



**environmental, social  
+ governance  
annual report 2024**

**oryx  
align**

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# a message from the CEO

As the CEO of OryxAlign, I am proud to present our first annual Environmental, Social and Governance (ESG) Report. This report marks an important milestone in our ongoing commitment to sustainability, social responsibility and strong corporate governance.

Over the past decade, OryxAlign has grown to become one of the UK's leading technology services providers, serving clients across a wide range of sectors. We recognise that being a successful technology services provider involves more than just delivering exceptional products and services to our clients. It also requires that we operate in a way that positively impacts our employees, our communities and our planet.

This ESG report outlines the concrete steps we are taking to integrate environmental, social and governance considerations into every facet of our business.

Our ESG journey began with a comprehensive assessment of our current practices and impacts. We conducted a materiality analysis to identify the ESG issues that matter most to our stakeholders, including our employees, customers and the

communities we serve. This process helped us define a robust ESG framework centred around three key pillars: environmental stewardship, social impact and responsible governance.

In the environmental stewardship pillar, we have set ambitious targets to reduce our carbon footprint, increase our use of renewable energy and implement circular economy principles across our operations.

Our social impact pillar focuses on fostering a diverse, equitable and inclusive workplace, investing in the professional development and well-being of our employees, and leveraging our technology solutions to drive positive societal change. We are deeply committed to being a responsible corporate citizen and an employer of choice. We pride ourselves on maintaining industry-leading employee benefits, including generous parental leave, comprehensive healthcare coverage and ample opportunities for professional and personal development. We continue to strengthen our diversity, equity and inclusion programmes to ensure OryxAlign is a welcoming and inclusive environment for all.

Finally, our responsible governance pillar ensures that we maintain the highest standards of ethics, transparency and accountability across the organisation. This includes robust cybersecurity and data privacy controls and maintaining our long-standing ISO27001 and ISO9001 certifications. We have further strengthened our board-level oversight of all ESG issues, recognising the crucial role that effective governance plays in driving long-term, sustainable value creation.

As we look to the future, we are committed to building on the progress we have made and further integrating ESG considerations into every aspect of our business. We believe that by taking a holistic, responsible approach to our operations, we can not only drive profitable growth, but also create lasting, positive change for our stakeholders and the planet.



Carl Henriksen

# our ESG mission

To work towards a sustainable future through a steadfast commitment to the Environment, our People and our Governance, ensuring the highest standards of ethics, transparency and accountability.



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# oryxalign at a glance

## incorporated

2006

## employees

106

## locations

London  
Manchester  
Ireland  
Manila

## our core services

Cyber  
Cloud  
Networks  
Managed IT

## certifications

ISO9001  
ISO27001  
Cyber Essentials Plus

## partnerships

Cisco Premier Partner  
Microsoft Gold Partner  
Dell Partner Gold  
OPSWAT Platinum Partner  
Trust X Alliance

## 2023-24 awards

Finalist – Cloud Excellence Awards 2023  
Finalist – Women and Diversity in Channel Awards  
Finalist – CRN Channel Awards (MSP of the Year and ESG Initiative)  
Finalist – Sustainability in Tech Awards 2024  
Winner – IT Europa Corporate Culture of the Year  
Winner – Landsec Aspire ESG Award

# our values

Our five core values define what we believe in as a company. They embrace our professional conduct, morals and ethics, which together form our culture.



## caring

Our people define us. Working together and being there for each other, especially in times of need, makes us stronger.

## striving

Delivering excellent service is key to our success. We'll always strive to be better, offer continuous improvement to our clients, and seek to understand the evolving landscape in which we operate.

## supporting

All for 'one OryxAlign' binds our people in a common purpose. Teamwork is more than the task at hand, it's about building common ground, respecting differences, aligning ambitions, and recognising strengths.

## trusting

Honesty and integrity are hallmarks of our behaviour. Building trust between each other and with our clients is essential to our collective success.

## enjoying

We believe in fostering an environment where humour, kindness and fulfilment are consistently embraced, creating an enjoyable journey for all.

