



# Impact Report 2025

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# Introduction

# CEO Statement

## Statement by Julius Černiauskas, Chairman of the Board at Oxylabs group

In 2025, Oxylabs celebrated its 10th birthday. And what a year it was. Keeping up with the booming industries that depend on web data meant that we had to accelerate our own growth. Last year alone, almost 200 professionals joined us. We acquired [ScrapingBee](#), the provider of the well-known scraping API, trusted by professionals.

With the introduction of [Oxylabs AI Studio](#), we made the benefits of web scraping more widely accessible by providing AI tools that return data following natural language prompts. At the same time, we obtained SOC 2 Type 1 security certification for our flagship products and introduced [Oxylabs Trust Center](#) for convenient visibility into our security posture.

This yearly impact report is another way we foster transparency. Revisiting our efforts and achievements, I feel honored to have been the CEO during the reported period. As Chairman of the Board of Oxylabs group, I look forward to the new heights that Oxylabs, our clients, and our partners will achieve.

## Statement by Vytautas Savickas, CEO at Oxylabs

For over 10 years, Oxylabs has been a reliable and ambitious leader of the public web data solutions industry. An industry threatened by attempts to restrict and privatize public data as its value becomes more and more evident in the age of AI.

Nevertheless, in 2025, Oxylabs reliably provided data access to over 15,000 customers worldwide. It continued to show leadership in promoting responsible industry standards through the Ethical Web Data Collection Initiative ([EWDCI](#)).

Firmly believing in scalable data access as a force for good, Oxylabs has, for years, supported the work of NGOs, journalists, and researchers through its pro bono [Project 4β](#). At the 2025 Anthem Awards, this initiative received the Silver Award and the Community Voice Award, voted by the public.

Such recognitions show support for Oxylabs' ambition to create a better data ecosystem. With new winds in the leadership team, we continue reliably on this course. Only with fresh energy and even greater ambitions for sustainable, positive impact.



Julius Černiauskas | Chairman of the Board at Oxylabs group



Vytautas Savickas | CEO at Oxylabs

# About the Report

Oxylabs Annual Impact Report provides a detailed overview of our impact and initiatives to mitigate negative effects while enhancing our positive contributions to the industry, society, and the environment. This fifth edition follows the Global Reporting Initiative (GRI) framework, with the GRI index included as an annex.

Oxylabs Impact Report 2025 covers the period from January 1 to December 31, 2025.

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.

Oxylabs was named Europe's fastest-growing web intelligence acquisition company in the Financial Times FT 1000 list for several consecutive years.



2015

Oxylabs founded (Datacenter IPs only)

2017

Residential IPs and data acquisition solutions launched

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

2024

OxyCopilot launched

2024

Patent number reached 100

2025

Oxylabs acquired Scrapingbee

2025

Oxylabs AI Studio launched

2025






ISO/SOC 2 certification

## 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.

-  Transparency
-  Security
-  Quality
-  Fairness
-  Social Responsibility

## Our leadership principles

In 2025, we introduced Oxylabs leadership principles. We brought together over 45 leaders across departments and experience levels to understand which leadership traits mattered most in our journey to industry leadership.

### Leadership principles



#### Push Business Forward

Make decisions that create real value, prioritize customer impact, and drive long-term success.



#### Act with Urgency

Don't let problems grow or opportunities slip away—move with purpose and communicate progress proactively.



#### Be Accountable

Own your commitments and results, speak up early when challenges arise, and support decisions once they're made.



#### Show Resilience

Stay focused on what matters when priorities shift, delegate effectively, and help your team navigate pressure.



#### Build Networks

Build connections across departments, help other teams succeed, and actively seek diverse perspectives.



#### Share Knowledge

Use your expertise to guide others, share knowledge across departments, and approach challenges with curiosity.



#### Build Winning Teams

Invest in people, build culture that drives performance and growth, and celebrate wins together.

## Our services and where we operate

Oxylabs is a private company operating in the IT sector. We are headquartered in **Vilnius, Lithuania**, have an office in Kaunas, Lithuania, as well as employees working remotely all over the world.

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 AI, e-commerce, travel and hospitality, cybersecurity, and digital marketing.

Oxylabs has an extensive proxy pool of 177M+ ethically-sourced residential and datacenter IPs from more than 190 countries and territories. Datacenter proxies are sourced from countries all around the world with physical server in the locations IPs are located in. Our residential proxies are sourced from providers all over the world, including such locations as: USA, Germany, China, Japan, the UK, Australia, and Canada.

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

Our product portfolio includes: proxy infrastructure, the Web Unblocker, Web Scraper API, Headless Browser, OxyCopilot, Fast Search API, Oxylabs AI Studio, Custom data sets, AI-ready data.

Residential Proxies

ISP Proxies

Dedicated ISP Proxies

Mobile Proxies

Datacenter Proxies

Headless Browser

Dedicated Datacenter Proxies

Custom datasets

Web Unblocker

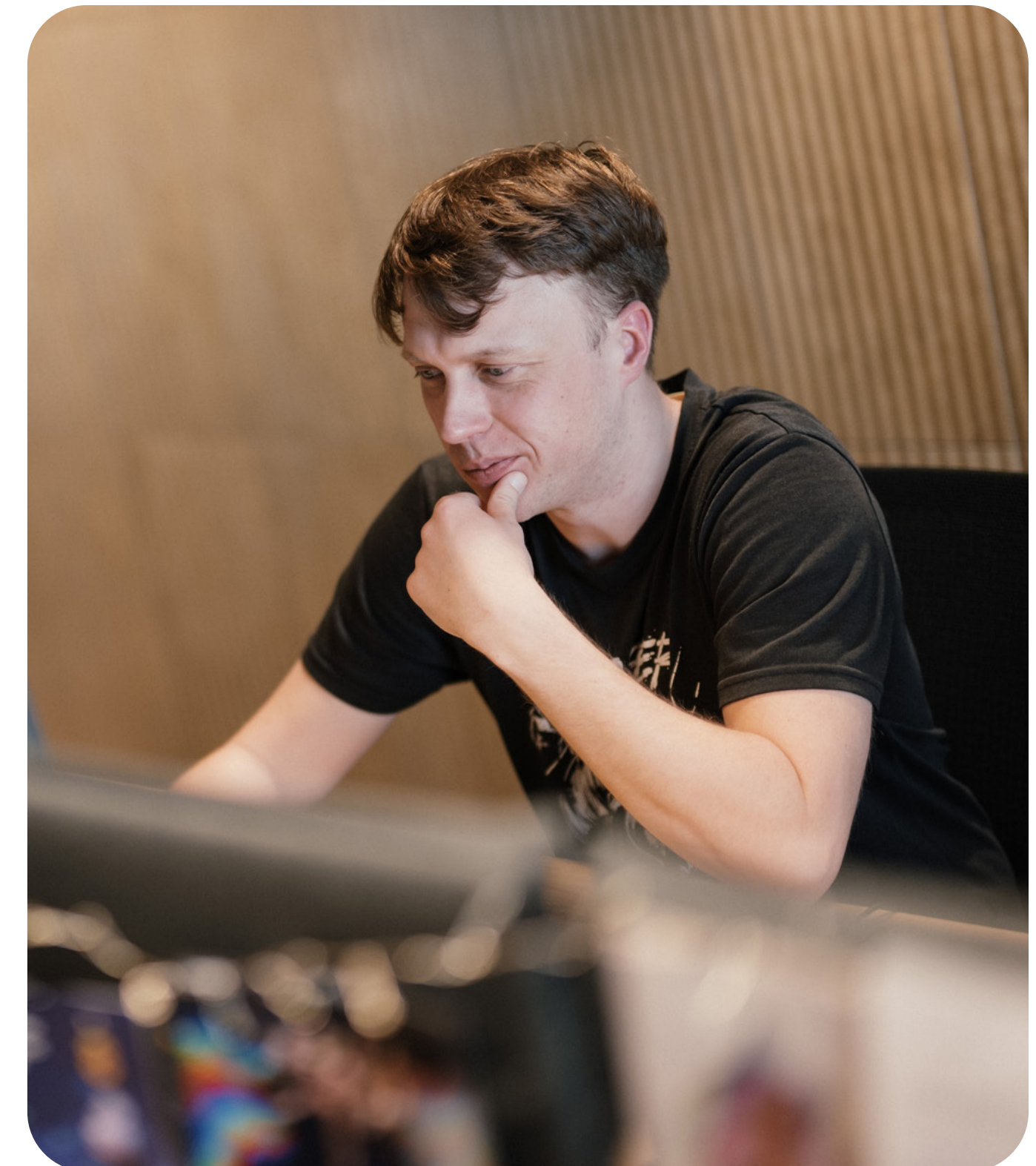
Web Scraper API

Fast Search API

AI Studio

AI-ready data

OxyCopilot



## AI-driven innovation

In 2025, we also introduced Oxylabs AI Studio, a groundbreaking platform designed to host advanced AI-based web scraping applications. The AI Studio features:

- **AI-Crawler** that enables users to utilize natural language prompts to crawl websites, starting from a specified URL.
- **AI-Scraper** allows users to describe their scraping needs in plain English, resulting in parsed data tailored to their specifications.
- **Browser Agent**, an AI-driven tool for automated web browsing based on natural language instructions.
- **AI-Search**, which autonomously searches the web to find information requested by users.
- **AI-Map**, which maps domains intelligently to find relevant URLs.

AI-Search

Browser Agent

AI-Map

AI-Crawler

AI-Scraper

In 2025, web intelligence fundamentally transitioned from a competitive advantage to the essential foundation for AI-driven innovation, increasing the demand for resilient, structured, and self-healing data access. Aside from launching **Oxylabs AI Studio**, Oxylabs responded by focusing on bridging the gap between raw web access and actionable intelligence through the deployment of AI-native tools.

A major innovation was the evolution of **OxyCopilot** into a robust management engine that moves beyond simple code generation to eliminate the fragility of traditional web scraping. This updated system features Persistent Instruction IDs, allowing developers to save generated parsing instructions via a new API and apply the same logic consistently across millions of requests. Crucially, OxyCopilot introduced an industry-leading auto-healing functionality, which automatically detects changes in a target website's structure and re-generates the parsing instructions in real-time, thereby maintaining data pipeline integrity without manual intervention.

We have predicted early that multimodal data handling will soon be one of the most important frontiers in AI. We developed the **Video Data API** to handle the full process: from finding relevant videos and channels, to extracting public data and metadata, without teams

needing to build and maintain their own scrapers. Such solutions become the freeway tunnels, allowing public and licensed data to travel fast from the web to AI labs.

Moving large video files at scale creates a throughput problem. **High-Bandwidth Proxies** tackle this with 200+ Gbps of dedicated bandwidth and long-lived connections optimized for video downloads.

Further supporting the shift toward autonomous web data gathering, Oxylabs launched **the Headless Browser**, a remote headless solution engineered specifically for the AI agent era. This solution handles the modern web's most sophisticated detection systems while offloading all infrastructure management from the user. It is the first browser to offer native support for the Model Context Protocol (MCP), enabling AI models, such as Claude or Cursor, to directly interact with the live web, making it an ideal execution environment for autonomous research agents.

# Our Sustainability Vision and Strategy

The sustainability manager at Oxylabs oversees the development and execution of the company's sustainability strategy and manages its progress toward achieving ESG goals.

