



2021

softserve

**SOFTSERVE
SUSTAINABILITY
REPORT**

FOR THE FUTURE



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Since 1993, SoftServe's mission has been to enable talented people to change the world. We stay committed to it by making our clients successful, developing our teams and ourselves while innovating every day. This Sustainability Report is a reflection of our everyday actions aiming to bring a sustainable future to our clients, associates, and communities.

We care deeply about our people and are proud to have earned a position and be recognized by our global team to be in the top 5% of Technology employers. With our continued strong year-over-year growth and our energized global team, we continue powering our social purpose and demonstrating our commitment to the UN Sustainable Development Goals.

Making a positive impact in the world is both an opportunity and a responsibility, and we take it seriously. With continued global expansion, we're excited about making a difference by staying different.



CHRIS BAKER

Chief Executive Officer



TARAS VERVEGA

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

ABOUT SOFTSERVE

SoftServe is a digital authority that advises and provides customized services at the cutting edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise that spans healthcare, retail, energy, oil and gas, financial services, and manufacturing, we implement end-to-end solutions to deliver the innovation, quality, and speed.

Whether we generate compelling new ideas or develop and implement transformational products and services, we deliver innovation. Our work and client experience are built on an empathetic, human-focused experience design foundation that ensures continuity from concept to release. In 2021 we received multiple awards both globally and in our founding country of Ukraine.

We're also proud that Forbes included SoftServe as one of the top 25 most innovative companies in Ukraine.

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

41

offices in

We worked on

1,740

projects

We welcomed

5,300

new associates

81

NPS

12

countries around the globe

some of which were for

147

new clients

12,500

associates by the end of 2021
(+43% Year-to-Year)

**Changing the world happens when we come together,
and do this proudly with**

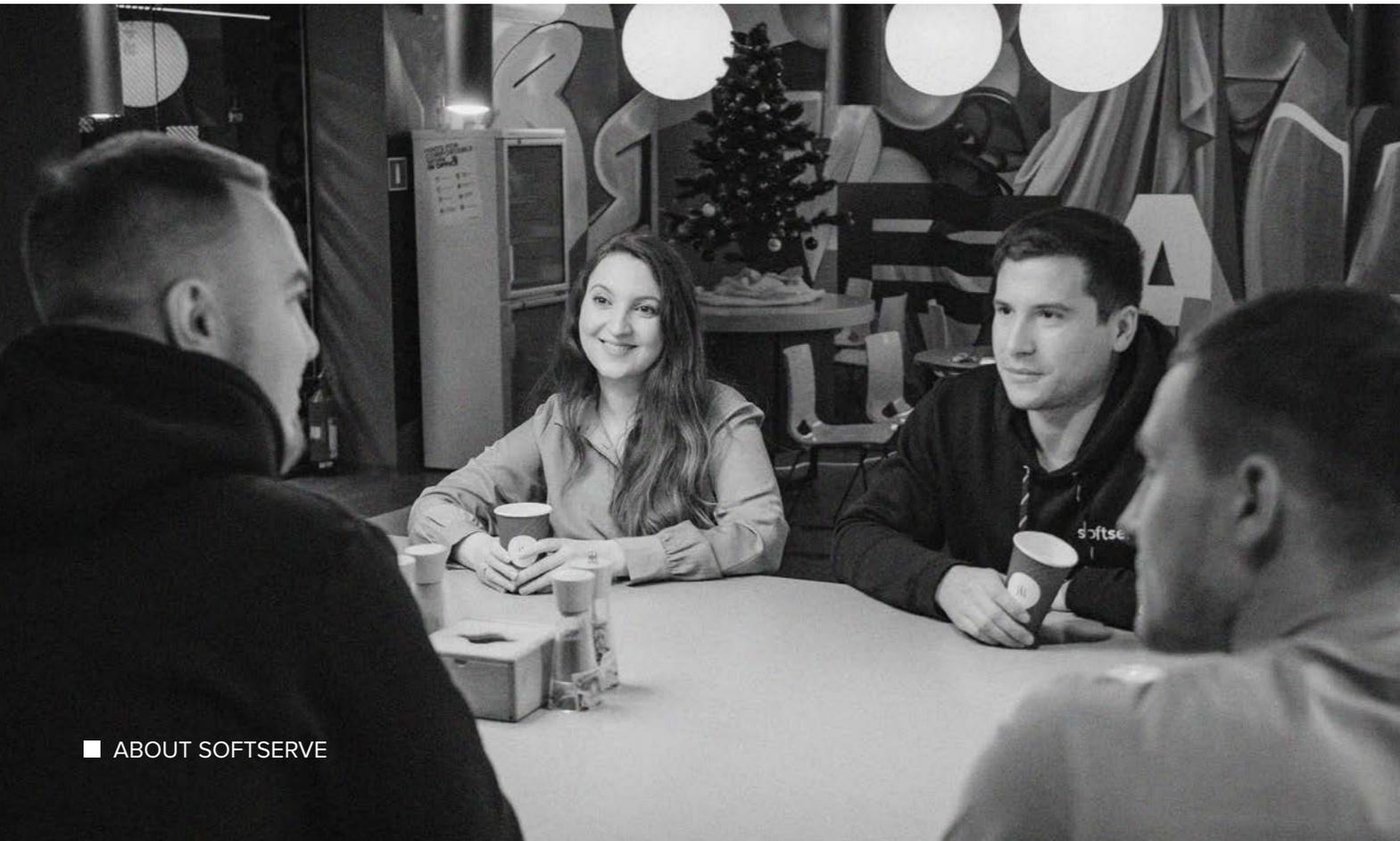
15

new technology partners

Received

15

sustainability and
employer brand awards



OUR APPROACH TO CORPORATE SOCIAL RESPONSIBILITY (CSR)

We are proud of our deep commitment to the community and our approach to corporate social responsibility. After all, it's in our DNA.

