



SOFTSERVE

2025 CDP Corporate Questionnaire 2025

Word version

Important: this export excludes unanswered questions

This document is an export of your organization's CDP questionnaire response. It contains all data points for questions that are answered or in progress. There may be questions or data points that you have been requested to provide, which are missing from this document because they are currently unanswered. Please note that it is your responsibility to verify that your questionnaire response is complete prior to submission. CDP will not be liable for any failure to do so.

[Read full terms of disclosure](#)

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Contents

C1. Introduction

(1.1) In which language are you submitting your response?

Select from:

☒ English

(1.2) Select the currency used for all financial information disclosed throughout your response.

Select from:

☒ USD

(1.3) Provide an overview and introduction to your organization.

(1.3.2) Organization type

Select from:

☒ Privately owned organization

(1.3.3) Description of organization

SoftServe is a premier IT consulting and digital services provider. We expand the horizon of new technologies to solve today's complex business challenges and achieve meaningful outcomes for our clients. Our boundless curiosity drives us to explore and reimagine the art of the possible. Clients confidently rely on SoftServe to architect and execute mature and innovative capabilities, such as digital engineering, data and analytics, cloud, and AI/ML. Our global reputation is gained from more than 30 years of experience delivering superior digital solutions at exceptional speed by top-tier engineering talent to enterprise industries, including high tech, financial services, healthcare, life sciences, retail, energy, and manufacturing. e partner with major technology players, such as Google Cloud Platform, Amazon Web Services, Microsoft Azure, Salesforce, and NVIDIA, to give clients a competitive advantage in the market. Founded in 1993, our global firm is headquartered in Austin, Texas, USA, and Lviv, Ukraine.

[Fixed row]

(1.4) State the end date of the year for which you are reporting data. For emissions data, indicate whether you will be providing emissions data for past reporting years.

(1.4.1) End date of reporting year

12/30/2024

(1.4.2) Alignment of this reporting period with your financial reporting period

Select from:

☒ Yes

(1.4.3) Indicate if you are providing emissions data for past reporting years

Select from:

☒ Yes

(1.4.4) Number of past reporting years you will be providing Scope 1 emissions data for

Select from:

☒ 4 years

(1.4.5) Number of past reporting years you will be providing Scope 2 emissions data for

Select from:

☒ 4 years

(1.4.6) Number of past reporting years you will be providing Scope 3 emissions data for

Select from:

☒ 4 years

[Fixed row]

(1.5) Provide details on your reporting boundary.

	Is your reporting boundary for your CDP disclosure the same as that used in your financial statements?
	<i>Select from:</i> ☒ Not applicable – we do not publicly disclose financial statements

[Fixed row]

(1.6) Does your organization have an ISIN code or another unique identifier (e.g., Ticker, CUSIP, etc.)?

ISIN code - bond

(1.6.1) Does your organization use this unique identifier?

Select from:

☒ No

ISIN code - equity

(1.6.1) Does your organization use this unique identifier?

Select from:

☒ No

CUSIP number

(1.6.1) Does your organization use this unique identifier?

Select from:

☒ No

Ticker symbol

(1.6.1) Does your organization use this unique identifier?

Select from:

☒ No

SEDOL code

(1.6.1) Does your organization use this unique identifier?

Select from:

☒ No

LEI number

(1.6.1) Does your organization use this unique identifier?

Select from:

☒ Yes

(1.6.2) Provide your unique identifier

213800S8ZDXDGQSTJW92

D-U-N-S number

(1.6.1) Does your organization use this unique identifier?

Select from:

☒ No

Other unique identifier

(1.6.1) Does your organization use this unique identifier?

Select from:

☒ No

[Add row]

(1.7) Select the countries/areas in which you operate.

Select all that apply

☒ Chile

☒ Italy

☒ Malta

☒ Spain

☒ Canada

☒ Ukraine

☒ Bulgaria

☒ Colombia

☒ Singapore

☒ Netherlands

☒ Mexico

☒ Poland

☒ Sweden

☒ Germany

☒ Romania

☒ United Arab Emirates

☒ United States of America

☒ United Kingdom of Great Britain and Northern Ireland

(1.24) Has your organization mapped its value chain?

(1.24.1) Value chain mapped

Select from:

☒ No, but we plan to do so within the next two years

(1.24.4) Highest supplier tier known but not mapped

Select from:

☒ Tier 4+ suppliers

(1.24.8) Primary reason for not mapping your upstream value chain or any value chain stages

Select from:

☒ Lack of internal resources, capabilities, or expertise (e.g., due to organization size)

(1.24.9) Explain why your organization has not mapped its upstream value chain or any value chain stages

We are researching our supply chain. The challenge lies in SoftServe’s large size and the extensive number of small suppliers. We plan to address this issue over the next two years.
[Fixed row]

(1.24.1) Have you mapped where in your direct operations or elsewhere in your value chain plastics are produced, commercialized, used, and/or disposed of?

	Plastics mapping	Primary reason for not mapping plastics in your value chain	Explain why your organization has not mapped plastics in your value chain
	Select from: ☒ No, but we plan to within the next two years	Select from: ☒ Not an immediate strategic priority	<i>We plan to research plastics in our supply chain after we complete research on our main suppliers. We believe these actions should be sequential.</i>

[Fixed row]

C2. Identification, assessment, and management of dependencies, impacts, risks, and opportunities

(2.1) How does your organization define short-, medium-, and long-term time horizons in relation to the identification, assessment, and management of your environmental dependencies, impacts, risks, and opportunities?

Short-term

(2.1.1) From (years)

0

(2.1.3) To (years)

1

(2.1.4) How this time horizon is linked to strategic and/or financial planning

Short-term horizons are defined as a time span ranging from 0 to 1 year.

Medium-term

(2.1.1) From (years)

2

(2.1.3) To (years)

10

(2.1.4) How this time horizon is linked to strategic and/or financial planning

Medium-term horizons are defined as a time span ranging from 2 to 10 years.

Long-term

(2.1.1) From (years)

10

(2.1.2) Is your long-term time horizon open ended?

Select from:

☒ Yes

(2.1.4) How this time horizon is linked to strategic and/or financial planning

Long-term horizons are defined as a time span of more than 10 years.
[Fixed row]

(2.2) Does your organization have a process for identifying, assessing, and managing environmental dependencies and/or impacts?

	Process in place	Dependencies and/or impacts evaluated in this process
	Select from: ☒ Yes	Select from: ☒ Both dependencies and impacts

[Fixed row]

(2.2.1) Does your organization have a process for identifying, assessing, and managing environmental risks and/or opportunities?

	Process in place	Risks and/or opportunities evaluated in this process	Is this process informed by the dependencies and/or impacts process?
	<i>Select from:</i> ☒ Yes	<i>Select from:</i> ☒ Both risks and opportunities	<i>Select from:</i> ☒ Yes

[Fixed row]

(2.2.2) Provide details of your organization's process for identifying, assessing, and managing environmental dependencies, impacts, risks, and/or opportunities.

Row 1

(2.2.2.1) Environmental issue

Select all that apply

☒ Climate change

(2.2.2.2) Indicate which of dependencies, impacts, risks, and opportunities are covered by the process for this environmental issue

Select all that apply

☒ Dependencies

☒ Impacts

☒ Risks

☒ Opportunities

(2.2.2.3) Value chain stages covered

Select all that apply

☒ Direct operations

- ☒ Upstream value chain

(2.2.2.4) Coverage

Select from:

- ☒ Partial

(2.2.2.5) Supplier tiers covered

Select all that apply

- ☒ Tier 1 suppliers

(2.2.2.7) Type of assessment

Select from:

- ☒ Qualitative and quantitative

(2.2.2.8) Frequency of assessment

Select from:

- ☒ Annually

(2.2.2.9) Time horizons covered

Select all that apply

- ☒ Short-term
- ☒ Medium-term
- ☒ Long-term

(2.2.2.10) Integration of risk management process

Select from:

- ☒ A specific environmental risk management process

(2.2.2.11) Location-specificity used

Select all that apply

- ☒ Site-specific
- ☒ Local

(2.2.2.12) Tools and methods used

Enterprise Risk Management

- ☒ Enterprise Risk Management
- ☒ Internal company methods

International methodologies and standards

- ☒ Environmental Impact Assessment
- ☒ IPCC Climate Change Projections
- ☒ ISO 14001 Environmental Management Standard

Other

- ☒ Scenario analysis

(2.2.2.13) Risk types and criteria considered

Acute physical

- ☒ Drought
- ☒ Wildfires
- ☒ Heat waves
- ☒ Cyclones, hurricanes, typhoons
- ☒ Heavy precipitation (rain, hail, snow/ice)
- ☒ Flood (coastal, fluvial, pluvial, ground water)
- ☒ Storm (including blizzards, dust, and sandstorms)
- ☒ Other acute physical risk, please specify :**Earthquake**

Chronic physical

- ☒ Heat stress
- ☒ Water stress
- ☒ Changing temperature (air, freshwater, marine water)
- ☒ Changing precipitation patterns and types (rain, hail, snow/ice)

- ☒ Temperature variability
- ☒ Increased severity of extreme weather events
- ☒ Water availability at a basin/catchment level

Policy

- ☒ Changes to international law and bilateral agreements
- ☒ Changes to national legislation

Reputation

- ☒ Impact on human health
- ☒ Increased partner and stakeholder concern and partner and stakeholder negative feedback
- ☒ Negative press coverage related to support of projects or activities with negative impacts on the environment (e.g. GHG emissions, deforestation & conversion, water stress)

Technology

- ☒ Transition to lower emissions technology and products
- ☒ Transition to water intensive, low carbon energy sources

Liability

- ☒ Exposure to litigation
- ☒ Non-compliance with regulations

(2.2.2.14) Partners and stakeholders considered

Select all that apply

- ☒ NGOs
- ☒ Local communities
- ☒ Customers
- ☒ Employees
- ☒ Suppliers
- ☒ Regulators

(2.2.2.15) Has this process changed since the previous reporting year?

Select from:

☒ No

(2.2.2.16) Further details of process

The Environmental Aspects, Risks, and Opportunities Management Framework is established at SoftServe. It defines the methodology (approach) for identifying and evaluating environmental aspects that the organization can control and affect within the scope of the EMS, as well as to determine and address risks and opportunities related to these environmental aspects. Climate change is one of the main environmental aspects for the company; hence, we assess all related risks in accordance with the aforementioned framework.

[Add row]

(2.2.7) Are the interconnections between environmental dependencies, impacts, risks and/or opportunities assessed?

(2.2.7.1) Interconnections between environmental dependencies, impacts, risks and/or opportunities assessed

Select from:

☒ Yes

(2.2.7.2) Description of how interconnections are assessed

Nature-related disclosures should be integrated with other business and sustainability-related disclosures, whenever possible, to provide report users with an integrated and holistic picture of the organization's financial position and prospects. Integration of climate- and nature-related disclosures is of particular importance. It is important that any alignment, synergies, contributions, and possible trade-offs between climate and nature are clearly identified. This indicates that assessing the interconnections between environmental dependencies, impacts, risks, and opportunities is part of the organization's assessment process.

[Fixed row]

(2.3) Have you identified priority locations across your value chain?

(2.3.1) Identification of priority locations

Select from:

☒ Yes, we have identified priority locations

(2.3.2) Value chain stages where priority locations have been identified

Select all that apply

☒ Direct operations

(2.3.3) Types of priority locations identified

Locations with substantive dependencies, impacts, risks, and/or opportunities

☒ Other location with substantive nature-related dependencies, impacts, risks, and/or opportunities, please specify

(2.3.4) Description of process to identify priority locations

Priority locations are defined in accordance with the Environmental Aspects, Risks, and Opportunities Management Framework. It defines the methodology (approach) for identifying and evaluating environmental aspects that the organization can control and affect within the scope of the EMS, as well as to determine and address risks and opportunities related to these environmental aspects.

(2.3.5) Will you be disclosing a list/spatial map of priority locations?

Select from:

☒ Yes, we will be disclosing the list/geospatial map of priority locations

(2.3.6) Provide a list and/or spatial map of priority locations

Risk management_locations map.pdf
[Fixed row]

(2.4) How does your organization define substantive effects on your organization?

Risks

(2.4.1) Type of definition

Select all that apply

☒ Qualitative

(2.4.6) Metrics considered in definition

Select all that apply

☒ Frequency of effect occurring

(2.4.7) Application of definition

Frequency: monthly, daily. Environmental aspects with impact level 5 (catastrophic – a severe adverse ecological impact that includes deaths of wildlife, humans, and plants, possibly requiring migration; it entails large-scale, long-lasting environmental damages) are deemed significant notwithstanding their frequency.

Opportunities

(2.4.1) Type of definition

Select all that apply

☒ Qualitative

(2.4.6) Metrics considered in definition

Select all that apply

☒ Other, please specify :Opportunities are determined on the basis of the organization's Environmental Aspects. Opportunities are potential beneficial effects of the organization's Environmental Aspects.

(2.4.7) Application of definition

Opportunities are determined on the basis of the organization's Environmental Aspects. Opportunities are potential beneficial effects of the organization's Environmental Aspects.

Risks

(2.4.1) Type of definition

Select all that apply

☒ Qualitative

(2.4.6) Metrics considered in definition

Select all that apply

☒ Other, please specify

(2.4.7) Application of definition

One of the metrics used to assess risks is the level of risk determined by the adverse environmental impact resulting from a successful threat exercise. Impact levels are described and evaluated in the Environmental Aspects, Risks, and Opportunities Framework.

[Add row]

C3. Disclosure of risks and opportunities

(3.1) Have you identified any environmental risks which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future?

Climate change

(3.1.1) Environmental risks identified

Select from:

☒ Yes, both in direct operations and upstream/downstream value chain

Plastics

(3.1.1) Environmental risks identified

Select from:

☒ No

(3.1.2) Primary reason why your organization does not consider itself to have environmental risks in your direct operations and/or upstream/downstream value chain

Select from:

☒ Environmental risks exist, but none with the potential to have a substantive effect on our organization

(3.1.3) Please explain

Based on our methodology, none of the identified risks are considered to be substantive.

[Fixed row]

(3.1.1) Provide details of the environmental risks identified which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future.

Climate change

(3.1.1.1) Risk identifier

Select from:

☒ Risk1

(3.1.1.3) Risk types and primary environmental risk driver

Market

☒ Changing customer behavior

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☒ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☒ Germany

☒ Italy

☒ United Kingdom of Great Britain and Northern Ireland

☒ United States of America

(3.1.1.9) Organization-specific description of risk

Failing to follow sustainable development principles may result in a decline in customer loyalty and market share. This risk encompasses the growing expectation from enterprise clients that technology service providers demonstrate measurable environmental stewardship, transparent ESG reporting, and alignment with

sustainability goals. Adjusting to this change necessitates investing in eco-friendly technologies, sustainable practices, and comprehensive environmental impact reporting, which can be resource-intensive but crucial for preserving competitiveness and reputation.

(3.1.1.11) Primary financial effect of the risk

Select from:

☒ Decreased revenues due to reduced demand for products and services

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☒ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

☒ More likely than not

(3.1.1.14) Magnitude

Select from:

☒ Medium-high

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

The effect of this risk on SoftServe could result in a decline in customer base and market share, as consumers are more inclined to choose companies aligning with sustainable development goals and environmental standards. This may lead to a decrease in revenue due to customers prioritizing environmentally conscious companies.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☒ No

(3.1.1.26) Primary response to risk

Policies and plans

☒ Develop a climate transition plan

(3.1.1.27) Cost of response to risk

210000

(3.1.1.28) Explanation of cost calculation

1. Reporting, Verification, and Continuous Improvement (Ongoing); 2. Suppliers Sustainability Assessment and Onboarding (Ongoing); 3. Innovation and Continuous Improvement

(3.1.1.29) Description of response

A comprehensive climate transition plan addresses the changing customer behavior risk by demonstrating SoftServe's commitment to science-based climate action, transparent reporting, and alignment with global net-zero goals. This approach transforms potential customer concerns into competitive advantages by positioning SoftServe as a climate leader in the technology services sector. We are currently going through the Foundation and Strategy development phases, and by the end of 2026 we plan to implement them.

[Add row]

(3.1.2) Provide the amount and proportion of your financial metrics from the reporting year that are vulnerable to the substantive effects of environmental risks.

Climate change

(3.1.2.1) Financial metric

Select from:

☒ OPEX

(3.1.2.2) Amount of financial metric vulnerable to transition risks for this environmental issue (unit currency as selected in 1.2)

210000

(3.1.2.3) % of total financial metric vulnerable to transition risks for this environmental issue

Select from:

☒ 21-30%

(3.1.2.4) Amount of financial metric vulnerable to physical risks for this environmental issue (unit currency as selected in 1.2)

6000

(3.1.2.5) % of total financial metric vulnerable to physical risks for this environmental issue

Select from:

☒ 1-10%

(3.1.2.7) Explanation of financial figures

In 2024, there were minimal operating costs (OPEX) spent on physical risk mitigation: e.g., no energy, water, or raw materials were at risk from regulatory or physical shifts. In 2024, costs were incurred for transition risks, the main one being mitigation of changing customer behavior.

