGILITAS

SUSTAINABLE **PROCUREMENT**

Demand management is key to our procurement strategy. Agilitas believes the most sustainable way to procure is not to buy at all or to keep demand to a minimum by operating the business more efficiently.

Our buyers seek the most sustainable options when purchasing kit, whether that is from more local suppliers or utilising as least travel as possible to avoid unneccesary carbon emissions. Every stage of the procurement cycle is considered.

Our buyers - ethical and responsible sourcing training – part of CIPS.

Integration of ESG clauses are included in supplier contracts.

Suppliers measured against their ESG practices and carbon footprint results.

Consideration for sustainability integrated into internal purchasing processes for specific products or services, for example our couriers, packaging, stationery, and cleaning products.

Sustainable procurement objectives integrated into buyer performance reviews.

FY23/24 **STATISTICS**

OPERATIONAL **CARBON**

Sustainability has always been in the DNA of Agilitas' repair, rework, reuse model that drives the circular economy for our customers. However, we are also focused on reducing our operational carbon impact by switching to more sustainable processes, reducing waste and ensuring our carbon management approach is focused on reduction.

Here are just some of the sustainable switches we have made:

Our warehouse operates on LED sensor lighting to reduce energy.

Reduced our need for printing and paper.

Partnered with sustainable suppliers for our marketing collateral.

Our warehouse baler compacts cardboard to reduce waste collections.

Removed plastic cups from our refreshment areas.

WORKSHOP & **REPAIR STATS**

Total items tested through Nottingham Hub:
19,753
All parts are tested, ensuring OEM standards.

Items tested as good and placed into stock:
18,373
A good part, once tested, is returned for reuse.

Items repaired and placed back into stock:
1,697
Some parts may need our specialists expertise.

Items sent to landfill:
0
Keeping our 0% WEEE to Landfill guarantee.

AGILITAS

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OUR CARBON **FOOTPRINT**

Our Total Carbon Footprint:

647.92 tCO2e

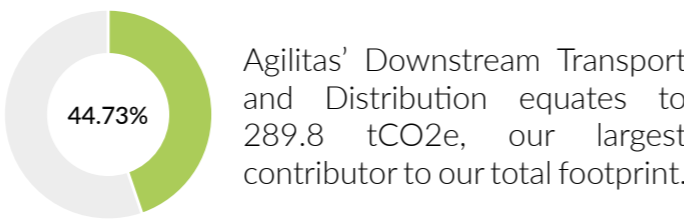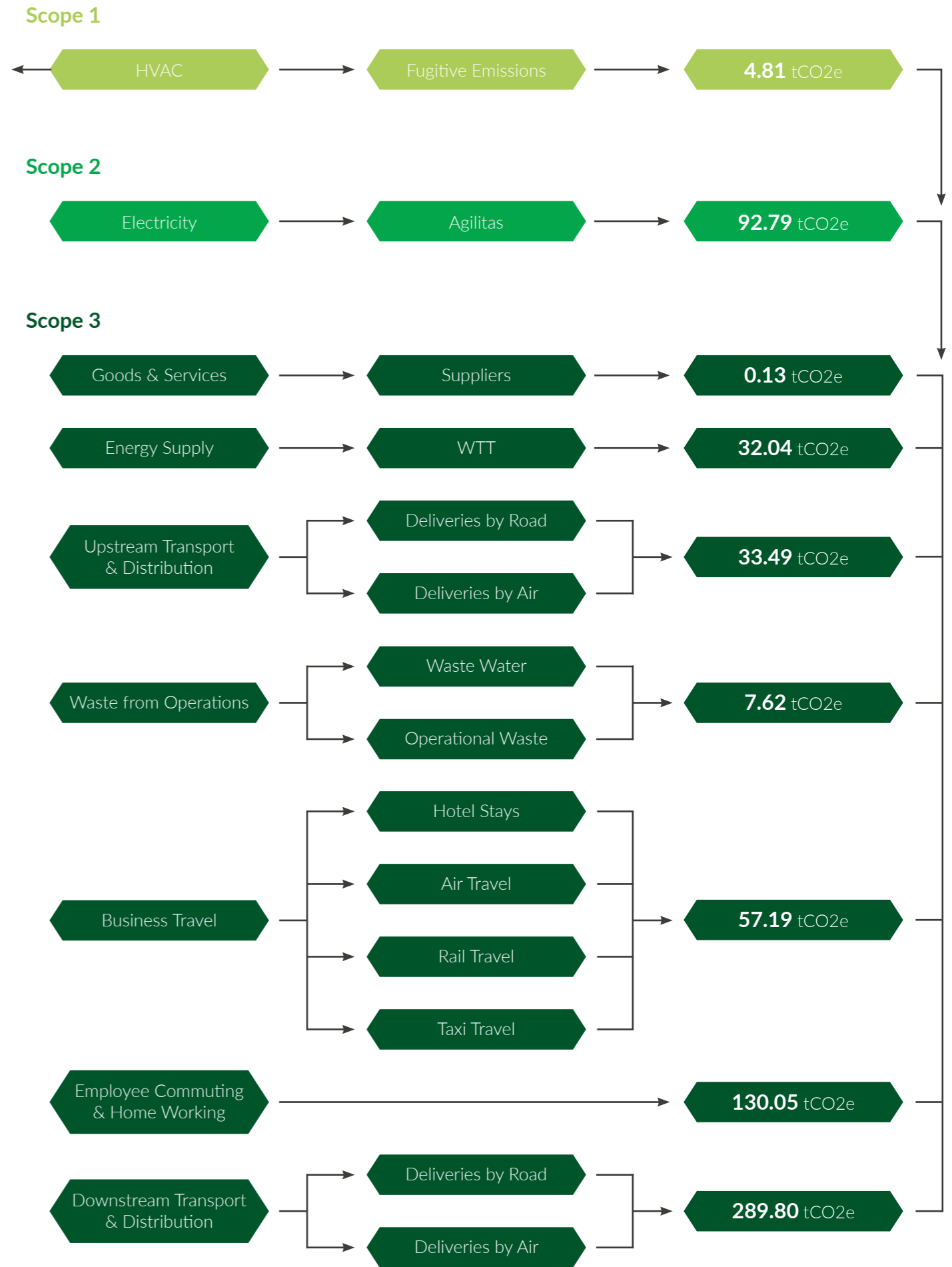This covers our machinery, electricity, downstream transport, and engineer transport.
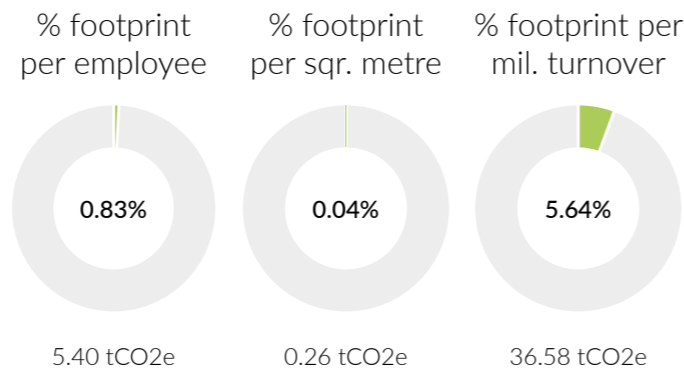
INTRODUCTION

Agilitas is in the process of finalising our strategic plan for 2023-2030, with one element focusing on how we will meet our social, economic, and environmental obligations. A fundamental part of this is how we gather evidence to inform our decision-making and future strategy. Our partnership with Auditel, carbon and procurement specialists, has kick-started our journey ten-fold, allowing Agilitas to see where there may be data gaps and how to best reduce carbon and costs.

REPORT **FINDINGS**

We've worked closely with Auditel to provide all the relevant data surrounding our scope 1, 2, and 3 emissions for the period **1 April 2022 to 31 March 2023.** As a result, on August 21 2024, our carbon report was finalised with the data shown here. For further information regarding our carbon report, please contact our Head of ESG **here.**

EMISSIONS BY **SCOPE**

Scope 1	0.74%
Scope 2	14.32%
Scope 3	84.94%

INTENSITY **METRICS**

% footprint per employee	% footprint per sqr. metre	% footprint per mil. turnover
0.83%	0.04%	5.64%
5.40 tCO2e	0.26 tCO2e	36.58 tCO2e

LARGEST **CONTRIBUTOR**

44.73%

Agilitas' Downstream Transport and Distribution equates to 289.8 tCO2e, our largest contributor to our total footprint.