We created five cross-functional councils that work with different CSR initiatives. Each council consists of contributors from various business groups and includes a chairperson and an executive sponsor to ensure effective decision-making processes.

SUSTAINABILITY COUNCILS

- Environmental Council
- IT Educational Council
- Communities Council (OpenTech)
- Open Eyes charity
- Diversity Council

Our contribution to the United Nations Sustainability Goals





GLOBAL RECOGNITION 2021

★ EMPLOYER OF CHOICE AWARDS

Great Place to Work Certified (Poland)

Best Places to Work in Europe
(Poland)

Best Place to Work for Millennials
(Poland)

Career Show Awards 2021 (Bulgaria)

B2B Media Business Awards 2021
Bulgaria

TOP 100 Employers in Bulgaria

TOP 10 most attractive employers
among Ukrainian students and
experienced professionals in
Ukraine (EY)

★ SUSTAINABILITY AWARDS

Silver Globee 6th Annual 2021
Business Excellence Awards

Global Sourcing Association (GSA)
UK Professional Awards 2020

Bronze at Corporate Engagement
Awards 2021

UN Global Compact Partnership for
Sustainability Award 2021 Finalist

Gold-certified company by the
Mental Health at Work Institute
(Poland)

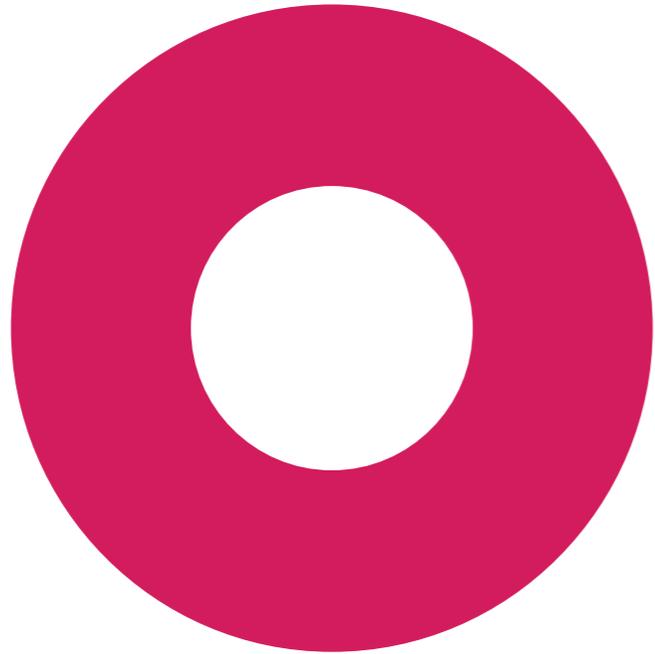
HR Pro Awards Ukraine Finalist

★ LEADERSHIP AND DEVELOPMENT AWARDS

2021 Excellence In Practice Awards

2021 Gold Excellence in Leadership
by BHG

2021 HR Brand Awards (Ukraine)



EMPOWERING COMMUNITIES

Open Tech

ROADSHOW and
development of small
locations

HIGHLIGHTS

5

projects accomplished in
2021 through Open Tech

136

SoftServe associates joined the Open
Tech website as volunteers

1.2 million

people benefited from
Open Tech solutions

8,900

listeners of SoftServe's
tech podcast

We care about our people, clients, communities, and the environment in which we live and work. So we have responded to society's most pressing needs with what we do best: developing digital solutions and tech innovations. These technology solutions can help change the world for the better by strengthening the work of public organizations, government agencies, and educational institutes.

NEW PARTNERSHIPS FORMED IN 2021

WE SUPPORT



OPEN TECH

Over the years, we have received many charitable requests from organizations and individuals. In early 2021, we launched a corporate [Open Tech crowd-sourcing website](#). Open Tech enables us to contribute time and skills to make significant changes in the world.



Throughout 2021,

136

associates joined the Open Tech website as volunteers

to work on

18

projects

for more than

20

organizations in both governmental and non-governmental sectors

In 2021, we accomplished five projects that contribute to:



Empowering communities



Supporting healthcare



Equality and diversity



Enhancing education



Helping people in need



Innovations and smart city initiatives



Environmental responsibility

THE IMPACT OF PROJECTS IN 2021

1.2 million

school children received healthier meals

3,000

teachers started teaching in Ukrainian

2,723

people in need received timely meals

4,095

young people participated in our youth well-being index project

13,905 kg

of food was saved and transferred to people in need

15,950

people joined social initiatives through the volunteer website

11,358

Ukrainian scouts benefited by using our updated database app



“I am not a doctor, but thanks to my work as a volunteer, I was able to join the fight against the pandemic without leaving home. Through volunteering, you solve current problems at the local level. That is, you create something for those close to you. But these changes can be of different scales.”

TARAS SKYTSKY

Experience designer at SoftServe

ROADSHOW AND DEVELOPMENT OF SMALL LOCATIONS

We wanted to engage with cities and give back to the community. That's how the ROADSHOW idea was born. We visited 10 Ukrainian cities to share our knowledge and experience, show how SoftServe can help, and demonstrate how we invest in local communities. For many of the people we met, the idea of pursuing a local career in a global company became a possibility.



72%

increase in new hires in the cities ROADSHOW visited

400

people were hired in these new cities

10 cities

visited with ROADSHOW



“I had an offer from another company, but after seeing the ROADSHOW, I decided to join SoftServe. I feel that people are the main value here!”

IHOR BURENKO

frontend Web UI developer from Odesa



“I worked for a local company, but then I realized that I wanted to grow and develop further. I was inspired that SoftServe provides so many opportunities for growth and encourages continuous development and improvement.”

