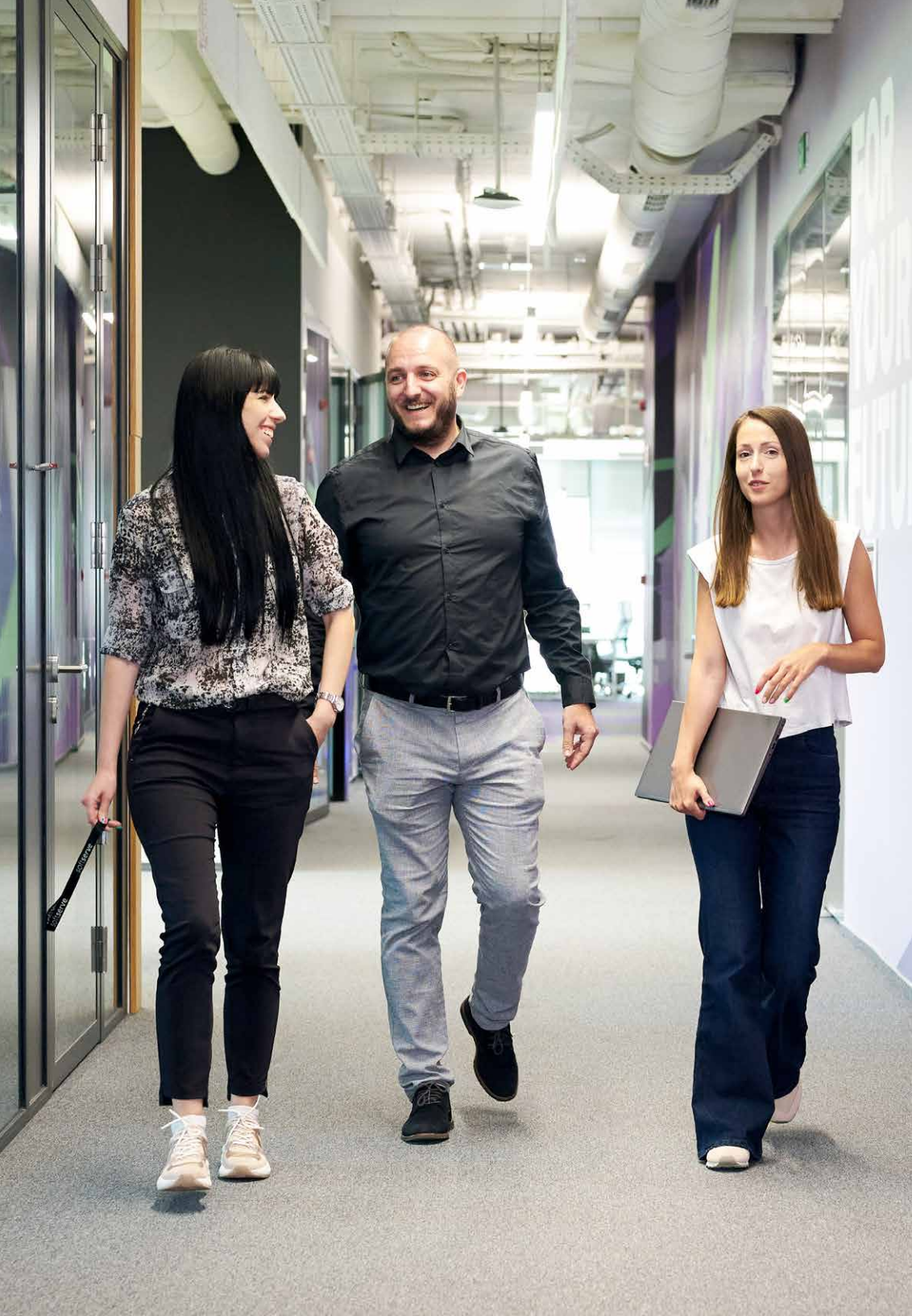


softserve

2022

SOFTSERVE SUSTAINABILITY REPORT



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Sustainability is fundamentally important to everything that we do at SoftServe. We are passionate about making a positive difference for our people, our communities, and the environments where we and our clients operate. We've set ambitious goals for 2032, and we are proud to see the strides we are making towards those goals each year.

The progress made during 2022 is even more impressive given the circumstances under which we as a company, and the world at large, have endured as a direct result of the ongoing war launched by Russia in Ukraine. The resilience, determination and courage of our Ukrainian associates, and the compassion, support, and commitment of our associates from around the globe and our clients, and our partners created a joint force for good.