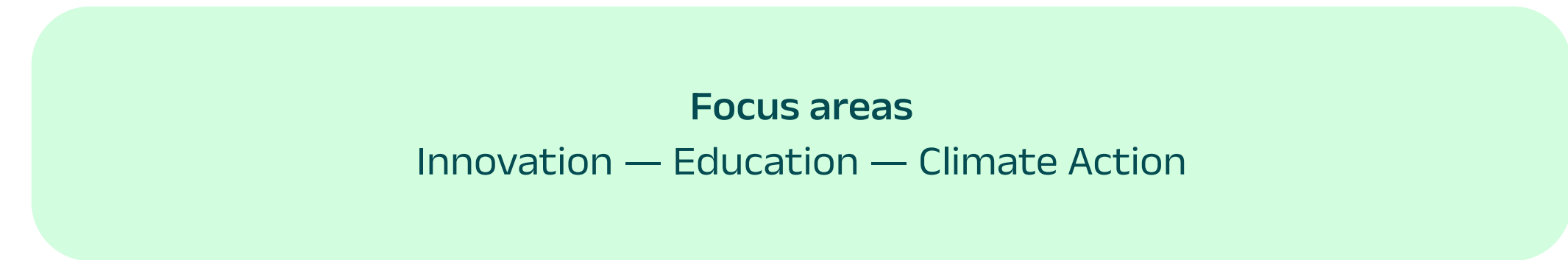
Urtė Karklienė, the sustainability manager, is a direct report to the Chief Governance and Strategy Officer (CGSO). To maintain consistency with the company's overarching vision, the CEO and the management team routinely evaluate and endorse the sustainability strategy.

Furthermore, the sustainability manager partners with departments such as L&D, HR, and Communications to arrange awareness campaigns and activities focused on sustainable development. The management team supplements this by holding dedicated, separate discussions on ESG-related matters.

## 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.



### Focus areas

Innovation — Education — Climate Action

## 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 solutions;
- 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 implementing reduction plans;
- Switching to renewable energy sources where possible;
- Consuming responsibly, reducing waste and resource exhaustion.



# 2025 Highlights

## Innovation and Growth

- Acquired Scrapingbee
- Launched Oxylabs AI Studio
- Reached 150 patents
- Introduced new Learning Management System

## Built trust

- Expanded ISO certification
- Secured SOC 2 type 1 certification for key products
- Introduced Trust Center

## Fostered partnerships

- 4β pro bono projects
- Activities in associations
- Partnership with Sengirės Fondas to protect Lithuanian old-growth forest

## Engaged and educated communities

- OxyCon leading data acquisition industry event
- Cybersecurity training for employee's parents & Summer camp for employee's children
- Facilitated various lectures on professional and personal growth to employees

## Collected awards

- Diversity encouraging Company of the Year
- Project 4β won two Anthem Awards: Silver And Community Voice

# Membership in Associations

Over the years, Oxylabs has either joined or co-founded numerous organizations and associations dedicated to advancing ethical and sustainable business practices, inclusion, development, and cybersecurity.

## The Ethical Web Data Collection Initiative (EWDCI)

In 2022, Oxylabs co-founded the [Ethical Web Data Collection Initiative](#) (EWDCI) in collaboration with the Internet [Infrastructure Coalition](#) (i2Coalition). This international collective of ethically-minded web data collectors champions common standards and best practices for the web intelligence industry. The EWDCI acts as the collective voice for industry leaders, working together to educate the sector on responsible web data gathering, enhance online safety, and assist businesses in making educated decisions regarding data acquisition. The association expanded its membership in 2025.

## Unicorns Lithuania

Oxylabs joined [Unicorns Lithuania](#), a startup community that aims to mobilize both startups and the public to develop Lithuania into a thriving, modern country focused on a high value-added economy. Our membership supports the strengthening of the Lithuanian startup ecosystem through the sharing of our expertise and experience.

## The Lithuanian Diversity Charter Association

Oxylabs is a member of the [Lithuanian Diversity Charter Association](#), which serves as the national branch of a global effort to promote Diversity and Inclusion (D&I) within businesses, public institutions, and non-profit sectors. We conducted three internal surveys with the Association's help, regularly participate in their educational programs, and collaborate to further D&I within Oxylabs. In 2025, Urtė Karklienė, our Sustainability Manager, was appointed to the Lithuanian Diversity Charter board.

## The Global Cyber Alliance (GCA)

Reflecting our commitment to cybersecurity, Oxylabs joined the [Global Cyber Alliance](#) (GCA). This non-profit organization is devoted to improving internet safety by minimizing cyber risks. The GCA and

its members work to achieve this by bringing communities together, developing and freely deploying effective tools and programs, and measuring their impact.

## The European Cyber Security Organization (ECSO)

Oxylabs maintains membership in the [European Cyber Security Organization](#) (ECSO). ECSO is a European, cross-sectoral organization with over 300 members from the cybersecurity sector, focused on developing cybersecurity communities and strengthening the European cybersecurity ecosystem.

## The Lithuanian Association of Data Protection Officers (LDAPA)

In 2025, Oxylabs became a member of both the [Lithuanian Association of Data Protection Officers](#) (LDAPA) and the [International Association of Privacy Professionals](#) (IAPP). These organizations unite experts in data protection and security from public and private sectors, along with businesses and other groups focused on information security and personal data protection.

# Oxylabs Governance

## Management structure

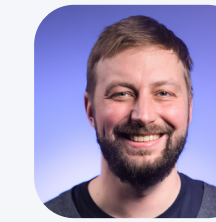
The general meeting of shareholders (GMS) and the head of the company (the CEO or Chief Executive Officer) are the central parts of Oxylabs' management structure. The CEO is nominated by the GMS and acts as the main governing body that is responsible for the day-to-day activities of the company. GMS 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.

The CEO works closely with the leadership teams (as shown below) and different departments without formal procedures, getting expert advice for strategic company decisions.

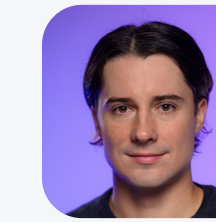
### The leadership team in 2025



**Julius Černiauskas**  
CEO | Chairman of the Board at Oxylabs group\*



**Juras Juršėnas**  
Chief Operating Officer (COO)



**Jurgis Gabrielius Rudgalvis**  
Chief Financial Officer (CFO)



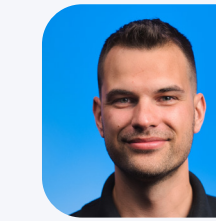
**Laimonas Greičius**  
Finance Director



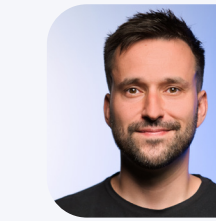
**Marija Gecaitė**  
Chief of Staff (CoS)



**Denas Grybauskas**  
Chief Governance and Strategy officer (CGSO)



**Vaidotas Šedys**  
Chief Risk Officer (CRO)



**Vytautas Kirjazovas**  
Head of Communications



**Urtė Karklienė**  
Sustainability Manager



**Živilė Pilkauskienė**  
Head of Human Resources

30% of our leadership employees are female. 100% of the leadership team falls within the 30–50 age group

\*CEO until March 31st 2026; Chairman of the Board at Oxylabs group from April 1st 2026



## Organizational structure

Oxylabs has over 20 departments, most of which are divided into smaller teams. The largest departments by 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 accelerate the acquisition of large-scale web intelligence, we continually explore 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.

## Management team's performance evaluation

Our core and extended management teams' leadership competencies are assessed in the Annual Engagement Survey, in addition to bi-annual performance evaluations.

The last survey results indicate strong confidence in leadership: 88% of people trust Oxylabs group senior management (a score increase from 4.17 to 4.27 out of 5), and 89% believe their direct manager possesses the right skills to lead the team, highlighting particular strength in technical expertise, communication, and support.

In 2025, we also measured the Leadership NPS score by asking:

"How likely are employees to recommend their direct manager?"

The score (62) reveals increasing trust in direct management (up from 57 last year).

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

# 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, obtain advice, and respond quickly to necessary changes or improvements.

We separate our internal and external stakeholders based on their needs and the way we engage with them.

Internal stakeholders	How we engage	Purpose of engagement
Shareholders	The CEO reports directly to the shareholders	Aligning business decisions with the shareholder's vision
Employees	<ul style="list-style-type: none"> <li>• Employment relations, including health and safety procedures</li> <li>• Personal development plans</li> <li>• One-on-one meetings</li> <li>• Internal communication channels: events, OKR meetings, newsletters, digital communication boards</li> <li>• Surveys:               <ul style="list-style-type: none"> <li>- Annual Engagement Survey</li> <li>- Annual Diversity Survey</li> <li>- Annual Engagement Pulse Survey</li> <li>- Team workshops following the survey results</li> </ul> </li> <li>• Involvement in policy updates               <ul style="list-style-type: none"> <li>- Employee involvement in consultations on new policies</li> <li>- In specific cases, all employees can participate in creating/improving company policies</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Fostering a trust-based working environment</li> <li>• Incorporating employee perspectives</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Standard employee engagement tools</li> <li>• Additional management meetings and L&amp;D possibilities</li> </ul>	Continuous development of leadership capabilities

External stakeholders	How we engage	Purpose of engagement
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Vigorous supplier selection and onboarding process</li> <li>• Supplier due diligence procedures</li> <li>• Periodic suppliers review process</li> <li>• Regular communication</li> </ul>	<ul style="list-style-type: none"> <li>• Risk management</li> <li>• Compliance with our code of conduct</li> <li>• Reliable partnership</li> </ul>
<b>Customers</b>	<ul style="list-style-type: none"> <li>• A robust KYC process for new customers</li> <li>• Periodic reviews for current customers</li> <li>• Customer support and guidance mechanisms</li> <li>• Dedicated surveys</li> <li>• Diverse customer-related events</li> <li>• Trust center</li> <li>• Client meetups</li> <li>• Face-to-face meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Risk management</li> <li>• Product improvement</li> <li>• Delivering value to customers</li> </ul>
<b>NGOs and local communities</b>	<ul style="list-style-type: none"> <li>• Various financial and non-financial partnership projects, pro bono work, and educational initiatives with nonprofits organizations, universities, and communities</li> <li>• Oxylabs also contributes its expertise to multiple research projects and knowledge-sharing events</li> </ul>	<ul style="list-style-type: none"> <li>• Society education on our industry and its challenges</li> <li>• Community education on various social challenges</li> <li>• Contributing to local and global initiatives</li> <li>• Supporting long-term social changes in the society</li> </ul>
<b>Public institutions</b>	<ul style="list-style-type: none"> <li>• Necessary reporting activities for public institutions</li> <li>• Ensuring our business processes comply with legal requirements</li> <li>• Through the initiative Project 4β, Oxylabs develops pro bono partnerships, supporting socially important public missions</li> </ul>	<ul style="list-style-type: none"> <li>• Regulatory compliance</li> <li>• Enhancing credibility and trust</li> <li>• Facilitating partnerships</li> </ul>
<b>Industry associations and peers</b>	<ul style="list-style-type: none"> <li>• Participating in knowledge-sharing activities</li> <li>• Joint programs</li> <li>• Other initiatives with market-leading web intelligence companies</li> </ul>	<ul style="list-style-type: none"> <li>• Seeking an open dialogue on strategic directions of the industry</li> </ul>

# 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 that draws on industry best practices and incorporates insights from internal stakeholders and external partners.

## Materiality assessment process

We conducted our materiality assessment in 2023 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 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 the most relevant and significant material topics for our business and stakeholders. These material topics serve as the foundation for our sustainability strategy and reporting.

As the implementation of CSRD was postponed to 2028, we plan to conduct a double materiality assessment in the coming years.

## 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 and Information Management
- Cybersecurity

# Environment

# Our Carbon Footprint

In 2025, we analyzed our CO2 emissions, which increased in comparison to 2024. 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 2025, we maintained existing partnerships and initiated new ones. The organizations we worked with include the Ancient Woods Foundation and the Environmental Protection Department of Lithuania.

In 2025, 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
<b>Scope 1 emissions</b>	Direct GHG emissions from company-owned or controlled sources, such as real estate, vehicles, and fugitive emissions	Fugitive emissions
<b>Scope 2 emissions</b>	Indirect emissions associated with energy purchased from utility providers, such as electricity or heating	Emissions associated with electricity, heating, and cooling
<b>Scope 3 emissions</b>	Indirect upstream emissions that occur in the value chain of the reporting company	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 2025 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 and other international databases and, if necessary, relevant country-specific reports and scientific articles.