[Add row]

(3.5) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?

Select from:

☒ No, and we do not anticipate being regulated in the next three years

(3.6) Have you identified any environmental opportunities which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future?

	Environmental opportunities identified
Climate change	<i>Select from:</i> ☒ Yes, we have identified opportunities, and some/all are being realized

[Fixed row]

(3.6.1) Provide details of the environmental opportunities identified which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☒ Opp1

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Energy source

☒ Use of renewable energy sources

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☒ Direct operations

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

- ☒ Poland
- ☒ Ukraine

(3.6.1.8) Organization specific description

In 2024, SoftServe fully implemented a comprehensive solar energy project across multiple Ukrainian locations, marking a significant step toward renewable energy adoption and operational cost reduction. The project encompassed the installation of solar panels at three key facilities: Lviv HQ – solar panels with 38 kW capacity began operations on October 26, 2024; Lviv 1 – solar panels with 76 kW capacity commenced operations on August 3, 2024; Ivano-Frankivsk – solar panels with 48 kW capacity started operations on January 18, 2025.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

- ☒ Reduced indirect (operating) costs

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

- ☒ Medium-term
- ☒ Long-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

- ☒ Virtually certain (99–100%)

(3.6.1.12) Magnitude

Select from:

- ☒ Medium-low

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

The installation of solar stations is capable of reducing operational costs with a payback period of 5 to 8 years while improving the company's market attractiveness and supporting client retention. As of August 2025, following the installation of solar panels at three locations, the return on investment stands at 5%. This renewable energy initiative not only delivers measurable cost savings but also strengthens SoftServe's sustainability credentials, enhancing our competitive positioning with environmentally conscious clients and supporting our long-term business resilience strategy.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☒ Yes

(3.6.1.19) Anticipated financial effect figure in the medium-term - minimum (currency)

24409

(3.6.1.20) Anticipated financial effect figure in the medium-term - maximum (currency)

126165

(3.6.1.21) Anticipated financial effect figure in the long-term - minimum (currency)

126165

(3.6.1.22) Anticipated financial effect figure in the long-term – maximum (currency)

126165

(3.6.1.23) Explanation of financial effect figures

Return on investment as of August 2025 is \$24,409.

(3.6.1.24) Cost to realize opportunity

126165

(3.6.1.25) Explanation of cost calculation

Total cost of investment is \$126,165, which consists of capital investments and built-up investments for solar panels at three locations in Ukraine.

(3.6.1.26) Strategy to realize opportunity

SoftServe is committed to expanding renewable energy implementation across our global operations, with a primary focus on installing solar panel systems at additional office locations beyond our current installations. Key implementation areas include: **Solar Energy Expansion:** We plan to systematically evaluate and equip suitable office locations with rooftop and ground-mounted solar panel systems, building on successful installations already in place. This expansion will significantly reduce our grid electricity consumption and associated carbon emissions. **Renewable Energy Procurement:** In locations where on-site solar installation is not feasible, we will explore renewable energy procurement agreements, including power purchase agreements (PPAs) with local renewable energy providers and green energy certificates. **Energy Efficiency Integration:** Solar installations will be coupled with energy-efficient technologies such as LED lighting, smart HVAC systems, and energy management platforms to maximize the impact of our renewable energy investments. **Scalability Assessment:** We will conduct comprehensive energy audits at each location to determine optimal solar capacity and expected energy generation, ensuring economically viable installations that align with our sustainability targets. **Timeline and Investment:** The rollout will be phased over multiple years, with priority given to locations with highest energy consumption, favorable solar conditions, and supportive local regulatory environments. This renewable energy strategy supports our commitment to achieving net-zero emissions while reducing long-term operational costs.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☒ Opp2

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Resource efficiency

☒ Other resource efficiency opportunity, please specify :Boosting energy efficiency during renovations and in the day-to-day exploitation of buildings

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☒ Direct operations

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

- | | |
|---|--|
| ☒ Chile | ☒ Ukraine |
| ☒ Malta | ☒ Bulgaria |
| ☒ Mexico | ☒ Colombia |
| ☒ Poland | ☒ United States of America |
| ☒ Romania | ☒ United Kingdom of Great Britain and Northern Ireland |

(3.6.1.8) Organization specific description

Energy efficiency across SoftServe's buildings, facilities, equipment, and machinery represents a top-priority opportunity for the organization. Enhancing energy efficiency during renovations and daily operations is a primary opportunity to reduce operating costs, decrease carbon emissions, and gain competitive marketing advantages. In 2024, SoftServe implemented several key energy efficiency initiatives: LED lighting systems: Comprehensive replacement of traditional lighting with energy-efficient LED fixtures across facilities. Energy management systems: Implementation of smart energy monitoring and control systems to optimize consumption. HVAC optimization: Introduction of scheduled air-conditioning operations and regular maintenance programs to ensure system cleanliness and peak efficiency. Water conservation: Installation of water-saving devices to reduce consumption and associated energy costs. These initiatives collectively contribute to measurable reductions in energy consumption while supporting SoftServe's environmental commitments and operational cost optimization. The systematic approach to energy efficiency improvements positions the company to achieve sustained environmental and financial benefits while enhancing its reputation as a responsible corporate citizen.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

- ☒ Reduced indirect (operating) costs

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

- ☒ Medium-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

- ☒ Very likely (90–100%)

(3.6.1.12) Magnitude

Select from:

☒ Medium-low

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Increased energy efficiency is anticipated to decrease operational costs, improve CO2 performance, and enhance the company's market attractiveness. These improvements will deliver cost savings, support environmental commitments, and strengthen competitive positioning with sustainability-focused clients.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☒ No

(3.6.1.24) Cost to realize opportunity

100000

(3.6.1.25) Explanation of cost calculation

Water Treatment System: The cost estimation is based on a benchmarked water treatment system cost analysis, providing industry-standard pricing references for comparable installations and operational requirements. Fogging System: The cost calculation is derived from a benchmarked cost analysis for fogging/misting systems, incorporating market rates for similar technology implementations and maintenance requirements. Both cost estimates utilize industry benchmarking methodologies to ensure accurate financial projections and informed decision-making. These analyses account for equipment procurement, installation, operational costs, and ongoing maintenance expenses, providing a comprehensive view of total cost of ownership for each system.

(3.6.1.26) Strategy to realize opportunity

Wastewater Reuse and Recycling for Cost Savings: This initiative will enable freshwater conservation, reduce water supply costs, and minimize the company's environmental impact through the implementation of wastewater reuse and treatment technologies. Potential implementation involves analyzing water supply needs, planning, implementing water treatment and recirculation systems, and installing filtration units and treatment technologies directly in offices, enabling water purification to levels suitable for reuse. Additionally, special tanks can be used to collect rainwater or wastewater from air conditioning systems, which can also be utilized after minimal treatment. Treated water can be used for technical purposes such as toilet flushing, air humidification in ventilation systems, or misting systems. This will reduce freshwater demand and overall water supply costs. Misting System Implementation: This initiative involves reducing the temperature of outdoor air around the external cooling system unit by spraying moisture near freon condensers in the form of artificial mist during extreme temperatures. This technology is widely used in greenhouse operations and food industry enterprises. Electricity consumption reduction depends on air temperature, with the maximum effect expected in summer. During cold seasons, to prevent freezing and system damage, the system is cleaned and winterized. It is proposed to install an artificial misting

system on freon condensers to reduce electricity consumption. This system will lower air temperature throughout the year, except during the winter period. To prevent salt buildup on external surfaces of freon condensers, desalinated water that has undergone reverse osmosis is proposed for use in the misting system. Financial assessment was conducted based on expert evaluation, experience in determining effects, and potential costs of similar projects.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☒ Opp3

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Resource efficiency

☒ Move to more energy/resource efficient buildings

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☒ Upstream value chain

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

☒ Chile

☒ Malta

☒ Mexico

☒ Poland

☒ Romania

☒ Ukraine

☒ Bulgaria

☒ Colombia

☒ United States of America

☒ United Kingdom of Great Britain and Northern Ireland

(3.6.1.8) Organization specific description

SoftServe has made a strategic commitment to rent office spaces exclusively in sustainably certified buildings (LEED, BREEAM, or equivalent certifications). While this commitment may not directly reduce operating costs and could potentially result in higher rental expenses, it delivers significant strategic value that creates

revenue opportunities. *Strategic Business Impact:* This sustainability commitment is essential for maintaining and expanding our customer base, as clients increasingly prioritize working with environmentally responsible partners. The enhanced corporate reputation and demonstrated environmental stewardship provide competitive advantages that translate into tangible business opportunities and potential revenue growth. *2024 Achievement:* One of our offices in Kyiv successfully obtained BREEAM certification, demonstrating SoftServe's concrete progress toward its sustainability goals and validating its commitment to operating in high-performance, environmentally responsible facilities. This initiative positions SoftServe as a sustainability leader in the technology services sector, strengthening client relationships and supporting business development efforts with environmentally conscious organizations. The long-term revenue potential and market differentiation benefits justify the investment in certified sustainable office spaces.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

- ☒ Increased revenues resulting from increased demand for products and services

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

- ☒ Medium-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

- ☒ Very likely (90–100%)

(3.6.1.12) Magnitude

Select from:

- ☒ Low

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Operating in certified sustainable buildings is anticipated to decrease operational costs through enhanced energy efficiency, improve CO2 performance via optimized building systems, and increase market attractiveness by demonstrating environmental commitment to sustainability-focused clients.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☒ No

(3.6.1.24) Cost to realize opportunity

150000

(3.6.1.25) Explanation of cost calculation

The cost is calculated based on the increase in lease price per square meter.

(3.6.1.26) Strategy to realize opportunity

In accordance with our Environmental Policy, SoftServe will transition to energy-efficient, sustainably certified buildings (LEED, BREEAM, or equivalent). However, this initiative is planned for gradual implementation: as each lease agreement expires, we will relocate to new office spaces that comply with our sustainability requirements. This phased approach ensures a cost-effective transition while maintaining business continuity and avoiding premature lease termination penalties. The systematic relocation strategy allows SoftServe to align sustainability goals with operational planning and budget cycles, ensuring responsible resource management throughout the transition process.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☒ Opp4

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Products and services

☒ Ability to diversify business activities

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☒ Direct operations

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

- ☒ Italy
- ☒ Norway
- ☒ Sweden
- ☒ Denmark
- ☒ United States of America
- ☒ United Kingdom of Great Britain and Northern Ireland

(3.6.1.8) Organization specific description

Through a comprehensive evaluation of our climate initiatives and recognition of the growing market demand for digital climate solutions, we have identified a significant opportunity to develop specialized IT services that enable clients to monitor energy consumption, optimize efficiency, and reduce emissions. SoftServe is strategically positioned to deliver innovative decarbonization solutions that address clients' sustainability challenges while supporting their transition to low-carbon operations. Our commitment extends beyond service delivery to actively partnering with clients to achieve their environmental objectives through cutting-edge technology and data-driven insights. This market opportunity aligns with global sustainability trends and positions SoftServe as a leader in climate tech solutions, creating value for both our clients and our company while contributing to broader decarbonization efforts.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

- ☒ Increased revenues resulting from increased demand for products and services

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

- ☒ Long-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

- ☒ More likely than not (50–100%)

(3.6.1.12) Magnitude

Select from:

☒ High

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Market attraction, increased revenues from existing clients as well as new clients, and extended portfolio.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☒ No

(3.6.1.24) Cost to realize opportunity

500000

(3.6.1.25) Explanation of cost calculation

Costs to realize this opportunity are considered to be a commercial secret.

(3.6.1.26) Strategy to realize opportunity

SoftServe has already developed a comprehensive portfolio of energy-related projects and, leveraging this existing expertise, plans to develop new and enhanced climate-empowering solutions.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☒ Opp5

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Markets

- ☒ Improved supply chain engagement

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

- ☒ Upstream value chain

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

- | | |
|---|--|
| ☒ Chile | ☒ Ukraine |
| ☒ Malta | ☒ Bulgaria |
| ☒ Mexico | ☒ Colombia |
| ☒ Poland | ☒ United States of America |
| ☒ Romania | ☒ United Kingdom of Great Britain and Northern Ireland |

(3.6.1.8) Organization specific description

In 2024, we focused on implementing comprehensive sustainable procurement policies that strengthen engagement with our supplier network. This initiative creates opportunities for cost reduction, risk mitigation, and enhanced reputation while driving environmental improvements throughout our supply chain. In 2024, we increased local sourcing, reducing logistics costs and emissions. Beginning in 2024, we implemented a sustainable IT asset management strategy by extending laptop lifecycles from 3 to 4 years. Equipment showing continued functionality beyond this period can receive additional extensions through managerial assessment, further reducing our environmental footprint and operational costs.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

- ☒ Increased revenues resulting from increased demand for products and services

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

- ☒ Long-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

☒ Very likely (90–100%)

(3.6.1.12) Magnitude

Select from:

☒ High

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Company with strong ESG performance can reduce operating costs by 5–10% on average, largely through efficiency gains and supply chain improvements.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☒ No

(3.6.1.24) Cost to realize opportunity

300000

(3.6.1.25) Explanation of cost calculation

Implementation Costs (CAPEX) System & Process Setup: Supplier assessment platform: \$50K-\$100K Carbon tracking software integration: \$25K-\$75K Staff training and certification: \$20K-\$50K Total Implementation: \$95K-\$225K Operational Costs (Ongoing OPEX) Additional supplier auditing: \$30K-\$50K annually Environmental compliance verification: \$15K-\$25K annually Sustainability reporting tools: \$10K-\$20K annually Total Annual Operations: \$55K-\$95K annually

(3.6.1.26) Strategy to realize opportunity

Sustainable Procurement Strategy: Our supplier selection process will prioritize low-carbon vendors and products, integrating environmental criteria into purchasing decisions to reduce our overall carbon footprint.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☒ Opp6

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Energy source

☒ Other energy source opportunity, please specify

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☒ Upstream value chain

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

☒ Poland

☒ Romania

☒ Ukraine

(3.6.1.8) Organization specific description

In 2024, SoftServe focused on purchasing Guarantees of Origin (GoOs) for electricity in Poland, covering 50 MWh of renewable energy consumption. This initiative represents a concrete step toward reducing our carbon footprint and supporting renewable energy markets. Strategic Expansion: We plan to extend this approach to other European locations, systematically increasing our renewable energy procurement across our operational footprint. This expansion will enhance our environmental performance and demonstrate measurable progress toward our sustainability commitments. Environmental Impact: Purchasing Guarantees of Origin ensures that our electricity consumption is matched with certified renewable energy generation. This directly supports the renewable energy sector and contributes to grid decarbonization efforts. Future Scope: Extending this initiative to additional European locations will create economies of scale in renewable energy procurement and strengthen SoftServe's position as a responsible corporate citizen committed to a clean energy transition across all operational markets.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

- ☒ Reduced indirect (operating) costs

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

- ☒ Medium-term
☒ Long-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

- ☒ Very likely (90–100%)

(3.6.1.12) Magnitude

Select from:

- ☒ High

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Improving market position through enhanced competitive differentiation and brand reputation

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

- ☒ Yes

(3.6.1.19) Anticipated financial effect figure in the medium-term - minimum (currency)

20000

(3.6.1.20) Anticipated financial effect figure in the medium-term - maximum (currency)

40000

(3.6.1.21) Anticipated financial effect figure in the long-term - minimum (currency)

40000

(3.6.1.22) Anticipated financial effect figure in the long-term – maximum (currency)

60000

(3.6.1.23) Explanation of financial effect figures

Usage of Guarantees of Origin (GOs) for electricity and biomethane has a financial effect on sustainability accounting.

(3.6.1.24) Cost to realize opportunity

60000

(3.6.1.25) Explanation of cost calculation

In 2024, the weighted average price for Guarantees of Origin (GOs) traded on Poland's market was approximately 30–33 PLN/MWh. The price for Guarantees of Origin for biomethane in Ukraine can currently be benchmarked as the natural gas price (in €/MWh) plus 20–30 €.

(3.6.1.26) Strategy to realize opportunity

SoftServe will continue advancing its Guarantees of Origin (GOs) strategy, maintaining our commitments in Poland and Romania while expanding our renewable energy portfolio. Biomethane Strategy in Ukraine: We are sourcing biomethane certified with Guarantees of Origin through Ukraine's developing registry system. This strategic initiative enables us to support locally produced renewable gas, strengthen national energy security, and reinforce our position as an environmental leader. By investing in Ukrainian biomethane, we are not only reducing our carbon footprint but also contributing to the country's energy independence and supporting the growth of domestic renewable energy infrastructure during a critical period.