NATALIIA TSAL

Technical Communicator from Ternopil



AWARDS



SoftServe Bulgaria entered the **TOP 100 Employers in Bulgaria** rating by Career Index 2021



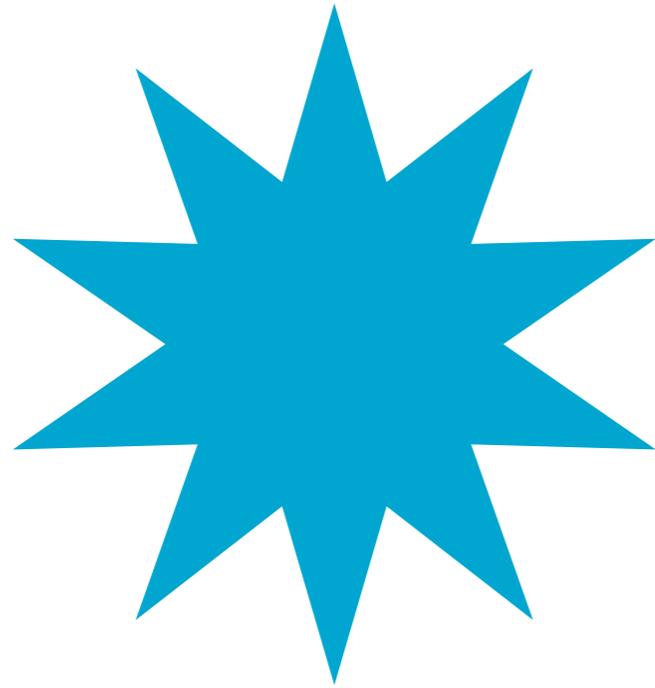
SoftServe was named as one of the **TOP 10 most attractive employers among Ukrainian students and experienced professionals (EY)**



Bronze Award at **Corporate Engagement Awards 2021** given for best pro-bono work for a charitable, social, or ethical cause category with the Open Tech website



UN Global Compact Partnership for Sustainability Award 2021 finalist in the People category with Open Tech crowdsourcing website



IT EDUCATION

- Dual Education
- Starting an IT Career
- University partnerships
- Grants for IT teachers
- Teach for Ukraine

More than 500

school children were engaged in educational projects

519

students participated in SoftServe programs

2,200+

SoftServe IT Academy graduates

2,282

graduated from IT Academy programs (+110% Year-to-Year)

4

dual form educational programs introduced

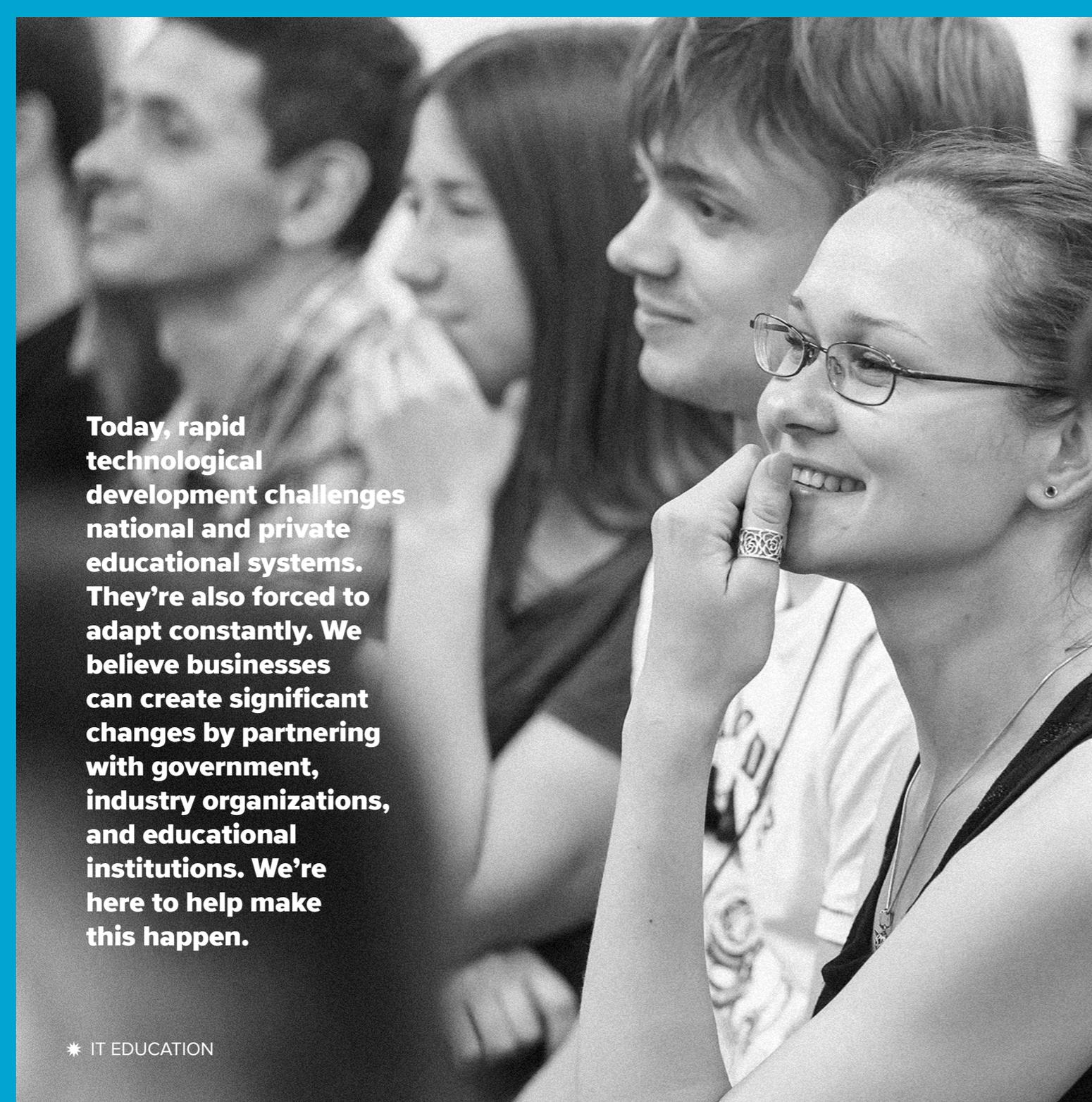
1,311

graduates hired by SoftServe (+120% Year-to-Year)

64

partner universities

HIGHLIGHTS



Today, rapid technological development challenges national and private educational systems. They're also forced to adapt constantly. We believe businesses can create significant changes by partnering with government, industry organizations, and educational institutions. We're here to help make this happen.