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

#### Oxylabs GHG emissions inventory 2022–2025 (t CO<sub>2</sub>eq)

Scope	Category	2025 (t CO <sub>2</sub> e)	% of Total	2024 (t CO <sub>2</sub> e)	% of Total	2023 (t CO <sub>2</sub> e)	% of Total	2022 (t CO <sub>2</sub> e)	% of Total
Scope 1	Fugitive emissions	0	0	0	0	0	0	7.7	0.5
Scope 2	Purchased electricity (market based)	9.1	0.3	8.4	0.3	25.6	1.1	82.4	5.2
	Purchased electricity (location based)	40.9		73.3		191.9		66.1	
	Purchased heat	34.4	1.0	37.3	1.5	51.3	2.1	18.5	1.2
Scope 3	Purchased goods and services	2,948.2	83.6	1,244.2	51.2	1,382.8	56.8	1,228.1	76.8
	Fuel and energy related emissions	28.9	0.8	33.4	1.4	44	1.8	19.3	1.2
	Waste generated in operations	2.7	0.1	3.3	0.1	6.9	0.3	4.4	0.3
	Business travel (trips and hotels)	388.8	11.0	973.3	40.1	776.1	31.9	156.4	9.8
	Employee commuting & homeworking	114.6	3.2	128.8	5.3	149.4	6.1	82.5	5.1
	<b>TOTAL CARBON FOOTPRINT (t CO<sub>2</sub>eq/year) market-based</b>	<b>3,526.8</b>	<b>100</b>	<b>2,428.8</b>	<b>100</b>	<b>2,436.2</b>	<b>100</b>	<b>1,599.3</b>	<b>100</b>
	<b>TCO<sub>2</sub>e/1 Employee</b>	<b>8.1</b>		<b>5.7</b>		<b>6.2</b>		<b>6.01</b>	
	<b>Purchased carbon credits</b>	1300		1200		1053		800	

In 2025, our total **market-based carbon footprint increased** to 3,526.8 t CO<sub>2</sub>e, up from 2,428.8 t CO<sub>2</sub>e in 2024, representing a **45%** increase year-over-year. This rise was primarily driven by a significant increase in Scope 3 emissions.

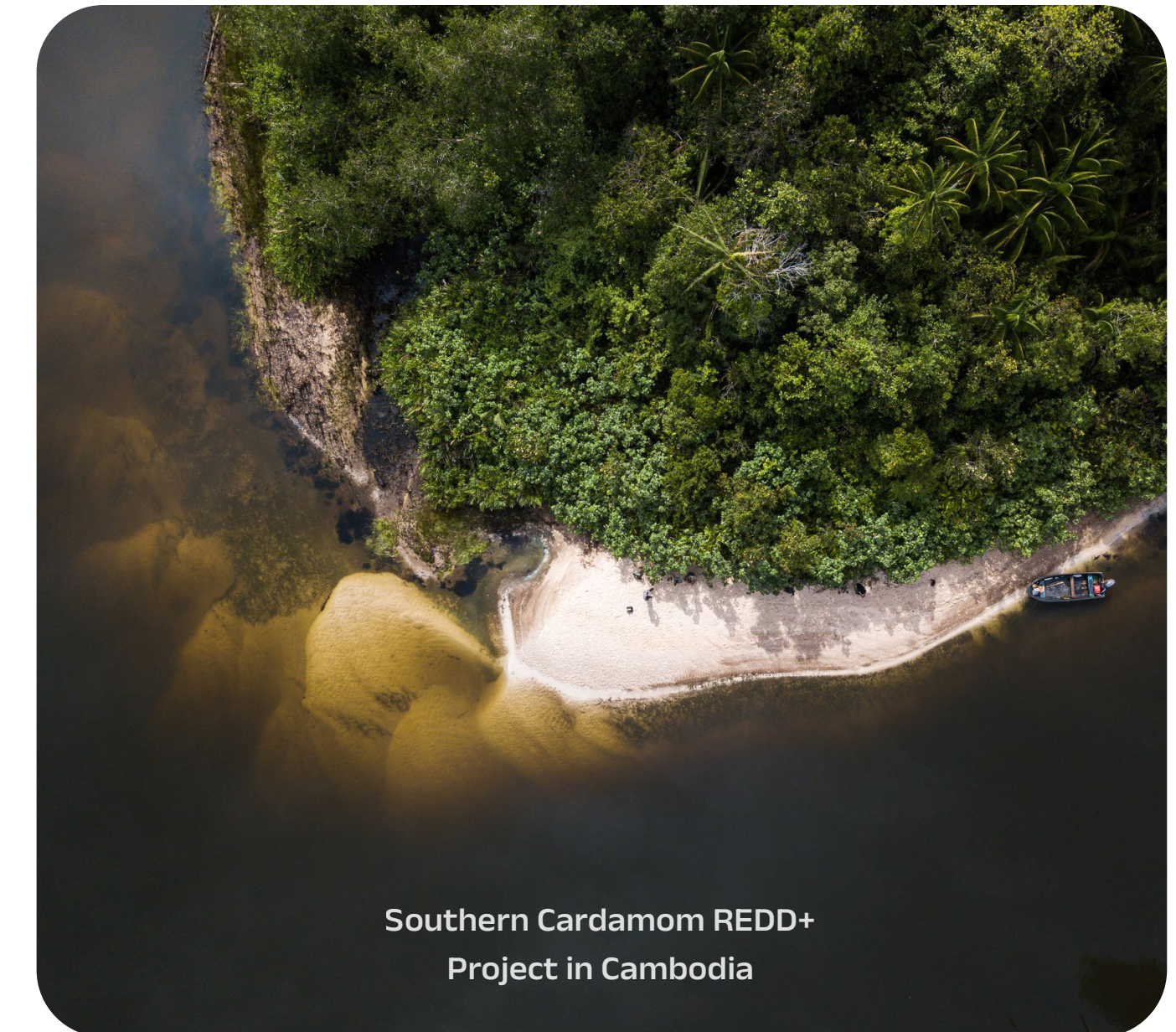
**Scope 3 emissions accounted for over 98% of our total footprint**, while Scope 2 contributed approximately 1.2%, and Scope 1 emissions remained zero, consistent with previous years.

The most notable change in 2025 was a substantial increase in emissions from **purchased goods and services, which rose to 2,948.2 t CO<sub>2</sub>e, accounting for 83.6% of total emissions** (up from 51.2% in 2024). This increase is mainly attributable to higher sales of our services and increased professional services and server rent emission factors. As a result, purchased goods and services became the dominant source of emissions in 2025.

In contrast, **business travel emissions decreased significantly by 60%, from 973.3 t CO<sub>2</sub>e in 2024 to 388.8 t CO<sub>2</sub>e in 2025**, reducing their share of total emissions from 40.1% to 11%. This is a temporary decrease as in 2025 we did not have our workation abroad. In 2026 business travel emissions will increase more to the levels of 2024.

**Emissions intensity increased** in line with total emissions, with emissions per employee rising to 8.1 t CO<sub>2</sub>e, compared to 5.7 t CO<sub>2</sub>e in 2024, indicating that operational growth outpaced emissions efficiency improvements.

To mitigate our climate impact, **we increased our use of carbon credits to 1,300 t CO<sub>2</sub>e, covering approximately 37% of total emissions**. While this represents an increase in absolute terms compared to 2024, the share of emissions covered decreased due to the overall growth in emissions.



Overall, the 2025 results highlight the importance of focusing on Scope 3 emissions—particularly purchased goods and services—as the primary driver of our carbon footprint going forward.

# Climate Contribution

In 2025, we evolved our climate contribution strategy to further strengthen the integrity, transparency, and long-term impact of our carbon credit investments. Building on our previous support for forest conservation in Peru, we transitioned from a single-project approach to a **diversified portfolio of high-quality climate projects across multiple regions**.

Our updated portfolio combines **avoided deforestation and carbon removal initiatives**, allowing us to contribute both to the protection of existing ecosystems and the restoration of degraded landscapes.

The largest share of our contribution (46%) supports the **Katingan Peatland Restoration and Conservation Project in Indonesia**, one of the world's most significant peatland conservation initiatives. The project protects nearly 150,000 hectares of carbon-rich peat swamp forest, a critical habitat for endangered species such as orangutans, while working closely with local communities across dozens of villages to promote sustainable livelihoods and reduce pressure on forest ecosystems.

We further diversified our impact by allocating 38.5% of our portfolio to the **Southern Cardamom REDD+ Project in Cambodia**, which safeguards one of Southeast Asia's largest remaining rainforests. The project delivers strong biodiversity and climate benefits, while

supporting local communities through sustainable development programs and forest protection initiatives.

To complement avoided emissions, we invested 15.5% in the **Reforestation of Degraded Lands Project in Sierra Leone**, a carbon removal initiative focused on restoring previously degraded areas through afforestation. This project contributes to long-term carbon sequestration while creating local employment opportunities and supporting community development.

Together, these projects form a balanced portfolio that reflects our commitment to **high-integrity, independently verified climate action**. All supported projects are certified under the Verified Carbon Standard (VCS) Program by Verra and, where applicable, include Climate, Community & Biodiversity (CCB) certifications, ensuring measurable environmental and social benefits.

Through this diversified approach, we continue to contribute to global climate mitigation efforts while supporting biodiversity conservation and improving livelihoods in vulnerable regions worldwide.



Southern Cardamom REDD+  
Project in Cambodia

# Environmental Action

In 2025, Oxylabs' "Project 4β" continued its partnership with the Environmental Protection Department (EPD) under the Ministry of Environment of Lithuania. Our team developed an Ads-Sites Web Crawler, a solution that helps the department's specialists automatically identify ads for potentially illegal products and services online. The pro bono project allows EPD to scan approximately 400 ads per week and minimize the amount of manual work (to only about 1 hour per week), not only saving time and resources but also enabling them to tackle more cases of illegal activities. In 2025, 17 investigations were initiated, and 4 violations were confirmed, resulting in fines and confiscations.

In 2025, we partnered with the [Ancient Woods Foundation](#) (Sengirės fondas). We have sponsored the campaign "Ancient Forest Residence" (Senamiškio rezidencijos), aiming to raise funds to protect 31 hectares of forest from economic activities. Our part helped to protect 2.6 hectares of the ancient Rusakalnio forest with its biodiversity in Lithuania. Hunting is prohibited in these forest areas. Scientific research is underway. Such an area of old-growth forest absorbs ~16.25 t CO<sub>2</sub>e annually, sequestering ~1,040 t of carbon.



Photo author: Rytis Petrauskas, Ancient Rusakalnio Forest

# 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.

In 2024, the BREEAM Post Construction certification process (i.e., the final certification of the constructed building) was completed at the Cyber City office in Vilnius, and the "Excellent" rating was received. BREEAM assesses a building's sustainability based on factors such as energy, innovation, water, materials, and more.

Despite using 100% renewable energy, as in any regular business, we still generate emissions through our daily operations. However, we constantly aim to reduce our carbon footprint by focusing on optimization, automation, and the efficiency of business processes.

We care about what we buy—and what it leaves behind. This year, we introduced Sustainable Merch Purchase Guidelines. These guidelines highlight what to consider when choosing clothing, stickers, electronics, or other items.

In 2025, Oxylabs' Revenue Operations team implemented numerous improvements. Across multiple Salesforce and operational projects, initiatives focused on **digital transformation, automation, and process optimization**. Three main areas: reducing manual effort, optimizing resource use, and improving operational efficiency.

## Key initiatives:

- **Billing Automation:** Implemented credit-based billing, minimized error load for order creation, and automated order change tracking for the finance team. Reduced manual handling of billing and minimized errors in client invoicing.
- **Service Cloud Implementation:** Migration of support requests from JIRA to Salesforce, AI chatbot integration. Reduced redundant internal communications, streamlined customer support operations, and enabled faster case resolution. Automation and AI support a more effective use of people's time.
- **Self-Service Optimization:** Simplification of self-service flows and improved integration with payment providers. Decreased manual intervention and empowered teams operate more efficiently.
- **Training and Onboarding:** Comprehensive user onboarding for sales and account managers.
- **Operational Guild Introduction:** Established an Operational Guild to bring together operational stakeholders across teams and initiatives.

