

oneAdvanced

Societal Report 2023

Striving towards a better society
through ESG best practice





Our societal report for 2023

This report presents how we at OneAdvanced consider our ESG strategy an integral part of our mission to power the world of work.

Standing for Environmental, Social and Governance, ESG is a framework to assess the societal impact we have as a business on the world around us, and the importance of promoting responsible and sustainable practice.



Environmental

Our impact on the environment in terms of pollution, waste and resource usage. This can be significantly impacted by responsible waste management, energy usage and resource management.



Social

Practices that impact our employees and the communities around us. This includes commitments to Diversity, Equity and Inclusion, charity work, and community engagement and investment.



Governance

Our responsible business practices, including regulatory compliance. This includes data protection, cybersecurity, risk management, and responsible management of our supply chain.



The role of ESG at OneAdvanced

As a large business providing technology to a wide range of organisations across the UK and beyond, we have a significant impact on the world around us. **The way we work should be responsible and sustainable**, as well as supporting our customers to face the same challenges.

As a business of over 2,300 people around the world, as well as impacting over 40 million people in the UK alone through our customers' use of our software, **we have an enormous human impact through our work**. We rely on strong and responsible practices to ensure that the impact we have is a positive one. We ensure that we support our own people to succeed, and we foster meaningful connections further into the wider community.

Compliance comes first because we know it is the best way to ensure that our work is safe and responsible. We are committed to making responsibility a part of everything we do, **protecting our people, customers, suppliers and planet** wherever possible.

We are acutely aware of our opportunity and responsibility to make a positive difference through our work – and we are not prepared to pass it up. With these principles in mind, we make that ethos of responsibility a core part of the work we do every day.

Since 2018, we have reduced our total CO₂ emissions by

50.9%

Useful resources:

What does ESG mean for UK businesses?



What is ESG and why is it important?



Providing opportunity: Education in UK prisons



What is ESG: Explaining ESG for modern businesses



The three pillars of ESG: Building a sustainable business model





Executive summary



This year, we have reduced Scope One, Two and Three emissions by **23.75%**



Representation of women in leadership roles has increased by **24%** since 2022



Since 2022, we have reduced the median gender pay gap by **5.2 percentage points**



We have reduced our emissions per FTE employee by **46%** since 2018



We have reduced our electricity usage by **36.8%** since 2022



Representation of people with disabilities at OneAdvanced has increased by **23.8%** since 2022



We have maintained our **SafeContractor** accreditation



We have remained **ISO 9001** compliant



Letter from our CEO - Simon Walsh



At OneAdvanced, we have a simple mission: to power the world of work. We're proud of how we're transforming our customers' experiences, enhancing their successes as organisations, and improving our collective impact on the world around us, as we power the world of our customers' work through conscious ESG choices.

We are dedicated to doing business responsibly and sustainably, managing ourselves to a high standard through our internal code of conduct. We also embed external measures of best practice, which challenges our norms and elevates our impact. Our customers value the commitments we make when they choose us as one of their partners.

In this report, we share our latest actions, bringing you insights into how we are achieving our ESG goals, and the steps we are taking to contribute to all of our futures. Collectively, we can ensure our combined best practices enable our planet, people and communities to thrive.

We are proud to be investing in the future, through our investments of today.

Simon Walsh,
CEO, OneAdvanced



Summary by Sally Scott, Chief Marketing and ESG Officer

In the past year, we have seen a rapidly changing world, affected by social changes, climate change and global disruption. Through this turbulent period, our ESG practice has been led by Sally Scott, our Chief Marketing and ESG Officer.



This year, I was honoured to expand my role at OneAdvanced to become the Chief Marketing and ESG Officer. With this new responsibility, I am committed to implementing and maintaining the most positive practices within our organisation and supporting our customers to do the same.

We have previously been committed to strong internal practices, but I believe we can go further. Our software powers a diverse array of organisations across eight pivotal sectors, meaning our impact extends much further than ourselves. This is why we began building a new ethos: Bettering Society. We are making ESG a meaningful part of the way we do business every day, while ensuring that we provide our customers with solutions that contribute to their societal goals.

To achieve this, we must work closely with our customers. Our software impacts millions of lives every day, giving us a unique opportunity to ensure that our work has a positive impact across society.

I am proud of what we have achieved in 2023, but I am also excited to see where we can go in the future. I look forward to implementing our robust plans for Bettering Society in 2024 and beyond.



Our investors

Vista Equity Partners

“Vista believes that the transformative power of technology is the key to an even better future — a smarter economy, diverse and inclusive communities, and a broader path to prosperity. Vista believes that Environmental, Social and Governance (ESG) practices and policies can help guide us in our effort to be responsible stewards of our fund clients and on behalf of our fund investors who have entrusted us with their investment capital.”

BC Partners

“BC Partners has long believed in the value of integrating ESG considerations in our investment strategies, having been one of the first private equity signatories to the UN's Principles of Responsible Investment. We believe that our expertise in sustainability makes us more able to serve our LP's diverse interests, maximize returns, and build better businesses.”





2023 in review

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Environmental review

Our impact on the environment, in terms of pollution, waste and resource usage. This is particularly impacted by our waste management, energy usage and the way we manage our offices.

“This year, we have made great progress in reducing emissions from a number of key sources. This shows that our policies are effective, and our goals are achievable. We have also been working to expand our practice to examine new factors in our impact on the environment. This has shown that there is a lot more work to be done, but we are ready to face this challenge as we look into the future.”



Sally Scott,
Chief Marketing
& ESG Officer

ENVIRONMENTAL

To what extent have we met our emissions targets?

We are committed to reducing our emissions year-on-year towards net zero. Our investor, Vista Equity Partners, became one of the first private equity firms to join the Net Zero Asset Managers initiative, and we joined them in the Vista Climate Pledge in 2018. This means that we are committed to reducing our greenhouse gas emissions by 50% by 2030 and reaching net zero emissions by 2050.

We are proud to report that we have reduced our annual emissions by 1036.6tCO₂e since 2018 – a 50.9% reduction. This year, we recorded 1,000.4tCO₂e from standard scope one, two and three emissions. This shows that we are moving in the right direction, but we still have work to do.

The past year has been one of significant transformation for OneAdvanced, with changes to our staff and structure. Through this process, we have seen a slight increase in emissions per FTE employee, at 0.48tCO₂e from 0.44tCO₂e. This is, however, still below our peak of 0.91tCO₂e in 2018.



ENVIRONMENTAL

How have we achieved those reductions in carbon emissions?

We have completed a rationalisation of our office estate, improving the green management of our offices. We have switched our offices and data centres to green energy suppliers, using 100% renewable energy where possible to reduce our carbon impact. This has included using a fully renewable energy provider for all our UK offices.

“The functionality and scalability of OneAdvanced’s software, as well as their consistent investment in their product development, means we can stay at the forefront of our field.”

