

# EMPOWE RING COMMUN NITIES

Corporate Social  
Responsibility Report  
**2017-2018**

softserve

**FOR  
THE  
FUTURE**

**softserve**

# CONTENTS

6

ABOUT  
SOFTSERVE

46

EMPOWERING  
COMMUNITIES

20

OUR APPROACH  
TO CSR

74

ENVIRONMENTAL  
SUSTAINABILITY

26

TALENT  
DEVELOPMENT

78

APPENDIX

# GREETING FROM THE BOARD OF DIRECTORS

Responsibility is at the core of SoftServe's business. It is in our DNA, equally shared by the company and our associates.

For many years, we've been mobilizing our intellectual, financial, and human resources within the company and channeling our business expertise into the social sector. Our recent incredible growth, followed by an expanded resources and partnerships base, has widened our global outreach. Now, we are leaving a heavier footprint, fixing problems by eliminating their root causes, and creating a vision for the future. This opportunity inspires us in our daily work.

In addition to continual support for IT education, cooperation with local IT communities in all locations of our operations, and numerous volunteering initiatives, in 2014, we also established the Charity Fund "Open Eyes". Its mission is to cultivate a culture of philanthropy and encourage our colleagues to implement their own initiatives, backed up by the fund. By synergizing the company's and associates' contributions with our experience in project management, business analysis and communications, we are creating a value-added product that is far more useful than merely providing financial aid.

Now, as we ascend, we take on greater responsibility. On this wave of growth, we enjoy a unique opportunity to more rapidly drive social progress, to do more and also establish a model for other organizations and every citizen to follow. Moving into the new year, we invite you to fuel our initiatives with more energy and commitment, making sustainability and responsible citizenship a way of life for ourselves and the communities we live in.

A handwritten signature in black ink, appearing to read 'T. Vervega', with a long, sweeping horizontal line extending to the right.

**TARAS VERVEGA**

SoftServe Co-Founder and Board Member, Founder and Head of the Charity Fund "Open Eyes"



serve



# GREETING FROM THE CEO

More than ever now at SoftServe, we are acutely aware of the pace at which technology continues to accelerate, and its impact on society at the local, national, and international levels. We are committed to instilling human experiences and interactions into everything we build with our clients.

We believe it is mandatory for all technology companies to create solutions that are human-centric. That is, we are obligated to design solutions that are sustainable, eco-friendly, and balanced between growth, social progress, and the future of our environment.

To do anything else would be contrary to delivering a future together with our clients, where digital accelerates sustainable growth for all.

It is my hope that in reading the following pages about our contributions to the United Nations Sustainable Development Goals and our Corporate Social Responsibility (CSR) program, you will also be inspired to be an agent of change in your own local community.

It's up to all of us to drive change for a better world.

Together we can make a difference. For the future.

A handwritten signature in black ink, appearing to read "Chris Baker". The signature is fluid and cursive, with a long horizontal stroke at the end.

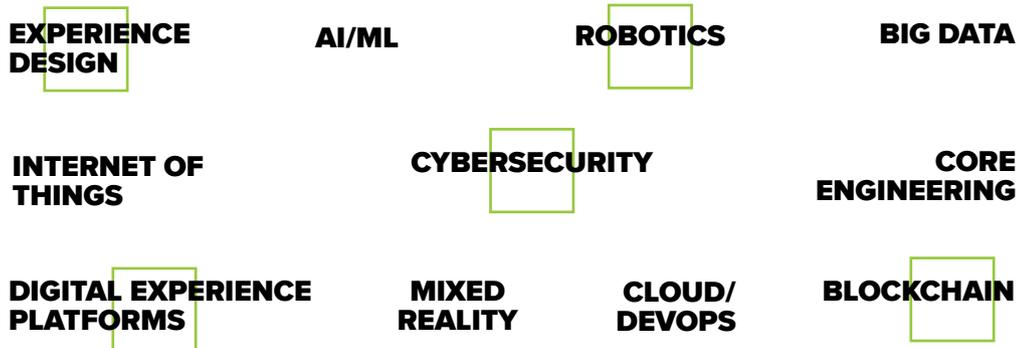
**CHRIS BAKER**  
Chief Executive Officer

# ABOUT SOFTSERVE



# WHO WE ARE

SoftServe is a digital authority that advises and provides cutting-edge technology. We reveal, transform, accelerate and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients expect.



SoftServe delivers open innovation—from generating compelling new ideas to developing and implementing transformational products and services.

Our work and client experience is built on a foundation of empathetic, human-focused experience design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy, no matter where you are in your journey.

# CLIENTS

Since 1993, we've been delivering cutting-edge solutions for some of the world's best-known brands.

In 2017—2018, SoftServe welcomed more than 150 new clients, half of which are from the enterprise sector.

Here are some of our clients:



# INDUSTRIES SERVED

While we specialize in enterprise and independent software vendor (ISV) growth in the following spheres, we support businesses of all sizes and welcome clients from all industries and backgrounds.

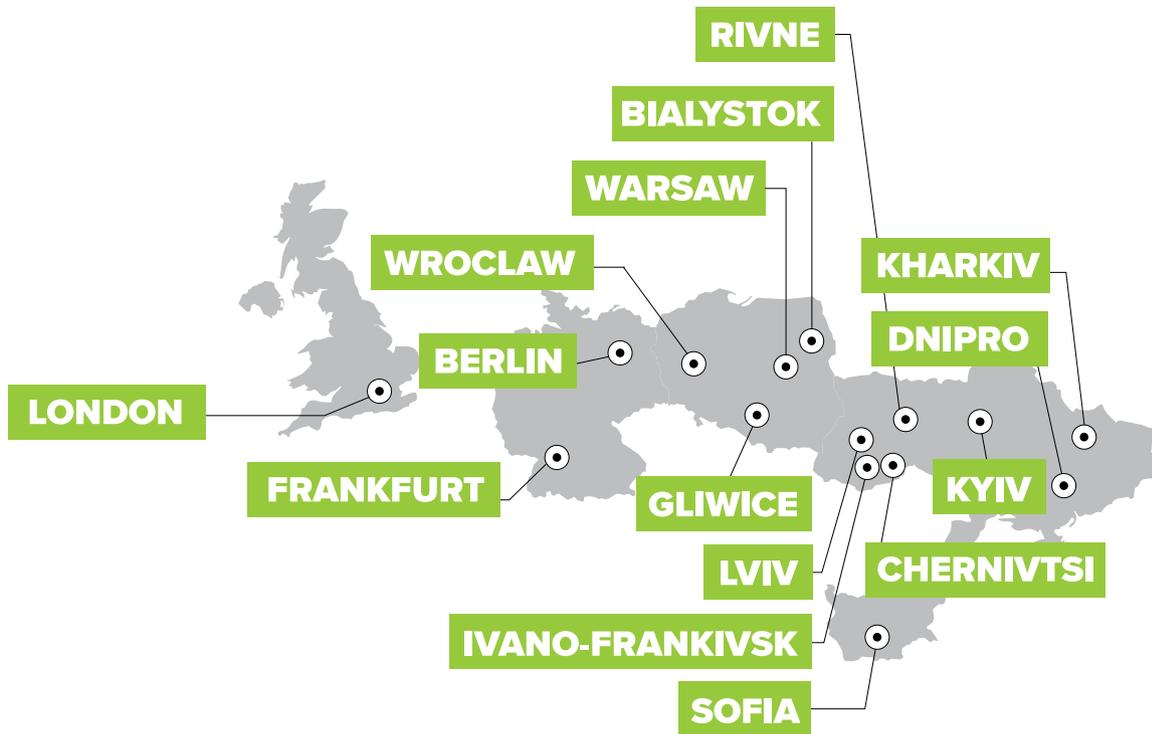




# GLOBAL LOCATIONS

SoftServe has 40 offices in 12 countries. Company development centers are located in Lviv, Kyiv, Dnipro, Kharkiv, Rivne, Ivano-Frankivsk, Chernivtsi, Sofia (Bulgaria), Wrocław, Białystok, Gliwice, and Warsaw (Poland). A number of business offices are also maintained in the USA and Western Europe. The company's European headquarters are in Lviv, Ukraine, and the US headquarters are in Austin, Texas.





In early 2017, SoftServe acquired Coders Center, a privately held enterprise technology firm headquartered in Poland. It runs four offices in Poland and another four affiliated offices in London, New York, Sweden, and Germany.

This acquisition expanded SoftServe's digital solutions and consulting services, along with software development capabilities. As a Sitecore gold implementation partner, the company has also established partnerships with Adobe and other industry leaders.

## OUR VALUES

SoftServe's mission and values define who we are. In a fast-changing digital environment, we strive to enable talented people to change the world. There are four values at SoftServe's core:

**OUR MISSION: TO ENABLE TALENTED PEOPLE TO CHANGE THE WORLD**

**SYNERGY**

the power of collaboration while working towards common goals

**OPPORTUNITY**

personal growth and development enhanced by people-oriented corporate culture

the brave spirit of meeting new challenges and driving change

**FEARLESS**

**TRUST**

the firm belief in integrity, ability, and character



# INFORMATION SECURITY AND CUSTOMER PRIVACY

SoftServe pays great attention to data protection, information security, and customer privacy. Our processes and approaches to Information Security are based on Information Technology Infrastructure Library (ITIL) best practices and ISO 27001 and ISO 20000 requirements.



We have implemented the Information Security Management System (ISMS)—a systematic approach based on best practices for managing and protecting company information. Our ISMS is certified to ISO 27001, the internationally recognized standard that describes ISMS best practices. In 2018, we successfully passed a surveillance audit carried out by EY's certification body, once again attesting to the maturity of our Information Security processes and controls.

Also in 2018, SoftServe passed ISO/IEC 20000 certification, an international standard defining the requirements for the quality management system for IT services. This certification indicates the high maturity level of our IT processes. The usage of mature processes, together with security best practices, allows us to prevent different kinds of security breaches.

In 2017—2018, there were no instances involving breaches of customer privacy for our customers or regulatory bodies.





# GDPR



The General Data Protection Regulation (GDPR) standardizes data protection laws across all 28 EU countries and imposes strict rules on controlling and processing Personally Identifiable Information (PII). It also extends the protection of personal data and data protection rights by giving control back to EU residents. GDPR, which replaced the 1995 EU Data Protection Directive, came into effect on May 25, 2018.

GDPR applies to all organizations holding and processing EU residents' personal data, regardless of their geographic location. If an organization offers goods or services to, or monitors the behavior of EU residents, it must meet GDPR compliance requirements.

