ARQIVA

# Sustainability FY26 Report

ARQIVA

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# Arqiva Sustainability Report FY26

## CEO's Message



Millions of people rely on the infrastructure we operate every day. That gives us a responsibility not just to deliver reliable services today, but to build what is best for the future. For Arqiva, sustainability is about both how we run our business and the contribution our services make to improve things for society.

Our broadcast networks keep communities connected to information and entertainment, while our smart utilities networks help customers understand consumption and identify water leakage. We must deliver these benefits while reducing our own environmental footprint.

In FY 26 we reduced our energy consumption by 7.4 GWh through changes to equipment and services and increased our recycling rate from 43% to 61%. These are practical steps towards using less energy, extending the life of equipment and making better use of materials.

We are committed to reaching net zero fully across our value chain by 2040. Our science-based targets include reducing absolute Scope 1 and 2 emissions by 90% by 2031, compared with FY 23 levels. Progress will not be uniform, and reducing emissions across our value chain remains a significant task. It will require sustained investment, better data and close collaboration with customers and suppliers.

Our responsibility extends beyond emissions, it includes protecting nature around our sites, keeping colleagues and contractors safe, supporting our people, maintaining resilience of essential services and conducting business with integrity. These responsibilities underpin the trust customers and communities put in Arqiva.
I thank our colleagues and partners for their commitment. Our focus now is to build on this year's progress, focus on the challenges ahead and continue to make sustainability part of how Arqiva succeeds over the long term.

Shuja Khan

Chief Executive Officer



# Sustainability at Arqiva

Sustainability is an integral part of our strategy and 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 both our Media and Broadcast (M&B) and our Smart Utilities Network (SUN) services.

We incorporate sustainability into our business practices by leveraging the expertise of our colleagues to discover innovative solutions for growth and development of our products. In M&B this brings an opportunity to replace or upgrade existing technology with higher efficiency alternatives. The rollout of our smart utilities platforms enables end users to understand their water and energy use so they can consider ways to 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 joined the UN Global Compact in this financial year to demonstrate this commitment. We operate a supplier code of conduct to encourage and support our suppliers to act responsibly, working in socially and environmentally sustainable ways including minimising any potential impact on the environment as a result of supplying goods or services to us.

We have an internal code of conduct and all colleagues receive annual mandatory training on a range of sustainability topics including Environmental Awareness, Fraud Prevention, Cyber Security, and Health and Safety. This mandatory training was completed by 100% of colleagues in FY26. 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.

Our Annual Report includes performance updates on a range of non-financial sustainability topics



*Caradon Hill Transmitter*

We report on our sustainability performance, including our greenhouse gas emissions (GHG) with limited assurance in accordance with ISO 14064-3:2019 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.

# FY 26 Sustainability Achievements

During the year we participated in the EcoVadis Sustainability survey gaining a bronze medal. We scored 98 in the GRESB benchmarking survey (October 25), maintained a MSCI rating of AA (June 26) and scored an A- rating for Climate and a B- for water for our FY25 Carbon Disclosure Project (CDP) submission.