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# our 2023-24 highlights

We are pleased to share some of our key ESG milestones from the past year.





# Environmental

## **carbon reduction plan (CRP)**

2022-23 saw OryxAlign develop and implement its very first Carbon Reduction Plan in line with PPN 06/12. Not only does the plan outline current and planned initiatives for carbon reduction, but it also contains our first year of calculated emissions. Our 2023-24 plan was released in April 2024 and reports against a wider scope of emissions.

## **carbon offset**

In 2023, we began to purchase 'Carbon Credits' through Ecologi to further reduce carbon emissions. Ecologi's Carbon Credits meet the 'Verified Carbon Standard' and are used to support carbon avoidance projects across the world.

## **local community support**

In September 2023, a number of our employees volunteered to litter pick in the local area. As our main offices are based in city centres, the green spaces around us are few and far between and we want to do all we can to look after them!

## **finalist in the sustainability in tech awards**

We are incredibly proud to have been shortlisted as a finalist for the Sustainability in Tech Awards 2024 in the 'Green Shoots' category.





# Social

## employee training

OryxAlign has invested in a training platform for all our employees. Every employee now has access to 1000's of training courses on demand.

## career development plans

As part of our newly launched Performance Management System, through Annual Appraisals, line managers work with every employee to develop a personal career development plan.

## employee engagement

Through our Best Companies Survey, in 2023, we were ranked in the top 25 mid-sized companies to work for in the UK and in the top five companies to work for in our business sector.



# Governance

## **ESG policy**

In May 2023 we released our first ESG policy. The policy was approved by the Board and ensures we are held accountable for the ESG practices stated.

## **ESG profile**

The Board has raised the profile and importance of ESG in our Business Plan over the last two years, ensuring clear objectives are established annually.

## **materiality assessment**

In order to determine our ESG material topics, we undertook our first materiality assessment in 2023. The results of this have shaped our ESG goals and objectives.

## **transparency through reporting**

This ESG report is our first of its kind, a small but important step towards sharing our goals in a transparent manner.

# supporting the goals

OryxAlign has recently joined the 'Support the Goals' movement.

In 2015, world leaders identified 17 Sustainable Development Goals to tackle global issues. Of these goals, we have identified 4 where we believe we can make a notable impact.

SUSTAINABLE  
DEVELOPMENT  
GOALS

OryxAlign supports  
the Sustainable  
Development Goals



Ensure healthy lives and promote well-being for all at all ages.



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



Achieve gender equality and empower all women and girls.



Take urgent action to combat climate change and its impacts.

[United Nations Sustainable Development](#)



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# our 2024-25 goals

We have achieved a lot so far, but our work does not stop here. Our goals for the next year can be seen below.

Increase the average use of Udemy to one training hour per employee per month.	<b>Goal: 4</b>
Introduce one year training plans for new starters.	<b>Goal: 4</b>
All employees to have a Personal Development Plan in place.	<b>Goal: 4</b>
Implementation of line management training plans.	<b>Goal: 4</b>
Introduce line management training on Menstruation and Menopause.	<b>Goal: 5</b>
Reduce undesired employee turnover to 15%.	<b>Goals: 3, 4</b>
Elect an Environmental champion to join the Social and Wellbeing Team to support with guiding employee education on waste management and environmental issues.	<b>Goals: 4, 13</b>
Widen scope 3 emissions reporting to achieve a more accurate view of OryxAlign's Carbon Footprint.	<b>Goal: 13</b>
To track and report against a wider scope of employee diversity data.	<b>Goal: 5</b>
To introduce equal opportunities monitoring into our recruitment process.	<b>Goal: 5</b>
Publish an ESG report with progress against stated goals annually.	<b>Goals: 3, 4, 5, 13</b>
To calculate and offset the carbon emissions from engineer travel to clients sites to provide carbon neutral engineer travel.	<b>Goal: 13</b>
Maintain ISO 9001 and 27001 certifications.	
Achieve B Corp certification.	<b>Goals: 3, 4, 5, 13</b>



