

# Impact Report

## 2023

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Julius Černiauskas | CEO of Oxylabs

# Introduction

**Oxylabs proudly stands as a leading force in the web intelligence collection industry. Our innovative and ethical scraping solutions make web intelligence insights accessible to those seeking to become leaders in their domains.**

Developing web intelligence solutions as the future of digital business, we follow a holistic approach to sustainability that involves multiple layers: innovative products for our clients, a welcoming and safe environment for our colleagues, a constant growth of positive social impact, and much more. We are delighted to present this third annual impact report to help keep us on the right path, celebrate milestones, and plan ahead for our continuous improvement.

In 2023, we actively developed ESG-related activities and explored new horizons. Our environmental actions ranged from using renewable energy more actively to helping multiple environmental and volunteering organizations, such as Save the Baltic Sea and the Ancient Woods Foundation. Further, together with the Environmental Protection Department of Lithuania, we created an award-winning pro bono solution to identify unlawful ads in the Lithuanian internet space.



We also made significant advancements in the social area: through Project 4β, Oxylabs continued to facilitate pro bono partnerships with academic, governmental, and nonprofit organizations that advance publicly beneficial goals. Multiple donations through various internal and external initiatives demonstrated our unwavering support for Ukraine's defense. We took new steps in promoting equal opportunity by joining the Lithuanian Diversity Charter and partnering with Women Go Tech, a nonprofit that enables women to accelerate their careers in IT and engineering.

Just as firm remained our commitment to promote the best governance practices. Oxylabs continued its active involvement in the Ethical Web Data Collection Initiative (EWDCI), facilitating legally compliant and ethical web scraping practices throughout the industry.

We also obtained the ISO/IEC 2700 certification that recognizes our efforts to ensure secure data handling and joined three cyber security associations.

Oxylabs has reached these goals while being ranked among the fastest-growing European companies in the Financial Times FT 1000 list for the second year in a row. To us, all these achievements prove that growth and sustainability can go hand in hand. They also serve as pointers to goals that remain to be attained.

Reflecting on our achievements, I am grateful to our clients, colleagues, partners, and friends for making this possible. Looking forward, I feel confident and excited about advancing into the future, where ethically extracted public web intelligence is available to businesses of all sizes, NGOs, academia, and society at large.

## About the Report

In front of you is the third edition of our annual sustainability report. Oxylabs' Impact Report 2023 covers the period from January 1 to December 31, 2023, adding our future goals and commitments. Contrary to the previous reports, we will refer to the Global Reporting Initiative (GRI) standards in this report. The GRI index is added as an annex to this report. In the years to come, we will continue annual reporting in accordance with the European Union requirements and our own commitments to sustainable development and positive societal impact.

For more information about this report and our related activities, please contact:

Urtė Karklienė, Sustainability Manager at Oxylabs

[sustainability@oxylabs.io](mailto:sustainability@oxylabs.io)

# About Oxylabs

Established in 2015, Oxylabs is a web intelligence collection platform, enabling companies of all sizes to utilize the power of big data. Constant innovation, an extensive patent portfolio, and a focus on ethics have allowed Oxylabs to become a global leader in the web intelligence acquisition industry and forge close ties with dozens of Fortune Global 500 companies, nonprofit organizations, and governmental missions.

Oxylabs is part of the [Tesonet](#) community. Tesonet is a rapidly growing business accelerator and investor specializing in cybersecurity, web intelligence, HealthTech, EdTech, and Growth Tech.

In 2022, 2023, and 2024, Oxylabs was named one of Europe's fastest-growing public web data-gathering solutions companies in the Financial Times and Statista's FT 1000 list.



2015

Oxylabs founded (Datacenter IPs launched)

2017

Residential Proxies launched

2017

The first data acquisition solution introduced

2020

Proxy pool reached 102M+ IPs

2021

The first machine learning models introduced

2022

Project 4β launched

2022

Oxylabs acquired Webshare

2023

AI-powered Web Unblocker introduced

2023

Datasets launched

2023

ISO/IEC 27001:2017 certificate granted



## Our mission and vision

We strive to create a future where businesses and organizations of all sizes have access to big data and competitive intelligence, fostering an environment where everyone can grow and thrive.

## Our core values

As a leading company in the proxy and web intelligence industry, we ensure that the highest standards of business ethics guide all our operations. Our core values steer us toward fulfilling our mission.



**Fairness**



**Quality**



**Security**



**Transparency**



**Social Responsibility**



## Our services and where we operate

Oxylabs is a private company operating in the IT sector. We are headquartered in **Vilnius, Lithuania**, and also have an office in Kaunas, Lithuania.

Oxylabs is a market leader in providing public **web intelligence acquisition tools and premium proxy infrastructure**. Our products are primarily developed for the B2B market—our clients range from Fortune Global 500 companies to aspiring startups.

We serve clients in various industries across the globe. Our strategic industries include e-commerce, travel and hospitality, cybersecurity, and digital marketing.

Oxylabs has an extensive proxy pool of ethically-sourced residential and datacenter IPs from almost 200 countries and territories. Having IPs in Antarctica, our datacenter proxy pool covers all seven continents. Our residential proxy suppliers ensure we have coverage all over the world, including: USA, Germany, China, Japan, the UK, Australia, and Canada.

Our product portfolio includes mobile proxies, ISP proxies, and advanced proxy and web scraping solutions. In 2023, we also introduced custom datasets to meet an ever-growing market demand.



Due to the ongoing invasion of Ukraine, we do not serve clients or partner with suppliers in Russia and Belarus.



# Our Sustainability Vision and Strategy

At Oxylabs, the sustainability manager is responsible for creating and implementing a sustainability strategy and coordinating the company's impact on the ESG goals.

The sustainability manager, Urtė Karklienė, reports directly to the CEO. Oxylabs' CEO and the management team regularly review and approve the sustainability strategy, ensuring alignment with the broader company's vision.

The sustainability manager, together with L&D, HR, Communication departments, and other teams, organizes various activities and awareness-raising events related to sustainable development. Separately, the management team has individual meetings and discussions related to ESG topics.

## Focus areas

Education

Innovation

Climate Action

## Quality education

In an innovation-driven economy, lifelong learning is one of the most important pillars of social sustainability. Oxylabs strives to foster learning and development via three key areas of focus:

- Internal opportunities for Oxylabs' employees to learn and grow;
- Learning and development (L&D) opportunities for the wider tech community;
- Collaboration with academia, NGOs, communities, and public institutions by providing free expertise, advanced data collection solutions, and the necessary infrastructure.

## Industry, innovation, and infrastructure

As a market-leading web intelligence collection platform, we strive to be at the forefront of innovation by developing cutting-edge technology and promoting an ethical approach to web scraping. Understanding the constantly growing importance of web data collection, we focus our efforts on:

- Serving the industry with relevant technological research and innovation;
- Developing and patenting cutting-edge web scraping technologies;
- Providing web data acquisition infrastructure that ensures effective operations for our clients.

## Climate action

As climate change is currently posing the biggest threat to our planet, we are joining forces with others to prevent its devastating effects by:

- Accounting for GHG emissions and starting to implement reduction plans throughout all three GHG scope areas;
- Switching to renewable energy sources where possible;
- Consuming responsibly and reducing waste and exhaustion of resources.



Our mission is to bring the most underexplored competitive resource—data—to the forefront of the digital economy, making it accessible to all. However, we strongly believe this must be achieved through sustainable and ethical business growth. It is essential for the data industry to advance ESG goals and foster positive relationships with all stakeholders, from clients and suppliers to communities and society itself.



**Julius Černiauskas** | CEO of Oxylabs



# 2023 Highlights

## JANUARY

Became a member of the Lithuanian Diversity Charter

## FEBRUARY

Donated €0,5 M to Ukrainian aid campaign RADAROM

## APRIL

Employees went on a four-day workation in Türkiye

## MARCH

Received Financial Times Europe's Fastest Growing Company Recognition

## MAY

Awarded for the best proxy performance by Proxyway

## JUNE

A finalist in the DataIQ Awards (Data for Society)

## AUGUST

Volunteering time off option for the employees was introduced

## JULY

Recognized as one of the Best Workplaces for Innovators by Fast Company

## SEPTEMBER

Hosted its fourth OxyCon, a leading data acquisition industry event

## OCTOBER

Participated in the OECD Forum on Technology

## DECEMBER

Received an award "Together in Volunteering" for Project 4β pro bono initiative

## NOVEMBER

Obtained ISO/IEC 27001:2017 standard for excellence in information security management

## Membership in Associations

Throughout its existence, Oxylabs has joined or co-founded multiple associations and organizations that promote ethical and sustainable business practices, inclusion, development, and cybersecurity.



### The Ethical Web Data Collection Initiative (EWDCI)

In collaboration with [the Internet Infrastructure Coalition](#) (i2Coalition), Oxylabs became one of the founding members of the [Ethical Web Data Collection Initiative](#) (EWDCI)—an international consortium of ethically-minded web data collectors.

Founded in 2022, the EWDCI promotes best practices and common standards for the web intelligence industry, building public trust in web data collection through transparency and accountability. The initiative is dedicated to serving as the voice of the industry leaders, collaboratively guiding and educating the industry on responsible web data collection, promoting online safety, and helping businesses make informed data acquisition choices.

In 2023, members of the EWDCI published a set of [guiding principles](#) for ethical web data collection built upon four main pillars: Legality, Ethics, Ecosystem Management, and Social Responsibility.

For the future it is planned to emphasize accountability of the EWDCI members to ensure continuing commitment to the highest ethical standards among the members of the association.



### Unicorns Lithuania

[Unicorns Lithuania](#) is a startup community with the mission to mobilize and encourage startups and the public to build the future Lithuania as a successful modern country based on a high value-added economy.

Oxylabs joined Unicorns Lithuania to strengthen the Lithuanian startup ecosystem and share our experience and expertise.

Unicorns Lithuania calculated that startups active in Lithuania paid €372M worth of taxes to the Lithuanian state budget in 2023—a 23% increase from the previous year. Oxylabs was among the leading Unicorn Lithuania companies in terms of the number of workplaces created.



## The Lithuanian Diversity Charter Association

In early 2023, we joined the [Lithuanian Diversity Charter Association](#)—the Lithuanian chapter of an international initiative to promote Diversity and Inclusion (D&I) in businesses, public institutions, and nonprofit organizations. Members of the Association commit to creating an open and inclusive work environment and strengthening their social responsibility.

With the Association's assistance, we conducted the D&I survey in our company. We also participate regularly in the Association's educational activities and cooperate to advance D&I in our company.



## Global Cyber Alliance (GCA)

Oxylabs' focus on cybersecurity led us to join the [Global Cyber Alliance](#) (GCA). The Alliance is a nonprofit organization dedicated to making the Internet safer by reducing cyber risks. GCA and its members strive for this goal by uniting communities, creating tools and programs, implementing solutions, making them freely available, and measuring their effectiveness.



## Information Security Systems Association (ISSA)

In 2023, Oxylabs joined the [Information Security Systems Association](#) (ISSA)—an international nonprofit for cybersecurity practitioners and experts. ISSA promotes a secure digital world by providing educational resources and knowledge-sharing opportunities for those in various cybersecurity career stages and expertise to support sound decision-making in legislation related to information security.

Oxylabs is among the Association's Corporate Members who invest in the program and provide its resources to their employees.



## The European Cyber Security Organization (ECESO)

Another nonprofit Oxylabs joined in 2023, the [European Cyber Security Organization](#) (ECESO), is a European cross-sectoral membership organization that contributes to developing cybersecurity communities and building the European cybersecurity ecosystem.

ECESO unites more than 300 European cybersecurity stakeholders, including large companies, SMEs and startups, research centers, universities, end-users, operators, associations, and national and regional administrations.



# Oxylabs Governance

## Management structure

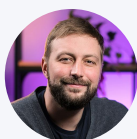
The general meeting of shareholders (GMS) and the head of the company (the CEO or Chief Executive Officer) are the central parts of Oxylabs' management structure. The CEO is nominated by the GMS and acts as the main governing body that is responsible for the day-to-day activities of the company. GMS is responsible for the broader strategic company goals and objectives as well as material business decisions. GMS performs duties prescribed by the Republic of Lithuania Law on Companies and Articles of Association.

Oxylabs does not have a formal management board or committees. However, the CEO works closely with the leadership team (shown below) and different departments without formal procedures, getting expert advice for strategic company decisions.

### The leadership team\*



**Julius Černiauskas**  
Chief Executive  
Officer



**Juras Juršėnas**  
Chief Operating  
Officer



**Tomas Montvilas**  
Chief Commercial  
Officer



**Gabrielė Montvilė**  
Chief Customer  
Officer



**Žydrūnas Tamašauskas**  
Chief Technology  
Officer



**Lauris Lietavietis**  
Chief Sales Officer



**Laimonas Greičius**  
Chief Financial Officer



**Urtė Karklienė**  
Sustainability Manager



**Denas Grybauskas**  
Head of Legal



**Vaidotas Šedys**  
Head of Risk



**Vytautas Kirjazovas**  
Head of  
Communications



**Živilė Pilkauskienė**  
Head of HR

\*25% of our leadership employees are female.