## CDP

Climate: A-

Water: B-

Supplier Engagement: A

## GRESB

Score 98

Five-Star rating

## EcoVadis

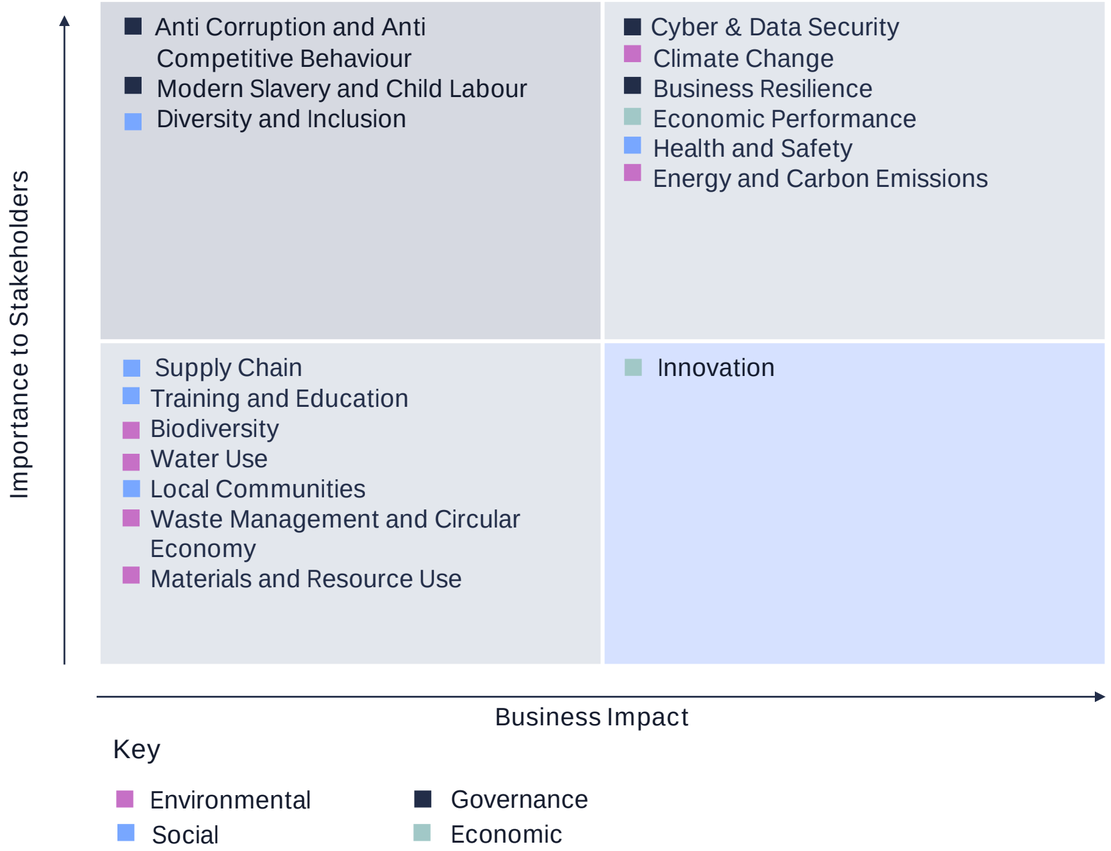
Bronze Medal putting us in the top 35% of participants

## MSCI

AA ESG Rating maintained

# Materiality Assessment

Our most recent materiality assessment involved internal and external stakeholders 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. 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.

## 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.

# Environmental Sustainability Goals

## Goal 1: *To reach net zero greenhouse gas emissions across our value chain by 2040*
## Goal 2: *To positively enhance the environments we operate in*
## Goal 3: *To optimise the use of natural resources*

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 operations and value chain in line with our science-based targets to achieve net zero by 2040, with an interim target of 2031 for scopes 1 and 2 emissions from a 2023 baseline year.
- 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 1.5°C above pre-industrial levels. Arqiva is committed to reaching net zero greenhouse gas (GHG) emissions across the value chain by 2040 from an FY23 baseline year.

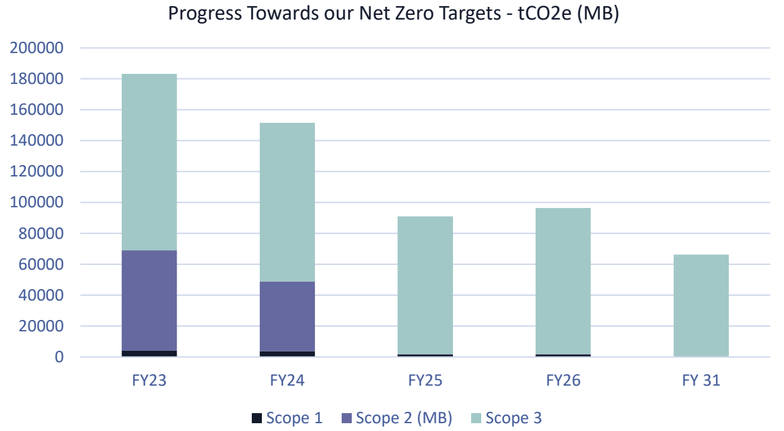
### Near Term Target:

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 reduction of 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