Calum Morrison,

Head of O&M Business Systems, Anesco



Anesco: Powering sustainable energy

Anesco is one of the UK’s leading providers of affordable, green energy. Having designed and built 106 solar farms, they manage over 1.3GW of clean energy across 24,000 assets, making them a market leader for solar and battery storage in the UK. Using OneAdvanced’s Field Service Management solutions, they efficiently oversee repairs, purchasing and maintenance through reliable software. Their investments have allowed them to lift over 350,000 people out of fuel poverty while saving 1.25 million tonnes of CO₂.



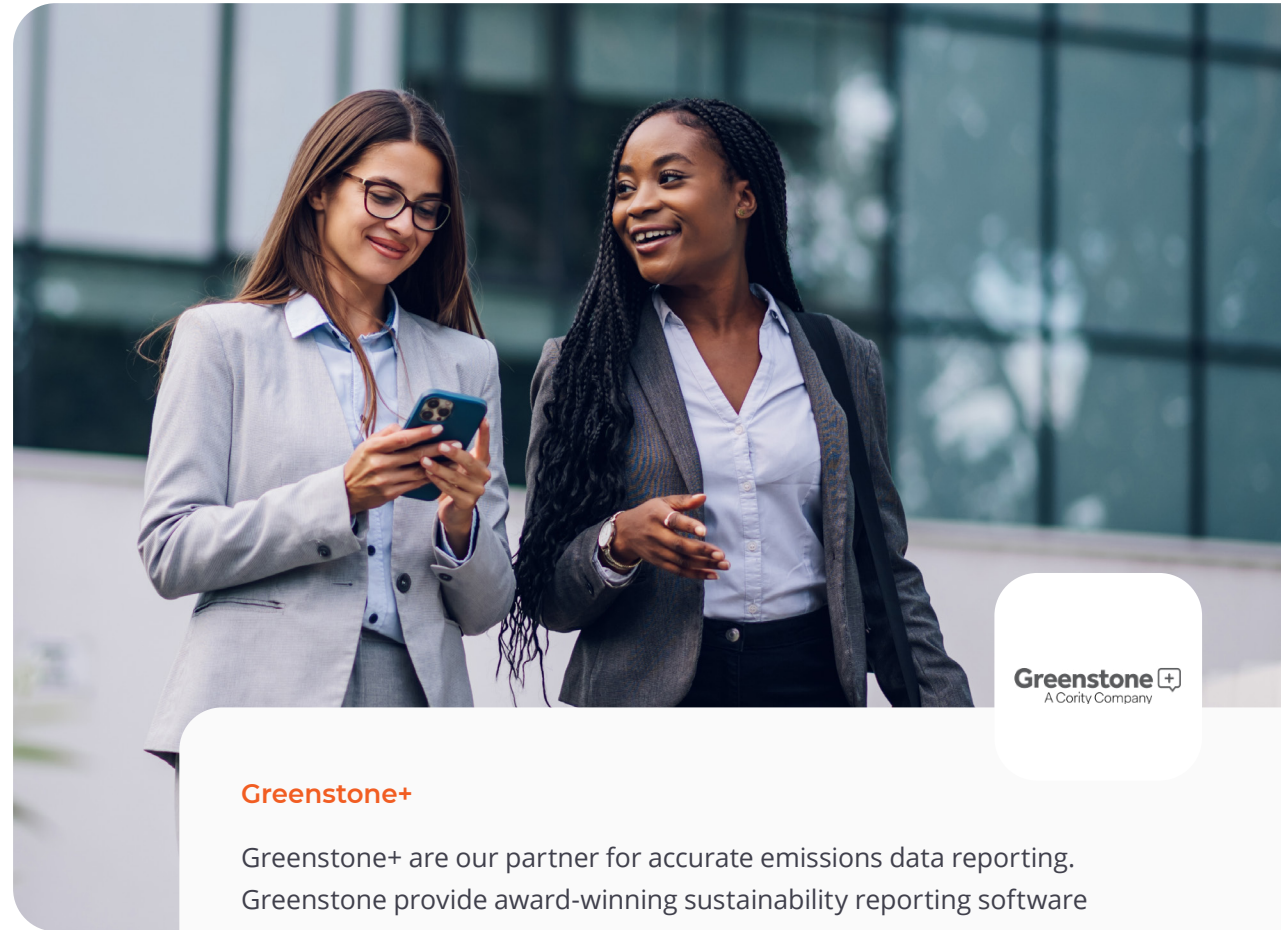
ENVIRONMENTAL

How are we ensuring our environmental measurements are up to date?

Beyond our previous commitment to measuring our emissions, we began to measure our wider impact this year. Using guidance from the 2010 Defra UK Methodology Update, we measured further emissions from transmission and distribution, as well as supply chain emissions. This showed an additional 245tCO₂e.

We also began a new process of assessing emissions from commuting for office-based employees.

We surveyed commuting behaviours of our people to understand emissions from commuting. This revealed a further 967.7tCO₂e in emissions, which gives us the insight we need to implement new practices to reduce these emissions in future.



Greenstone+
A Cority Company

Greenstone+

Greenstone+ are our partner for accurate emissions data reporting. Greenstone provide award-winning sustainability reporting software solutions in over 100 countries worldwide, and they support us to create accurate and in-depth reports.



ENVIRONMENTAL

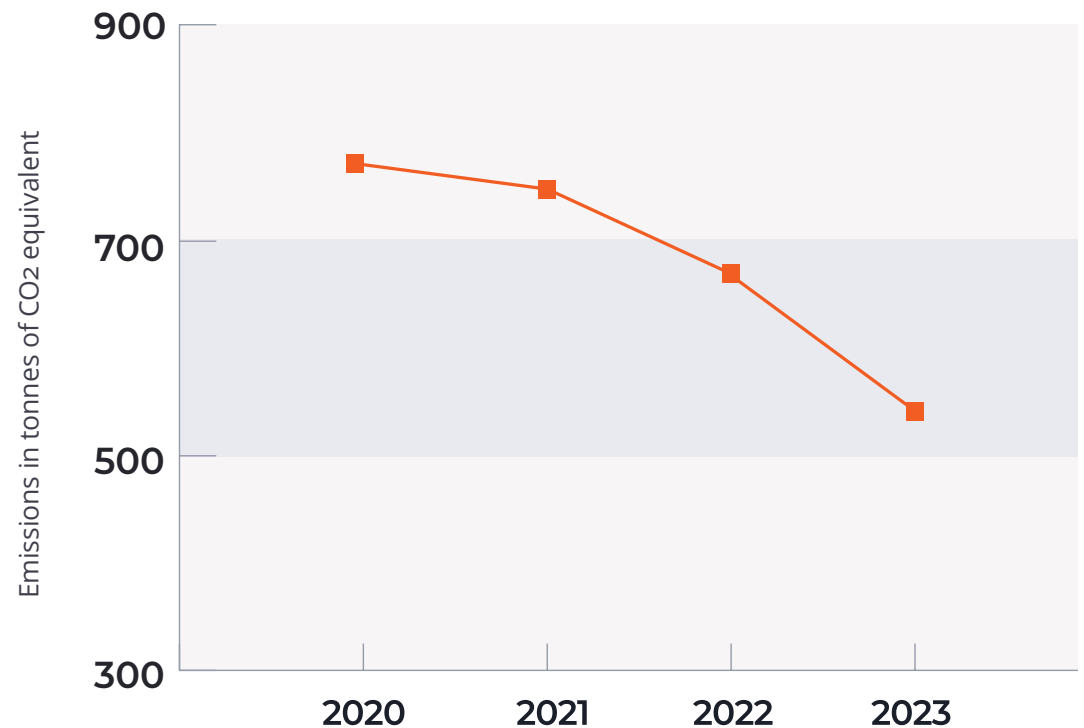
How have we ensured that our offices run sustainably?

