



Sustainability at Agora

- Executive Summary



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A word from *our CEO*

Rooted in Family. Growing Sustainably.

Since 1981, Agora has grown from a Belgian family business into a **trusted European partner** for florists, garden centres, and wholesalers, driven by a passion for nature, quality, and long-term relationships.

As sustainability becomes ever more important, we see it as an opportunity to lead by example. **Making responsible choices, investing in greener solutions, and balancing tradition with innovation.** Our commitment is simple: to help floristry thrive in a way that respects both people and planet, today and for generations to come.

Agora is a family-owned company with deep roots in nature. Sustainability is therefore not an add-on, but a logical extension of how the business has always operated: with respect for people, products, and long-term relationships.

We took an important step by formalising our sustainability strategy in collaboration with Sustinera. We assessed where we impact the environment and society, and where sustainability topics influence our long-term business performance. This work, provides a clear structure for priorities, actions, and targets, and establishes a solid baseline for continuous improvement.



Our material *sustainability topics*

At the core of our sustainability strategy are our material sustainability topics identified through a thorough **double materiality assessment**. These topics form the backbone of our sustainability journey ahead.

1 - Climate change (ESRS E1)

2 - Circular economy and resource use (ESRS E5)

3 - Own workforce (ESRS S1)

4 - Business conduct (ESRS G1)

Sustainability Topic

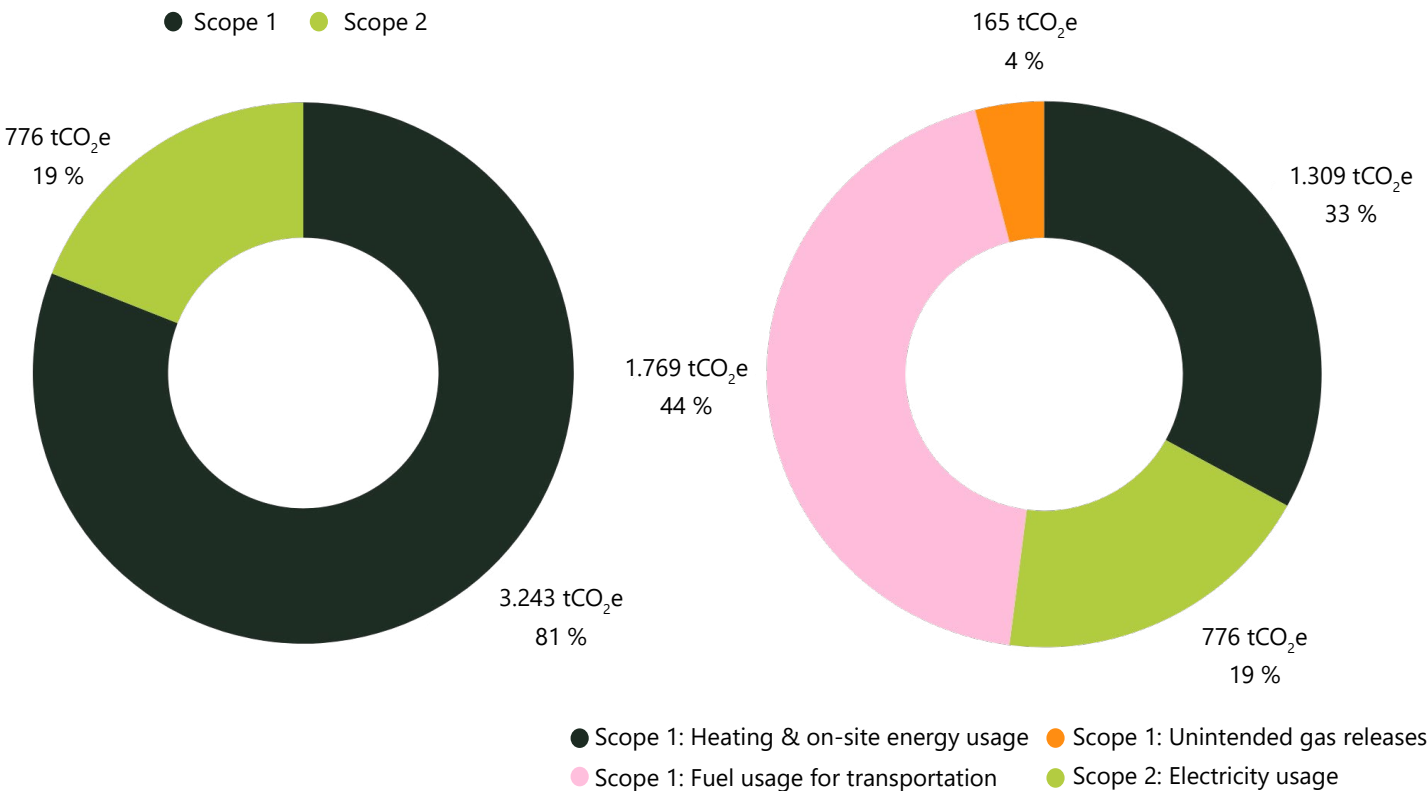
Environment

As a company operating at the heart of the floral sector, Agora is closely connected to nature and increasingly aware of how its activities impact the environment. In our day-to-day operations, we recognise the importance of **reducing greenhouse gas emissions, using energy more efficiently, and strengthening resilience to climate-related risks**. At the same time, we are committed to integrating circular economy principles by reducing waste, increasing reuse and recycling, and progressively improving insight into material flows across our operations.

Our Carbon Emissions

In 2024, Agora completed its first **carbon footprint assessment for the 2023 reporting year**, in line with the internationally recognised **Greenhouse Gas (GHG) Protocol**. This assessment resulted in a carbon footprint of **4.019 tCO₂e** (Scope 1 and 2) ≈ carbon footprint of (only) 256 Belgian citizens*.

* Calculation based on a study by the University of Louvain La Neuve, which resulted in an average yearly carbon footprint of 15,69 tCO₂e per Belgian citizen.



A total carbon footprint of

4.019 tCO₂e

≈ carbon footprint of (only) 256 Belgian citizens

(scope 1 & 2)





Transitioning
towards *a circular
and resource* efficient
economy

Climate action: a clear direction

We recognise the importance of climate action and reducing our footprint. That is why we place a strong focus on the electrification of our buildings, machinery, and vehicle fleet. Today, **98% of our pallet trucks and forklifts are electric**, and since 2023 all new leased passenger cars in Belgium are fully electric. These efforts are supported by ongoing investments in green energy and energy efficiency.

Our Climate Commitments

As Agora, we commit to consuming **100% green electricity by 2030**, transitioning to gas-free operations in all Belgium subsidiaries by 2035 and switch towards full electrification of small delivery trucks and company passenger cars by 2035.

Circular economy: reducing waste, increasing value

Transitioning towards a circular and resource efficient economy. As Agora, we commit to reducing our dependency on **virgin resources, increasing the use of reusable and recycled materials, and minimising waste generation** across our value chain.

Clear Circular Ambitions

We want to accelerate circularity through **replacing single-use trays** with reusable or biodegradable alternatives by 2030. At the same time, we aim to reduce residual waste to **15% of total waste by 2027** and introduce new commercial and procurement strategies by 2028 to help reduce surplus stock.

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Sustainability Topic

Social

At the heart of our sustainability approach are our people. Creating a safe, respectful, and supportive working environment is a key priority, with a strong focus on health and safety, learning and development, and employee well-being across all locations.

We work to prevent accidents, support long-term employability, and foster an engaged and resilient workforce.

Safe and healthy workplaces

Our ambition is clear: zero severe workplace accidents, with equal protection for employees, temporary staff, and external workers. We aim to reduce absenteeism by promoting safe, healthy, and pleasant working conditions, and to increase participation in mental health and well-being initiatives by at least 20% within two years.

Investing in skills and growth

We recognise the importance of investing in our employees. Through the Agora Academy, employees are supported in developing skills that matter today and tomorrow. This investment strengthens engagement, retention, and operational excellence.

Fostering a respectful workplace culture

We are committed to fostering a safe, respectful, and inclusive workplace for all employees. We have a zero-tolerance policy toward harassment, violence, and inappropriate behaviour. Our goal is to prevent such incidents entirely.

Speakap!

We recognise the importance of support, we actively communicate the role and availability of the internal confidential counsellor via our internal digital platform, "Speakap". Issues are addressed promptly and sensitively, with access to internal or external support where needed.



Sustainability Topic

Governance

At Agora, responsible business conduct means growing together, with our employees, partners, and community, based on mutual respect, transparency, and ethical values.



Respect is
essential at
Agora

Doing business the right way

Our culture is built on five core values: One Agora, Quality, Authenticity, Service with a Smile, and Passion. These values unite the Agora family and guide daily behaviour across all countries and functions.

Sustainable Governance

Sustainability at Agora is supported by a clear governance structure that ensures oversight, accountability, and alignment with the company’s long-term strategy.

Our Board of Directors provides overall supervision of environmental and social impacts, while the Executive Committee sets priorities and monitors progress. Sustainability is embedded into day-to-day decision-making through the Management Team, ensuring that policies and actions are translated into practice across all operations.

Whistleblower Protection

We are committed to creating a culture where concerns can be raised openly and safely. By offering a secure and trusted way to speak up, we aim to foster a culture where doing the right thing is encouraged, protected, and supported at every level of our organisation.

Respect as a guiding principle

Respect is essential at Agora. Regardless of how hectic things may get or whether we’re having a challenging day, we always communicate with each other and with our customers in a respectful manner. Respect for colleagues, customers and suppliers is our top priority.