SCIENCE BASED TARGETS

BUSINESS AMBITION FOR 1.5°C

## 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
- ISO 14064 limited assurance completed for Scope 1, 2&3 GHG emissions
- Developed high level carbon footprint of our products
- Implemented ESG reporting tool
- Tracked delivery of agreed carbon reduction projects
- Reviewed climate change risks and opportunities

### 26-27

- Develop carbon reduction plans with top tier suppliers and customers
- Review climate change risk assessment
- Review carbon reduction plan to assess if emerging technologies offer more effective solutions
- Develop Transition Plan

### 27-31

- Continue to track and deliver carbon reduction plans
- Develop carbon reduction plans with lower tier suppliers
- Consider offsetting options where absolute savings cannot be achieved

# Goal 1: Net Zero - Streamlined Energy and Carbon Reporting

## FY26 Highlights

- Energy consumption reduced by 7.4 GWh
- Increased number of fleet hybrid vehicles
- Continued 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 7.4 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.

| Activity | FY 25 GWh | FY 26 GWh |
|---|---|---|
| **Fuel Consumption** | **6.4** | 6.5 |
| Automotive Fuels | 4.7 | 4.7 |
| Gas | 0.9 | 1.0 |
| Oil | 0.8 | 0.8 |
| **Purchased Electricity** | **182.7** | **175.3** |
| Renewable Energy | 180.5 | 173.3 |
| Non-Renewable Energy | 2.2 | 2.04 |
| **Self Generated (Solar)** | **0.2** | 0.2 |
| Business Travel | 0.7 | 0.6 |
| **Total Energy Consumption** | **190.0** | **182.6** |

### 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 hybrid vehicles from 40 to 56 out of a fleet of 319 vehicles which includes 38 electric vehicles.
- While fleet mileage increased by 224,518 miles the % of mileage travelled in electric vehicles and hybrid vehicles rose from 16% of total mileage to 23% of total mileage. Overall, our fleet emissions remained broadly similar to the previous year.
- Continued to phase out the use of FM 200 gas in our fire suppression systems
- Purchased hydrotreated vegetable oil (HVO) fuel 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 work in collaboration with broadcast customers to develop our energy and carbon reduction plans, 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 from our main supplier and continued to generate electricity from solar panels at our sites saving the equivalent 21 tCO2e emissions

### Scope 3 Emissions

Arqiva's scope 3 carbon emissions are primarily associated with purchased good and services and capital good both of which increased in FY26 due to expansion of our smart utilities business. Significant reductions were made in use of sold products and upstream leased assets.

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

## FY26 Highlights

- Limited assurance in accordance with ISO 14064-3:2019 completed for scope 1, 2&3 GHG emissions reporting.
- 27% reduction in Location Based scope 1&2 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 2026 Department for Energy Security and Net Zero (DESNZ) emission factors unless otherwise stated.

Arqiva's 2026 Greenhouse Gas (GHG) accounting methodology can be found in our Arqiva 2026 Greenhouse Gas 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 Arqiva 2026 Emissions Report

### 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 2026 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 25 tCO2e | FY 26 tCO2e |
|---|---|---|
| Scope 1 | 1642 | 1718 |
| Scope 2 (LB) | 32,264 | 22,902 |
| Scope 2 (MB) | 310 | 209 |
| Total Scope 1&2 (LB) | 33,906 | 24,620 |
| Total Scope 1&2 (MB) | 1,952 | 1,927 |

### Scope 3 emissions:

Our Streamlined Energy and Carbon Reporting (SECR) report contains the total scope 3 emissions from all material categories. Scope 3 emissions have been calculated using a combination of activity data, spend-based data, and supplier-specific data. During the reporting period we have increased the percentage of supplier-specific data used to calculate emissions and we continue to work with our supply chain to develop our scope 3 carbon reduction plans, achieving an A in our latest CDP Supplier Engagement Assessment.