We have reduced our grid energy emissions by 176tCO₂e to 516tCO₂e – a 25.4% reduction since 2022. Partnering with sustainable energy providers, our UK national and regional headquarters use 100% renewable energy.

Our employees actively recycle and manage waste responsibly, guided by a recycle-first culture. At our head office at the Mailbox, Birmingham, we work with building management to ensure proper waste handling and recycling.

In the last three years, we have reduced our emissions from electricity use by

35%





ENVIRONMENTAL

How are we reducing our landfill waste impact?

Recycling is integral to our practice, and we are committed to maximising recycling efforts. Our culture promotes recycling paper, plastic, metal, and food waste across all offices. In the UK, we donate used hardware to Birmingham-based Wowdot CIC, who help reduce digital inequality by providing disadvantaged young people and vulnerable families with access to technology. This initiative addresses educational and social inclusion inequalities, as well as cutting e-waste.

“Purchasing is great from a social and environmental perspective because it connects small and local suppliers with larger organisations.”

Tim Brannon,

Director of Procurement at University of Leeds



University of Leeds: Sustainable purchasing and procurement

Using OneAdvanced’s purchasing solution, the University of Leeds was able to radically change their procurement workflow making stronger connections to smaller local suppliers. This had an important impact, reducing food miles and transport emissions, as well as supporting businesses in their community.

They were also able to digitise much of their procurement workflow, reducing the volume of paper across the university and save time, allowing staff to focus on providing quality education.



Social contributions

Our practice impacts our people and communities. This includes our commitment to Diversity, Equity and Inclusion, as well as charity work, and community engagement and investment.

“This year, we have undergone a complete revival of our culture. This has had a huge impact on our company and especially our people. We have seen a changing narrative around representation, gaining wider capabilities and expertise from a more diverse workforce. We have also redoubled our commitment to making a positive difference for our people and our community through concerted, positive efforts.”



Katie Obi,
Chief People Officer

SOCIAL

How has the company’s culture changed over the past year?

In the past year, we have relaunched our business as OneAdvanced. We have realigned ourselves to focus on what matters, ensuring that our practices are fit for the future. This has seen a revival of our culture, with a new commitment and new values.

Our focus on curiosity is key, as we provide new learning opportunities and focus on innovation. We are connected, which ensures that we are conscientious and considerate in everything we do. We are accountable, taking responsibility for our actions and our impact. And we have integrity, with an unwavering commitment to honesty, transparency and quality in everything we do for our customers, our communities and our people.



SOCIAL

How positive were the results in the Diversity Pay Gap Report 2023?

In our latest Diversity Pay Gap Report, we found that gender pay gaps have reduced and that we enjoy a great deal of positive representation in our organisation. For example, we have significantly reduced our median gender pay gap, which now sits well below the national average. We have also seen LGBTQ+ representation growing at OneAdvanced, higher than was seen in the most recent UK census.

Challenges, however, do remain. The mean pay gap for non-heterosexual employees has grown, as well as mean and median pay gaps for disabled employees. This shows that we still have work to do, but we are prepared to face those challenges.

In 2023, we reduced our mean gender pay gap to

0.9%



Diversity Pay Gap Report 2023

Since 2020, we have gone beyond our legal requirement to report on gender pay gaps, recognising the impact the practice can have. We report on a range of diversity characteristics to assess and tackle pay gaps.



SOCIAL

How have we achieved those positive results?

At OneAdvanced, we believe that reporting itself plays a key role in tackling pay gaps – by investigating the problem, we can face it more effectively. In 2023, we widened the definition of disability that we use to better meet the definition in the Equalities Act, so we can better respond to these challenges. This is part of an ongoing process, as we expand on our success as a Disability Confident Employer, aiming to become a Disability Confident Leader in the coming year.

Representation is a key part of achieving DE&I goals, which begins in recruitment. We work with our partner FedCap to provide tools for inclusive hiring. This process has also included updating diversity questions in the hiring process, ensuring that internal and external processes are aligned.



Fit for Purpose

Fit for Purpose supports us to achieve the highest standards in our pursuit of Bettering Society. They help businesses of all types and sizes to identify the positive contribution they can make to people and planet. The partnership that we enjoy with this organisation has helped us to ensure that we are making the most positive possible impact. Fit for Purpose is a certified B Corp, which means that they have met the highest standards in social and environmental responsibility. We are working with them in the hope to also meet those standards.