These improvements allow us to minimize manual effort, optimize resource usage, and improve operational efficiency.

## Waste

At Oxylabs, waste is mainly generated by the food provided to employees in the office kitchens and by the packaging of various products (electronics, etc.) purchased by the company. According to estimates, we generated around 16.8 tonnes of waste in our offices in Vilnius and Kaunas in 2025. This resulted in 2.7 tCO<sub>2</sub>e emissions, accounting for 0.1% of our total GHG emissions. This represents a decrease compared to 2024, when 19.6 tonnes of waste were generated—a reduction of 14%.

### Waste generation 2025\*

	General waste (kg)	Plastic (kg)	Paper (kg)	Glass (kg)	Organic waste (kg)
2025 one month	425	208	277	16	473
2025 total per month					1,399
Total, 2025 by category	5,100	2,496	3,324	192	5,676
Total, 2025					16,788

In 2025, we continued sorting organic waste with [Green Genius](#) and other Cyber City companies. All organic waste we generate is provided for the Green Genius biogas plant, which produces biogas/biomethane energy. This project allows Cyber City to extend the life cycle of food waste and decrease related GHG emissions.

\*Numbers are based on the average calculations based on the one month waste data from the Vilnius office divided by the average number of employees in Vilnius and Kaunas office.



## Electronic waste

As an IT company, we use a lot of electronic equipment. Our new employees can choose between a new or a used personal computer. Around one-third of newcomers chose to get a used one.

When it's necessary to replace company computers, our employees often take ownership of those devices, thereby extending their life cycles. In 2025, around 125 computers were sold to employees. We also donated 12 computers to Ukraine's defense forces, children, and libraries.

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

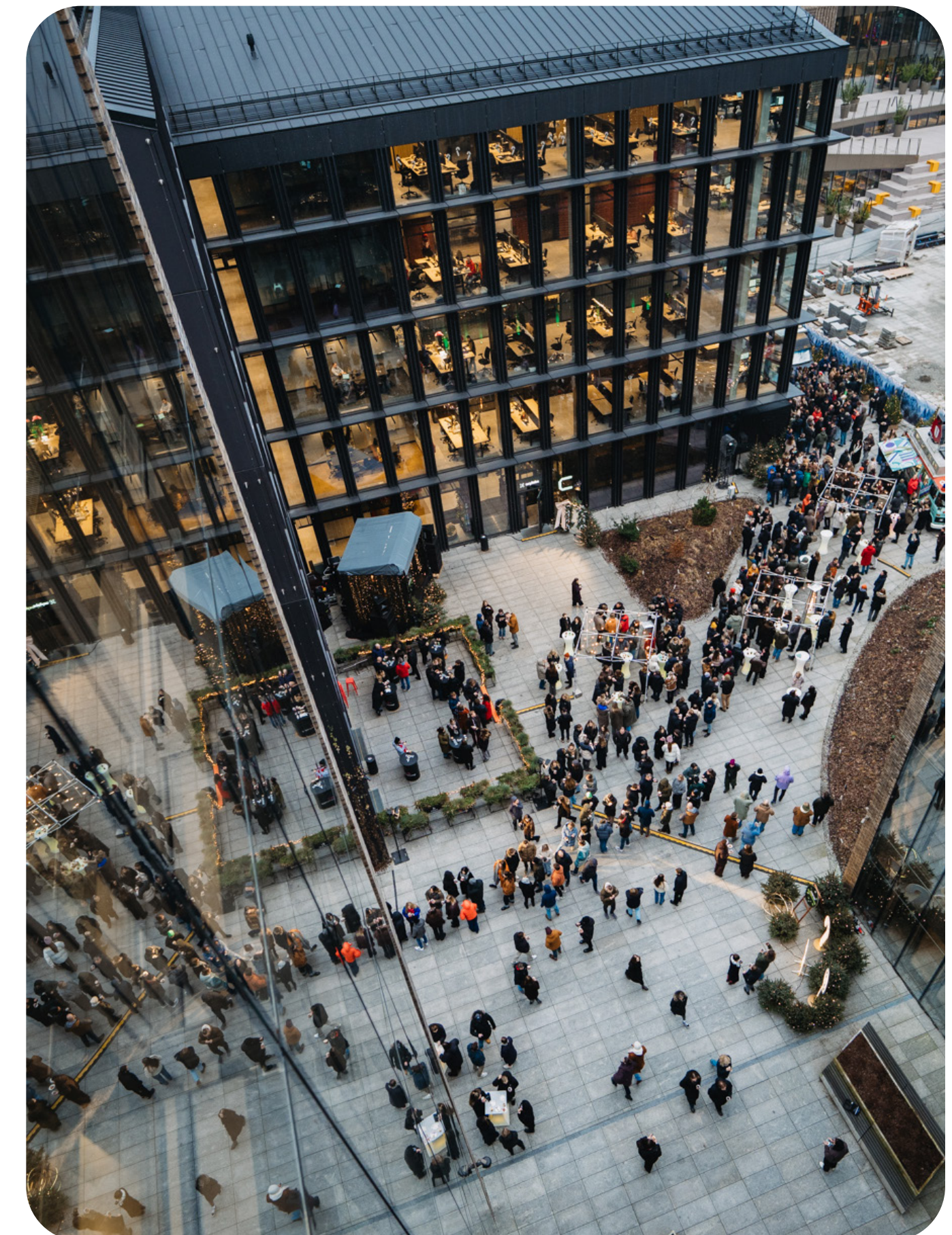
### Oxylabs energy consumption 2021–2025 in Vilnius and Kaunas offices

Consumption	2025	2024	2023	2022	2021
Electricity (MWh)	344.4	484.7	793	272.9	116.3
Heating & cooling (MWh)	344.4	372.6	513	184.9	96.5
Water (m3)	3,992	4,446	3,918	1,259	986

## 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 implement a range of energy, heating, cooling, and water-saving solutions.



# Social Impact

# Employees

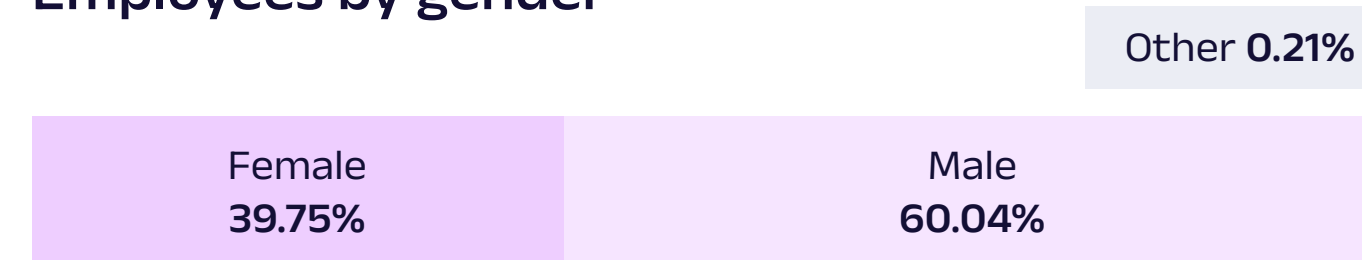
People are our business's backbone, and to answer their needs is among our core goals. We are committed to fostering a supportive work environment that prioritizes our team members' holistic well-being and professional growth.

## Employees in numbers

Total number of employees (headcount):

450+

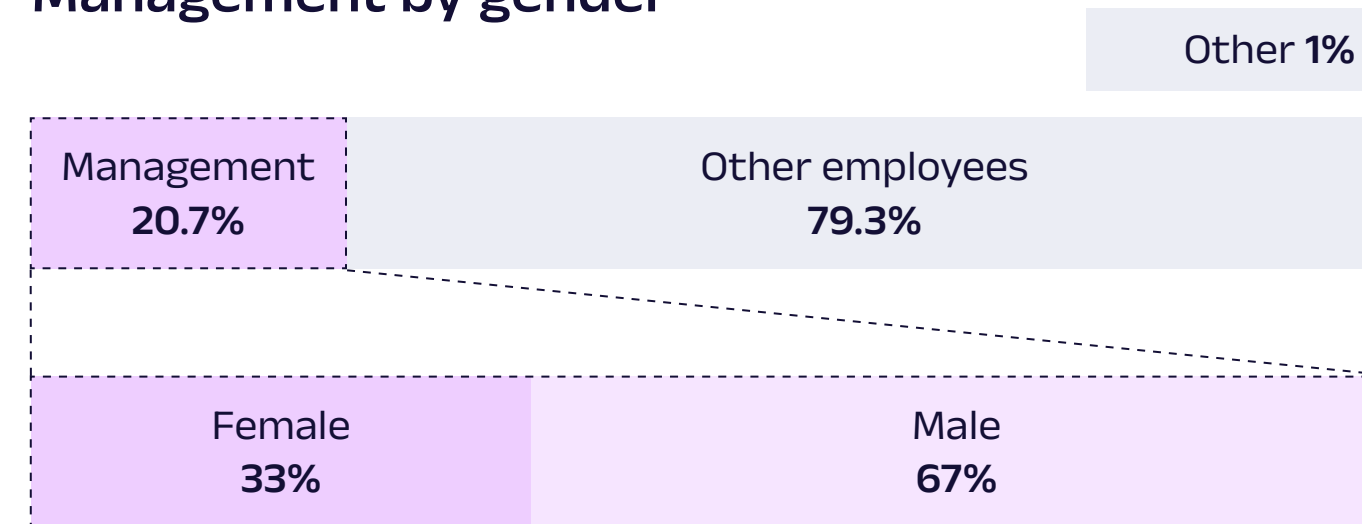
### Employees by gender



Last year, the number of women in the company stayed the same compared to 2024 (with a slight increase of 0.45%). The pay gap between women and men at Oxylabs was 24%, a slight increase compared to 2024 (23%). 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% of Oxylabs' tech and engineering employees are men, and 23% are women, which is the industry standard.

### Management by gender



The number of managers decreased by 1.1% compared to the previous year. The ratio of female managers decreased by 4%.



## Employees by nationality

Lithuanian	90.45%
Ukrainian	0.85%
American	1.6%
Belarusian	0.2%
Indian	0.85%
Spanish	0.64%
Slovenian	0.64%
Turkish	0.42%
Bulgarian	0.42%
Italian	0.2%
Australian	0.2%
British	0.42%
French	0.64%
Polish	0.64%
Nigerian	0.64%
Eritrean	0.2%

Azerbaijani	0.2%
Serbian	0.2%
Moroccan	0.2%
Brazilian	0.2%
Algerian	0.2%
Chinese	0.2%
Sri Lanka	0.2%

The percentage of Lithuanian and non-Lithuanian colleagues remained the same, however there were changes in which nationalities were represented, resulting from natural employee fluctuation.

## Employees by region

Lithuania	93.45%
Poland	1.06%
Algeria	0.21%
US	1,06%
Australia	0.21%
Brazil	0.21%
France	0.63%
India	0.63%
UK	0.63%
Spain	0.63%
Slovenia	0.63%
Ukraine	0.21%
Hong Kong	0.21%
Morocco	0.21%

## Employees by age group



Oxylabs is a relatively “young” company—the average age of our people is 31 years. The majority of our employees (72.1%) are younger than 35 years old.

## Management by age group



The number of managers decreased by 1.1% compared to the previous year. The ratio of female managers decreased by 4%.

## Health, safety, and well-being

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.

### 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.

This year, we also organized 2 onsite First Aid Training sessions for our employees.

There were no work-related injuries or fatalities from ill health during 2025.