| Scope 3 Category | FY 25 tCO2e | FY 26 tCO2e |
|---|---|---|
| Purchased Goods and Services | 31,560 | 38,988 |
| Capital Goods | 17,616 | 31,626 |
| Fuel & Energy Related Activities | 12,860 | 9,730 |
| Upstream Transport and Distribution | - | 189 |
| Waste Generated in Operations | 1,627 | 1,219 |
| Business Travel | 674 | 672 |
| Employee Commuting | 1,214 | 1,091 |
| Upstream Leased Assets | 1,369 | 324 |
| Use of Sold Products | 19,163 | 7,752 |
| End of Life Treatment of sold products | 2,991 | 2,954 |
| Total | 89,074 | 94,545 |

# Goal 2: To positively enhance the environments

## FY26 Highlights:

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



*Deer at Crawley Court*

## Nature at Arqiva

Many of our sites are located in rural and environmentally sensitive areas across the UK, and we recognise our responsibility to minimise our impact on nature while enhancing the environments in which we operate. We also recognise that healthy ecosystems support the resilience of our sites and the communities they serve.

During FY26, we strengthened management across our estate through improvements to our ISO 14001 Management System, updated procedures and guidance, targeted assurance activities, and enhanced environmental risk management. We also improved our reporting system, enabling employees and contractors to record interactions with species and habitats, supporting greater visibility of environmental issues and opportunities across our operations.

We have completed a series of targeted audits and inspections, reviewed controls, pollution prevention and compliance requirements, identifying opportunities for continual improvement. We also incorporated environmental scenarios into business continuity exercises, including incidents involving protected nesting birds and pollution events, helping to strengthen preparedness and response capability.

To better understand nature-related risks, we mapped our estate against protected areas, identifying approximately 410 sites located within designations. This analysis informed the development of a nature risk matrix to assess site-level risks based on both environmental sensitivity and operational activities. We have implemented enhanced environmental controls at these locations and continue to work closely with planning authorities to balance the protection of habitats and species with the delivery of critical national infrastructure.




*No Mow Area at Stockland Hill*

Moving beyond compliance, we are identifying opportunities to improve biodiversity across our estate, such as implementing “no-mow” areas at 5 of our sites to encourage wildflower growth and support pollinators, alongside engaging colleagues through volunteering activities including nature surveys, litter picking and conservation projects.
In partnership with the RSPB and the Mast and Tower Safety Group, we have developed standardised industry best practice to protect nesting birds and have introduced access restrictions at 76 sites with active nests during the breeding season.



*Emley Moor Bird Box*

# Goal 3: To Optimise Use of Natural Resources

## FY26 Highlights:

- 99% of equipment sent to our repair centre repaired and reused
- Recycling rate improved from 43% to 61% in FY 26
- Rainwater harvesting system installed



*Sutton Coldfield Repair Centre*

## Waste Management

This goal focuses on reducing waste generated by Arqiva's operations by embedding circular economy principles across the value chain. Our approach considers full asset lifecycles, including maintenance, refurbishment, reuse, and end-of-life management, to minimise waste and reduce reliance on natural resources.

Arqiva operates a dedicated repair centre that restores and reuses technical components, supporting asset life extension and reducing environmental impact. Of 3935 parts sent to our repair centre 3897 were repaired and returned as stock items. The total reported waste increased to 306 tonnes during the reporting year, primarily due to decommissioning of sites and equipment and improved data collection.
During the year we have worked with a new specialist waste contractor to improve reuse and recycling of materials resulting in an 18 percentage point increase in our recycling rate.

An increase in fly-tipped waste incidents was recorded this year; this is excluded from reported waste totals. All incidents are managed and remediated promptly in line with environmental standards.

| | FY 25 | FY 26 |
|---|---|---|
| Operational waste generated (tonnes) | 266 | 306 |
| Waste diverted from disposal (tonnes) | 118 | 192 |
| Waste directed to disposal (tonnes) | 148 | 114 |
| Hazardous Waste (tonnes) | 34 | 46 |
| Recycling Rate (%) | 43 | 61 |

Looking ahead, we will continue to strengthen our waste management practices and targeting a 65% recycling rate for FY 27.

## Water

Water is a valuable natural resource, while our consumption is relatively low, we recognise the importance of managing it responsibly. Water is primarily used for domestic and welfare facilities across our estate.

During FY26, we installed a new rainwater harvesting system, eliminating the need for third-party water supplies at that location. Across the estate, we sourced 63 megalitres of water through mains supply, abstraction and rainwater harvesting. Where water abstraction is required, volumes are managed in accordance with permit requirements.

Approximately 10% of sites with water facilities are located in areas identified as experiencing high levels of water stress. Water demand remains low, and water-related risks are managed through consumption monitoring, and investigation of abnormal usage and leaks

# Preservation of Natural Resources – Circular Economy

## 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 reducing waste and improving recycling rates.



*Mixed printed circuit boards (PCBs) from decommissioned electronic equipment being prepared for recycling*

### The Challenge

As Arqiva modernises its network infrastructure redundant electronic equipment is generated during decommissioning projects, technology upgrades and warehouse clearances.
In FY26 this included major projects such as the decommissioning of Feltham and removal of obsolete equipment from our Daventry warehouse. Managing these materials responsibly is critical to prevent valuable resources being lost as waste and to ensure full compliance, traceability and appropriate treatment of waste electrical and electronic equipment (WEEE).

### The Impact

Arqiva worked with a specialist waste contractor in FY26, managing 71 tonnes of our operational waste. By prioritising the reuse, recycling and recovery of materials, the project supported circular economy principles and helped preserve finite natural resources. Through this initiative, 96% of the waste processed was sent for recycling, enabling valuable materials to be reintegrated into manufacturing supply chains and given a new purpose. Recovered plastics, for example, are transformed into products such as traffic cones, rubber matting and other durable goods.

Significant rebates were generated, primarily through the recovery of precious metals such as copper, helping to offset disposal costs while preserving natural resources. This partnership has improved waste traceability, enabled greater resource recovery and continues to create opportunities for more sustainable end-of-life management of electronic equipment.

# 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.  Over the past year we have developed an in-house tool to assess and track risks to our assets from wildfires and flooding during extreme weather.

As climate change has the potential to affect future water supplies, we see the opportunities we can offer customers using 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.

As a business we are reducing our reliance on fossil fuels through purchase of renewable energy, transitioning our 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 2026 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 Group financial results



# 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.



# Supporting Communities

## FY26 Highlights:

- Colleagues participated in 132 volunteering days
- 32 colleagues took part in the Arqiva Challenge.



*Volunteering at a community farm*

## Supporting Communities

We support our colleagues in contributing to local and national causes that are important to them through a range of initiatives. This includes matched funding for charitable fundraising and payroll giving schemes such as MicroHive and Give as You Earn, as a result we were awarded a silver payroll giving quality mark a government backed accreditation recognising organisations that support employee giving. These programmes enable colleagues to donate easily and maximise the impact of their contributions, including support for a company-nominated charity each year, our chosen charity this year was Macmillan Cancer Support.

We also encourage colleagues to volunteer their time and skills through a structured volunteering programme by offering one day of paid volunteering leave per year with 132 volunteering days completed in the year. Colleagues used their volunteering time to support a range of activities including a community farm, installation of defibrillators and being a first aider at a charity swimming event. Participation in activities such as organised fundraising events demonstrates our commitment to supporting communities and reflects the collective efforts of our colleagues to make a positive impact.




*Defibrillator Installation*




*Arqiva Challenge Participants*

## Arqiva Challenge

32 colleagues took part in the Arqiva Challenge this year by walking, running or cycling between 10-100km and raising £1800 for Children with Cancer UK and South Northants Community Responders.

# Supporting Our People

## Our Cultural Goals:

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



*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 three cultural goals drive how we serve our customers and create a great place to work:

Our Work Life Smarter initiative recognises the benefit of hybrid working so our employees feel supported and empowered to work in a way that enables them to thrive in their roles, give their best every day by providing choice about how, when and where they work.
Arqiva pays above the Living Wage and operates a number of cash-based incentive bonus schemes enabling 100% of colleagues to benefit from our success as we grow the business. The schemes depend on the business achieving financial targets approved by our Governance and Remuneration Committee, our annual bonus scheme includes an ESG performance related target of 10%.
Our skills management program helps colleagues identify development opportunities by empowering curiosity, growth and performance through learning. We are a corporate partner of the Institute of Engineering and Technology (IET), supporting engineering roles to achieve IET Professional status. During FY 26, 38 colleagues completed their Level 3 or Level 5 Chartered Management Institute (CMI) qualification while a further 41 colleagues were actively studying towards a CMI qualification across Levels 3, 5, 6 and 7 .

### Employee Engagement

The Group intranet, 'The Hub' provides updates on all matters including performance, growth, and issues affecting the industry. We introduced Arqiva Live in July 2025 engaging over 600 employees face to face, launching the annual plan and priorities and creating opportunities for discussion. The Executive Committee also host quarterly all company virtual Q&As where employees can ask any questions that are on their mind.

We conduct regular employee engagement surveys, 80% of colleagues responded to our latest survey in November 25 and our overall colleague engagement score was 73, an increase of one point since the previous survey in June 25.
We aim to build constructive relationships with employees and trade representatives through the elected Arqiva Employee Board (AEB) and representatives of Bectu (the Broadcasting, Entertainment, Cinematography and Theatre Union) with the objective of providing a clear and direct link to the executive committee, the Trade Union Recognition Agreement was refreshed and agreed between Bectu and Arqiva this year.  These groups discuss topics including pay negotiations and formal collective consultations, providing a voice to management to promote consultation and share information back to colleagues. Arqiva operates a collective bargaining agreement allowing colleagues to opt in or out of trade union collective representation.

# Supporting Our People: Health, Safety and Wellbeing

## FY26 Highlights

- ROSPA Gold award achieved
- 138 colleague health checks completed at our main offices
- 1 mental health first aider for every 20 colleagues
- 206 flu vaccinations completed



*Working at Height- Emley Moor*

### Health and Safety

Health and safety is vital, 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. Our health and safety management system is certified to ISO 45001 and covers 100% of our sites and operations. To support our colleagues, we run a range of regular training courses tailored to the risks they face in their 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 launched our new targeted approach to management of critical risks through focused subject matter expert groups which bring stakeholders from across the business together to drive proactive reporting and practical improvements to reduce risk and prevent serious harm, topics include Fire, Electricity, Working at Height, Falling Objects, Driving and Moving Vehicles

### Wellbeing

Our wellbeing mission is to help 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. We encourage colleagues to tell us how they are feeling so that we can adapt and amend our wellbeing offer accordingly.

We have five pillars of wellbeing:
Physical Wellbeing: We provide initiatives such as onsite health checks, activity challenges, free flu vaccinations, at home test kits and education webinars
Professional Wellbeing: We provide opportunities to learn and grow, this year we launched our Career Framework to provide transparency around business job roles, the job family, key accountabilities, critical skills and bonus level
Social Wellbeing: Through collaborative team working, our volunteering approach and range of employee networks, we encourage our colleagues to invest in relationships inside and outside the business
Financial Wellbeing: We enable access to a diverse network of experts to provide information and guidance on a range of financial topics
Mental Wellbeing: We are committed to protecting and supporting the mental health of our colleagues. We have worked hard to destigmatise mental health, through regular company-wide communication.



*On Site Gym Class*

# Health and Safety: STCKY Risk Launch

## Overview

**STCKY stands for "Stuff That Can Kill You."** It is a focused approach to health and safety that identifies the higher risk tasks and hazards that have the greatest potential to cause serious injury or death.




## The Challenge

Arqiva undertakes a range of high-risk activities across our operations, while we have a good safety performance with low levels of injuries we want to ensure we maintain focus when managing our key risks.

## The Solution

We identified our highest risk activities or STCKY risks by looking at activities exposing people to hazards and considering the potential impacts to people if the existing controls failed to control the risk.

Six STCKY Risk workgroups were established utilising expertise from stakeholder groups across the business to look at our procedures, hear feedback from colleagues undertaking work where they are exposed to STCKY risks and look at the opportunities to improve our risk assessments and controls.

The topics covered include Electricity, Fire, Driving, Moving Vehicles, Work at Height and Falling Objects and we have used the outputs from these groups to improve engagement and awareness of our STCKY Risks across the business.

# Supporting Our People: Diversity and Inclusion

## FY26 Highlights

- 6 Active diversity and inclusion networks
- Corporate membership with Tommy's Pregnancy and Parenting at at Work and Henpicked (menopause awareness)




*The Great Tommy Sleep Out*

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.
We are a corporate member of industry leading Inclusive Employers to ensure we benefit from their subject matter expertise as well as partnering with Tommy's 'Pregnancy and Parenting at Work' to support pregnant colleagues and secondary caregivers.
We have established colleague networks including:

- Inspiring Women's Network
- Pride Network
- Armed Forces Network
- Menopause Network
- The Black Network
- Working Families Network

Our colleague networks held events through the year to celebrate Black History Month and International Women's Day. Our working families network held a bake sale in support of baby loss awareness, and our armed forces network took part in the Great Tommy sleep out to raise awareness of homelessness among ex service men and women.



*Bake Sale for Baby Loss Awareness*

At a Board level, the Governance and Remuneration Committee are responsible for reviewing the Group's diversity and inclusion policies. We also regularly report to the Board on our diversity and inclusion progress and track our impact in this area across a range of different metrics.
As of June 2026, 87% of colleagues have volunteered additional diversity data including gender identity, ethnicity, sexual orientation and religion allowing us to better understand the needs of our workforce and ensure we are well placed for any changes in legislative reporting requirements.

### Gender Pay Gap

Arqiva has made progress in reducing the median gender pay gap in the last reporting period and maintained a single digit gap in the mean gender pay gap. The full annual Gender Pay Gap Report is available on the company website at Arqiva Gender Pay Gap Report. The latest report shows the emphasis and commitment to diversity and inclusion demonstrating sustained improvement over the years. The full report provides details on why we have a pay gap, the reasons for the improvements in the year and the actions we are taking moving forwards.

# Supporting Our Suppliers

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.

## Supplier Engagement

Arqiva is dedicated to ensuring transparency across its supply chain and monitors its suppliers and partners to promote responsible sourcing and maintain high ethical standards. As part of the supplier onboarding process the Procurement team carry out appropriate detailed risk analysis, including utilising third party systems such as Dow Jones to flag any high-risk suppliers. The Group has limited supply chain activity in high-risk jurisdictions.

Once onboarded suppliers are monitored and reassessed upon any new risk information being made available and those suppliers designated as high risk undergo stringent additional compliance checks and monitoring through referral to additional Arqiva teams such as Information Security or Health and Safety for further compliance checks.

## Supplier Code of Conduct

Our policies including the Supplier Code of Conduct not only detail the standards expected of our suppliers, but place obligations on them to notify Arqiva of any material changes to its supply chain and its compliance with Arqiva policies. Arqiva is committed to continuous improvement of its supply chain monitoring and over the next financial year will further enhance due diligence across its supply chain particularly any high-risk suppliers.

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

Our sites and systems play a critical role for the Group, our customers and UK Critical National Infrastructure. We maintain a strong and proactive approach to compliance, underpinned by robust governance, independent certification and continued investment in emerging technology.

Arqiva's employee code of conduct and supplier code of conduct together with supporting policies set out the standards we expect of our employees and suppliers. These expectations include compliance with legal and regulatory requirements and conducting business fairly and ethically. We also have in place processes aimed at preventing bribery and corruption, fraud, modern slavery and human trafficking. For employees, we support these standards and processes through mandatory colleague training programmes. Where non-compliance with our standards is identified, Arqiva may take appropriate disciplinary or contractual action. The Group also supports transparency and accountability 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.

Board Sub-committees include the Audit and Risk Committee which oversees key risks, annual reporting and financial statements, the Governance & Remuneration Committee which oversees People related matters including diversity and inclusion, and the Operational Resilience Committee which oversees our operational risk profile and resilience activities. All Board Sub-Committees regularly report into the Board and inform topics for the Board agenda as needed.

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.

Our phone and online speak up services are available to employees, our suppliers, third parties or members of the public to raise concerns about suspected wrongdoing or unlawful or unethical conduct. The Speak Up policy sets out how to raise such concerns and confirms that they may do so without fear of reprisal. The policy specifically covers raising concerns in respect of discrimination or harassment, health and safety, non-compliance with law (including bribery, corruption, money laundering, fraud and tax evasion), abuse of authority or conflicts of interest. All whistleblowing calls are reported to the Audit and Risk Committee for clear governance and accountability.