DUAL EDUCATION



A high-quality education fuels the growth of the IT industry. Local IT talent has a chance to grow if we help design up-to-date educational programs and allow students to practice in a real working environment.

In 2021, we introduced four programs that combine study and work. In addition to participating in an academic program, students worked with experienced IT specialists on real industry projects at SoftServe. Our experts also helped modernize a part of academic disciplines.

FOUR PROGRAMS WITH A DUAL FORM OF EDUCATION



Ivan Franko National University of Lviv

- Department of Artificial Intelligence Systems
- Department of Applied Mathematics



Lviv Polytechnic National University

- Department of Applied Mathematics and Computer Science
- Department of Electronics and Computer Technology

STARTING AN IT CAREER

IT Academy is part of the **Talent Acceleration Center** at **SoftServe University**. We offer many opportunities to those with a basic knowledge of IT and who want to begin a successful career. Our learning solutions help people to get job-ready skills and enroll in real projects easily.

2,282

graduated from IT Academy programs
(+110% Year-to-Year)

1,311

graduates hired by SoftServe
(+120% Year-to-Year)

36%

of SoftServe's delivery associates
graduated from the IT Academy

NEW

PM MARATHON

26

graduated

14

people hired

ENGLISH MARATHON

45%

increased their English-speaking
ability



INTERNSHIPS

allow students to work on
an actual project. SoftServe
hires the most hardworking
interns.

60%

increase in new apprenticeships

28%

increase in apprenticeship participants



CERTIFICATIONS

allow beginners and experi-
enced IT specialists to de-
termine their technical level
and English-speaking ability
quickly.

OPPORTUNITIES FOR IT CAREER



COURSES

Courses combine one- or
two-month instruction
programs in IT fundamentals
with essential knowledge and
marathons, which prepare
job-ready graduates for en-
try-level positions in IT.

9

IT Academy certifications are available

+2

NEW certifications in 2021 (Ruby and
DevOps)

20

graduates from the Department of Artificial Intelligence Systems received diplomas in dual education programs

200

students received a three-month internship at SoftServe

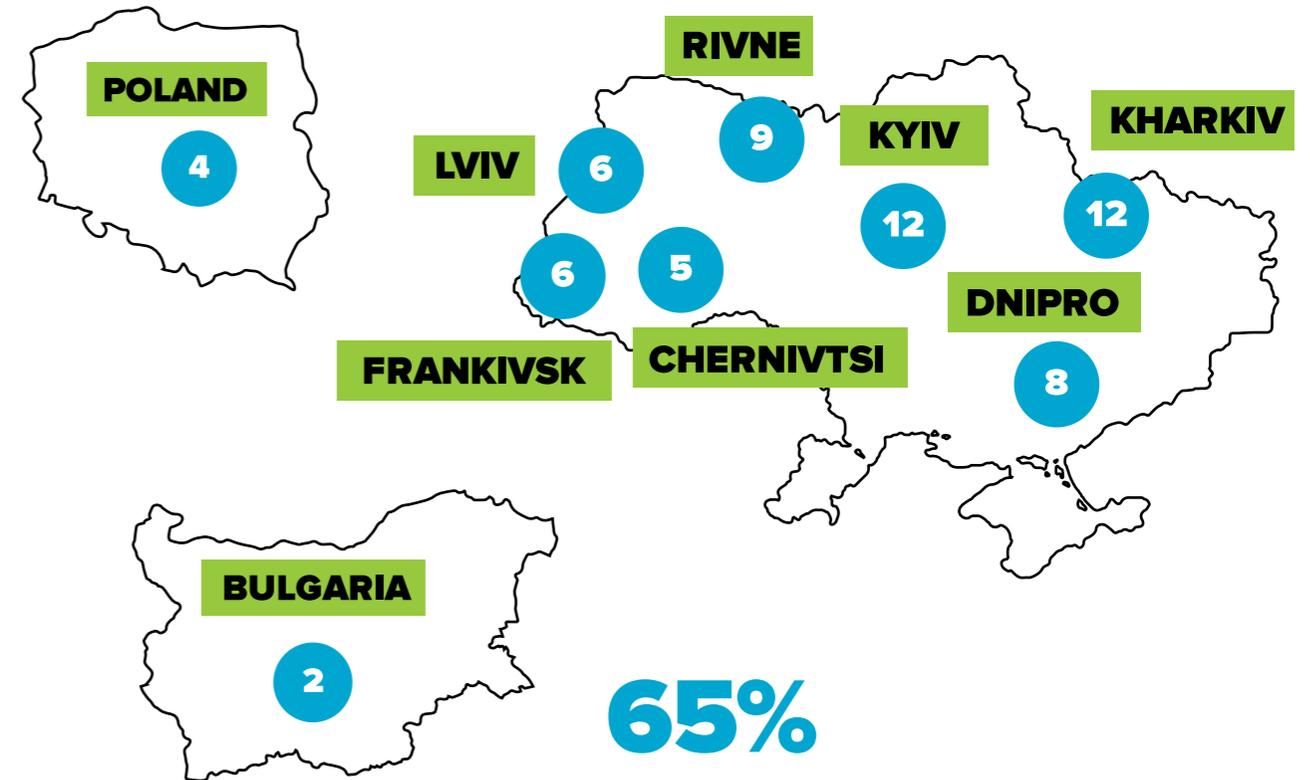
+30%

of applications to universities received a dual form of education

UNIVERSITY PARTNERSHIPS

64

university educational partners



65%

of Information Technology Administration (ITA) students come from partnering universities

GRANTS FOR IT TEACHERS

In 2021, SoftServe launched a program to fund university teachers and develop new or upgrade existing technical courses. Eighty-three applicants from across Ukraine submitted projects for consideration.

5

grants approved

\$10,000

general prize fund

TEACH FOR UKRAINE

SoftServe partnered with **Teach for Ukraine**, a non-profit organization and local representative of the global **Teach for All** organization. This partnership aims to create a school environment where every child can reach their potential through quality education, regardless of socio-economic status or where they live. Scholarships are provided to support young mathematics and computer science teachers in these schools. In addition, we work to-

gether to improve the availability of up-to-date computers and other technology in smaller Ukrainian community schools. The effort helps develop digital skills and competencies among teachers and students.

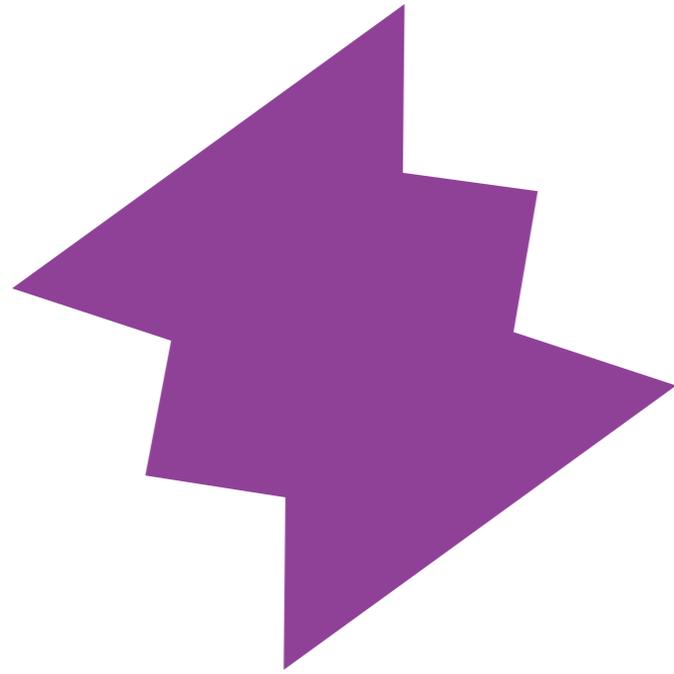
Teach for Ukraine is currently operating in more than 30 schools in five Ukrainian regions. For the last two years, SoftServe has supported two schools in Pokrovske and Radushne in the Dnipro region, helping to educate more than 500 children.

AWARDS



B2B Media Business Awards 2021 Bulgaria in the Educational Idea category





DIVERSITY, EQUITY, AND INCLUSION

- Veteran Center
- Women in Science
- Inclusive Learning Design
- Accessible offices

HIGHLIGHTS

35%

of SoftServe's associates
are women

49%

of SoftServe's associates
are 30 years old or younger

52%

of associates in managerial
roles are women

3,970

of SoftServe associates
were promoted

144,400

young women were engaged by
SoftServe's STEM promotional efforts

4

documentary videos were produced
with SoftServe's support featuring
female Ukrainian scientists

At SoftServe, we put people at the center of our organization. Every decision we make is based on the understanding that if our people can't succeed, neither do we. So, we must build a company where everyone is equal and empowered.

In 2021, we researched diversity, equity, and inclusion (DEI) and created the **Diversity, Equity, and Inclusion Team**. With the help of external consultants, we conducted a comprehensive internal research study to identify possible gaps and build a three-year strategy with a detailed annual action plan.

To ensure that we adhere to our values, we also created the **Diversity, Equity, and Inclusion Council**: a cross-functional team of diverse employees to help drive operational and other changes in the company.

VETERAN CENTER

In 2021, SoftServe and **Lviv Polytechnic National University** opened **Veteran Services**. Veteran Services is based at the university and is the first inclusive space for veterans in Ukraine. As a result, Ukrainian veterans and other retired military personnel can socialize, reintegrate into the educational process, and receive psychological assistance. A variety of other social services are also available.



Educational services



Academic support



Legal consultations



Psychological assistance



Other services that help veterans to socialize and reintegrate into civilian life



WOMEN IN SCIENCE

SoftServe provides equal opportunities for all. For example, we partnered with Inscience, a non-profit organization, to promote gender equality in local communities. In late 2021, a series of live events for young women and older students were held throughout Ukraine.

4

documentaries about female Ukrainian scientists

reaching

144,440

young females

Together with Inscience, we organized three in-person meetings with scientists and representatives of technology companies. These meetings encouraged more than 150 young women to build careers in science, technology, engineering, and mathematics (STEM) specialties.



INCLUSIVE LEARNING DESIGN

We are a globally-responsible employer and strive to make our associates' learning journey as inclusive as possible. SoftServe University team members, comprised of Learning Solution Architects, Learning Coordinators, Learning Partners, and Competence Leads, enrolled in our inclusive learning design project. The project's goal was to incorporate the principles of inclusion and universal design to provide our associates with a meaningful learning journey.

Initiatives and improvements:

- SoftServe Certification Center created a policy to enable and promote accessibility, inclusive communication, and cultural sensitivity
- SoftServe IT Academy, Certification Center, and Cross-Cultural Communication Center created new accessibility guidelines for IT Academy Certification completion
- SoftServe University presented an #Engageducate Conference '21 session to spread DE&I awareness between internal learning contributors and recipients
- SoftServe Cross-Cultural Communication Center added subtitles to all webinar recordings

ACCESSIBLE OFFICES

A comfortable working environment is essential for what an inclusive employer offers. In late 2019, we conducted an internal office accessibility audit. The results set forth guidelines for future office improvements.

Although the COVID-19 pandemic caused many companies to close their offices, we opened new, comfortable spaces to provide our associates with flexible options which combine home office arrangements with on-demand work in the office.

Since 2020, we've opened several new office buildings and co-working spaces and renovated existing spaces. During these two years, a recent internal accessibility audit has shown an 18% increase in entirely accessible offices.

68%

of SoftServe's offices are accessible

AWARDS



HR Pro Awards Ukraine Finalist for SoftServe's educational Accessibility Testing course





ENVIRONMENTAL RESPONSIBILITY

Environmental sustainable goals

Direct and indirect CO₂ emissions

HIGHLIGHTS

6,000

trees were planted in the Carpathian Mountains

4

ambitious environmental goals to be achieved by 2031

Direct CO₂ emissions (Scope 1) decreased by

55.4%

(Year-over-Year)

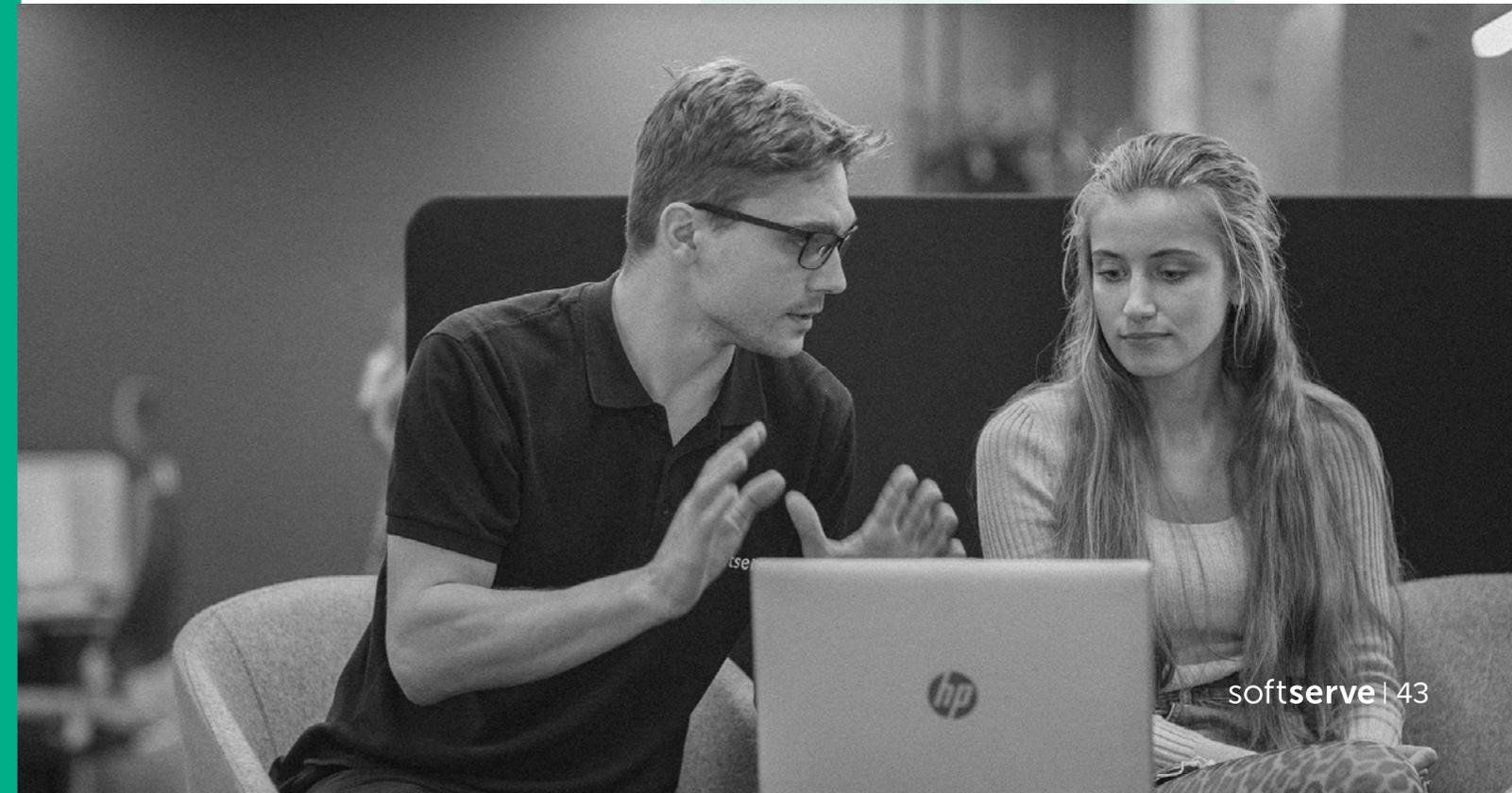
In early 2021, SoftServe established a separate environmental sustainability function and worked closely with the Environmental Sustainability Council and the Ecological Advisory Committee. The cooperation between these institutes within SoftServe guarantees rapid and effective environmental goal-setting and achievement.

We have cared about the environment since SoftServe's beginning. However, our concern has reached a new level.

In 2021, SoftServe:

- Calculated, evaluated, and reported carbon emissions through a CDP website
- Enlarged carbon-reduction strategies
- Offset our 2020 carbon footprint by planting 6,000 trees in the Carpathian Mountains
- Continued to advance our waste management policies and increase energy efficiency

The Environment Management System, based on the ISO 14001:2015 standard, was implemented in 2021.



ENVIROMENTAL SUSTAINABLE GOALS

We set four ambitious environmental goals that we strive to achieve by 2031.



Growing a carbon-neutral business

- Reducing SoftServe's energy consumption
- Usage of renewable energy whenever possible
- Updating our biotechnology (BT) policy to reduce our carbon footprint
- Promoting remote work and online meetings



Net-zero waste

- Reducing consumption
- Promoting a "Rethink, Reuse, and Recycle" approach
- Eliminating the use of non-recyclable materials



Designing sustainable offices

- Using low-carbon technologies
- Choosing office spaces with environmental performance certifications
- Following sustainability principles in purchasing
- Educating associates regarding environmental issues



Providing sustainable IT solutions

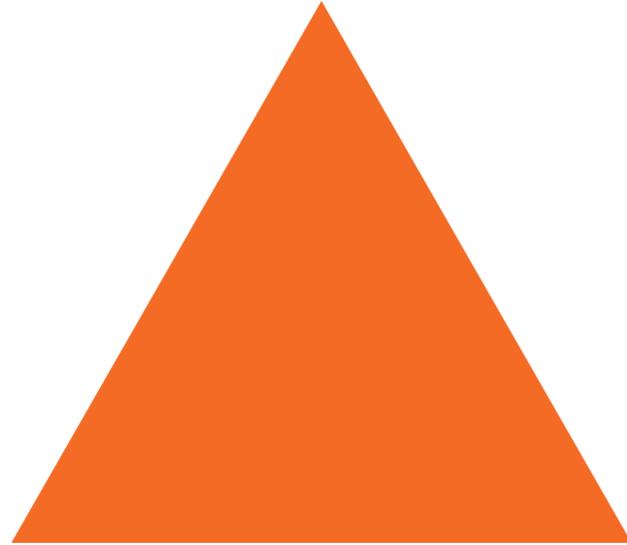
- Addressing carbon footprint while designing new technologies
- Pursuing United Nations Sustainable Development Goals (SDGs) with our products and services

DIRECT AND INDIRECT CO₂ EMISSIONS

In 2021, we continued to advance our waste management policies to ensure a "Rethink, Reuse, and Recycle" culture. We continue to replace windows, electric appliances, heating, ventilation systems, and light bulbs to increase energy efficiency.

All this enabled SoftServe to reduce aggregate scope 1 and 2 emissions by 18,3% in 2021 compared to 2020. It was achieved through a significant decrease in direct emissions: scope 1 emissions decrease has hit the 50% benchmark.





WELL-BEING

WorkX: Autonomy and flexible work

People development and life-long learning

Benefits upgrade

COVID-19 vaccination support

Mental well-being

HIGHLIGHTS

75

points (health and well-being eNPS score)

44

mental well-being events

4,014

associates received vaccinations with SoftServe's help

79%

NPS of learning opportunities (+5%)

12,300

unique learners (+46%)

WORKX: AUTONOMY AND FLEXIBLE WORK

Hybrid and remote work models are here to stay. To support this model, SoftServe launched the company-wide WorkX program. WorkX aims to create guidance regarding how we work, innovate, collaborate, and celebrate in new ways with an eye toward how it supports our autonomy.

We want our offices to be safe and comfortable. We also understand how important it can be to collaborate offline with teammates. In mid-2021, we announced the launch of the Space IQ project: a new hoteling workplace tool that allows you to book various types of spaces in our offices. It features the Flexible Desk tool for reserving specific desks. This is a significant first step towards exploring working and collaborating in our current hybrid reality and helps control office occupancy to support COVID-19 measures.



PEOPLE DEVELOPMENT AND LIFE-LONG LEARNING

Online remote working and learning present a variety of challenges. It's why SoftServe University's 2021 focus was to create an optimal combination of virtual education opportunities that suit the needs of our associates around the world. The effort underscores our mission to enable lifelong learning.

Combining newly expanded options and formats allows us to grow our knowledge wherever we are in our lives and careers with purpose and focus. Thanks to our Learning Partners, who bring learning opportunities closer to users, spotlight needs, and suggest new solutions, we can ensure our associates receive the best learning experiences at SoftServe.

79% NPS
of learning opportunities (+5%)

12,300
unique learners (+46%)

390
in-house learning solutions (+18%)

4,990+
unique learning solutions (+79%)

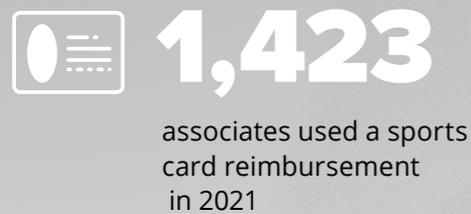
745
certified associates

Approximately 25% of SoftServe associates took advantage of mentoring, coaching, and job shadowing opportunities (in 3,072 pairs) to improve their knowledge base (+84%)

BENEFITS UPGRADE

We at SoftServe are always seeking ways to make our people feel welcomed, comfortable, and safe. As the global situation changes, our expectations and needs change as well. We are constantly asking for feedback and keeping an open dialog to provide our associates with the best workplace possible.

Because of the COVID-19 pandemic, many associates voiced a desire for better medical insurance plans or benefit substitutes. We increased the number of covered sick-leave days due to COVID-19, expanded services covered by our corporate insurance package, provided options for health club membership reimbursement, and expanded leave benefits.



COVID-19 VACCINATION SUPPORT

From the very beginning of the COVID-19 pandemic, SoftServe worked to keep everyone safe. We helped medical institutions and local authorities by providing essential healthcare resources and tools. Associates continue to receive up-to-date information on the current pandemic situation in cities with company development centers.

Since many people were cautious about vaccinations, SoftServe invited trusted medical experts to address COVID-19 and vaccination myths. As a result, in 2021, we helped associates and their immediate families to receive vaccinations in public vaccination centers or SoftServe offices.



MENTAL WELL-BEING

By 2021, associates expressed a high satisfaction rate with their health and well-being, and the score rose from 64 to 75 points, which is 10 points higher than the industry's top 5% benchmark.

In these times of general uncertainty and additional stress brought on by global events, we helped our associates feel more secure in every way possible. In 2021, SoftServe organized knowledge-sharing sessions and consultations with specialists and opinion leaders to address common and pressing issues impacting our mental well-being.

WANNA TALK ABOUT IT?

Discussions with internal psychologists

 **2,777 views**

of five sessions

IN SIMPLE WORDS

Talks with famous external experts

 **4,000+**

views in four sessions

MENTAL WELL-BEING WEEK

 **5,500+**

participants in 16 sessions

AWARDS



Great Place to Work — Certified in 2020 in Poland by a global authority on workplace culture



2021 Gold Excellence in Leadership by BHG for best advance in coaching and mentoring



SoftServe Poland was named one of the **Best Places to Work in Europe** and **Best Place to Work for Millennials** by the Great Place to Work Institute



Listed among the winners for learning and development in the 2021 **Excellence in Practice Awards** by the Association for Talent Development



Career Show Awards 2021 Bulgaria for Best Onboarding Strategy



2021 HR Brand Awards Ukraine for incorporation of E-learning solutions into the learning ecosystem



Silver Globe Sixth Annual 2021 Business Excellence Awards for technological solutions developed by SoftServe for use during the pandemic



SoftServe recognized as a **Gold-Certified Company by the Mental Health at Work Institute (Poland)**



'Best Technology Response' in the Best Corporate Response to COVID-19 category at the **Global Sourcing Association (GSA) UK Professional Awards 2020**



CORPORATE VOLUNTEERING AND CHARITY

School Bags

Open Eyes charity

Get home faster

Educational space for
children with autism
spectrum disorders

Grants competition

HIGHLIGHTS

4,000

children received supplies to
begin a new school year

5,000+

people in need received help from
Open Eyes

\$263,000

donated to charitable
causes from Open Eyes

34

volunteer and charitable ini-
tiatives were supported by our
associates

SCHOOL BAGS

Assisting the learning needs and educational opportunities of children from low-income and in-crisis families is a charitable priority for SoftServe. SoftServe has supported **Caritas Ukraine's** School Bags initiative for the **fifth consecutive year**. By joining our efforts with national retailer Rozetka, EPAM IT company, and Socar Enegry gaz company, nearly 4,000 school children around Ukraine began their new school year fully equipped with brand-new school backpacks and much-needed stationery in 2021.

OPEN EYES CHARITY

Our Open Eyes charity has been the core website for providing our associates with the resources necessary to change the world around us for more than eight years. We continue to unite our associates and our communities around the concept of "Helpiness" (a portmanteau of help and happiness). Supporting the Ukrainian military and improving community healthcare and education remain Open Eyes' priorities.

In 2021, Open Eyes' activities focused on Ukraine. We helped open the Veterans Service Center at Lviv Polytechnics and purchased resuscitation equipment for infants for the Chernivtsi Regional Hospital. We also created an astronomy club for children from in-crisis families in Ivano-Frankivsk and supplied professional telescopes.

In 2021, SoftServe held its first grants competition for social services ideas for associates. A total of 58 applications were received, and 15 entries were identified. Some of these grant projects have already been implemented.

GET ME HOME FASTER

Each year around 850 newborns get into hospital to undergo treatment in the Department of Neonatal Pathology of the Chernivtsi Regional Children's Clinical Hospital (Ukraine). The hospital lacked the innovative medical equipment that may significantly shorten the treatment period, increase operativeness and effectiveness of the therapy. In scope of the project, the medical equipment costing USD14,938 was bought. More than 45 SoftServe volunteers joined the project, and over 460 donors contributed.

ftserve



40

active projects

23

implemented projects

4,132

contributions were made through the fundraising website

300+

associates participated in projects' implementation

\$374,370

funded project completions

EDUCATIONAL SPACE FOR CHILDREN WITH AUTISM SPECTRUM DISORDERS

The first in Ivano-Frankivsk (Ukraine) educational space for children with autism spectrum disorder was created to provide children and parents with well-equipped space where they can study, play, communicate and develop physically.

The implementation of the project took two years, almost 10 SoftServe volunteers joined the project team of fundraisers and psychologists.

GRANTS COMPETITION

In 2021, the first-time grants competition for social ideas of SoftServe associates was held.

and identified

We received

58

applications

15

winners through open voting
by SoftServe associates

The winning projects received a total of

\$30,000

or the ideas' implementation

They were from different areas, from helping people with disabilities to education and art projects. Some of them have already been implemented. The rest of the project ideas were also well received by the associates, so the Fund's team decided to put those for fundraising at the Open Eyes platform and implement them in the scope of the general flow.

APPENDIX

This report has been prepared in accordance with the GRI Standards. It represents SoftServe's key sustainability results based on data from SoftServe's 2021 calendar year (January 1, 2021, through December 31, 2021), unless otherwise stated. The last sustainability information regarding SoftServe was published in October 2021 as part of the SoftServe Sustainability Report 2019-2020.

Please address questions regarding this report to SoftServe's Corporate Social Responsibility Team

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GRI INDEX DISCLOSURE

This report has been prepared in accordance with the GRI Standards.
The following sections include the most relevant topic to the respective GRI disclosure.

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102-2	Activities, brands, products, and services	Sustainability Report 2019-2020 [p.16-19]
102-3	Location of headquarters	Sustainability Report 2019-2020 [p.13]
102-4	Location of operations	5-7
102-5	Ownership and legal form	Sustainability Report 2015-2016 [p.7]
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102-13	Membership of associations	Sustainability Report 2019-2020 [p.76], 14
102-14	Statement from senior decision-maker	5
102-15	Key impacts, risks, and opportunities	13-37, 41-45
102-16	Values, principles, standards, and norms of behavior	Sustainability Report 2019-2020 [p.33-34]
102-17	Mechanisms for advice and concerns about ethics	Sustainability Report 2019-2020 [p.34]
102-25	Conflicts of interest	Sustainability Report 2019-2020 [p.34]
102-40	List of stakeholder groups	Sustainability Report 2019-2020 [p.30-31]

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