Oxylabs has over 20 departments, most of which are divided into smaller teams. The biggest departments in terms of headcount are Technology, Legal, Finance, Risk, Communications, HR, Marketing, Account Management, Customer Success, Commercial, and Sales.

The leadership team conducts weekly meetings with the department heads to track performance metrics and share information and insights. Since sustainable and efficient business growth is among our main objectives, we keep our structure as flat as possible, avoiding excessive hierarchical processes and fostering a culture of ownership, teamwork, and accountability.

## External bodies

To optimize decision-making and improve the speed and efficiency of large-scale web intelligence acquisition, we look for new ways to leverage the latest AI and ML technologies. In 2020, Oxylabs formed an **AI/ML Advisory Board** that consists of industry-leading data science, machine learning, and AI experts. The mission of the board is to support the company as it expands its influence in the web intelligence industry.

With the help of AI/ML Advisory Board members Adi Andrei and Ali Chaundry, at the end of 2023, Oxylabs launched its annual communication campaign featuring AI/ML predictions for the upcoming years. The aim of the campaign was to shed light on the challenges and possible applications of generative AI technology and discuss the most pressing legal issues surrounding AI development, ranging from data privacy to copyright infringement. The campaign articles were published in leading tech media outlets.



[Are Generative AI Tools Worth the Investment?](#)



[How Lawsuits and Regulation Will Impact AI in 2024](#)

**Forbes**

[Data Privacy And Ownership To Remain Key Concerns In Web Scraping Industry Next Year](#)

**GRITDAILY**

[Web Intelligence Industry Might Undergo Seismic Changes in 2024, Says Oxylabs](#)



## Management team's performance evaluation

The performance of core and extended management teams is evaluated on the basis of an annual Leadership Pulse Survey. In 2023, the survey reached a 77% employee response rate. The survey showed that Oxylabs people view company leadership as strong and healthy, with an average rating of 4.16 out of 5. Although this score is slightly lower compared to the previous assessment (4.23 out of 5), it reflects the overall positive sentiment towards Oxylabs' leadership.

Oxylabs' leadership scored the highest (4.6 out of 5) for the following statements:

- "My manager consistently treats others with respect";
- "My manager understands our business, its priorities, and business challenges".

**77%** Response rate

**4.16\*** Average leadership rating

The core leadership and HR teams reviewed survey results and conducted feedback conversations with individual leaders. These collaborative efforts allow us to identify areas for improvement and strengthen Oxylabs' leadership capabilities further.

\*4.16 out of 5

# Stakeholder Engagement and Materiality Assessment

## Stakeholder Engagement

Oxylabs seeks to balance the interests of all stakeholders to ensure smooth business operations and ethical conduct. Specific departments and communication channels are dedicated to responding to the needs of various stakeholders. Continuous dialogue with stakeholders helps us align our business strategy with sustainability goals, get advice, and quickly react to necessary changes or improvements.

### How we engage with our stakeholders

<b>Shareholders</b>	The CEO reports directly to the shareholders and aligns business decisions with the shareholders' vision.
<b>Employees</b>	The HR Department takes care of employment relations, including health and safety procedures. Various internal communication channels and means are used, such as personal development plans, 1on1 meetings, surveys, company events, and L&D offerings.
<b>Leadership</b>	In addition to standard employee engagement tools, our leaders have additional management meetings and L&D possibilities.
<b>Suppliers</b>	Our suppliers are chosen on the basis of supplier due diligence procedures.
<b>Customers</b>	We have a robust KYC process for new customers, periodic reviews for current customers, customer support and guidance mechanisms, dedicated surveys, and diverse customer-related events.
<b>NGOs and local communities</b>	We have various financial and non-financial partnership projects and pro bono and educational initiatives with nonprofit organizations, universities, and communities. Oxylabs also contributes its expertise to multiple research projects and knowledge-sharing events.
<b>Public institutions</b>	We engage in necessary reporting activities for public institutions and ensure our business processes comply with legal requirements. Through the initiative Project 4β, Oxylabs develops pro bono partnerships, supporting socially important public missions.
<b>Industry associations and peers</b>	We participate in knowledge-sharing activities, joint programs, and other initiatives, such as our annual OxyCon web scraping conference, seeking an open dialogue with market-leading companies on strategic directions of the web intelligence industry.



In 2024 and beyond, we plan to engage with our stakeholders even more in order to identify material impacts, risks, and opportunities for our double materiality assessment and reporting according to the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS). This year, we conducted a voluntary materiality assessment based on 2021's Global Reporting Initiative (GRI) standards.

## Materiality assessment

At Oxylabs, we are committed to compliant, responsible, and ethical business practices. We strive to advance sustainability across all facets of our operations. Oxylabs' sustainability journey is guided by a thorough materiality assessment, which is based on the industry's best practices and incorporates insights from internal stakeholders and external partners.

### Materiality assessment process

We conducted our materiality assessment by gathering and integrating feedback from various sources to identify the most relevant sustainability topics for our business and stakeholders. The materiality assessment involved three parts:

1

**Internal review and stakeholder engagement.** We conducted an internal review of our operations, focusing on such areas as ethical proxy sourcing practices, employee well-being, and innovation. Additionally, we engaged with different stakeholders, including employees, clients, NGOs, and industry peers, to gather insights into their sustainability priorities and concerns.

2

**Benchmarking against the industry standards.** We benchmarked our sustainability practices against recognized industry standards and frameworks, such as GRI and Sustainable Development Goals (SDGs). This allowed us to align with the best industry practices and identify areas for improvement.

3

**Prioritizing material topics.** Based on the internal review, stakeholder feedback, and benchmarking, we prioritized material topics that are the most relevant and significant to our business and stakeholders. These material topics serve as the foundation for our sustainability strategy and reporting.

## Material topics

Through our materiality assessment process, we have identified key sustainability topics that guide our efforts to create positive social, environmental, and economic impact. By prioritizing ethical business practices, fostering employee well-being and development, driving innovation, and advancing climate action, we are committed to building a more sustainable and resilient future for everyone.



### Environmental

- Climate change
- Circular economy and consumption
- Carbon Emissions
- Green Workplace
- Waste



### Social

- Working Conditions and Wellbeing
- Learning and Development
- Talent Attraction, Retention, and Empowerment
- Health and Safety
- Diversity and Inclusion
- Equal Opportunities
- Educating the Industry
- Social Responsibility



### Governance

- Ethical Business Practices
- Innovative Solutions
- Research and Development
- Client Relations
- Supply Chain Management
- Data Privacy
- Risk Management
- Information Security



# Social Impact

# Employees

A comprehensive Oxylabs employee survey, carried out at the end of 2023, revealed that our colleagues value flexible working conditions, professional growth opportunities, autonomy and empowerment, and fair remuneration. People are our business's backbone, and to answer their needs is among our core goals. We are committed to fostering a supportive work environment that prioritizes our team members' holistic well-being and professional growth.

## Oxy Ethos

Oxy Ethos defines how we operate, what values and principles guide us, and what practices we encourage. In other words, it is the core of Oxylabs' identity.



### Focus on results

A clear focus on our goals helps us reach excellent results.



### Team up

Working together, sharing knowledge, and supporting each other drive our teams.



### Feel proud, stay humble

We feel proud of our achievements but remain humble in the spotlight.



### Stay hungry for knowledge

Curious minds are the driving force in the world of innovation.



### Own it

Take initiative and lead the way—we will support you all along.

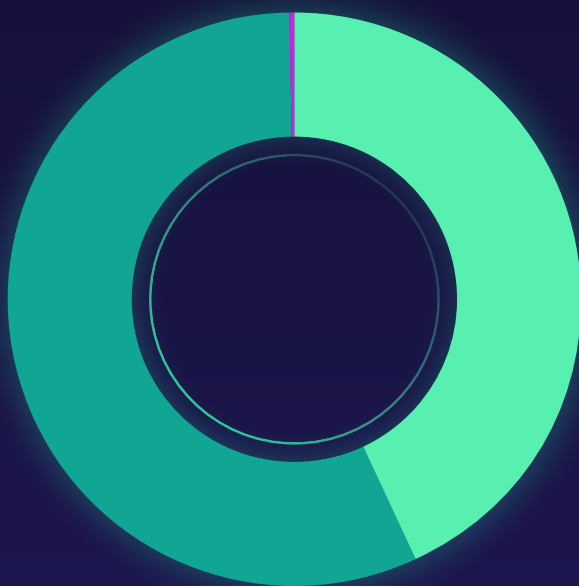


### Keep it playful

We are having fun on the way to great results.

## Employees in numbers

Total number of employees (FTE):  
**400+**



### Employees by gender

- Female – 43.1%
- Male – 56.7%
- Other – 0.2%

**Last year, the number of women in the company stayed the same as in 2022.** The pay gap between women and men at Oxylabs was 25.3%, a slight decrease compared to 2022 (26.65%). The reason for the pay gap remains the same—more male employees in the engineering teams where average salaries are higher than in other roles.

77.5% of Oxylabs' tech and engineering employees are men, and 22.5% are women, which is the industry standard. Nevertheless, we believe **this situation must be improved further and take active steps** to do it—more detailed information about these efforts can be found in the "Diversity, Inclusion, and Equal Opportunity" section.



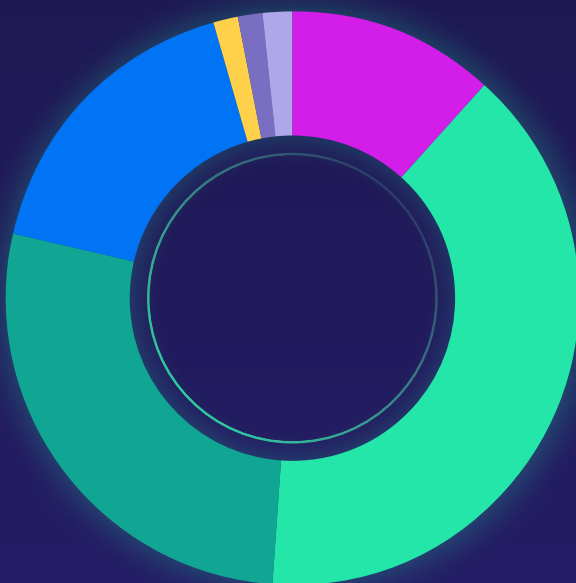
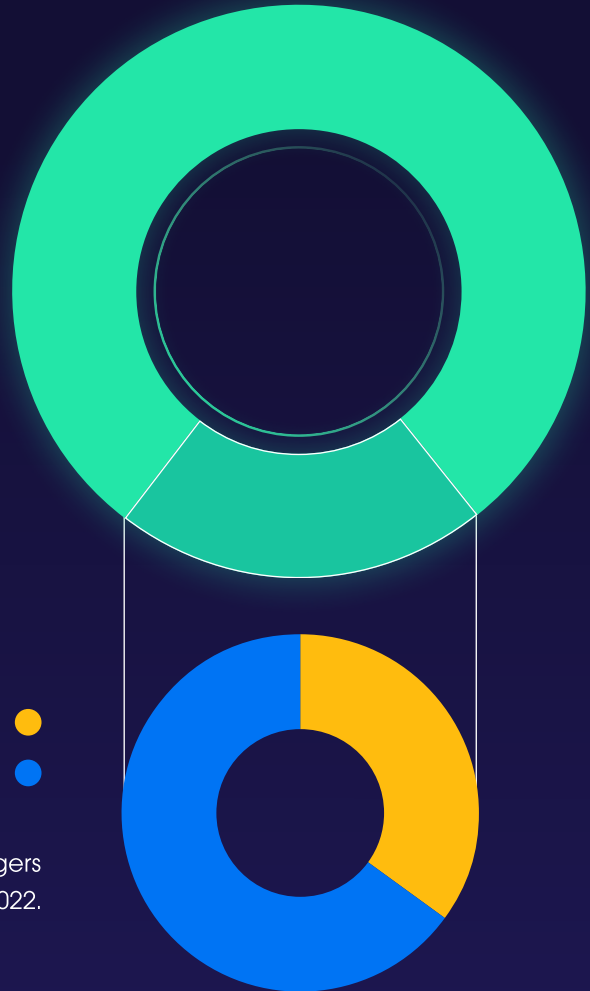
## Management by gender

Management – 21.2% ●  
Other employees – 78.8% ●

The number of managers **has increased by 1.2%** since 2022.

Female managers – 35% ●  
Male managers – 65% ●

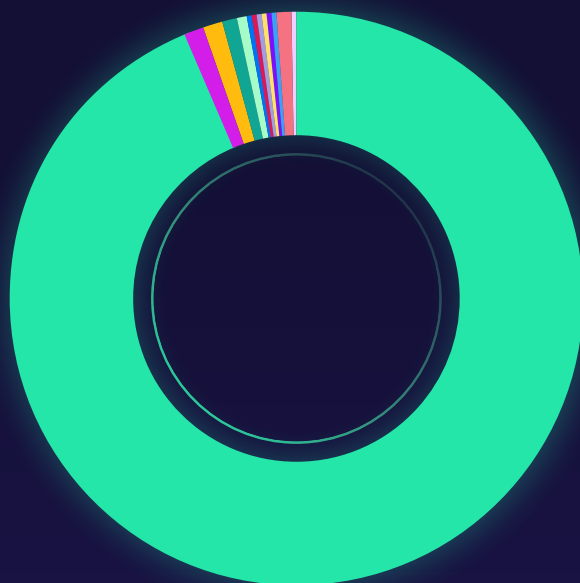
The ratio of female and male managers **remained the same** if compared to 2022.



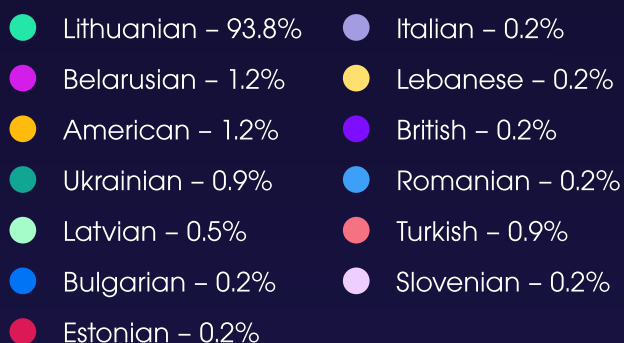
## Employees by age group

20-24 – 11.75% ● 40-44 – 1.38% ●  
25-29 – 38.94% ● >45 – 1.43% ●  
30-34 – 27.42% ● Not indicated – 1.38% ●  
35-39 – 16.82% ●

Oxylabs is a relatively “young” company—the **average age of our people is 30 years**. The majority of our employees (78%) are younger than 35 years old.

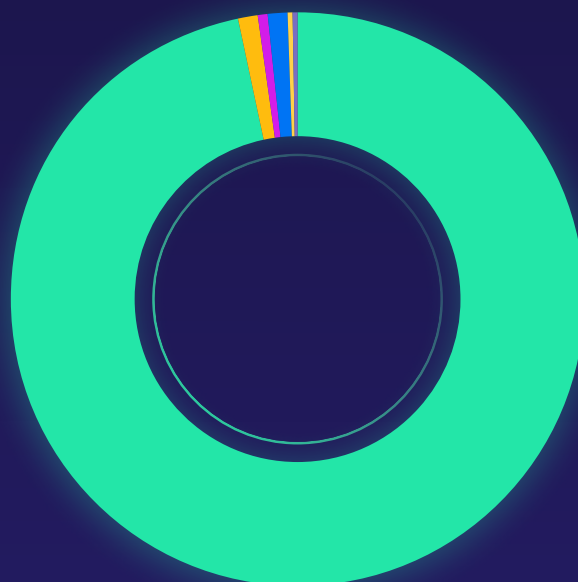
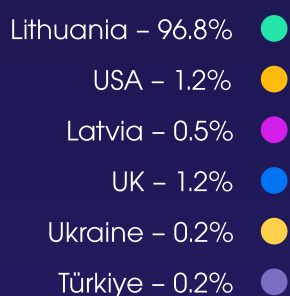


### Employees by nationality



Compared to 2022, **the percentage of non-Lithuanian colleagues and the number of nationalities represented increased**. However, there were changes in which nationalities were represented, resulting from natural employee fluctuation.

### Employees by country





## Health, safety, and wellbeing

The health, safety, and well-being of employees are fundamental at Oxylabs. We offer a wide range of office perks and company-wide events that make work both enjoyable and effective. Extra time off, health insurance package, additional sick days, and other benefits help us retain physical and mental well-being.

### Health and safety benefits

Health insurance after  
the trial period

Onsite health checks  
and flu shots

Physical wellness specialists  
onsite and online

Funded  
sports activities

Covered expenses for  
mental well-being apps

Compensated psychologist/  
psychotherapist sessions

In-house gym  
accessible 24/7

## Professional health and safety support

Partnering with a professional occupational safety and health services provider helps us ensure the safety and well-being of our colleagues. Our partners are responsible for:

- comprehensive implementation of health and safety requirements;
- relevant training (periodical and for each newcomer);
- all relevant changes in health and safety policies and practices.

All our employees are covered by an occupational health and safety management system. There were no work-related injuries or ill health fatalities during 2023.

## Employee perks



**Events and  
leisure activities**



**Additional payouts on  
special occasions**



**Employee stock  
ownership plan (ESOP)**



**The third pillar  
pension program**



**Parents and  
kids' room**



**Fully stocked office  
kitchen and snacks**



**Referral  
bonus**



**Development books  
in the library**



**Electric vehicle and  
bike parking**



**Additional  
vacation days**



**Free coffee made by  
professionals on-site**



**Partner  
discounts**



## Work flexibility

Oxylabs is full of creative, active people with diverse interests and life goals outside work. In order to enable our colleagues to make the most of their time and have opportunities for resting and recharging, we stay flexible.

**Work-from-home** (WFH) options two days a week, currently, every Tuesday and Wednesday. In 2023, 86% of employees used this option.

**Work-from-anywhere** (WFA) options five times a year, which allows employees to work from any location anywhere in the world. In 2023, 44% of employees used this option, and 13% used it to travel abroad.

**Flexible working hours**—the focus is on the quality of work rather than when and how long an employee is behind the desk.

Openly communicating work-life balance needs to their manager and team allows our employees to find the best solution for each unique case. Together, we foster team spirit and a sense of community that encourages open communication and trust.



## Fun and collaboration

At Oxylabs, there are plenty of opportunities to socialize with colleagues and celebrate achievements both at the company level and with the wider Tesonet community. Additionally, we ensure that all teams have their individual budgets for spending time together and fostering professional bonds.



### OKRs events

We use the Objectives and Key Results (OKRs) framework to set goals and track our progress every quarter. We mark the end of each OKRs period with a day of reflection topped by a company-wide celebration.

### Team buildings

Currently, each person has a dedicated quarterly budget to spend on team building activities with their team. Teams have autonomy in deciding among themselves how to organize team buildings.

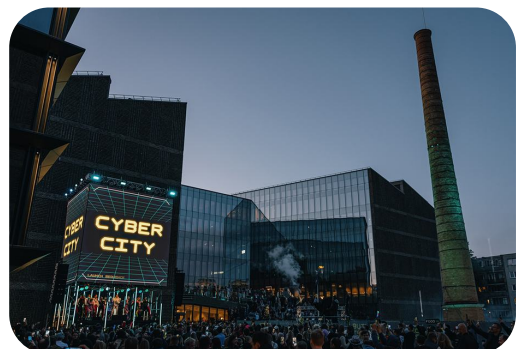


### Other on-site activities

From birthdays and small celebrations to foosball, ping pong, and PlayStation tournaments—plenty of events and constantly available recreational facilities ensure we have time to recharge daily.

### Tesonet community events

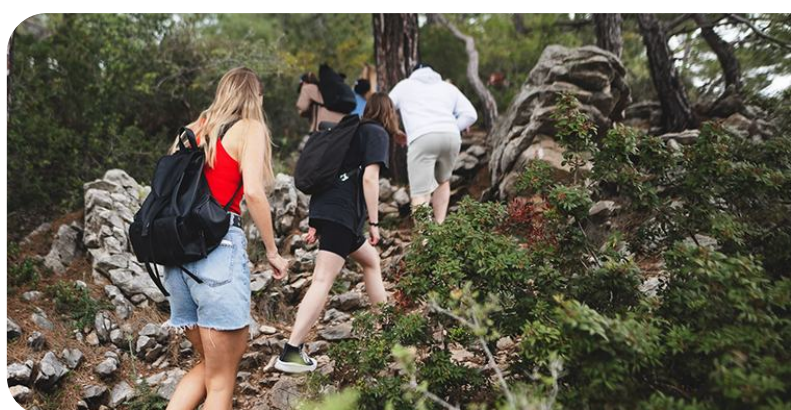
Each year, the Tesonet community has big celebrations where all Tesonet accelerator companies are welcome to participate. In 2023 we had a workation and Cyber City's official opening event.





## Workation

To show our continuous commitment to creating an atmosphere where our employees could focus on collaboration and growth while maintaining work-life balance and a positive attitude, in April 2023, an entire Tesonet community went on a workation in Türkiye. We enjoyed four days of educational and cultural activities, concerts, and community building at Alva Donna World Palace Hotel in Antalya. To date, this is the biggest workation in the history of Lithuanian companies.



The record could be broken in November 2024, when the next Tesonet's workation is set to happen.

## Other initiatives for our employees



### Lunch roulette

Employees enrolled in the program are matched with a random colleague from the company to connect over lunch.



### River cleanup

In May, Oxylabs people gathered to clean up the Neris River in Vilnius and had a picnic afterward.



### Beer Fridays

Once in a while, we end the week connecting with our colleagues over a few beers and snacks provided by Oxylabs.



### Earth Week celebration

We commemorated Earth Week with a lecture about environmentally friendly eating and an Earth Week quiz.



### Volunteering time off

Employees can use up to 4 hours off work every calendar year for volunteering activities.



### Joining local initiatives

Oxylabs people supported various local initiatives, from marathon and cycling challenges to the Vilnius Pride.

# Learning and Development

Oxylabs' employees get access to diverse options for internal and external training, conferences and certifications. The most popular learning competencies in 2023 were related to sales, leadership, public speaking, and developing interpersonal relationships through team workshops.

## Internal training

60%

6 out of 10 employees attended at least one internal training session

## External training

26%

of employees attended at least one external training

## Training hours

17.6

Average yearly training hours per employee\*

By tapping into the diverse skills and experiences of our employees, we've been able to tailor training sessions that are more relevant for our employees. This approach not only encourages collaboration and teamwork but also cultivates a culture of continuous learning and development within our organization. As a result, there has been a decrease in the reliance on external training compared to previous years.

## Internal training



Advanced Product Training



Team Workshops



Professional Training Courses



Personal Effectiveness Training



Language courses

\*Average yearly training hours per female employee—19.7 h, male employee—16.1 h, other—6h. The categories, which were included in the calculation: internal & external training, e-learning and onboarding sessions.



## Leadership training

Oxylabs is a place where everyone is given an opportunity to become a leader. We offer various leadership courses, from general leadership ABC programs to courses focused on specific management tasks such as hiring, onboarding, and performance discussions. Additionally, Leadership Circles, our peer-support system, ensures that our leaders can always seek assistance and guidance from each other. In 2023, more than 50% of our management used an opportunity to gain knowledge in internal and external leadership training.

## Other resources to promote L&D

### Career ambassadors program

Our career ambassadors are people who have advanced their careers at Oxylabs. Employees can reach out to colleagues of various backgrounds and skill sets through the ambassadors program.

### Internal guilds

At Oxylabs, guilds are employee-led initiatives that assemble colleagues facing similar challenges at work for meetings and discussions, where they can share experiences and identify potential solutions.

### Mentorship through TesoXchange

TesoXchange is a program available to anyone at Tesonet. Four-month mentorship involves meetings between the mentor and the mentee, knowledge sharing, and focused feedback.

### Online learning platforms

Our employees have access to [SkillShare](#), [Coursera](#), [Blinkist](#), [Pluralsight](#), [Educative](#), [CXL](#), [Symfony Casts](#), [Reforge](#), [Codecademy](#), [Oreilly](#), and [Udemy](#) online platforms, which enable them to learn at their own pace.

## External training and conferences

We focus heavily on learning and development and provide as many internal training and resources for professional growth as possible. At the same time, we recognize that our diverse and knowledge-hungry employees can also benefit from external learning opportunities. If we can't accommodate the training needed with the internal offerings, there's an opportunity to request for an external training, certificate or conference.

Oxylabs' people are also avid organizers and attendees of conferences. In 2023, 125 employees traveled to various conferences. We find conferences as a great way to exchange ideas, learn from field experts, and stay motivated to excel in our jobs. Oxylabs' employees can request to participate in conferences after finishing their three-month probation periods.



## Onboarding of new employees

The first few days working at Oxylabs are primarily about getting accustomed to the position. During this time, new employees receive all the equipment, information, and access to tools and platforms necessary for their daily work. Managers introduce new employees to their team members, the general objectives of the team, and how the employee's tasks relate to them.

We aim to ensure that all new hires feel included and empowered in their teams and the whole company as soon as they join Oxylabs.



### Welcome waves with the CEO and top management

Newbies and the CEO (often joined by another member of the top management) introduce themselves to each other. The CEO delivers an introduction to Oxylabs and answers questions.



### HR onboarding session

New employees get to know their HR business partner, who tells them more about department structure, communication channels, and other practical matters at Oxylabs.



### Intro to products

A series of sessions dedicated to what our products are, how they work, and how our clients benefit from them.



### Intro to OKRs

An introduction to the OKRs framework used at Oxylabs, its utility and limitations, and how to use it for effective goal setting and progress tracking.



### Job-specific onboarding sessions

An introduction to Salesforce for employees using this tool and an introduction to KYC and compliance for those working in related departments.

From the beginning of their employment, new employees start having regular one-on-one meetings with their direct manager. Additionally, HR checks in with the new employees after the first month and the end of probation to see how they feel about the onboarding period, their daily work, and their future.

We aim to ensure that all new hires feel included and empowered in their teams and the whole company as soon as they join Oxylabs.

## Regular performance and career development reviews for all employees

All employees receive a comprehensive performance review from their direct manager after every year of employment. The manager evaluates overall performance, identifies the employee's strengths and weaknesses, discusses feedback, and helps the employee decide on a concrete course of action for further development.

Employees do not have to wait a year before receiving extensive feedback. They are encouraged to reach out to their manager for collaboration on the employee's development plan. Employees and their managers can agree to more frequent performance reviews to ensure continuous progress.

Additionally, every employee has regular one-on-one meetings with their manager to discuss whatever challenges they might be facing on a daily basis and what could help overcome them.

## Talent Attraction, Retention and Empowerment

### Employee satisfaction in numbers

36

Net Promoter Score  
(eNPS)

77%

eNPS response rate;  
Leadership Pulse  
response rate

4.16\*

Leadership Pulse score

\*4.16 out of 5

Our employee net promoter score (eNPS), which indicates how likely an employee is to recommend the company as a workplace, is 36, according to the last survey of 2023. This is a decrease from 53, our eNPS the year before. However, we score higher than industry average—according to [research](#), the average eNPS score for Information Technology companies is 26.

Internal statistics from 2023 show that Oxylabs is continuously seen by its employees as a good place to work. First, the entry-level wage for male and female employees is 32% higher at Oxylabs than the local minimum wage. We also actively strive to offer our employees as many professional growth opportunities as possible. Last year we developed the Guidelines on the Employee Development Plan with an actionable list of steps that help people enhance their skills.

Additionally, our leadership pulse scores remain above 4 out of 5, indicating substantial satisfaction and trust in the company's management.

Nevertheless, we are taking an active approach to increasing our eNPS. With a rapidly growing number of employees and a changing work environment, finding the proper modes of communication and maintaining the same culture and satisfaction across expanded departments is unavoidably challenging. We are addressing these challenges by looking for improved internal communication methods, constantly checking in with our employees, and reviewing our offerings to benefit them the most.

**100%**

return after maternity  
or paternity leave

**21%**

of new hires come by  
employee recommendations

**21%**

of employees were  
promoted internally

**6/10**

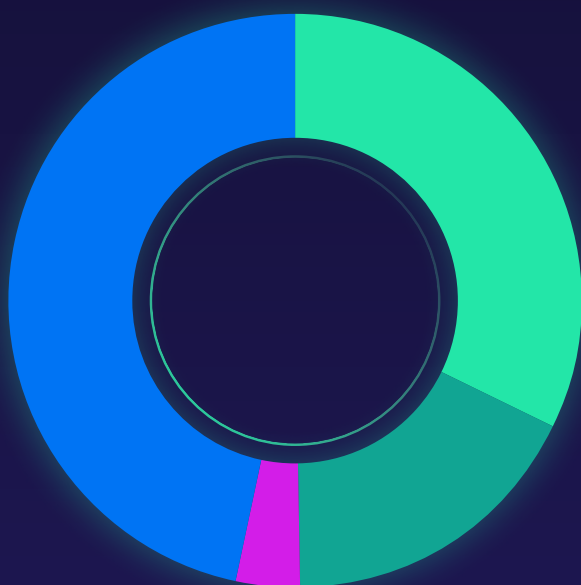
of leaders were promoted from  
internal employees

## Employee turnover and new hires

Turnover rate: **27%**

The number of employees promoted in 2023: **21%**

New hires: **181**

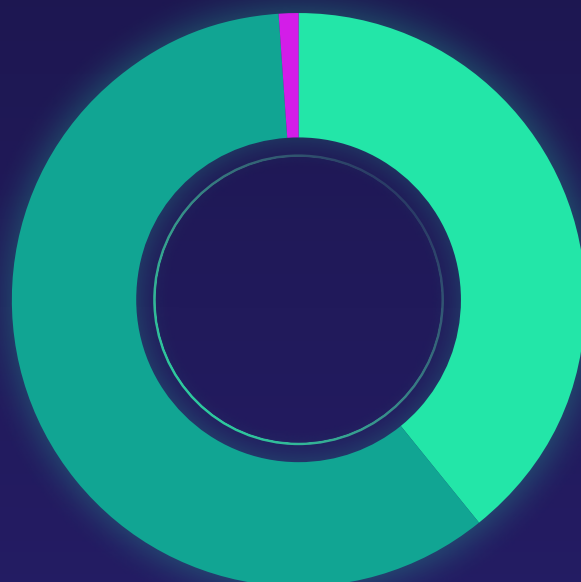


### Turnover rate in different age groups

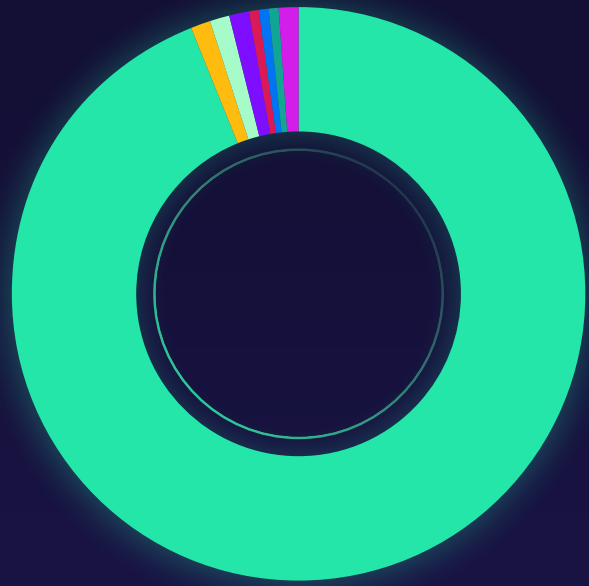
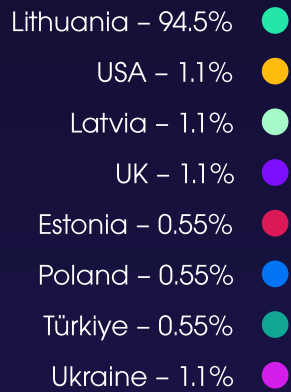
- 20-26 – 15.4%
- 27-35 – 8.4%
- 36-45 – 1.7%
- 46-55 – 22.2%

### New hires by gender

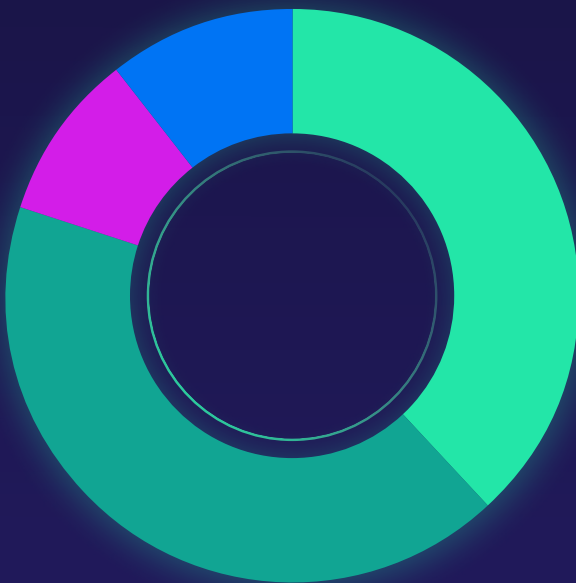
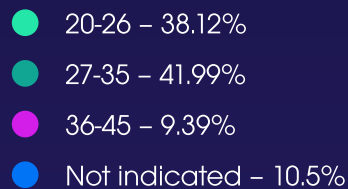
- Female – 39.2%
- Male – 59.7%
- Other – 1.1%



### New hires by country



### New hires by age group



Although we experienced a rapid growth of headcount in 2023, looking ahead, increasing it further will be outside of our top priorities, at least for now. In 2024, we aim to focus on managing growth challenges to ensure the most satisfactory working conditions for all our colleagues.





## Diversity, Inclusion, and Equal Opportunity

**87%**

of our people feel free  
to be authentic at  
work

**77%**

feel confident to report  
discrimination  
incidents

**10%**

identify as part of the  
LGBT+ community\*

At Oxylabs, we believe that diversity and inclusion help create a dynamic and fruitful work environment, contributing significantly to individual happiness. In 2023, we took major steps to advance our commitment to equal opportunity for all our current and future employees.

\*According to the Diversity survey conducted in 2023, where 1% of employees have participated, thus the results are not very representative.

## Our DEI achievements in 2023:

- We became members of [The Lithuanian Diversity Charter Association](#).
- For the first time, we participated in the Vilnius Pride event as Oxylabs representatives and provided financial support to the organizers.
- We organized the **Inclusion Series**, consisting of four events in four cities where Tesonet companies have offices (Vilnius, Kaunas, Warsaw, Berlin). The events involved discussions on mental health, gender equality, LGBTQ+, and cultural differences.
- We implemented improvements on our whistleblower channel [Speak Up](#), making it easily accessible to all our employees and outside partners.
- We carried out our first Diversity Survey and intend to continue conducting regular surveys to track our progress.
- Oxylabs partnered with [Women Go Tech](#) to facilitate opportunities for women to acquire technical skills and knowledge and develop their careers in IT, engineering, and other tech-related roles.
- In line with our 2022 Policy on Prevention of Violence and Harassment at Work, we created and implemented online training on the prevention of sexual harassment, violence, and discriminatory behavior at work.



I strongly believe that a good feedback culture, clear internal career opportunities, and growth initiatives create healthy companies that should be able to support their employees regardless of their gender. At Oxylabs, we're encouraged to devote time to learning and mentorship initiatives. Mentoring junior team members and sharing quality feedback is one of the main people growth drivers in our team.



**Monika Gerybaitė** | Web product owner at Oxylabs

Our leaders are apt advocates of female careers in tech, supporting colleagues and helping them create an impact within an industry that was homogeneous for years. Last year, Oxylabs' Chief Customer Officer Gabrielė Montvilė was included in the "Women Who Made it in Tech in 2022" list published by the International Business Times. Our colleague Ieva Draugelytė was featured in [SheCanCode Spotlight Series](#). Python developer and Squad Lead Karolina Šarauskaitė won the Woman in Software of the Year award at the BuildStuff conference.



I'm very grateful to finally feel comfortable and confident where I am. My team consists of talented people, and we have delivered many creative projects, some of which I own myself. I have received an amazing opportunity to grow and express myself the way I want it.



**Ieva Draugelytė** | Front-end developer at Oxylabs

At Oxylabs, all complaints regarding instances of discrimination are processed and investigated following the Policy on Prevention of Violence and Harassment at Work. The investigation always aims beyond solving the situation at hand to propose additional measures to avoid such instances in the future.

Employees can report an incident to their manager, HR manager, HR Business Partner, or via the [Speak Up](#) channel. They can choose whether to disclose their identity or stay anonymous.

We are in the process of creating our **Code of Ethics** to be introduced in 2024.

# Industry Education

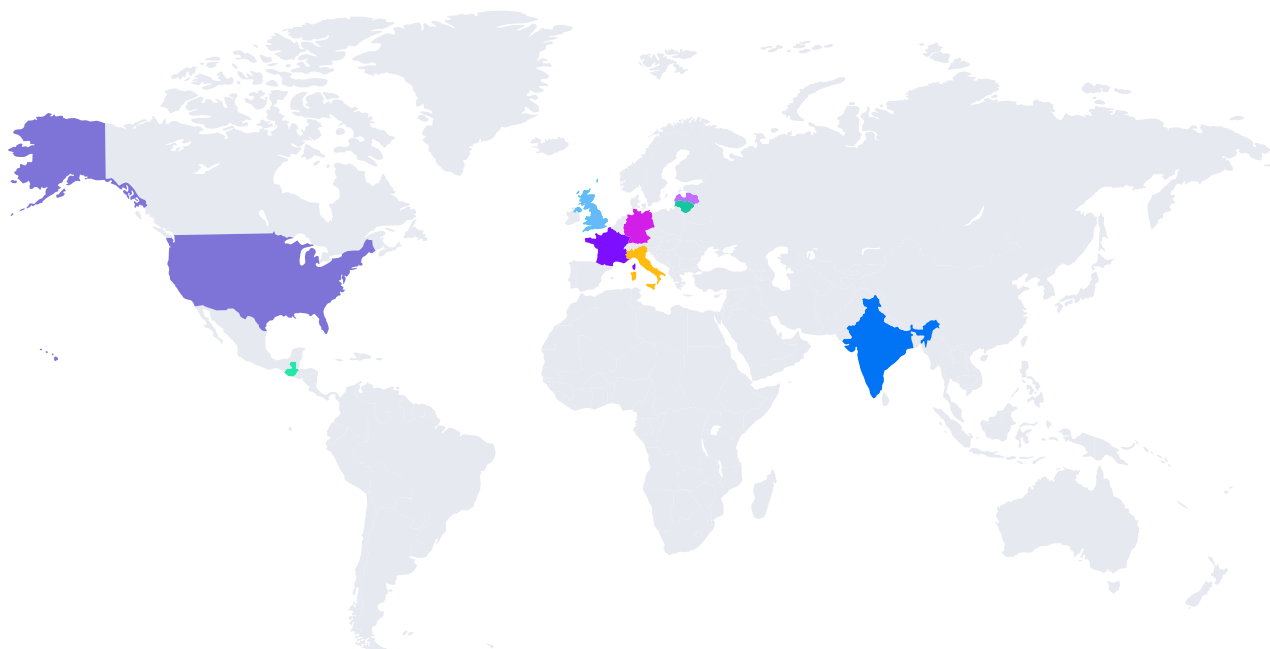
## Developing partnerships through Project 4β



At Oxylabs, our commitment to sustainability extends well beyond our innovative products and services. We believe in fostering a culture of responsibility and impact, which is why, in 2023, we continued supporting academia, researchers, and nonprofit organizations working towards public good through the company's pro bono initiative "[Project 4β](#)".

"Project 4β" is dedicated to solving critical research questions and missions with the help of global public web data. Through "4β", Oxylabs supplies the know-how, infrastructure, and resources pro bono, helping its partners maximize their research impact, enhance understanding of critical public web data, and enter a new age of data-driven intelligence.

### Project 4B worldwide



- United States
- Guatemala
- United Kingdom
- France
- Italy
- Germany
- Lithuania
- Latvia
- India

## Academia

In 2023, “Project 4β” partnered with students, professors, and researchers from the University of Pennsylvania, Northwestern University, London’s Global University (UCL), University of East London, the University of Washington Seattle-based research lab TASCHA, the University of Michigan, and other academic institutions. We shared free access to Oxylabs public web data gathering solutions—premium proxies and web scraping tools.



I found the Residential Proxies generously provided by Oxylabs to be reliable and easy to use. Their documentation and online community made it easy to find answers to any problem. I was asked often about my satisfaction with the proxies and was offered help with any issues I encountered.

**Benjamin Nickerson**

Undergraduate Researcher at the University of Washington Seattle-based research lab TASCHA

Through “4β”, Oxylabs also worked with professors from Emlyon Business School and Aivancity School for Technology, Business & Society. Our colleagues shared their expertise in large-scale data gathering and the latest legal developments in the field of web scraping. Oxylabs’ Analytics Team Lead Rytis Ulys also provided a guest lecture to the University of Edinburgh Business School’s MSc Business Analytics students.



Very insightful talk on web scraping and its application delivered by Rytis from Oxylabs—highly appreciated and value-adding. In fact, the best talks don’t just inform; they ignite curiosity, and this presentation did exactly that.

**Jamal Ouenniche**

Professor at the University of Edinburgh Business School



THE UNIVERSITY  
of EDINBURGH

Northwestern  
University





## #SRNT project

In 2023, “Project 4β” teamed up with [Project Serenity \(#SRNT\)](#), a nonprofit Crisis Aide platform aimed to provide individuals facing challenging life situations with access to organizations where they can seek assistance. To achieve this, the #SRNT team is developing a mobile app for popular platforms.

We provided #SRNT with access to Oxylabs’ cutting-edge SERP Scraper API and Web Scraper API solutions that will help the organization gather crucial data from various online sources to accomplish essential platform-building steps.



Our team is doing its best to bring together the most trusted and reputable organizations and experts to help our users in any situation. Whether people are struggling with a toxic relationship, violence, discrimination, or any other crisis, the SRNT app will provide easy access to support organizations.

**Nadezhda Barodzich**  
Head of #SRNT



With the support of Oxylabs’ advanced web scraping technology and expertise, we are able to discover disinformation and other informational manipulation cases faster and at scale, ultimately empowering the public to make informed decisions in an increasingly complex digital landscape.

**Viktoras Daukšas**  
Head of Disinformation Analysis  
Center Debunk.org

## Investigative journalism

Last year, “Project 4β” started collaborations with five investigative journalism organizations, providing them with free access to Oxylabs solutions—the world’s largest ethical proxy network and web scrapers—and ensuring that journalists can focus on uncovering truths and crafting impactful stories.

We partnered with [Debunk.org](#), an organization dedicated to countering online disinformation and state-sponsored internet propaganda, and [Civic Resilience Initiative](#)—a Lithuanian nonprofit, nongovernmental organization that aims to increase resilience in security, media literacy, disinformation, cyber, civil, and grass-root activities.

“4β” has also teamed up with [Confirmado](#), a Guatemalan project to fight disinformation, founded by OSINT researcher and investigative journalist Luis Assardo. Confirmado is known for its commitment to tackling misinformation in Guatemala and reporting on such topics as troll factories, hate speech, radicalization, and fact-checking.

## Governmental organizations

The biggest pro bono project Oxylabs started in 2023 was the partnership with the Lithuanian [Environmental Protection Department](#), aimed at creating a safer, cleaner, and more sustainable environment. The project is dedicated to helping solve the problem of illegal environment-related advertising and enhancing the operations of the public sector.

Oxylabs team developed an Ads-Sites Web Crawler—a solution to help the specialists automatically collect ads offering potentially illegal services: trade in animals and plants of protected or invasive species, prohibited hunting and fishing equipment, processing and removal of waste and sewage without the necessary permits, dismantling of unserviceable vehicles, fossil resources used and sold without the right to do so, etc.



This tool will allow us, environmentalists, to use the time of our inspectors efficiently and to take measures against those engaged in illegal activities more quickly. It will be more difficult for the perpetrators of illegal activities to hide and find refuge on the Internet.

**Giedrius Kadziauskas**

Director of the Environmental Protection Department



Before the project, the Environmental Protection Department was scouting the internet manually, which was a tedious job. Our solution will enable the inspectors to save time and be more proactive in ensuring that citizens and legal entities comply with the requirements of environmental protection legislation.

We are proud that in December 2023, the project was awarded in the national [Volunteering Together Awards](#) for positive societal business impact.



## Hosting OxyCon and webinars

Each year, Oxylabs connects top industry experts from across the globe, providing a platform to explore the most pressing web scraping topics in an entire day event with exclusive content called OxyCon. OxyCon is an important asset for us when it comes to educating the industry about legal and ethical web data collection practices.

In 2023, we organized our fourth OxyCon conference, and so far, it has been the most successful one. The online conference hosted 15 speakers and received 2085 registrations from external participants, showing a double growth compared to the previous year.

**15** speakers

**2085** external attendees

In 2023, in addition to the record-breaking OxyCon, Oxylabs also hosted five online webinars. Webinars allow us to share our know-how with the tech community and deep dive into specific public web intelligence topics, from future trends and synergy with AI to large-scale data collection tactics.



## Sponsoring industry-wide events

In 2023, Oxylabs hosted eight meetups for developers and other tech industry professionals. These events allow us to bring industry professionals together, give a unique learning opportunity for beginners, and empower the tech community members to thrive in their fields.

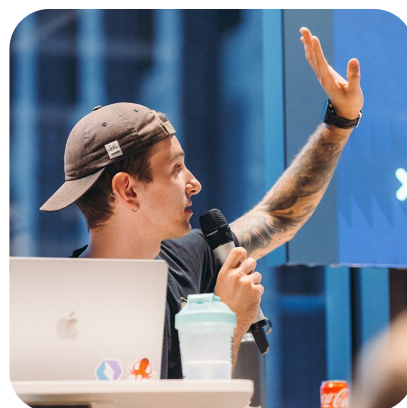
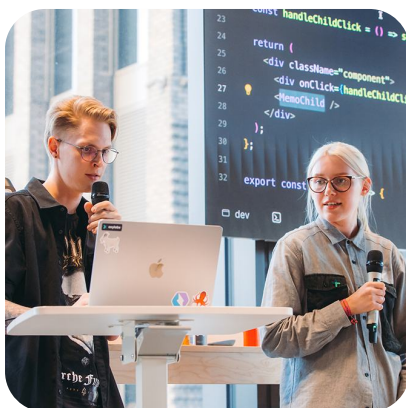
Throughout the year, we also sponsored four tech conferences, [PyCon](#), [DevDays Europe](#), [DevOps Days](#), and [BuildStuff](#). These are among the most prominent European events attracting developers, CTOs, and tech team leads.

**8** tech industry meetups\*

**300+** attendees

**4** industry-wide conferences\*\*

**2,700+** attendees



These sponsored partnerships reflect our dedication to advancing the tech community's knowledge, fostering collaboration and connections, and facilitating education. By supporting industry meetups and conferences, Oxylabs also enhances its employees' professional networking, learning, and development opportunities.

\*for Python, Go, and frontend developers, account managers, and tech sales professionals

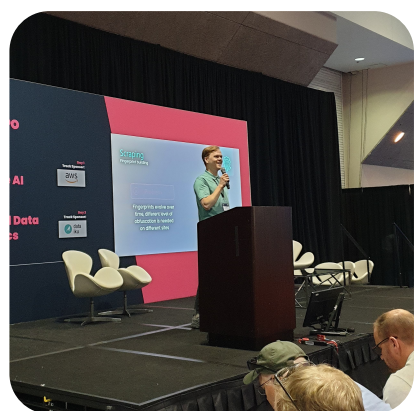
\*\*for developers



## Participating in external conferences

Throughout the year, we attended seven external tech and sales conferences, delegating speakers, a company booth, or both. The geography of events ranged from Big Data & AI World in London to AI & Big Data Expo in the US, Santa Clara. We also spoke at an online event, the Browser Conference.

Since Oxylabs' portfolio of clients, ranging from SMEs to Fortune 500 companies, is growing exponentially every year, in 2023, we decided to organize our first Client Meetup in San Francisco. Live meetups allow us to gather client feedback and solve their needs in a more effective way.





## Giving Back to the Community

Contributing to the well-being of the communities in which we operate is an integral part of Oxylabs' CSR agenda. Firstly, it allows us to build trust among stakeholders and inspire other industry players to make public web intelligence a force for the common good. Secondly, it creates feelings of connectedness, satisfaction, and ownership among our employees. Giving back to the community is also a way to foster innovation.

Throughout 2023, we devoted over €600,000 to various monetary and non-monetary donations and projects. The most considerable one was the "[RADAROM](#)" initiative, the most prominent Lithuanian social project dedicated to helping Ukraine win the war. The whole Tesonet community donated over €1M to the campaign, with Oxylabs' contribution reaching €500,000.

€600,000

Donated  
in total

€500,000

Donated to  
RADAROM

€20,000

Donated during internal  
fundraising event

During the Christmas initiative "You donate, we double", our employees collectively donated over €10,000 and Oxylabs doubled this amount, supporting children, elderly people, nature protection, Ukraine's defenders, and other critical social missions.

Additionally, we donated 21 computers, 2 PS4 consoles, and a TV to various organizations, from the ones that support children to the ones dealing with national security and support to Ukraine.

We contributed to many other initiatives, including the [Ancient Wood Foundation](#), nonprofit organizations [Save the Baltic Sea](#), [Women Go Tech](#), and Transautonomija, which organizes the Vilnius Pride parade, and [Creative Shock](#), a conference and business event organized by the Vilnius ISM University.



# Industry Recognition

2023 was truly fruitful for Oxylabs in terms of industry-wide recognition and awards. This achievement bears a special meaning for us since one of our corporate social responsibility goals is to empower the wider tech community and raise the bar for ethical business conduct. We won five awards in various fields—from being named one of the fastest-growing companies by the Financial Times to entering Fast Company’s “Best Workplaces for Innovators” list.

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## Financial Times | Statista, FT1000 list

For the second year in a row, Oxylabs was named Europe’s fastest-growing web data acquisition company in the Financial Times’ FT1000 list.

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## Fast Company, the “Best Workplace for Innovators” list

Oxylabs was listed among 100 other companies worldwide honored for excellence in fostering innovative work culture.

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## BuildStuff Conference, Woman in Software of the Year

Our Python developer and Squad Lead Karolina Šarauskaitė won the Woman in Software of the Year award at the BuildStuff conference, showing an excellent example of the importance of women empowerment in the tech industry.

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## Data Breakthrough Awards

We were recognized as the Data as a Service Company of the Year, one of the categories for excelling in overall industry leadership.

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## “Kartu Savanorystėje,” Business Contribution to Society category

In the national awards “[Volunteering Together](#)”, Oxylabs won awards for its pro bono project with the Environmental Protection Department of Lithuania.

Oxylabs also entered the lists of finalists in the international DataIQ Awards (Data for Society category), UK Business Tech Awards, the 11th annual DataIQ awards, and the national awards “Skaitmeninis Knygnešys” (a part of World Summit Awards). In the latter two, we participated with our pro bono AI solution, designed to fight child endangerment online together with the Lithuanian Communications Regulatory Authority.



# Economic Impact and Governance



## Innovation and Infrastructure

Oxylabs is home to many innovators and around 20 inventors who work tirelessly to provide the best software infrastructure for our clients. We retain our status as industry leaders in innovation by constantly introducing new products and patented solutions and investing in research and development to generate ideas for web intelligence acquisition technology of the future.

### 2023 Oxylabs product updates

Web intelligence fuels business innovation and allows companies to stay competitive while delivering high-value consumer solutions, from real-time information and comprehensive price monitoring tools to enhanced cybersecurity efforts. Additionally, it supports data-driven research for academic, investigative journalism, and public safety purposes.

In 2023, we introduced numerous product features and launched a new product category—datasets.





### Web Unblocker

In 2023, we rebranded our Next-Gen Residential Proxies as Web Unblocker. Various changes were installed along with the name change, including updated machine learning models. Capable of bypassing sophisticated anti-bot systems, our AI-powered proxy solution, Web Unblocker, imitates organic user behavior. Thus, our clients can effortlessly scrape public data from 195 countries without costly process breaks.



### Datasets

Oxylabs' new product line simplifies data acquisition by offering ready-to-use datasets based on specific client needs and output formats. Our advanced infrastructure enables us to provide custom data solutions by collecting high-quality, up-to-date public data from any website. We also offer standard datasets for company, job postings, product, and community/code data.



### Custom Parser for Scraper APIs

A new feature, Custom Parser, gives more flexibility to the users of our Scraper APIs by allowing them to define their own parsing logic free of charge. By writing their custom parsing instructions, clients can extract only the specific public web data they need.



### Enhanced Headless Browser

The enhanced Headless Browser for Scraper APIs and Web Unblocker allows for the integration of browsing instructions with JavaScript rendering. Due to this integration, Headless Browser can perform action sequences that would typically require user interaction to complete a specific task, thus enabling broader automation of data extraction.



### Advanced Residential Proxies Location Targeting Options

Oxylabs Residential Proxies now support US coordinate level and ZIP code targeting. This feature lets customers get precise public web data from the most challenging targets.

## Research and development

In 2023, Oxylabs continued to invest in R&D and protect its technology through patent applications. Our patent portfolio increased by 25 granted patents and now consists of 81 patents globally.

As before, our innovation efforts focused on the company's products and future development. Newly issued patents cover systems that allow improved generation of web requests for scraping. Enhanced solutions improve the requests' nature, time, and how they are distributed, making them appear more organic than conventional automated scraping systems.

Moreover, the patents we've been granted disclose methods with practical, user-centric applications. These include intelligent optimization of data collection requests using machine learning algorithms and methods that enable users, regardless of their geographical location, to send requests to the nearest proxy infrastructure.

### Patent/utility models portfolio

	2023	2022	2021	2020
US	25	33	8	4
Europe		7	3 (Utility models)	
Hong Kong		1		
<b>All</b>	<b>25</b>	<b>41</b>	<b>11</b>	<b>4</b>
<b>In total</b>				<b>81</b>

In 2023, we also conducted repeated open-source checks and controls to ensure continuous compliance with open-source licenses and rules. Lastly, Oxylabs has further strengthened its trademark portfolio, ensuring its innovative products are well-recognized by all stakeholders and not abused in the main markets.

### Among the best workplaces for innovators in 2023



Oxylabs' Inventor's Bonus Policy inspires employees to unleash their creative potential and drive for innovation. Our team members secured patents globally, and Oxylabs was recognized in the Fast Company's [100 Best Workplaces for Innovators](#) list, along with well-known names like Adobe, Spotify, Nvidia, Morgan Stanley, IBM, and others.



# Client Relations

In 2023, we kept in close touch with our clients and continuously collected customer experience data through multiple channels. This allowed us to ensure that all our process changes and product developments align with client needs.

## Quality assurance framework

Our customer success team works 24/7 to ensure clients receive assistance with any query. Replies to queries are evaluated based on how they relate to the five categories comprising our quality assurance framework. The framework is periodically reviewed and updated to ensure that it contributes to the overall quality of customer engagements.

### **Safety compliance**

Was the client's query handled observing GDPR requirements?

### **Understanding and addressing the issue**

Did the agent understand the issue and provide a relevant response?

### **Professionalism**

Was the agent prompt to respond, attentive, and proactively helpful?

### **Tracking and reporting**

Did the agent correctly document the engagement with the client?

### **Etiquette**

Did the agent retain a polite and respectful tone throughout the conversation?

## Customer satisfaction (CSAT)

# 4.2\*

Oxylabs **CSAT** for 2023 (as of December 2023)

CSAT survey consists of one question scored on a scale of 1 to 5. A Good CSAT score varies by industry, and a score above 4.0 (or 80%) indicates high customer satisfaction.



Before partnering with Oxylabs, we encountered substantial challenges. We needed proxies to accurately represent the online advertising market from a user's perspective. <...> By integrating our proprietary algorithms with their advanced Datacenter and Residential Proxies we not only revolutionized our approach but also significantly enhanced our web crawling capabilities and reduced costs.

**Javier Vázquez Rodríguez** | Managing Director at Zulu5



We will recommend them to any company in search of top-quality products and a collaborative team that consistently meets our scraping needs. In short, Oxylabs perfectly combines quality, affordability, and collaboration.

**Wei Zheng** | CPO at Conductor



Thanks to Oxylabs Datacenter Proxies, we saw a substantial improvement in response time immediately—it went from an average of 7-8 seconds to 2-3 seconds. With a quick response rate, clients had better results, while we were able to increase our revenue.

**João Drummond** | Founder at Crawly

\*4.2 out of 5

## External review platforms



4.7 out of 5



(as of December 2023)



4.5 out of 5



(as of December 2023)



## Service reliability\*

Product	Average uptime 2023 (%)	Average uptime 2022 (%)	Average uptime 2021 (%)
Residential proxies	99.93	100	99.98
Web Unblocker**	99.86	99.75	99.76
Scraper APIs: Push-pull	99.92	99.95	99.96
Scraper API: Real-Time	99.82	99.85	99.78

## Insurance

Oxylabs is covered by general civil liability insurance.

Oxylabs products are covered by **Technology Errors and Omissions (Technology E&O)** and **Cyber Insurance**, provided by the world's leading specialist insurance company, Lloyd's.

Oxylabs directors and officers are protected by civil liability insurance.

\*Internal data

\*\*Previously Next-Gen Residential Proxies

# Corporate Governance and Compliance

Corporate governance and compliance encompass principles and practices designed to ensure that we operate responsibly, ethically, and in alignment with legal requirements and industry standards.

## Compliance

Oxylabs adheres to local, national, regional, and international laws. Our Legal and Risk teams stay up-to-date on relevant legal and market events and adjust our business operations accordingly. The Legal team examines case law that may affect public data scraping and related industries. The Risk Management team identifies and evaluates risks of various kinds and promotes adherence to the best practices of privacy, cyber security, and information management throughout the company. Our corporate governance structures ensure the efficiency of our processes, resource management, and communication.



In 2023, we obtained **ISO/IEC 27001:2017 certification**, recognizing our information management system's adherence to high security standards. Additionally, we improved our whistleblower channel [Speak Up](#), making it easy to access internally and externally.

There were no significant instances of non-compliance with laws and regulations during 2023. You can read more about our commitment to safety and security [here](#). We are preparing **Oxylabs Code of Ethics** to be introduced in 2024. At the moment, the following policies are implemented at Oxylabs:

Equal Opportunities  
Policy

Policy on Prevention of  
Violence and  
Harassment at Work

Whistleblower Protection  
Policy

Internal Fraud,  
Anti-Bribery, and  
Corruption Policy

Internal  
Work Rules

Work Remuneration  
Policy

Inventors'  
Bonus Policy

List of Confidential  
Information

Work Safety  
Instructions

## Suppliers

We have internal processes in place to routinely verify the quality of suppliers' products and services, and we place significant emphasis on suppliers' services linked directly to our product portfolio. In 2023, we started implementing a [Code of Conduct](#) in our supplier relationship. The Code of Conduct ensures adherence to ethical standards and cultivates a culture of accountability and transparency throughout the supply chain. By embedding these principles into supplier relationships, we mitigate risks and unlock opportunities for long-term value creation and stakeholder trust.

## Sharing the best practices

As a leading industry player, we see our mission to share accumulated expertise in corporate governance, big data collection, and data governance as one of the main elements of the positive economic impact that we aim to deliver. It is essential for us to find meaningful ways to engage in discussions both within the tech industry and with the broader society, including political institutions, international organizations, and NGOs.

In 2023, we had a couple of significant opportunities to share our industry's perspective in leading international events. In February, our Chief Customer Officer, Gabrielè Montvilè, participated in the [World Governments Summit in Dubai](#), where she spoke on a panel about the startup business challenges. WGS brings together over 10,000 government officials, thought leaders, and experts to discuss how innovation and technology can solve the most pressing global questions.

With an invitation from Lithuania's Permanent Representation to the The Organisation for Economic Co-operation and Development (OECD), Oxylabs' Head of Legal, Denas Grybauskas, participated in the [OECD Global Forum on Trade](#) in Paris. The goal of the session was to share insights on digitalization and cross-border data flows. Denas brought the private sector's perspective to the discussion, speaking about the need to uphold global rules while avoiding digital barriers and data fragmentation.



## Privacy

Although data protection and privacy regulations undergo frequent changes and advancements, we strictly adhere to relevant laws, including the General Data Protection Regulation (GDPR), applicable national regulations, and industry best practices. We have implemented a structured legal monitoring system to track significant updates in relevant legislation. Our data protection policies and procedures are regularly reviewed and updated to align with the current legal requirements.

We have established clear, specific, and lawful purposes for data collection, gathering only the personal data essential for our service provision and maintaining relationships with our clients, employees, and business partners. Our data processing is conducted transparently, with measures in place to safeguard against unauthorized access, alteration, or theft. We collect only a minimal amount of relevant, necessary, and adequate data to fulfill the intended purposes of the collection.

Furthermore, we adhere to limited data retention practices, retaining personal data only for the necessary duration to fulfill legal obligations, including mandated retention periods prescribed by law, or to pursue, exercise, or defend legal rights and claims.

We dedicated both in-house and external resources for privacy matters. This team member offers guidance on compliance with data protection regulations, consults on privacy issues relevant to our business, and serves as an accessible point of contact for our employees, clients, and supervisory authorities. Access to professional training resources enables our privacy lawyers to attain professional certifications.

We have introduced online Privacy Compliance training to enhance data protection awareness within Oxylabs. All new employees are required to complete this training, and current employees must undergo it annually as a refresher.

We oversee third-party vendors who may access our data during service provision. They are obligated to maintain confidentiality and adhere to data processing agreements, ensuring the secure handling of personal data in accordance with data protection requirements.

Our clients are subject to the same standards. Our contractual documentation packages include confidentiality requirements and data processing agreements to address data processing where applicable.

Any inquiries dedicated to privacy matters and the protection of individual rights at Oxylabs can be submitted here:

[privacy@oxylabs.io](mailto:privacy@oxylabs.io)

# Risk management and information security

## Risk management

Oxylabs maintains a formal Risk Management team responsible for identifying, analyzing, evaluating, and addressing internal and external risks. We employ administrative, technical, and, where appropriate, physical controls for a consistent, systemic, and integrated approach to risk management. Our Risk Management team oversees the following areas:

**Payment risks.** Dealing with fraudulent payments, trial system abuses, contract-breaking chargebacks, and managing customers who fail to pay for provided services.

**Compliance risks.** Client onboarding, KYC process, and monitoring for ethical and legal use of our solutions.

**Business continuity.** Creating fail-safes, drafting plans for continued operations during crises, and managing unprecedented events.

**Internal audits.** Continuous risk management improvement through internal audits of various departments, such as HR, IT, Finance, etc. By thoroughly reviewing all procedures, these audits allow us to outline the potential risks and propose solutions.

**Employee awareness.** Promoting a company culture of security awareness through online education and mandatory training in business integrity and cybersecurity (including live training for new employees). Additionally, all employees are encouraged to report potential risks through numerous channels (with the option to remain anonymous) or to their direct managers.

**Vendor Management.** In 2023, we started to perform regular reviews of our vendors and assess their associated risks.

## Information security

In 2023, we further scaled our Risk Management and Information Security teams, strengthening our stance on cybersecurity compliance of proxy usage, raising employee information security awareness, and implementing new systems related to cybersecurity. To strengthen our cyber security community knowledge sharing we joined the European Cyber Security Organization (ESCO), Global Cyber Alliance, and Information Systems Security Association.

Our Information Security team oversees the following areas:

**Monitoring and reporting** on Oxylabs' compliance with various security frameworks and standards. In 2023, our three main product lines (Datacenter proxies, Residential Proxies, and Scraper APIs) became ISO 27001 certified. In 2024, Oxylabs is set to transition to the latest ISO/IEC 27001:2022 version.

**External audits.** In 2023, we started employing independent vendors for penetration testing to identify potential system vulnerabilities and minimize cybersecurity risks.

**Vulnerability Management.** Ensuring a continuous process for discovering, prioritizing, and resolving security vulnerabilities across the organization's IT infrastructure using various technologies and tools.

**Maintaining and improving** Security Information and Event Management (SIEM) system. SIEM centralizes security information from multiple endpoints, servers, applications, and other sources to help monitor IT infrastructure, check for anomalies in real-time, alert cybersecurity analysts whenever there is an abnormal event, and maintain detailed data logs of all events.

**Incident Response.** Organizing and ensuring a strategic approach to detecting and managing various incidents, including cyberattacks, in ways that minimize damage and total costs across the organization and facilitate rapid recovery.



## Ethical use of technology

In 2023, as a co-founder of [the Ethical Web Data Collection Initiative \(EWDCI\)](#), Oxylabs remained a leading voice in promoting the ethical use of technology in the public web data collection industry.

Our [Ethical Proxy Acquisition Framework](#) ensures that the proxies we use are sourced adhering to the highest ethical standards. In practice, this means that all our residential proxies are provided by Internet Service Providers (ISPs) or fully consenting individuals, some of whom are financially rewarded.

Through our robust KYC procedures, we take all reasonable precautions to prevent unethical usage of our technological infrastructure.



### Certified member of EWDCI

The Ethical Web Data Collection Initiative (EWDCI) certification is a testament to Oxylabs' commitment to ethical web data gathering/scraping practices. It's a signal to partners, customers, and the public that the company adheres to the highest degree of ethics, thereby advancing the industry's best practices and accountability. To learn more about the EWDCI's mission and how to apply for the certification, please visit [ethicalwebdata.com](https://ethicalwebdata.com).

## Ethical proxy acquisition framework

We only consider the highest-grade tiers, A+ and A ethical, as they fully inform end users about their participation in the network, acquire user consent, and, in specific cases, provide a financial reward for it (Tier A+). Such an approach sets Oxylabs apart from its competitors in the market.

Tier		Description	Result
<b>Tier A+</b>	<ul style="list-style-type: none"> <li>✓ Financial reward</li> <li>✓ Clear information</li> <li>✓ User awareness</li> <li>✓ User consent</li> </ul>	In exchange for participation in the residential proxy network, a platform/app rewards end users in the monetary value	End users are fully aware, consenting and financially compensated for participation
<b>Tier A</b>	<ul style="list-style-type: none"> <li>✗ Financial reward</li> <li>✓ Clear information</li> <li>✓ User awareness</li> <li>✓ User consent</li> </ul>	A platform/app clearly informs and asks permission to include the end user in the residential proxy network	End users are fully aware and consent to use their device as an exit node
<b>Tier B</b>	<ul style="list-style-type: none"> <li>✗ Financial reward</li> <li>✗ Clear information</li> <li>✗ User awareness</li> <li>✓ User consent</li> </ul>	A platform/app has hidden functions and misleading or confusing consent forms, which turn the end user into an exit node	The end user's consent is acquired in a manner which prevents true awareness of the participation in the residential proxy pool
<b>Tier C</b>	<ul style="list-style-type: none"> <li>✗ Financial reward</li> <li>✗ Clear information</li> <li>✗ User awareness</li> <li>✗ User consent</li> </ul>	A malware automatically connects end-users to the residential proxy network	End users are not consenting and not at all aware of their participation



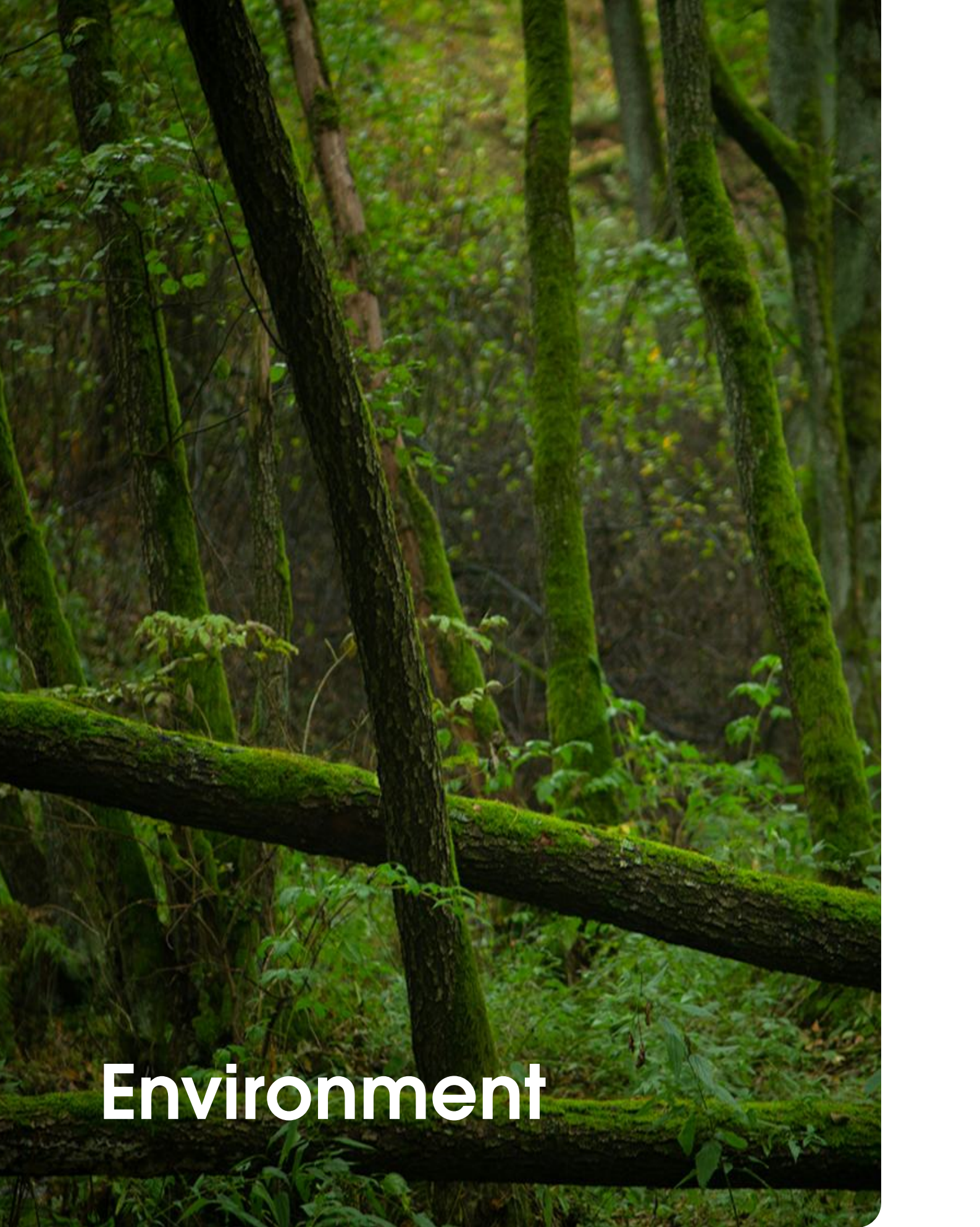
## Know your customer (KYC)

Our strict Know Your Customer (KYC) policy requires thoroughly checking each customer profile before providing access to our infrastructure. In 2023, we implemented automated customer risk assessments that help ensure the safe usage of our technology 24/7.

Aside from determining the level of risk associated with who the customer is, we also require the potential clients to explain how they intend to use our technology. Only legitimate and ethical use cases are permitted.

## Conflict of interest

At Oxylabs, the conflict of interest risks are managed under the Internal Fraud, Anti-Bribery, and Corruption Policy. The CEO approves this policy, while The Head of Risk Management is responsible for its implementation. Employees can report any situations that may give rise to a conflict of interest through an internal [Speak Up](#) system.



# Environment

# Environment

Oxylabs remains committed to the international goal of keeping the global average temperature increase to less than 1.5°C above pre-industrial levels and mitigating the negative impacts of climate change.

In 2023, we updated our greenhouse gas (GHG) emission calculations for 2022 and extensively analyzed our CO2e emissions for 2023. Additionally, we continued to make voluntary climate contributions.

We actively support external climate action by forming partnerships with governmental and nongovernmental organizations protecting the environment. In 2023, we maintained existing partnerships and initiated new ones.

The organizations we worked with include the [Ancient Wood Foundation](#), [Save the Baltic Sea](#) initiative, and the Environmental Protection Department of Lithuania. For the latter, we have pro bono created an award-winning tool for efficiently identifying online ads that suggest environmental regulation infringements.

## Our Carbon Footprint

In 2023, we calculated our carbon emissions using an organizational carbon footprint assessment, which follows the world's most popular methodology developed by the **Greenhouse Gas (GHG) Protocol** (namely, Corporate (Scope 2) Standard and Corporate Value Chain (Scope 3) Standard). The methodology divides the organization's GHG inventory into three parts, explained in the table below.

Scope	Description	What we calculated
Scope 1 emissions	Direct GHG emissions from company-owned or controlled sources, such as real estate, vehicles, and fugitive emissions	Fugitive emissions
Scope 2 emissions	Indirect emissions associated with energy purchased from utility providers, such as electricity or heating	Emissions associated with electricity, heating, and cooling
Scope 3 emissions	Indirect emissions that occur in the value chain of the reporting company, incl. both upstream and downstream emissions	Emissions related to purchased goods and services, fuel and energy, generated waste, business travel, and employee commuting



To measure our climate impact, we used a standard greenhouse gas emissions metric, GWP100 (global warming potential), expressed in tons of carbon dioxide equivalent (t CO<sub>2</sub>e). This metric accounts for the six categories of greenhouse gas emissions covered by the Kyoto Protocol: carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), and sulfur hexafluoride (SF<sub>6</sub>).

Oxylabs' carbon footprint assessment was based on the 2022 and 2023 consumption data, covering the organization and its operations related to web data gathering. It is important to note that we didn't have consumption data for servers' use and purchased products and services, such as software and food; therefore, financial data (the spend-based method) was used.

For emission factors, we used internationally recognized Ecoinvent 3.8 (2022) and other international databases and, if necessary, relevant country-specific reports and scientific articles.

Our carbon accounting partner, international collaboratory [Civitta](#), made Oxylabs' carbon footprint calculations.

### Oxylabs GHG emissions inventory 2022/2023 (t CO<sub>2</sub>e)

Scope	Category	2023 (t CO <sub>2</sub> e)	% of Total	2022 (t CO <sub>2</sub> e)	% of Total
Scope 1	Fugitive emissions	0	0	7.7	0.5
Scope 2	Purchased electricity (market based)	25.6	1.1	82.4	5.2
	Purchased electricity (location based)	191.9		66.1	
	Purchased heat	51.3	2.1	18.5	1.2
Scope 3	Purchased goods and services	1,382.8	56.8	1,228.1	76.8
	Fuel and energy related emissions	44	1.8	19.3	1.2
	Waste generated in operations	6.9	0.3	4.4	0.3
	Business travel (trips and hotels)	776.1	31.9	156.4	9.8
	Employee commuting & homeworking	149.4	6.1	82.5	5.1
TOTAL CARBON FOOTPRINT (t CO <sub>2</sub> e/year) market-based		2,436.2	100%	1,599.3	100%

In total, Oxylabs generated a carbon footprint equal to **2,436 t CO2e in 2023**. Using the market-based method, we calculated that Scope 3 accounted for 97% of our emissions, Scope 2—for 3%, and Scope 1 equaled zero.

The total amount of Scope 2 emissions was 76.9 t CO2e, with 25.6 t CO2e attributed to purchased electricity. Since our headquarters operated in a brand new office that uses 100% renewable energy, the emissions associated with purchased electricity decreased compared to 2022. However, emissions related to purchased heating increased to 51.3 t CO2e, primarily due to the use of heating energy for air conditioning.

In 2023, most GHG emissions came from purchased goods and services (1,382.8 t CO2e or 56.8%) and business travel (776.1 t CO2e or 31.9%). Other Scope 3 categories comprised a significantly smaller share of the total emissions, as seen in the chart.

**In 2022**, total emissions amounted to **1,599.3 t CO2e**, with Scope 3 making 93% of it, Scope 2—6%, and Scope 1—1%.

The largest change in emissions between 2022 and 2023 was in the Scope 3 business travel category, where emissions increased by 396.2%. It happened because Oxylabs employees traveled to workation in Türkiye in 2023. In 2022 we did not have workation, because the situation after COVID-19 was still not clear and the tradition of having yearly celebration of company results in workation was renewed only in 2023.

It is important to note that in 2023, we revised and extended our emissions calculations, adding categories not covered in previous reporting. A spend-based calculation method was used to measure the carbon footprint for most of our emission categories.

Since emission factors based on monetary values are calculated using the industry's average impact and activity data, the possibility of accurately measuring one's carbon footprint is limited by certain factors, such as inflation rates. Therefore, in the future, we aim to identify methods of calculating Oxylabs' emissions more precisely.



As a point of comparison, **1 t CO2e** is roughly equal to the emissions of driving around **6,000 kilometers** in a diesel car, or a single passenger flying **≈6,200 kilometers**, or more specifically a one way trip between Frankfurt and New York.

## Climate contribution



In 2023, we continued to invest in carbon emission reduction projects, aiming to make a positive climate contribution. We chose to support a [nature-based project in Peru](#), which is working on preventing deforestation in Peru's most biodiverse Amazon rainforests. Over the last few years, 300+ concessionaires have joined this project.

In order to prevent, identify, and curb threats of deforestation and/or forest degradation in its area of influence, the project is implementing an integrated monitoring, control, and surveillance system (MCSS) together with local authorities and the Brazil nut partners.

One of the project's missions is to strengthen the technical and productive capacities of concession holder families, achieved through decentralized workshops, organic certification, and technical assistance. This way, local communities acquire greater capacities and tools to manage their forests sustainably and improve their livelihoods. Additionally, in 2023, the project promoted the sustainable harvesting of non-timber forest products, specifically palm fruits.

In the table below, you can check the updated project's impact figures:

Year	Partner families	Hectares protected
December 2021	488	397,505
December 2022	644	534,700
December 2023	800	675,709

As the figures show, the value and positive impact created by the Peru project are increasing. This is the main reason why we have decided to support it for the second year in a row, investing 1053 carbon credits to cover our yearly emissions (except for the purchased goods and services category).

The Peru project is verified under the [Verified Carbon Standard \(VCS\) Program](#) by VERRA validation/verification bodies (VVBs). [Earthbanc](#) has also reviewed the project claims.



Let  
nature  
rest



Let  
nature  
rest



"Let Nature Rest" by Neringa Rekašiušė, Elvina Nevardauskaitė, Eglė Plytnikaitė

## Environmental Action

In 2023, Oxylabs' "Project 4β" partnered with the Environmental Protection Department (EPD) under the Ministry of Environment of Lithuania. Our team developed an Ads-Sites Web Crawler, a solution to help the department's specialists automatically identify ads offering potentially illegal products and services online. The pro bono project will allow EPD to minimize the amount of manual work, not only saving time and resources but also enabling them to tackle more cases of illegal activities.

The project has already won a national award, "[Volunteering Together](#)". Currently, EPD is working on fully incorporating the tool into their daily operations. Oxylabs will continue to support the project pro bono until July 2024.

In 2023, Oxylabs financially supported two other prominent environmental projects in Lithuania: "Let Nature Rest" and "[Save the Baltic Sea](#)". "Let Nature Rest" was a social ads campaign created with the [Ancient Wood Foundation](#) and executed by internationally known Lithuanian artists. The campaign aimed to encourage people to preserve old forest massifs and their ecosystems.

"Save the Baltic Sea" is another notable campaign, whose mission is to raise awareness about the pollution levels in the Baltic Sea, which is currently among the world's top five most polluted seas. The project combines awareness-raising campaigns, such as hikes, educational activities, and workshops for the local community and stakeholders.



## Green Workplace

Oxylabs' headquarters are in Vilnius, in the [Cyber City](#) complex, which uses 100% renewable energy sources for electricity. We also have a smaller office in Kaunas and plan to start using renewable energy there in the upcoming few years. Both offices are leased, as Oxylabs owns no real estate property.

The Cyber City construction project has been evaluated by the BREEAM International New Construction certificate, receiving the "Excellent" rating. BREEAM assesses the sustainability of a building based on factors such as energy, innovation, water, materials, and more. We will complete the BREEAM Post Construction certification process (i.e., the final certification of the constructed building) in the near future.

Additionally, the building's main design and construction requirements were considered for a Fitwel assessment. Fitwel focuses on the health and well-being of the building's users. BREEAM and Fitwel certificates demonstrate the Cyber City project's commitment to quality, performance, and sustainability.

Despite using 100% renewable energy, as in any regular business, we still generate emissions through our daily operations. However, we constantly aim to improve our carbon footprint, focusing on optimization, automation, and efficiency of business processes. In 2023, Oxylabs' Revenue Operations team implemented a significant number of improvements, such as:

- successfully reducing the monthly number of orders by consolidating billing entities;
- optimizing CRM performance by adopting a functionality that uses fewer system resources and decreases page loading time;
- implementing document storage automation, thus reducing manual work;
- decreasing the amount of irrelevant data in the CRM platform;
- optimizing tools and systems monitoring to ensure there's no doubling, etc.

These improvements allow us to minimize negative impacts by cutting off unnecessary business expenditures and resource usage.

## Waste

At Oxylabs, waste is mainly generated from the food provided to the employees in the office kitchens and the packaging of various products (electronics, etc.) purchased by the company. In March 2023, we implemented a one-off project to weigh the waste generated in the Vilnius office, identify how much waste we generate, and find ways to improve our waste management processes.

We weighed the waste (plastic, paper, glass, general waste, and deposit) and found out that Oxylabs' Vilnius office generated over 2 tonnes of it in one month. The collected information was used to count waste averages per employee and forecast our waste production for the whole year. According to the estimates, we generated over 35 tonnes of waste in 2023, which, in turn, created 6,9 t CO<sub>2</sub>e emissions—0,3% of our total emissions. Therefore, it was apparent that, in Oxylabs' case, waste is not an impactful category of emissions.

### Waste generation 2023

	General (kg)	Plastic (kg)	Paper (kg)	Glass (kg)
March 2023	1,050	166	680	227
Total, March 2023				2,123
Total, 2023 by category (average)	17,487	2,765	11,329	3,777
<b>Total, 2023 (average)</b>				<b>35,358</b>



Even though waste has only an insignificant impact on our carbon footprint, at the end of 2023, we still decided to initiate a project aimed at reducing waste. Together with [Green Genius](#) and other Cyber City companies, we started sorting organic waste separately. All organic waste we generate is provided for the Green Genius biogas plant, which produces renewable energy. This project allows Cyber City to extend the life cycle of food waste and decrease related emissions.

## Electronic waste

As an IT company, we use a lot of electronic equipment. When it's necessary to replace company computers, our employees often take over the ownership of those devices, thus extending their life cycle. In 2023, we donated 21 PCs, 2 PS4s, and 1 TV (all used) to various nonprofit organizations—some helping children, others related to national security and Ukrainian support.

If possible, we repair our equipment. As a last resort option, when there's no other way to extend the equipment life cycle, we hand it over to responsible IT asset disposition services.

## Energy and water consumption

Oxylabs does not produce any material products or own data centers. Our main energy consumption comes from the two offices in Vilnius and Kaunas. The offices' electricity, heating, and water are obtained from local utility companies. The use of these resources, however, does not create a significant impact on our GHG emissions. At Cyber City, we also implement various electricity, heating, cooling, and water-saving solutions.

### Oxylabs energy consumption 2021-2023

Consumption	2023	2022	2021
Electricity (MWh)	793	272.9	116.3
Heating & cooling (MWh)	513	184.9	96.5
Water (m <sup>3</sup> )	3,918	1,259	986

# Our **commitment** to the future

Oxylabs remains dedicated to transparency, accountability, and continuous improvement in its sustainability efforts. We are proud of what we have achieved so far, and we will continue to work closely with all stakeholders, leverage our expertise, and drive positive change toward a more sustainable and equitable world based on diversity, knowledge, and open access to information.







## Our main plans for the future are as follows:

- Continue implementing the ongoing processes, such as Oxylabs' Code of Conduct and Code of Ethics;
- Continue preparing for the sustainability reporting under [the Corporate Sustainability Reporting Directive \(CSRD\)](#) in 2026;
- Assess the double materiality;
- Continue collaboration with nonprofits: local communities, NGOs, academia, and public institutions;
- Strengthen diversity and inclusion inside the company;
- Continue implementing the carbon footprint reduction strategy;
- Focus on efficiency and optimisation of the processes and resources;
- Find new ways to grow a sustainable business committed to people and the planet.

# GRI Content Index

## Statement of use

**Oxylabs** has reported the information cited in this GRI content index for the period of **1 January 2023 – 31 December 2023**, with reference to the GRI Standards.

## GRI 1 used

GRI 1: Foundation 2021

DISCLOSURE		LOCATION
<b>GRI 2: General Disclosures 2021</b>		
<b>2-1</b>	Organizational details	<b>coretech lt, UAB (Oxylabs group)</b> . Private limited company. Headquarters: Švitrigailos g. 32, LT-03230 Vilnius, Lithuania. Operates in Lithuania. Page 6, 8
<b>2-2</b>	Entities included in the organization's sustainability reporting	coretech lt, UAB (Oxylabs) financial reporting entities are included in this sustainability reporting.
<b>2-3</b>	Reporting period, frequency and contact point	Page 5
<b>2-4</b>	Restatements of information	No restatements were made since this is the first Oxylabs' sustainability report according to GRI Standard
<b>2-5</b>	External assurance	No
<b>2-6</b>	Activities, value chain and other business relationships	Page 6, 8, 46, 47, 48, 52, 53, 54, 55, 56, 59, 60, 61, 62, 63, 64, 65, 72
<b>2-7</b>	Employees	Page 22, 23, 24, 25
<b>2-8</b>	Workers who are not employees	None
<b>2-9</b>	Governance structure and composition	Page 15, 16
<b>2-10</b>	Nomination and selection of the highest governance body	Page 15
<b>2-11</b>	Chair of the highest governance body	Page 15
<b>2-12</b>	Role of the highest governance body in overseeing the management of impacts	Page 9
<b>2-13</b>	Delegation of responsibility for managing impacts	Page 9
<b>2-14</b>	Role of the highest governance body in sustainability reporting	Page 9
<b>2-15</b>	Conflicts of interest	Page 65
<b>2-16</b>	Communication of critical concerns	Page 65
<b>2-17</b>	Collective knowledge of the highest governance body	Page 17
<b>2-18</b>	Evaluation of the performance of the highest governance body	Page 17, 35
<b>2-19</b>	Remuneration policies	Page 58

2-22	Statement on sustainable development strategy	Page 4, 5, 7, 9, 10
2-23	Policy commitments	Page 40, 41, 58, 60, 61, 62, 63, 64, 65, 72
2-24	Embedding policy commitments	Page 40, 41, 58, 60, 61, 62, 63, 64, 65, 72
2-25	Processes to remediate negative impacts	Page 18, 19, 40, 41, 58, 60, 61, 62, 63, 65
2-26	Mechanisms for seeking advice and raising concerns	Page 18, 19, 40, 41, 58, 60, 61, 62, 65
2-27	Compliance with laws and regulations	Page 40, 41, 58, 60, 61, 62, 65
2-28	Membership associations	Page 12, 13, 14, 62, 63
2-29	Approach to stakeholder engagement	Page 18, 19
2-30	Collective bargaining agreements	Oxylabs does not have collective bargaining agreements with the employees. However, the company ensures a right to use any legal mechanisms related to the implementation of a freedom of association and collective bargaining according to legal requirements.

### GRI 3: Material Topics 2021

3-1	Process to determine material topics	Page 19
3-2	List of material topics	Page 20
3-3	Management of material topics	Described in sections that represent material topics

### GRI 202: Market Presence 2016

202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Page 36
202-2	Proportion of senior management hired from the local community	Page 36

### GRI 203: Indirect Economic Impacts 2016

203-1	Infrastructure investments and services supported	Page 42, 43, 44, 45, 49, 67, 71, 73
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### GRI 205: Anti-corruption 2016

205-2	Communication and training about anti-corruption policies and procedures	100% of the policy communicated to all employees in the company. No training yet. Page 58
205-3	Confirmed incidents of corruption and actions taken	0 incidents

### GRI 206: Anti-competitive Behavior 2016

206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	0 legal actions. Page 58
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### GRI 302: Energy 2016

302-1	Energy consumption within the organization	Page 74
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### GRI 303: Water and Effluents 2018

303-5	Water consumption	Page 74
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### GRI 305: Emissions 2016

305-1	Direct (Scope 1) GHG emissions	Page 67, 68, 69
305-2	Energy indirect (Scope 2) GHG emissions	Page 67, 68, 69
305-3	Other indirect (Scope 3) GHG emissions	Page 67, 68, 69
305-5	Reduction of GHG emissions	Page 70

**GRI 306: Waste 2020**

<b>306-1</b>	Waste generation and significant waste-related impacts	Page 73, 74
<b>306-2</b>	Management of significant waste-related impacts	Page 73, 74
<b>306-3</b>	Waste generated	Page 73, 74

**GRI 401: Employment 2016**

<b>401-1</b>	New employee hires and employee turnover	Page 37, 38
<b>401-2</b>	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 26, 27, 29, 30, 31, 40, 41
<b>401-3</b>	Parental leave	Page 36

**GRI 403: Occupational Health and Safety 2018**

<b>403-1</b>	Occupational health and safety management system	Page 26, 27
<b>403-3</b>	Occupational health services	Page 26, 27
<b>403-5</b>	Worker training on occupational health and safety	Page 27
<b>403-6</b>	Promotion of worker health	Page 26, 27, 28
<b>403-8</b>	Workers covered by an occupational health and safety management system	Page 27
<b>403-9</b>	Work-related injuries	Page 27
<b>403-10</b>	Work-related ill health	Page 27

**GRI 404: Training and Education 2016**

<b>404-1</b>	Average hours of training per year per employee	Page 32, 33
<b>404-2</b>	Programs for upgrading employee skills and transition assistance programs	Page 32, 33, 34, 35
<b>404-3</b>	Percentage of employees receiving regular performance and career development reviews	Page 35

**GRI 405: Diversity and Equal Opportunity 2016**

<b>405-1</b>	Diversity of governance bodies and employees	Page 15, 24, 25, 40, 41
<b>405-2</b>	Ratio of basic salary and remuneration of women to men	Page 23

**GRI 406: Non-discrimination 2016**

<b>406-1</b>	Incidents of discrimination and corrective actions taken	Page 40, 41
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**GRI 415: Public Policy 2016**

<b>415-1</b>	Political contributions	No political contributions
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**GRI 418: Customer Privacy 2016**

<b>418-1</b>	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints
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## Want to Know More?

If you would like to know more about any of the topics mentioned in this Impact Report, please get in touch! Our team is ready to answer your questions related to Oxylabs' sustainability strategy.

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