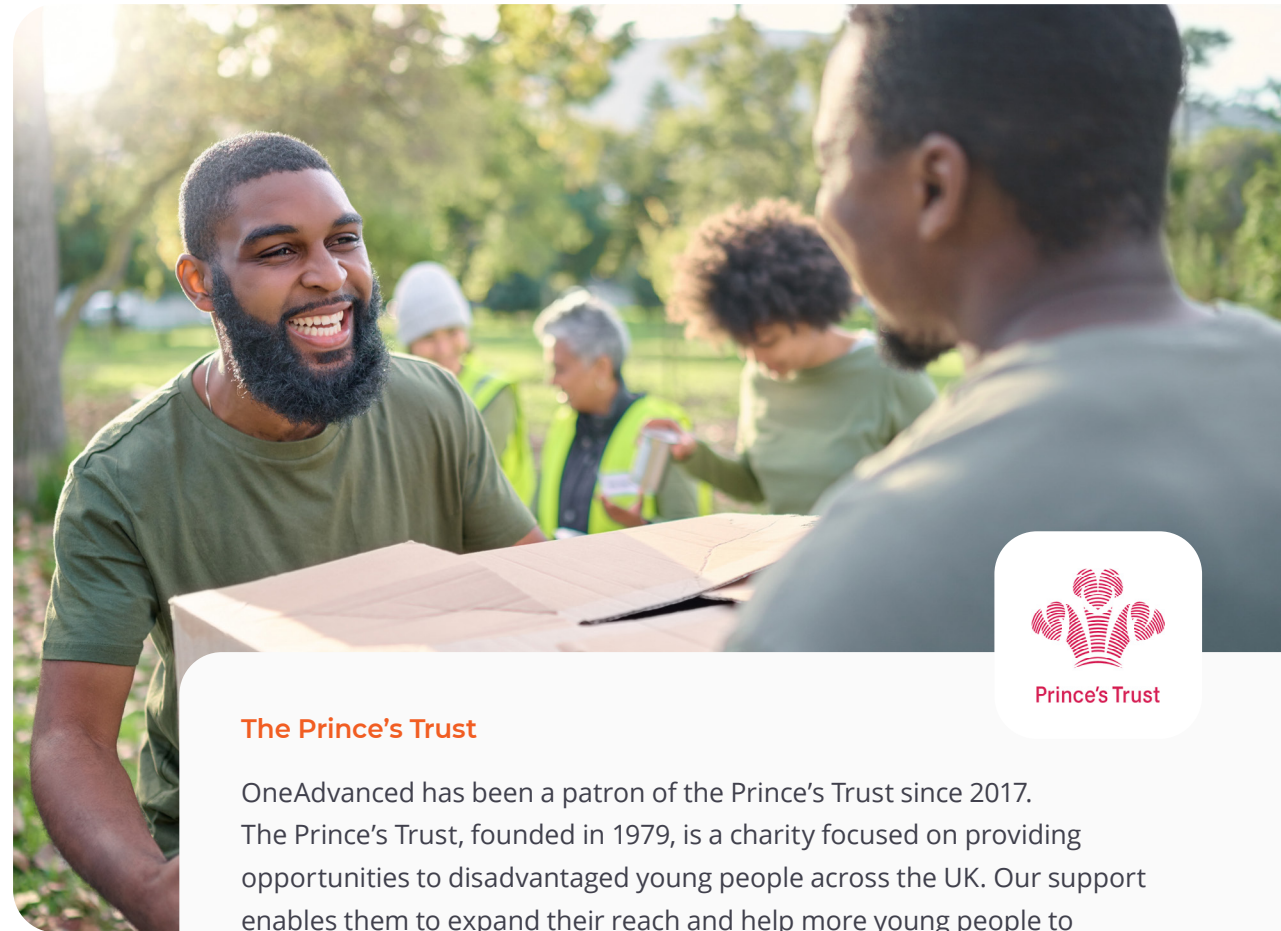


SOCIAL

How have we made an impact on our communities in 2023?

An important part of our mission is powering the workforce of the future. By engaging with schools and colleges like Birmingham Metropolitan College, we provide opportunities to a new generation of innovators. We have worked with them through industry days and invited them to be part of our Hackathons - events where experts across the business work together to create new, innovative software solutions.

We give our people the opportunity to take one day of paid volunteering leave a year, where they can use a workday to volunteer for a charitable cause. In 2023, over a thousand hours of volunteering leave were used to make an impact on vital causes. Through their work, our people have supported foodbanks, volunteered to clean parks and raised money for causes like the Royal National Lifeboat Institute.



Prince's Trust

The Prince's Trust

OneAdvanced has been a patron of the Prince's Trust since 2017. The Prince's Trust, founded in 1979, is a charity focused on providing opportunities to disadvantaged young people across the UK. Our support enables them to expand their reach and help more young people to change their futures for the better. As a business, we provide financial support to the charity, as well as taking part in fundraising activities and encouraging our people to get involved in promoting opportunities for young people.



SOCIAL

What new opportunities have been built in 2023?

This year, we have been able to make a wide range of learning and development opportunities available, both internally and externally. We pride ourselves on a culture of continuous learning, which fuels our innovation. This was an important factor when we were named amongst the top 15 midsize companies to work for in the UK by LinkedIn.

This year, we have also committed to supporting young people in our communities to access opportunities. We invited students from local colleges to get involved in our Hackathon event – an annual celebration of innovation at OneAdvanced – providing a space for creativity and building technical skills that could make a big difference for their futures. We have also been supporting young people through placements here at OneAdvanced as part of their studies.



Wowdot CIC

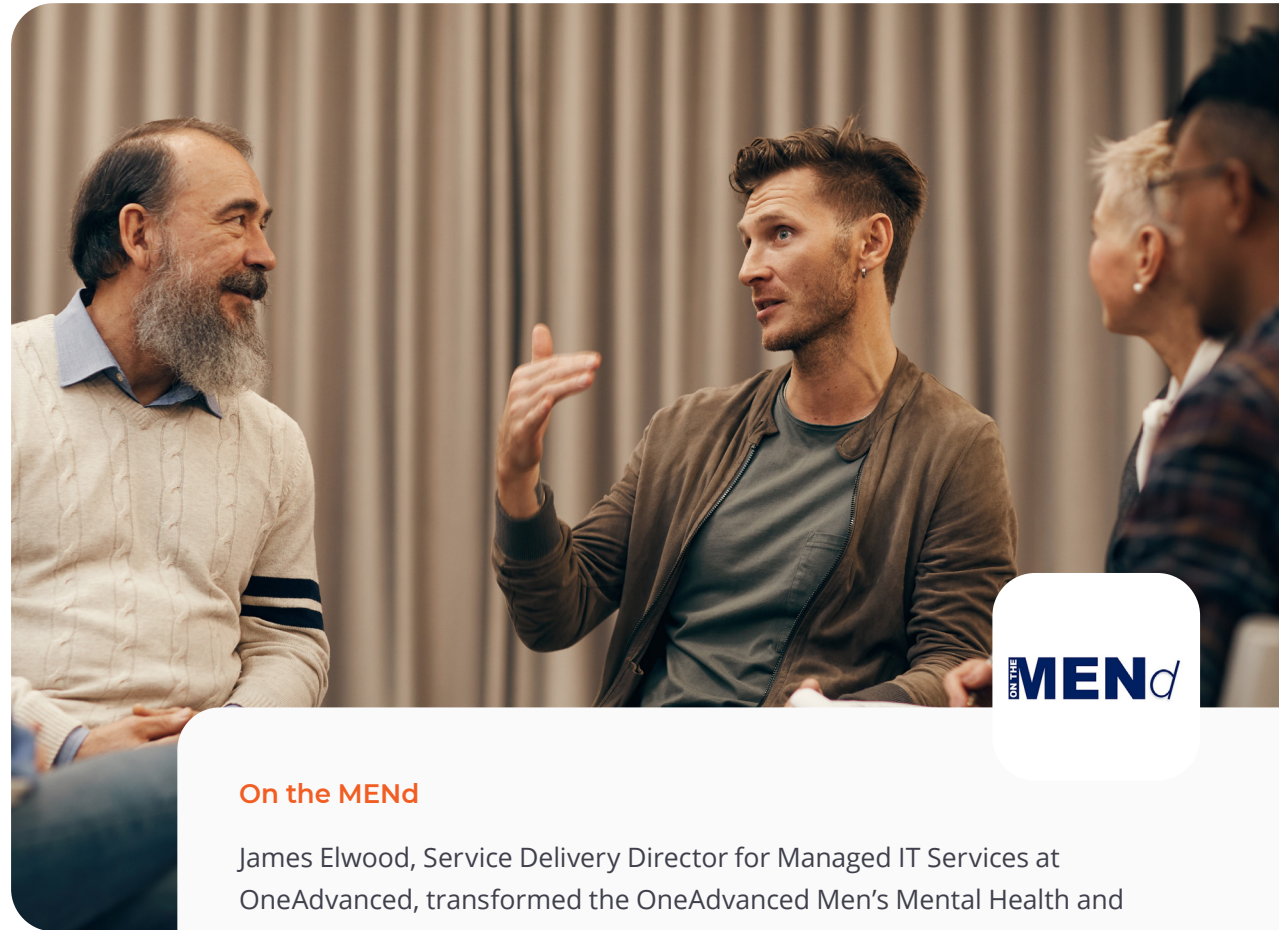
Our partner, Wowdot, supports us to reduce e-waste and make a more positive impact on inequality in the UK. In a world which is becoming more digitally-focused, access to digital technology is becoming more vital than ever before. In March 2020, 34% of the UK population lost connectivity to the world beyond their homes, increasing inequality in education and disrupting human connections. This is why providing communication tools to people facing poverty and disadvantage is so important, and we are proud to support Wowdot in this goal.



SOCIAL

How are we ensuring our practice reflects the needs of our people?

We put our people first as we develop our practice, listening before acting at every stage. We carry out regular employee listening sessions alongside our company town halls, as well as carrying out employee satisfaction surveys. These help us to identify the areas where we can improve, and we have been making that possible through a strong commitment to involve our people in every stage of our transformation journey. This is one of the key reasons that we carry out our Diversity Pay Gap reporting, as it allows us to identify inequalities and respond to them appropriately.



On the MEND

James Elwood, Service Delivery Director for Managed IT Services at OneAdvanced, transformed the OneAdvanced Men's Mental Health and Wellbeing network into an independent charity in 2019. His experience of helping his colleagues through mental health crises proved to him the need for mental health resources tailored to men. This inspired to him create a charity that promotes mental health and wellbeing support for men.



SOCIAL

Improving accessibility

We are committed to creating software which is as accessible as possible to make it available to a wider range of users. This is vitally important to ensuring that our solutions stay market-leading and keep up with the changing needs of the world of work. We have instituted an accessibility-first approach to user experience design that ensures that the tools that provide that user experience are not an afterthought, but we still have products which were designed before that ethos became a central part of our practice. We are in the process of updating the user experience design of our products to bring them in line with the WCAG 2.1 AA standard, which we have already met in our web design and many of our newer products.



W3C WAI-AA
WCAG 2.1

WCAG 2.1 AA

The Web Content Accessibility Guidelines (WCAG) 2.1 provides a standard for how to make content more accessible for those with disabilities.



Our values

Integrity

We prioritise honesty, transparency and integrity. We have an unwavering commitment to customer success by delivering quality, consistency and excellence.



Accountable

Everyone at OneAdvanced personally owns their responsibility and is empowered to deliver high-quality work. We foster a culture rooted in customer centricity and a commitment to delivering excellence.



Curious

A culture of learning is deeply ingrained in our organisation; we actively foster an entrepreneurial and growth mindset that values exploration and innovation.



Connected

Connection is key to our values. Whether it's fostering meaningful relationships with our customers, within our teams or in the wider world, we build strong relationships that drive mutual success and growth.





Accreditations and awards



Endometriosis Friendly Employer

Endometriosis-friendly employer

This year, we became an endometriosis-friendly employer, accredited by Endometriosis UK. We have pledged ourselves to supporting employees who are affected by endometriosis, as well as tackling stigma and raising awareness. It is important to us that everyone feels welcome at OneAdvanced, and we are proud to be part of this life-changing scheme.



Stonewall Diversity Champion

We are committed to working with the LGBTQ+ community within OneAdvanced to create a safer, more inclusive and more welcoming workplace. We are also working with Stonewall, a charity that champions LGBTQ+ rights in the UK, to achieve our goal of providing a more positive work environment for our employees. By working with Stonewall, we have been able to make the most of their expertise to help us identify challenges and solutions to make our workplace more inclusive.



Disability Confident Employer

We are committed to supporting disabled employees to succeed at OneAdvanced. We became a disability confident employer in 2021, a key step in implementing an effective strategy to reduce inequality and barriers to success. We are still on this journey, as we are working towards becoming a disability confident leader, which we hope to achieve in 2024.



Governance and risk

The way that we ensure responsible business practices within our organisation, as well as regulatory compliance. This includes our data protection practice and the way we manage our supply chains to ensure fairness and sustainability.

“Even as we have transformed our company in 2023, we have maintained a strong commitment to the governance practices that matter. We maintain a strong ethos of responsible practice, ensuring that we are doing the right thing for our customers, our suppliers, and everyone who relies on our software. I have also ensured that we remain compliant in our practices, putting best practices in place to meet the high standards expected of us.”



Yasmin Mangalji,
General Counsel

GOVERNANCE

How are we maintaining data governance practices that are compliant with UK GDPR?

The Data Protection Act 2018 provides a strong framework to protect the rights and freedoms of people who provide data to third parties. We align ourselves with the highest standards of our industry, having implemented an Information Security Management System that meets the requirements of ISO 27001. Our practice is led by our Global Data Protection Officer, who works closely with our General Counsel to ensure that our practice is lawful and compliant.

We engage in robust processes to ensure that our practice is responsible. Our GDPO oversees monitoring of the ongoing confidentiality, integrity, availability and resilience of processing systems and services. We ensure that personal data is anonymised, pseudonymised and encrypted wherever possible, as well as restricting access to that data where possible.



GOVERNANCE

How are we ensuring security for our customers?

At OneAdvanced, we know that the only way to provide the very best in cybersecurity is to be prepared for the threats and challenges we face. We are building strong practices in threat intelligence and incident management to ensure that we are aware of threats before they become dangerous to us or our customers. By building knowledge bases and strong research methodologies, we are becoming more aware of our environment and our customers' environments. In 2023, this practice has been led by our new Chief Information Security Officer, Simon Riggs, who is implementing new strategies to make our work more secure.

"We are able to navigate from our operational risks to our strategic risks and their controls really easily."

Phillip Vandenhove,

Head of Risk Management, LiveWest



LiveWest

LiveWest provide over 40,000 homes across Southwest England. A critical failure in their organisation would be a disaster for communities across the region, so they rely on having a complete understanding of their risks and controls. OneAdvanced's governance and risk management solution has given them the power to organise, visualise and prioritise risks and controls to maintain strong governance.



GOVERNANCE

How are we handling sensitive data responsibly?

We provide software that powers a wide range of health and care sector organisations. When our document management software is handling sensitive data, it is important that we meet the requirements of ISO 27001, which our Information Security Management System ensures. This system is maintained and continually updated to control the risk from this vital process. We restrict access to personal data and ensure that our practices meet the standards of UK GDPR. Through anonymisation, access restrictions and responsible disposal of personal data, we ensure that our practice is lawful and responsible.



ISO 27001

ISO 27001 is standard set out by the International Organisation for Standardisation and International Electrotechnical Commission which outlines the requirements for managing information security responsibly.



GOVERNANCE

How do we choose cloud partners we know that we and our customers can trust?

We work with industry leaders who provide some of the best cloud storage solutions in the world. We partner with Microsoft Azure and Amazon Web Services to provide cloud capabilities to our customers because we trust them and their security. We are transitioning away from in-house storage solutions, and working with reliable partners who can provide next-generation storage solutions with the latest capabilities.

How do we protect against API vulnerabilities?

We build APIs to standards set down in our API Stylebook, ensuring that practices are standardised and trusted in every product. We have developed a rigorous process to manage APIs to make sure that we work in a secure and responsible manner. We have strong security protocols in place through whitelisting, encryption and identity-based security to ensure that our APIs and integrations remain secure.



GOVERNANCE

How do we ensure quality governance and risk management?

To ensure quality governance and risk management, we leverage our market-leading Governance and Risk software, which provides unparalleled capabilities to design and implement business-specific strategies. This solution brings connectivity to the workplace by addressing complex, admin-heavy processes with a joined-up solution.

Our software creates integration allowing businesses to have greater control over their core objectives through enhanced transparency and enables teams to collaborate more efficiently.

Internally, we are utilising our own software to develop our risk management framework, updating our practices to meet the evolving threats in the changing world of work. This approach has strengthened our governance and risk management, ensuring that we are resilient and prepared.

“We can create a paperless meeting agenda in minutes, directors are now more prepared, and our board meetings are quicker and more streamlined.”

Jackie Curran,
Dundalk Credit Union



Dundalk Credit Union

Dundalk Credit Union provide trusted financial services in their community, but they can only achieve that if they maintain strong compliance and governance. OneAdvanced's board management solutions provide them with the power to effectively prepare and schedule meetings. This allows them to stay on top of vital admin and focus on providing key investments in their community.



GOVERNANCE

How are we ensuring a responsible and compliant relationship with our customers?

Recently, we learnt that our contract system was complex and difficult to understand, and we could improve the customer experience and compliance with updated contracts. We have simplified our contracts so that they are more straightforward for our customers to use and understand.

Because of our working relationships with organisations like the NHS, we have a strong responsibility to ensure the safety of the people our customers serve. We have been working with NHS England to meet their standards for clinical software safety and, in 2023, our Clinical Safety Manager created a new workflow to comply with Standard DCB-0129. This has streamlined the process, making it possible to create software which is innovative and relevant to patient needs, as well as safe and compliant with NHS standards.



DCB0129

DCB0129 is a standard for clinical risk management in software development, ensuring organisations developing solutions for health and care environments do so responsibly.



GOVERNANCE

How are we ensuring a responsible supply chain?

We are governed by our Supplier Code of Conduct, which codifies the standards we expect our suppliers to meet to ensure safe working conditions, fair worker treatment and responsible environmental practices. Our code of conduct is rooted in Our Supply Chain Responsible Business Alliance (RBA) Code of Conduct, the Universal Declaration of Human Rights and other guiding principles of international law. This is supported by our commitment to combatting corruption, including rooting out bribery or any form of unethical inducement or payment (such as 'facilitation payments' or 'kickbacks'). We also do not make any contribution, directly or indirectly, to political organisations or parties.

How are we responding responsibly to emerging technologies like AI?

Responding responsibly to emerging technologies like AI is a priority for us. In 2023, as AI has become a pivotal force in the workplace, we have implemented rigorous governance and sound guidance to ensure responsible use.

We are committed to a human-first approach in decision-making, ensuring AI is never used to automate decisions. To protect our data integrity, we do not provide any sensitive data to AI tools and ensure that none of our data is used for AI training purposes.

Our AI Mission Statement outlines our principles, governance authorities, and robust policies, alongside necessary training. We work closely with our partners to guarantee that private data is never exposed to AI models for training.

Additionally, we have established a comprehensive process to anonymise data effectively, and we prioritise using energy-efficient models and partners. Through these measures, we strive to maintain responsible and ethical AI usage across our operations.



Bettering society

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Defining Bettering Society

Bettering Society is how we define our role in society, so it's a part of everything we do. Our software touches millions of lives every day. This gives us an opportunity and a responsibility to make positive impact.

In every line of code that we create, all aspects of ESG and Bettering Society are at the heart – helping our customers to manage themselves for better outcomes and achieve their societal goals.

Our Bettering Society strategy sets forward our role in the world to help our customers, their customers and our communities thrive.

“The capability is there in the products offered by OneAdvanced to get rid of the paper processes, and all of that supports the reduction in our carbon footprint.”

Riikka Vihriälä,

Group Head of Strategic Projects
at New City College London





Bettering Society at OneAdvanced



Better technology

We are creating software for a positive impact through trusted solutions and reliable innovation



Better for our people

We are promoting inclusion and providing opportunities for our people and communities



Better business

We are committed to ethical business conduct that prioritises sustainability and responsibility



Better for the planet

We are bettering our impact through greener practices, working towards net zero





Bettering Society: Our plan for the future

1

Internal and competitive benchmarking

A comprehensive assessment of our own practice and the practice of our competitors to understand what success looks like within our industry.

2

Materiality assessment

Working with key stakeholders including employees, customers, suppliers and industry experts to better understand where we can ensure we are having the most effective impact.

3

Ambition and target setting

A process of organising those material issues by category to better assess the proper way to respond to them and prioritise our actions, defined across three engagement categories.

4

Delivery framework

Developing a strategic framework to plan our future actions, including the development of key performance indicators and long-term strategic goals.

Our progress so far . . .

2023

2024



Materiality assessment

Our materiality assessment was a vital step towards implementing our Bettering Society promise. This process helped us to identify and prioritise the issues where we could have the greatest impact.