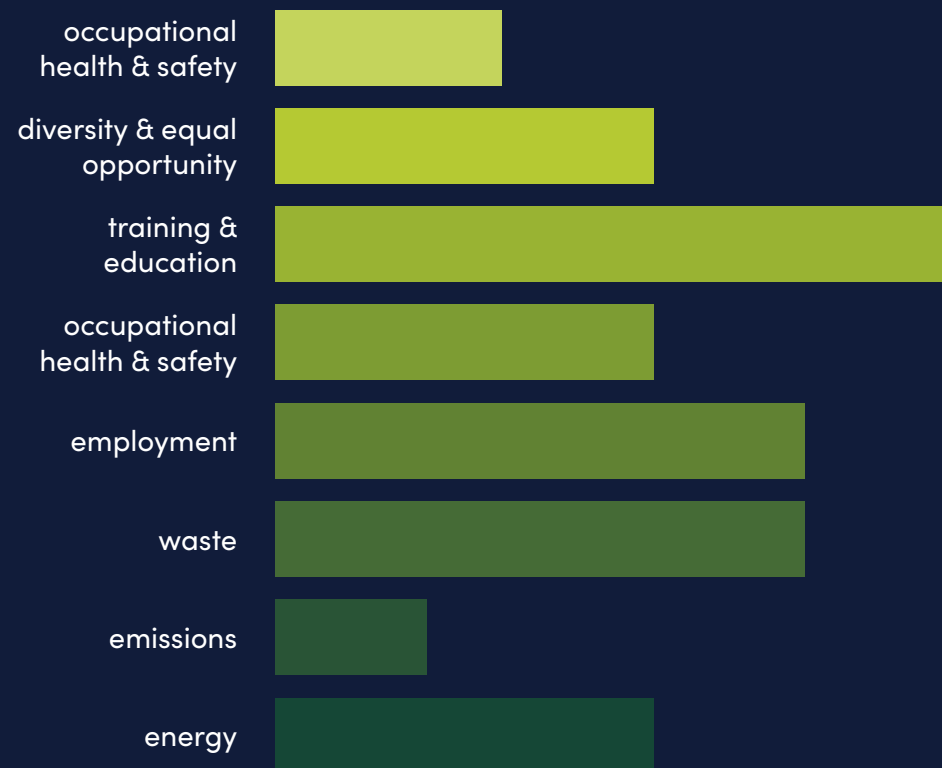
# determination of material topics

We have created this report with reference to the Global Reporting Initiative (GRI) material topics. GRI is one of the most widely used ESG reporting frameworks and referencing their topics ensures that the work we are undertaking has direction and purpose.

As is advised in GRI 3 – Material Topics, of the GRI standards, an organisation ‘should seek to understand the concerns of its stakeholders’ when selecting its Environmental, Social and Governance material topics for reporting. As such, in June 2023 we conducted a materiality assessment through an internal SWOT analysis and a survey distributed to all employees outlining the relevant topics from the standard. Employees were requested to select the two topics that they felt most passionately about and would most like to see OryxAlign report against. The survey results were anonymous and a summary of our findings can be seen over the next few pages of this report.

As can be seen from the graph, the responses were very varied, and all nine of the suggested topics received interest. Overall, Training and Education (GRI 404) received the highest number of responses and will therefore form one of our key reporting areas going forward. ([See pages 20 and 21](#)).