## 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



## Employee perks

- Events and leisure activities
- Additional payouts on special occasions
- Employee stock ownership plan (ESOP)
- The third pillar pension program
- Equal benefits policy
- Parents and kids' room
- Silent room
- Fully stocked office kitchen and snacks
- Referral or inventor's bonus
- A library full of professional development books
- Electric vehicle and bike parking
- Additional vacation days
- Free coffee made by professionals onsite
- Partner discounts

## Work flexibility

Oxylabs thrives on its creative and active employees, who bring diverse interests and life goals to the workplace. The company is committed to fostering a high-performing, collaborative culture that respects the value of flexibility. Employees can work remotely for up to two days per week, subject to agreement with their managers, to accommodate their individual well-being and preferred work styles.

The foundation of work-life balance at Oxylabs includes:

- Three mandatory in-office days to ensure effective team engagement, collaboration, and alignment.
- The option for up to two remote work days weekly, currently observed every Tuesday and Wednesday (used by 98% of employees in 2025).
- Extended remote work arrangements, including working from home for prolonged periods or from abroad, are possible if discussed and agreed upon with managers in advance. In 2025, 33% of employees utilized this option, with 31% traveling abroad.
- Flexible working hours, where the emphasis is placed on the quality of work output rather than the time spent behind the desk.

The company encourages employees to openly communicate their work-life balance needs with their manager and team to find personalized solutions. This commitment cultivates a team spirit and sense of community, anchored by open communication and trust.

## Fun and collaboration

At Oxylabs, we have plenty of opportunities to socialize with colleagues and celebrate achievements both at the company level and with the wider Tesonet community.

### Objectives and Key Results (OKRs) events

Each quarter's OKRs are marked with presentations and celebrations with various activities, food, and drinks.

### Team buildings

Teams decide among themselves how to organize team building and use the quarterly team building budget allocated to each member.

### Other onsite activities

Plenty of small events and constantly available recreational facilities ensure we have time to recharge daily.

### Tesonet community events

As every year, in 2025, we socialized with peers from the entire Tesonet community in the Tesonet-wide Health Month, Earth Day, Move Challenge, etc.

## 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.

### Mixtape Fridays

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

### Sport communities

Open communities for cycling, running, volleyball, tennis, and basketball.

### Volunteering time off

Employees can use up to 4 hours off work every calendar year for volunteering activities. In 2025, 53 employees volunteered 203 hours with organizations such as the Food Bank, various animal shelters, the National Blood Bank, and others.

### Joining local initiatives

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

# Learning and Development

Oxylabs' employees have access to a range of internal and external training, conferences, and certifications. The most popular learning competencies in 2025 were related to sales, product knowledge, leadership, communication, and developing interpersonal relationships through team workshops.

**71%**

employees attended at least one internal training session

**14%**

of employees attended at least one external training

**13.9**

average training hours per employee

Hours	Female	Male	Other	All
Average training hours per employee	13.9	13.8	26.4	13.9
Average training hours per specialist	13.2	13.5	N/A	13.4
Average training hours per junior specialist	14.1	26.7	N/A	22.3
Average training hours per mid specialist	13.2	11.7	N/A	12.4
Average training hours per senior specialist	13.4	12.9	N/A	13.1
Average training hours per people manager	16.3	14.6	26.4	15.4
Average training hours per junior people manager	19.1	21.8	26.4	21.1
Average training hours per mid people manager	12.5	15.5	N/A	14
Average training hours per senior people manager	17.9	14.1	N/A	13.6

Calculations included internal and external training sessions, mandatory e-learning, product training for client-facing teams, conferences, and participation in the optional mentorship program. Calculations did not include time spent learning in online courses or attendance at external training organized outside the company.



## Internal training

### Product training

Workshops, seminars & Q&A sessions diving deep into our products, industry, and clients.

### Team workshops

Training for more effective teamwork, cross-team collaboration, motivation, and self-awareness.

### Professional training

Courses aimed at learning to work with specific tools and developing soft and hard skills.

### Personal effectiveness training

Training and techniques for effective self-management and leadership.

### Language courses

Lithuanian, English, and Chinese language courses.

## Leadership training

Oxylabs is a place where everyone has the opportunity to grow as a leader. We offer a wide range of leadership courses, from general leadership programs to training focused on specific management responsibilities 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. After completing internal training, managers are encouraged to continue developing their leadership skills through external support, including individual coaching sessions, group coaching, or formal leadership programs.

## New Learning Management System

This year, we successfully launched our new Learning Management System (LMS) Sana, transforming how we nurture and develop our talent. By automating and streamlining our onboarding process, we have created a seamless experience for every new team member from day one. Centralizing our mandatory compliance training alongside a dynamic library of role-specific skill development, the LMS ensures that growth is both targeted and measurable.

## Other resources to promote L&D

### Internal guilds

At Oxylabs, guilds are employee-driven initiatives that connect colleagues working on similar challenges. These communities provide a space to share experiences, discuss solutions, and learn from one another. Our guilds span multiple areas, including Data, Product, Infrastructure, Scraping, Frontend, and beyond.

### Community Groups

Community Groups (Employee Resource Groups) are also voluntary, employee-led initiatives built around a shared social identity or lived experiences (e.g., women in tech, international employees, working parents, mental-health challenges). This form helps to build a more diverse, equitable, and inclusive workplace by giving employees a platform to share their voices and connect.

### Mentorship through TesoXchange

TesoXchange is a mentorship program available to all employees in the Tesonet community. The four-month mentorship involves meetings between the mentor and the mentee, knowledge sharing, and focused feedback.

### Hungry talks

A series of events focused on timely learning and development topics. In 2025, sessions covered sleep and productivity, financial literacy, team dynamics, resilience, and leadership.

### Peer-to-peer Program

Our Peer-to-Peer Program connects employees with a wide network of experts across Tesonet. It provides an easy way to seek advice on specific challenges, gain fresh perspectives, and learn from colleagues with diverse expertise.

The program allows employees to book quick, ad hoc consultations with no long-term commitment—offering flexible, direct access to valuable insights whenever support is needed.

### Online learning platforms and subscription

Our employees have access to a range of online learning platforms and subscriptions, enabling them to develop their skills and learn at their own pace.

### Meet-ups

At Oxylabs, meet-ups are interactive gatherings on a variety of topics, from AI and creativity to technology trends. These sessions encourage employees to share their own knowledge, exchange ideas, and learn from each other's experiences. Meet-ups are a space to explore new perspectives, spark innovation, and connect with colleagues across different teams.



## External training and conferences

We focus heavily on learning and development and provide as many internal training and development resources 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 required training through internal offerings, there's an opportunity to request external training, a certificate, or a conference.

Oxylabs' people are also avid organizers and conference attendees. We find conferences to be 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 period.

## Regular performance and career development reviews for all employees

All employees receive a comprehensive performance review from their direct manager twice per year. 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 for a performance review to receive 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 daily challenges and how to overcome them.



# Talent Attraction, Retention, and Empowerment

## Employee satisfaction in numbers

Our employee net promoter score (eNPS), which indicates how likely an employee is to recommend the company as a workplace, was 61 in the 2025 survey. This represents a significant jump from our eNPS of 47 last year. Participation remains strong and consistent, with a 82% response rate—practically identical to last year's results. The eNPS values range from -100 to 100. Our score is higher than the average Lithuanian employer score range of 20 to 50.

Additionally, our leadership NPS scores remained high, rising from 57 to 62. While there's always room for growth, this improvement indicates that many of our employees feel appropriately supported, guided, and inspired by their leaders.

Engagement surveys and company feedback consistently show that our employees value working with smart, ambitious colleagues in a supportive, 'people-first' culture. The opportunity to grow, learn new skills, and advance internally is a key reason why people choose to build their careers with us.

At the same time, we are committed to continuous improvement. We recognize a need to strengthen how our teams work together and share knowledge—both of which are vital for our growth and alignment. Moving forward, we are making a dedicated effort to enhance cross-team collaboration.

61

Net Promoter Score (eNPS)

62

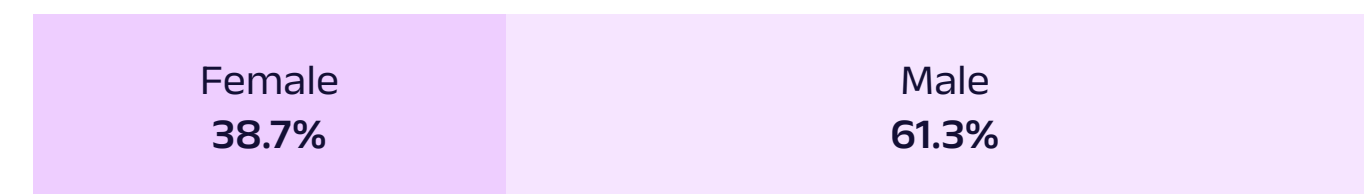
Leadership NPS



## New employee hires and employee turnover

New hires: 194 | Turnover rate: 24.9%

### New hires by gender



### Turnover by gender



### New hires by age group



### Turnover rate in different age groups



In 2025, new hires grew significantly by 56%, reflecting a renewed phase of expansion. This growth was driven by strengthened hiring efforts and increased business demand, while continuing to prioritize a high-quality employee experience and sustainable team development.

## New hires by region

Lithuania	91%
Poland	3.1%
Hong Kong	1.0%
Algeria	0.5%
US	0.5%
Brazil	0.5%
Spain	1.0%
India	1.5%
Slovenia	0.5%

## Turnover by region

Lithuania	89.7%
India	2.80%
US	1.87%
UK	1.87%
Latvia	1.87%
Hong Kong	0.93%
Poland	0.93%



## 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 team's general objectives, and how the employee's tasks relate to the team. To avoid information overload, newcomers receive their onboarding sessions gradually over the first few months of employment.

### Welcome waves with the CEO and top management

Newcomers 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.

#### Newcomer onboarding sessions

- HR onboarding session
- Intro to products
- Intro to OKRs
- Job-specific onboarding sessions

During 2025, we made onboarding more effective and added several company-wide courses (such as the newly created Intro to AI) and job-specific courses to our online learning platform. This has created a smoother experience for new employees, as they can access courses anytime.

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.

# Diversity, Inclusion, and Equal Opportunities

At Oxylabs, we believe that diversity and inclusion are essential for building a respectful, collaborative, and high-performing workplace. In 2025, we continued strengthening our commitment to equal opportunities by focusing on everyday behaviors, accessibility, and community engagement.

## Employee experience and insights

In 2025, we continued monitoring employee experience through internal surveys. The Oxylabs Pulse Survey (Q2 2025) showed strong results across all Diversity, Equity, and Inclusion (DEI) dimensions, with an average score of **4.45 out of 5**, indicating a positive and improving trend compared to the previous year.

4.40/5

Feel safe to report/speak up when they see or experience discrimination, mobbing, or different types of harassment

4.43/5

Believe that colleagues in our company are treated equally regardless of gender, age, sexual orientation, or other characteristics

4.40/5

Feel respected at work

4.52/5

Know how to act upon seeing or experiencing discrimination, mobbing, or different types of harassment

### Strengthening a respectful culture

- This year, our main Diversity & Inclusion focus was building a **healthier jokes culture and addressing unconscious biases**—both of which directly influence how people feel at work, how they collaborate, and how effectively the organization performs. We hosted several dedicated sessions for the HR team, managers, and all employees.

### Accessibility

- We conducted **Accessibility audits of our premises** for people with visual disabilities and neurodiversity. Based on the recommendations, we have already implemented several improvements and will continue expanding this work.
- Web accessibility:** to ensure digital accessibility, we prepared the Oxylabs website to meet accessibility requirements and will soon undergo an accessibility audit. Using the results and best practices, we will also review other product websites.
- Our Learning Management System Sana is designed around **WCAG 2.1 AA accessibility standards** with features like video transcriptions/subtitles, keyboard-friendly navigation, and AI-driven color contrast warnings for content creators.
- This year, for the first time, we evaluated our **2024 Impact Report** against accessibility standards.

### Strengthening our community

- In partnership with the Lithuanian Diversity Charter, we joined an **internship program for talented refugees and migrants**. After intercultural training and a successful internship period, two of the three participants continued employment with us.
- We participated in the **Baltic Pride 2025** march in Vilnius for the third consecutive year.
- Introduced **the Community groups policy** to support voluntary, employee-led groups formed around shared identities, experiences, or interests.