Softserve actively operates in the EU, so we reviewed and adjusted our processes to ensure we are GDPR compliant.

# ACHIEVEMENTS & AWARDS

The company's development is sustainable due to the excellent results we've achieved over the years. Our work has been recognized through the receipt of numerous industry awards in many areas.

## CLIENT SUCCESS

Our customer surveys point to high levels of customer satisfaction. SoftServe's average Net Promoter Score in 2017 was 67.4 points, and reached 70 points in 2018, which is significantly above the industry benchmark.

**70** NPS score

**zenoss**  
Own IT.

SoftServe was named Zenoss Service Partner of the Year (2017).

After joining the Google Cloud Partner Program in April 2017, SoftServe was acknowledged as a Google Cloud Premier Partner in August 2018.





## WHY SOFTSERVE

# 60

In 2017—2018, the company's employee Net Promoter Score grew from 46 to 60, which is 41 points above the industry benchmark.



### HR-brand

SoftServe's project "Digital solutions for engaging employees in company management" received the Ukrainian HR Brand Award (2017).

Our project "Development of Employee Value Proposition for attracting and retaining talent" won third place in the "World" nomination category (2018).

# TOP EMPLOYER

SoftServe was recognized by the Ukrainian IT community (DOU) as being one of the Best Employers in the country, ranked in second place in the industry rating (2018).

According to research carried out by the HeadHunter portal and Focus outlet, SoftServe was one of the most desirable employers in Ukraine (2018).

According to EY, SoftServe ranked among the Top 10 most attractive employers in Ukraine among candidates for senior positions (2017).

SoftServe was also named one of the Top 10 most attractive employers among Ukrainian students (2018).



SoftServe's European headquarters, based in Lviv, received the "Crystal Brick" architectural award for the best construction investment on both sides of the EU's eastern border (2017).

## INNOVATION & TECHNOLOGIES



The revolutionary BioLock smart system, developed by SoftServe, was named as a Finalist for the SXSW Interactive Innovation Awards (2017). It also received two innovation awards in Bulgaria, winning the “Most innovative mobile app” nomination category at WebIT Festival Europe, as well as the Forbes E-volution Award for Innovation (2017).

# 2018

SoftServe was named by Clutch as the top data analytics consulting company in Ukraine for its high-quality services in technology transformation consulting (2018).

SoftServe researchers won second place at the Samsung AI Challenge with innovative neural image restoration enhancement for mobile and embedded devices (2018).

SoftServe was granted two awards in the project management field as part of the PMI Kyiv Chapter's Project Management Rating 2018 Awards, ranking first in “The Best Project Management Company in Ukraine” nomination category and second in the all-Ukrainian rating of the Project Management Leaders (2018).



SoftServe's team of security experts was named “Cybersecurity Team of the Year” in EMEA region at the Cybersecurity Excellence Awards (2017).

## COMMUNITY DEVELOPMENT

Taras Kytsmey, one of SoftServe's co-founders and a Member of the Board of Directors, received the “People of New Time” award from New Time Magazine for his significant contributions to the development of IT industry in Ukraine (2017).

In May 2018, he was also awarded the “Lion medal” for contributions to the IT industry's advancement, the efficient implementation of cutting-edge technologies, and building a positive image of Lviv at the national and international levels.

SoftServe was acknowledged by the Lviv City Council as the winner in the “Socially Responsible Business” nomination category (2018).



**OUR APPROACH  
TO SOCIAL  
RESPONSIBILITY**

# FOCUS AREAS

CSR activities address three broad themes with the goal of improving the overall economic, social, and environmental status in the areas of the company's operation.

## **TALENT DEVELOPMENT**

Being global for SoftServe is not only about the way we interact with our clients, but also about the procedures we implement, the values we share, and the culture we foster. We understand that the best way to build our future is to help our associates to build their own. That's why we aim to provide our associates with the best support, education, and professional development they need.

At SoftServe, we foster a healthy, open, and inclusive working environment where associates and customers respect the value of human life, personal freedoms, and social progress.

## **EMPOWERING COMMUNITIES**

A society is stronger than an individual. As such, business is stronger when the companies of one industry combine forces to create a mutually beneficial environment. The empowerment of local communities is critical for the development of the IT industry. Cities become centers of culture, education, and business, which in turn attract talented specialists from different parts of the country and the world.

We collaborate with local business, technology, and industry organizations, as well as local authorities and software communities, to bring positive changes to the global IT environment. We also create the most effective system of business-education collaboration in IT through co-founding and active partnership programs.

## **IMPROVING IT EDUCATION**

The IT industry is the industry of knowledge. The success of the companies operating in the IT sector is based on the skills and knowledge of their associates. The rapid development of technologies is a challenge for educational systems and companies. How can we foster educational programs at schools, universities, and companies so that they are aligned with the latest technological trends and also stay relevant and competitive in a global market? Being one of the biggest IT companies in Ukraine and a major player on the employment market in the company's regions of operation, SoftServe is systematically working to address this problem at the national, local, and corporate levels.



# GOVERNANCE OF CORPORATE SOCIAL RESPONSIBILITY

In 2017, we developed the CSR policy—a document that defines the governance of CSR processes and projects within SoftServe. That same year, the SoftServe CSR Committee was established. It is responsible for ensuring that CSR policy is embedded across SoftServe and that all CSR initiatives are in line with our corporate approach. Each CSR program has clear objectives, timing, and measurable parameters, wherever possible.

## STAKEHOLDER ENGAGEMENT

SoftServe interacts with a wide range of internal and external stakeholders in order to understand their concerns and priorities, and to consider them within the scope of SoftServe's strategic priorities, operation, CSR activities, and decision-making.



**STAKEHOLDER****KEY INTERESTS****INTERACTION**

 <p>Associates</p>	<ul style="list-style-type: none"> <li>• Professional and career development</li> <li>• Compensation and benefits</li> <li>• Organizational sustainability</li> <li>• Working conditions</li> <li>• Innovations development</li> <li>• Educational opportunity</li> <li>• Social activities, charity, corporate volunteering</li> </ul>	<p>All-staff meetings, email announcements, Workplace social platform, employee satisfaction surveys and other surveys, manager-employee dialogue, corporate celebrations and internal events</p>
 <p>Customers</p>	<ul style="list-style-type: none"> <li>• Professional experience</li> <li>• Quality of projects and services</li> <li>• Reliability</li> <li>• Ethical business practices</li> <li>• Data protection and privacy</li> </ul>	<p>Website, social media, business events, surveys, correspondence, direct engagement</p>
 <p>Local IT communities and clusters</p>	<ul style="list-style-type: none"> <li>• Industry development</li> <li>• IT industry promotion and creation of favorable business environment</li> <li>• Innovations development</li> <li>• Improving educational opportunities</li> </ul>	<p>Direct engagement, meetings, industry-related events, conferences, partnership events, CSR and charity projects, correspondence</p>
 <p>City councils</p>	<ul style="list-style-type: none"> <li>• Sustainable economic development of the region</li> <li>• Favorable business environment</li> <li>• Taxes</li> <li>• Educational opportunities in the region</li> <li>• Innovations development</li> </ul>	<p>Meetings, city-related events, local business events, etc.</p>

STAKEHOLDER	KEY INTERESTS	INTERACTION
 Professional tech and business/industry communities	<ul style="list-style-type: none"> <li>• Industry development</li> <li>• Business environment</li> <li>• Innovations development</li> <li>• Educational opportunities</li> </ul>	Direct engagement, meetings, correspondence, conferences, participation as panelists at industry/business related events
 Educational institutions	<ul style="list-style-type: none"> <li>• Professional expertise</li> <li>• Support of educational projects</li> <li>• Scholarships</li> <li>• Financial and technical support</li> <li>• Career opportunities for graduates</li> </ul>	Direct engagement, meetings, correspondence, conferences and education-related events, sponsorship
 Policymakers and regulators	<ul style="list-style-type: none"> <li>• Economic development</li> <li>• Organizational sustainability</li> <li>• New jobs</li> <li>• Ethical and legal business practices</li> </ul>	Participation as panelists at business and economic events, political gatherings, correspondence
 Suppliers	<ul style="list-style-type: none"> <li>• Organizational sustainability</li> <li>• Ethical and legal business practices</li> </ul>	Direct engagement, correspondence
 CSR communities	<ul style="list-style-type: none"> <li>• CSR practices and processes</li> <li>• UN sustainable development goals</li> <li>• Partnerships</li> <li>• CSR practices popularization</li> </ul>	Participation and host of/in CSR-related events, correspondence, direct engagement, community gatherings
 Non-governmental organizations	<ul style="list-style-type: none"> <li>• Charity, corporate volunteering</li> <li>• Financial, material, pro bono support</li> </ul>	Direct cooperation on environmental, educational and social projects, correspondence, events, etc.

# SUPPORTING SUSTAINABLE DEVELOPMENT GOALS

By defining the impact within our three focus areas, we also aim to contribute to the 17 aspects of the United Nations Sustainable Development Goals. The image below summarizes the topics most relevant to our business.



**4** QUALITY EDUCATION



**8** DECENT WORK AND ECONOMIC GROWTH



**9** INDUSTRY, INNOVATION, AND INFRASTRUCTURE



**11** SUSTAINABLE CITIES AND COMMUNITIES



## **#4 QUALITY EDUCATION**

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

## **#8 DECENT WORK AND ECONOMIC GROWTH**

Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.

## **#9 INDUSTRY, INNOVATION, AND INFRASTRUCTURE**

Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.

## **#11 SUSTAINABLE CITIES AND COMMUNITIES**

Make cities and human settlements inclusive, safe, resilient, and sustainable.

# TALENT DEVELOP MENT



# ETHICS AND EQUAL OPPORTUNITIES

SoftServe offers an equal and transparent hiring procedure and working environment for everyone, regardless of gender, race, sexual orientation, or social status. Our efforts are also focused on providing comfortable and flexible working conditions for all of our associates.

In early 2017, the company developed and implemented a number of corporate policies that regulate the protection of human rights, as well as ethical norms of conduct.

In 2018, SoftServe initiated a series of internal events dedicated to diversity and inclusion. A group of enthusiasts, including C-level representatives, started to develop corporate policy and educational campaigns in order to address this topic on a company-wide level.

## CODE OF CONDUCT

SoftServe's Code of Conduct represents the values that guide the way we do business. It was created to promote our commitment as a company to expect ethical behavior from anyone employed by us, whether directly or indirectly. SoftServe is committed to creating a work environment built upon mutual cooperation and respect for one another. We treat each person with dignity and respect and do not tolerate any form of harassment or discrimination.