## ESG material topics survey overall results



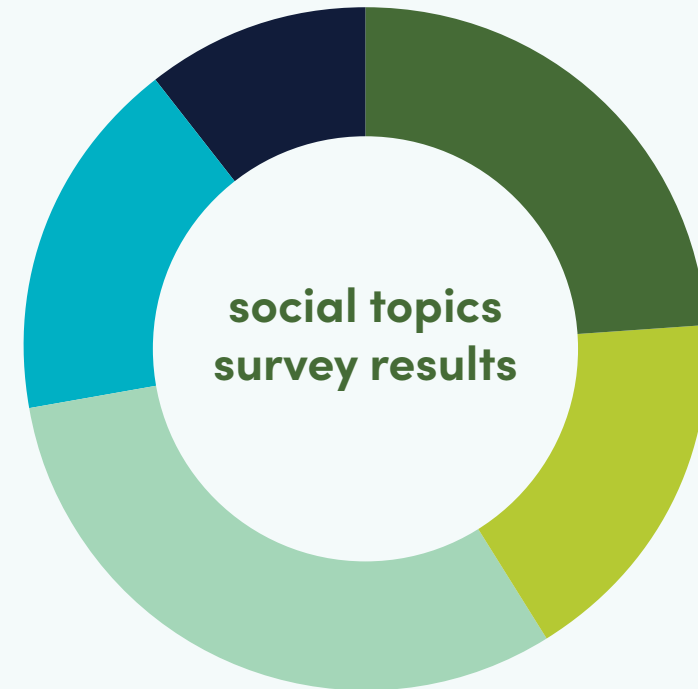
21%

of employees felt most passionately about, and wanted us to report on training and education.

# determination of material topics

## social

Looking solely at the suggested Social topics, as well as Training and Education, Employment (GRI 401) also scored highly. This topic covers an organisation's approach to employment or job creation, that is, its approach to recruitment, retention and the working conditions it provides. ([See pages 16 to 19](#)).



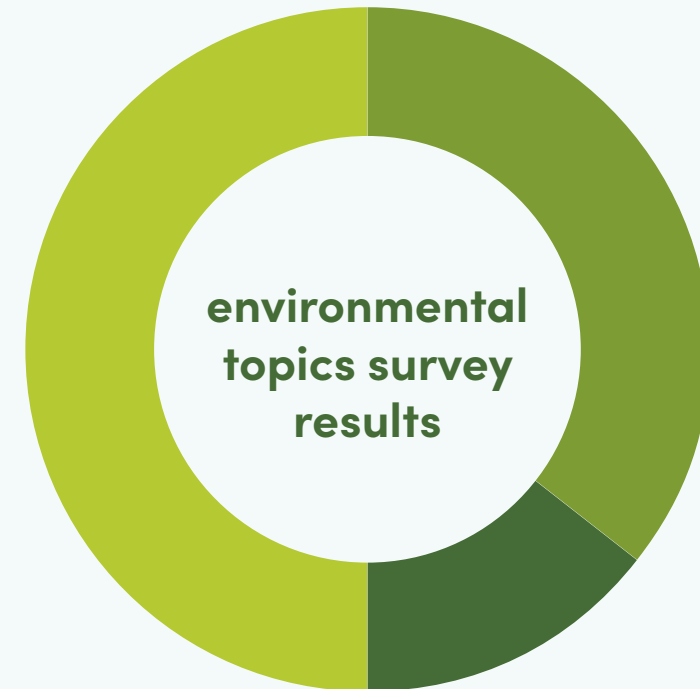
- employment
- occupational health & safety
- training & education
- diversity & equal opportunity
- non-discrimination

# determination of material topics

## environmental

Of the Environmental topics put forward, 'Waste' (GRI 306) obtained half the overall votes. This will therefore sit as one of our key topics for reporting going forward. With support from our employees and through consulting external experts, OryxAlign will aim to set specific and quantifiable objectives around waste reduction and recycling.

As so many of the topics received a high number votes, our ESG report will aim to cover a number of other areas as well, however, specific emphasis will be placed on the high scoring topics that are important to our employees.



- energy
- emissions
- waste



50%

of employees felt waste was the most important environmental topic to report against.



# employment (GRI 401)

With reference to the reporting requirements for GRI 401, our turnover rate for FY2022-23 and FY2023-24 can be seen below. We are pleased to note an improvement year on year and we are actively working to improve this figure. Some of our key practices to improve staff retention and increase employee engagement are noted overleaf.





# practices in place:

## best companies

OryxAlign hold a Best Companies survey annually. This survey is sent to all employees and addresses employee engagement. From this survey we are able to identify key areas for improvement and clearly see what is important to our employees. Last year we were awarded a 2-star rating for outstanding levels of engagement, as well as being ranked third in our sector and as the second best mid-sized company to work for in London.



## revised bonus policy

Our bonus policy has been revised to ensure consistency throughout the business and provide transparency.

## healthy workplace survey

In July 2023 OryxAlign conducted the Britain's Healthiest Workplace survey through Vitality and were awarded a Silver Accreditation. This survey provided all employees with personalised health advice and offered us guidance on how we can better support the health and wellbeing of our employees.



## job evaluation platform

To ensure all roles are graded and remunerated fairly, OryxAlign uses a CIPD job evaluation platform. A salary benchmarking exercise was also undertaken in 2023 to ensure salaries are in line with market rates.

## changes to induction

We have made changes to our induction of new starters to ensure a standardised process in which all new employees are made to feel welcome and have clear and manageable probation objectives. All Line Managers have received training on the revised process.

## social and wellbeing team

Our Social and Wellbeing Team meet on a monthly basis and help to develop and deliver a wellbeing calendar of events for our employees. The team also regularly shares wellbeing articles, tips and other useful material with employees.

## project sapphire

Project Sapphire is an internal change initiative lead by our Head of HR. The project focuses on improving the employee experience and progress against the defined project objectives is tracked on a monthly basis within SLT and Board meetings.

# our workforce

We are pleased to be a diverse workforce and with reference to GRI 405 (Diversity and Equal Opportunity), some of our key statistics can be seen here.

In the technology industry, women are still a minority. We are incredibly proud that almost half of our senior leadership team are female and we understand the importance of diversity in the workplace. Over the past few years, we have been honoured to celebrate a number of our women as finalists at the CRN Women and Diversity in Channel Awards. We are also looking at other ways to motivate and inspire our women. Furthermore, we provide sanitary products free of charge in our offices and we are currently in the process of developing Menstruation and Menopause training for all line managers and hope to have this in place in FY2024-25.

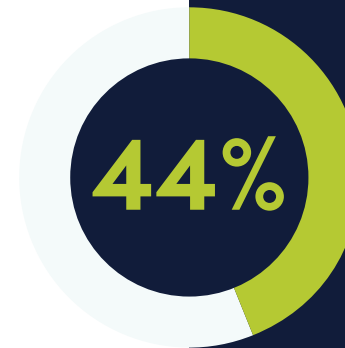


Andreia Maia  
CFO

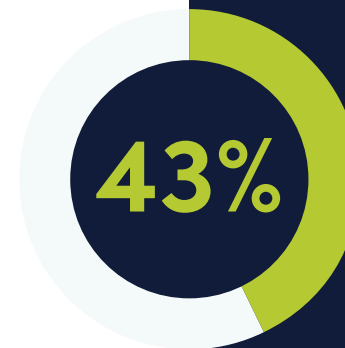
women at  
OryxAlign:



of employees  
are female



of our female  
employees are in  
technical roles

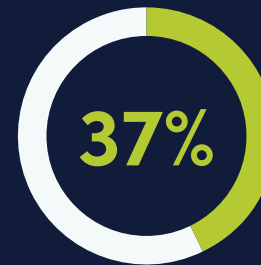
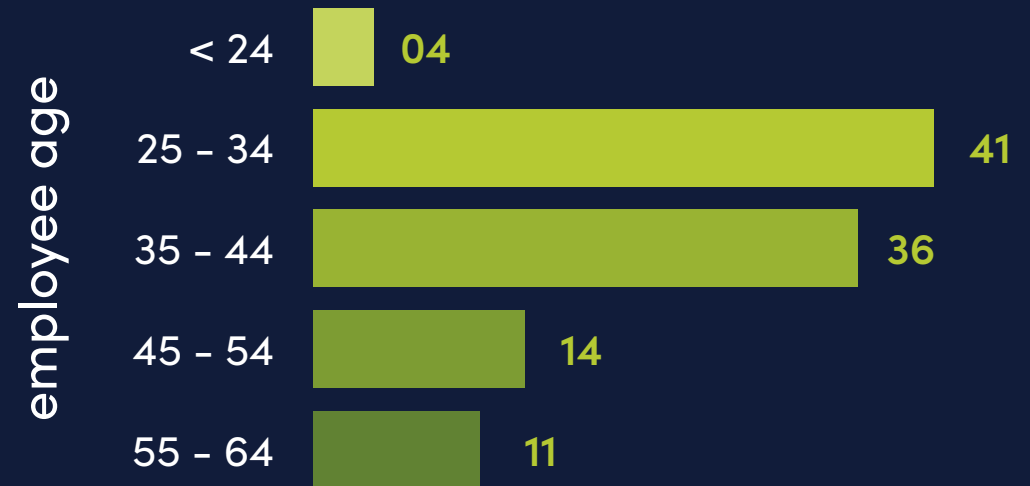