### Supporting broader communities

- We continued our successful cybersecurity education initiatives, including online training for employees' parents in January and in-person training for people with disabilities from SOPA in November.
- We further strengthened collaboration with **Women Go Tech**, supporting women's transition into tech careers through mentorship and education.
- We launched a new partnership with the **Lithuanian Society of Special Creativity Guboja**, supporting their efforts to defend the rights of people with disabilities. They will help us enhance web accessibility, while our support will enable their orchestra to participate in events across Lithuania.
- In November, we invited schoolchildren to participate in **the Lithuanian Junior Achievement job shadowing program** to explore future career opportunities.

### Sharing experiences

- Our sustainability manager, Urtė Karklienė, joined the board of the Lithuanian Diversity Charter.
- We continue to share our Diversity & Inclusion experience through conferences and public events.
- For example, our leaders continue to advocate for female careers in tech through meaningful industry partnerships. In 2025, frontend developer Simona Gribulytė participated in a Women Go Tech webinar—**AI Is Everyone's Business: How AI Is Transforming Roles Across Tech**—speaking on the rise of AI-driven frontend development. Lead Talent & Development Partner Ieva Veklenko also partnered with Women Go Tech, contributing a blog post on navigating the fear of failure and the role setbacks play in professional growth.

### Safe reporting and accountability

- All cases of discrimination, harassment, or inappropriate behaviour are handled in line with our **Policy on Prevention of Violence and Harassment at Work**.
- Employees can report concerns to their manager, HR, HR Business Partner, or via the anonymous **Speak Up** channel. Each case is investigated with the aim not only to resolve the situation but also to prevent similar issues in the future.

# Industry Education

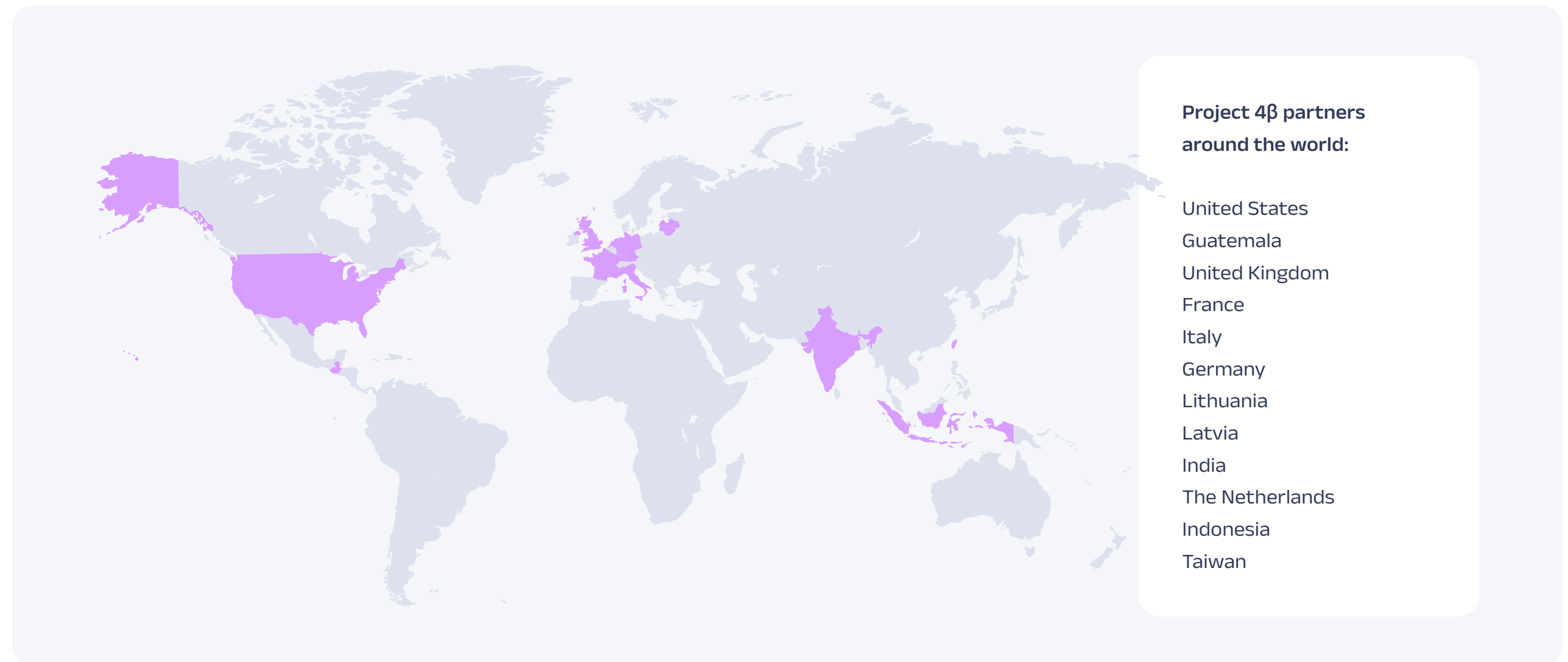
## Developing partnerships through Project 4β

With responsibility and meaningful impact at the core of our culture, in 2025 we remained committed to supporting academics, researchers, and public-interest organizations advancing the public good through our pro bono initiative, [Project 4β](#).

Project 4β exists to help tackle critical research questions and missions through the power of global public web data. By sharing our expertise, infrastructure, and resources at no cost, we enable our partners to maximize their research impact, deepen their understanding of the digital world, and unlock the full potential of data-driven intelligence.

From exposing disinformation to uncovering organized crime and protecting democratic values, today's most pressing challenges demand open access to data. Through Project 4β, we empower researchers, journalists, and nonprofits with the technology they need to confront these issues and turn information into impact.

Julius Černiauskas | Chairman of the Board at Oxylabs group



## Academia

In 2025, Oxylabs' Project 4β collaborated with students, professors, and researchers from the University of Warwick, Princeton University, the University of Birmingham, Birmingham City University, Carnegie Mellon University, and MIT. 4β supported the [ISM vibecoding hackathon](#).

## Investigative journalism

In 2025, we reaffirmed our dedication to supporting investigative journalists in their crucial mission to uncover the truth. We continued our partnerships with Debunk.org, Civic Resilience Initiative, Bellingcat, and The Pulitzer Center. We welcomed new organizations, including Follow the Money, Doublethink Lab, CeMAS, Insight Crime, and the Data and Research Center (DARC).

Democracies are under extreme pressure from information manipulation. Civil society confronts a tough strategic landscape as cynical actors deliberately erect barriers to threat monitoring. At this crucial moment in history, Oxylabs' generous support enables us to overcome barriers to data access, allowing us to detect and counter information threats to our democracies.

Tim Niven | Deputy CEO of Doublethink Lab

InSight Crime is excited to partner with Oxylabs, which is helping us do the vital research and investigations around the key threat in the Americas: organized crime. With Oxylabs' assistance, we are pushing the boundaries of the conventional understanding of criminal organizations and their influence.

Steven Dudley | Co-founder and co-director of InSight Crime

Oxylabs' infrastructure has proven to be a reliable and valuable resource for our investigative work. Access to a robust residential proxy network supports our mission to tell stories that show how the world works, triggering positive change.

Pierre Romera Zhang | Chief Technology Officer at ICIJ

## Recognition

We're proud to announce that our pro bono initiative, [Project 4β](#), has been recognized at The 5th Annual Anthem Awards with a Silver Award and the Community Voice Award, voted by the public, in the [Responsible Technology: Team & Internal Initiatives—Corporate Social Responsibility](#) category.

Selected from over 2,000 submissions across 42 countries, the 5th Annual Anthem Awards honor exceptional social impact work. This standard is reflected in Project 4β's contributions, such as monitoring disinformation and emerging threats, supporting investigative journalism, and enabling environmental, economic, and political research.

## Hosting OxyCon and webinars

Oxylabs hosted the 6th edition of its flagship web scraping conference, bringing together the global data-gathering community both online and in person. The continued growth in attendance and visibility highlights OxyCon's strong position as a leading industry event that fosters knowledge sharing and collaboration within the data-gathering ecosystem.

**17**  
speakers

**4,420**  
attendees

**4.8\***  
satisfaction  
rate

\*4.8 out of 5

The team delivered five educational webinars covering key industry challenges and emerging trends. Topics included applying AI to large-scale web scraping and parsing, optimizing open-source tools for more efficient data operations, addressing the biggest data-gathering challenges of 2025, and ensuring sustainable, compliant access to public web data.

## Participating in external conferences

Throughout 2025, Oxylabs participated in five major international conferences across the AI, e-commerce, and cybersecurity sectors. With on-site booths and speaking engagements, the team showcased Oxylabs' solutions, shared expertise, and engaged directly with global industry audiences.

## Organizing client meetups

Oxylabs organized and hosted three in-person client meetups in Bangalore, San Jose, and New York City. These gatherings enabled meaningful face-to-face conversations, strengthened long-term relationships, and provided valuable insights directly from clients.

## Strengthening tech and education communities

In 2025, Oxylabs hosted three developer meetups and other tech industry events. Throughout the year, we also sponsored five tech conferences, [PyCon](#), [DevOps Days](#), [Tech Mugè](#), [BSides](#), and [Game ON—CS2 Creators Showdown](#). These are among the most prominent European events attracting developers, CTOs, and tech team leads.

We also invest in our young generation, thus we partner with educational institutions (ISM, Vilnius University, Turing College, Kauno mokslo ir technologijų parkas, HSBA Hamburg School of Business Administration, etc.), support students' research projects, sponsor hackathons, participate in Lithuanian Junior Achievement Shadowing projects, and have various other forms of collaboration.

These 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.



# Giving Back to the Community

Contributing to community well-being remains an integral part of Oxylabs' CSR agenda, fostering stakeholder trust, employee engagement, and long-term social impact.

Throughout 2025, we devoted **approximately €89,000** to various financial and non-financial initiatives supporting communities in need and strengthening the broader tech ecosystem.

A significant share was allocated to charitable organizations, making a tangible impact. These contributions supported initiatives assisting Ukraine (Back to Life, Blue/Yellow), helping children and adults with disabilities (Guboja), and ensuring that vulnerable groups, such as hospitalized children and elderly people, receive care and attention (Niekieno vaikiai, Maltiečiai).

We also contributed to environmental protection by safeguarding **2.6 hectares of the Rusakalnis ancient forest** in partnership with the Ancient Woods Foundation—an investment in long-term biodiversity and climate resilience.

**Our support extended beyond financial contributions.**

**In 2025:**

- **12 computers** were donated to libraries, children, and defense efforts in Ukraine and Lithuania, helping extend access to technology and education.
- **203 volunteering hours** were contributed by **53 employees**, supporting organizations such as the Food Bank, animal shelters, and other community initiatives.
- During our annual initiative **"You Donate, We Double"**, employees raised **€15,030**, which Oxylabs matched—supporting elderly people, children in care institutions, and those affected by the war in Ukraine.
- Together, we fulfilled **86 children's Christmas wishes**, bringing tangible support and joy to daycare centers.

Beyond measurable contributions, our employees actively engaged in additional initiatives—mentoring students through Junior Achievement, delivering lectures with Women Go Tech, and contributing pro bono work through Project 4β.



These efforts reflect our commitment to creating meaningful impact not only through financial support but also through knowledge-sharing, volunteering, and long-term partnerships with communities.

# Industry Recognition



In 2025, Oxylabs won three awards and was shortlisted for two others.

## Oxylabs' Project 4β won two Anthem Awards: Silver and Community Voice

The awards, one of which is voted on by the public, recognize corporate social responsibility demonstrated in our efforts to advance socially beneficial missions of our partners with pro bono access to technology.

## National Responsible Business Awards 2025, Diversity Encouraging Company of the Year

Our actions to give back to the community, from a pro bono partnership with the Communications Regulatory Authority of the Republic of Lithuania to the "You Donate—We Double" employee initiative, have been recognized in the Big Companies category.