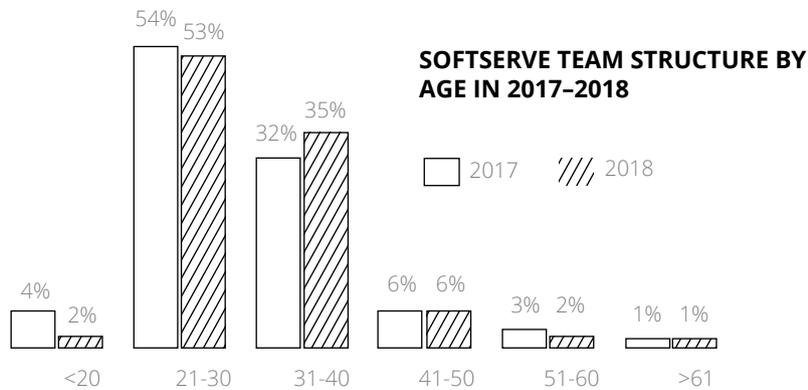
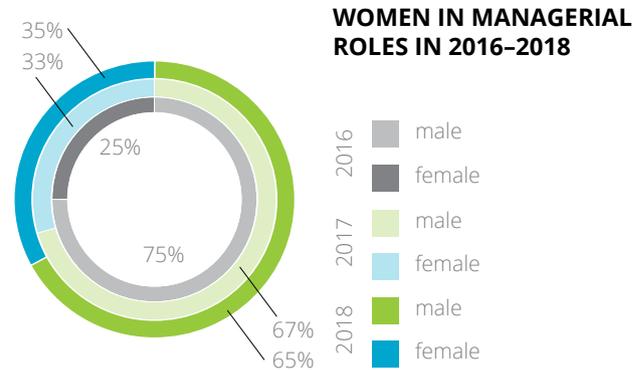
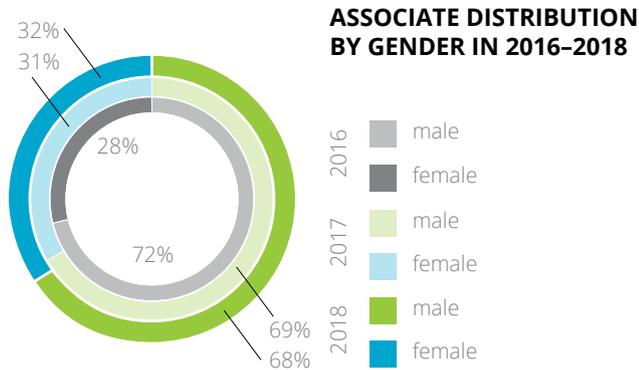
## CONFLICT OF INTEREST POLICY

SoftServe's Conflict of Interest Policy, regulated by the Code of Conduct, was also adopted in 2017. SoftServe associates are expected to always act in the company's interest and ensure that any business or personal associations do not create a conflict of interest in relation to their roles and work obligations within SoftServe. A conflict of interest could be any known activity, transaction, relationship, or service engaged in by an associate, his/her immediate family, relatives, or a close personal relationship, which may cause concern that the associate is unable or may not be able to properly perform his/her duties for SoftServe.

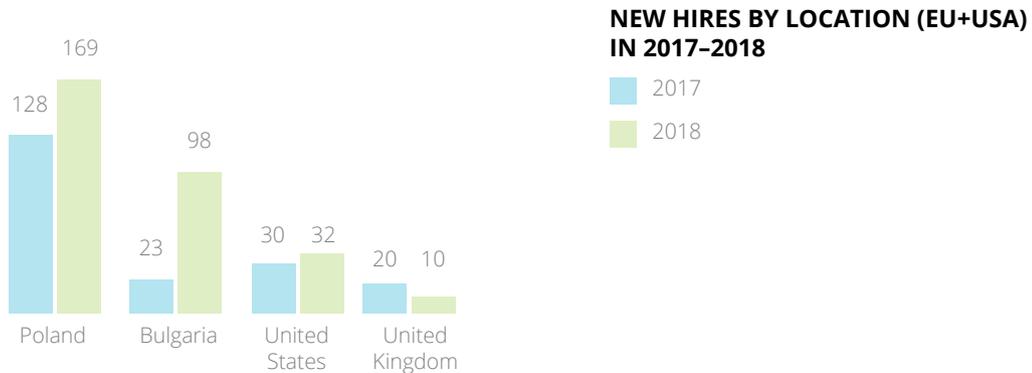
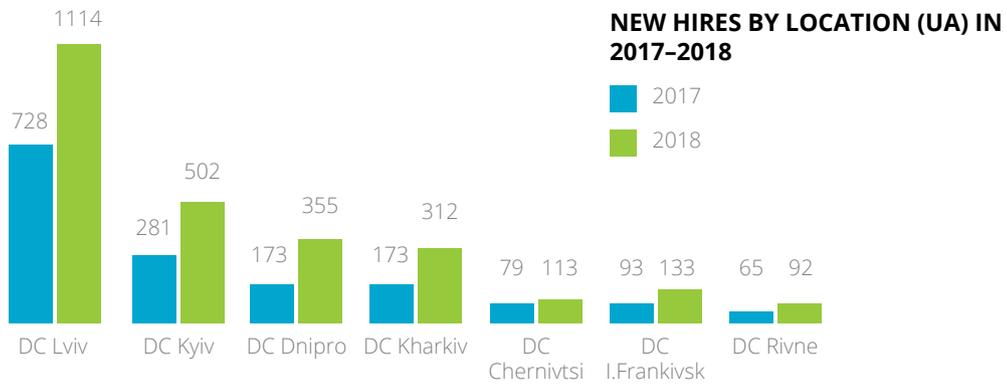
The mechanism for advice and concerns about ethics, as well as reporting and investigating any kind of violations, is regulated by our Whistleblower policy, adopted in 2017. The document facilitates the reporting of potential violations of company policies and applicable laws.

# WORKFORCE DEMOGRAPHICS

At the end of 2018, there were 7,067 associates. This number grew, in raw numbers compared to 2016 and 2017, at a rate of 17% and 36% respectively.



SoftServe's associate distribution by gender in 2018 was 68% male, and 32% female. This represents a great shift towards gender equality for our company compared to previous years. In terms of managerial positions, the number of females has also grown by 10% as of the end of 2018. However, this development was affected by the peculiarities of the IT labor market in Ukraine, Poland, and Bulgaria where the majority of IT specialists are male. In the last few years, the situation has been changing drastically and the number of female IT specialists is now rapidly growing. Though the gender ratio of associates is 2:1, this has no impact on the remuneration approach, which does not depend on gender, but on performance and skills.



SoftServe has seen record-breaking staff growth in 2017 and 2018. Having hired 1,821 new associates in 2017 and 2,952 more in 2018, SoftServe became the most dynamic company in terms of growth rates within the IT sector in Ukraine.

In terms of age groups, the distribution of new hires in 2017–2018 was as follows:

<b>Age</b>	<b>Percentage of hires</b>	
<20	7%	9%
21-30	66%	62%
31-40	23%	25%
41-50	3%	3%
>51	1%	1%

2017                      2018



# CREATING THE BEST WORKING ENVIRONMENT

A comfortable and inspiring environment is vital for our associates to successfully enable digital innovation. We realize that the office is a space where we spend most of the day and that it should be convenient, comfortable, and well-equipped.

## OPENING NEW OFFICES



In 2017–2018, in order to meet rapid company growth, SoftServe invested in the creation of new modern, dynamic offices in a number of locations.



All of the new office spaces were planned to complement a well-balanced work-life approach in order to create the best working infrastructure possible.



They included bike parking lots, gyms, changing rooms and showers, indoor and/or open air relaxation zones, and massage rooms.

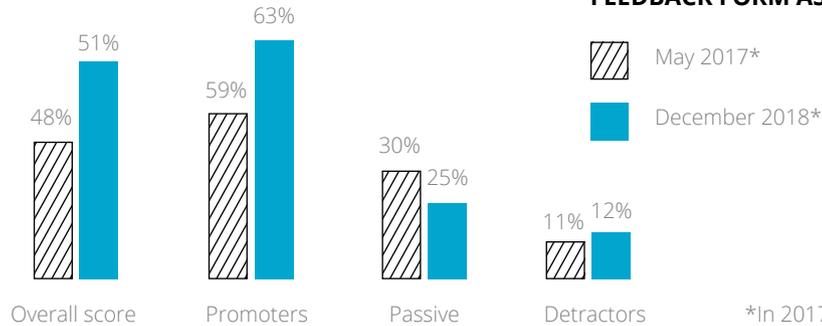


Altogether, 13 new offices were opened to accommodate more than 2,000 new company members.

In 2018, a pilot Smart Parking System was launched at the Lviv HQ office to improve car parking logistics. It was tested and implemented to help employees find free parking slots faster and easier.

## CONSTANT WORKPLACE ENVIRONMENT IMPROVEMENTS

Associates' satisfaction with work environment conditions in our offices is the subject of the quarterly Employee Satisfaction Survey. In 2017–2018, improving work conditions in the company's offices numbered among top priority areas. As a result of renovations in almost all locations, a number of implemented initiatives based on associates' suggestions, and the opening of new dynamic offices, the overall space satisfaction has significantly increased.



\*In 2017, SoftServe implemented a new approach to working with ESAT. Surveys which investigated associates' satisfaction with the office space were conducted on a quarterly basis starting in May 2017. The last survey was conducted in December 2018.



## CARING ABOUT ASSOCIATES' GENERAL WELL-BEING

Creative work can sometimes be very stressful and time-consuming. Therefore, it is very important to be able to maintain a healthy work-life balance, implement timely stress relief, and to relax and maintain a healthy lifestyle. To help our associates be healthier and more active, SoftServe tries to equip the company's offices with gyms, changing rooms and showers, massage rooms, and well-designed and stocked indoor and open air relaxation zones. In 2018, the cycling infrastructure was also improved by creating new parking spaces around office buildings, which now totals more than 300 parking spaces.

During the year, associates can enjoy regular on-site health checks, vaccination, and immunization activities, and CPR trainings in addition to a corporate medical insurance package and corporate doctors' services.

In 2018, the first corporate sports competition, SoftServe Olympic Games, took place. The purpose of this event was to foster team spirit among associates and to emphasize that the company supports employees' interests and cares about their health. More than 200 employees from all of the company's development centers took part in sports competitions in eight disciplines.

In addition, SoftServe supports employees' sports interests and sponsors their participation in various sports events and initiatives (e.g. semi-marathons, races, club competitions, social sporting events, etc.).

**15%**  
of associates receive flu  
vaccination every year

**3**  
CPR training sessions were  
held for associates in 2018

**300+**  
associates per year get  
health checkups

# BENEFITS

At SoftServe, we offer numerous benefits to our associates. These may vary from one location to another. For example, if there is no gym at an office, associates are provided with multisport passes and gym discounts.



## EDUCATION

Internal and external corporate trainings

Corporate language school

Certification center

Leadership programs



## HEALTH

Corporate doctors

Cycling infrastructure in the offices (bicycle stands, locker rooms, showers)

Health insurance

Health days (vaccinations, medical examinations, healthy snack days etc.)

Paid sick leaves



## SPORT

On-site gym or external gyms sport cards

Corporate sports championships

Team participation in local and national sporting competitions (running, cycling, football, basketball, volleyball, etc.)



## WORK SCHEDULE

Flexible working hours

Additional days off

Vacation



## CORPORATE PROGRAMS AND PRESENTS

Referral program

SoftServe discount program

Anniversary gifts

Corporate celebrations

SoftServe's Kids Matter project

# LEARNING AND DEVELOPMENT

SoftServe’s educational solutions, aimed at developing the most relevant functional and cross-functional competencies, are implemented in the most up-to-date and effective formats. We are constantly sharing our knowledge and experience through open training courses and activities.

In 2017–2018, we focused on:



Introducing a blended learning format



Launching new Leadership Development Programs

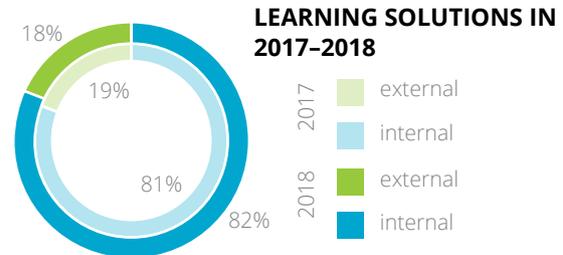


Expanding expertise for external audiences through courses and training sessions



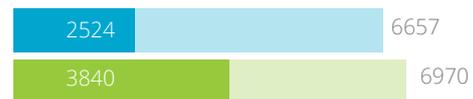
Extending the number of individually oriented trainings

**900** learning solutions were delivered in 2017–2018.



## EMPLOYEES INVOLVED IN TRAINING PROGRAMS IN 2017–2018

■ 2017 Unique associates involved  
■ 2018 Associates involved  
■ Unique associates involved  
■ Associates involved



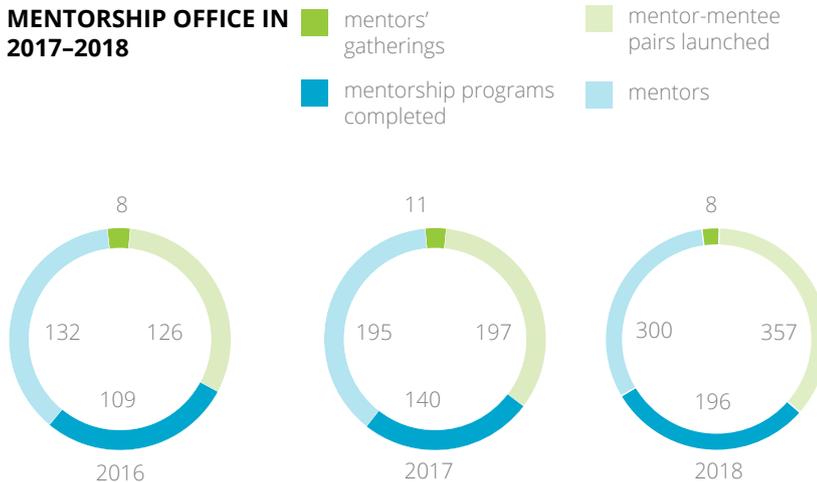
# MENTORSHIP

Our mentoring program supports our culture of learning and development, ensures the transfer of best practices, and develops innovative thinking, supported by common values. It remains one of the most efficient individual-oriented forms of learning within SoftServe.

There are **610** active mentor-mentee pairs.

In 2017, the number of mentor-mentee pairs almost doubled compared to the previous year, with further growth following in 2018.

## MENTORSHIP OFFICE IN 2017-2018





## COACHING

Expanding the formats of individual learning programs, in 2017, the company launched the first course of “School of Organizational Coaching” to prepare future corporate coaches. The SoftServe Coaching program, launched in 2018, is an internal professional development tool and a useful way to improve people’s skills and abilities, as well as enhance performance. SoftServe associates are free to choose from 16 internal certified coaches (for associates of any level) and 18 external coaches (for associates of 3+ level) available to them.

# LEADERSHIP DEVELOPMENT PROGRAMS

Offering a range of opportunities for developing and unveiling potential is SoftServe's ongoing priority. The pool of leadership opportunities is diversified and segmented, depending on learners' expectations and positions. Future Managers, Leadership, and Executives Programs are raising a new generation of leaders with strong strategic thinking and long-term visions. Online meet-ups with world business leaders, 100+ e-courses developed in-house, blended learning and other formats help future leaders to fill knowledge gaps and keep tabs on new management trends and innovations. Overall, the number of Leadership Development Programs students increased by 21% in 2017 and almost tripled in 2018.

2

Leadership summits

14

Managers onboarding camps

63

Leadership development master classes

14

Leadership series sessions

800+

Online learning materials

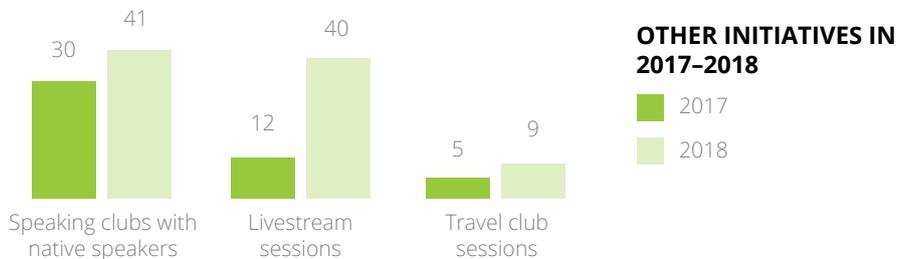
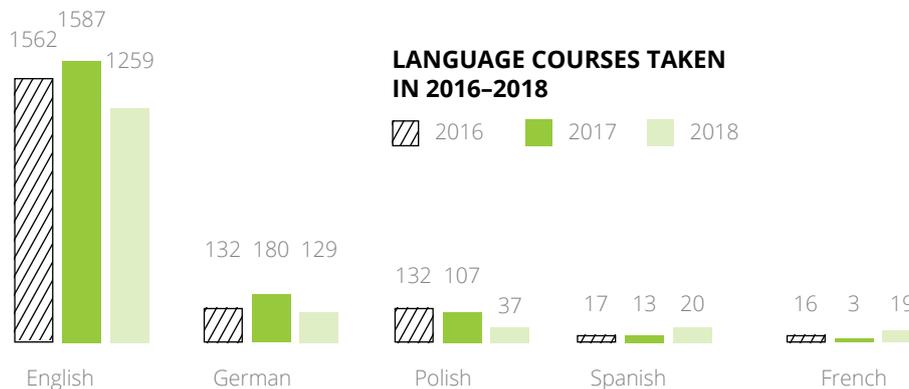


# LANGUAGE SCHOOL

To advance diversity and inclusion, in 2018, SoftServe's Language School evolved into the Cross-Cultural Communication Center (4Cs), shifting its focus to building enhanced cultural awareness among SoftServe associates. Apart from continually improving foreign language skills, this learning hub now offers a new type of services provided by the Communication Expert Team (CET). They suggest effective communication strategies, and run training sessions for associates and their clients with a strong intercultural focus.

A flexible schedule and mixed formats (e-learning, self-study, classroom studies, action learning, Blaisure Club, Travel Club, Online Speaking Club) ensures that associates keep on learning whenever they can.

A total of 1,882 students graduated from language courses in 2017, with 1,387 people taking language courses in English, German, Polish, French, and Spanish. In 2018, there were 1,464 students. As a result, 4,364 and 8,334 people were evaluated for English proficiency in 2017 and 2018 respectively.

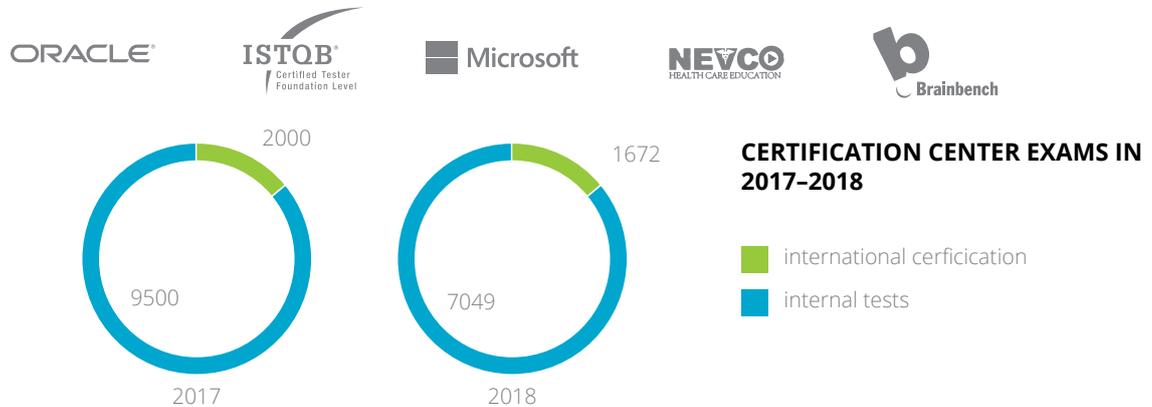


# CERTIFICATION CENTER

In 2017–2018, the Certification Center Team conducted over 3,600 international certifications, more than 2,000 of which were taken by SoftServe associates and almost 1,500 by external candidates.

Apart from international exams, over 16,500 SoftServe-designed internal tests were taken in 2017–2018.

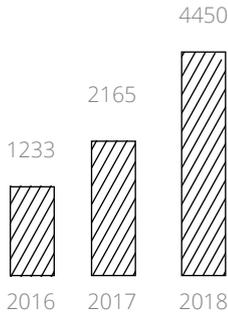
The top five international vendors continue to hold their positions among our associates: Nevco HIPAA, Microsoft, ISTQB (ASTQB, BCS, ISQI), Oracle, and Brainbench testing. The Certification Center Partner accounting for the largest number of worldwide certifications was Pearson VUE.



## E-LEARNING

E-learning is one of the most popular and effective educational formats at SoftServe. To create new e-courses, we've built an E-learning Department and equipped a high-tech production studio within the company to create e-courses for associates, which are available on our e-learning platform.

In 2017–2018, more than 70 new e-learning courses were developed, bringing the total number of available e-courses to 141.



**E-COURSES COMPLETION IN 2016-2018**

SoftServe associates took e-learning courses a total of **8,400** times in 2017-2018.

**89%** of e-courses were passed successfully.

## FUNCTIONAL OFFICES

SoftServe cares about the all-around development of its associates. For this reason, we created Functional Offices to support the line managers with a matrixed development environment. In this way, we enable constant knowledge sharing, professional skill development, rapid adoption of new technologies, and faster, more effective learning within SoftServe.

**PROJECT MANAGEMENT OFFICE**

**SOFTWARE DEVELOPMENT OFFICE**

**QUALITY MANAGEMENT OFFICE**

**TECHNICAL COMMUNICATION OFFICE**

**SOLUTION MANAGEMENT OFFICE**

( Business Analysis Office and Product Management Office )

**EXPERIENCE DESIGN OFFICE**

**RESEARCH AND DEVELOPMENT TEAM**

**INNOVATION HUB TEAM**

**CRITICAL SERVICES GROUP**

( DevOps Team, Support Team, Security Team )

**INTELLIGENT ENTERPRISE GROUP**

( Advanced Technologies, Big Data and Analytics Group, Data Science Group, IoT Group )

# CAREER DEVELOPMENT

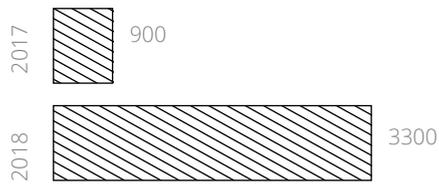
SoftServe continuously works on internal business streamlining to make sure that every member of our team has exceptional experience on their professional journey with the company. From onboarding to learning on projects and from leaders, and then becoming leaders or experts themselves, we aim to achieve the best professional experiences that a company can offer.

SoftServe maintains a system of solid requirements to each job profile, including education and specialized knowledge, skills and abilities, experience and certifications, duties and responsibilities. Career paths are in place, with a clearly set promotion criteria including experience, external certifications passed, knowledge evaluation based on competency models, performance evaluations, foreign language evaluation and other job-specific requirements.

Performance evaluation can be initiated several times per year depending on a position-level and results in a feedback provided to an employee on competencies and goals achievement, recommendations for development, as well as setting of future goals. As part of a promotion process, knowledge evaluation, external certifications and foreign language evaluation may be requested by an associate. Additionally, a variety of learning solutions provided by SoftServe University are available for all employees through our learning management system, that contains e-learning, live training, coaching, mentorship, and other resources, such as books, articles and MOOCs.

A standard Performance Appraisal Procedure occurs systematically starting from a hire date and at a frequency, which depends on the position level:

<b>JUNIOR LEVEL</b>  quarterly for first six months in a position, then bi-annually	<b>INTERMEDIATE LEVEL</b>  bi-annually	<b>SENIOR LEVEL</b>  annually	<b>LEAD LEVEL</b>  annually
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## ASSOCIATES PROMOTED IN 2017-2018

In 2018 more than 3,300 employees were promoted in comparison with approximately 900 in 2017.

Both 2017 and 2018 were years of transformations and new implementations related to talent and reward management. Corporate onboarding re-design was launched, aimed to deliver exceptional experience, provide transparency, support operational excellence, efficiency, and scaling. The goals management framework redesign was launched to amplify the connection between strategic initiatives, OKRs and individual goals, and enhance the pay-for-performance culture. The career management concept was improved to provide more career choices within technical and managerial paths that fit individual needs of the associates. The approach to our compensation management process was also changed in accordance with the best global practices, as we aim to create scalable and transparent procedure for compensation review within the company.





# MEASURING EMPLOYEE SATISFACTION

SoftServe drives its success through our people. The company is built on the quality and passion of our associates.

Therefore, maintaining high levels of associate engagement is key to our overall business performance. In addition, it is our responsibility as an employer to ensure SoftServe is doing its best to be as genuinely employee-friendly as possible.

In May 2017, we launched a new corporate survey tool aimed at nurturing sustainable relationships with our most valuable asset—SoftServe associates. In addition to engagement, we also evaluate other factors that influence satisfaction, such as:

achievements	environment	workload	autonomy
peer relationship	management support	freedom of opinions	goal setting
growth	meaningful work	organizational fit	recognition

This survey is carried out on a quarterly basis. Each time, we choose three company-wide initiatives that will make up our primary focus for the following three months. The initiatives are selected according to data we have in the system, paying attention to those areas that will have the biggest impact on our associates' engagement.

A key reason for using an advanced survey tool is that survey results and data are now visible for multiple levels of the organization, rather than being reserved for the senior leadership team. It is very important for us that no feedback from our associates is neglected. To encourage our associates to participate in the study, each manager can acknowledge that his/her comment was read, and also initiate an online conversation where an associate can remain anonymous.

The results of the surveys on implemented and planned improvements are openly communicated to associates. This approach to employees' engagement and satisfaction results in a high level of loyalty among SoftServe associates, which is shown in a strong ESAT response rate of 65–70%. Maintaining a focus on associates' needs, open dialog, and constant work toward improvements help to not only enhance processes and working conditions, but also boost associates' satisfaction and loyalty while maintaining the company's position as one of the best employers in each location of its operations.

# EMPOWER RING COMMUNI TIES



Today, SoftServe is one of the largest IT employers in those cities where the company's development centers are located. Country-wise, it is the second largest IT company in Ukraine.

As an active member of the IT community, SoftServe is committed to making consistent and sustainable efforts to improve the IT sector and strengthen IT communities in the regions where we are active. Through our operations and numerous projects, we also have significant economic and indirect social and technological impacts on the cities where we operate.

Key partners in developing and strengthening local communities include clusters, business organizations, NGOs, city, and state authorities.

## BUILDING A STRONG IT INDUSTRY

As one of the industry leaders, SoftServe plays an active role in a number of organizations that share common business interests. We are committed to creating long-term strategic partnerships with these organizations in order to share resources and expertise, and also contribute to achieving the mutual goals of the IT industry.

In particular, SoftServe is an active member of the following:



CSR Center  
(Ukraine)



American Chamber of  
Commerce



IT Ukraine  
Association



Association of Business  
Service Leaders in Poland



Western Chamber of  
Commerce



Bulgarian association of  
software companies



European  
Business Association



Western Chamber of  
Commerce, Poland



Organization supporting  
entrepreneurship with focus on  
BPO, SSC, R&D, etc., Poland



Kharkiv  
IT Cluster



Ivano-Frankivsk  
IT Cluster



Dniro  
IT Cluster



Lviv  
IT Cluster



Rivne  
IT Cluster

## KEY PROJECTS SOFTSERVE CONTRIBUTED TO IN 2017–2018 INCLUDE:

Preparing the presentation on the Ukrainian IT sector at the World Economic Forum in Davos in January 2018–2019.

Launching the Innovation District IT Park project in Lviv.

Developing a new strategy for the development of Lviv as a creative city.

Launching eight new educational IT programs at Lviv universities in 2017–2018, in addition to opening the Robotics Lab and the Innovation Lab at Ivan Franko Lviv State University.

Integrating two IT communities in Dnipro into a single organization, the Dnipro IT community.

Contributing to the creation of the Rivne IT Cluster to support local IT community growth.

Pursuing a partnership with the Lviv City Council to implement a pilot project to install a smart parking system in Lviv.

International conferences that promote innovations among young people, as well as other events aimed at attracting leading international experts and opinion leaders, also significantly influence the formation of the IT environment. Traditionally, SoftServe organizes and/or is a partner for a number of such events.



## IT WEEKEND

SoftServe has developed its own format of technology conferences—IT Weekend—to allow internal and external experts to share their practical knowledge with the IT community. Such events are organized once or twice a year in every location where the company's development centers are located. In 2017–2018, 20 local IT weekend conferences took place, involving more than 4,500 participants.

The largest technology conference organized by SoftServe is IT Weekend Ukraine, which is traditionally held in Kyiv every September. This is one of the biggest tech conferences organized by the business community in Ukraine and Eastern Europe. Every year, the event brings together more than 1,000 participants from different parts of the country, in addition to involving technology experts from leading world companies like IBM, Siemens, PwC, Amazon, and Intel to share their insights and discuss new technology trends.

A quarter of all revenue from tickets sold at the conferences in 2017–2018 were transferred to support the “Positive Rooms” charitable project run by SoftServe's corporate Charity Fund “Open Eyes”.



## UKRAINIAN IT AWARDS

SoftServe is the founder of the Ukrainian IT Awards—a national competition for the title of the best IT specialist in Ukraine. We initiated this award in 2012 to recognize top professionals in core IT specialties, such as software architecture, software engineering, business analysis, design, quality assurance, cyber security, R&D, and others. Each year, an independent jury, consisting of top management and tech experts from leading IT companies, educational institutions, opinion leaders, and independent industry experts, selects the best IT professionals in a number of categories.

Starting in 2017, the “IT Ukraine” Association became a co-organizer of the Ukrainian IT Awards, driving jury and winner selection. SoftServe is the founder and remains the co-organizer of this event.

## HR MANAGEMENT IN IT

In 2018, SoftServe launched an external program “Global HR Management in IT” to help HR professionals in our industry become strategic partners in managing global HR processes within their companies. The course covers three sets related to HR in business, as well as professions and personality, to enhance participants’ core competencies and advance relevant skills. The “Global HR Management in IT” program was designed in cooperation with SoftServe HR specialists in order to provide students with a strategic vision of their function across multiple disciplines and to give them a deeper understanding of HR’s role in the IT business to be able to analyze and respond to an organization’s business goals and ensure that the most valuable asset—talented people—are available, capable, effective, and empowered.

2

Programs complete

24

Students

18

SoftServe experts engaged as trainers

## FALLING WALLS LAB IN KYIV

In September 2017, SoftServe partnered with Falling Walls Lab Kyiv, a world-class scientific conference held in the format of a talent show. The purpose of this competition is to accumulate progressive scientific concepts, discoveries, and business ideas, and promote innovation and entrepreneurship among young people.

This conference is organized in Kyiv by the Klitschko Foundation.

In 2017, SoftServe was not only a partner for this event, but also organized a series of mentoring sessions with the company’s top management for winners of the Ukrainian phase of Falling Walls Lab 2017. Contestants visited SoftServe headquarters in Lviv, met with our CEO and heads of a number of the company’s divisions, and received feedback and advice on their projects before presenting them at the final Falling Walls event in Berlin.





# COMPUTER SCIENCE EDUCATION

Improving IT education is one of the key CSR areas for SoftServe. We are convinced that high quality education is the basis for the strong development of the IT industry and its specialists. SoftServe is working on improving IT education in partnership with industry organizations, clusters, and universities, as well as implementing its own initiatives.

## SOFTSERVE IT ACADEMY

The SoftServe IT Academy is a powerful platform for improving technical skills in IT. This is an opportunity for university students in their third to fifth year and university graduates, where, in a short term (2-4 months), they can improve the theoretical and practical knowledge in a number of IT specialties. Training for the Academy's students can be both free and paid.

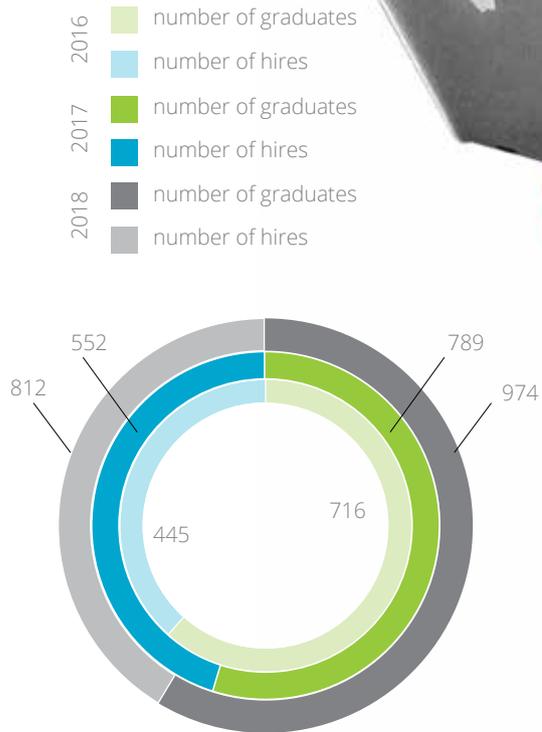
**FREE COURSES** are designed for those who already have basic technical knowledge. After finishing our free courses, the brightest graduates are offered a job.

**PAID COURSES** are for beginners and those looking to switch to the IT field from a different profession.

We are continuously working on updating training programs to meet the latest technological trends on the market. In 2017, the IT Academy portfolio was replenished with three new training programs and in 2018, eight more courses were introduced. As of the end of 2018, the portfolio included 40 courses.

The percentage of IT Academy graduates being hired also rose. In 2017, it was 70% and in 2018, it reached 79%. This is a 17% increase over the previous two years.

**NUMBER OF IT ACADEMY GRADUATES AND HIRES IN 2016-2018**



## **UNIVERSITY PROGRAMS**

With the launch of the Computer Science program at the Ukrainian Catholic University in 2015, a rapid process of upgrading university IT programs began in Lviv. SoftServe is pleased to support this process by contributing to the development of teaching materials, the teaching process, student mentoring, and financial assistance. Universities in Lviv have experienced great success and have set an example for other educational institutions in Ukraine. In addition, our colleagues, who directly implemented many of these changes, willingly share their experience with other educational institutions in Ukraine.

### **ARTIFICIAL INTELLIGENCE PROGRAM AT LVIV POLYTECHNIC NATIONAL UNIVERSITY**

In 2017, SoftServe specialists joined in developing a bachelor's program in Artificial Intelligence Systems at Lviv Polytechnic National University, in which 120 students are now enrolled. The company also set up a computer class for students in this program, where future specialists can program, develop algorithms, analyze data, and acquire other applied skills that are required for their profession.

### **DATA SCIENCE & INTELLIGENT SYSTEMS AT IVAN FRANKO NATIONAL UNIVERSITY OF LVIV**

Together with the Lviv IT cluster and other IT companies in the region, SoftServe developed a new educational program—Data Science & Intelligent Systems—at the Faculty of Electronics and Information Technologies of Ivan Franko National University of Lviv. It is designed for 100 students and covers such areas as machine learning and artificial intelligence, data analytics, and Internet of Things, as well as smart solutions and systems.

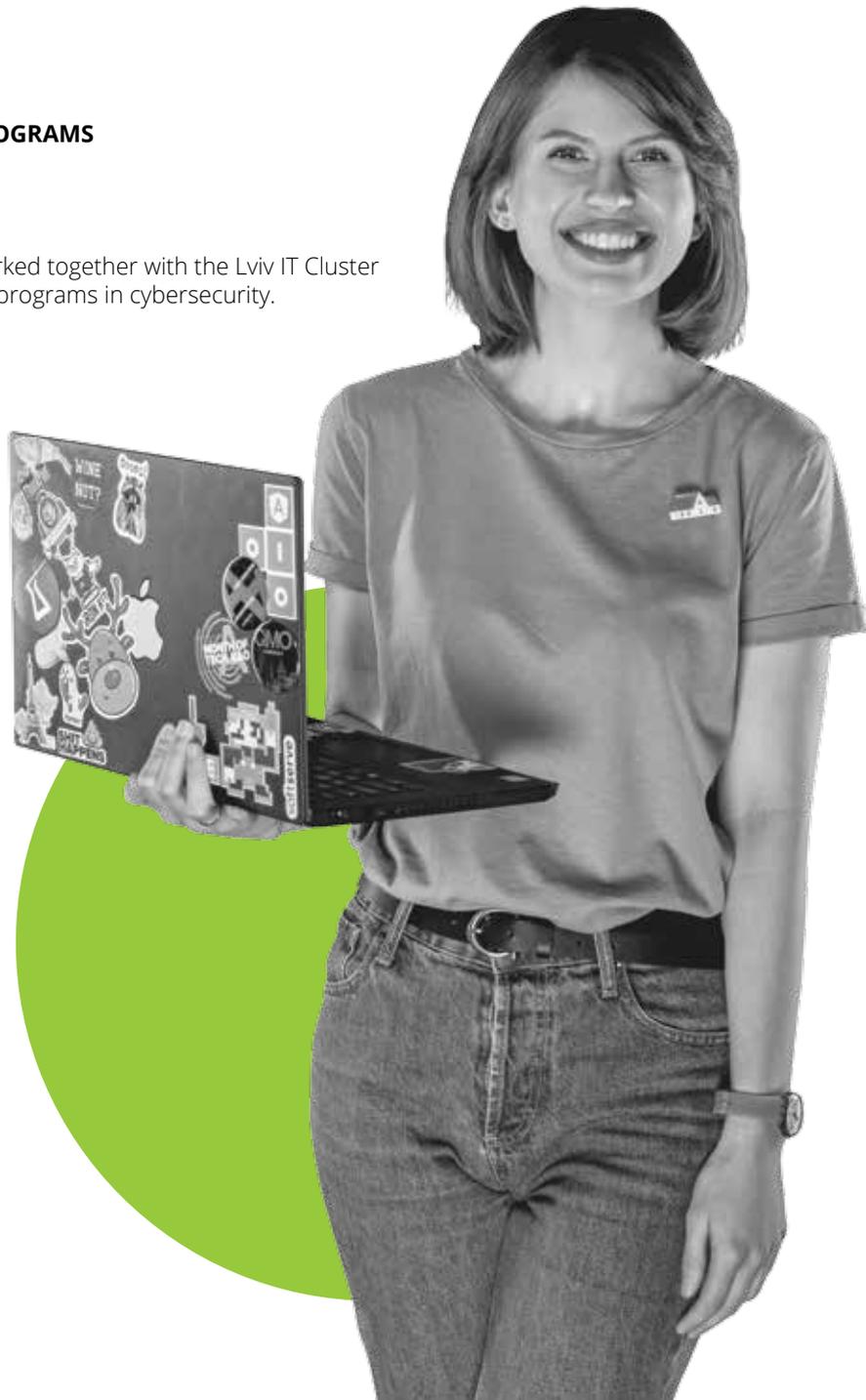
## TWO BACHELOR'S DEGREE PROGRAMS IN CYBERSECURITY

In 2018, SoftServe specialists worked together with the Lviv IT Cluster to launch two bachelor's degree programs in cybersecurity.

The cybersecurity programs were launched at the Institute of Computer Technologies, Automation and Information, the Department of Information Security at Lviv Polytechnic National University, as well as at the Civil Defense Educational and Research Institute, the Department of Information Security Management at the Lviv State University of Life Safety.

These programs  
are designed for

**180**  
students



## **ROBOTICS AND BUSINESS ANALYTICS & DATA SCIENCE AT LVIV POLYTECHNIC NATIONAL UNIVERSITY**

In cooperation with the Lviv IT Cluster and a few local IT companies, SoftServe associates contributed to the launch of two new bachelor's programs at Lviv Polytechnic National University.

The degree program in robotics was launched at Lviv Polytechnic National University within the Department of Measuring Information Technologies at the Institute of Computer Technologies, Automation, and Metrology. Most of the courses are completely new, developed in accordance with the demands of the IT market. The program's goal is to prepare experts who will be able to develop, program and supervise robots, built-in devices, and computerized systems.

The Business Analytics & Data Science program was launched within the Department of Information Systems and Networks of the Institute of Computer Science and Information Technologies. Starting from their third year, students may choose to major in Data Science (DS), Business Analysis (BA), and Business Intelligence (BI).

## **IOT LAB AT LVIV POLYTECHNIC NATIONAL UNIVERSITY**

SoftServe, together with a couple of IT companies, contributed to the opening of a new modern IoT Lab at Lviv Polytechnic National University in March 2018. The lab was initiated by the Lviv IT Cluster and is designed for students of the IoT bachelor's program, previously launched by the Cluster in 2016 in association with local IT companies.

The IoT lab became a unique platform for students to build smart devices or experiment with the hardware part of their projects. The lab consists of 14 fully equipped work stations corresponding to the requirements of several practical courses.



### **ROBOTICS LAB AT IVAN FRANKO NATIONAL UNIVERSITY OF LVIV**

SoftServe initiated the launch of the robotics laboratory in cooperation with Ivan Franko National University of Lviv. The new laboratory was opened in December 2018 and provides electronics and computer technology students with an opportunity to gain practical skills in robotics. The Robotics Lab's equipment gives students the ability to test algorithms in simulation modes and to undergo training to manage real mobile platforms. The company's experts hold classes with students to share theoretical knowledge in robotics and support students in their practical assignments.

### **INNOVATION LAB AT IVAN FRANKO NATIONAL UNIVERSITY OF LVIV**

In 2018, SoftServe contributed to the opening of the Innovation Laboratory for students of Applied Mathematics and Informatics Department at Ivan Franko National University of Lviv. The company has equipped 40 work stations for practical assignments. The students are currently able to gain practical skills in developing programs and implementing IT projects and startups.

# PARTNERSHIP WITH SCHOOLS

## JOIN IT

Every year, the IT Association of Ukraine initiates a series of vocational guidance events named “Join IT” for high-school students. The purpose of this project is to inform youth about career opportunities and benefits of working in the IT industry. SoftServe volunteers joined the project in Kyiv, Lviv, Dnipro, Kharkiv, Rivne, Chernivtsi, and Ivano-Frankivsk. In 2017, we met with almost 1,500 students in 26 schools. In September 2018, 34 SoftServe associates joined the project and 40 meetings with almost 2,500 students were held.

## HOURLY OF CODE

The Hour of Code global initiative was launched in 2003 as a series of interactive one-hour programming lessons to introduce school children to the world of computer science. SoftServe volunteers joined this initiative in 2016. Now, they act as mentors for coding activities at schools during Computer Science Education Week in early December. In 2017–2018, our volunteers, together with company executives, held such lessons for about 1,500 students in Lviv and Ivano-Frankivsk.

## OTHER ACTIVITIES

In 2017–2018, SoftServe contributed to a number of other events and projects aimed at the transformation and development of IT education. Company associates volunteered as mentors at student hackathons, and the company hosted or supported more than 200 IT community knowledge sharing events. More than 20 career days were held at schools and universities, and visits to the company's offices are regularly organized for university students and school children throughout the year.

**200+**  
IT community knowledge  
sharing events

**20+**  
career days  
for students

**800+**  
visits to the company's  
offices per year

**5**  
hackathons for  
IT students  
supported

# ACCESS TO COMPUTER TECHNOLOGIES FOR PUBLIC INSTITUTIONS

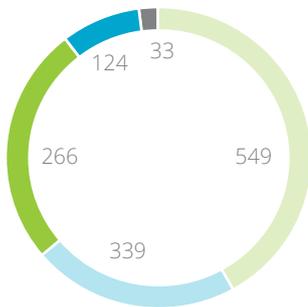
An important precondition for the development of IT technologies and digital services at the local and state levels is the proper computerization of public and educational organizations. Unfortunately, a significant number of these institutions have insufficient computer equipment, or use outdated equipment. In 2009, SoftServe partnered with schools, universities, hospitals, and other social institutions to overcome this problem.

Since 2009, we have donated around 3,000 units of computer equipment to various institutions in those cities where the company operates.

A total of

# 1,311

units of computer equipment have been transferred by the company.



- Universities
- Schools
- Government Agencies
- Military
- Kindergardens

## COMPUTER EQUIPMENT FOR PUBLIC INSTITUTIONS IN 2017-2018





# VOLUNTEER PROJECTS

## A MONTH OF GOOD DEEDS

In October 2018, SoftServe accepted the all-Ukrainian charitable challenge titled “Marathon of Good Deeds”, thereby agreeing to implement at least one volunteer initiative during that month. The project was originally launched by 1+1 media in 2017, and then it was picked up by large Ukrainian companies. During October, SoftServe volunteers launched 10 charitable events, fundraised over UAH 30,000, and united the efforts of the company's development centers in six cities in Ukraine and in Sofia, Bulgaria.



### **BLOOD DONOR DAY**

In 2017, SoftServe associates first joined the World Donor Day initiative. As a result, 72 volunteers from all of the Ukrainian development centers and offices in Sofia and Austin donated blood. More than 80 associates supported the initiative in 2018.

### **AID FOR THE SOCIALLY VULNERABLE AND THE ELDERLY**

SoftServe associates support a number of charities and orphanages and are devoted volunteers. Throughout the year, they organize annual and one-off charitable initiatives and fairs in order to support those who are in dire need, as well as the socially vulnerable, lonely, and elderly people.

### **EASTER BASKET**

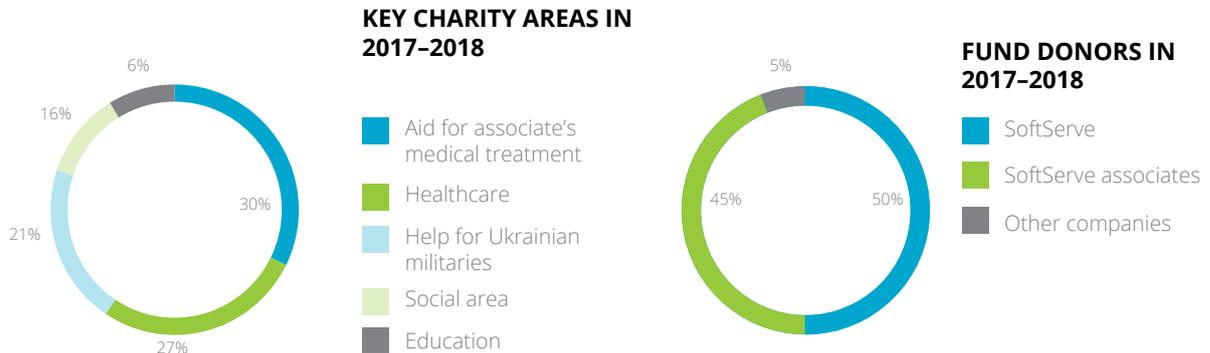
Easter Basket is a charitable initiative held annually, prior to the holiday season, by Caritas Ukraine NGO. In 2017–2018, SoftServe associates helped to support 110 lonely and poor elderly people by providing food to lift their spirits and make the holiday as joyful as possible.

## CHARITY FUND “OPEN EYES”

In 2014, a corporate Charity Fund “Open Eyes” was established as a medium for the company’s associates to initiate charitable projects and raise funds for the projects implementation and volunteer as members of project teams. In 2017, the “Open Eyes” fundraising platform [www.openeyes.org.ua](http://www.openeyes.org.ua) became public and now provides an opportunity for everyone, including SoftServe’s associates, to participate in financing the Fund’s charitable initiatives.

In 2017–2018, the fund also experienced a number of first-time external fundraising campaigns. In particular, a quarter of all revenue from the ticket sales for the IT Weekend Ukraine and QMO conferences were donated to the project “Positive Rooms 2.0”, helping to raise \$7,860 for this project and to open the first “Positive Room” in Ivano-Frankivsk Children’s Hospital. The Fund was also represented at one of the largest IT conferences in Eastern Europe–Lviv IT Arena. A significant step in the development of the Fund was the first project implemented in the financial partnership with other IT companies in the region.

**\$232,000**  
Total budget of implemented projects in 2017–2018





ACCOMPLISHED

### **“NEONATAL INTENSIVE CARE EQUIPMENT” (LVIV), 2016–2017**

Project team–2 SoftServe associates

Anesthesiology and newborn intensive care unit at Lviv City Children’s Hospital was equipped with modern medical hypothermia machine for infants. The Fund purchased BLANKETROL III (USA) and 5-channel EEG CFM [aEEG] encephalograph with video surveillance (Poland). Annually, more than 340 newborn infants in the Lviv region suffer from hypoxic-ischemic brain damage. The new equipment will now enable doctors to provide an innovative medical treatment and save lives of children not only from Lviv but from other regions in Western Ukraine.

### “MEDICAL TREATMENT AID FOR SOFTSERVE ASSOCIATES”

In case of a serious illness, SoftServe associates and their family members receive financial support from the Charity Fund “Open Eyes” for the required treatment. In 2017–2018, the fund supported 11 such cases, raising \$71,124.



### “POSITIVE ROOM” (WROCLAW)

Project team–2 SoftServe associates

Charity Fund “Open Eyes” helped create a Positive Room at the Wroclaw Children’s Clinic for Endocrinology and Diabetes, financing the design, furnishings, educational materials, and toys. The space is meant to propel faster recovery in children who often spend upwards of two weeks at the hospital by means of lifting their spirits and inspiring creativity.



ACCOMPLISHED

#### **“PREPARE THE CHILD OF ATO HERO FOR SCHOOL” (LVIV AND KIROVOHRAD REGION)**

Project team–13 SoftServe associates

For the third year in a row, before September 1st we helped to provide school kits with necessary stationery items to the children of Ukrainian soldiers injured or killed in ATO–war conflict in the Eastern part of Ukraine in Donbas region. In 2017, 90 school kits were sent to children in the Lviv and Kirovohrad regions, making September 1st a very special day for them.

“Prepare a hero’s child for school” is a charity initiative that is implemented in cooperation with Charitable Foundation “Aid for Heroes’ Children”.

ACCOMPLISHED

#### **“SCHOOL BAG”, 2017–2018 (KRAMATORSK, MARIUPOL, SEVERODONETSK, ODESA)**

Project team–2 SoftServe associates

200 more school kits with necessary stationery items were sent on September 1st, 2017 and 2018 to the children from crisis families deprived of basic necessities in “grey area” (territory adjacent to the ATO) in the Eastern regions of Ukraine–Kramatorsk, Mariupol, Severodonetsk, and Odesa. The project was implemented together with Charity Foundation “Caritas Ukraine”.



ACCOMPLISHED

### **“IT PUPIL. IVANO-FRANKIVSK” 3RD GROUP (IVANO-FRANKIVSK)**

Project team–6 SoftServe associates

During 2017, 18 children from Ivano-Frankivsk orphanages were studying the basics of web technologies (HTML, CSS). Eight of them successfully completed the courses and received certificates for independent development of web sites and English language courses.

During the course our students:

- Learned the ropes of CSS and HTML
- Discovered what website development is all about
- Learned to create their own HTML pages
- Delivered a presentation on a theoretical question
- Successfully completed a technical task

This was possible thanks to the efforts of our associates volunteering to teach children during the course. In the additional program of the course, the children had the opportunity to:

- See inside the world of testing and Internet security
- Learn to give a self-presentation, bring their dreams to life and not to be afraid of public speaking;
- Have a good time together watching a movie, eating tasty pizza and drinking juice.



## ACCOMPLISHED

### “IT PUPIL. LVIV” 1ST GROUP (LVIV)

Project team–4 SoftServe associates

Following the successful example in Ivano-Frankivsk, a similar project started in 2017 in Lviv. Thirteen children from orphanages and boarding schools took the course. Among the children, there were those who had never been introduced to the IT sphere and those who already knew the basics of web development and had even tried to develop their own web page. Seven of them successfully completed the training program and received certificates for independent development of web sites, as well as English language courses completion.