[Add row]

(3.6.2) Provide the amount and proportion of your financial metrics in the reporting year that are aligned with the substantive effects of environmental opportunities.

Climate change

(3.6.2.1) Financial metric

Select from:

☒ OPEX

(3.6.2.2) Amount of financial metric aligned with opportunities for this environmental issue (unit currency as selected in 1.2)

4020380

(3.6.2.3) % of total financial metric aligned with opportunities for this environmental issue

Select from:

☒ 1-10%

(3.6.2.4) Explanation of financial figures

This figure reflects OpEx for certified office rent in 2024
[Add row]

C4. Governance

(4.1) Does your organization have a board of directors or an equivalent governing body?

(4.1.1) Board of directors or equivalent governing body

Select from:

☒ Yes

(4.1.2) Frequency with which the board or equivalent meets

Select from:

☒ Quarterly

(4.1.3) Types of directors your board or equivalent is comprised of

Select all that apply

☒ Non-executive directors or equivalent

(4.1.4) Board diversity and inclusion policy

Select from:

☒ Yes, but it is not publicly available

(4.1.5) Briefly describe what the policy covers

SoftServe strives to foster and maintain a diverse and inclusive working environment where all people are treated with dignity and respect. We embrace each associate's differences and recognize the value they bring, both commercially and culturally. Every associate contributes to SoftServe's success through their ideas, passions, knowledge, innovation, talent, and life experiences. Our workplace reflects the communities where SoftServe operates, enabling us to better serve clients through diverse perspectives and informed decision-making.

[Fixed row]

(4.1.1) Is there board-level oversight of environmental issues within your organization?

	Board-level oversight of this environmental issue	Primary reason for no board-level oversight of this environmental issue	Explain why your organization does not have board-level oversight of this environmental issue
Climate change	Select from: ☒ Yes	Select from:	Rich text input [must be under 2500 characters]
Biodiversity	Select from: ☒ No, and we do not plan to within the next two years	Select from: ☒ Other, please specify :Not applicable	Biodiversity was not assessed as material for our company.

[Fixed row]

(4.1.2) Identify the positions (do not include any names) of the individuals or committees on the board with accountability for environmental issues and provide details of the board's oversight of environmental issues.

Climate change

(4.1.2.1) Positions of individuals or committees with accountability for this environmental issue

Select all that apply

☒ Director on board

(4.1.2.2) Positions' accountability for this environmental issue is outlined in policies applicable to the board

Select from:

☒ Yes

(4.1.2.3) Policies which outline the positions' accountability for this environmental issue

Select all that apply

☒ Other policy applicable to the board, please specify :ISO 14001:2015 related policies.

(4.1.2.4) Frequency with which this environmental issue is a scheduled agenda item

Select from:

- ☒ Scheduled agenda item in some board meetings – at least annually

(4.1.2.5) Governance mechanisms into which this environmental issue is integrated

Select all that apply

- ☒ Overseeing the setting of corporate targets
- ☒ Monitoring progress towards corporate targets
- ☒ Approving corporate policies and/or commitments
- ☒ Approving and/or overseeing employee incentives
- ☒ Monitoring the implementation of the business strategy
- ☒ Overseeing reporting, audit, and verification processes
- ☒ Overseeing and guiding the development of a business strategy
- ☒ Overseeing and guiding the development of a climate transition plan
- ☒ Reviewing and guiding the assessment process for dependencies, impacts, risks, and opportunities

(4.1.2.7) Please explain

The BoD gathers at least quarterly to oversee sustainability-related and climate change issues. Within the budget process, the BoD separately reviews the target-setting process, incentives planning, and other relevant matters with regard to climate change and sustainability.

[Fixed row]

(4.2) Does your organization's board have competency on environmental issues?

Climate change

(4.2.1) Board-level competency on this environmental issue

Select from:

- ☒ Yes

(4.2.2) Mechanisms to maintain an environmentally competent board

Select all that apply

- ☒ Consulting regularly with an internal, permanent, subject-expert working group
- ☒ Engaging regularly with external stakeholders and experts on environmental issues

[Fixed row]

(4.3) Is there management-level responsibility for environmental issues within your organization?

	Management-level responsibility for this environmental issue	Primary reason for no management-level responsibility for environmental issues	Explain why your organization does not have management-level responsibility for environmental issues
Climate change	Select from: ☒ Yes	Select from:	Rich text input [must be under 2500 characters]
Biodiversity	Select from: ☒ No, and we do not plan to within the next two years	Select from: ☒ Judged to be unimportant or not relevant	Biodiversity was not assessed as material for our company.

[Fixed row]

(4.3.1) Provide the highest senior management-level positions or committees with responsibility for environmental issues (do not include the names of individuals).

Climate change

(4.3.1.1) Position of individual or committee with responsibility

Committee

- ☒ Sustainability committee

(4.3.1.2) Environmental responsibilities of this position

Dependencies, impacts, risks and opportunities

- ☒ Assessing environmental dependencies, impacts, risks, and opportunities
- ☒ Managing environmental dependencies, impacts, risks, and opportunities

Engagement

- ☒ Managing public policy engagement related to environmental issues
- ☒ Managing value chain engagement related to environmental issues

Policies, commitments, and targets

- ☒ Measuring progress towards environmental corporate targets
- ☒ Setting corporate environmental targets

Strategy and financial planning

- ☒ Conducting environmental scenario analysis
- ☒ Developing a business strategy which considers environmental issues
- ☒ Developing a climate transition plan
- ☒ Implementing a climate transition plan

(4.3.1.4) Reporting line

Select from:

- ☒ Reports to the Chief Executive Officer (CEO)

(4.3.1.5) Frequency of reporting to the board on environmental issues

Select from:

- ☒ Annually

(4.3.1.6) Please explain

Environmental Sustainability Council consists of the Chief Information Security Officer, Senior Vice President of Administration, Senior Vice Presidents, Client Success Leaders, other executives from various functions, and the Environmental Sustainability Manager. Its primary goal is to drive the pursuit of environmental (including climate-related) strategies, set targets, and monitor corporate progress toward those targets

Climate change

(4.3.1.1) Position of individual or committee with responsibility

Executive level

☒ General Counsel

(4.3.1.2) Environmental responsibilities of this position

Strategy and financial planning

☒ Managing acquisitions, mergers, and divestitures related to environmental issues

☒ Managing annual budgets related to environmental issues

☒ Managing major capital and/or operational expenditures relating to environmental issues

(4.3.1.4) Reporting line

Select from:

☒ Reports to the board directly

(4.3.1.5) Frequency of reporting to the board on environmental issues

Select from:

☒ More frequently than quarterly

(4.3.1.6) Please explain

All capital expenditures, budgets, and M&As are presented to the C-suite level committee. Strategic decisions are adopted by this committee with consideration of climate change. Progress on climate-related and sustainability topics is reported to them at least quarterly.

Climate change

(4.3.1.1) Position of individual or committee with responsibility

Other

- ☒ Other, please specify

(4.3.1.2) Environmental responsibilities of this position

Dependencies, impacts, risks and opportunities

- ☒ Assessing environmental dependencies, impacts, risks, and opportunities
- ☒ Assessing future trends in environmental dependencies, impacts, risks, and opportunities
- ☒ Managing environmental dependencies, impacts, risks, and opportunities

Policies, commitments, and targets

- ☒ Monitoring compliance with corporate environmental policies and/or commitments
- ☒ Measuring progress towards environmental corporate targets

Strategy and financial planning

- ☒ Conducting environmental scenario analysis
- ☒ Developing a climate transition plan
- ☒ Implementing a climate transition plan
- ☒ Implementing the business strategy related to environmental issues
- ☒ Managing environmental reporting, audit, and verification processes

(4.3.1.4) Reporting line

Select from:

- ☒ Reports to the Chief Executive Officer (CEO)

(4.3.1.5) Frequency of reporting to the board on environmental issues

Select from:

☒ More frequently than quarterly

(4.3.1.6) Please explain

The SVP of Administration manages climate-related issues and sustainability and reports directly to the CEO and the Board on a quarterly basis.

[Add row]

(4.5) Do you provide monetary incentives for the management of environmental issues, including the attainment of targets?

Climate change

(4.5.1) Provision of monetary incentives related to this environmental issue

Select from:

☒ No, but we plan to introduce them in the next two years

(4.5.3) Please explain

Recognition, together with bonuses, is awarded to the top climate performers across the company. However, since the Environmental Sustainability Program was established in 2021, we are still developing additional incentive mechanisms.

[Fixed row]

(4.6) Does your organization have an environmental policy that addresses environmental issues?

	Does your organization have any environmental policies?
	Select from:

	Does your organization have any environmental policies?
	☒ Yes

[Fixed row]

(4.6.1) Provide details of your environmental policies.

Row 1

(4.6.1.1) Environmental issues covered

Select all that apply

☒ Climate change

(4.6.1.2) Level of coverage

Select from:

☒ Organization-wide

(4.6.1.3) Value chain stages covered

Select all that apply

☒ Direct operations

(4.6.1.4) Explain the coverage

The policy covers all company direct operations and processes over which it has operational control.

(4.6.1.5) Environmental policy content

Environmental commitments

- ☒ Commitment to a circular economy strategy
- ☒ Commitment to take environmental action beyond regulatory compliance

Climate-specific commitments

- ☒ Commitment to net-zero emissions

Additional references/Descriptions

- ☒ Reference to timebound environmental milestones and targets

(4.6.1.6) Indicate whether your environmental policy is in line with global environmental treaties or policy goals

Select all that apply

- ☒ Yes, in line with the Paris Agreement

(4.6.1.7) Public availability

Select from:

- ☒ Publicly available

(4.6.1.8) Attach the policy

softserve-environmental-sustainability-policy-200522 (1).pdf

[Add row]

(4.10) Are you a signatory or member of any environmental collaborative frameworks or initiatives?

(4.10.1) Are you a signatory or member of any environmental collaborative frameworks or initiatives?

Select from:

- ☒ Yes

(4.10.2) Collaborative framework or initiative

Select all that apply

- ☒ Science-Based Targets Initiative (SBTi)
- ☒ UN Global Compact

(4.10.3) Describe your organization's role within each framework or initiative

SoftServe is a participant in the UN Global Compact network, both globally (USA) and locally (Ukraine, Mexico, Colombia). The company is also part of the Science Based Targets initiative (SBTi), under which it will set and validate science-based targets for reducing greenhouse gas emissions by May 2026.

[Fixed row]

(4.11) In the reporting year, did your organization engage in activities that could directly or indirectly influence policy, law, or regulation that may (positively or negatively) impact the environment?

(4.11.1) External engagement activities that could directly or indirectly influence policy, law, or regulation that may impact the environment

Select all that apply

- ☒ No, we have assessed our activities, and none could directly or indirectly influence policy, law, or regulation that may impact the environment

(4.11.2) Indicate whether your organization has a public commitment or position statement to conduct your engagement activities in line with global environmental treaties or policy goals

Select from:

- ☒ Yes, we have a public commitment or position statement in line with global environmental treaties or policy goals

(4.11.3) Global environmental treaties or policy goals in line with public commitment or position statement

Select all that apply

- ☒ Another global environmental treaty or policy goal, please specify :Global Compact Declaration on Climate Responsibility

(4.11.4) Attach commitment or position statement

We have received your response for SBTi Commitment Application Form.pdf

(4.11.5) Indicate whether your organization is registered on a transparency register

Select from:

☒ No

(4.11.8) Describe the process your organization has in place to ensure that your external engagement activities are consistent with your environmental commitments and/or transition plan

In accordance with ISO 14001:2015 and other ISO standards, it is not required to formalize procedures for operations involving up to 10 employees.

(4.11.9) Primary reason for not engaging in activities that could directly or indirectly influence policy, law, or regulation that may impact the environment

Select from:

☒ Not an immediate strategic priority

(4.11.10) Explain why your organization does not engage in activities that could directly or indirectly influence policy, law, or regulation that may impact the environment

SoftServe does not engage in direct involvement in policymaking or drafting environmental regulations. Instead, we focus on aligning our practices with internationally recognized frameworks such as the UN Global Compact, ISO 14001:2015, GRI, and CDP. We actively participate in industry associations and business platforms (including the IT Ukraine Association and the European Business Association), where sustainability and environmental standards are discussed and promoted. By contributing to these initiatives, we support the development of responsible regulation indirectly, encourage renewable energy adoption and transparent reporting, and ensure that all external engagements are consistent with our transition plans and long-term sustainability commitments.

[Fixed row]

(4.12) Have you published information about your organization's response to environmental issues for this reporting year in places other than your CDP response?

Select from:

☒ Yes

(4.12.1) Provide details on the information published about your organization's response to environmental issues for this reporting year in places other than your CDP response. Please attach the publication.

Row 1

(4.12.1.1) Publication

Select from:

☒ In voluntary sustainability reports

(4.12.1.3) Environmental issues covered in publication

Select all that apply

☒ Climate change

(4.12.1.4) Status of the publication

Select from:

☒ Complete

(4.12.1.5) Content elements

Select all that apply

☒ Content of environmental policies

☒ Strategy

☒ Emissions figures

☒ Emission targets

(4.12.1.6) Page/section reference

<https://www.softserveinc.com/en-us/corporate-social-responsibility/csr-report-2024> Section: Environmental Sustainability

(4.12.1.7) Attach the relevant publication

(4.12.1.8) Comment

SoftServe's Sustainability Report discloses comprehensive information on environmental and climate-related performance, including our strategy, GHG emissions (Scopes 1–3), reduction targets, and progress towards Net Zero. The report is prepared in line with GRI Standards, aligned with the UN Global Compact principles ensuring transparency and consistency across reporting channels.

Row 2

(4.12.1.1) Publication

Select from:

☒ In voluntary communications

(4.12.1.3) Environmental issues covered in publication

Select all that apply

☒ Climate change

(4.12.1.4) Status of the publication

Select from:

☒ Complete

(4.12.1.5) Content elements

Select all that apply

☒ Governance

☒ Risks & Opportunities

☒ Strategy

☒ Emissions figures

☒ Emission targets

(4.12.1.6) Page/section reference

(4.12.1.7) Attach the relevant publication

softserve-environmental-sustainability-policy-200522 (1).pdf

(4.12.1.8) Comment

The Environmental Sustainability Policy defines our management approach, including governance responsibilities and continuous improvement. It also commits SoftServe to science-based climate action through the Science Based Targets initiative (SBTi), aligning with the 1.5 °C net-zero pathway and reinforcing transparency and progress in emission reductions.

[Add row]

C5. Business strategy

(5.1) Does your organization use scenario analysis to identify environmental outcomes?

Climate change

(5.1.1) Use of scenario analysis

Select from:

☒ Yes

(5.1.2) Frequency of analysis

Select from:

☒ Annually

[Fixed row]

(5.1.1) Provide details of the scenarios used in your organization's scenario analysis.

Climate change

(5.1.1.1) Scenario used

Climate transition scenarios

☒ NGFS scenarios framework, please specify :Current policies, Net Zero 2050

(5.1.1.3) Approach to scenario

Select from:

☒ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

- ☒ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

- ☒ Policy
- ☒ Market
- ☒ Reputation
- ☒ Technology

(5.1.1.6) Temperature alignment of scenario

Select from:

- ☒ 1.6°C - 1.9°C

(5.1.1.7) Reference year

2020

(5.1.1.8) Timeframes covered

Select all that apply

- ☒ 2050

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

- ☒ Changes in ecosystem services provision
- ☒ Climate change (one of five drivers of nature change)

Stakeholder and customer demands

- ☑ Consumer sentiment
- ☑ Impact of nature footprint on reputation
- ☑ Other stakeholder and customer demands driving forces, please specify :Employees sentiment

Regulators, legal and policy regimes

- ☑ Global regulation
- ☑ Political impact of science (from galvanizing to paralyzing)
- ☑ Level of action (from local to global)

Relevant technology and science

- ☑ Granularity of available data (from aggregated to local)

Macro and microeconomy

- ☑ Globalizing markets

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

The NGFS scenarios explore a range of climate pathways, each characterized by its overall level of physical and transition risks. These risks are influenced by policy ambition, policy timing, coordination, and technological levers.

(5.1.1.11) Rationale for choice of scenario

For the assessment of transition risks, NGFS scenario models were chosen because they are widely used by international financial institutions (IFIs), update their data models annually, and have a transparent methodology. The scenarios were selected to reflect the maximum and minimum regulatory burdens. The NGFS scenarios applied are:

- *Current Policies – Assumes that only currently implemented policies are maintained, leading to high physical risks. Existing climate policies remain in place, but their ambition levels are not increased.*
- *Net Zero 2050 – Limits global warming to 1.5°C through stringent climate policies and innovation, achieving global net-zero CO₂ emissions around 2050. Countries with a political commitment to a net-zero target, defined before the end of March 2023, reach net zero in their target year or earlier. Some jurisdictions, such as the US, EU, UK, Canada, Australia, and Japan, achieve net zero for all greenhouse gases.*

Climate change

(5.1.1.1) Scenario used

Physical climate scenarios

☒ RCP 2.6

(5.1.1.2) Scenario used SSPs used in conjunction with scenario

Select from:

☒ SSP1

(5.1.1.3) Approach to scenario

Select from:

☒ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

☒ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

☒ Acute physical

☒ Chronic physical

(5.1.1.6) Temperature alignment of scenario

Select from:

☒ 1.6°C - 1.9°C

(5.1.1.7) Reference year

2020

(5.1.1.8) Timeframes covered

Select all that apply

☒ 2100

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

- ☒ Changes to the state of nature
- ☒ Number of ecosystems impacted
- ☒ Changes in ecosystem services provision
- ☒ Speed of change (to state of nature and/or ecosystem services)
- ☒ Climate change (one of five drivers of nature change)

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Sectoral context: Best practices are rapidly diffused, and companies may face reputational damage if they are seen as unprepared for climate adaptation. Strict regulations on CO₂ intensity or mandatory circularity practices can alter, or even temporarily disrupt, the production and transportation of hardware components, leading to delays and increased costs. Energy demand: Changes in regulations related to climate adaptation could impose new requirements on IT companies, such as mandatory renewable energy usage.

(5.1.1.11) Rationale for choice of scenario

SSP (Shared Socioeconomic Pathways) – Climate change scenarios of projected global socioeconomic changes up to 2100, as defined in the IPCC Sixth Assessment Report. Two scenarios are applied, following the same principle as for transition risks (minimum and maximum implementation of physical risks): SSP5–8.5 (Fossil-Fueled Development, "Taking the Highway") – Development based on heavy use of fossil fuels, marked by high investments in health, education, and new technologies. Adoption of resource- and energy-intensive lifestyles worldwide. SSP1–2.6 (Sustainability, "Taking the Green Road") – Priority is given to sustainable development, with improvements in living conditions and consumer preferences for environmentally friendly goods and services, resulting in lower resource and energy intensity.

Climate change

(5.1.1.1) Scenario used

Physical climate scenarios

☒ RCP 8.5

(5.1.1.2) Scenario used SSPs used in conjunction with scenario

Select from:

☒ SSP5

(5.1.1.3) Approach to scenario

Select from:

☒ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

☒ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

☒ Acute physical

☒ Chronic physical

(5.1.1.6) Temperature alignment of scenario

Select from:

☒ 3.5°C - 3.9°C

(5.1.1.7) Reference year

2020

(5.1.1.8) Timeframes covered

Select all that apply

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

- ☑ Changes to the state of nature
- ☑ Number of ecosystems impacted
- ☑ Changes in ecosystem services provision
- ☑ Speed of change (to state of nature and/or ecosystem services)
- ☑ Climate change (one of five drivers of nature change)

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Sectoral context: The sector is still resource-intensive. Extreme weather events may damage data centers, disrupt power supplies, and lead to hardware failures. Unusually high temperatures may overburden cooling systems in data centers, resulting in higher energy costs and potential equipment malfunctions. Energy demand: Increased demand on the power grid during heatwaves or damage from storms leads to outages that affect IT operations.

(5.1.1.11) Rationale for choice of scenario

SSP (Shared Socioeconomic Pathways) - climate change scenarios of projected socioeconomic global changes up to 2100, as defined in the IPCC Sixth Assessment Report. Two scenarios are applied according to the same principle as for transition risks (minimum and maximum implementation of physical risks): • SP5–8.5 (Fossil-Fueled Development, "Taking the Highway") – Development based on heavy use of fossil fuels, marked by high investments in health, education, and new technologies. Adoption of resource- and energy-intensive lifestyles worldwide. • SSP1–2.6 (Sustainability, "Taking the Green Road") – Priority is given to sustainable development, with improvements in living conditions and consumer preferences for environmentally friendly goods and services, resulting in lower resource and energy intensity.

[Add row]

(5.1.2) Provide details of the outcomes of your organization's scenario analysis.

Climate change

(5.1.2.1) Business processes influenced by your analysis of the reported scenarios

Select all that apply

☒ Risk and opportunities identification, assessment and management

(5.1.2.2) Coverage of analysis

Select from:

☒ Organization-wide

(5.1.2.3) Summarize the outcomes of the scenario analysis and any implications for other environmental issues

The scenario analysis highlights several key material risks that affect data centers, with potential financial and operational consequences. These include rising costs of services provided by data centers, driven by increased operational expenses, particularly the increased cooling demands during heatwaves and higher energy costs under new pricing mechanisms. Additionally, there is a notable risk of customer loss, as shifts in customer behavior and market trends, including a preference for lower-emission service alternatives, could reduce demand for services. The potential for fines related to enhanced sustainability reporting obligations further adds to the financial burden, with increased compliance costs and potential reputational damage. While other identified risks, such as acute and chronic physical climate impacts (e.g., cyclones, floods, precipitation, etc.), are currently being monitored rather than considered material, they remain significant. Monitoring these risks ensures readiness for potential future disruptions.

[Fixed row]

(5.2) Does your organization's strategy include a climate transition plan?

(5.2.1) Transition plan

Select from:

☒ No, but we are developing a climate transition plan within the next two years

(5.2.15) Primary reason for not having a climate transition plan that aligns with a 1.5°C world

Select from:

☒ Lack of internal resources, capabilities, or expertise (e.g., due to organization size)

(5.2.16) Explain why your organization does not have a climate transition plan that aligns with a 1.5°C world

Taking into consideration that our main development centers are located in Ukraine, our 1.5°C alignment and strategy will be established as soon as the government finalizes and communicates the country's post-war recovery plans.

[Fixed row]

(5.3) Have environmental risks and opportunities affected your strategy and/or financial planning?

(5.3.1) Environmental risks and/or opportunities have affected your strategy and/or financial planning

Select from:

☒ Yes, both strategy and financial planning

(5.3.2) Business areas where environmental risks and/or opportunities have affected your strategy

Select all that apply

☒ Products and services

☒ Upstream/downstream value chain

☒ Investment in R&D

☒ Operations

[Fixed row]

(5.3.1) Describe where and how environmental risks and opportunities have affected your strategy.

Products and services

(5.3.1.1) Effect type

Select all that apply

☒ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

☒ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

SoftServe has set a 10-year goal to provide sustainable IT solutions to our clients.

Upstream/downstream value chain

(5.3.1.1) Effect type

Select all that apply

- ☒ Risks
- ☒ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

- ☒ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

Climate-related risks have been incorporated into both the supply chain management system and our asset management strategy.

Investment in R&D

(5.3.1.1) Effect type

Select all that apply

- ☒ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

- ☒ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

SoftServe is building climate-related products for internal use in order to test them and to offer them to clients in the future.

Operations

(5.3.1.1) Effect type

Select all that apply

☒ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

☒ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

SoftServe has committed to investing in sustainable infrastructure, and this commitment has been embedded into our operational strategy, which SoftServe applies across its operations. This enables us to seize related opportunities.

[Add row]

(5.3.2) Describe where and how environmental risks and opportunities have affected your financial planning.

Row 1

(5.3.2.1) Financial planning elements that have been affected

Select all that apply

☒ Capital expenditures

(5.3.2.2) Effect type

Select all that apply

☒ Risks

☒ Opportunities

(5.3.2.3) Environmental issues relevant to the risks and/or opportunities that have affected these financial planning elements

Select all that apply

☒ Climate change

(5.3.2.4) Describe how environmental risks and/or opportunities have affected these financial planning elements

Capital expenditure planning at SoftServe, which primarily covers office renovations, equipping, and IT infrastructure procurement, is influenced by climate-related considerations. All plans are evaluated for climate change risks and opportunities, supplier management, cost and operational efficiency, as well as long-term effects on business performance.

[Add row]

(5.4) In your organization’s financial accounting, do you identify spending/revenue that is aligned with your organization’s climate transition?

	Identification of spending/revenue that is aligned with your organization’s climate transition
	Select from: ☒ No, and we do not plan to in the next two years

[Fixed row]

(5.10) Does your organization use an internal price on environmental externalities?

	Use of internal pricing of environmental externalities	Primary reason for not pricing environmental externalities	Explain why your organization does not price environmental externalities
	<i>Select from:</i> ☒ No, but we plan to in the next two years	<i>Select from:</i> ☒ Lack of internal resources, capabilities, or expertise (e.g., due to organization size)	<i>This process is difficult to organize due to the size of the organization. However, we plan to implement internal pricing within the next two years.</i>

[Fixed row]

(5.11) Do you engage with your value chain on environmental issues?

	Engaging with this stakeholder on environmental issues	Environmental issues covered
Suppliers	<i>Select from:</i> ☒ Yes	<i>Select all that apply</i> ☒ Climate change ☒ Plastics
Customers	<i>Select from:</i> ☒ Yes	<i>Select all that apply</i> ☒ Climate change ☒ Plastics
Investors and shareholders	<i>Select from:</i> ☒ Yes	<i>Select all that apply</i> ☒ Climate change ☒ Plastics
Other value chain stakeholders	<i>Select from:</i> ☒ Yes	<i>Select all that apply</i> ☒ Climate change

[Fixed row]

(5.11.1) Does your organization assess and classify suppliers according to their dependencies and/or impacts on the environment?

Climate change

(5.11.1.1) Assessment of supplier dependencies and/or impacts on the environment

Select from:

- ☒ Yes, we assess the dependencies and/or impacts of our suppliers

(5.11.1.2) Criteria for assessing supplier dependencies and/or impacts on the environment

Select all that apply

- ☒ Contribution to supplier-related Scope 3 emissions
☒ Dependence on ecosystem services/environmental assets

(5.11.1.3) % Tier 1 suppliers assessed

Select from:

- ☒ 1-25%

(5.11.1.4) Define a threshold for classifying suppliers as having substantive dependencies and/or impacts on the environment

We use the following process to identify these suppliers: Emissions-Based Filtering, Spend-Based Prioritization (via Power BI), Strategic Supplier Classification (Kraljic Matrix). Suppliers meeting these criteria are considered to have substantive environmental relevance, and are prioritized for deeper evaluation, monitoring, and engagement.

(5.11.1.5) % Tier 1 suppliers meeting the threshold for substantive dependencies and/or impacts on the environment

Select from:

- ☒ 1-25%

(5.11.1.6) Number of Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

50

Plastics

(5.11.1.1) Assessment of supplier dependencies and/or impacts on the environment

Select from:

☒ No, we do not currently assess the dependencies and/or impacts of our suppliers, but we plan to do so within the next two years
[Fixed row]

(5.11.2) Does your organization prioritize which suppliers to engage with on environmental issues?

Climate change

(5.11.2.1) Supplier engagement prioritization on this environmental issue

Select from:

☒ Yes, we prioritize which suppliers to engage with on this environmental issue

(5.11.2.2) Criteria informing which suppliers are prioritized for engagement on this environmental issue

Select all that apply

☒ Procurement spend

(5.11.2.4) Please explain

We engage with Tier 1 suppliers based on our spend regarding their carbon footprint

Plastics

(5.11.2.1) Supplier engagement prioritization on this environmental issue

Select from:

☒ Yes, we prioritize which suppliers to engage with on this environmental issue

(5.11.2.2) Criteria informing which suppliers are prioritized for engagement on this environmental issue

Select all that apply

☒ Product lifecycle

(5.11.2.4) Please explain

We engage with suppliers that use plastic packaging, etc.

[Fixed row]

(5.11.5) Do your suppliers have to meet environmental requirements as part of your organization's purchasing process?

Climate change

(5.11.5.1) Suppliers have to meet specific environmental requirements related to this environmental issue as part of the purchasing process

Select from:

☒ Yes, environmental requirements related to this environmental issue are included in our supplier contracts

(5.11.5.2) Policy in place for addressing supplier non-compliance

Select from:

☒ Yes, we have a policy in place for addressing non-compliance

(5.11.5.3) Comment

All suppliers should comply with SoftServe's Supplier Code of Conduct requirements, including climate-related obligations. In addition, we are working to implement other supplier-related programs and initiatives to reduce our environmental footprint and associated emissions.

[Fixed row]

(5.11.6) Provide details of the environmental requirements that suppliers have to meet as part of your organization's purchasing process, and the compliance measures in place.

Climate change

(5.11.6.1) Environmental requirement

Select from:

☒ Other, please specify :Complying with regulatory requirements

(5.11.6.2) Mechanisms for monitoring compliance with this environmental requirement

Select all that apply

☒ Supplier scorecard or rating

☒ Supplier self-assessment

(5.11.6.3) % tier 1 suppliers by procurement spend required to comply with this environmental requirement

Select from:

☒ 100%

(5.11.6.4) % tier 1 suppliers by procurement spend in compliance with this environmental requirement

Select from:

☒ 26-50%

(5.11.6.7) % tier 1 supplier-related scope 3 emissions attributable to the suppliers required to comply with this environmental requirement

Select from:

☒ 100%

(5.11.6.8) % tier 1 supplier-related scope 3 emissions attributable to the suppliers in compliance with this environmental requirement

Select from:

☒ 1-25%

(5.11.6.9) Response to supplier non-compliance with this environmental requirement

Select from:

☒ Suspend and engage

(5.11.6.10) % of non-compliant suppliers engaged

Select from:

☒ Less than 1%

(5.11.6.11) Procedures to engage non-compliant suppliers

Select all that apply

☒ Assessing the efficacy and efforts of non-compliant supplier actions through consistent and quantified metrics

(5.11.6.12) Comment

Suppliers are expected to share SoftServe's commitment to respond to climate change and protect the environment. As part of this commitment, all SoftServe suppliers agree to:

- Comply with all applicable environmental laws and regulations, including but not limited to laws and regulations governing hazardous materials, air and water emissions, and waste, as well as rules, regulations, and customer requirements regarding the prohibition or restriction of specific substances in manufacturing or product design.*
- Develop and implement effective environmental management systems that support the identification of risks, the establishment of environmental objectives and achievement plans, the measurement and monitoring of performance, and the continual improvement of processes to mitigate or minimize environmental impacts from their operations.*
- Conform to all SoftServe requirements regarding product and packaging labeling, material content, recycling, and disposal as specified in business contracts.*
- Ensure proper waste and resource consumption management aimed at preventing or reducing all types of waste, including water discharges and energy losses, by implementing appropriate conservation measures in supplier facilities, using conservation-minded maintenance and production processes, and applying strategies to reduce, reuse, and recycle materials (in that order) whenever possible before disposal.*

Climate change

(5.11.6.1) Environmental requirement

Select from:

- ☒ Implementation of emissions reduction initiatives

(5.11.6.2) Mechanisms for monitoring compliance with this environmental requirement

Select all that apply

- ☒ Supplier scorecard or rating
☒ Supplier self-assessment

(5.11.6.3) % tier 1 suppliers by procurement spend required to comply with this environmental requirement

Select from:

- ☒ 100%

(5.11.6.4) % tier 1 suppliers by procurement spend in compliance with this environmental requirement

Select from:

- ☒ 26-50%

(5.11.6.7) % tier 1 supplier-related scope 3 emissions attributable to the suppliers required to comply with this environmental requirement

Select from:

- ☒ 100%

(5.11.6.8) % tier 1 supplier-related scope 3 emissions attributable to the suppliers in compliance with this environmental requirement

Select from:

- ☒ 1-25%

(5.11.6.9) Response to supplier non-compliance with this environmental requirement

Select from:

☒ Retain and engage

(5.11.6.10) % of non-compliant suppliers engaged

Select from:

☒ Less than 1%

(5.11.6.11) Procedures to engage non-compliant suppliers

Select all that apply

☒ Assessing the efficacy and efforts of non-compliant supplier actions through consistent and quantified metrics

(5.11.6.12) Comment

Suppliers are expected to share SoftServe's commitment to respond to climate change and to protect the environment. As a part of this commitment, all SoftServe Suppliers will agree to:

- *Comply with all applicable environmental laws and regulations, including but not limited to laws and regulations that regulate hazardous materials, air, and water emissions, and wastes and rules, regulations, and customer requirements regarding the prohibition or restriction of specific substances in manufacturing or product design.*
- *Develop and implement effective environmental management systems that support identifying risks, establishing environmental objectives and achievement plans, measuring, and monitoring performance, and driving continual improvements to mitigate or minimize environmental impacts emanating from its operations.*
- *Supplier agrees to conform to all SoftServe requirements regarding product and packaging labeling, material content, recycling, and disposal as directed by SoftServe in their business contracts.*
- *Ensure proper waste and resources consumption management aimed at prevention or reduction of all waste types, including water discharges and energy losses, by implementing appropriate conservation measures in Supplier facilities using conservation-minded maintenance and production processes and implementing strategies to reduce, reuse, and recycle materials (in that order), when ever possible, before disposal.*

[Add row]

(5.11.7) Provide further details of your organization's supplier engagement on environmental issues.

Climate change

(5.11.7.2) Action driven by supplier engagement

Select from:

☒ Adaptation to climate change

(5.11.7.3) Type and details of engagement

Capacity building

- ☒ Support suppliers to set their own environmental commitments across their operations

(5.11.7.4) Upstream value chain coverage

Select all that apply

- ☒ Tier 1 suppliers

(5.11.7.5) % of tier 1 suppliers by procurement spend covered by engagement

Select from:

- ☒ 1-25%

(5.11.7.6) % of tier 1 supplier-related scope 3 emissions covered by engagement

Select from:

- ☒ 1-25%

(5.11.7.9) Describe the engagement and explain the effect of your engagement on the selected environmental action

We started with awareness building across Tier 1 suppliers and plan to expand our cooperation and engage other suppliers.

(5.11.7.10) Engagement is helping your tier 1 suppliers meet an environmental requirement related to this environmental issue

Select from:

- ☒ No, this engagement is unrelated to meeting an environmental requirement

(5.11.7.11) Engagement is helping your tier 1 suppliers engage with their own suppliers on the selected action

Select from:

- ☒ Yes

Plastics

(5.11.7.2) Action driven by supplier engagement

Select from:

☒ Circular economy

(5.11.7.3) Type and details of engagement

Capacity building

☒ Support suppliers to set their own environmental commitments across their operations

(5.11.7.4) Upstream value chain coverage

Select all that apply

☒ Tier 1 suppliers

(5.11.7.5) % of tier 1 suppliers by procurement spend covered by engagement

Select from:

☒ 1-25%

(5.11.7.9) Describe the engagement and explain the effect of your engagement on the selected environmental action

We started with awareness building across Tier 1 suppliers and plan to expand our cooperation and engage other suppliers.

(5.11.7.11) Engagement is helping your tier 1 suppliers engage with their own suppliers on the selected action

Select from:

☒ Yes

[Add row]

(5.11.9) Provide details of any environmental engagement activity with other stakeholders in the value chain.

Climate change

(5.11.9.1) Type of stakeholder

Select from:

☒ Other value chain stakeholder, please specify :Suppliers

(5.11.9.2) Type and details of engagement

Education/Information sharing

☒ Share information on environmental initiatives, progress and achievements

(5.11.9.3) % of stakeholder type engaged

Select from:

☒ 1-25%

(5.11.9.4) % stakeholder-associated scope 3 emissions

Select from:

☒ 1-25%

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

We engage with our customers directly and via the CDP platform, where we share our plans, strategies, emissions data, etc.

(5.11.9.6) Effect of engagement and measures of success

This engagement enables our customers to build their own plans and rely on first-hand data.

[Add row]

(5.12) Indicate any mutually beneficial environmental initiatives you could collaborate on with specific CDP Supply Chain members.

Row 1

(5.12.1) Requesting member

Select from:

☒ Deloitte Touche Tohmatsu Limited

(5.12.2) Environmental issues the initiative relates to

Select all that apply

☒ Climate change

(5.12.4) Initiative category and type

Relationship sustainability assessment

☒ Sustainability audit of existing relationship

(5.12.5) Details of initiative

Cooperate with Deloitte to measure the environmental impact in professional services relationships, combining Deloitte's sustainability consulting expertise with SoftServe's technology innovation capabilities.

(5.12.6) Expected benefits

Select all that apply

☒ Improved resource use and efficiency

(5.12.7) Estimated timeframe for realization of benefits

Select from:

☒ 1-3 years

(5.12.8) Are you able to estimate the lifetime CO2e and/or water savings of this initiative?

Select from:

☒ No

(5.12.11) Please explain

Expected Deliverables: Standardized assessment methodologies. Industry best practice guidelines.

Row 2

(5.12.1) Requesting member

Select from:

☒ Cisco Systems, Inc.

(5.12.2) Environmental issues the initiative relates to

Select all that apply

☒ Climate change

(5.12.4) Initiative category and type

Communications

☒ Joint case studies or marketing campaign

(5.12.5) Details of initiative

Co-branded case studies published on both companies' websites, LinkedIn, and ESG report formats. Conference speaking engagements, such as sustainability forums. Joint press releases, highlighting milestones. Content marketing series, including blog posts, social media campaigns, and infographics comparing.

(5.12.6) Expected benefits

Select all that apply

☒ Improved resource use and efficiency

(5.12.7) Estimated timeframe for realization of benefits

Select from:

☒ 1-3 years

(5.12.8) Are you able to estimate the lifetime CO2e and/or water savings of this initiative?

Select from:

☒ No

(5.12.11) Please explain

Expected Deliverables: joint case study, co-branded marketing materials, co-hosted webinar or panel discussion, etc.

Row 3

(5.12.1) Requesting member

Select from:

☒ NRG Energy Inc

(5.12.2) Environmental issues the initiative relates to

Select all that apply

☒ Climate change

(5.12.4) Initiative category and type

Communications

☒ Joint case studies or marketing campaign

(5.12.5) Details of initiative

Co-branded case studies published on both companies' websites, LinkedIn, and ESG report formats. Conference speaking engagements, such as sustainability forums. Joint press releases, highlighting milestones. Content marketing series, including blog posts, social media campaigns, and infographics comparing.

(5.12.6) Expected benefits

Select all that apply

☒ Improved resource use and efficiency

(5.12.7) Estimated timeframe for realization of benefits

Select from:

☒ 1-3 years

(5.12.8) Are you able to estimate the lifetime CO2e and/or water savings of this initiative?

Select from:

☒ No

(5.12.11) Please explain

Expected Deliverables: joint case study, co-branded marketing materials, co-hosted webinar or panel discussion, etc.

[Add row]

(5.13) Has your organization already implemented any mutually beneficial environmental initiatives due to CDP Supply Chain member engagement?

(5.13.1) Environmental initiatives implemented due to CDP Supply Chain member engagement

Select from:

☒ No, but we plan to within the next two years

(5.13.2) Primary reason for not implementing environmental initiatives

Select from:

☒ Not an immediate strategic priority

(5.13.3) Explain why your organization has not implemented any environmental initiatives

We have not yet implemented any mutually beneficial environmental initiative with the help of CDP. However, we have become part of the SBTi as a joint effort with our clients and partners.

[Fixed row]

C6. Environmental Performance - Consolidation Approach

(6.1) Provide details on your chosen consolidation approach for the calculation of environmental performance data.

	Consolidation approach used	Provide the rationale for the choice of consolidation approach
Climate change	Select from: ☒ Operational control	<i>This approach is customary for some other reporting practices of our company and best reflects the company's actual power of control.</i>
Plastics	Select from: ☒ Operational control	<i>This approach is customary for some other reporting practices of our company and best reflects the company's actual power of control.</i>
Biodiversity	Select from: ☒ Other, please specify :None	<i>Our company does not gather environmental performance data on biodiversity at the moment.</i>

[Fixed row]

C7. Environmental performance - Climate Change

(7.1) Is this your first year of reporting emissions data to CDP?

Select from:

☒ No

(7.1.1) Has your organization undergone any structural changes in the reporting year, or are any previous structural changes being accounted for in this disclosure of emissions data?

	Has there been a structural change?
	Select all that apply ☒ No

[Fixed row]

(7.1.2) Has your emissions accounting methodology, boundary, and/or reporting year definition changed in the reporting year?

	Change(s) in methodology, boundary, and/or reporting year definition?	Details of methodology, boundary, and/or reporting year definition change(s)
	Select all that apply ☒ Yes, a change in methodology	We updated financial data for Scope 3 Business Travel (2021–2024) and updated emission factors and market-based electricity emission factors for 2024.

[Fixed row]

(7.1.3) Have your organization's base year emissions and past years' emissions been recalculated as a result of any changes or errors reported in 7.1.1 and/or 7.1.2?

(7.1.3.1) Base year recalculation

Select from:

☒ Yes

(7.1.3.2) Scope(s) recalculated

Select all that apply

☒ Scope 3

(7.1.3.3) Base year emissions recalculation policy, including significance threshold

Significance threshold is 10%. Any significant error in either data or methodology requires reassessment and recalculation of the emissions.

(7.1.3.4) Past years' recalculation

Select from:

☒ Yes

[Fixed row]

(7.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.

Select all that apply

☒ The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

☒ The Greenhouse Gas Protocol: Scope 2 Guidance

☒ The Greenhouse Gas Protocol: Corporate Value Chain (Scope 3) Standard

(7.3) Describe your organization's approach to reporting Scope 2 emissions.

	Scope 2, location-based	Scope 2, market-based	Comment
	<i>Select from:</i> ☒ We are reporting a Scope 2, location-based figure	<i>Select from:</i> ☒ We are reporting a Scope 2, market-based figure	<i>We are reporting both Scope 2 market-based and location-based figures.</i>

[Fixed row]

(7.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1, Scope 2 or Scope 3 emissions that are within your selected reporting boundary which are not included in your disclosure?

Select from:

☒ Yes

(7.4.1) Provide details of the sources of Scope 1, Scope 2, or Scope 3 emissions that are within your selected reporting boundary which are not included in your disclosure.

Row 1

(7.4.1.1) Source of excluded emissions

Refrigerant emissions resulting from air conditioning in office buildings.

(7.4.1.2) Scope(s) or Scope 3 category(ies)

Select all that apply

☒ Scope 1

(7.4.1.3) Relevance of Scope 1 emissions from this source

Select from:

☒ Emissions are relevant but not yet calculated

(7.4.1.8) Estimated percentage of total Scope 1+2 emissions this excluded source represents

0

(7.4.1.10) Explain why this source is excluded

Air conditioning systems are maintained by a service organization, and it is impossible to obtain accurate data from them.

(7.4.1.11) Explain how you estimated the percentage of emissions this excluded source represents

Taking into consideration the average refrigerant leakage multiplied by the number of air conditioners and the emission factor r (usually the same, as the majority of conditioners in use are charged with R410A).

[Add row]

(7.5) Provide your base year and base year emissions.

Scope 1

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO₂e)

697.97

(7.5.3) Methodological details

Calculations were conducted according to GHG Protocol. Emission factors were taken from the following data bases: GHG Protocol, IEA (2023) Emission Factors, IPCC AR 6, Global warming potentials

Scope 2 (location-based)

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

2728.57

(7.5.3) Methodological details

Calculations were conducted according to GHG Protocol. Emission factors were taken from MEA, International Energy Agency, IEA

Scope 2 (market-based)

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

3345.24

(7.5.3) Methodological details

Calculations were conducted according to GHG Protocol. Breakdown of types of energy sources were provided by our suppliers. Emission factors were taken from MEA, International Energy Agency, IEA

Scope 3 category 1: Purchased goods and services

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

2290.46

(7.5.3) Methodological details

Calculations were conducted according to GHG Protocol. Emission factors were taken from Eurostat 0 Air emissions intensities by NACE Rev. 2 activity, Supply Chain Greenhouse Gas Emission Factors for US Industries and Commodities

Scope 3 category 2: Capital goods

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

4804.84

(7.5.3) Methodological details

One part of purchases were calculated with product-based approach, using the average approximate value of greenhouse gas emissions from one unit of purchases (cables and adapters, batteries, headphones, routers, photo/video cameras and TVs) - Part of purchases is calculated by provider-specific approach, using emission figure for each specific model of the purchased product.

Scope 3 category 3: Fuel-and-energy-related activities (not included in Scope 1 or 2)

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

155.32

(7.5.3) Methodological details

Calculations were conducted according to the GHG Protocol. Emission factors were taken from Greenhouse Gas Reporting: Conversion Factors 2023 (GOV.UK).

Scope 3 category 4: Upstream transportation and distribution

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

Not applicable. SoftServe does not own or lease any transportation used for the transportation and/or distribution of purchased products. In accordance with Technical Guidance for Calculating Scope 3 Emissions: Category 4: Upstream Transportation and Distribution, emissions calculations for this category are not performed.

Scope 3 category 5: Waste generated in operations

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

284.34

(7.5.3) Methodological details

Calculations were conducted according to the GHG Protocol. Emission factors were taken from Greenhouse Gas Reporting: Conversion Factors 2023 (GOV.UK).

Scope 3 category 6: Business travel

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

1049.72

(7.5.3) Methodological details

Emission factors were taken from Supply Chain Greenhouse Gas Emission Factors for US Industries and Commodities

Scope 3 category 7: Employee commuting

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

SoftServe has begun collecting data on the number, distance, and type of trips their employees make from home to work and will calculate emissions from these trips using the GHG Protocol methodology (Technical Guidance for Calculating Scope 3 Emissions: Category 7: Employee Commuting).

Scope 3 category 8: Upstream leased assets

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

158.83

(7.5.3) Methodological details

It was assumed that the specific emissions from the operation of the leased assets not under the operational control of the company are equal to the Scope 1 and Scope 2 emissions generated by the assets under the operational control.

Scope 3 category 9: Downstream transportation and distribution

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

Not applicable. SoftServe does not own or lease any transportation that performs the transportation and/or distribution of supplied products, emissions calculations for this category are not performed.

Scope 3 category 10: Processing of sold products

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not applicable. SoftServe's products are electronic, this emissions category is not applicable to SoftServe's activities.

Scope 3 category 11: Use of sold products

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not applicable. Given the nature of our business, this category is not applicable. SoftServe does not sell goods.

Scope 3 category 12: End of life treatment of sold products

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not applicable. SoftServe's products are electronic, this emissions category is not applicable to SoftServe's activities.

Scope 3 category 13: Downstream leased assets

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not applicable. SoftServe's products are electronic and SoftServe does not require the rental of space or warehouses for their distribution, this emissions category does not apply to SoftServe's activities.

Scope 3 category 14: Franchises

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not applicable. SoftServe does not have franchises under its control or supervision, this emissions category does not apply to SoftServe's activities.

Scope 3 category 15: Investments

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not applicable. SoftServe is not a public or private banking institution, this emissions category does not apply to SoftServe's activities.

Scope 3: Other (upstream)

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not applicable. SoftServe do not generate emissions from other relevant upstream activities.

Scope 3: Other (downstream)

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not applicable. SoftServe do not generate emissions from other relevant downstream activities.

[Fixed row]

(7.6) What were your organization's gross global Scope 1 emissions in metric tons CO2e?

Reporting year

(7.6.1) Gross global Scope 1 emissions (metric tons CO2e)

590.14

(7.6.3) Methodological details

Calculations were conducted in accordance with the GHG Protocol. Emission factors were taken from the following databases: GHG Protocol, IEA (2024) Emission Factors, IPCC AR 6, Global warming potentials

Past year 1

(7.6.1) Gross global Scope 1 emissions (metric tons CO2e)

583.15

(7.6.2) End date

12/30/2023

(7.6.3) Methodological details

Calculations were conducted in accordance with the GHG Protocol. Emission factors were taken from the following databases: GHG Protocol, IEA (2023) Emission Factors, and IPCC AR6 Global Warming Potentials.

Past year 2

(7.6.1) Gross global Scope 1 emissions (metric tons CO2e)

707.93

(7.6.2) End date

12/30/2022

(7.6.3) Methodological details

Calculations were conducted in accordance with the GHG Protocol. Emission factors were taken from the following databases: GHG Protocol, IEA Emission Factors, IPCC AR6, Global warming potentials

Past year 3

(7.6.1) Gross global Scope 1 emissions (metric tons CO2e)

1055

(7.6.2) End date

12/30/2021

(7.6.3) Methodological details

Calculations were conducted in accordance with the GHG Protocol. Emission factors were taken from the following databases: GHG Protocol, IEA Emission Factors, IPCC AR 6, Global warming potentials

Past year 4

(7.6.1) Gross global Scope 1 emissions (metric tons CO2e)

697.97

(7.6.2) End date

12/30/2020

(7.6.3) Methodological details

Calculations were conducted in accordance with the GHG Protocol. Emission factors were taken from the following databases: GHG Protocol, IEA Emission Factors, IPCC AR 6, Global warming potentials
[Fixed row]

(7.7) What were your organization's gross global Scope 2 emissions in metric tons CO2e?

Reporting year

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

2090.09

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e)

1459.07

(7.7.4) Methodological details

Calculations were conducted according to GHG Protocol. Emission factors were taken from the following data bases: GHG Protocol, IEA Emission Factors, IPCC AR 6, Global warming potentials. Breakdown of types of energy sources were provided by our suppliers. Emission factors were taken from MEA, International Energy Agency, IEA

Past year 1

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

2326.85

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e)

2022.92

(7.7.3) End date

12/30/2023

(7.7.4) Methodological details

Calculations were conducted according to GHG Protocol. Emission factors were taken from the following data bases: GHG Protocol, IEA (2023) Emission Factors, IPCC AR 6, Global warming potentials. Breakdown of types of energy sources were provided by our suppliers. Emission factors were taken from MEA, International Energy Agency, IEA

Past year 2

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

2139.22

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e)

2000.04

(7.7.3) End date

12/30/2022

(7.7.4) Methodological details

Calculations were conducted according to GHG Protocol. Emission factors were taken from the following data bases: GHG Protocol, IEA Emission Factors, IPCC AR 6, Global warming potentials. Breakdown of types of energy sources were provided by our suppliers. Emission factors were taken from MEA, International Energy Agency, IEA

Past year 3

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

2170.59

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e)

2202.94

(7.7.3) End date

12/30/2021

(7.7.4) Methodological details

Calculations were conducted according to GHG Protocol. Emission factors were taken from the following data bases: GHG Protocol, IEA Emission Factors, IPCC AR 6, Global warming potentials. Breakdown of types of energy sources were provided by our suppliers. Emission factors were taken from MEA, International Energy Agency, IEA

Past year 4

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

2728.57

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e)

3345.24

(7.7.3) End date

12/30/2020

(7.7.4) Methodological details

Calculations were conducted according to GHG Protocol. Emission factors were taken from the following data bases: GHG Protocol, IEA Emission Factors, IPCC AR 6, Global warming potentials. Breakdown of types of energy sources were provided by our suppliers. Emission factors were taken from MEA, International Energy Agency, IEA
[Fixed row]

(7.8) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions.

Purchased goods and services

(7.8.1) Evaluation status

Select from:

☒ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

3519.77

(7.8.3) Emissions calculation methodology

Select all that apply

☒ Spend-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

SoftServe calculates Scope 3 emissions using the methodology outlined in the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard. SoftServe's model for calculating indirect emissions related to the procurement of goods and services is built on the following principle: expenditures on goods and services in US dollars are consolidated into major categories. Emission factors per 1 US dollar of expenditure are then selected for these categories using the climatic explorer resource aggregator.

Capital goods

(7.8.1) Evaluation status

Select from:

☒ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

992.77

(7.8.3) Emissions calculation methodology

Select all that apply

☒ Supplier-specific method

☒ Average product method

☒ Average spend-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

90.48

(7.8.5) Please explain

SoftServe calculates Scope 3 emissions using the methodology outlined in the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Overall, emissions in this category are calculated using a mixed approach: Some purchases are calculated using a product-based approach, employing the average approximate value of greenhouse gas emissions per unit of purchase (cables and adapters, batteries, headphones, routers, photo/video cameras, and televisions). Other purchases are calculated using a supplier-specific approach, using the emission factor for each specific model of purchased product. expenditures on the rest goods calculated in US dollars are consolidated into major categories. Emission factors per 1 US dollar of expenditure are then selected for these categories using the climatic explorer resource aggregator.

Fuel-and-energy-related activities (not included in Scope 1 or 2)

(7.8.1) Evaluation status

Select from:

☒ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

140.75

(7.8.3) Emissions calculation methodology

Select all that apply

☒ Fuel-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

These calculations were performed in accordance with the guidelines provided by the GHG Protocol for calculating emissions related to energy and fuel that are not included in Scope 1 and Scope 2 calculations (Technical Guidance for Calculating Scope 3 Emissions: Category 3: Fuel- and Energy-Related Activities Not Included in Scope 1 or Scope 2).

Upstream transportation and distribution

(7.8.1) Evaluation status

Select from:

☒ Not relevant, explanation provided

(7.8.5) Please explain

SoftServe does not own or lease any transportation that performs the transportation and/or distribution of purchased products (in accordance with Technical Guidance for Calculating Scope 3 Emissions: Category 4: Upstream Transportation and Distribution), emissions calculations for this category are not performed.

Waste generated in operations

(7.8.1) Evaluation status

Select from:

☒ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

222.96

(7.8.3) Emissions calculation methodology

Select all that apply

☒ Spend-based method

☒ Waste-type-specific method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

96

(7.8.5) Please explain

The overall approach to calculating emissions for this Scope 3 category follows the waste-type-specific method as outlined in the Technical Guidance for Calculating Scope 3 Emissions: Category 5: Waste Generated in Operations. Emissions from waste depend on the type of waste being disposed of and the method of disposal. However, for some SoftServe offices, there is no record of the actual volume of waste generated, and for these offices, SoftServe pays a fixed fee for waste collection and disposal. To account for emissions from such waste operations, calculations were performed using spent-based emission factors from the US Environmental Protection Agency (Solid waste landfill, Supply Chain Greenhouse Gas Emission Factors for US Industries and Commodities).

Business travel

(7.8.1) Evaluation status

Select from:

☒ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

1116.09

(7.8.3) Emissions calculation methodology

Select all that apply

☒ Spend-based method

☒ Distance-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

73

(7.8.5) Please explain

SoftServe calculates Scope 3 emissions using the methodology outlined in the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Within this Scope 3 category, SoftServe accounted for emissions related to air travel provided by the carrier. Emissions related to business trips (hotel rentals, business lunches, taxi services, travel agency services) were calculated using a spend-based method with emission factors from the US Environmental Protection Agency (Supply Chain Greenhouse Gas Emission Factors for US Industries and Commodities).

Employee commuting

(7.8.1) Evaluation status

Select from:

☒ Relevant, not yet calculated

(7.8.5) Please explain

SoftServe has begun collecting data on the number, distance, and type of trips their employees make from home to work and will calculate emissions from these trips using the GHG Protocol methodology (Technical Guidance for Calculating Scope 3 Emissions: Category 7: Employee Commuting).

Upstream leased assets

(7.8.1) Evaluation status

Select from:

☒ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

259.32

(7.8.3) Emissions calculation methodology

Select all that apply

☒ Asset-specific method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

To calculate emissions for this Scope 3 category, SoftServe used the average data method (Activity data needed) described in the relevant GHG Protocol guidance (Technical Guidance for Calculating Scope 3 Emissions: Category 8: Upstream Leased Assets). SoftServe assumed that the specific emissions from the operation of leased assets not under SoftServe's operational control are equivalent to the Scope 1 and Scope 2 emissions generated by assets under operational control.

Downstream transportation and distribution

(7.8.1) Evaluation status

Select from:

☒ Not relevant, explanation provided

(7.8.5) Please explain

SoftServe does not own or lease any transportation that performs the transportation and/or distribution of supplied products, emissions calculations for this category are not performed.

Processing of sold products

(7.8.1) Evaluation status

Select from:

☒ Not relevant, explanation provided

(7.8.5) Please explain

SoftServe's products are electronic, this emissions category is not applicable to SoftServe's activities.

Use of sold products

(7.8.1) Evaluation status

Select from:

☒ Not relevant, explanation provided

(7.8.5) Please explain

Given the nature of our business, this category is not applicable. SoftServe does not sell goods.

End of life treatment of sold products

(7.8.1) Evaluation status

Select from:

☒ Not relevant, explanation provided

(7.8.5) Please explain

SoftServe's products are electronic, this emissions category is not applicable to SoftServe's activities.

Downstream leased assets

(7.8.1) Evaluation status

Select from:

☒ Not relevant, explanation provided

(7.8.5) Please explain

SoftServe's products are electronic and SoftServe does not require the rental of space or warehouses for their distribution, this emissions category does not apply to SoftServe's activities.

Franchises

(7.8.1) Evaluation status

Select from:

☒ Not relevant, explanation provided

(7.8.5) Please explain

SoftServe does not have franchises under its control or supervision, this emissions category does not apply to SoftServe's activities.

Investments

(7.8.1) Evaluation status

Select from:

☒ Not relevant, explanation provided

(7.8.5) Please explain

SoftServe is not a public or private banking institution, this emissions category does not apply to SoftServe's activities.

Other (upstream)

(7.8.1) Evaluation status

Select from:

☒ Not relevant, explanation provided

(7.8.5) Please explain

SoftServe do not generate emissions from other relevant upstream activities.

Other (downstream)

(7.8.1) Evaluation status

Select from:

☒ Not relevant, explanation provided

(7.8.5) Please explain

SoftServe do not generate emissions from other relevant downstream activities.

[Fixed row]

(7.8.1) Disclose or restate your Scope 3 emissions data for previous years.

Past year 1

(7.8.1.1) End date

12/30/2023

(7.8.1.2) Scope 3: Purchased goods and services (metric tons CO2e)

2477.36

(7.8.1.3) Scope 3: Capital goods (metric tons CO2e)

1890.21

(7.8.1.4) Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

135.74

(7.8.1.5) Scope 3: Upstream transportation and distribution (metric tons CO2e)

0

(7.8.1.6) Scope 3: Waste generated in operations (metric tons CO2e)

332.79

(7.8.1.7) Scope 3: Business travel (metric tons CO2e)

1031.12

(7.8.1.8) Scope 3: Employee commuting (metric tons CO2e)

0

(7.8.1.9) Scope 3: Upstream leased assets (metric tons CO2e)

266.23

(7.8.1.10) Scope 3: Downstream transportation and distribution (metric tons CO2e)

0

(7.8.1.11) Scope 3: Processing of sold products (metric tons CO2e)

0

(7.8.1.12) Scope 3: Use of sold products (metric tons CO2e)

0

(7.8.1.13) Scope 3: End of life treatment of sold products (metric tons CO2e)

0

(7.8.1.14) Scope 3: Downstream leased assets (metric tons CO2e)

0

(7.8.1.15) Scope 3: Franchises (metric tons CO2e)

0

(7.8.1.16) Scope 3: Investments (metric tons CO2e)

0

(7.8.1.17) Scope 3: Other (upstream) (metric tons CO2e)

0

(7.8.1.18) Scope 3: Other (downstream) (metric tons CO2e)

0

(7.8.1.19) Comment

SoftServe calculates Scope 3 emissions using the methodology outlined in the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

Past year 2

(7.8.1.1) End date

12/30/2022

(7.8.1.2) Scope 3: Purchased goods and services (metric tons CO2e)

2291.46

(7.8.1.3) Scope 3: Capital goods (metric tons CO2e)

4808.84

(7.8.1.4) Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

155.32

(7.8.1.5) Scope 3: Upstream transportation and distribution (metric tons CO2e)

0

(7.8.1.6) Scope 3: Waste generated in operations (metric tons CO2e)

284.34

(7.8.1.7) Scope 3: Business travel (metric tons CO2e)

1049.72

(7.8.1.8) Scope 3: Employee commuting (metric tons CO2e)

0

(7.8.1.9) Scope 3: Upstream leased assets (metric tons CO2e)

158.83

(7.8.1.10) Scope 3: Downstream transportation and distribution (metric tons CO2e)

0

(7.8.1.11) Scope 3: Processing of sold products (metric tons CO2e)

0

(7.8.1.12) Scope 3: Use of sold products (metric tons CO2e)

0

(7.8.1.13) Scope 3: End of life treatment of sold products (metric tons CO2e)

0

(7.8.1.14) Scope 3: Downstream leased assets (metric tons CO2e)

0

(7.8.1.15) Scope 3: Franchises (metric tons CO2e)

0

(7.8.1.16) Scope 3: Investments (metric tons CO2e)

0

(7.8.1.17) Scope 3: Other (upstream) (metric tons CO2e)

0

(7.8.1.18) Scope 3: Other (downstream) (metric tons CO2e)

0

(7.8.1.19) Comment

SoftServe calculates Scope 3 emissions using the methodology outlined in the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

Past year 3

(7.8.1.1) End date

12/30/2021

(7.8.1.2) Scope 3: Purchased goods and services (metric tons CO2e)

2661.31

(7.8.1.3) Scope 3: Capital goods (metric tons CO2e)

3735.35

(7.8.1.4) Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

204.42

(7.8.1.5) Scope 3: Upstream transportation and distribution (metric tons CO2e)

0

(7.8.1.6) Scope 3: Waste generated in operations (metric tons CO2e)

300.62

(7.8.1.7) Scope 3: Business travel (metric tons CO2e)

223.07

(7.8.1.8) Scope 3: Employee commuting (metric tons CO2e)

0

(7.8.1.9) Scope 3: Upstream leased assets (metric tons CO2e)

82.16

(7.8.1.10) Scope 3: Downstream transportation and distribution (metric tons CO2e)

0

(7.8.1.11) Scope 3: Processing of sold products (metric tons CO2e)

0

(7.8.1.12) Scope 3: Use of sold products (metric tons CO2e)

0

(7.8.1.13) Scope 3: End of life treatment of sold products (metric tons CO2e)

0

(7.8.1.14) Scope 3: Downstream leased assets (metric tons CO2e)

0

(7.8.1.15) Scope 3: Franchises (metric tons CO2e)

0

(7.8.1.16) Scope 3: Investments (metric tons CO2e)

0

(7.8.1.17) Scope 3: Other (upstream) (metric tons CO2e)

0

(7.8.1.18) Scope 3: Other (downstream) (metric tons CO2e)

0

(7.8.1.19) Comment

SoftServe calculates Scope 3 emissions using the methodology outlined in the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

Past year 4

(7.8.1.1) End date

12/30/2020

(7.8.1.2) Scope 3: Purchased goods and services (metric tons CO2e)

1409.61

(7.8.1.3) Scope 3: Capital goods (metric tons CO2e)

1960.79

(7.8.1.4) Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

177.23

(7.8.1.5) Scope 3: Upstream transportation and distribution (metric tons CO2e)

0

(7.8.1.6) Scope 3: Waste generated in operations (metric tons CO2e)

225.27

(7.8.1.7) Scope 3: Business travel (metric tons CO2e)

435.71

(7.8.1.8) Scope 3: Employee commuting (metric tons CO2e)

0

(7.8.1.9) Scope 3: Upstream leased assets (metric tons CO2e)

67.01

(7.8.1.10) Scope 3: Downstream transportation and distribution (metric tons CO2e)

0

(7.8.1.11) Scope 3: Processing of sold products (metric tons CO2e)

0

(7.8.1.12) Scope 3: Use of sold products (metric tons CO2e)

0

(7.8.1.13) Scope 3: End of life treatment of sold products (metric tons CO2e)

0

(7.8.1.14) Scope 3: Downstream leased assets (metric tons CO2e)

0

(7.8.1.15) Scope 3: Franchises (metric tons CO2e)

0

(7.8.1.16) Scope 3: Investments (metric tons CO2e)

0

(7.8.1.17) Scope 3: Other (upstream) (metric tons CO2e)

4

(7.8.1.18) Scope 3: Other (downstream) (metric tons CO2e)

0

(7.8.1.19) Comment

SoftServe calculates Scope 3 emissions using the methodology outlined in the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard.
[Fixed row]

(7.9) Indicate the verification/assurance status that applies to your reported emissions.

	Verification/assurance status
Scope 1	Select from: ☒ No third-party verification or assurance
Scope 2 (location-based or market-based)	Select from: ☒ No third-party verification or assurance
Scope 3	Select from: ☒ No third-party verification or assurance

[Fixed row]

(7.10) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?

Select from:

☒ Increased

(7.10.1) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined), and for each of them specify how your emissions compare to the previous year.

Change in renewable energy consumption

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☒ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No changes in renewable energy consumption were made during the reporting period.

Other emissions reduction activities

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☒ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No changes in other emissions reduction activities were made during the reporting period.

Divestment

(7.10.1.1) Change in emissions (metric tons CO₂e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☒ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No divestment made during the reporting period.

Acquisitions

(7.10.1.1) Change in emissions (metric tons CO₂e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☒ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No acquisitions made during the reporting period.

Mergers

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☒ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No mergers were made during the reporting period.

Change in output

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☒ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No changes in output were made during the reporting period.

Change in methodology

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☒ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No changes in methodology were made during the reporting period.

Change in boundary

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☒ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No changes in boundaries were made during the reporting period.

Change in physical operating conditions

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☒ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No changes in physical operating conditions were made during the reporting period.

Unidentified

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☒ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

All factors contributing to changes in total GHG emissions were identified.

Other

(7.10.1.1) Change in emissions (metric tons CO2e)

74.15

(7.10.1.2) Direction of change in emissions

Select from:

☒ Increased

(7.10.1.3) Emissions value (percentage)

2.84

(7.10.1.4) Please explain calculation

Scope 1 emissions increased by 1% compared to the previous year. The main driver was higher reliance on diesel generators due to severe shelling of Ukraine's energy infrastructure and longer grid outages. This increase was partially offset by a reduction in natural gas consumption, but overall Scope 1 emissions showed a slight year-on-year growth.

[Fixed row]

(7.10.2) Are your emissions performance calculations in 7.10 and 7.10.1 based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?

Select from:

☒ Market-based

(7.12) Are carbon dioxide emissions from biogenic carbon relevant to your organization?

Select from:

☒ No

(7.15) Does your organization break down its Scope 1 emissions by greenhouse gas type?

Select from:

☒ Yes

(7.15.1) Break down your total gross global Scope 1 emissions by greenhouse gas type and provide the source of each used global warming potential (GWP).

Row 1

(7.15.1.1) Greenhouse gas

Select from:

☒ CO2

(7.15.1.2) Scope 1 emissions (metric tons of CO2e)

587.93

(7.15.1.3) GWP Reference

Select from:

☒ IPCC Sixth Assessment Report (AR6 - 100 year)

Row 2

(7.15.1.1) Greenhouse gas

Select from:

☒ CH4

(7.15.1.2) Scope 1 emissions (metric tons of CO2e)

0.058

(7.15.1.3) GWP Reference

Select from:

☒ IPCC Sixth Assessment Report (AR6 - 100 year)

Row 3

(7.15.1.1) Greenhouse gas

Select from:

☒ N2O

(7.15.1.2) Scope 1 emissions (metric tons of CO2e)

0.002

(7.15.1.3) GWP Reference

Select from:

☒ IPCC Sixth Assessment Report (AR6 - 100 year)

[\[Add row\]](#)

(7.16) Break down your total gross global Scope 1 and 2 emissions by country/area.

Bulgaria

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

61.94

(7.16.3) Scope 2, market-based (metric tons CO2e)

61.94

Canada

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

0

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Chile

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

0

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Colombia

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

0

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Germany

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

0

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Italy

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

0

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Malta

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

0

(7.16.3) Scope 2, market-based (metric tons CO2e)

2

Mexico

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

0

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Netherlands

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

0

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Poland

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

521.13

(7.16.3) Scope 2, market-based (metric tons CO2e)

330.62

Romania

(7.16.1) Scope 1 emissions (metric tons CO2e)

16.33

(7.16.2) Scope 2, location-based (metric tons CO2e)

38.34

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Singapore

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

0

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Spain

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

0

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Sweden

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

0

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Ukraine

(7.16.1) Scope 1 emissions (metric tons CO2e)

573.81

(7.16.2) Scope 2, location-based (metric tons CO2e)

1139.45

(7.16.3) Scope 2, market-based (metric tons CO2e)

763.85

United Arab Emirates

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

0

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

United Kingdom of Great Britain and Northern Ireland

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

0

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

United States of America

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

0

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

[Fixed row]

(7.17) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.

Select all that apply

☒ By business division

(7.17.1) Break down your total gross global Scope 1 emissions by business division.

	Business division	Scope 1 emissions (metric ton CO2e)
Row 1	IT-Technoresource LLC	0.88
Row 2	SoftServe Digital LLC	262.92
Row 3	SoftServe Dynamics LLC	90.21
Row 4	SoftServe Matrix LLC	148.11
Row 5	SoftServe Technologies LLC	71.69
Row 6	SoftServe Romania S.R.L.	16.33

[Add row]

(7.20) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.

Select all that apply

☒ By business division

(7.20.1) Break down your total gross global Scope 2 emissions by business division.

Row 1

(7.20.1.1) Business division

IT-Technoresource LLC

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

0

Row 2

(7.20.1.1) Business division

SoftServe Digital LLC

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

1061.22

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

644.18

Row 3

(7.20.1.1) Business division

SoftServe Dynamics LLC

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

108.36

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

109.5

Row 4

(7.20.1.1) Business division

SoftServe Matrix LLC

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

219.87

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

280.52

Row 5

(7.20.1.1) Business division

SoftServe Technologies LLC

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

49.79

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

29.44

Row 6

(7.20.1.1) Business division

SoftServe Bulgaria Ltd.

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

64.82

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

64.82

Row 7

(7.20.1.1) Business division

SoftServe Poland Sp. z o.o.

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

512.13

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

330.62

Row 8

(7.20.1.1) Business division

SoftServe Romania S.R.L.

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

38.34

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

38.34

Row 9

(7.20.1.1) Business division

Softserve Colombia S.A.S.

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

7.37

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

7.37

Row 10

(7.20.1.1) Business division

SoftServe Technology Services Mexico

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

19.19

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

19.19
[Add row]

(7.22) Break down your gross Scope 1 and Scope 2 emissions between your consolidated accounting group and other entities included in your response.

Consolidated accounting group

(7.22.1) Scope 1 emissions (metric tons CO2e)

590.14

(7.22.2) Scope 2, location-based emissions (metric tons CO2e)

2094

(7.22.3) Scope 2, market-based emissions (metric tons CO2e)

1459.07

(7.22.4) Please explain

There are no enterprises in the SoftServe group that are not included in the consolidated group
[Fixed row]

(7.23) Is your organization able to break down your emissions data for any of the subsidiaries included in your CDP response?

Select from:

☒ Yes

(7.23.1) Break down your gross Scope 1 and Scope 2 emissions by subsidiary.

Row 1

(7.23.1.1) Subsidiary name

IT-Technoresource LLC

(7.23.1.2) Primary activity

Select from:

☒ IT services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☒ Other unique identifier, please specify :Unified State Registration Number of Enterprises and Organizations of Ukraine

(7.23.1.11) Other unique identifier

38411880

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

0.88

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

0

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

0

(7.23.1.15) Comment

Subsidiaries include all companies with Scope 1 and Scope 2 emissions

Row 2

(7.23.1.1) Subsidiary name

SoftServe Digital LLC

(7.23.1.2) Primary activity

Select from:

☒ Software

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☒ Other unique identifier, please specify :Unified State Registration Number of Enterprises and Organizations of Ukraine

(7.23.1.11) Other unique identifier

35286792

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

262.92

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

761.65

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

344.61

(7.23.1.15) Comment

Subsidiaries include all companies with Scope 1 and Scope 2 emissions

Row 3

(7.23.1.1) Subsidiary name

SoftServe Dynamics LLC

(7.23.1.2) Primary activity

Select from:

☒ Software

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☒ Other unique identifier, please specify :Unified State Registration Number of Enterprises and Organizations of Ukraine

(7.23.1.11) Other unique identifier

39159451

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

90.21

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

108.36

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

109.5

(7.23.1.15) Comment

Subsidiaries include all companies with Scope 1 and Scope 2 emissions

Row 4

(7.23.1.1) Subsidiary name

SoftServe Matrix LLC

(7.23.1.2) Primary activity

Select from:

☒ Software

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☒ Other unique identifier, please specify :Unified State Registration Number of Enterprises and Organizations of Ukraine

(7.23.1.11) Other unique identifier

45512350

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

148.11

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

219.64

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

280.3

(7.23.1.15) Comment

Subsidiaries include all companies with Scope 1 and Scope 2 emissions

Row 5

(7.23.1.1) Subsidiary name

SoftServe Technologies LLC

(7.23.1.2) Primary activity

Select from:

☒ Software

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☒ Other unique identifier, please specify :Unified State Registration Number of Enterprises and Organizations of Ukraine

(7.23.1.11) Other unique identifier

38821791

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

71.69

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

49.79

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

29.44

(7.23.1.15) Comment

Subsidiaries include all companies with Scope 1 and Scope 2 emissions

Row 6

(7.23.1.1) Subsidiary name

SoftServe Bulgaria Ltd.

(7.23.1.2) Primary activity

Select from:

☒ Software

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☒ Other unique identifier, please specify :Entity's registration number

(7.23.1.11) Other unique identifier

203002670

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

0

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

61.94

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

61.94

(7.23.1.15) Comment

Subsidiaries include all companies with Scope 1 and Scope 2 emissions

Row 7

(7.23.1.1) Subsidiary name

SoftServe Poland Sp. z o.o.

(7.23.1.2) Primary activity

Select from:

☒ Software

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☒ Other unique identifier, please specify :Entity's registration number

(7.23.1.11) Other unique identifier

0000395752

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

0

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

518.55

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

328.03

(7.23.1.15) Comment

Subsidiaries include all companies with Scope 1 and Scope 2 emissions

Row 8

(7.23.1.1) Subsidiary name

SoftServe Romania S.R.L.

(7.23.1.2) Primary activity

Select from:

☒ Software

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☒ Other unique identifier, please specify :Entity's registration number

(7.23.1.11) Other unique identifier

J2022013418401

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

16.33

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

38.34

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

38.34

(7.23.1.15) Comment

Subsidiaries include all companies with Scope 1 and Scope 2 emissions

Row 9

(7.23.1.1) Subsidiary name

Softserve Colombia S.A.S.

(7.23.1.2) Primary activity

Select from:

☒ Software

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☒ Other unique identifier, please specify :Entity's registration number

(7.23.1.11) Other unique identifier

14817703430

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

0

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

7.37

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

7.37

(7.23.1.15) Comment

Subsidiaries include all companies with Scope 1 and Scope 2 emissions

Row 10

(7.23.1.1) Subsidiary name

SoftServe Technology Services Mexico

(7.23.1.2) Primary activity

Select from:

☒ Software

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☒ Other unique identifier, please specify :Entity's registration number

(7.23.1.11) Other unique identifier

STS211015UA8

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

0

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

19.19

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

19.19

(7.23.1.15) Comment

Subsidiaries include all companies with Scope 1 and Scope 2 emissions

[Add row]

(7.26) Allocate your emissions to your customers listed below according to the goods or services you have sold them in this reporting period.

Row 1

(7.26.1) Requesting member

Select from:

☒ Deloitte Touche Tohmatsu Limited

(7.26.2) Scope of emissions

Select from:

☒ Scope 1

(7.26.4) Allocation level

Select from:

☒ Company wide

(7.26.6) Allocation method

Select from:

☒ Allocation based on another physical factor

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☒ Full time equivalents (FTE)

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

(7.26.9) Emissions in metric tonnes of CO2e

45.9

(7.26.10) Uncertainty (±%)

10

(7.26.11) Major sources of emissions

Natural gas and diesel are used to heat office spaces and generate electricity (due to the war and electricity supply problem s).

(7.26.12) Allocation verified by a third party?

Select from:

☒ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

In accordance with the GHG Protocol Corporate Standard, SoftServe reports on all emissions within their chosen organizational boundary. We do not exclude any sources within the boundary.

(7.26.14) Where published information has been used, please provide a reference

Published information has not been used.

Row 2

(7.26.1) Requesting member

Select from:

☒ Cisco Systems, Inc.

(7.26.2) Scope of emissions

Select from:

☒ Scope 1

(7.26.4) Allocation level

Select from:

☒ Company wide

(7.26.6) Allocation method

Select from:

☒ Allocation based on another physical factor

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☒ Full time equivalents (FTE)

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

20

(7.26.9) Emissions in metric tonnes of CO₂e

1.24

(7.26.10) Uncertainty (±%)

10

(7.26.11) Major sources of emissions

Natural gas and diesel are used to heat office spaces and generate electricity (due to the war and electricity supply problems).

(7.26.12) Allocation verified by a third party?

Select from:

☒ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

In accordance with the GHG Protocol Corporate Standard, SoftServe reports on all emissions within their chosen organizational boundary. We do not exclude any sources within the boundary.

(7.26.14) Where published information has been used, please provide a reference

Published information has not been used.

Row 3

(7.26.1) Requesting member

Select from:

☒ NRG Energy Inc

(7.26.2) Scope of emissions

Select from:

☒ Scope 1

(7.26.4) Allocation level

Select from:

☒ Company wide

(7.26.6) Allocation method

Select from:

☒ Allocation based on another physical factor

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☒ Full time equivalents (FTE)

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

8

(7.26.9) Emissions in metric tonnes of CO₂e

0.49

(7.26.10) Uncertainty (±%)

10

(7.26.11) Major sources of emissions

Natural gas and diesel are used to heat office spaces and generate electricity (due to the war and electricity supply problems).

(7.26.12) Allocation verified by a third party?

Select from:

☒ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

In accordance with the GHG Protocol Corporate Standard, SoftServe reports on all emissions within their chosen organizational boundary. We do not exclude any sources within the boundary.

(7.26.14) Where published information has been used, please provide a reference

Published information has not been used.
[Add row]

(7.27) What are the challenges in allocating emissions to different customers, and what would help you to overcome these challenges?

Row 1

(7.27.1) Allocation challenges

Select from:

☒ Managing the different emission factors of diverse and numerous geographies makes calculating total footprint difficult

(7.27.2) Please explain what would help you overcome these challenges

We are in the process of establishing a comprehensive tracking system for all the emissions we produce. However, it requires additional effort to align calculations with FTEs involved in the service provision process per each client. Moreover, information has to be effectively processed in order to align place, employee, time and client.

[Add row]

(7.28) Do you plan to develop your capabilities to allocate emissions to your customers in the future?

(7.28.1) Do you plan to develop your capabilities to allocate emissions to your customers in the future?

Select from:

☒ Yes

(7.28.2) Describe how you plan to develop your capabilities

As a first step, we have introduced an automated tool to track our emissions at each location. Secondly, we are developing a data processing tool to be able to calculate emissions per FTE at each location. In the future we plan to establish a fully automated process to be able to track and process data on hourly basis.

[Fixed row]

(7.29) What percentage of your total operational spend in the reporting year was on energy?

Select from:

☒ More than 0% but less than or equal to 5%

(7.30) Select which energy-related activities your organization has undertaken.

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	Select from: ☒ Yes
Consumption of purchased or acquired electricity	Select from: ☒ Yes
Consumption of purchased or acquired heat	Select from: ☒ Yes
Consumption of purchased or acquired steam	Select from: ☒ No
Consumption of purchased or acquired cooling	Select from: ☒ No
Generation of electricity, heat, steam, or cooling	Select from: ☒ Yes

[Fixed row]

(7.30.1) Report your organization's energy consumption totals (excluding feedstocks) in MWh.

Consumption of fuel (excluding feedstock)

(7.30.1.1) Heating value

Select from:

☒ LHV (lower heating value)

(7.30.1.2) MWh from renewable sources

0

(7.30.1.3) MWh from non-renewable sources

2558.45

(7.30.1.4) Total (renewable + non-renewable) MWh

2558.45

Consumption of purchased or acquired electricity

(7.30.1.1) Heating value

Select from:

☒ Unable to confirm heating value

(7.30.1.2) MWh from renewable sources

3585.89

(7.30.1.3) MWh from non-renewable sources

1871

(7.30.1.4) Total (renewable + non-renewable) MWh

5456.89

Consumption of purchased or acquired heat

(7.30.1.1) Heating value

Select from:
☒ Unable to confirm heating value

(7.30.1.2) MWh from renewable sources

0

(7.30.1.3) MWh from non-renewable sources

0

(7.30.1.4) Total (renewable + non-renewable) MWh

0.00

Consumption of self-generated non-fuel renewable energy

(7.30.1.1) Heating value

Select from:
☒ Unable to confirm heating value

(7.30.1.2) MWh from renewable sources

22.54

(7.30.1.4) Total (renewable + non-renewable) MWh

22.54

Total energy consumption

(7.30.1.1) Heating value

Select from:

☒ Unable to confirm heating value

(7.30.1.2) MWh from renewable sources

3608.43

(7.30.1.3) MWh from non-renewable sources

4429.45

(7.30.1.4) Total (renewable + non-renewable) MWh

8037.88

[Fixed row]

(7.30.6) Select the applications of your organization's consumption of fuel.

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	Select from: ☒ Yes
Consumption of fuel for the generation of heat	Select from: ☒ Yes
Consumption of fuel for the generation of steam	Select from: ☒ No

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of cooling	Select from: ☒ No
Consumption of fuel for co-generation or tri-generation	Select from: ☒ No

[Fixed row]

(7.30.7) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.

Sustainable biomass

(7.30.7.1) Heating value

Select from:

☒ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of electricity

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.8) Comment

SoftServe neither consumes sustainable biomass in its operations nor uses it for electricity generation.

Other biomass

(7.30.7.1) Heating value

Select from:

☒ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of electricity

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.8) Comment

SoftServe neither consumes other biomass in its operations nor uses it for electricity generation.

Other renewable fuels (e.g. renewable hydrogen)

(7.30.7.1) Heating value

Select from:

☒ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of electricity

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.8) Comment

SoftServe neither consumes other renewable fuels in its operations nor uses them for electricity generation.

Coal

(7.30.7.1) Heating value

Select from:

☒ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of electricity

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.8) Comment

SoftServe neither consumes coal in its operations nor uses it for electricity generation.

Oil

(7.30.7.1) Heating value

Select from:

☒ LHV

(7.30.7.2) Total fuel MWh consumed by the organization

84.41

(7.30.7.3) MWh fuel consumed for self-generation of electricity

84.41

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.8) Comment

Diesel fuel is used for combustion in diesel generators and electricity production

Gas

(7.30.7.1) Heating value

Select from:

☒ LHV

(7.30.7.2) Total fuel MWh consumed by the organization

837.19

(7.30.7.3) MWh fuel consumed for self-generation of electricity

2

(7.30.7.4) MWh fuel consumed for self-generation of heat

837.19

(7.30.7.8) Comment

SoftServe burns natural gas in boiler houses to obtain heat for office heating. Part of the fuel is consumed for water heating, which accounts for 22.63 MWh of the total consumption.

Other non-renewable fuels (e.g. non-renewable hydrogen)

(7.30.7.1) Heating value

Select from:

☒ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of electricity

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.8) Comment

SoftServe neither consumes other non-renewable fuels in its operations nor uses them for electricity generation.

Total fuel

(7.30.7.1) Heating value

Select from:

☒ LHV

(7.30.7.2) Total fuel MWh consumed by the organization

921.6

(7.30.7.3) MWh fuel consumed for self-generation of electricity

84.41

(7.30.7.4) MWh fuel consumed for self-generation of heat

837.19

(7.30.7.8) Comment

Diesel fuel is used for combustion in diesel generators and electricity production

[Fixed row]

(7.30.9) Provide details on the electricity, heat, steam, and cooling your organization has generated and consumed in the reporting year.

Electricity

(7.30.9.1) Total Gross generation (MWh)

105.64

(7.30.9.2) Generation that is consumed by the organization (MWh)

84.41

(7.30.9.3) Gross generation from renewable sources (MWh)

21.23

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

21.23

Heat

(7.30.9.1) Total Gross generation (MWh)

1296.23

(7.30.9.2) Generation that is consumed by the organization (MWh)

1296.23

(7.30.9.3) Gross generation from renewable sources (MWh)

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0

Steam

(7.30.9.1) Total Gross generation (MWh)

0

(7.30.9.2) Generation that is consumed by the organization (MWh)

0

(7.30.9.3) Gross generation from renewable sources (MWh)

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0

Cooling

(7.30.9.1) Total Gross generation (MWh)

0

(7.30.9.2) Generation that is consumed by the organization (MWh)

0

(7.30.9.3) Gross generation from renewable sources (MWh)

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0

[Fixed row]

(7.30.14) Provide details on the electricity, heat, steam, and/or cooling amounts that were accounted for at a zero or near-zero emission factor in the market-based Scope 2 figure reported in 7.7.

Row 1

(7.30.14.1) Country/area

Select from:

☒ Ukraine

(7.30.14.2) Sourcing method

Select from:

- ☒ Default delivered electricity from the grid (e.g. standard product offering by an energy supplier), supported by energy attribute certificates

(7.30.14.3) Energy carrier

Select from:

- ☒ Electricity

(7.30.14.4) Low-carbon technology type

Select from:

- ☒ Nuclear

(7.30.14.5) Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)

2293.67

(7.30.14.6) Tracking instrument used

Select from:

- ☒ No instrument used

(7.30.14.7) Country/area of origin (generation) of the low-carbon energy or energy attribute

Select from:

- ☒ Ukraine

(7.30.14.8) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

- ☒ No

(7.30.14.10) Comment

The information concerns four nuclear power plants commissioned from 1986 to 1993. Energy attribute certificates in Ukraine are in the process of development (EU Energy Community initiative).

Row 2

(7.30.14.1) Country/area

Select from:

☒ Ukraine

(7.30.14.2) Sourcing method

Select from:

☒ Default delivered electricity from the grid (e.g. standard product offering by an energy supplier), supported by energy attribute certificates

(7.30.14.3) Energy carrier

Select from:

☒ Electricity

(7.30.14.4) Low-carbon technology type

Select from:

☒ Hydropower (capacity unknown)

(7.30.14.5) Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)

414.72

(7.30.14.6) Tracking instrument used

Select from:

☒ No instrument used

(7.30.14.7) Country/area of origin (generation) of the low-carbon energy or energy attribute

Select from:

☒ Ukraine

(7.30.14.8) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

☒ No

(7.30.14.10) Comment

In Ukraine, we buy electricity from a supplier and calculate low-carbon and renewable electricity according to the fuel composition.

Row 3

(7.30.14.1) Country/area

Select from:

☒ Ukraine

(7.30.14.2) Sourcing method

Select from:

☒ Default delivered electricity from the grid (e.g. standard product offering by an energy supplier), supported by energy attribute certificates

(7.30.14.3) Energy carrier

Select from:

☒ Electricity

(7.30.14.4) Low-carbon technology type

Select from:

☒ Renewable energy mix, please specify :wind, solar, biofuel

(7.30.14.5) Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)

(7.30.14.6) Tracking instrument used*Select from:*☒ No instrument used**(7.30.14.7) Country/area of origin (generation) of the low-carbon energy or energy attribute***Select from:*☒ Ukraine**(7.30.14.8) Are you able to report the commissioning or re-powering year of the energy generation facility?***Select from:*☒ No**(7.30.14.10) Comment***In Ukraine, we buy electricity from a supplier and calculate low-carbon and renewable electricity according to the fuel composition.***Row 4****(7.30.14.1) Country/area***Select from:*☒ Poland**(7.30.14.2) Sourcing method***Select from:*☒ Default delivered electricity from the grid (e.g. standard product offering by an energy supplier), supported by energy attribute certificates**(7.30.14.3) Energy carrier**

Select from:

☒ Electricity

(7.30.14.4) Low-carbon technology type

Select from:

☒ Wind

(7.30.14.5) Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)

78.13

(7.30.14.6) Tracking instrument used

Select from:

☒ No instrument used

(7.30.14.7) Country/area of origin (generation) of the low-carbon energy or energy attribute

Select from:

☒ Poland

(7.30.14.8) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

☒ No

(7.30.14.10) Comment

In Poland, we buy electricity from a supplier and calculate low-carbon and renewable electricity according to the fuel composition.

Row 5

(7.30.14.1) Country/area

Select from:

☒ Poland

(7.30.14.2) Sourcing method

Select from:

☒ Default delivered electricity from the grid (e.g. standard product offering by an energy supplier), supported by energy attribute certificates

(7.30.14.3) Energy carrier

Select from:

☒ Electricity

(7.30.14.4) Low-carbon technology type

Select from:

☒ Solar

(7.30.14.5) Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)

68.54

(7.30.14.6) Tracking instrument used

Select from:

☒ No instrument used

(7.30.14.7) Country/area of origin (generation) of the low-carbon energy or energy attribute

Select from:

☒ Poland

(7.30.14.8) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

☒ No

(7.30.14.10) Comment

In Poland, we buy electricity from a supplier and calculate low-carbon and renewable electricity according to the fuel composition.

Row 6

(7.30.14.1) Country/area

Select from:

☒ Poland

(7.30.14.2) Sourcing method

Select from:

☒ Default delivered electricity from the grid (e.g. standard product offering by an energy supplier), supported by energy attribute certificates

(7.30.14.3) Energy carrier

Select from:

☒ Electricity

(7.30.14.4) Low-carbon technology type

Select from:

☒ Renewable energy mix, please specify :biofuel

(7.30.14.5) Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)

189.48

(7.30.14.6) Tracking instrument used

Select from:

☒ No instrument used

(7.30.14.7) Country/area of origin (generation) of the low-carbon energy or energy attribute

Select from:

☒ Poland

(7.30.14.8) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

☒ No

(7.30.14.10) Comment

In Poland, we buy electricity from a supplier and calculate low-carbon and renewable electricity according to the fuel composition.

Row 7

(7.30.14.1) Country/area

Select from:

☒ Poland

(7.30.14.2) Sourcing method

Select from:

☒ Default delivered electricity from the grid (e.g. standard product offering by an energy supplier), supported by energy attribute certificates

(7.30.14.3) Energy carrier

Select from:

☒ Electricity

(7.30.14.4) Low-carbon technology type

Select from:

☒ Hydropower (capacity unknown)

(7.30.14.5) Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)

9.92

(7.30.14.6) Tracking instrument used

Select from:

☒ No instrument used

(7.30.14.7) Country/area of origin (generation) of the low-carbon energy or energy attribute

Select from:

☒ Poland

(7.30.14.8) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

☒ No

(7.30.14.10) Comment

In Poland, we buy electricity from a supplier and calculate low-carbon and renewable electricity according to the fuel composition.

[Add row]

(7.30.16) Provide a breakdown by country/area of your electricity/heat/steam/cooling consumption in the reporting year.

Bulgaria

(7.30.16.1) Consumption of purchased electricity (MWh)

132.07

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

4.8

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

136.87

Canada

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

Chile

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

Colombia

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

Germany

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

Italy

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

Malta

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

Mexico

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

Netherlands

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

Poland

(7.30.16.1) Consumption of purchased electricity (MWh)

604.37

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

604.37

Romania

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

Singapore

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

Spain

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

Sweden

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

Ukraine

(7.30.16.1) Consumption of purchased electricity (MWh)

4650.8

(7.30.16.2) Consumption of self-generated electricity (MWh)

22.54

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

1268.23

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

5941.57

United Arab Emirates

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

United Kingdom of Great Britain and Northern Ireland

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

United States of America

(7.30.16.1) Consumption of purchased electricity (MWh)

0

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

[Fixed row]

(7.45) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO2e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.

Row 1

(7.45.1) Intensity figure

0.2807

(7.45.2) Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

2680.22

(7.45.3) Metric denominator

Select from:

☒ full time equivalent (FTE) employee

(7.45.4) Metric denominator: Unit total

9548.2

(7.45.5) Scope 2 figure used

Select from:

☒ Market-based

(7.45.6) % change from previous year

4.57

(7.45.7) Direction of change

Select from:

☒ Increased

(7.45.8) Reasons for change

Select all that apply

☒ Other, please specify :Changes in the number of employees

(7.45.9) Please explain

Since disclosing financial information is confidential, the SoftServe company calculates the intensity indicator per FTE. The increase in intensity is associated with a decrease in the number of workers.

[Add row]

(7.52) Provide any additional climate-related metrics relevant to your business.

Row 1

(7.52.1) Description

Select from:

☒ Energy usage

(7.52.2) Metric value

3.62

(7.52.3) Metric numerator

GJ

(7.52.4) Metric denominator (intensity metric only)

FTE

(7.52.5) % change from previous year

4.57

(7.52.6) Direction of change

Select from:

☒ Decreased

(7.52.7) Please explain

The increase in intensity is associated with a decrease in the number of workers.

[Add row]

(7.53) Did you have an emissions target that was active in the reporting year?

Select all that apply

☒ No target

(7.53.3) Explain why you did not have an emissions target, and forecast how your emissions will change over the next five years.

(7.53.3.1) Primary reason

Select from:

☒ We are planning to introduce a target in the next two years

(7.53.3.2) Five-year forecast

In 2024, we committed to the SBTi and began setting our net-zero target. In 2025, we will set near-term science-based targets. In 2026, these targets will undergo verification and approval by the SBTi.

(7.53.3.3) Please explain

In 2024, SoftServe committed to setting near-term, company-wide emission reductions in line with climate science through the Science Based Targets initiative (SBTi). We responded to the SBTi's urgent call for corporate climate action by committing to align with 1.5°C and net-zero through the Business Ambition for 1.5°C campaign.

[Fixed row]

(7.54) Did you have any other climate-related targets that were active in the reporting year?

Select all that apply

☒ Targets to increase or maintain low-carbon energy consumption or production

(7.54.1) Provide details of your targets to increase or maintain low-carbon energy consumption or production.

Row 1

(7.54.1.1) Target reference number

Select from:

☒ Low 1

(7.54.1.2) Date target was set

12/31/2023

(7.54.1.3) Target coverage

Select from:

☒ Country/area/region

(7.54.1.4) Target type: energy carrier

Select from:

☒ Electricity

(7.54.1.5) Target type: activity

Select from:

☒ Consumption

(7.54.1.6) Target type: energy source

Select from:

☒ Renewable energy source(s) only

(7.54.1.7) End date of base year

12/30/2022

(7.54.1.8) Consumption or production of selected energy carrier in base year (MWh)

5409

(7.54.1.9) % share of low-carbon or renewable energy in base year

40

(7.54.1.10) End date of target

12/30/2024

(7.54.1.11) % share of low-carbon or renewable energy at end date of target

65

(7.54.1.12) % share of low-carbon or renewable energy in reporting year

65

(7.54.1.13) % of target achieved relative to base year

100.00

(7.54.1.14) Target status in reporting year

Select from:

☒ Achieved

(7.54.1.16) Is this target part of an emissions target?

Not yet.

(7.54.1.17) Is this target part of an overarching initiative?

Select all that apply

☒ No, it's not part of an overarching initiative

(7.54.1.19) Explain target coverage and identify any exclusions

Shift to renewable or low-carbon energy by 5% compared to 2023 through the installation of a solar power station at one of our premises.

(7.54.1.20) Target objective

Ensure that the Polish offices are powered with renewable energy.

(7.54.1.22) List the actions which contributed most to achieving this target

Installation of 3 solar power station at our premises.

[Add row]

(7.55) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.

Select from:

☒ No

(7.55.4) Why did you not have any emissions reduction initiatives active during the reporting year?

In 2024, SoftServe committed to set near-term company-wide emission reductions in line with climate science through the Science Based Targets initiative (SBTi). We've responded to the SBTi's urgent call for corporate climate action by committing to align with 1.5 °C and net-zero through the Business Ambition for 1.5 °C campaign. Other targets will be aligned with near-term emission reduction goals.

(7.73) Are you providing product level data for your organization's goods or services?

Select from:

☒ No, I am not providing data

(7.74) Do you classify any of your existing goods and/or services as low-carbon products?

Select from:

☒ No

(7.79) Has your organization retired any project-based carbon credits within the reporting year?

Select from:

☒ No

C11. Environmental performance - Biodiversity

(11.2) What actions has your organization taken in the reporting year to progress your biodiversity-related commitments?

(11.2.1) Actions taken in the reporting period to progress your biodiversity-related commitments

Select from:
☒ Yes, we are taking actions to progress our biodiversity-related commitments

(11.2.2) Type of action taken to progress biodiversity- related commitments

Select all that apply
☒ Other, please specify
[Fixed row]

(11.3) Does your organization use biodiversity indicators to monitor performance across its activities?

	Does your organization use indicators to monitor biodiversity performance?	Indicators used to monitor biodiversity performance
	Select from: ☒ Yes, we use indicators	Select all that apply ☒ Other, please specify

[Fixed row]

(11.4) Does your organization have activities located in or near to areas important for biodiversity in the reporting year?

	Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity	Comment
Legally protected areas	Select from: ☒ No	All offices of SoftServe, either owned or rented are situated outside of the areas of concern (important for biodiversity).
UNESCO World Heritage sites	Select from: ☒ No	All offices of SoftServe, either owned or rented are situated outside of the areas of concern (important for biodiversity).
UNESCO Man and the Biosphere Reserves	Select from: ☒ No	All offices of SoftServe, either owned or rented are situated outside of the areas of concern (important for biodiversity).
Ramsar sites	Select from: ☒ No	All offices of SoftServe, either owned or rented are situated outside of the areas of concern (important for biodiversity).
Key Biodiversity Areas	Select from: ☒ No	All offices of SoftServe, either owned or rented are situated outside of the areas of concern (important for biodiversity).
Other areas important for biodiversity	Select from: ☒ No	All offices of SoftServe, either owned or rented are situated outside of the areas of concern (important for biodiversity).

[Fixed row]

C13. Further information & sign off

(13.1) Indicate if any environmental information included in your CDP response (not already reported in 7.9.1/2/3, 8.9.1/2/3/4, and 9.3.2) is verified and/or assured by a third party?

(13.1.1) Other environmental information included in your CDP response is verified and/or assured by a third party

Select from:

☒ No, but we plan to obtain third-party verification/assurance of other environmental information in our CDP response within the next two years

(13.1.2) Primary reason why other environmental information included in your CDP response is not verified and/or assured by a third party

Select from:

☒ Other, please specify :SoftServe will verify the calculations according to the planned schedule over the next two years.

(13.1.3) Explain why other environmental information included in your CDP response is not verified and/or assured by a third party

SoftServe started filling out the CDP report 4 years ago and is progressing according to the established plan. Verification is scheduled to be conducted over the next two years.

[Fixed row]

(13.3) Provide the following information for the person that has signed off (approved) your CDP response.

(13.3.1) Job title

Yuliya Kuvitanova

(13.3.2) Corresponding job category

Select from:

☒ Environment/Sustainability manager

[Fixed row]