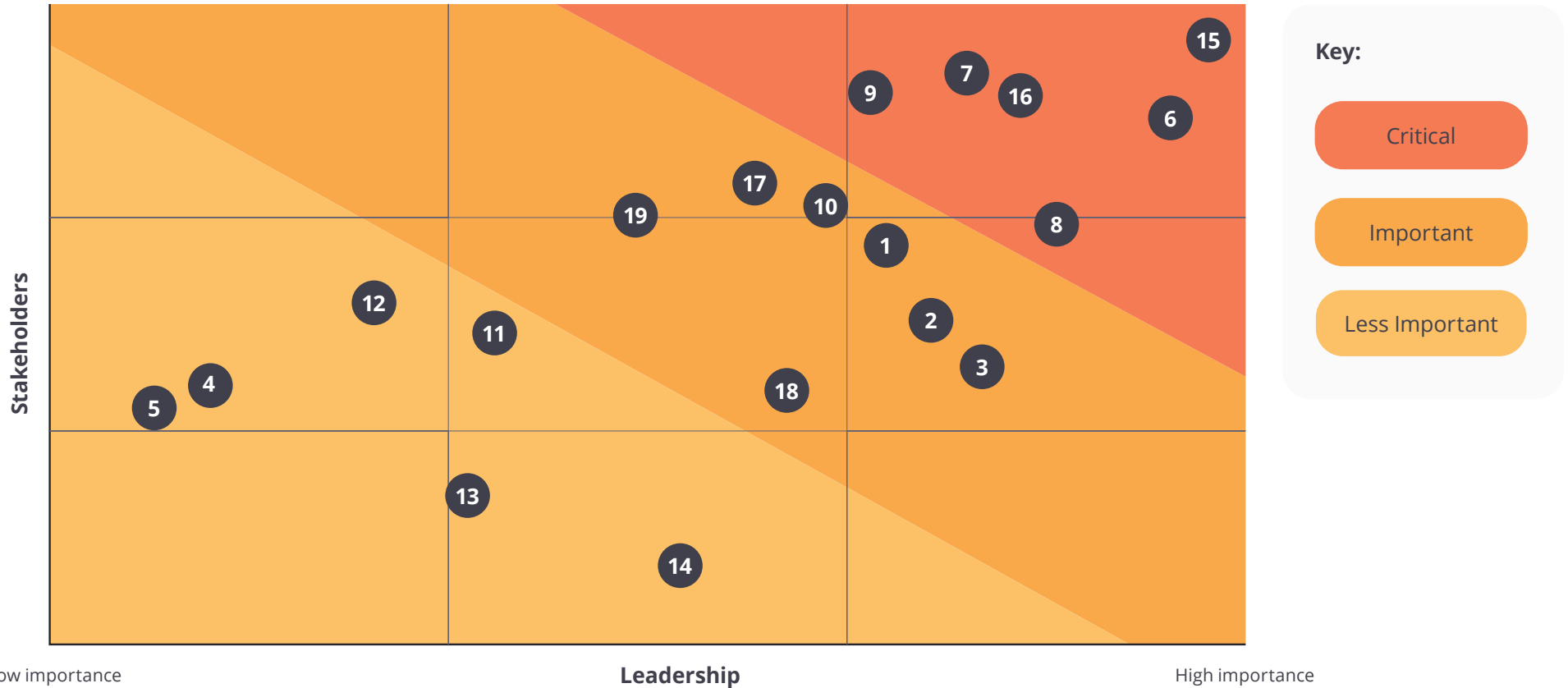
We carried out a process of identifying the most materially important factors for our stakeholders in five key groups: our customers, our employees, our leadership, our suppliers and industry experts. We then conducted workshops and focus groups with these stakeholders, discussing important ESG issues. Detailed feedback from these sessions went on to inform our further internal research and discussions.





Materiality Grid

High importance



Key:

Critical

Important

Less Important

Low importance

Leadership

High importance

Better for the Planet

- 1. Carbon and energy
- 2. Product innovation for environmental impact
- 3. Data centre management
- 4. Natural resources and biodiversity
- 5. Waste

Better for our People

- 6. Employee attraction, retention and engagement
- 7. Employee health, safety and wellbeing
- 8. Diversity, equity and inclusion
- 9. Fair treatment in the workplace

Better Technology

- 10. Human rights and sustainable procurement
- 11. Economic impact
- 12. Accessibility and inclusion
- 13. Product innovation for social impact
- 14. Community engagement

Better Business

- 15. Cybersecurity, data and digital privacy
- 16. Business ethics and compliance
- 17. Transparency and reporting
- 18. Responsible AI
- 19. Risk management



Materiality assessment output

From the assessment, we categorised each issue into one of our ESG pillars to understand how best to face them. Each pillar was assigned an executive sponsor, who will be leading our approach.





Strategic categorisation

Those issues were then arranged into three strategic categories, based on our stakeholders' priorities and our ability to make an active change.

Strategic focus

These are the issues which we are currently focusing on for investment, where we are implementing a new strategy going forwards.

- Carbon & Energy
- Data management
- Employee value proposition
- Fair treatment in the workplace
- Diversity, Equity, Accessibility & Inclusion

Proactive engagement

These are the issues which we are in the process of assessing our strategy on, where we have an ambition to understand the impact that these issues could have as we build our new strategy.

- Software for positive impact
- Human rights and sustainable procurement
- Responsible AI
- Business ethics & Risk management

Vigilance and compliance

These are the bedrock of our ESG and Bettering Society practice – issues where we continuing to maintain a high standard of responsibility and sustainability.

- Employee health, safety and wellbeing
- Transparency and reporting
- Water, waste and natural resource use
- Community engagement
- Cybersecurity, data and digital privacy



The multiplier effect

OneAdvanced may be a business of over 2,300 people with a significant carbon footprint, but the reach of our software extends our impact far beyond what we do internally.

We digitise NHS patient records, power learners in prison earning new qualifications, and support providers of vital local services to manage governance and risk.

This gives us both an opportunity and a responsibility to build software that meets our customers' ESG challenges, embodying our ethos of Bettering Society. For instance, Moorfields Eye Hospital saves tens of thousands of sheets of paper annually through our digital clinical document workflow and

reduces paper waste by transitioning to digital communications. This shift not only lessens environmental impact but also frees up staff time, equivalent to two and a half full-time employees, allowing them to focus on patient care – providing some of the highest quality eye care in the world.

Our software automates processes and digitises vital workflows across the world of work. This allows teachers to teach, carers to care, lawyers to practice, and so many more people to make the most of their time and their skills. We are powering the world of work for thousands of organisations, while powering a better future by design.

“Security and compliance is our number one focus currently. We have a full, structured reporting suite, which we worked with OneAdvanced on, which has allowed us to manage our firm properly.”

Sean Edwards,

Project and Business Solutions Manager at Glaisyers ETL



Long term vision across the 4 pillars



Better for the planet

“In this report, we have seen the changes we have made to our environmental impact, and we know we can keep that momentum going. We have taken a more detailed look at our impact, which means that in future we can make a more accurate assessment of what we need to do to make a difference. I believe that we can achieve the goals that we have set for ourselves, meeting the expectations of our customers, people and partners.”



Sally Scott,
Chief ESG and
Marketing Officer

Better for our people

“We have laid solid foundations for our practice to support our people, but we also recognise that this represents just one part of a continuous process. We must remain committed to the process we have established, making a positive difference through the opportunities provided to us. I believe that the strong partnerships that we have cultivated provide us with the opportunity to have a greater impact on our people and our communities, and we are ready to meet the responsibility to make the most of that opportunity.”



Katie Obi,
Chief People Officer





Better technology

“Innovation is at the heart of what we do. We are curious and connected, which gives us the opportunity to learn and use that learning to create better technology from more rounded insights and experience. We are leveraging our expertise to create software that has a positive impact, and we are committed to making those capabilities available to our customers. Over the coming year, we will continue to innovate and power ESG across the world of work.”



Andrew Henderson,
Chief Technology Officer

Better business

“We have strong practices in place to ensure that the way we do business is responsible and compliant. We hold ourselves to robust standards based in best practice, which we will continue to uphold. We have a responsibility to our customers, people and suppliers to maintain best practice in governance, compliance and risk management, and my team and I remain committed to meeting it. Therefore, we are continuing to take the right steps to ensure that our standards remain high in the year ahead and beyond.”



Yasmin Mangalji,
General Counsel





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Definitions

tCO₂e: Tonnes (metric) of Carbon Dioxide equivalent emitted.

Pay Gap: The difference in average salary between different demographics within OneAdvanced. This does not refer to different salaries for the same role or position within the career framework – we are committed to ensuring equal pay within our company in line with UK legislation.

FTE: Full-time equivalent employee. This refers to the number of contracted hours equal to a full-time contract, even if split across multiple part-time or contract employees.

Diversity characteristic: Any characteristic or demographic identified by the Equality Act 2010. This includes any characteristic not specifically identified but covered by a broader definition within the act.

OneAdvanced: This brand name refers collectively to the following legal trading entities: Advanced Business Software and Solutions Limited; Advanced Health and Care Limited; Advanced 365 Limited; The National Will Register Limited; Transoft Group Limited; Advance Systems International Limited; Advanced Business & Healthcare Solutions India Private Ltd; Advanced Legal Solutions Inc; Single Cell Mobile Consulting Pty Limited (trading as Portt); Tikit Inc.





Emissions scopes

The following are the emissions scopes defined by our partner for emissions reporting, Greenstone+ Limited.

Scope 1: Greenhouse Gas emissions from sources directly owned or controlled by OneAdvanced. This can include boilers, vehicles or process equipment.

Scope 2: Greenhouse gas emission from the generation of electricity, steam or heating/cooling used by OneAdvanced, whether the emissions are produced on- or off-site. This can include grid electricity, heating systems or EVs.

Scope 3: Greenhouse gas emissions from activities or equipment not directly owned or controlled by OneAdvanced but affected by our activities. This can include emissions during supply chain, emissions prior to the point of generation of electricity, business travel or commuting emissions of our employees.





Appendices

Emissions by scope compared to previous reports (tCO₂e)

Scope	1 (Fuel)	2 (Electricity)	3 (Travel and Transport)	Total
2020	41	797	292	1130
2021	84	786	361	1231
2022	128	692	492	1312
2023	80.9	516	403.5	1000.4

Emissions from scope three business travel (tCO₂e)

Year	2020	2021	2022	2023
Air	13	28	80	156.9
Hotels	N/A	25	80	70.9
Rail	59	35	23	29.9
Road	198	43	111	146
Total	270	131	294	403.71

Emissions from scope 2 electricity usage (tCO₂e)

Year	2020	2021	2022	2023
Energy usage	797	786	692	516
% reduction on previous year	N/A	1.4	12	25.4

**Emissions by scope (tCO₂e)**

Scope	1 (Fuel)	2 (Electricity)	3 (Business travel)	Subtotal	3 (Supply chain)	3 (Commuting)	Total
2020	41	797	292	1130	N/A	N/A	N/A
2021	84	786	361	1231	N/A	N/A	N/A
2022	128	692	492	1312	N/A	N/A	N/A
2023	80.9	516	403.5	1000.4	245	467.7	1713.1

Emissions per FTE (tCO₂e)

Year	2020	2021	2022	2023
tCO ₂ e/FTE employee	0.48	0.51	0.44	0.49



Emissions from commuting (tCO₂e)

	Total	Per FTE	Percentage
Rail	47.5	0.08	10.2
Car	387	0.32	82.7
Motorcycle	33.2	0.04	7.1
Total	467.7	0.44	100

Total emissions in 2023 (tCO₂e)

Scope	Total	Percentage
1 (Fuel)	80.9	4.7
2 (Electricity)	516	30.1
3 (Business travel)	403.5	23.6
3 (Supply chain)	245	14.3
3 (Commuting)	467.7	27.3
Total (All scopes)	1713.3	100

**Gender pay gap by year**

Year	2020	2021	2022	2023
Mean	16.8%	12.2%	6.8%	0.9%
Median	16.3%	10%	11.4%	6.2%

Ethnicity pay gap by year

Year	2020	2021	2022	2023
Mean	18.8%	17.3%	20.1%	19.4%
Median	30%	26.2%	24.3%	20.2%

Sexuality pay gap by year

Year	2020	2021	2022	2023
Mean	11%	21.8%	15.5%	15.2%
Median	13.3%	24%	20.5%	21.8%

Disability pay gap by year

Year	2020	2021	2022	2023
Mean	18.3%	23.6%	13.4%	14.8%
Median	26.7%	29.4%	23.3%	26.3%

Volunteering leave used annually

Voluntary Leave (Days) 2021	Voluntary Leave (Hours) 2021	Voluntary Leave (Days) 2022	Voluntary Leave (Hours) 2022	Voluntary Leave (Days) 2023	Voluntary Leave (Hours) 2023
26	190.9	172	1283.95	161	1190.95



Certifications



ISO 9001 – Quality Management System:

This is an international standard relating to consistently meeting customer requirements and enhancing their satisfaction.

ISO 20000 – Service Management:

This is the international IT Service Management standard that enables IT organisations to ensure that their processes are aligned with both the needs of the business and international best practice.

ISO 27001 – Information Security:

This is an international standard detailing requirements for establishing, implementing, maintaining and continually improving an information security management system.



CHAS – The Contractors' Health & Safety Assessment Scheme:

This proves that a business' health and safety processes meet excellent standards ensuring compliance and managing risks in the supply chain.



Safe Contractor:

This is a single plan to ensure we meet necessary standards in health and safety, equal opportunities, diversity and environmental management practices, so our customers can be more confident in working with us.




Powering the world of work

OneAdvanced is a leading provider of sector-focused software, headquartered in Birmingham, UK. Our mission is to power the world of work through software that effortlessly gets the job done for our customers giving them the freedom to focus on thriving for their customers and people.

Customers trust OneAdvanced to deliver digitalisation through innovative technology, addressing business problems through intelligent insight. Our years of sector knowledge means we are a strategic partner to our customers, who use technology that touches the lives of millions of people every day. From caring for patients in the NHS and social care to meeting tenants housing needs; supporting learners in education and apprenticeships to navigating complex legal matters; and making sure goods get to their destination on time navigating complex supply chains.

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