Scope 1

HVAC	→	Fugitive Emissions	→	**4.81** tCO2e

Scope 2

Electricity	→	Agilitas	→	**92.79** tCO2e

Scope 3

Goods & Services	→	Suppliers	→	**0.13** tCO2e
Energy Supply	→	WTT	→	**32.04** tCO2e

Upstream Transport & Distribution	Deliveries by Road / Deliveries by Air	**33.49** tCO2e

Waste from Operations	Waste Water / Operational Waste	**7.62** tCO2e

Business Travel	Hotel Stays / Air Travel / Rail Travel / Taxi Travel	**57.19** tCO2e

Employee Commuting & Home Working		**130.05** tCO2e

Downstream Transport & Distribution	Deliveries by Road / Deliveries by Air	**289.80** tCO2e

A NOTE FROM OUR **CPO**

BEV MARKLAND

Chief People Officer at Agilitas

I'm now in my third year of being CPO at Agilitas and post pandemic we continue to see new working trends developing and evolving.

Understanding what the company needs as it evolves to support the changing needs of our customer base is critical to ensure that we have not only the appropriate resources but also high performing teams and employees in place to provide our services.

In our people team we are continually reviewing our policies and strategies to ensure they meet both our DEI (Diversity, Equity & Inclusion) objectives and our ESG strategy. We are aligned to the Living Wage pledge, the Menopause pledge and we are also delighted to have been able to enhance both our maternity and paternity packages this year. We've hosted volunteering days and participated in events to support charitable causes including two of our team members training for CRN Fight Night.

Our diverse approach to both recruitment and retention has seen an increase in our **female workforce increasing from 34% to 38%.** Our

senior leadership team, which has undergone some significant changes as part of our business strategy, has led to **67% of our senior leadership team being female as opposed to 43% last year.**

Additionally, we have introduced coaching and support programmes, including our Switch programme, that look at succession planning and growing our leaders of tomorrow. We now have as many as 12 people undertaking formal qualifications including apprenticeship courses.

Alongside these programmes, we've also been taking our managers through a coaching programme and have made great use of our Apprenticeship Levy as well as sponsoring others in relation to their development. In a headcount of just under 100, **we have a number of individuals undertaking a recognised apprenticeship or formal qualification course.** This investment helps us to identify and retain our top talent and to coach them to greater success in our company – we're 'growing our own' rather than always turning to external recruitment campaigns.

Developing a strong organisational culture at Agilitas remains a key strategic goal. Our commitment to this has led to us working with a visualisation company called any-3 to understand our employee workforce through anonymised

surveys and data gathering. Follow up improvement plans that identify what matters to individuals and teams has supported us in driving change and organisational growth.

In understanding our people more, and increasing our communication and collaboration with our people, we have been able to achieve reduced planned turnover at 5%.

Additionally, having a clear People Plan in place has enabled us to not only focus on growing our culture and engagement but has also been an opportunity to work inclusively with our people to identify and roll out new core values which we believe really reflect not only who we are now, but who we want to be.

Given the diversity of workforces across the UK, it's key that all companies including Agilitas harmonise their People Policies not only to reflect changing employment law legislation but also working trends.

During the past 12 months we have improved our family friendly policies to include improved maternity pay, we've given our new dads an extra paid week off during their baby's first year, as well as the opportunity to buy 3 days additional holiday through salary sacrifice.

As an extra thank you to our people, we now award our employees with a 1 day birthday holiday which is an increase from the previous 1/2 day they used to receive.

Acknowledging our employees through our quarterly VIP Reward Scheme is a great way to thank our employees for their contribution. We have introduced new categories for annual awards including a leadership award.

We recognise that our people want to be 'kept in the loop' and want to know what's happening in our company. Monthly Town halls led by our senior leadership team and our people managers have proved to be a great way in communicating with our employees – with our monthly staff lunches being a way to bring our workforce together, particularly those who work remotely, or with us on a hybrid model.

Unlike some companies, we're not looking to move away from our hybrid model. We've been able to build what we believe is a sustainable approach to remote and hybrid working through trust and

collaboration. **63% of our workforce now work at least on a hybrid model,** if not fully remote. This approach has also enabled us to recruit high talent that we might not otherwise have been able to attract had we had to restrict our recruitment campaigns based on distance.

Our increased collaboration and communication, and a better sense of team spirit, helped us immensely when we experienced a cyber security attack. Great team-working and resilience were at the forefront as we came together to not only keep the company operating but also to support each other at a critical time.

Our ability to attract high talent has also immensely improved through positive collaboration with our PSL agencies but also in building our reputation across our community. Over the past 12 months we've stepped in to **support local schools and universities** and to get involved in their projects whether that be supporting masterclass interviewing techniques for young people or doing a clothes donation run to support our local university for pupils who otherwise might not be able to attend interviews because they don't have appropriate clothing to wear.

We've recognised that our workforce continue to want to turn to us for great wellbeing and mental health support, as a result of which we've developed an annual Culture Calendar which focuses on all aspects of both wellbeing, from 'chat n lunch' events, formal workshops – but also having fun whilst at work including fantasy football, table tennis tournaments and quizzes etc. Acknowledgment Days have been a great way for our teams to both have fun but also **fund raise for our chosen charities including MacMillan and MIND.**
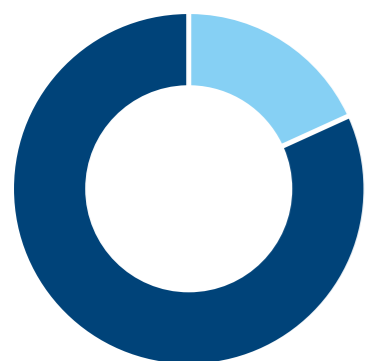
We're also doing more to support our employees who are fund-raising for their individual charitable events including giving our employees the opportunity to take up to 3 days annually each year, during the working week, to volunteer on a more personal basis for causes that are close to their hearts.

HEALTH & SAFETY

ACCIDENT STATISTICS

18.2% (2) of accidents resulted in a manual handling injury.

81.8% (9) of accidents resulted in a cut or graze.

0 instances of a reportable health & safety incident.

6 total days lost as a result of a health & safety accident.

H&S TRAINING

The health & safety of our employees is of paramount importance to us. Agilitas provides suitably trained staff to provide first aid. Every shift will be provided with a first aider.

All employees must complete Health & Safety training as part of their induction, and additional training is provided where required for their job role, for example COSHH, Manual Handling, use of PPE, and safety practices around areas where forklifts and pallet trucks are in use.

VISITOR SAFETY

Ensuring the health and safety of visitors and contracted workers on Agilitas premises is managed via a combination of clear policies, effective communication, and access control.

Agilitas visitors will be signed in using the electronic visitor booking system and are always accompanied by a member of staff. In the event of evacuating the building the visitor is accompanied to the assembly point by the host.

All contractors are supplied with a copy of the Health & Safety Policy and must adhere to its content whilst on our premises. The contractor must have a current Certificate of Employer's Liability Insurance, and the facilities manager will ensure any relevant health and safety issues and required checks are prepared for and dealt with on the day for example, Hot Permit to Work check, Access is restricted to required area only.

All visitors and contractors are advised of emergency procedures, including evacuation routes and assembly points.

WORKSTATION ERGONOMICS

Agilitas ensure that safety of workstations is regularly assessed and includes such items as the display screen equipment, telephone, printer, document holder, chair, desk and the environment surrounding the workstation to include lighting, heating and noise. All new starters are required to complete a DSE assessment, including remote/hybrid workers.

STRESS & PHYSICAL

Agilitas are committed to the well-being of all our employees. Addressing stress and psychological well-being in the workplace requires a comprehensive approach that includes both proactive measures and responsive interventions. We have trained Mental Health First Aiders within the workplace, and we hold wellbeing workshops that are open to all employees.

We also provide access to mental health resources, and hold menopause support sessions, and various wellbeing activities, including a wellbeing walk, let's talk mental health sessions, mix and mingle sessions and we recognised mental health awareness month in May with a series of events to raise awareness.

By implementing the actions on the right, Agilitas can create a healthier work environment that supports our employees' psychological well-being.

ENSURING WELLBEING

Enable hybrid and remote working options.

Ensure employees take regular breaks and vacation time.

Recognise and reward employee achievements and contributions.

Provide development opportunities, enhancing job satisfaction and growth.

Foster a safe culture to speak out about stresses and mental health.

Offer access to confidential counselling for mental health issues.

Involve employees in decision-making related to their work.

Provide quiet spaces where employees can take a break and relax.

Additional support during significant life events like childbirth or grief.

WELLBEING & ENGAGEMENT

Agilitas owes our continual development and achievements to our employees. The commitments made across all departments are our proudest, and therefore it is imperative that we ensure good wellbeing and engagement throughout the organisation.

Our monthly town-hall meetings offer a platform for every employee in the organisation to meet, share and collaborate. Whilst it provides as a channel for management to communicate important announcements and strategy updates to the wider team, employees from across the whole business are encouraged to contribute with sessions varying from department presentations, to collaborative workshops.

Covering wellbeing, since the start of 2023, Agilitas has worked with wellbeing partners such as 'My Mental Health' to provide workshops to employees covering key aspects of working and personal life, with the aim of developing areas within our employees. Workshops have discussed stress management, changing mindsets to a growth mindset, as well as a 'Understanding Me' workshop that allowed our new-joiners to integrate more into the business, also as part of their induction process.

Imperative to employee wellbeing, we utilise internal engagement surveys to get a gage on our employee's thoughts and feelings about their work-life balance, training opportunities, correct facilities, and a safe & secure environment. One of the highlights of this year's survey was the positivity surrounding people. 81% of employees felt that knowledge and best practice was shared in their team to help and support each other with teamwork, friendly and respect from manager all featuring in the commentary. Our engagement survey acts as a good stronghold to work from, with managers and executive members being designated specific OKRs for their department in terms of raising morale, engagement, and providing core facilities for our employees.

Bringing focus to our Social Committee, the aim for this team is to identify activities and opportunities that we can make use of to boost morale and wellbeing in the workplace. Examples of Agilitas' activities include summer BBQs, 8-ball pool and darts tournaments, multiple quizzes with prizes, as well as a big push around the Christmas period to give back to our Agiliteam. Our wellbeing room has been revamped and provides employees with a safe space to enjoy and relax during their breaks.

All employees, once passing their probationary period, have equal opportunity and access to our Medicash scheme. This scheme provides our employees with services such as 24/7 Virtual GP, skin cancer screening tools, and money towards other treatments such as dental, physio, as well as mental health (such as therapies, consultations, and ongoing support groups).

Summer BBQ

CRN AI Roundtable

Charity Football Tournament

2023 VIP Award Winners

International Women's Day

Stonebow Washlands Volunteering

INFORMATION SECURITY

Information security management system is integral to Agilitas' operation. We strive to assure integrity of all information we collect, produce, manage or store, which is duly handled through sound confidentiality procedures.

In September 2023 we were due to recertify our ISO 27001 accreditation. We were proud to have been successful against the new standard ISO27001:2022. This comes with additional data controls including, threat intelligence, data leakage protection, web filtering and security in cloud services.

We also hold Cyber Essential Certification, and our Information security policy and procedures aim to protect our information assets from any internal, external, deliberate or accidental threats.

Where required by our partners, Agilitas are able to provide Security Cleared Personnel at various levels to ensure high level security requirements are adhered to.

View our full accreditations here.

Our Information Security Objectives ensure we:

- Provide resilient and secure IT infrastructure, to ensure that our business continues operations with minimal disruptions to information security.

- Impart information security training to all new employees, within their probation period.

- Protect Agilitas IT Solutions Limited and customer information from unauthorised access or loss.

- Maintain business operations in the event of a disaster in all key areas.

- Ensure that suppliers meet the company's Information Security expectations.

- Meet all appropriate regulatory and legal requirements.

SECURITY COMMITMENT

Agilitas are deeply committed to protecting the information and privacy of our employees and customers. Our comprehensive information security policy is designed to ensure that sensitive data is safeguarded through stringent security measures and practices. Here's how we maintain this commitment:

1. **Training and Awareness:** We provide regular training sessions to ensure all employees are aware of potential security threats and the best practices for mitigating them. This includes phishing awareness, data handling procedures, and secure communication protocols.

2. **Access Control:** We enforce strict access controls to ensure that employees only have access to the information necessary for their roles. This minimizes the risk of data breaches and unauthorized access.

3. **Secure Infrastructure:** Our IT infrastructure is designed with security in mind. We utilise firewalls, encryption, and intrusion detection systems to protect against external threats.

4. **Incident Response:** We have a robust incident response plan in place. This ensures that any security incidents are promptly identified, contained, and re-mediated, minimising any potential impact.

5. **Regular Audits and Assessments:** We conduct regular security audits and assessments to identify vulnerabilities and implement improvements continuously. This proactive approach helps us stay ahead of potential threats.

6. **Data Protection:** Our IT policies, practices and protection ensures that sensitive information, such as personal details and financial data, is protected from unauthorised access.

7. **Customer Support:** We provide our customers with full details on how we protect their data and can offer additional resources where there are concerns regarding secure end user sites, including security cleared staff.

DATA **BREACHES**

CONTINUOUS **IMPROVEMENT**

We are committed to continually improving our information security practices. This includes staying updated with the latest security technologies, adhering to industry best practices, and complying with relevant regulations and standards.

SECURITY **INCIDENTS**

All incidents, including security breaches and irregularities must be reported and recorded. Corrective action is taken and followed up through regular verifications to improve the overall security standard.

By prioritising information security, we aim to build and maintain the trust of our employees and customers, ensuring their data is always protected.

CYBER **ATTACK**

In September 2023, Agilitas experienced a ransomware attack. Business continuity procedures were activated so Agilitas could remain operational with minimal disruption to our service.

We take the protection of data incredibly seriously and The National Cyber Security Centre, the ICO and the police were notified about the incident. Employees, ex-employees, customers and partners were all informed and updated as the investigation was conducted.

Our IT team along with external cyber specialists investigated the cause of the breach, as well as issuing recommendations and remediation action. No money was paid to the cyber criminals.

The ICO formally closed our case on 26th January, stating, "We have decided not to take any formal enforcement action on this occasion."

A NOTE FROM OUR **IT DIRECTOR**

NICK BALL

IT Director at Agilitas

"66% of organisations were hit by ransomware attacks in 2023 (Sophos report) with Statista reporting that the average downtime a company experiences after a ransomware attack totals 22 days. The Agilitas team were resilient throughout, ensuring that our business could continue to operate with minimal disruption whilst systems were safely checked and brought back online. As a business, we have procedures in place for a number of scenarios, and whilst it is hoped that these never need to be utilised, it was impressive to see how the team responded and worked together to execute the plan.
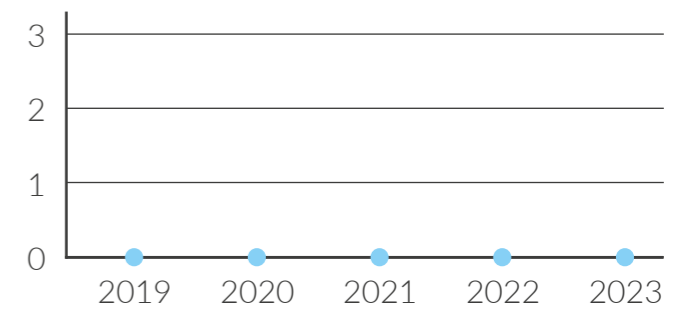
Pre-cyber attack, Agilitas had a number of security measures and procedures in place, but with threat actors becoming more sophisticated, it was important that we undertook remediation actions to bolster our security even further. This took both the form of implementing a Security Operations Centre (SOC) managed service and through increasing our employee cyber security and GDPR training programmes."

OUR FACTS & **FIGURES**

SECURITY BREACHES

1 event has occurred during the last 5 years.
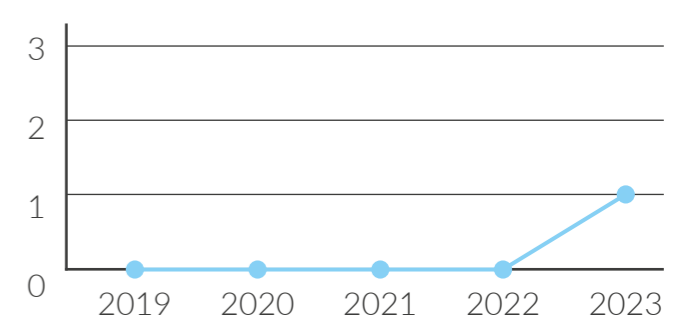
INSTANCES OF CORRUPTION

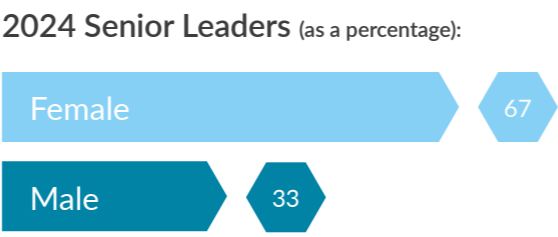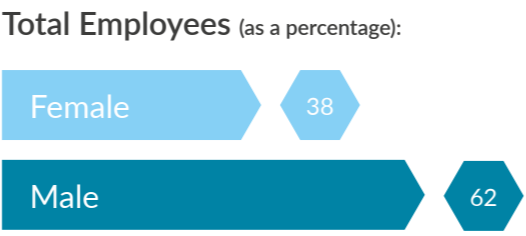0 events have occurred during the last 5 years.

EMPLOYMENT & WAGES

Agilitas is proud to be a Living Wage employer. Through the Living Wage Foundation, we're able to provide what we know is a fair day's pay for a hard day's work - **we ensure 100% of our staff are offered what we believe is the 'real living wage'.**

The Real Living Wage is calculated annually, and based on the current cost of living - ensuring the rate is a good benchmark against it.

FAIR PAY FOR ALL

As of June 2023, Agilitas is working diligently to decrease the average gender pay gap across its employees. We understand and acknowledge the gap present, and endeavour to work alongside agencies and recruiters alike to get the best-of-breed talent within Agilitas.

We provide equal opportunity to all applicants and employees alike, paying based on skill, and not discriminating on race, gender, belief, or sexuality. It is in both our and our employee's best interests to attain a diverse and well-skilled workplace at all times.

EMPLOYEE CHARTS

Total Employees (as a percentage):

Female	38
Male	62

2024 Senior Leaders (as a percentage):

Female	67
Male	33

INTERNAL PROMOTION

Our managers and team leaders play a crucial part to the structure and efficiency of our workplace - we strongly believe in internal talent and development, giving equal opportunity for all to progress without discrimination. Within the last 12 months, we've **promoted 8 members of staff internally** to higher, or better suited, roles.

RECRUITMENT PROCESSES

When looking at our recruitment strategy, we want to ensure potential candidates are best placed in the roles we are advertising for - not only for the quality of our business output, but to be able to provide the best development and potential for those applying for our roles.

We work closely with our Team Leaders and Managers to concisely word our job specifications, as well as fine-tuning our interview approach to give candidates the best possible successes. Professional recruitment and career development plans are crucial to our success and the success of our employees. By focusing this talent across our business, we are now greater aligned to the pipeline, and are on track to give our employees the best possible workplace environment.

Since 2019, and post-covid pandemic, our workforce is now split into hybrid and full-time office/warehouse workers. We identify the best conditions needed for employees, as well as providing all personnel the correct equipment to carry out their roles. Monitors, laptops, and other equipment are all given free-of-charge.

MODERN SLAVERY

Agilitas has an ongoing, strong commitment to ensure **0 instances of modern slavery** - we are therefore proud to acknowledge that Agilitas has not observed any instances of modern slavery across the business and global network this year.

CHILD LABOUR

Our high standards ensure we are committed to having **0 cases of child labour** and help protect those employees under the age of 18. In fiscal year 2023/2024, Agilitas did not observe any cases of child labour within the workplace, or across our global network of supply chains.

It is highly important to us that we provide a safe workplace to those across all age ranges, and continually observe for any instances of child labour.

LABOUR & HUMAN RIGHTS

- Number of weekly hours worked – **37.5**
- Number of work-related ill health - **0**
- Average hours of training per employee - **4**
- Percentage of employees from a minority and/or vulnerable group in the whole organisation – **40%**
- Percentage of employees from a minority and/or vulnerable group at top management level – **6 women, 1 minority**

ΛGILITAS
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