



# B Corp Annual Impact Report 2023

# Content

<b>03</b>	INTRODUCTION
<b>04</b>	OUR IMPACT SCORE
<b>07</b>	GOVERNANCE
<b>08</b>	COMMUNITY
<b>10</b>	ENVIRONMENT
<b>11</b>	WORKERS
<b>13</b>	CUSTOMERS
<b>14</b>	CONCLUSION



# Introduction

Dear Stakeholders,

We're excited to share Montala Limited's first Annual B-Impact Report. As the directors of this employee-owned firm, we want to share our unwavering mission and ongoing efforts towards business success and societal good.

Our journey began in 2006 when we developed ResourceSpace for Oxfam. This soon led to our expansion, serving other organisations based on quality, transparency, and trust. Now, we're proud of our robust team that delivers great service and value, while nurturing a culture of positivity, balance, and respect. As an employee-owned business, we prioritise our people, promote work-life balance, and stick to our ethical principles.

Montala's mission is clear: uphold business integrity, foster a positive and balanced culture, engage with our local community, and stay committed to environmental responsibility. This mission guides all our decisions.

In 2022, our ethos earned us the Certified B Corporation™ status - a sign of our dedication to balance profit and purpose. But it's not just about a badge; it's our vow to run a business that benefits our people, communities, and the environment.

We're proud of our journey, from our beginnings with Oxfam to a Royal Warrant by HM The Queen in 2018, and now a Certified B Corporation. But we're just getting started. As we advance, we'll stay true to our ethics, and aim to make a positive global impact.

Thank you for your ongoing support and trust in Montala Limited.

Best regards,

Dan Huby and James Rein  
Directors, Montala Limited



# Our Impact Score

Certified B Corporations like us meet B Lab's stringent standards for social and environmental performance, transparency, and accountability.

The certification scrutinises a company's entire operations across five impact areas:



