



Certified



Corporation

B Corp Annual Impact Report 2024

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Introduction

Dear Stakeholders,

We're excited to share Montala Limited's B Impact Report for 2024. It's been a great year for us and we want to keep you up to date, not only on how the business is continuing to succeed, but also how it's benefitting our people, communities and the environment.

As an employee-owned business, we prioritise our employees, promote work-life balance, and stick to our ethical principles. Our team is motivated, invested and delivers an outstanding service to our clients whilst nurturing a culture of positivity, balance and respect.

Our 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.

We achieved our Certified B Corporation® status in 2022 and have maintained and developed our high standards ever since. As we progress, we'll maintain our ethical principles, and aim to carry on making 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.

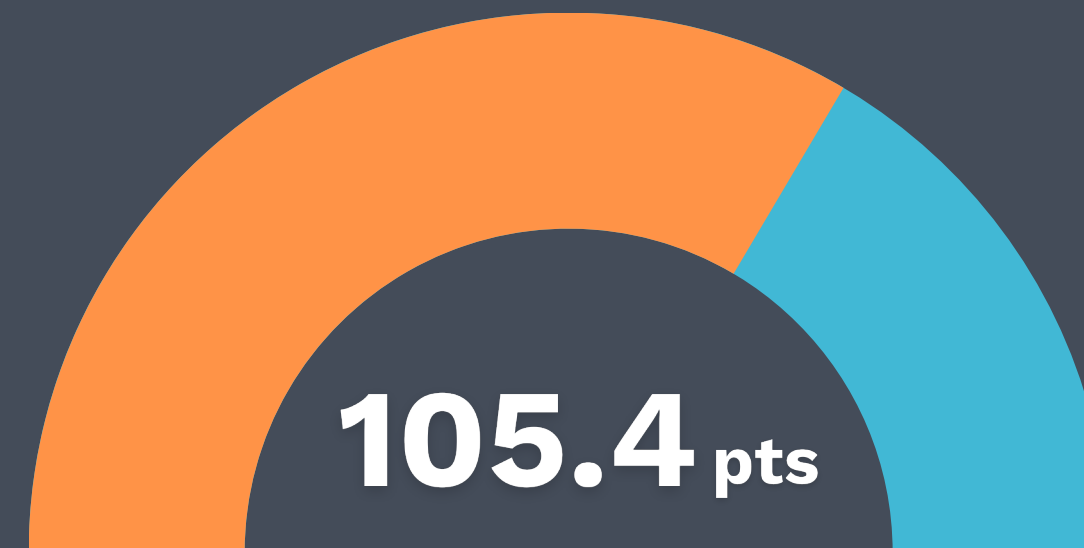
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Their vision is an inclusive, equitable, and sustainable economy.

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

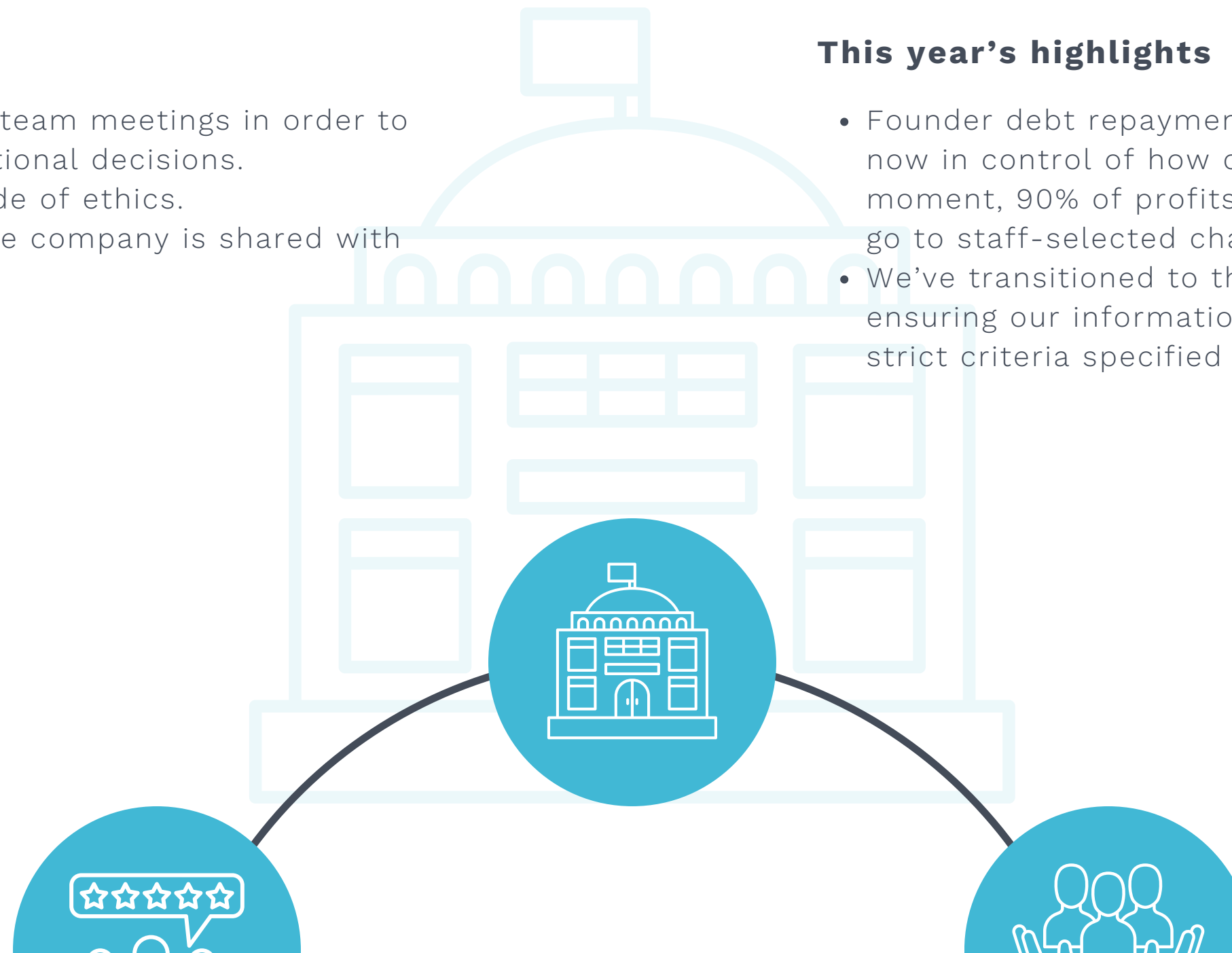
Our mission statement: Montala champions ethics and integrity in business and upholds a culture of positivity, balance, and respect.

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

- Founder debt repayment - staff, via the Montala Trust, are now in control of how company profits are used. At the moment, 90% of profits are distributed to staff and 10% go to staff-selected charities.
- We've transitioned to the new ISO 27001:2022 standard ensuring our information security processes meet the strict criteria specified and are as robust as possible.



Community

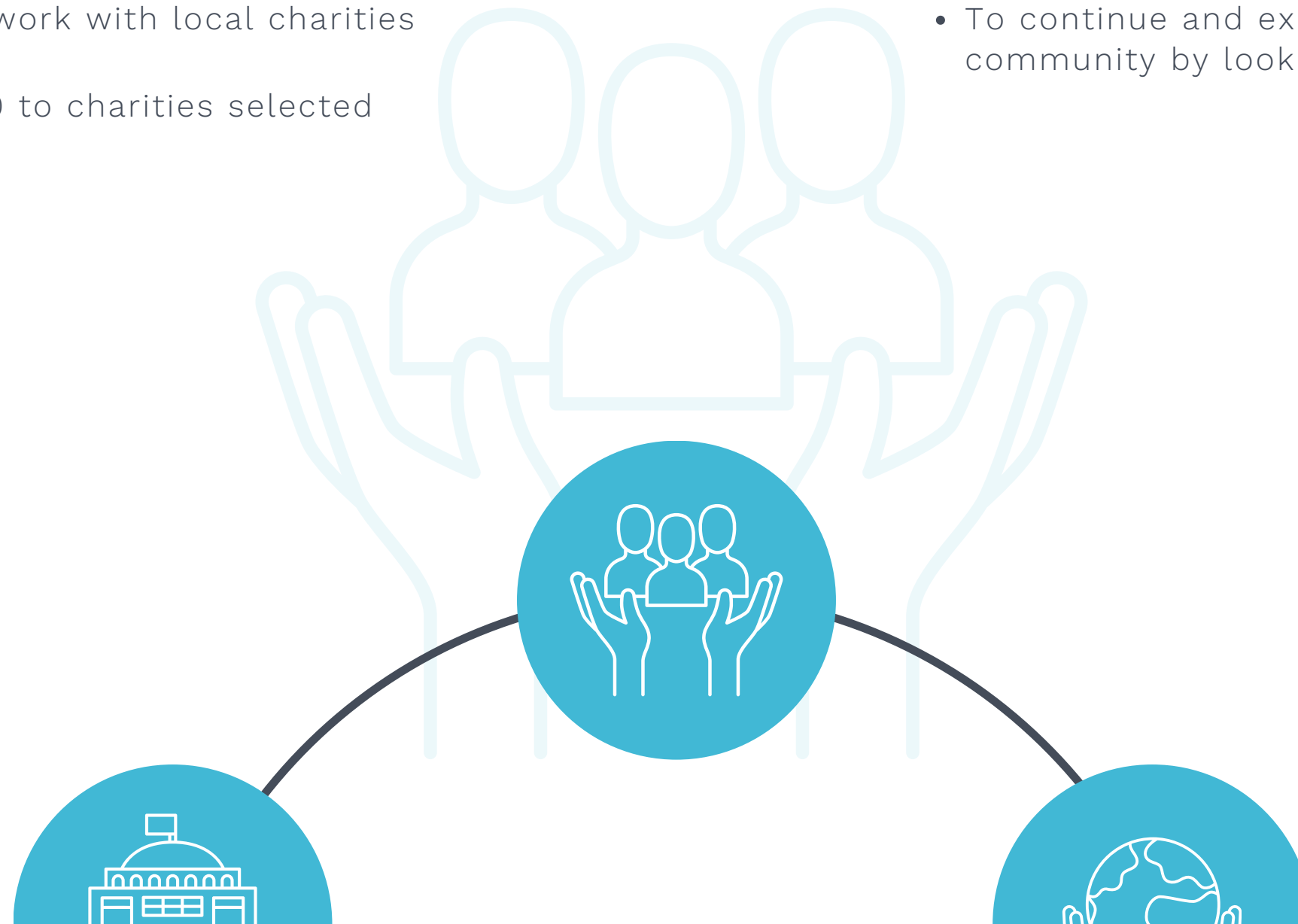
Our mission statement: We actively engage with charities in our local community, embodying our commitment to social responsibility.

A strong foundation

- We've continued our voluntary work with local charities and community organisations.
- To date we've donated £135,000 to charities selected by staff.

Our plans for next year

- To continue and expand our voluntary work in the local community by looking for opportunities in new areas.



Community

This year's highlights

- We made the decision as a company to donate 10% of company profits to charity. Employees are able to nominate the charities they'd like these profits to go to, and the amount given to each is determined by each employee having a certain number of credits they can use to vote for their preferred charities.
- We've taken part in two events at Burford School over the past year. In October '23, we were delighted to be given the opportunity to help young people on their path to achieve their full potential, by conducting mock interviews for Year 11 and 13. In February we were invited back to take part in their Careers Day, where we answered questions from Year 8 students about our company and industry.
- We've spent several days over the past year volunteering at Phoenix Enterprises in Swindon. Phoenix Enterprises works with vulnerable adults with mental health issues, physical disabilities and learning difficulties, giving them a chance to build up confidence and skills by participating in the workplace. We were each given a job to do alongside the regular team members, swapping around as they did.
- We've also volunteered at a range of other local charities including Restore, where we helped in the gardens and got things ready for Autumn, the National Animal Welfare Trust, where we fed the animals, cleaned the stables and jetwashed the pathways, Pennyhooks Farm Trust, where we helped them prepare for their Christmas Fayre and TWIGS Community Gardens where we built a new raised bed.



Environment

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

A strong foundation

- We've continued our partnership with Ecologi, allowing us to plant trees on behalf of our customers.
- Our fleet of company cars are 100% electric.
- Our employees work from home, with an option to work in an office environment should they need to.

This year's highlights

- We've recruited for our first two fully remote positions.
- We've now planted nearly 95,000 trees with our partner Ecologi.
- Through our voluntary work, we've supported local environmental projects, such as Sustainable Shrivenham and Pinkhill Nature Reserve.



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've started working with remote.com - an organisation that will facilitate our staff being based in different countries. This gives our staff greater flexibility and, in the future, could also mean we can offer longer service hours if we recruit team members who are based in a time zone that differs significantly from ours.
- 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.

Our plans for next year

- With remote working becoming the norm for most, we would like to place more of a focus on real-life meet-ups and team away days outside work. We aim to do something once a quarter whether that's a games night, an afternoon team building activity or our usual Christmas day out.



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

- Customers are assigned a dedicated DAM Consultant who'll work with them for the length of the contract. They'll know the customer's system well and be aware of what they want to achieve - this makes for a consistently excellent service for our customers.
- We perform regular system "health checks" for our customers, to ensure they are getting the most from their set up and are aware of new functionality when it becomes available.

- We monitor customer satisfaction and monitor how we can improve our product through regular customer feedback questionnaires.
- We are ISO 27 001 accredited, and take a rigorous approach to protecting customer data, making sure it's stored securely.
- All staff have regular cyber security training.

This year's highlights

- Our customer satisfaction system is now automated and more regular. Our average customer satisfaction score is 4.99 out of a possible 5.



Thank You

We've worked hard this year to maintain our commitment to our B Corporation® status. We've had a very successful year which goes to show that company success and social, environmental and ethical sensitivity aren't mutually exclusive.

We're always keen to hear feedback, of course, and we want to build on our strengths over the course of the next year, address any areas where we can do better and carry on making a positive difference.

Thank you for your support - here's to another year of progress and hard work!

Best regards,

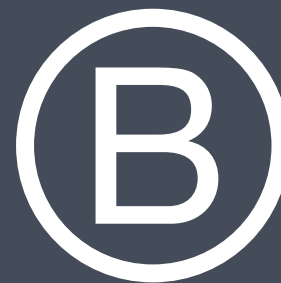
Dan Huby and James Rein

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