The project’s program included the following training program to develop the childrens’ soft skills:

- What is the Internet and how does it work
- What happens with the site after its creation–functions of the support team
- Development of leadership qualities
- Teamwork
- Motivation and sources for inspiration
- Presentation skills and public speaking

The opportunity to communicate directly with the world of IT will help the overall development of children’s skills and motivate them to choose a future IT profession–potentially changing their lives for the better!

## HELPING “DZHERELO” (LVIV)

For many years, SoftServe supported the Educational and Rehabilitation Center “Dzherelo” for children with special needs. We provide financial assistance to cover the fuel costs for the center’s school buses and implement development programs for “Dzherelo” students.



ACCOMPLISHED

## **CO-FINANCING OF THE UKRAINIAN CATHOLIC UNIVERSITY STUDENTS' NGO "VELYKOHO BAZHAYTE" INITIATIVES:**

### **"SPACE CRAFT"**

Within the framework of the project "Space Craft", there were four training modules for the public sector, representatives of local authorities, and businesses (training for communications, fundraising, team building, effective leadership, and advocacy). The purpose of the project is to help participants effectively solve problems in their cities and carry out the real urban transformation.

ACCOMPLISHED

### **III GLOBAL UKRAINIAN DIALOGUE "PRINCIPIUM"**

Ukrainian nationwide conjunction of cultural, political, and social environments "Principium" is a platform for visionary discussions. During the dialogue, the youth presented projects against corruption. The new project "School of Dignity" was launched as well.

ACCOMPLISHED

### **"COUNTRY WIN-WIN"**

The project Country Win-Win is an educational one-week program for young people, aged 18 to 40, from the Ukrainian diaspora, who are interested in Ukraine's present and future. The project involves using the experience and knowledge of the diaspora representatives for building positive image of Ukraine in the world. One of the aims of the project is the creation of a network of local communities abroad, advocating Ukrainian issues on both national and international platforms. Country Win-Win is a network for sharing experience among Ukrainians all over the world.

ACCOMPLISHED

### **SCHOLARSHIP FOR STUDENTS OF THE UKRAINIAN CATHOLIC UNIVERSITY LVIV BUSINESS SCHOOL**

Students pursuing MSc degrees in Innovations and Entrepreneurship whose master thesis receives the highest scores from the examination board win the scholarship. The graduates use these funds to implement their thesis projects.

In 2018 the scholarship winners were:

NGO “Wiz-Art” with project 11th Lviv International Short Film Festival Wiz-Art  
Louddly Team with project Louddly (mobile app for podcast community development)

ACCOMPLISHED

### **“HELP FOR AVDIIVKA”**

The bombing of Avdiivka in Eastern Ukraine in January 2017 left 22,000 of the city's residents without water, electricity, and heat in the winter, including 2500 children. With the help of joint associates and our charity fund's efforts, we purchased a welding aggregate and building materials for the reconstruction of damaged buildings in Avdiivka and provided them to city authorities, as well as collected and provided medicine, warm clothes, and supplies to the victims.

ACCOMPLISHED

### **MILITARY AID**

Project team–3 SoftServe associates

During the year, our Charity Fund “Open Eyes” provided humanitarian assistance to the Ukrainian military. As a result, we helped provide equipment (radio sets, electric generator, GoPro camera, radio antenna set, computers, laptops, etc.) and personal protective equipment for the soldiers from more than 16 military units.

ACCOMPLISHED

### **“UNMANNED PILOTS FOR OUR GUYS”(CHERNIVTSI)**

Project team–3 SoftServe associates

We provided spare parts that allowed the volunteer group “Unmanned pilots for our guys” to manufacture unmanned aerial vehicles and conduct training for operating them in 10 military units.

ACCOMPLISHED

### **MEDICAL HELP FOR ATO FIGHTER**

The replacement of the right hip joint (prosthesis) for the Ukrainian soldier was successfully completed at the Kyiv Military Hospital. After a six-month rehabilitation period, the soldier continued his service at a military base as an instructor for new recruits.

ACCOMPLISHED

### **CO-FINANCING THE PROJECT “THEATER IN ATO” (UKRAINIAN CATHOLIC UNIVERSITY STUDENTS’ ORGANIZATION “UKRAYINA-YEDYNA” (UKRAINE UNITED)**

During 2017–2018 Ukrainian Catholic University’s Student Brotherhood conducted five trips of the student theater to the front-line zone with a theatrical performance with adapted scenarios. The purpose of the project is to unite the civilian population of Ukraine’s eastern and western regions, and to boost the morale of the ATO fighters.

ACCOMPLISHED

### **CO-FINANCING OF THE INITIATIVE OF NGO “BUDUIMO UKRAINU RAZOM” (LET’S BUILD UKRAINE TOGETHER) IN THE USA**

The Charity Fund “Open Eyes” supported the initiative of the NGO “Buduimo Ukrainu Razom” (Build Ukraine Together), which aimed to raise funds during charity concert of DakhaBrakha band in Austin for the repair of buildings damaged by military actions in Eastern Ukraine.



**“POSITIVE ROOMS 2.0”**

Project team—ten SoftServe associates

Having successfully implemented the project “Positive Rooms” in Wroclaw, we continued this initiative in the children’s hospitals in Ukraine to create “Positive Rooms” for children in four state hospitals:

Ivano-Frankivsk—Department of Pulmonary Tuberculosis and Meningitis for Children at Ivano-Frankivsk Regional Phthiopulmonology Center, 6 Zhelekhivskoho, St.

Rivne—Ophthalmology Department at Rivne Regional Children’s Hospital, 60 Kyivska, St.

Dnipro—Department of Reconstructive Surgery with beds for cancer patients at Dnipro Regional Children’s Clinical Hospital, 13 Kosmichna, St.

Kharkiv—Pediatric Department for children with rare diseases and multiple developmental defects at Kharkiv Regional Children’s Clinical Hospital, 5 Ozeryanska, St.

In 2018 the first “Positive Room” in Ukraine was filled with happy faces from the Ivano-Frankivsk Regional Phthiopulmonology Center. The next three rooms are expected to open in 2019.

**“EDUCATIONAL SPACE FOR CHILDREN WITH AUTISM”**

Project team—three SoftServe associates

The goal of the project is to help the NGO “Space for Children’s Development” (Ivano-Frankivsk) to create a first-in-the-city educational space for children with autism and other disorders, where they can study, play, communicate, and develop physically. To provide a full range of therapeutic activities for children, specialists of the Space need specific equipment for sensory integration as it is the most effective method for the development of the nervous system and sensory integration of the brain. The project aims to purchase this kind of equipment for children’s physical development.

# ENVIRON MENTAL SUSTAIN ABILITY



# WASTE MANAGEMENT

In 2017, separate waste sorting was established in Ukrainian offices of the company within the framework of the Go Green 2.0 project. The list of waste types collected for recycling is slightly different in each of the Ukrainian development centers. This is due to the different capacities of the organizations that carry out waste recycling in each region. A set of waste includes:



Paper (all offices)



Plastic (all offices)



Glass (all offices)



Batteries (all offices)



Metal (all offices)

Annually, on average we collect and recycle about:

**12** tons of paper

**11** tons of plastic

**12** tons of glass

**960** kg of alkaline batteries

**120** kg of metal

Proper waste disposal in the Poland, Bulgaria, and the USA offices has been conducted from the moment they were opened.



## GREENER CITIES

SoftServe associates annually initiate ecological clean-ups and landscaping volunteer events in their cities. In 2017–2018, Plant a Plant–Save the Land corporate initiative was held for the second consecutive year. More than 200 volunteers from our Ukrainian and Polish offices planted about 570 trees in public parks and squares.

We are constantly trying to make the company's offices more environmentally friendly and reduce the environmental impact of the individuals and the company as a whole. All of the company's offices have a well-organized cycling infrastructure encouraging our associates to use zero-emission modes of transportation. In December 2018, a free charging station for electric cars was installed at the Lviv HQ office as a pilot project.

## ENVIRONMENTAL AWARENESS

Information campaigns are regularly held to promote the principles of reduce-reuse-recycle among associates, including online and offline activities, meetings with zero-waste experts, and by informing our associates about the progress of the project.

### REDUCE-REUSE-RECYCLE

We have also developed informative materials explaining what waste can be recycled, as well as suggestions for alternative disposal methods.

In 2017, SoftServe joined the Earth Hour campaign for the first time.



# APPENDIX



This report has been prepared in accordance with the Global Reporting Initiative standards:

Comprehensive option. The reporting period of the GRI Content Index comprises two financial years of SoftServe (January 1, 2017 through December 31, 2018).

The last sustainability information on SoftServe was published in July 2017 as part of the 2015-2016 Social Report.

Questions about this report should be addressed to:

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# GRI CONTENT INDEX

	<b>DISCLOSURE</b>	<b>PAGE</b>
102-1	Name of the organization	7
102-2	Activities, brands, products, and services	7
102-3	Location of headquarters	10
102-4	Location of operations	10
102-5	Ownership and legal form	7
102-6	Markets served	8
102-7	Scale of the organization	10, 11
102-8	Information on employees and other workers	28, 29, 30
102-10	Significant changes to the organization and its supply chain	11
102-13	Membership of associations	47
102-14	Statement from senior decision-maker	2,5
102-15	Key impacts, risks, and opportunities	21
102-16	Values, principles, standards, and norms of behavior	12, 27
102-17	Mechanisms for advice and concerns about ethics	27
102-25	Conflicts of interest	27
102-40	List of stakeholder groups	23, 24
102-44	Key topics and concerns raised	21, 25
102-50	Reporting period	79
102-51	Date of most recent report	79
102-52	Reporting cycle	79
102-53	Contact point for questions regarding the report	79
102-54	Claims of reporting in accordance with the Standards	79

Following sections consist of the most relevant topic to the respective GRI disclosure.

<b>DISCLOSURE</b>		<b>PAGE</b>
203-1	Infrastructure investments and services supported	48, 54-59, 62
401-1	New employee hires and employee turnover	29, 30
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	34
404-2	Programs for upgrading employee skills and transition assistance programs	35-41
404-3	Percentage of employees receiving regular performance and career development reviews	43
405-1	Diversity of governance bodies and employees	28, 29
413-1	Operations with local community engagement, impact assessments, and development programs	47, 48-52, 58, 59
418-1	Customer Privacy	12, 14

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