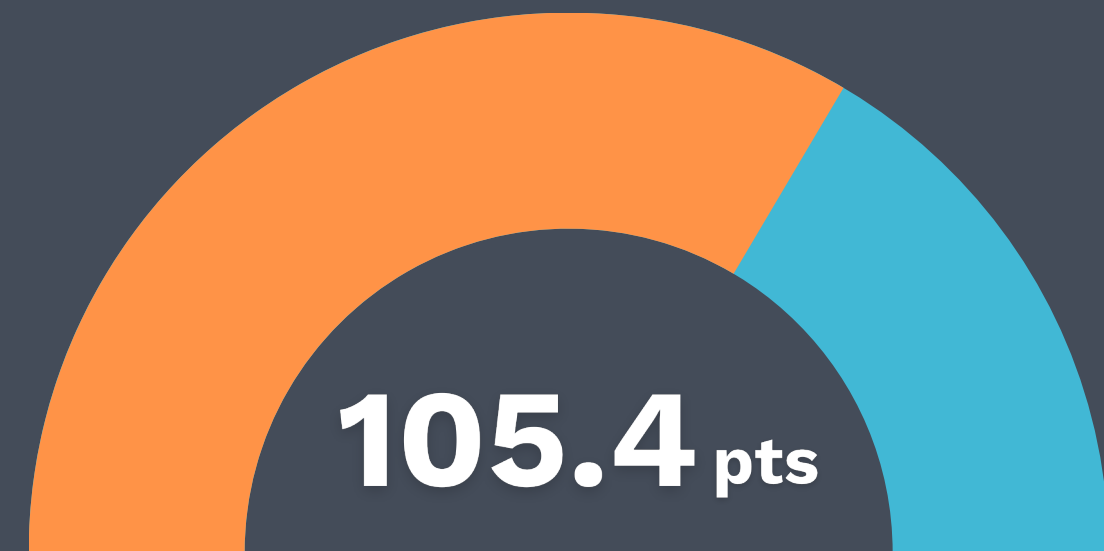
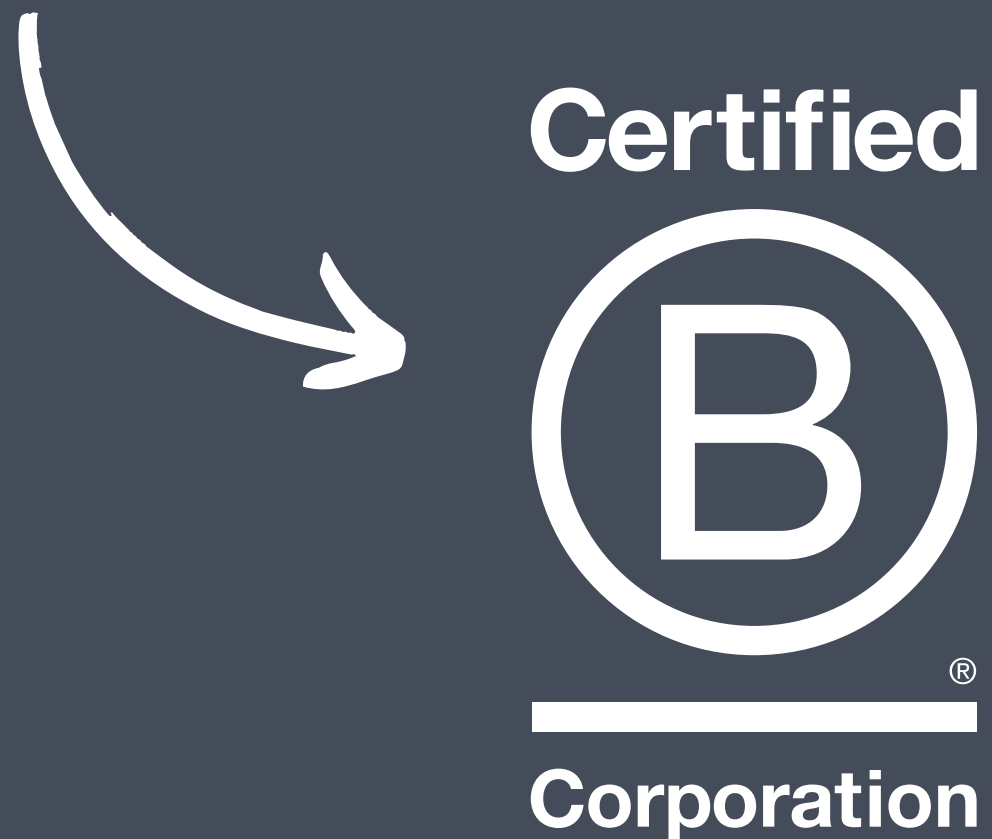
# Our Impact Score

The 'B' in B Corp™ signifies 'Benefit for all' - the core purpose of these corporations. B Lab UK, a part of the B Global Network, aims to transform our global economy to benefit everyone, not just a select few.

Their vision is an inclusive, equitable, and sustainable economy. B Lab UK spearheads this change in economic systems to fulfil this joint mission.

Becoming a Certified B Corporation wasn't just about celebrating our accomplishments; it was about propelling further positive change in our organisation. The certification process is demanding. While the average score for standard businesses is only 51, B Corp status requires a score of 80 or higher.

We had to validate our responsible practices related to energy use, waste and water management, employee compensation, diversity, and corporate transparency. These efforts allowed us to exceed the 80-point threshold, earning us an impressive impact score of 105.4 points.



# Our 5 Areas Of Impact



# Governance

**Our mission statement: Montala champions ethics and integrity in business and upholds a culture of positivity, balance, and respect.**

## A strong foundation

- We have regular management team meetings in order to plan strategy and make operational decisions.
- We have in place a written code of ethics.
- Financial information about the company is shared with our employees.

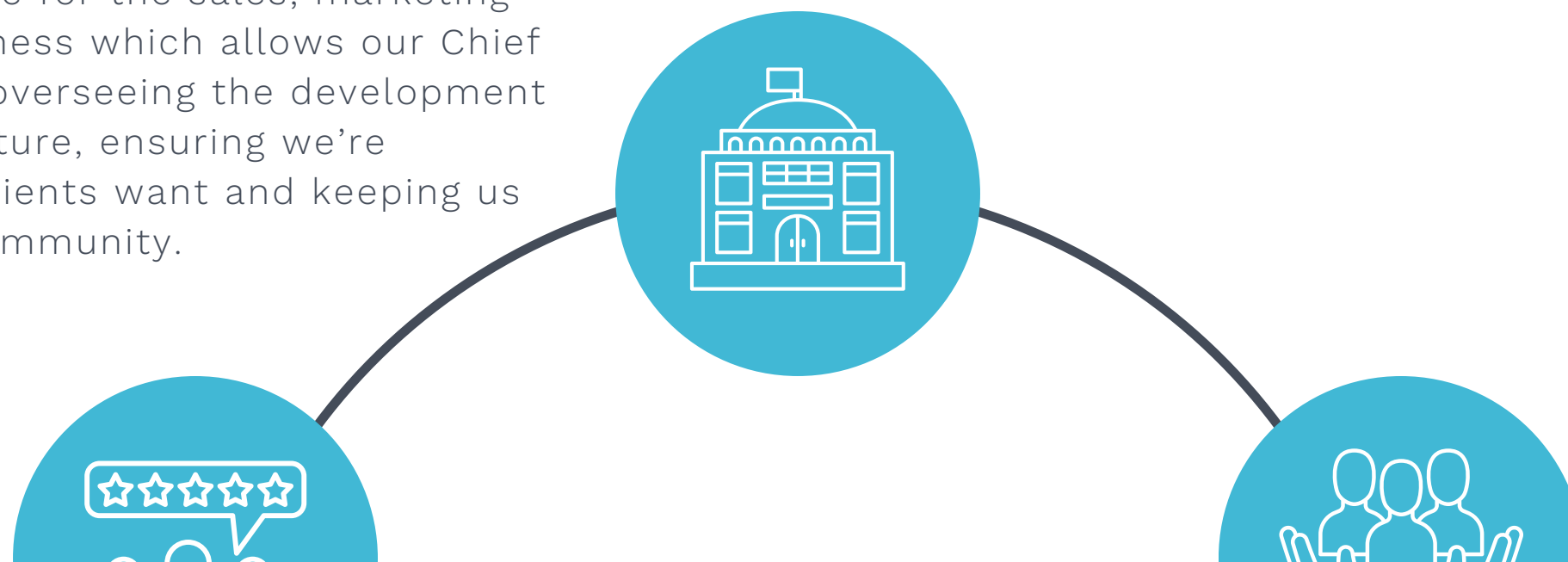
## This year's highlights

- As the business has continued to grow we've introduced a second director position. Our newly appointed Chief Customer Officer is responsible for the sales, marketing and retention side of the business which allows our Chief Technical Officer to focus on overseeing the development of the software and infrastructure, ensuring we're introducing the features our clients want and keeping us at the forefront of the DAM community.

- We've introduced monthly review meetings for new starters, to ensure we're doing everything we can to support them as they learn the ropes, whilst having the opportunity to see how we, as a company, could do better.
- We've brought out our very first B-Impact Report, which has given us a chance to reflect on how we've improved and grown in each area, whilst making plans for the future.

## Our plans for next year

- To review KPIs on the company's social and environmental performance.
- To increase the frequency with which we share financial information with full-time employees



# Community

**Our mission statement: We actively engage with charities in our local community, embodying our commitment to social responsibility.**

## **A strong foundation**

- Small groups of employees regularly volunteer for local charities.
- We match funds that employees donate to charity up to £1K per employee per year.

## **Our plans for next year**

- To contact local food banks and homeless charities in order to volunteer our services in these areas.
- To arrange some more volunteering days at local nature reserves and animal charities.
- To look into building a corporate partnership with/volunteering opportunities for Thames Valley Air Ambulance.
- Start donating a percentage of company profits to charity, with a focus on those in our local community.





# Community

## This year's highlights

### APRIL

A small group of us spent a day at local mental health charity, Restore, carrying out some interior decorating jobs.