of our senior  
leaders are  
female

## benefits offered:

- Private Medical Insurance
- Group Life Cover
- Employee Assistance Programme
- Online GP and Second Medical Opinion Support
- Social and Wellbeing Team
- Pension and Salary Sacrifice Scheme
- Cycle to Work Scheme
- Volunteering Days
- Long Service Leave Awards
- Annual Recognition Awards
- Employee Loans

## active employees



of our senior leaders were internally promoted into their current roles



In the last year, 4 employees have been internally promoted



**training and education (GRI 404)**

## policy

OryxAlign has released a new Training and Development Policy to help clarify the training support available to employees.

## investment in training

In October 2022, OryxAlign partnered with UdeMy to provide every employee with a UdeMy license and access to 1000's of training courses. The graphs on the left illustrate the training undertaken by employees each month. 'Power Users', who undertake the most training, are celebrated at the monthly company update and employees are actively encouraged to undertake training courses not only linked to their job roles, but also to their own personal development.

## service excellence training

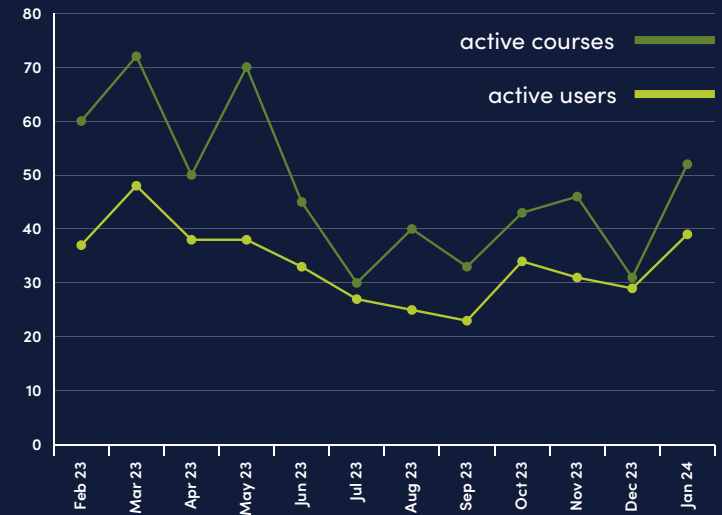
In FY2022-23, 100% of OryxAlign employees received external in person training associated with Service Excellence.

## mental health

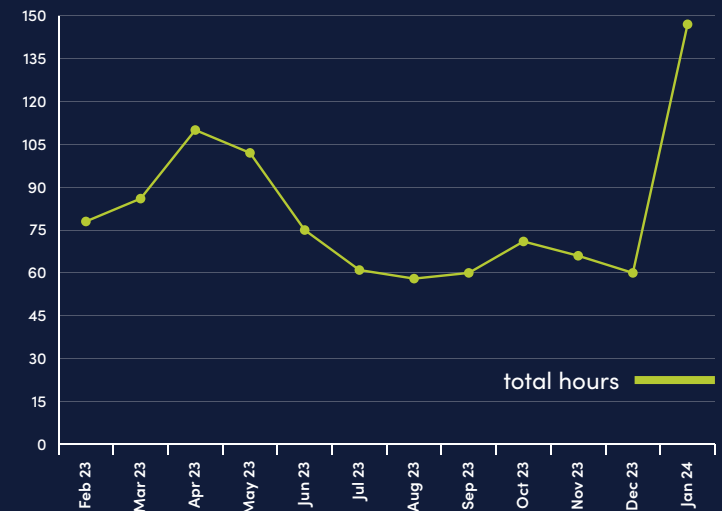
All Line Managers at OryxAlign are required to undertake a training course in Mental Health Awareness to ensure they can support their employees confidently and correctly.



