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## AGILICO GROUP LIMITED (FORMERLY TOKYO TOPCO LIMITED)

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### GROUP STRATEGIC REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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#### *Employees*

Employees are central to the long-term success of any business and the same is true of Agilico. The senior management team regularly engage and communicate with its employees. The business has launched the "Agilico Hub", a company-wide intranet site which allows employees to engage with company news, important updates, and provides links to key resources and people. We are stronger together, so we will always give our colleagues a voice and listen to their thoughts, concerns, and ideas, from all corners of the business. The Group conducts a staff engagement survey, reinforcing its commitment to making Agilico a great working environment. Our colleagues have even helped build and develop our new brand name (launched during the year), which was chosen and voted for by hundreds of our team members.

Employee welfare is a critical component of our relationship with our employees. Good health and wellbeing are integral to building a strong, motivated, and happy team. During the year we introduced various initiatives to boost both the mental and physical health of our team members. Our 'Agile Perks' benefits and discounts hub, 'Team Agilico' exercise club and ongoing wellbeing campaign ensures our team has access to the right support and resources. The happiness and security of our colleagues is of paramount importance, and we will continue to invest in this area.

#### *Customers*

We pride ourselves on customer service and monitor KPIs such as engineer response times and call centre statistics. This is demonstrated by our average Trustpilot scores of 4.9 (out of a maximum of 5). We seek regular customer feedback and engage third party consultants to perform independent surveys of our customer experience. The evolving needs of our customers in the face of the COVID-19 pandemic remains central to our key priorities and has shaped the launch of our Agile Toolkit during the year.

#### *Suppliers*

Brexit, COVID-19 and the shortage of semi-conductors has created some challenges within the supply chain. However, our standing in the market and good relationships with manufacturers has helped ensure a relatively uninterrupted supply of products for our customers.

#### *Communities*

Supporting communities is high on the Agilico agenda. The Group has implemented a volunteer and corporate social responsibility (CSR) activity plan, which is designed to ensure we continue to enhance society and the environment. The Group encourages its employees to volunteer in the local community and offers paid time off for volunteering during each holiday year. Meanwhile, we raise funds and awareness for a great number of worthy causes, working alongside a variety of inspiring partners, clients, and charitable organisations.

#### **Streamlined Energy and Carbon Reporting (SECR)**

The Group is required to disclose the global energy use and associated greenhouse gas (GHG) for which it is responsible. The reporting is due according to the number of tonnes of carbon dioxide equivalent (CO<sub>2</sub>-e) emitted. The Group collected data on its energy consumption and CO<sub>2</sub> emissions for the year taking into account all fuel purchased for company vehicles and gas and electricity purchased for company offices. Information was converted to equivalent tonnes of carbon dioxide in all cases. The Group has used 2020 emission conversion factors developed by the Department for Business, Energy and Industrial Strategy in the calculation of the GHG emissions and intensity metrics.

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The Group's energy usage for the year to 31 March 2021 is set out below. This is the first year of the Group's application of the SECR requirements and as such no comparatives are presented.

	Tonnes of CO <sub>2</sub> -e	MWh
Direct emissions - transport fuel use	282.4	
Indirect emissions - buildings related energy consumption - combustion of gas	80.1	393.3
Indirect emissions - buildings related energy consumption - purchase of electricity	108.1	493.9
<b>Total CO<sub>2</sub> and energy consumption (Scope 1 &amp; 2)</b>	<b>470.6</b>	

Intensity metric: Scope 1 and 2 GHG emissions per employee 1.5

The Group attempts to limit unnecessary energy usage wherever possible whilst ensuring the continuity of the operational delivery of the products and services provided by the Group. We continue to conduct work to understand our environmental impact and quantify our carbon footprint, including undertaking modelling exercises on our buildings, people, vehicles, and processes as we progress with these activities.


With multiple office and warehouse locations across the UK, our goal is to power key sites with renewable energy as far as possible. Our programme begins with solar panels being fitted at our headquarters in Southampton in the autumn of 2021. Additional installations on our buildings across the country will progress as we continue our solar energy programme.

As a business, we are committed to building a company vehicle fleet which is sustainable. We aim to have 50% of our private vehicle fleet hybrid by 2022, rising to 80% by 2024.

We are also expanding our portfolio to include electric vehicles and expect these to represent 20% of our fleet by 2024. Consequently, we will also expand the number of charging points at our UK sites.

The Group is also committed to managing its waste responsibly and recycling multi-functional devices (MFDs). We have a continuous focus on recycling parts and devices at a local and national level and are investing in a new MFD refurbishment centre in our Midlands location, which will allow us to extend the life of used machines.

This report was approved by the board and signed on its behalf.

  
Signed: S A Davey, Director, 27/09/2021

**S A Davey**  
Director

Date: 27/09/2021