Oxylabs were also finalists in:

- **Web Awards** – Apps & Software – Developer Tools
- **DataIQ 2025 awards** – in the People and Teams – Best Place to Work category

# Governance

# Innovation and Infrastructure

Oxylabs is home to many innovators and 29 inventors who work tirelessly to provide the best software infrastructure for our clients. We retain our status as industry leaders in innovation by continually introducing new products and patented solutions, and by investing in research and development to generate ideas for the web intelligence acquisition technology of the future.

## Research and development

In 2025, Oxylabs continued to expand its global patent portfolio, with innovation efforts closely aligned with the company's core products and their future development. This year, the portfolio saw notable growth, reflecting a sustained commitment to innovation and IP protection. The total number of granted patents increased substantially. This progress was driven by an increase in patents granted across Europe and other key regions, including Hong Kong, Singapore, Canada, and Mexico. Furthermore, this year Oxylabs continued filing priority patent applications and requests for the extension of the geographical protection. Growth in the patent portfolio was mainly driven by Residential Proxies, Scraper APIs

together with Web Unblocker. This is shown by several European patents along with their national validations, complemented by multiple grants in the United States. European patents and their national validations were also secured for Datacenter Proxies technologies, marking a notable expansion in that segment.

In April 2025, Oxylabs contributed to organizing and participated in the first Lithuanian Intellectual Property Community Event in Vilnius. This professional gathering was dedicated to Intellectual Property practitioners and focused on the theme "Intellectual Property in Lithuania: Directions of Innovation, Artificial Intelligence and Sustainability." The event brought together Intellectual Property professionals to discuss current challenges and opportunities in the Intellectual Property field, with particular focus on how Artificial Intelligence impacts Intellectual Property practices and the development of sustainable Innovation. This initiative represents an important step in strengthening the Lithuanian Intellectual Property professional community and promoting better collaboration between businesses and Legal experts in the Intellectual Property sector.

150

Total number of Oxylabs' patents

85

Total number of the US patents

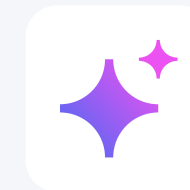
45

Patents obtained worldwide in 2025

# 2025 Oxylabs Product Updates

## Powering the era of autonomous web intelligence

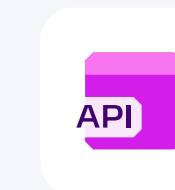
In 2025, web intelligence transitioned from a competitive advantage to the fundamental substrate for AI-driven innovation. As businesses deploy autonomous agents and complex LLM workflows, the demand for resilient, structured, and "self-healing" data access has reached an all-time high. This year, Oxylabs has focused on bridging the gap between raw web access and actionable intelligence through AI-native tools and a more transparent, unified infrastructure.



### The Evolution of Intelligent Parsing

Following its 2024 debut, **OxyCopilot v2** has evolved into a robust management engine that eliminates the fragility of traditional web scraping. It has moved beyond simple code generation to offer a persistent, adaptive logic layer.

- **Persistent Instruction IDs & API Integration:** Users can now save generated parsing instructions directly within the UI or via a new dedicated API. By assigning a unique Instruction ID, developers can apply the same logic across millions of requests, ensuring consistent structured data output without regenerating prompts.
- **Auto-Healing Functionality:** Website layouts are notoriously dynamic. OxyCopilot v2 addresses this with an industry-leading auto-healing feature. If a target website changes its structure, the system automatically detects the failure and regenerates the parsing instructions in real time, maintaining data pipeline integrity without manual intervention.
- **Unified UI & API Workflow:** Seamlessly move from the Web Scraper API Playground to production environments with significantly higher accuracy. Enhanced LLM training specifically for web structures ensures that even complex, nested e-commerce attributes are identified with precision.



### Precision Pricing & The Path to Unity

In 2025, we overhauled our pricing to reflect the actual value delivered rather than technical limitations. We have moved away from the "JavaScript vs. No-JavaScript" binary to a more granular, **website-based pricing model**.

- **Optimized Costs:** Self-service and enterprise customers now benefit from lower rates tailored to high-traffic targets such as search engines and major e-commerce platforms. This ensures you only pay for the complexity of the specific target you are reaching.
- **Vision for 2026:** This shift is the first phase of our transition toward a **unified platform**. By 2026, a single subscription will grant frictionless access to the entire Oxylabs ecosystem, combining proxies, scrapers, and AI tools into a cohesive, powerful experience.



## Built for the AI Agent Era

The **Headless Browser** is a remote headless solution designed to handle the modern web's most sophisticated detection systems while offloading all infrastructure management from the user. It is the first browser solution built specifically for the age of autonomous agents.

- **Native MCP Integration:** For developers building with Claude, Cursor, or other AI agents, the Unblocking Browser features native support for the **Model Context Protocol (MCP)**. This allows AI models to "see" and interact with the live web, making it the ideal execution environment for autonomous research agents.

- **Integrated Stealth & Headless Efficiency:** The browser automatically manages headers, cookies, and dynamic fingerprints to ensure every request mimics a legitimate user. It handles complex JavaScript execution and page interactions (scrolling, clicking, hovering) through a simple API, removing the need for local infrastructure management.
- **Seamless AI Agent Compatibility:** Designed for the modern developer, it bridges the gap between static data extraction and autonomous browsing. It provides a remote environment where AI agents can perform real-time research, data collection, and complex web navigation without being flagged by sophisticated detection systems.



## Enterprise Quality, Self-Service Speed

Oxylabs has significantly scaled its ISP proxy infrastructure, providing the highest network reputation on the market with the speed of a datacenter proxy infrastructure.

- **Premium Global Reach:** Our pool now includes high-reputation IPs from **17 countries** and **23 premium ASNs**, including tier-1 providers like **Orange, Comcast, Vodafone, and AT&T**.
- **Direct Access:** These premium assets are now available via **self-service** in both Dedicated and Shared ISP packages. This allows businesses of any size to deploy static residential IPs instantly without long-term contract negotiations.

# Client Relations

In 2025, the Account Management team focused on three strategic priorities: deepening client relationships, strengthening the global presence, and elevating the overall customer experience.

## Deepening Client Engagement through Face-to-Face Interactions

We continued to prioritize direct, in-person engagement as a core driver of trust and long-term partnerships. Through face-to-face meetings and exclusive client events, we created opportunities for deeper strategic conversations, closer collaboration, and a better understanding of our clients' evolving needs. These interactions enabled us to move beyond transactional relationships and position Oxylabs as a long-term strategic partner.

## Continuous International Growth to Ensure Local Presence

As we navigated strategic account management in a global market, proximity, language, and cultural understanding remained critical to our client-centric approach. In 2025, we further strengthened our international footprint with continued growth in India and expansion into the APAC region, with a particular focus on Hong Kong. This local presence allows us to ensure seamless communication, faster response times, and stronger alignment with regional client expectations.

## Elevating the Overall Customer Experience

Improving customer experience remained a key priority across the full client lifecycle, from reporting and communication to deeply understanding client use cases and reflecting them in tailored product solutions. By focusing on clearer reporting, stronger feedback loops, and closer collaboration between Account Management and Product teams, we aimed to deliver a more personalized, consistent, and high-quality experience for every client.

## Additional Customer Case Studies

[Wiser Solutions Video Case Study](#)

[Uninterrupted Retail Intelligence at Wiser Solutions](#)

## Favourite G2 Reviews

### Effortless Privacy and Usability with Oxylabs

What do you like best about Oxylabs?

I use Oxylabs for browsing websites, and I find it covers everything I need. Privacy is a big plus for me, and I appreciate that it delivers on that aspect. It's easy to use, which is very important. The Web Unlocker feature stands out because it's really easy to use. The initial setup was very easy as well.

### Reliable Proxies for Seamless Data Access

What do you like best about Oxylabs?

I use Oxylabs mostly for web scraping public data, and they have really good infrastructure in place with less failure rates. Oxylabs provides reliable proxies at scale without the issue of rate limiting or blocking. The IP quality and rotation is really good, and documentation is clear. Overall, the platform serves my purpose very well. The initial setup of Oxylabs was straightforward and simple, making it easy to get started.

### Affordable, High-Quality Proxy Service

What do you like best about Oxylabs?

I use Oxylabs to obtain global residential IP, which is something I can't manage myself by purchasing all ISPs. It's cheap and high quality, and I love the pay as you go plan. Being able to pop up the data traffic and use it anytime is really beneficial. The initial setup was easy; I just set up a username and password, and I have socks proxy to use.

## Customer experience

In 2025, we prioritized a frictionless experience by migrating our support channels into a single, unified ecosystem. This move streamlined our internal workflows and ensured a consistent, high-standard experience across all touchpoints, from on-demand chats to technical tickets. The migration caused customer satisfaction fluctuations, ending the year on a good but lower score than usual: 3.9 out of 5. This centralized foundation also helped us cut our response times by 20% laying ground-work for future improvements.

We also expanded our L2 team (a more advanced, technically specialized layer of support that takes on difficult or non-standard cases than the L1 team) to six specialists. This strategically redefines the boundary between support and development.

L2 now independently resolves 85% of high-complexity requests, shielding L3 team (the deepest level of support, covering development-driven work such as major issue resolution, permanent fixes, releases, and building new functionality to address the most complex or systemic problems) developers to focus exclusively on core product innovation.

By acting as a high-velocity bridge to the Product team, L2 has accelerated feedback loops and significantly reduced escalation rates.

This empowerment ensures that common target-site blocks are identified and bypassed in record time without requiring backend engineering intervention.

## External review platforms

Trustpilot: 4.1 out of 5\*

G2: 4.5 out of 5\*

## Quality assurance framework

In 2025, we significantly raised the bar for service excellence by re-engineering our Quality Assurance framework. Recognizing the increased complexity of the proxy and scraping landscape, we transitioned from a standard evaluation model to a high-performance audit system. This evolution focuses on agent mastery, technical precision, and the nuances of a 24/7 dynamic work environment.

Our revised QA pillars now better reflect the high stakes of infrastructure support:

- **Safety & Security:** Ensuring every interaction adheres to strict data privacy and security protocols—critical for our Enterprise proxy users.
- **Processes Adherence:** Verifying that every technical troubleshooting step follows our optimized internal workflows for maximum efficiency.
- **Professionalism:** Maintaining an elite standard of communication that matches the technical sophistication of our clients.

\*as of December 2025

- **SLA (Service Level Agreements):** Moving beyond simple speed to measure how effectively we meet the specific time-to-resolution commitments for each customer tier.
- **Internal Procedures:** Ensuring seamless coordination between L1, L2, and Engineering teams to prevent information loss.
- **Extra Attention:** A dedicated category for "proactive support"—identifying instances where an agent went beyond the initial request to prevent future technical hurdles for the client.

This quality-first approach ensures that as we scale with AI, our human-led support remains the gold standard for reliability and technical depth in the industry.



## Other initiatives

In 2025, we also transitioned to a strategic hub, driving transparency and ensuring client-facing teams' questions about products and processes are addressed.

**Day as a Customer Success:** We invited Engineering, Product, Sales & AM teams to shadow live support shifts. This initiative fostered deep cross-departmental empathy and significantly accelerated product feedback loops.

**Technical Knowledge Exchange:** CS now facilitates regular Q&A sessions on products and internal processes. This has empowered Sales, Account Management, and other teams with greater technical authority and has helped support our customers..

## Service reliability

Product	Average uptime 2025 (%)	Average uptime 2024 (%)	Average uptime 2023 (%)	Average uptime 2022 (%)
Residential proxies	99.98	99.97	99.93	100
Datacenter proxies	99.95	99.87	N/A	N/A
Web Unblocker	99.99	99.93	99.86	99.75
Scraper APIs: Push-pull	99.96	99.99	99.92	99.95
Scraper APIs: Real-time	99.86	99.88	99.82	99.85

Source: <https://uptime.oxylabs.io/>

# Corporate Governance and Compliance

Corporate governance and compliance encompass principles and practices that ensure we operate responsibly and ethically, in compliance 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 best practices in privacy, cybersecurity, and information management across the company. Our corporate governance structures ensure the efficiency of our processes, resource management, and communication.