UdeMy Users & Courses as at Jan 24



UdeMy Training Hours as at Jan 24





charity and community

## charity work

At OryxAlign, we strive to regularly participate in fundraising activities and support local charities where we can. In FY22-23, 24 of our employees took on the Thames and rowed 16.5 miles, raising £5,044 for London Youth Rowing, a national charity supporting young people from disadvantaged backgrounds.



Every year, to incentivise responses for our best companies survey, OryxAlign donates £10 to charity for every employee response received. For the past two years we have supported a charity called Friends of the Earth, who are dedicated to the protection of the natural world. Over the past two years, OryxAlign has donated £1,450 to this charity and hope to continue to support the great work they do in the future.



In February 2024, in partnership with Landsec and the Aspire Community, OryxAlign participated in an Employability Day for the Circle Collective, a charity who help young people from challenging backgrounds find sustainable employment. Our CEO, Carl Henriksen, held a talk on the technology industry and provided guidance to young people on routes into this industry. OryxAlign is exploring more ways to support the Circle Collective moving forward.

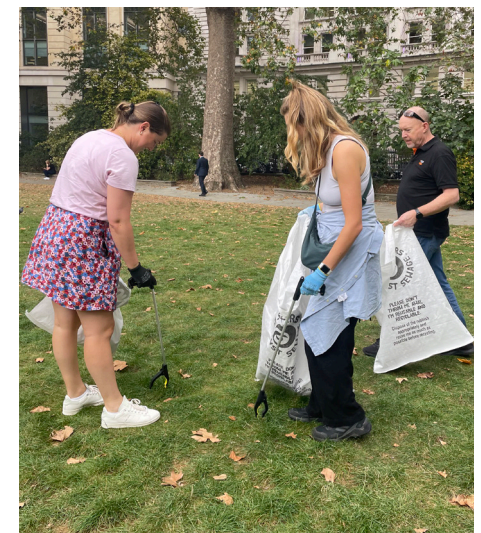
## volunteering

We understand the importance of giving back to society and want to give our employees the opportunity to use their skills and time to help others, which is why we give each of our employees one fully paid volunteering day each year. So far our employees have worked with young people to help restore woodland areas and even helped to decorate charity offices!

In September 2023, in communication with the City of London Corporation, we hosted a number of 'Clean-Up Days' through a charity called Surfers Against Sewage, as part of their 'Million Mile Clean' initiative. This involved 14 of our team members litter picking in Finsbury Circus Gardens, one of the green spaces close to our London office. The Clean-Up days were very successful and enjoyed by our employees – we plan to hold more going forward!

*"Really enjoyed volunteering for one of the clean-up days. Was great to get out of the office with the team, get some fresh air whilst also giving back to community"*

**- Hope Marson**







## carbon reduction (GRI 305)

OryxAlign produced its very first Carbon Reduction Plan (CRP) in line with PPN 06/12 in FY2022-23 monitoring scope 1 (facilities & water) and scope 2 (purchased electricity) CO<sub>2</sub> emissions, as well as the CO<sub>2</sub> emissions from waste, air and rail business travel and hotel stays (scope 3). We have continued to develop our plan for FY2023-24 and have started to report on additional activities, including engineer travel (scope 3) and company vehicles (scope 1).

As we progress and develop our reporting skills, we plan to report on a wider range of emissions, especially across scope 3, to provide a more accurate picture of our carbon footprint.

**overall  
emissions  
FY23-24**

**85.9265  
tCO<sub>2</sub>e**

**scope 1  
FY23-24**

**0.703**

**scope 2  
FY23-24**

**9.936**

**scope 3  
FY23-24**

**75.288**

**carbon  
offset**

**39  
tCO<sub>2</sub>e**

**total with  
offset**

**46.9265  
tCO<sub>2</sub>e**



# ecologi partnership

Through our partnership with Ecologi, we plant trees to support reforestation and purchase carbon credits to offset emissions. Ecologi's Carbon Credits meet the 'Verified Carbon Standard' and are used to support carbon avoidance projects across the world.