# Corporate Governance

## Modern Slavery Act

The Group is fully committed to promoting and maintaining high ethical standards in how we operate and we do not tolerate human rights abuses or modern slavery in our operations or in our supply chains. Our policies, which include our internal Code of Conduct and Supplier Code of Conduct are aimed at ensuring that we do not participate in the violation of human rights and make it clear that we expect the same of our suppliers. Our Modern Slavery Statement outlines our policies and approach aimed at identifying, addressing and preventing modern slavery and human trafficking in our business and supply chain. The Modern Slavery Statement is reviewed by the Board on an annual basis and can be found at: Modern Slavery Statement 2026

## Anti-Bribery and Anti-Corruption

We are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and to implementing and enforcing effective systems to counter fraud, bribery and corruption. During FY25, the Group carried out a risk assessment around fraud prevention and training on fraud prevention was included in mandatory training for all colleagues in FY26.

The Code of Conduct requires colleagues to report any suspicions of fraud, bribery, corruption or other irregularities and sets out potential consequences for breaches of the Code. The Code also sets out the processes for raising concerns to a line manager, to relevant members of the Executive Committee or by using the Group's confidential Speak Up services.

## Information Security

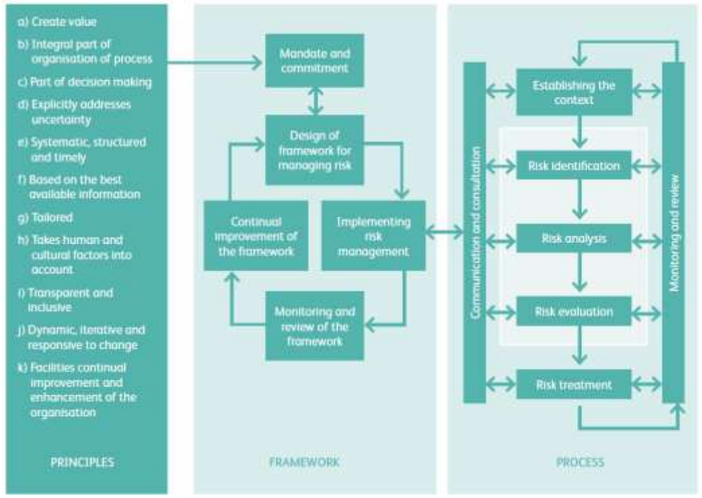
Cyber threats are evolving at an unprecedented pace, driven by increasingly capable AI systems, including emerging agentic AI that can autonomously identify vulnerabilities and operate at a scale previously unavailable to adversaries. Advances in quantum computing present a horizon risk to the cryptographic technologies that underpin today's digital trust. Our strategy focuses on protecting against current threats while building resilience against this next generation of cyber risk.

AI is both a source of risk and a critical enabler of defence, we are actively adopting AI driven capabilities to strengthen threat detection, security monitoring, vulnerability management and incident response. By combining strong governance with emerging technology, we aim to keep our cyber defences effective against both current threats and future advances in AI and quantum computing.

# 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

Arqiva's approach to risk management is as follows:

- Arqiva recognises that the effective management of risk is essential to achieve our business objectives,
- Arqiva adopts an Enterprise Risk Management ('ERM') approach, which is recognised as 'best practice' for top performing companies,
- Managing risk is a core responsibility of management at all levels and is a key component of governance and compliance,
- Arqiva aims to embed risk management principles into the culture of the organisation.

Enterprise-wide management of risk is important for Arqiva to meet our corporate objectives and for us to protect future competitive advantage. Arqiva subscribes to the Enterprise Risk Management approach to managing our risk profile and conforms to the intent of ISO 31000.

## Compliance

The Executive Committee has responsibility for maintaining and updating their line of business risk register which includes utilising the standardised approach to risk assessment and risk monitoring. 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 Executive Committee and Audit and Risk Committee meetings. The Executive Committee makes recommendations for ensuring the risk management framework remains effective.

## 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.

ARQIVA