### MAY

Some of us went back to Restore, to repair and treat the windows on the outside of the building.

### JULY & AUGUST

We spent more time at Restore, this time helping out with various gardening jobs such as clearing the courtyard of weeds and weaving new growth into their willow hut.



# Environment

**Our mission statement: Our climate-positive actions underscore our dedication to environmental stewardship.**

## **A strong foundation**

- We partnered with Ecologi to help us plant trees on behalf of each new customer that comes aboard one of our paid plans, and for every year that they're subscribed to our services.
- We only buy/lease 100% electric vehicles for our company car scheme.
- We have worked hard to reduce the need to travel, restricting this to necessary trips only, and promoting the use of travel alternatives such as e-mail or video/phone conferencing.

## **This year's highlights**

- All employees are given the option to work from home 100% of the time cutting the impact from commuting.
- We've been a climate positive company since March 2021 and in the last year we've planted over 54,000 trees and offset over 80 tonnes of CO2e thanks to the work we do with Ecologi.

## **Our plans for next year**

- To continue to make sure the office remains as energy efficient as possible.
- To consider switching to low VOC inks for printing.



# Workers

**Our mission statement: As an employee-owned firm we prioritise our people, fostering a healthy work-life balance.**



## A strong foundation

- Employee-owned means that each and every employee has a say in how the company is run.
- Our employees have the option to work from home, or in the office, as they choose.
- Flexible working hours, enabling our employees to fit work around family life and other commitments.



# Workers

## This year's highlights

- We put in place a Company Healthcare Scheme with Bupa, ensuring that private healthcare is available for those employees who wish to have it.
- We put in place an Employee Wellness Scheme, where we've pledged to pay up to £250 per year, per employee, towards anything that would improve their mental or physical well-being.
- No one has left the company in the last year - and staff satisfaction scores are consistently high. We're well below the industry average of 13.2% attrition.
- In September 2022, in addition to annual pay adjustments, the directors made a decision to increase everyone's salary by £2K with immediate effect, in order to help with the cost of living crisis.

## Our plans for next year

- To make an official policy to promote internally wherever possible.
- To carry on monitoring staff satisfaction and fostering a happy and engaging working environment to ensure staff attrition stays low.
- With remote working becoming the norm for most, we would like to place more of a focus on real-life meets and team away days outside work.
- Improve transparency and internal communications around our B Corp status and our impact.



# Customers

**Our mission statement: Providing great value and service, we cultivate enduring relationships with our customers and suppliers and operate with honesty, transparency, and a commitment to quality.**

## **A strong foundation**

- We perform regular system “health checks” for our customers, to ensure they are able to get the most from their set up.
- We’re always trying to learn about how we can improve our service offering through regular client feedback questionnaires.
- We are ISO 27 001 accredited, and take a rigorous approach to protecting customer data, making sure it’s stored securely.

## **This year’s highlights**

- Our average customer satisfaction score is 4.95 out of a possible 5.

*‘Really transformational for our team, in terms of working and having control of our assets’*

*‘Customer service is excellent! Very responsive.’*

*‘Had a vision of what I wanted the site to look like that suits my team... I really have appreciated the patience, non jargon and hand holding... I feel confident that in the future years this sort of back up and care will be of great help.’*

## **Our plans for next year**

- To continue sharing client satisfaction internally and consider making this public too.



# Thank You

This past year has shown us a lot about what we're capable of and where our priorities lie. We've made strides in our mission, but there's always more work to be done. Being a B Corporation is a responsibility, not just a badge. It means we're committed to doing right by our customers, staff, the environment, and the community.

As we move into the next year, our goals are clear. We'll keep building on our strengths, addressing areas where we can do better, and listening to feedback - whether it's from our team, our clients, or the wider community. We value action over words and results over appearances. Our promise is simple: Stay genuine in our efforts, and do our best to make a positive difference.

**Thanks for sticking with us. Here's to another year of genuine progress and hard work.**

Best regards,

Dan Huby and James Rein  
Directors, Montala Limited.





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