At Oxylabs, we are dedicated to setting and upholding the highest standards of security, privacy, and ethical compliance in the web intelligence industry. Therefore, in 2025, a Trust Center was established as a central resource for understanding our security posture, providing information about the robust processes and

technologies we use to protect data and our compliance with global standards.

There were no significant instances of non-compliance with laws and regulations during 2025.

**AI Governance Policy, Mobile Device Procedure, and Remote Work Guidelines** were introduced in 2025.

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
- Code of Ethics

## 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 that are directly linked to our product portfolio. 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.

## 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, Lloyds.

Oxylabs directors and officers are protected by civil liability insurance.

## Privacy

Data protection is a core pillar of our sustainability strategy. Responsible personal data handling builds digital trust, reduces unnecessary data use, and underpins long-term business relationships. We integrate privacy principles into our services and operations, prioritizing transparency, security, and accountability in all data processing.

### Governance and Regulatory Compliance

In 2025, we continued to align with the GDPR, national laws, and industry best practices through:

- Structured legal monitoring to keep policies and procedures current with evolving regulations.
- Clear and limited purposes for data processing, ensuring only the minimal necessary personal data is collected and retained.
- Centralized privacy expertise, including a dedicated in-house privacy counsel who advises on compliance and regulatory matters.
- An accessible central privacy contact point, so individuals can easily exercise their data protection rights.

### Data Protection Highlights 2025

Oxylabs focused on strengthening data protection practices in the following key areas

**Vendor chain privacy compliance.** We initiated a structured review of our vendor chain to improve privacy compliance. This included identifying and documenting our vendors; conducting privacy audits to assess their roles and responsibilities in the data processing chain; reviewing existing data protection documentation and identifying gaps; and evaluating the status of international data transfers.

**Privacy awareness and culture.** Ensuring a high level of privacy awareness across the company remains a priority. We continued to deliver a mandatory Privacy Compliance Training Module to employees; participated in intra-group knowledge-sharing initiatives to align practices and foster collaboration; and organized our annual GDPR Awareness Day in May, providing engaging, practical content to reinforce employees' understanding of data protection topics and their application in daily work.

**Membership in associations.** We have joined, with dual membership, the Lithuanian Association of Data Protection Officers (LDAPA) and the International Association of Privacy Professionals (IAPP). The Lithuanian association is the first national organization uniting data protection and security experts from both the public and private sectors, as well as businesses and other organizations working in information security and personal data protection.

**Professional engagement and continuous learning.** Supporting our privacy professionals in continuous education and certification, including opportunities to upgrade qualifications and renew professional certifications in data governance and privacy management at leading European universities.

### Centralized privacy contact

Any inquiries regarding privacy matters and the protection of individual rights at Oxylabs can be submitted to [privacy@oxylabs.io](mailto:privacy@oxylabs.io). Our Legal team includes a dedicated in-house privacy lawyer who advises on regulatory compliance and consults on privacy-related issues. It serves as a key contact for employees, clients, and supervisory authorities.

## Risk management and information security

### Risk management

At Oxylabs, we place the utmost importance on having a robust Risk Management and Information Security approach at every organizational level. This starts with face-to-face employee training with our experienced Risk Management and Cybersecurity experts and ends with automated infrastructure scanning that swiftly detects potential cybersecurity risks and vulnerabilities.

Our Risk Management team takes care of the following processes:

**Payment risks:** taking care of fraudulent payments, trial system abuses, contract-breaking chargebacks, and managing customers who fail to pay for the provided services.

**Compliance risks:** client onboarding, KYC, 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:** we have an Internal Audit function that oversees our Information Security compliance. In addition, the internal audit function covers various departments, such as HR, IT, and Finance. Taking inventory of all processes, they outline the potential risks and propose solutions.

**Vendor Management:** we have improved our Procurement and Vendor Management function, significantly strengthening vendor management by ensuring consistent contractual obligations from the vendor side, risk assessments, and information security assessments.

**Employee awareness:** we promote a company culture of security awareness through online education and mandatory training in areas such as business integrity and cybersecurity—including live training for new employees. Additionally, all employees are encouraged to report potential risks through numerous channels (anonymously, if preferred) or to report them directly to management.

**Incident Management:** we have made infrastructure and product stability a key priority. Introduced public incident status updates and alerting at <https://uptime.oxylabs.io/>.

We have also significantly reduced the number of high-impact incidents in 2025.

## Information security

In 2025 Oxylabs Information Security Team successfully achieved SOC2 Type 1 certification and launched a Trust Center: <https://trust.oxylabs.io> where our customer can find all necessary information related to security practices, data handling, and operational standards.

Our Information Security team takes care of the following processes:

**Monitoring and reporting on Oxylabs' compliance** with various security frameworks and standards:

- In 2024, our 3 main products (DC proxies, Residential Proxies, Scraper API) became ISO 27001:2022 certified. In 2025 these products were re-audited again.
- In 2025, Oxylabs completed SOC 2 Type 1 certification for Scraper API product and is in progress of achieving SOC 2 Type 2 in the first half of 2026.

**External Audits:** Oxylabs has conducted multiple independent penetration tests which helped us to improve our compliance posture and mitigate security issues that were detected.

**Vulnerability Management:** Oxylabs Information Security Team has a continuous process for discovering, prioritizing, and resolving security vulnerabilities across an organization's IT infrastructure by using a variety of technologies and tools.

**Maintaining and improving Security Information and Event Management (SIEM) system** that 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:** Oxylabs Infosec team has established detailed incident response plans ensuring a strategic approach to detecting and managing various incidents, including cyber attacks, in ways that minimize damage, recovery, and total costs across the organization.

**Employee Awareness:** we promote a company culture of security awareness through online education and mandatory training in areas such as business integrity and cybersecurity—including live training for new employees. Additionally, all employees are encouraged to report potential risks through numerous channels (anonymously, if preferred) or directly to management.

## Ethical use of technology

In 2025, as a co-founder of [the Ethical Web Data Collection Initiative \(EWDCI\)](#), Oxylabs remained a leading voice in promoting the responsible use of technology in the public web data collection industry.

Our [Ethical Proxy Acquisition Framework](#) requires 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.

### 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	End User Status
Tier A+	<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
Tier A	<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
Tier 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
Tier C	<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

We have a strict Know Your Customer policy that helps us verify our potential clients' profiles before providing infrastructure. We have implemented automated customer risk assessments that safeguard usage 24/7/365. 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.

# GRI Content Index

**GRI 1 used**  
GRI 1: Foundation 2021

## Statement of use

Oxylabs has reported the information cited in this GRI content index for the period **1 January 2025 - 31 December 2025** with reference to the GRI Standards.

Disclosure		Location
<b>GRI 2: General Disclosures 2021</b>		
2-1	Organizational details	<b>coretech It, UAB (Oxylabs group).</b> Private limited company. Headquarters: Švitrigailos g. 32, LT-03230 Vilnius, Lithuania. Operates in Lithuania. Pages 5, 7
2-2	Entities included in the organization's sustainability reporting	coretech It, UAB (Oxylabs) financial reporting entities are included in this sustainability reporting.
2-3	Reporting period, frequency and contact point	Page 5
2-4	Restatements of information	No restatements
2-5	External assurance	No
2-6	Activities, value chain and other business relationships	Pages 5, 6, 7, 8, 22, 23, 42, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56
2-7	Employees	Pages 27, 28
2-8	Workers who are not employees	None
2-9	Governance structure and composition	Pages 12, 13
2-10	Nomination and selection of the highest governance body	Page 12
2-11	Chair of the highest governance body	Page 12

Disclosure		Location
2-12	Role of the highest governance body in overseeing the management of impacts	Page 9
2-13	Delegation of responsibility for managing impacts	Page 9
2-14	Role of the highest governance body in sustainability reporting	Page 9
2-15	Conflicts of interest	Page 52
2-16	Communication of critical concerns	Page 52
2-17	Collective knowledge of the highest governance body	Page 9
2-18	Evaluation of the performance of the highest governance body	Page 13
2-19	Remuneration policies	Page 52
2-22	Statement on sustainable development strategy	Pages 4, 6, 9, 10
2-23	Policy commitments	Pages 22, 23, 38, 39, 52, 53, 54, 55, 56
2-24	Embedding policy commitments	Pages 22, 23, 38, 39, 52, 53, 54, 55, 56
2-25	Processes to remediate negative impacts	Pages 14, 15, 38, 39, 52, 53, 54, 55, 56
2-26	Mechanisms for seeking advice and raising concerns	Pages 14, 15, 38, 39, 52, 53, 54, 55, 56
2-27	Compliance with laws and regulations	Pages 38, 39, 52, 53, 54, 55, 56
2-28	Membership associations	Pages 11, 53, 56
2-29	Approach to stakeholder engagement	Pages 14, 15

Disclosure		Location
2-30	Collective bargaining agreements	Oxylabs does not have a collective bargaining agreements with team members. However, 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
<b>GRI 3: Material Topics 2021</b>		
3-1	Process to determine material topics	Page 16
3-2	List of material topics	Page 16
3-3	Management of material topics	Described in sections that represent material topics
<b>GRI 203: Indirect Economic Impacts 2016</b>		
203-1	Infrastructure investments and services supported	Pages 18, 22, 40, 41, 43, 44, 46, 47, 48
<b>GRI 205: Anti-corruption 2016</b>		
205-2	Communication and training about anti-corruption policies and procedures	Policy communicated to all employees at the company. No training. Page 52
205-3	Confirmed incidents of corruption and actions taken	0 incidents
<b>GRI 206: Anti-competitive Behavior 2016</b>		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	0 legal actions
<b>GRI 302: Energy 2016</b>		
302-1	Energy consumption within the organization	Page 25
<b>GRI 303: Water and Effluents 2018</b>		
303-5	Water consumption	Page 25

Disclosure		Location
<b>GRI 305: Emissions 2016</b>		
305-1	Direct (Scope 1) GHG emissions	Pages 18, 19, 20
305-2	Energy indirect (Scope 2) GHG emissions	Pages 18, 19, 20
305-3	Other indirect (Scope 3) GHG emissions	Pages 18, 19, 20
305-4	GHG emissions intensity	Page 19
305-5	Reduction of GHG emissions	Pages 19, 20, 21
<b>GRI 306: Waste 2020</b>		
306-1	Waste generation and significant waste-related impacts	Page 24, 25
306-2	Management of significant waste-related impacts	Page 24, 25
306-3	Waste generated	Page 24, 25
<b>GRI 401: Employment 2016</b>		
401-1	New employee hires and employee turnover	Page 36
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Pages 29, 30, 38, 39
<b>GRI 403: Occupational Health and Safety 2018</b>		
403-1	Occupational health and safety management system	Page 29
403-3	Occupational health services	Page 29
403-5	Worker training on occupational health and safety	Page 29
403-6	Promotion of worker health	Page 29
403-8	Workers covered by an occupational health and safety management system	Page 29
403-9	Work-related injuries	Page 29

Disclosure		Location
403-10	Work-related ill health	Page 29
<b>GRI 404: Training and Education 2016</b>		
404-1	Average hours of training per year per employee	Page 31
404-2	Programs for upgrading employee skills and transition assistance programs	Pages 32, 33, 34, 37
404-3	Percentage of employees receiving regular performance and career development reviews	Page 34
<b>GRI 405: Diversity and Equal Opportunity 2016</b>		
405-1	Diversity of governance bodies and employees	Pages 12, 27, 28, 38, 39
405-2	Ratio of basic salary and remuneration of women to men	Page 27
<b>GRI 415: Public Policy 2016</b>		
415-1	Political contributions	No political contributions
<b>GRI 418: Customer Privacy 2016</b>		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints