



softserve

SOCIAL REPORT  
**2015-2016**

SYNERGY<sup>of</sup>  
**SUCCESS**

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SoftServe — the biggest global IT company with Ukrainian roots. Nowadays SoftServe is an example of a successful company, founded in Ukraine and expanded globally. The company is opening development and business offices abroad and successfully operating in the highly competitive IT market. Worldwide, SoftServe's clients include IBM, Cisco, Panasonic, Cloudera, Henry Schein, SolarWinds, Spillman Technologies, Zilliant, and Pearson.

# ABOUT US



With more than 20 years of experience in the technology sector, SoftServe is a trusted partner for hundreds of global companies known around the world. We are experts in digital transformation, providing software development and consulting services in:



experience design



big data and analytics



internet of things



core engineering



quality engineering



security



commerce



enterprise digital



devops



consulting

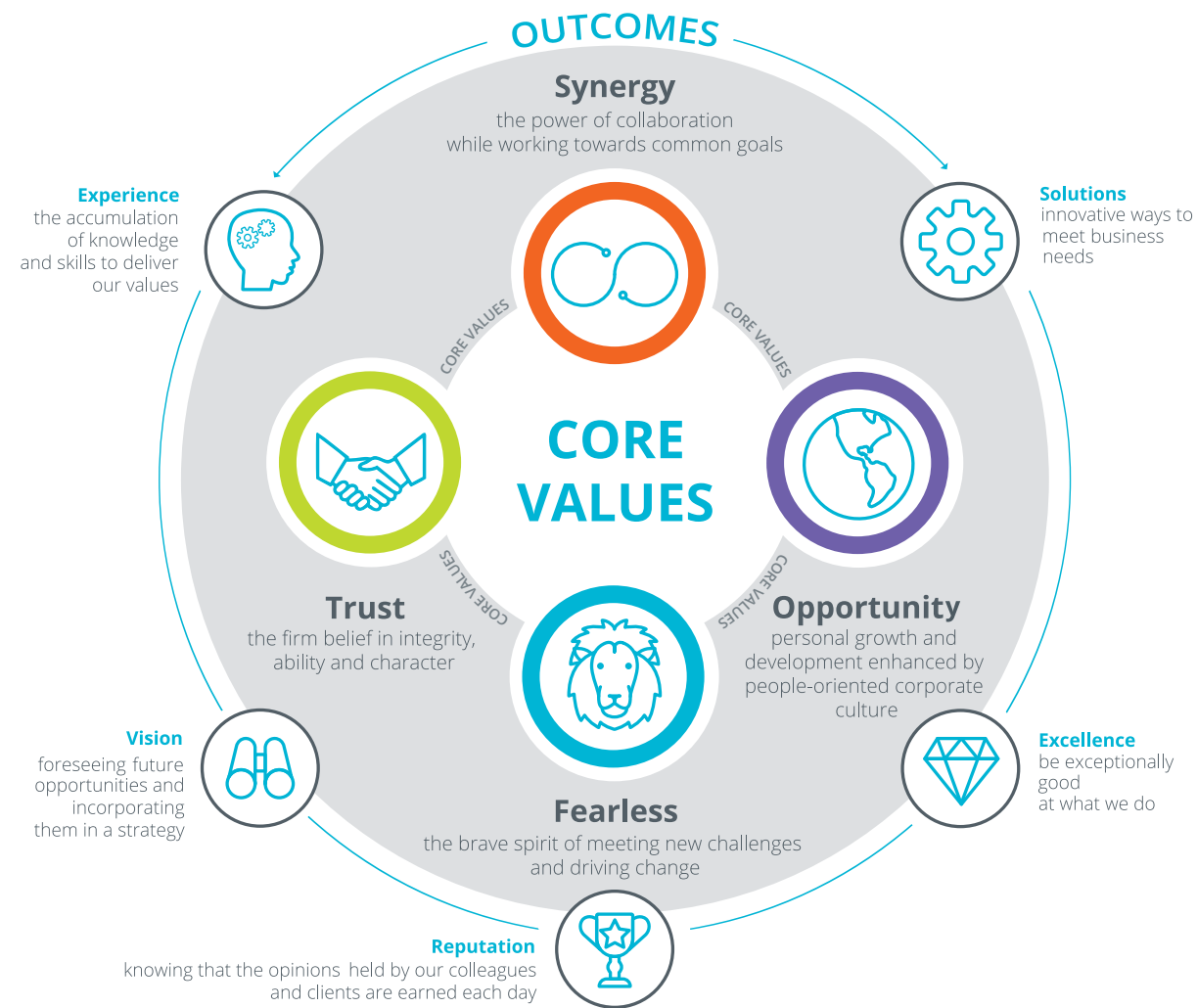


softserve labs



transformation platforms

# Our values



## Synergy

- We work as a team to build a successful Company
- We unite all our efforts to create great solutions
- We cooperate day-by-day to reach our common goals
- We share knowledge and experience
- We support each other as a team and as a family



## Opportunity

- Our desire for professional and personal development never goes away
- We seize each opportunity, which energizes and inspires us
- We strive for making the best of each case
- We provide our Clients with opportunities to develop, bring innovations and make a difference
- We foster favourable conditions for people-development
- We provide equal (fair and transparent) opportunities for People within the Company



## Fearless

- We perceive challenges as new opportunities for our success
- We are eager for disruptive changes that bring innovations
- We see changes as opportunities not threats
- We believe in our goals, pursue them and achieve them, no matter which obstacles appear along the way
- We are willing to speak up for things we care and believe in



## Trust

- We believe that mutual trust is a foundation of success
- We build long-term partnering relationships with our People and our Clients
- We foster honesty and openness
- Integrity and trustworthiness are essential parts of what we offer to our Clients



23+  
years in the market

4500+  
employees

3500+  
successful projects

150+  
clients



Best Employer  
2011 - 2014  
in Ukraine (Aon Hewitt)



Best Employer  
2012  
in Ukraine (HeadHunter)



Best Employer  
2010 - 2011  
In Central and Eastern  
Europe (Aon Hewitt)



Best Employer  
2012, 2013, 2015  
in Ukraine (DOU)



## SoftServe's Board of Directors



**Yaroslav Lyubinets**

Chairman of the Board,  
Co-founder of SoftServe



**Taras Kytsmey**

Member of the Board,  
Co-founder of SoftServe



**Taras Vervega**

Member of the Board,  
Co-founder of SoftServe



**Yura Vasylyk**

Member of the Board,  
Co-founder of SoftServe



**Christopher Baker**

Member of the Board,  
CEO

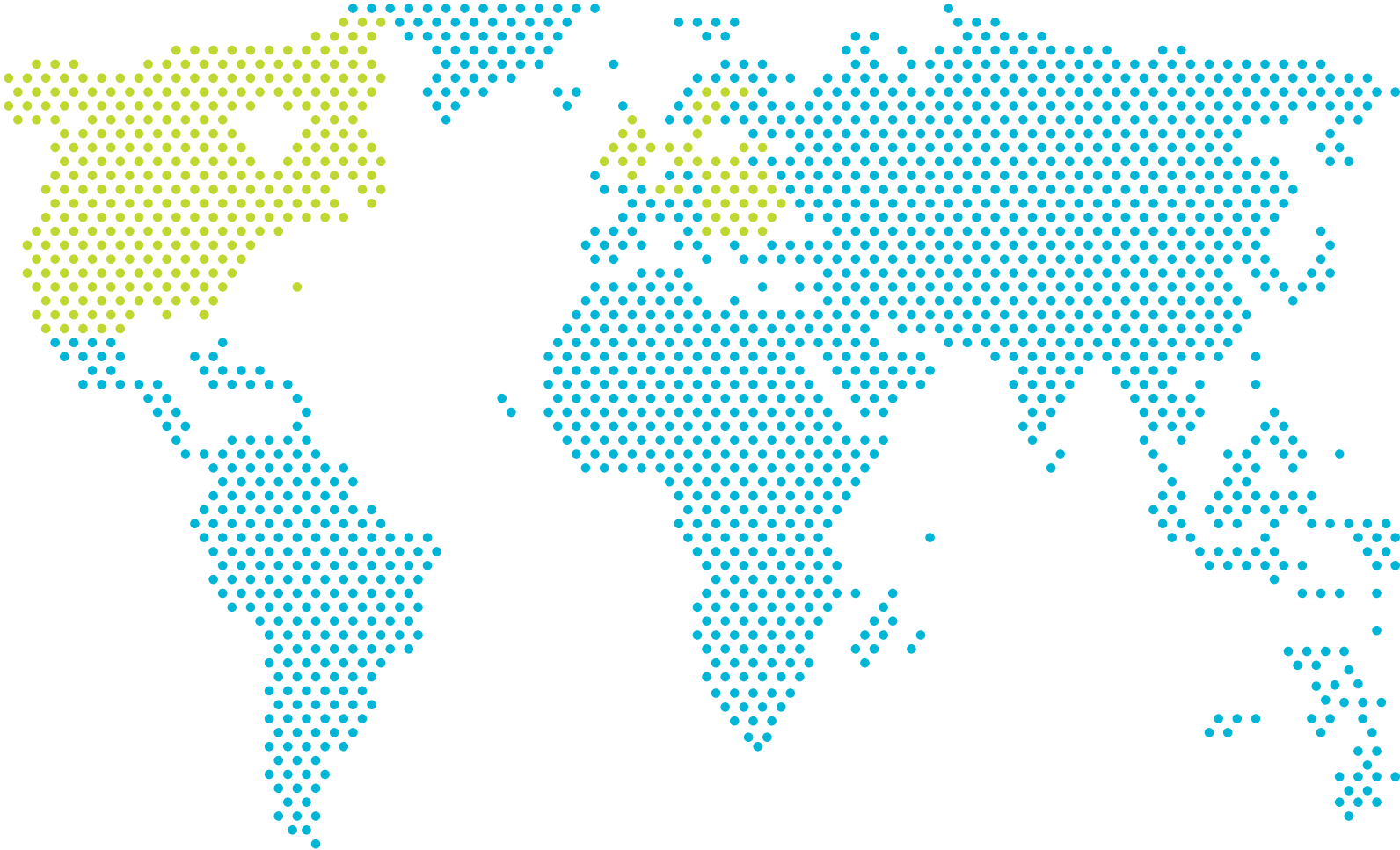
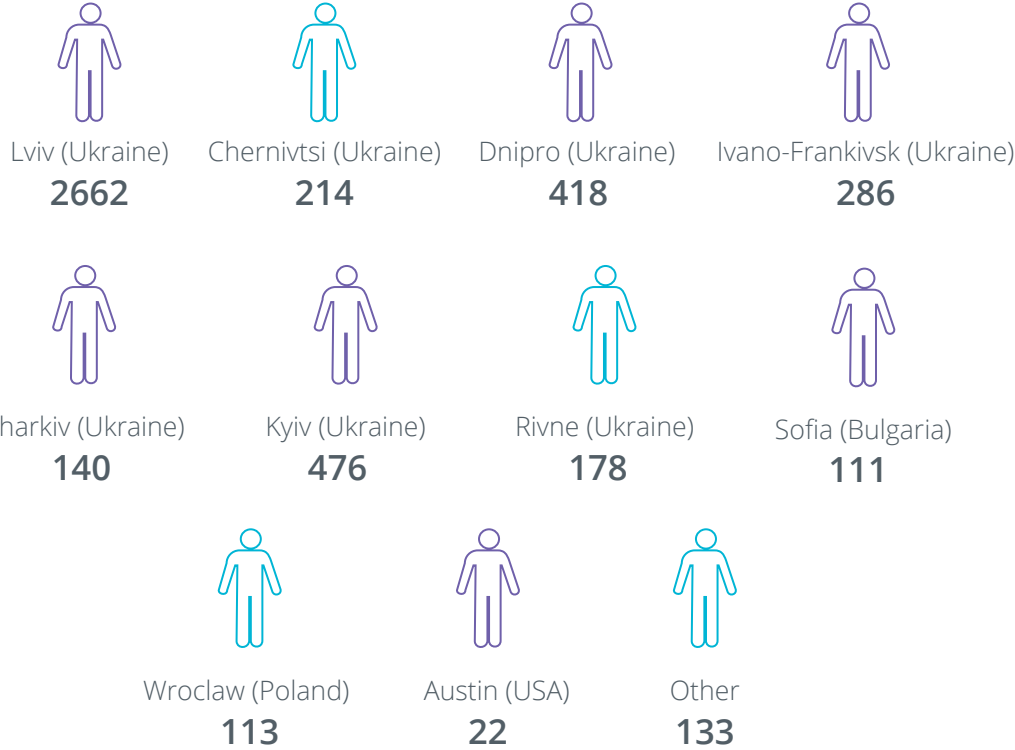


**Vilnis Ezerins**

Member of the Board

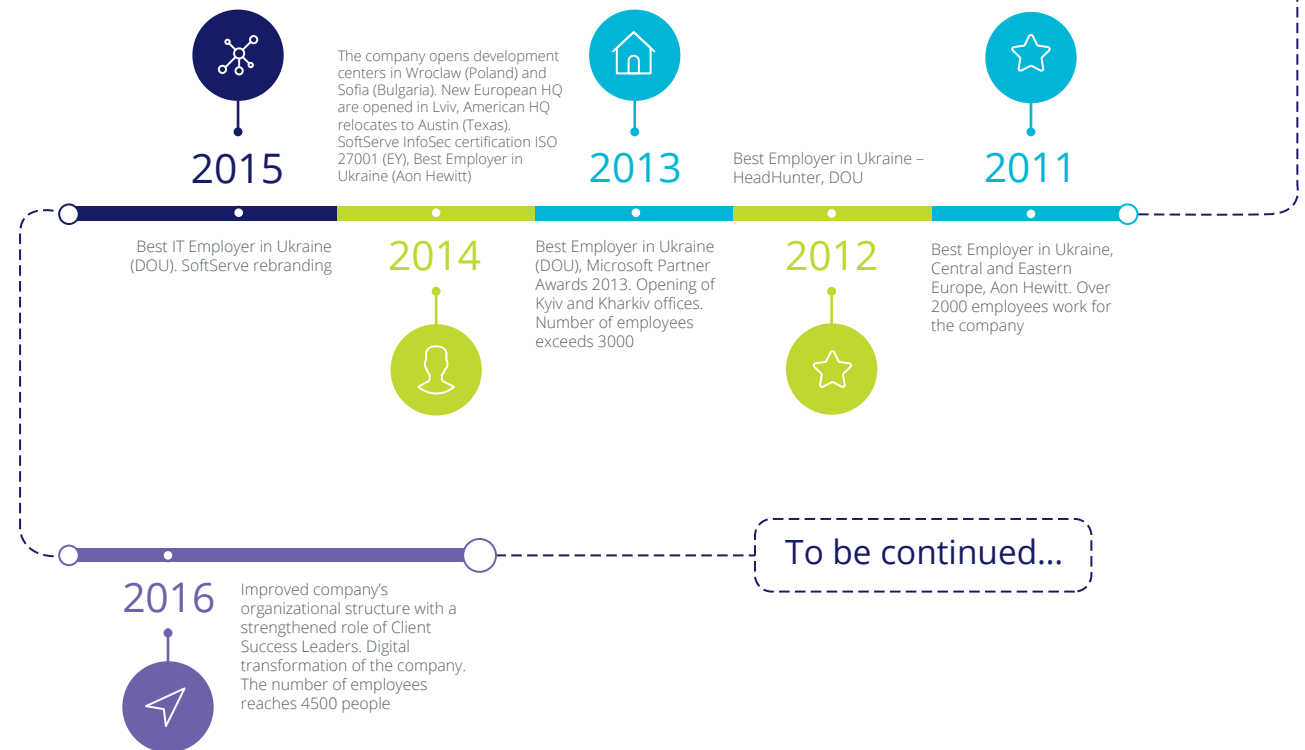
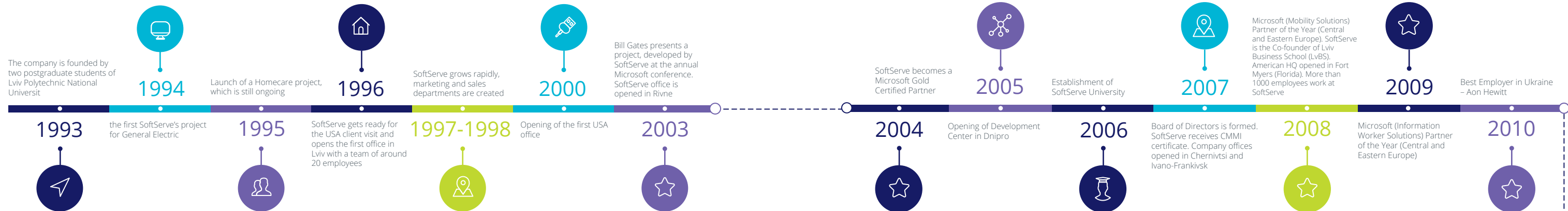
# Number of employees by location\*

\*as of 31.12.2016



Our story begins in Lviv with a rented computer and a group of courageous young people, who had a goal and the persistence to follow it. Founded in 1993, SoftServe has expanded to 29 offices in 9 countries. More than 4500 experts work for the company, with 4300 of them based in Ukraine.

SoftServe development centers are located in Lviv, Kyiv, Dnipro, Kharkiv, Rivne, Ivano-Frankivsk, Chernivtsi, Sofia (Bulgaria) and Wroclaw (Poland). A number of business offices are located in the USA and Western Europe. The company's European headquarters are located in Lviv (Ukraine) and US headquarters are located in Austin (Texas, USA).





## Our awards

# 2015

- Security solution of the year, European IT & Software Excellence Award
- Winner in the nomination “Best corporate social responsibility award for commitment to the Ukrainian IT industry”, IT Biz Awards
- Recognition as “Best socially responsible business”, from BOOM Awards
- Recognition as “Contribution in the corporate social responsibility development”, IAOP
- Employer of the year, philanthropist of the year, best bicycle friendly employer of the year, grand prix of the contest “The face of Lviv 2015”, Lviv City Council
- Industry Leader 2015, National Business Rating
- Best IT Employer in Ukraine 2015 according to dou.ua survey results

From 2015 to 2016 SoftServe won a number of international and Ukrainian industry awards for its achievements in the IT industry, as well as the company's working conditions and social and charitable initiatives including:



# 2016



- SoftServe Charity Fund “Open Eyes” – winner in the nomination “Corporate volunteering”, national contest “Charitable Ukraine 2015”
- Winner of the CEE Shared Services and Outsourcing Awards for the successful software solutions for Ukrainian companies
- SoftServe and OBH became finalists in European Outsourcing Association Awards 2016, Datacloud 2016 Awards, On the Radar Awards 2016 for the innovative healthcare solution
- Finalist in two categories of 2016 Cyber Security Awards for the development of data security solution
- Finalist in two categories of NOA Professional Awards 2016 for significant professional achievements
- Finalist of European IT & Software Excellence Awards 2016 for the development of Big Data solutions and mobile applications
- Winner of the Amazon Web Services Big Data Competency for the development of Cloud Big Data solutions
- Finalist in Computing Vendor Excellence Awards 2016 in the nomination Best DevOps Solution
- Winner in the HR Brand competition in the global category with the project «Learning Ecosystem»



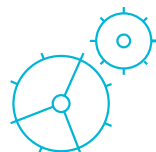
# RESPONSIBLE BUSINESS

SoftServe's key success element from the very beginning is responsibility: towards customers, employees, and society. This component of our corporate DNA has helped SoftServe ensure the sustainable development of the company and gain a reputation of a reliable business partner and one of the best employers in Ukraine and Eastern Europe.

## Key areas of corporate social responsibility:



Working conditions  
and professional  
development



Social  
investments



Education



Environmental  
responsibility

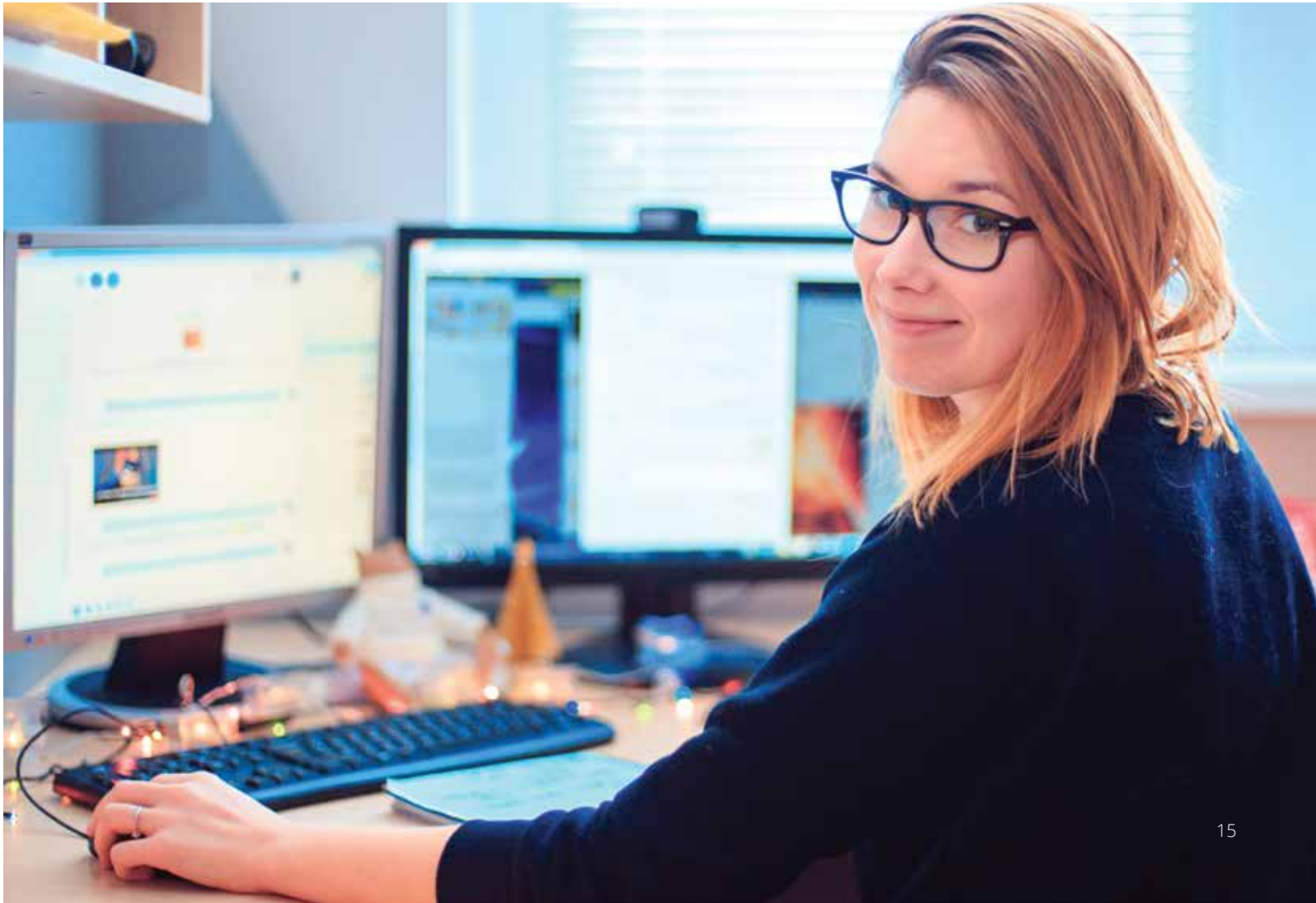


Corporate  
volunteering



Charity

A sense of responsibility is not just about the company itself. SoftServe initiates and supports a number of social and volunteering activities in the fields of IT education, development of the IT market in Ukraine, Bulgaria and Poland, as well as local communities' development in cities where the company operates. We constantly invest in the improvement of working conditions, employee professional and career growth, and care for the global IT environment development.





## WORKING CONDITIONS

SoftServe is constantly working to create the best working conditions for its team. For us, it is important that a positive work environment contributes to the development and growth of our employees and inspires loyalty to the company.

Our systematic investments in developing a modern and advanced approach to working conditions have proved its efficiency. Results from internal surveys demonstrate a high level of employee loyalty to the company, and our employer achievements receive annual recognition in a number of international rankings. In recent years, SoftServe has consistently maintained a leading position among IT employers, not only in Ukraine but also in Central and Eastern Europe.







## We form creative environment for the best ones

We constantly invest in the creation of comfortable offices for the SoftServe team. In 2015-2016 SoftServe built a new office for the Kharkiv development center with room for 250+ workplaces. Dnipro went through a significant expansion as well, with a team already consisting of about 420 employees.

SoftServe's representative office, opened in Kiev in 2013, already accounts for about 500 employees. In late 2016, it was expanded into a second location. The American HQ in Austin (Texas, USA) is opened.

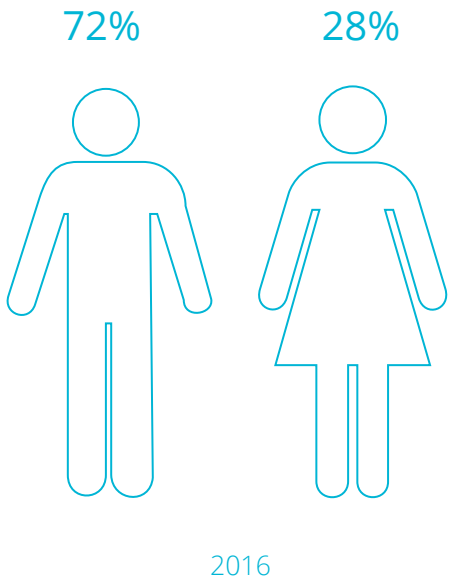
## Flexible approach to workflow organization

Our employees value the comfort, freedom, and an opportunity to work from home or any company office, not being tied to fixed working hours or location. As a global company that conducts business in several European countries and the US, in terms of working conditions, we are flexible, technological, and progressive. SoftServe employees travel frequently between development and business centers of the company; consequently, each office provides additional workplaces for visitors and convenient access to all corporate services regardless of location.

Highly developed corporate digital services allow each employee to choose the best suitable format for work and to keep a work-life balance which brings the most effective results.

## Gender equality

At present, women make up 28% of SoftServe's workforce, with women working in software testing, project management, and human resources. What's more, 25% of the company's managerial positions are occupied by women. SoftServe compensation policy is tied to competency levels and efficiency rates, meaning that gender does not impact wages. Given equal competencies and efficiencies, men and women at the company receive equal financial rewards.



# softserve kids matter

Since 1 out of 4 SoftServe employees has children, which means family, parenting, and work-life balance are an important aspect of their lives. In 2016, to support one of the company's most important team values, SoftServe launched the SoftServe Kids Matter project, focused on creating additional benefits for employees and their children. With this in mind, we also established "Parents Club," with active participation from many employees and their families.

The company organizes a number of events in the framework of SoftServe Kids Matter project, including:

- Joint leisure and events for children. In 2016, 29 events were held including different master classes, children's celebrations, etc.
- Parents' meetings, devoted to education and trainings. For example, the number of meetings were devoted to alternative education, school and after-school leisure, and expert advice on parenting
- Events related to children's health with consultations from medical experts
- In autumn, in partnership with Baby Club, Kids Room was launched in Lviv. Here kids aged 3 to 8 can attend various educational sessions and have fun while parents are at work. Kids Room is open daily from 3 pm to 10 pm and is designed for a group of up to 20 children

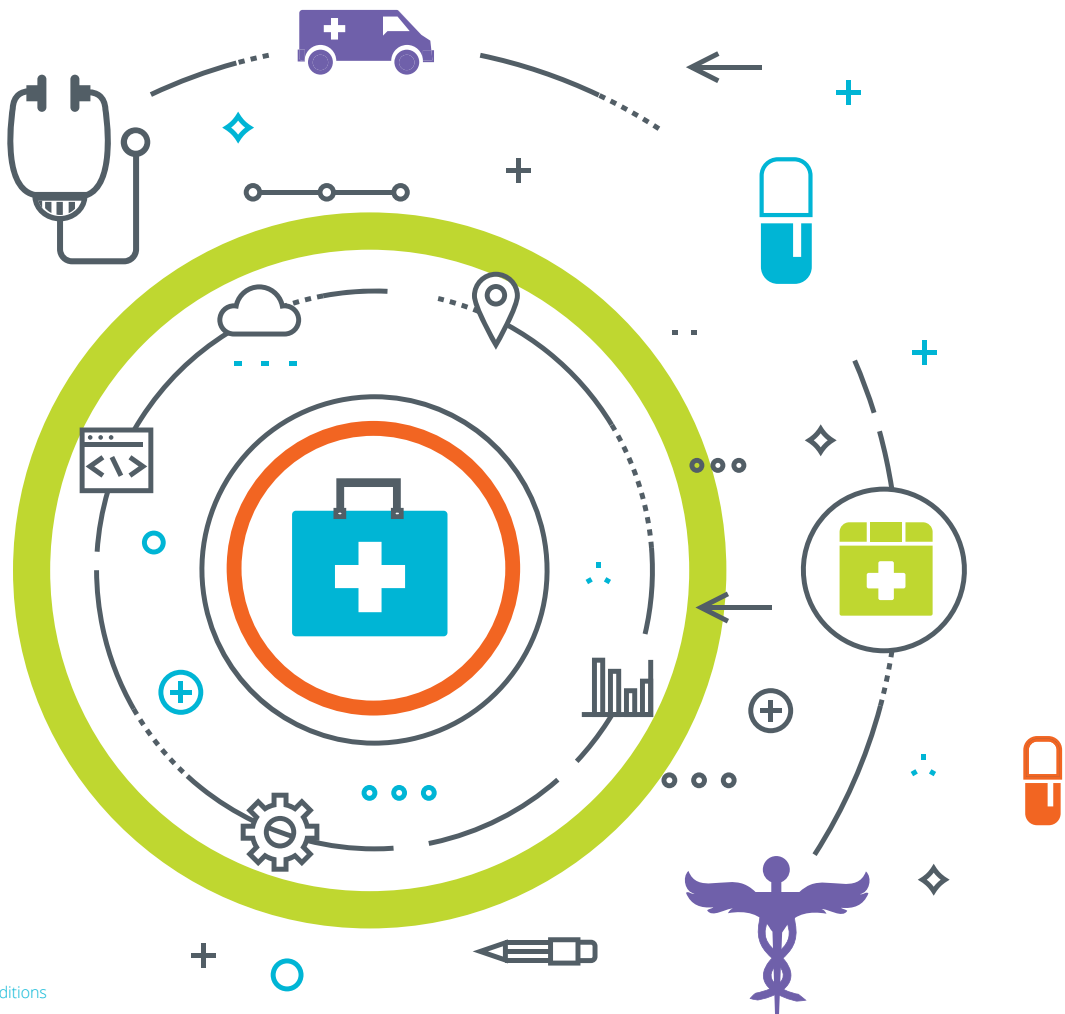


Starting in 2016, all new parents at SoftServe receive a gift package with unique corporate souvenirs after the birth of a baby, as well as three additional paid vacation days



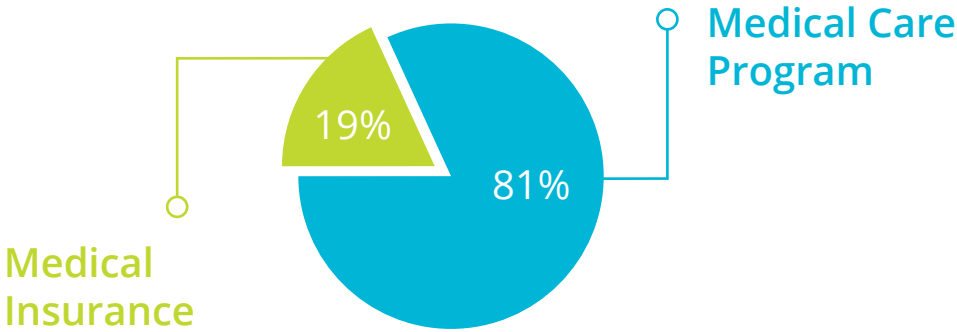
# Medical Care Program

SoftServe offers a Medical Care Program providing free services from a pediatrician and general practitioner for employees and their families in Lviv, Ivano-Frankivsk, Chernivtsi, Rivne, Dnipro and Kharkiv. Ten corporate doctors are available 24 hours a day, 7 days a week. In 2016, they visited patients at home 4,500 times and provided more than 15,000 consultations over the phone.



# Medical Insurance

Health insurance covers costs associated with employee medical care both in Wroclaw and Sofia. In 2016, Kyiv became another location where corporate insurance was also introduced. In the nearest future, SoftServe is planning to introduce health insurance programs in all of its locations.



## Health week

In July 2015, SoftServe's Development Centers held a five-day initiative aimed at promoting sport and a healthy lifestyle. Freshly squeezed juice bars were offered, employees had an opportunity to attend yoga classes, swimming pools, healthy food education sessions, and/or receive a doctor's consultation. Health week finished with our employee's participation in a large-scale biking marathon.

## Total immunization

During a flu epidemic in February 2016, 5,000 vitamin bottles were distributed among employees. In addition, each year SoftServe offers vaccination against flu before the expected seasonal ARI epidemic outbreak. According to our records, in years 2015-2016, 709 employees took advantage of this opportunity.



## Sports infrastructure

Most Development Centers of the company are equipped with a modern gym, where employees can work out with an instructor or attend group sessions. In the offices where no gym is available, staff can get a member card to a local gym at a special price.





## Team spirit

In addition to our successes in the IT industry, our numerous victories in sport are a very important part of our company's DNA. SoftServe has its own football, basketball, and volleyball teams that proudly represent SoftServe in various competitions throughout the year. During 2016, our employees took part in:

- IT Run: Kharkiv International Marathon, where we took third place among IT companies
- Frankivsk Half Marathon
- Kyiv Half Marathon
- Dnipro Half Marathon
- Bouldering on the Dovbush rocks
- Dnipro IT Crossfit Championship
- IT corporations battle (Kharkiv)
- Dnipro IT Football Cup
- Dnipro IT Football Championship
- Dnipro IT Table Tennis Championship
- Kyiv Football Championship
- Kyiv, Kharkiv, Dnipro, Rivne, Lviv, Ivano-Frankivsk and Chernivtsi biking days



Our intracompany championships are an essential part of our corporate life. Final competitions for different types of team sports are traditionally held on a "Company Day," celebrated annually in July.

## Discount program

All company employees are the members of the corporate SoftServe discount program in Ukraine and Bulgaria, involving around 860 partner companies. The discount program card provides discounts for SoftServe employees at medical centers, sports and educational institutions, retail chains, restaurants, and more.

We are continuously expanding our partner network. From 2015 to 2016, we welcomed more than 350 new partners to the SoftServe discount program.

## VISA & Legalization Support

SoftServe has a VISA & Legalization department, since most SoftServe clients are located in the US (80%) and Western Europe (20%) and our employees have to travel abroad quite often. To simplify the process of obtaining a visa less, the department helps employees address with organizational and structural processes. Moreover, if our associates travel abroad with their families for business purposes, this service is extended to their families as well.

## Business Trip Office

For the sake of saving our employee's time, SoftServe's Business Trips Office supports all business trips arrangements. Services include buying tickets, booking hotels, and solving organizational issues related to business trips.

In 2015-2016, our colleagues from the Business Trip Office provided their support to more than 12,000 business trips, 49% of which were in Ukraine and 51% abroad.





## SUSTAINABLE PROFESSIONAL DEVELOPMENT

In 2006, SoftServe was one of the first in Ukraine to establish its own corporate university. It provides opportunities for employee's professional development and helps form leaders within the company. Over the last 10 years, SoftServe University has effectively supported the company's business objectives and business environment.



Since the company's foundation in 1993 until now, SoftServe has demonstrated consistently high growth rates. In 2015 and 2016, the company increased the number of employees by 13% and 15% respectively. According to dou.ua research, SoftServe had the highest growth rates and the highest number of open vacancies in Ukraine among IT companies, based on the results of the first half of 2016.

Given that IT companies often have a greater demand for highly skilled workers than their domestic market can offer, and the requirements for knowledge and the skills of IT professionals are continuously increasing, the company systematically invests in employee development. “Learning ecosystem,” established at SoftServe, protects the company from this staff shortage, allowing the company to effectively develop its employees and form a new generation of leaders.

## SoftServe IT Academy

IT Academy - one of the key elements of SoftServe University — has been operating in the field of IT education for more than 10 years. Learning courses meet the staffing needs of the company and are regularly updated in conjunction with SoftServe production departments. More than 700 specialists annually graduate from IT Academy, prepared to work in IT industry and the company itself. Since its founding, more than 5,000 graduates have been trained in various IT-areas of expertise.

Today, IT Academy offers its services in various locations in Ukraine and Sofia (Bulgaria).

- In 2016 we created and released the first groups in the following areas: WebUI development with NodeJS, Java development for non-IT people, and Software Engineering in Testing
- IT Academy teachers took part in the organization of Angular Boot Camp, Test Automation Boot Camp for mobile with Python
- In 2016 our colleagues updated all curricula and recorded a series of e-learning courses
- Over the last two years, IT Academy has opened a number of courses not only for students but also for SoftServe employees, expanding opportunities for self-education

In 2016 IT Academy celebrated its 10th anniversary, released a 200th group in Lviv and 100th group in Dnipro.





# Training & Development

SoftServe's department of Training & Development, operating in the structure of the corporate university, provides effective and innovative learning programs and creates a dynamic environment for the development of employees at all levels and functional areas.



## Leadership Development Center

SoftServe pays special attention to leadership development. The Leadership Development Program was created for the intensive development of new managers and for increasing efficiency of existing leaders. This flexible program contains educational modules like LDP Basic and LDP Competent, lasting from 6 to 9 months, and is aimed to teach participants about management, enterprise economics, and more. In 2016, 124 SoftServe associates successfully completed the program and 84 of our colleagues are studying the programs now.

To ensure the best knowledge-sharing process among employees, SoftServe created a number of programs, including:

- LDC Master-Classes — themed knowledge-sharing sessions where managers share their knowledge with employees. There were twenty three workshops held in Lviv, Dnipro, Sofia, Wroclaw, Kyiv and Kharkiv in 2016
- Leadership Connection — a training series for SoftServe management. There were a series of training solutions organized and two events held last year
- Managers' Onboarding Camp — a multi-day course aimed at rapid adaptation for new managerial employees. During this event, our new associates have the opportunity to learn information about the company, its history, values, structure, and development strategy as well as internal and external environment. There were five Managers' Onboarding Camps held last year

## Training solutions for SoftServe employees:

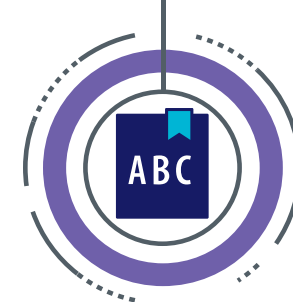
Corporate training is aimed at developing technical, managerial, and "soft" professional skills. Employees have the opportunity to attend about 11 training courses a year, and if a course meets the working needs of an employee, SoftServe covers 99% of training costs.

On average, the company holds 80 training sessions monthly, involving around 800 employees. There are 130 internal trainers working at SoftServe, carrying out 90% of training courses.

In 2016, the T&D team conducted 596 internal and 108 external training sessions. There are more than 250 training options available in a corporate catalog in 2016, corresponding to different business needs of the company.

T&D organizers also have themed events for a number of internal SoftServe communities. In 2016, around 60 different events were organized for this purpose. As of today, the following communities already exist within the company: Leaders' Club, PM Clan, TechSpace, Pacemaker, and Engineering Communities.





## Language School

Since its launch in 2006, SoftServe's Language School operations are aimed not only at mastering language skills but also at improving general communication skills for our associates. In Ukraine, employees have the opportunity to attend courses in English, Polish, Spanish, French, and German. In Poland, in addition to English, the school plans to introduce Ukrainian language courses starting in 2017.

A total of 45 professional teachers work at SoftServe Language School, who not only use the best programs in the market, but also develop their own unique courses, trainings and workshops. The company covers 50% of the costs of Language School services, another 50% are covered by employees. In 2015-2016, 3888 employees studied at Language School; 95% of students completed language courses successfully and improved their skills.

## Mentorship Office

The Mentorship Office was established in 2014 with its main objective being an effective way to share expertise and best practices while developing competence within the company. Since it began, mentorship programs have been established at the company in the form of business process and affordable training and development tool for all functional areas. Cooperation with a mentor, and his or her support and assistance, provide the opportunity for employees to achieve new expert levels.

In just 2016, 121 formal mentoring relationships were established, with more than 100 mentor-mentee partnerships already existing.



In 2015, a team of 79 managers participated in LvBS "Corporate Executive Education Program." During a 144-hour study, involving about 10 leading Ukrainian and foreign trainers, our colleagues developed 12 corporate projects.





### Certification Center

SoftServe’s Certification Center gives our employees an opportunity to earn domestic and international certifications. Certification works as a proof of skills of an employee, shows a dedication to professional development, and correspond to the latest technology trends.

In 2015, SoftServe employees passed more than 5,000 domestic and 750 external exams. In 2016, Certification Center processed 8,321 internal exams and 1,500 international certifications, 958 of which were passed by SoftServe employees. Certification under a corporate knowledge model is free for our employees, as the company covers all the costs. To make an exam revision more effective, the company created a Certification Center library, which is a collection of the best materials and expert thoughts.

Since 2014, the Certification Center team has been actively developing IT-certification competence in Ukraine, leading an open professional group in LinkedIn and publishing its own articles and studies on a variety of informational resources.

The Certification Center operates as a part of the SoftServe University and since 2007, has been an official distributor of global testing providers, including:

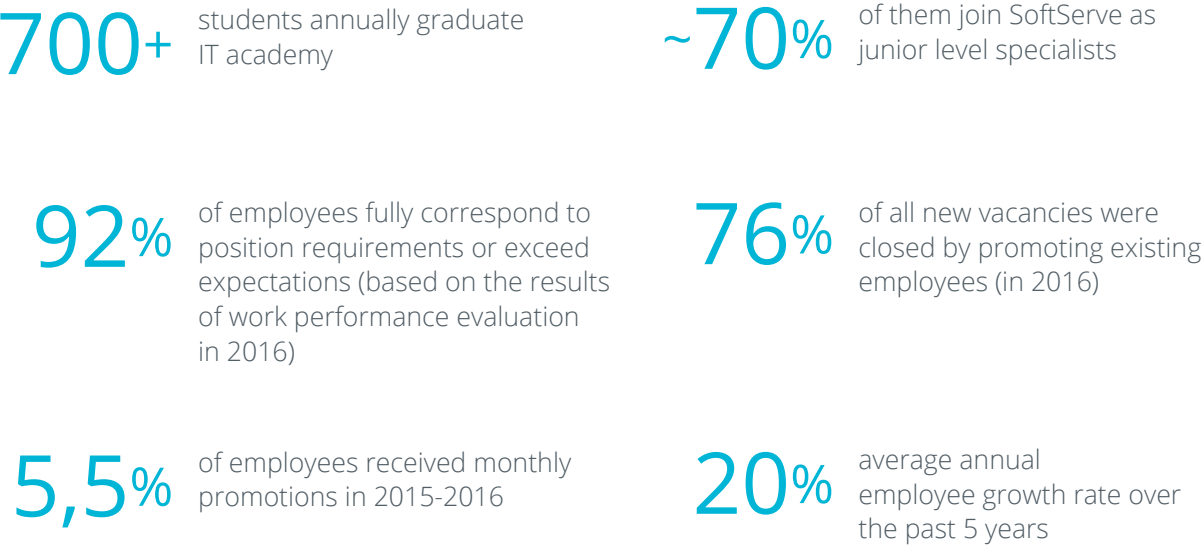


### E-learning

E-learning is one of the company’s most convenient training methods. We create e-courses available for employees on an e-Learning Platform. Our catalog covers all areas of necessity — Software Development, Quality Assurance and Control, Project Management, Healthcare, Business Analysis, and others.

In general, our online courses catalog serves more than 60 positions. Each month more than 400 SoftServe employees choose e-learning as a preferable studying model.

### Learning ecosystem’s efficiency rates



In employers ranking prepared by dou.ua, SoftServe has held leadership positions in “Professional growth” criterion for several years in a row.



## SOCIAL INVESTMENTS

Businesses and our daily routines are not the only areas embraced by global digital transformation; local and state governments are also impacted. With its own powerful IT sector, Ukraine should not lag behind global trends and SoftServe makes every effort to prevent it.

### Smart City

SoftServe uses modern global practices and its own intellectual developments to implement social initiatives aimed at the smart city concept realization.

Taking Lviv as an example, in partnership with the City Council, we have developed and implemented a system of housing and utility automation, payment portal for utility bills for city residents, and a system of monitoring and dispatching for the Lviv public transport.

In 2016, together with Military and Medical Clinical Centre of Western Lviv region, SoftServe contributed to the launch of an e-medicine program. The company provided medical facility with computers and software indispensable for launching the project. This initiated the computerization process of a surgical department and an introduction of electronic patient cards in this medical facility, similar to e-cards in Kiev and Mariupol hospitals. In total, in 2015-2016, SoftServe equipped educational, medical, social and communal establishments with 450 computer units.





## E-government

SoftServe is actively involved in the development of software solutions to support Ukrainian e-government initiatives. In 2015, our team of testers was involved in the development of public e-procurement system, Prozorro, and in 2016, SoftServe employees designed a portal for e-Ukraine. It is an innovation platform for reforms, which is now at the stage of prototyping.

## Industry communities' development

We join our efforts with local businesses, technology and industry organizations, and software development communities to make a difference in the global IT environment. In particular, SoftServe is an active member of:



## IT Weekend

IT Weekend conference is one of the major conferences organized by SoftServe. For 5 years in a row it has been held in every SoftServe development center. There is also a large-scale conference held annually, named IT Weekend, in Ukraine. Each year these conferences brings together more than 2,000 IT experts from Ukraine, Poland, and Bulgaria.

We invite leading international experts from the IT industry to participate in these events as speakers. There were more than 30 leading experts from global companies featured at IT Weekend Ukraine 2016. Among them were the global companies like Intel, HP, IBM, a European organization for nuclear research (Cern), Rossetta, and MoonExpress. They visited Ukraine from the USA, Germany, Spain, Israel, the Netherlands, Poland, Belgium, and Switzerland.







## Industry events

SoftServe is also organizing a series of community sessions, which deepen technical knowledge, promote an exchange of experience, and help develop IT community. Among them are events dedicated to cyber security, R&D, product management and more. In 2015, we held 37 external events attracting 3,200 IT professionals. In 2016, SoftServe organized 41 events, gathering about 4,500 participants.

## IT Awards

For five years in a row, SoftServe has organized the national Ukrainian IT Awards, an event that rewards the achievements of the best Ukrainian IT experts in the fields of software development, testing, business analysis, project management, IT education, and more. The jury consists of managers and leading experts from Ukrainian and international IT companies. We truly believe that such initiatives are helping the Ukrainian IT environment develop further and keep up with the global digital market.



## Partnership with Falling Walls Lab

The world-famous conference Falling Walls Lab was held in Ukraine in 2015-16. Committed to the development of IT industry, SoftServe partnered with the conference leaders two times. The event is aimed at encouraging the development of scientific and entrepreneurial innovations and promoting the exchange between scientists and professionals in various fields. At the conference, young Ukrainian inventors get a chance to stand out and present their breakthrough ideas and projects to an expert jury. The winner of the national competition represents Ukraine at the World Falling Walls Lab conference, held in Berlin.







## DEVELOPMENT OF IT EDUCATION

Many educational programs in Ukraine are outdated and do not address global trends and market requirements, especially in the IT industry. To tackle this problem, SoftServe initiates its own projects and systematically supports educational initiatives. We believe Ukrainian youth population is very talented, and our goal is to develop their creative and leadership potential by fostering a new, efficient educational environment.





# Internet of Things bachelor program (Lviv Polytechnic National University)

In September 2016, an Internet of Things bachelor program was launched at the Lviv Polytechnic University in cooperation with SoftServe and Lviv IT Cluster. Forty-two experts were engaged in curriculum development, with 22 of them being SoftServe representatives. Around 50% of the subjects are completely new disciplines, taught by IT industry professionals.

Today, 56 students are studying this new major, with 25 students funded by the Ministry of Education and Science of Ukraine and 5 more supported by the scholarships provided by IT companies and Lviv IT cluster.



# Bachelor Program in Computer Science (Ukrainian Catholic University)

In 2015, SoftServe facilitated the launch of a new program for Bachelors of Computer Science at Ukrainian Catholic University. CS@UCU (Computer Science at UCU) is the first program of its kind in Ukraine, inspired by examples from some of the best colleges in this field — Stanford University and the University of Waterloo.

The program content was created through a cooperation of the leading Lviv IT companies. The team of volunteers, together with SoftServe co-founders Yaroslav Lyubinets and Taras Kytsmey, took an active part in not just the curriculum development but also in the learning process as lecturers. Since the program launched, students have been frequent participants in training events organized by SoftServe.





## Hour of Code support

Hour of Code is a global initiative established in 2013 by the Code.org. A lot of international IT companies participated in the development of the educational programs, and the campaign was supported by people like Barack Obama, Bill Gates, Mark Zuckerberg, and others.

In Ukraine, the first Hour of Code was held in 2015. In 2016, co-organizers of the initiative in Lviv and Kyiv attracted about 300 mentors and organized a series of IT lessons in more than 100 schools. A total of 30 SoftServe employees, including top managers, joined the international initiative with the great involvement.

## A legendary Harvard computer science introductory course is available in Ukrainian with the support of SoftServe

In April 2016, the course CS50 (Introduction to Computer Science) became available in Ukrainian on the Prometheus platform. It was translated into Ukrainian with the assistance of SoftServe, LITS, and volunteers. Harvard University CS50 course is considered the best computer science introductory course in the world. It was created for both beginners and students who already have basic experience in programming. The initiative received wide publicity, with more than 50,000 people signing up only a day after the course was announced.

## IT scholarships for Lviv scholars

In July 2016, SoftServe provided 5 scholarships for Lviv pupils to study as part of the LITS4kids program. Through the cooperation of leading Lviv IT companies and after a successful interview with a teacher, talented and motivated children can now study as part of the LITS4kids project for free.





## Best innovative projects award

In 2016, a Member of SoftServe's BoD, Taras Vervega, established an award for graduates of the professional master's program (MSs) in Innovations and Entrepreneurship of Lviv Business School at UCU. The award is aimed at helping young entrepreneurs develop their projects. The winner also receives a cash reward for the implementation and development of the business project. In 2016, Tetyana Kostina, a founder of "La Bousolle" was the one to receive an award. Each magazine issue is dedicated to separate topic, describing cities, towns, and special locations in Ukraine.



# the**UKRAINIANS**

## The Ukrainians special project — "Science is"

In 2016, SoftServe partnered with "The Ukrainians" to work on a special media project named "Science is." The project consists of 25 multimedia interviews, and its aim is to talk about Ukrainian history through the achievements of our scientists and inventors. They work all around the world, and what they do is changing the world into a better place.

## "Eduaction" forum

SoftServe became a partner and co-organizer of the "Education forum" that was held in Lviv on September 15-17th 2016, during the annual Publishers forum. Event organizers focused on raising educational awareness through a discussion about strategical educational changes in the context of global challenges. In particular, there were discussions about the approaches to overcome problems in school and university educational systems. Participants included representatives from governmental, business, educational, and social areas from all over the country.





## ENVIRONMENTAL RESPONSIBILITY

### While caring for employee well-being, SoftServe also cares for the environment

Our Go Green projects promote the environmental protection among employees and are a high priority for the company. We adhere to “green office” principles by recycling and proper waste disposal. It saves resources and encourages our colleagues to foster a responsible attitude toward the environment as well as ecological efficiency for the whole company.

Each spring, to build an environmentally responsible culture among our employees, a seasonal clean-up known as “toloka” takes place.

We also strongly encourage the bicyclists’ movement by creating a bicycle friendly infrastructure. All offices are equipped with showers and bicycle stands with more than 200 parking spaces.

In 2015, SoftServe received an award from the Lviv city council as the “best bicycle friendly employer” of the year.







## CORPORATE VOLUNTEERING AND CHARITY

SoftServe employees spend a significant amount of time supporting charities and helping out as volunteers. We are convinced that it is SoftServe's responsibility to support important social initiatives by using our knowledge and experience. SoftServe employees support a number of orphanages, organize annual charitable initiatives and fairs, and hold IT classes at schools and universities.

### Donor Day

Donor Days were held at several SoftServe offices to support World Health Day and World Blood Donor Day. A total of 100 employees joined this initiative, helping to gather more than 40 liters of blood. SoftServe offices in Lviv (Ukraine), Kyiv (Ukraine), Kharkiv (Ukraine), Dnipro (Ukraine), Ivano-Frankivsk (Ukraine) and Sofia (Bulgaria) supported this initiative.





## Helping social and medical establishments

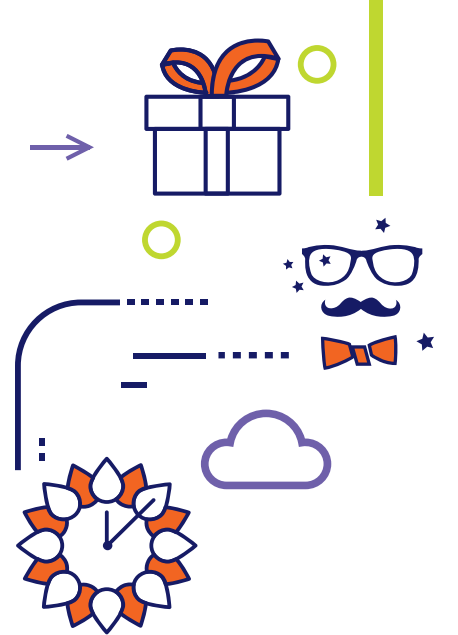
Each year before Christmas and St. Nicholas Day, employees help come up with different volunteer and charitable initiatives. This year, among such initiatives was the purchase of necessary supplies for children's classes and a trip to the dolphinarium.

Charity fair is the most popular format of raising funds to help orphanages and geriatric homes. In 2016, before Saint Nicholas Day and in partnership with "Old Lion Publishing House," a charitable book fair was held for the first time in Lviv offices.



In 2015-2016 employees provided support to:

- Yabluniv orphan school (Ivano-Frankivsk region)
- Strilky orphan school (Lviv region)
- Livchytsi orphan school (Lviv region)
- Lviv orphanage №2
- Educational and rehabilitation center "Dzherelo" (Lviv)
- Lviv Geriatric Center
- Educational and rehabilitation center "Gorlytsia" (Dnipro)
- Vyshgorod regional orphanage "Liubystok" (Kyiv region)
- Orphan school № 55 (Kharkiv)
- Rivne military hospital
- Dnipro charity fund «We give joy»



## IT Nicholas



For many years in a row, SoftServe has supported the "IT Nicholas" initiative, aimed at joining efforts with our local IT companies to support Chornobyl hospital in Lviv. The hospital was provided with medical equipment necessary for the treatment of children with oncological diseases.

In 2015, to increase the number of donations, SoftServe established a corporate Vertep (a traditional Ukrainian Christmas choir). All raised funds, around USD \$690 in 2015 and around USD \$1570 in 2016, were used to support this initiative.

In early 2014, SoftServe founded Charity Fund “Open Eyes” – a creative space for opportunities and resources open to all employees. By joining these efforts, employees can implement their own charitable ideas aimed at developing their city and society. The key priority of the fund was a continuous support of Ukrainian soldiers in ATO area. The other projects that were also initiated included infrastructure projects, orphans’ education, and support for medical institutions.

The operation of the fund is financed both by employee donations and a company budget. Employees also manage the Fund and projects’ implementation voluntarily. By implementing these ideas, we show that we are the only ones who can bring positive changes, and it is not hard to bring them to life, especially when feel each other’s support. Within three years, we managed to raise around USD \$927,586.

## 2015. Military aid

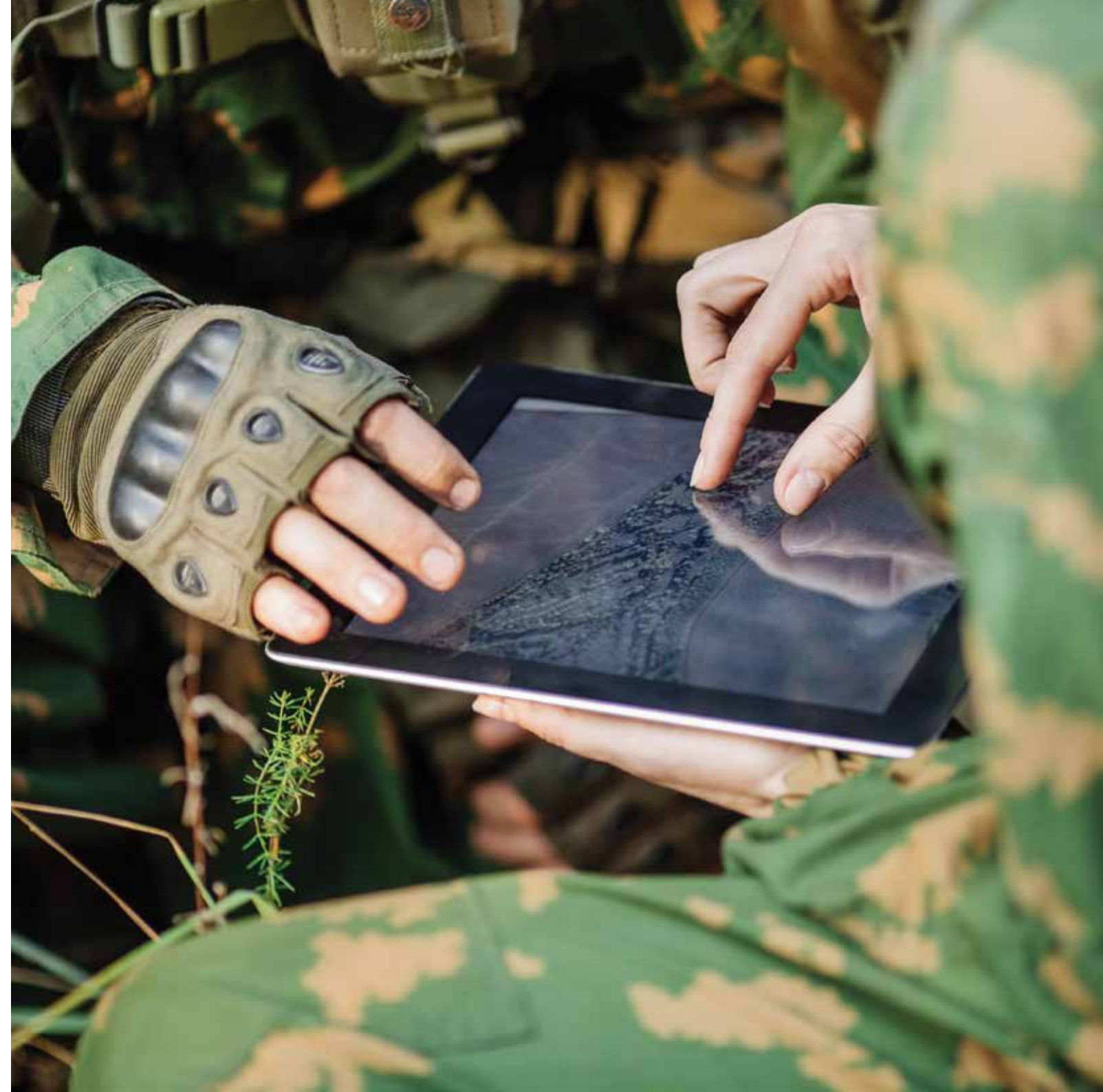
### Medical institutions

\$111,400 USD was directed to helping doctors in Lviv, Kyiv, Dnipropetrovsk, Rivne, Ivano-Frankivsk, and Kharkiv. They have:

- Renovated and equipped unique in Western Ukraine underwater spine stretching cabinet for the rehabilitation of patients with spine injuries (Lviv Military Hospital)
- Purchased medicines and covered the transportation of medical equipment from Europe to military hospitals in Rivne, Kyiv, Dnipropetrovsk, Ivano-Frankivsk and Kharkiv
- Bought two emergency cars: one to provide first aid for ATO area victims and another for emergency medical care in Lviv

### Gear and equipment for Ukrainian soldiers

\$195,920 USD was spent on humanitarian aid for soldiers of 57 military units: computers, equipment etc. Aid was provided to children of the ATO soldiers, particularly in purchasing of the school supplies for 52 children, payment for medical treatment etc.





# Social and infrastructure projects

\$20,026 USD was allocated for the implementation of initiatives focused on community development (educational, cultural, social and infrastructure projects):



ACCOMPLISHED

## PEDESTRIAN CROSSING ILLUMINATION (Lviv)

Modernization of one of the most dangerous pedestrian crossings in Lviv – two modern German energy-saving street lamps were installed together with special twilight switches that turn the lamps on when it is getting dark outside.



ACCOMPLISHED

## Support of educational and rehabilitation center “Dzherelo” 2015 (Lviv)

Providing one-year fuel supply for two buses of the Educational and rehabilitation Center “Dzherelo” (Lviv), which brings children with special needs to the Center every day.



ACCOMPLISHED

## “IT Pupil” 1st group (Ivano-Frankivsk region)

The “IT Pupil” project is aimed at educating orphans as well as poverty-stricken, single-parent, and socially vulnerable families of Ivano-Frankivsk with courses on CSS and HTML basics, websites development, and introduction to the world of IT for free.



ACCOMPLISHED

## Projects “Chess Lviv” and “Build a city” (Lviv)

Co-financing and partnership in Lviv social projects — “Chess Lviv” and “Build a City”.

# 2016

In June 2016, our employees created corporate (internal) crowdfunding platform — the web site of our corporate Charity Fund “Open Eyes Employees use this platform to submit their charity project ideas followed by their colleagues and the company donations for their implementation. Projects implemented in 2016 brought the following results:



ACCOMPLISHED

## Military aid

Over \$107,461 USD were spent to:

- Computer equipment, gear and other humanitarian aid for Ukrainian military
- Manufacture and grant 880 ATO soldiers with awards “For defending Donetsk and Lugansk airports”
- Swiss wheelchair for deminer from 93-d brigade
- Provision of equipment for tactical medicine training for soldiers
- Air tickets to Spain for a vacation for 8 children of ATO soldiers;



ACCOMPLISHED

## “Cooking for orphans” (Lviv)

A project gave orphans and half-orphans from Education and Rehabilitation Center “Mriya” a chance to attend the food club “Kazanok.” Children, aged 6 to 16, were able to explore the basic principles of cooking from professional chefs. In addition, there was a new spacious fridge purchased for the “Kazanok” club.



ACCOMPLISHED

## “MILK FORMULA FOR BABIES IN CHILDREN'S HOSPITAL” (Lviv)

We purchased a special milk formula for infants with congenital liver malfunctions, who were under treatment in Lviv City Children’s Clinical Hospital. The project resulted in providing a two-month formula supply for six little patients.





ACCOMPLISHED

### **"TALENTS IN ACTION" (Lviv)**

SoftServe supported co-financing of a one-day festival in Lviv for around 200 children from state care institutions and socially vulnerable families. The festival included various master classes, competitions, and workshops dedicated to the development of children's talents. Children also had a chance to explore sports, modern dance, singing, cooking, and needlework. These events help to develop children's interests in various activities and, at the same time, they create a positive image of orphans in society and draw public attention to the needs of these children.



IN PROGRESS

Our associates initiate and implement projects far beyond Ukraine:

### **"POSITIVE ROOM" (Wrocław)**

The aim of this project is to create a positive and comfortable space for children who are under treatment at Wrocław Hospital. The room is divided into the following four zones: creative, playing, and reading spaces and a zone for studies, with appropriate toys, educational materials, and furniture. We are implementing this project in collaboration with the Pozytywne.com Association, who are already making tremendous changes in the children's units of Polish hospitals.



IN PROGRESS

### **"NEONATAL INTENSIVE CARE EQUIPMENT" (Lviv)**

The aim of the project is to purchase a medical hypothermia machine for infants in anesthesiology and newborn intensive care unit of Lviv city children's hospital. The machine helps prevent or at least minimize the results of possible perinatal complications. Medical hypothermia method results in lighter forms of cerebral palsy, increases the number of coma recoveries, reduces the hypoxia degree, decreases disability rates among the newborns, and helps with a better social integration of children with mild and moderate disabilities.

In 2016, the company financed the following projects of the Fund:



ACCOMPLISHED

### **"LET'S SAVE THE EYESIGHT OF NEWBORNS" (Lviv)**

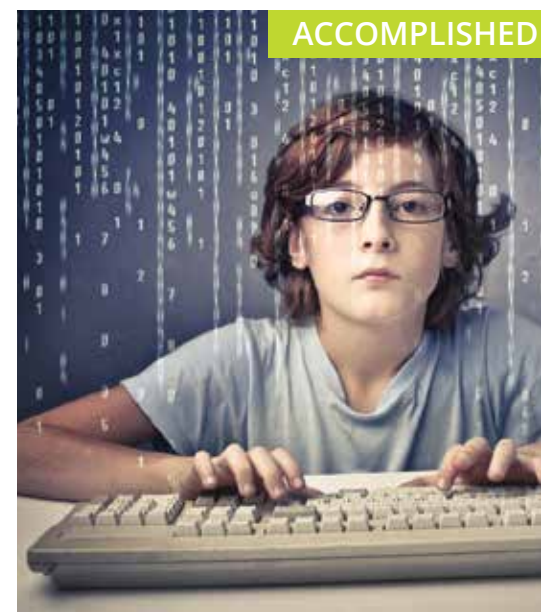
Purchasing a set of lenses for binocular indirect ophthalmoscope, which was procured for Lviv Regional Clinical Hospital thanks to the initiative of "Nemovlia" parental Charity Fund. The binocular ophthalmoscope is used for surgery of infants with newborn retinopathy (NR) (infant visual impairment diagnosed among premature babies).



ACCOMPLISHED

### **"PREPARE A HERO'S CHILD FOR SCHOOL"**

Before the beginning of the school year in September 2016, our colleagues purchased 80 school kits with the necessary stationary items and sent it to the children of ATO soldiers in Lviv, Volyn, Kyiv, Odessa, Poltava, Zhytomyr, Dnipro, Vinnitsa and Khmelnytsky regions.



ACCOMPLISHED

### **"IT Pupil" 2nd group (Ivano-Frankivsk region)**

This year, there was another two-month educational course held on web-development for orphans and socially vulnerable families of Ivano-Frankivsk. Children received knowledge and skills certified by SoftServe IT Academy and an opportunity to take an English course for free from the partner — Ukraine-Canada SBEDIF Business Center in Ivano-Frankivsk. But what is most important, the children received a desire for further development and belief in themselves.



In addition, during 2016 the company funded the implementation of the following initiatives:



#### **Aid for employees and their families treatment**

In 2015 and 2016, both the company and the employees provided financial support to colleagues and their families who needed immediate medical treatment at hospitals in Ukraine and abroad. Overall, for two years, more than \$58,360 USD supported such requests.



**ACCOMPLISHED**

#### **“Theater to the East”**

Student fraternity of Ukrainian Catholic University initiated theater performances in ATO area to support our soldiers’ morale.



**ACCOMPLISHED**

#### **Co-financing of the first and second Ukrainian nationwide student forum “Principium”**

Ukrainian nationwide conjunction of cultural, political and social environments Principium — is a platform for visionary discussions, operating under the slogan: “We build society of a dialogue”. The event organizer is a youth organization “Desire Huge” of Ukrainian Catholic University.

We also supported the following initiatives:

- Funded the initiative “School of active citizens” of Ukrainian Catholic University students (Lviv)
- Co-financed the participation of Lviv 11th grade scholar in International Forum for Science and Engineering Students (Mexico), who later won the first place with his project called “The use of genetic engineering methods to define the gene functions, that are included in the cluster of sulfate assimilation genes”
- Helped with an initiative of National University “Lviv Polytechnic” in the creation of a “Heavenly Hundred Heroes” memory wall (Lviv)
- Purchased a video equipment for Mariia Zankovetska Theater (Lviv).