# Ecologi

Below you can see some of the global projects we have helped to support.

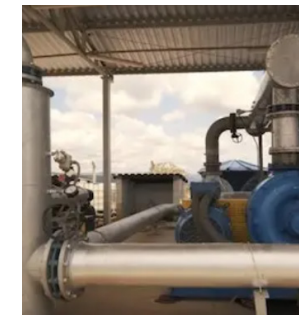
1. Fuel-efficient cookstoves in Uganda
2. Avoiding methane emissions from landfill in Brazil
3. Protection of the Matavén forest in eastern Colombia
4. Solar power project in Morocco
5. Turning local organic waste into electricity in India
6. Peatland restoration and conservation in Indonesia
7. Solar PV electricity generation in Indonesia
8. Conserving rainforest in the Western Amazon



5,430  
tree funded



43  
tCO2e avoided



Capture Close X

**Avoiding methane emissions from landfill in Brazil**

Funded by: Bella's 5 years!, 9 days ago

Minas Gerais

[Read more about this project](#)

This project is expected to produce **102,579MWh** of energy during its lifetime.



13 CLIMATE ACTION



## green buildings guide

In 2024, OryxAlign published its first Green Buildings Guide, which looks at 'Achieving Green, Healthy and Cyber Secure Commercial Buildings'. The guide focuses on green and healthy building certification (LEED, BREEAM and WELL) and how such certifications can boost market value, reduce operating costs and enhance occupant health. The second section of the guide highlights the necessity of integrating smart technologies to achieve and maintain these building standards. The launch of this guide was an exciting milestone for us and we hope to develop more resources such as this in the future, to help educate our clients and the wider market on sustainability.





# governance

## executive board

OryxAlign has a well-established Board of Directors. The Board meets on a monthly basis and comprises our Chairman, CEO, COO, CTO, CFO and a non-executive director. We are pleased to announce that in FY22-23 a female director, our CFO, was appointed to the Board.

## certifications

OryxAlign has been ISO 9001 (Quality Management) and 27001 (Information Security) certified for the past 8 years. We have also held Cyber Essential Plus for 6 years.



## policies

Our robust governance policies are reviewed on an annual basis and circulated to all employees.



# our ESG partnerships



Landsec

## Landsec Aspire.

OryxAlign forms part of the Landsec Aspire community, a cohesive team of service partners with aligned goals. Through Aspire, we have undertaken charity work and also received the Aspire award for ESG last year!



## Secure Device Disposal.

OryxAlign partner with certified device disposal companies to ensure that old devices are disposed of correctly and recycled where possible.



## Trust X Alliance.

OryxAlign is a Trust X Alliance member, meaning we work with hundreds of other like-minded businesses around the world sharing ideas and opportunities. Recently, we have participated in a number of sustainability sessions, where best practices and environmental initiatives are shared and developed.



## Tootal Buildings.

We have recently moved our Manchester office into the Tootal Buildings, in the City Centre. One requirement when looking at a new office space was to ensure the building would contribute to our sustainability goals. We are pleased to note that the Tootal Buildings use 100% renewable energy, have zero waste to landfill and a 'Very Good' BREEAM rating.



## Ecologi.

OryxAlign plans to maintain its partnership with Ecologi to support reforestation and offset our carbon footprint.



## GRI.

As can be seen in this report, we are reporting with reference to the GRI standards, the most widely used ESG reporting framework.



## Supporting the Goals.

We have identified our priority Sustainable Development Goals and, where possible, linked all our internal ESG objectives to the SDG's.



One of the largest real estate companies in the UK (and a great client) gave us an Aspire Award for our ESG work.

Landsec recognised that we are a partner that does good and helps them to achieve their own ESG goals.

*“Winning any industry award is always humbling, but when Team OryxAlign win an ESG Award from a client... well, that’s something extra special.”*

Carl Henriksen, CEO





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