So, thank you for every step forward, every donation, and every exciting idea that is yet to become a reality. We are enabling talented people to change the world.



Taras Vervega

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



Chris Baker

Chief Executive Officer

2022 AT A GLANCE

12,405

associates around the world

2,662

new associates
welcomed

83

eNPS score (+3 points YoY and 19 points above
the industry benchmark)

5,675

Ukrainian
associates and
their families
relocated to safer
places in Ukraine
or abroad

138

new logos

31%

business growth YoY

80

NPS score from our highly
satisfied clients

18

Sustainability and
Company Awards

\$11.7M

Donated to Open Eyes
since February 2022 to
support Ukraine

For 30 years, SoftServe's mission has been empowering talented people to change the world. We do this in many ways — our efforts to give back to communities, our charities, how we educate and develop our people, and amplified through the work we do with our clients and partners. Together as a network of sustainability focused businesses and individuals, we can truly make a positive impact on our world, today and in the future.

The last few years have repeatedly tested us. Yet, with each challenge we've overcome, we've emerged more resilient.

While flexible working was not something new for our business or for the tech industry as a whole, the pandemic demonstrated the benefits of allowing our teams to define how they wanted to collaborate for themselves. Associates have the freedom to design working models that combine working from home and from our offices or coworking spaces. We have maintained and improved our office infrastructure to support this approach, which later helped us respond more effectively to the challenges we faced in our biggest development centers in Ukraine.

Thanks to our mobility and adaptability, we swiftly relocated associates without

compromising the company's performance.

Our autonomous office infrastructure played a crucial role again as we were able to maintain our operations during Russia's attempted blackouts at the end of 2022.

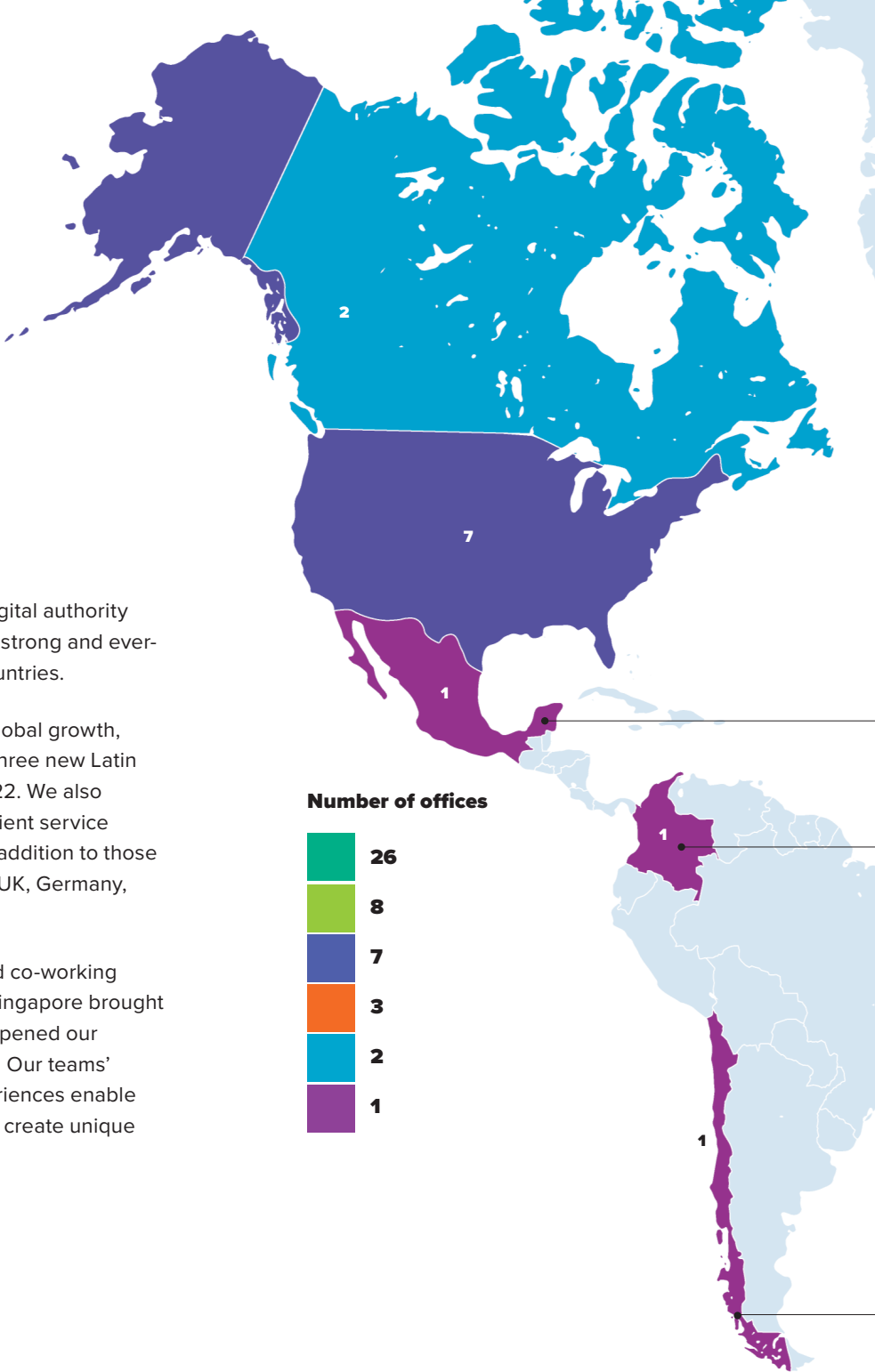
The war in Ukraine was, and remains, a tremendous challenge, but it also boosted our globalization. To diversify risks and continue implementing our global expansion strategy, we put much effort into accelerating the growth of our locations in Europe and Latin America. Many of our Ukrainian colleagues moved abroad because of the war, thus also expanding our presence across new geographies. 2022 only made us stronger: we ended up being more united, more openhearted to each other, more resilient, flexible as a business that continued to deliver excellent services to the clients no matter what.

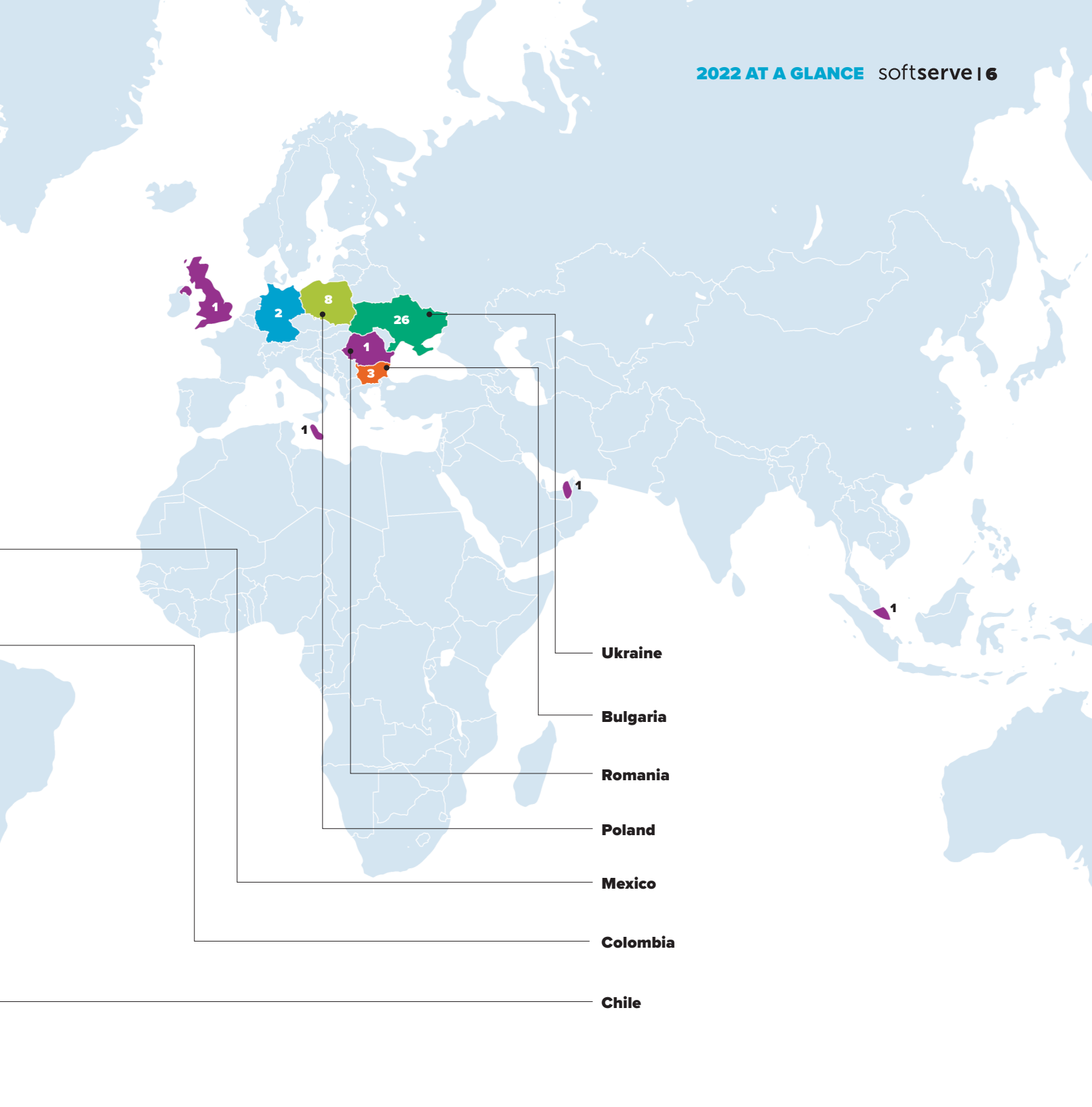
The Power of Globalization

SoftServe is a leading global digital authority and consulting company with a strong and ever-growing presence across 14 countries.

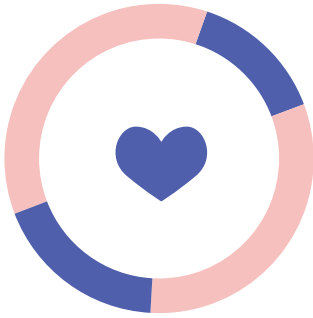
As part of our commitment to global growth, we expanded to Romania and three new Latin American countries in early 2022. We also opened a representative and client service offices for clients in Toronto, in addition to those in the USA, Canada, Malta, the UK, Germany, Singapore, and the UAE.

Our wide network of offices and co-working spaces from San Francisco to Singapore brought us closer to our clients and deepened our understanding of local markets. Our teams' diverse backgrounds and experiences enable us to learn from each other and create unique solutions for our customers.





Supporting our people and the business during the war in Ukraine



Emergency Response Team (ERT)

The ERT is a cross-functional team whose focus is on ensuring SoftServe is prepared for a variety of eventualities and related risks. Throughout the years, the ERT has been required to see our business through various challenges. The most significant of these to date was the full-scale invasion of Ukraine by Russia. Beginning with business continuity plans (BCP) for multiple scenarios, their work also included preparing office infrastructure to ensure that SoftServe remained online despite external infrastructure failures. The team's greatest efforts were focused on the evacuation and relocation of associates, and providing them with financial, operational, informational, and psychological support.



Taking care of people

Evacuation and relocation

5,675

people received financial support to relocate

1,725

associates moved abroad



Most of the relocated SoftServians settled in three established SoftServe hubs.

Hotline and email support

5,000+

emergency issues resolved

2,919

incoming calls to the emergency hotline

550

email requests resolved

Safety Check

Regular short check-ins to evaluate the safety of each associate's situation and provide immediate help if needed.



99.6% of associates say they're safe as of the end of 2022

Psychological support hotline

1,750+

SoftServians and their relatives in Ukraine and Poland who were supported by our online psychological service during 2022





The war was a devastating blow to us all, but we were not defeated. Our top priority was to ensure the safety of our colleagues and their families, so we sprang into action to evacuate them to safer places.

Despite the chaos and uncertainty, we were touched by the outpouring of kindness and support from our colleagues, clients, and partners around the world. People opened their homes and hearts, offering both shelter and comfort in our time of need.

We saw heroes rise from within our ranks. They worked tirelessly to help families escape the violence and find safety. The love and compassion shown by our community in the face of the war was a shining light that gave us strength and hope.

We will never forget the way people came together during those trying times, and it will always be a source of inspiration and pride

Solomiia Hnativ

Senior VP of Finance, Co-lead
of the Emergency Response Team



Open Eyes SoftServe's Corporate Charity Fund's volunteering network

Thanks to the fund's partner NGOs, volunteer initiatives, and SoftServe's communities in Ukraine, Poland, United Kingdom, Ireland, the United States of America, Germany, Bulgaria, Spain, France, Austria, Malta, the Netherlands, Bosnia and Herzegovina, and Canada, Open Eyes has been able to deliver necessary and timely help to people across Ukraine, including the hot spots. The fund also developed a wide network of volunteering hubs in Lviv (Ukraine), Wroclaw, Warsaw (Poland), Austin (USA).





2022 was the hardest year in Ukraine's recent history. It is incredibly inspiring that our Corporate Charity Fund became a place where everyone who wanted to, could provide or receive support.

Open Eyes SoftServe's Corporate Charity Fund's operations have grown tremendously. The number of SoftServe associates involved with Open Eyes projects increased 5 times, as well as the team of volunteers which grew organically from 100 to 500. This year, from a small fund that functioned for charity and volunteering, Open Eyes became Ukraine's award-winning Corporate Charity Fund thanks to the core team's professionalism, expertise, and devotion to building its capacity. Our results would not be possible without financial support, which also increased since February 2022. Open Eyes' budget increased 10-fold from what it has been for the previous 8 years of operation combined. We are proud of what Open Eyes achieved this year.

Stand with Ukraine is our strategy, mission, and everyday work. Only together we are strong!

Viktoria Mishchuk

Open Eyes SoftServe's Corporate Charity Fund Director



Sustainability and Company Awards

We are proud of our sustainability, community and educational efforts at SoftServe. We love to know that we are on the right track. We do this through our internal Peakon survey of all our associates, and through submitting our projects to various awarding bodies, where they are evaluated by external independent adjudicators. In 2022 we gratefully received the following accolades:

Company Awards

Employer Branding Awards
2022 Employer Brand Leader of the Year

Global Eventex Awards
SoftServe’s Road Show was recognized at the Global Eventex Awards which honor excellence in the world of events and experience marketing.
- Gold: ROAD SHOW
- Bronze: ROAD SHOW PR Campaign

SEE Innovation, Technology, & Sourcing Award (Bulgaria)
Employer of The Year

The Austin American-Statesman Top Workplaces
2022 Winner

National Top Workplaces Awards: Culture Excellence (USA)
2022 Top Workplace for Employee Appreciation
2022 Top Workplace for Employee Well-Being
2022 Top Workplace for Professional Development

HR Excellence Awards
Best Health and Wellbeing Strategy Nominee



Sustainability Awards

POLITYKA Magazine Poland

CSR White Leaf Award

Won for greater efforts in supporting effective management of the company's impact on the environment.

Corporate Engagement Awards

- 2022 Gold for 'Best Engagement of an Internal Audience in a CSR Programme'
- 2022 Bronze for 'Best Pro-Bono Work for a Charitable, Social or Ethical Cause'

CSR Ukraine

2022 Brave Ukrainian Business Recognition

Globe Awards

SILVER GLOBEE® WINNER for Star of the Year in Information Technology Products or Services
Won for supporting healthcare institutions with financial aid and pro-bono technical solutions.

IoT Community®

2022 Diversity, Equity, Inclusion Corporate Member of the Year

MMR Rankings of Socially Responsible Businesses

Best Corporate Charity Foundations in Ukraine for Open Eyes charity fund

Finalist

Engage Awards

2022 Great Place to Work finalist

Global Good Awards

2022 Technology for Good finalist

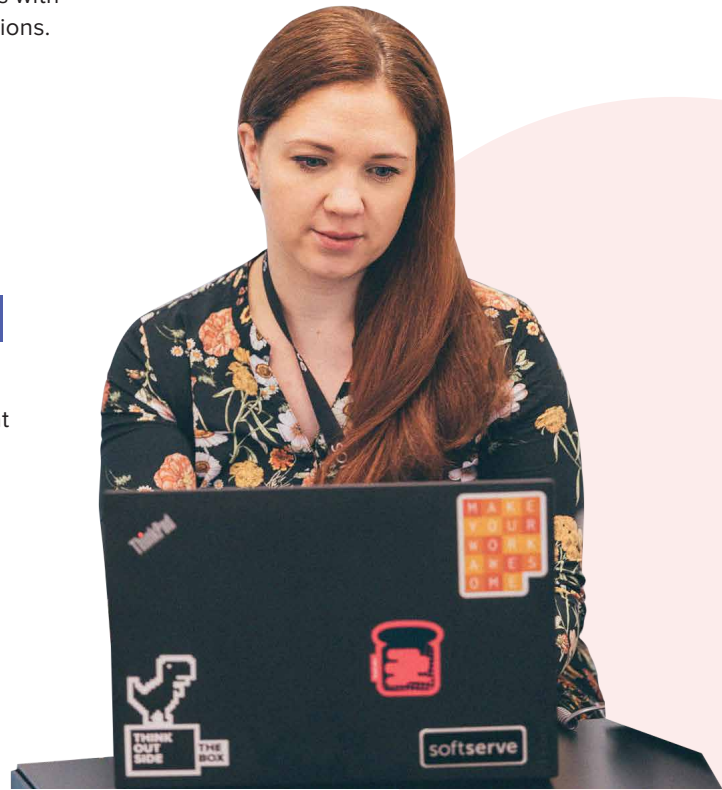
SoftServe University Awards

Brandon Hall Group

2022 Corporate Leadership Development Program nominee for Excellence in Leadership Development

B2B Media Awards

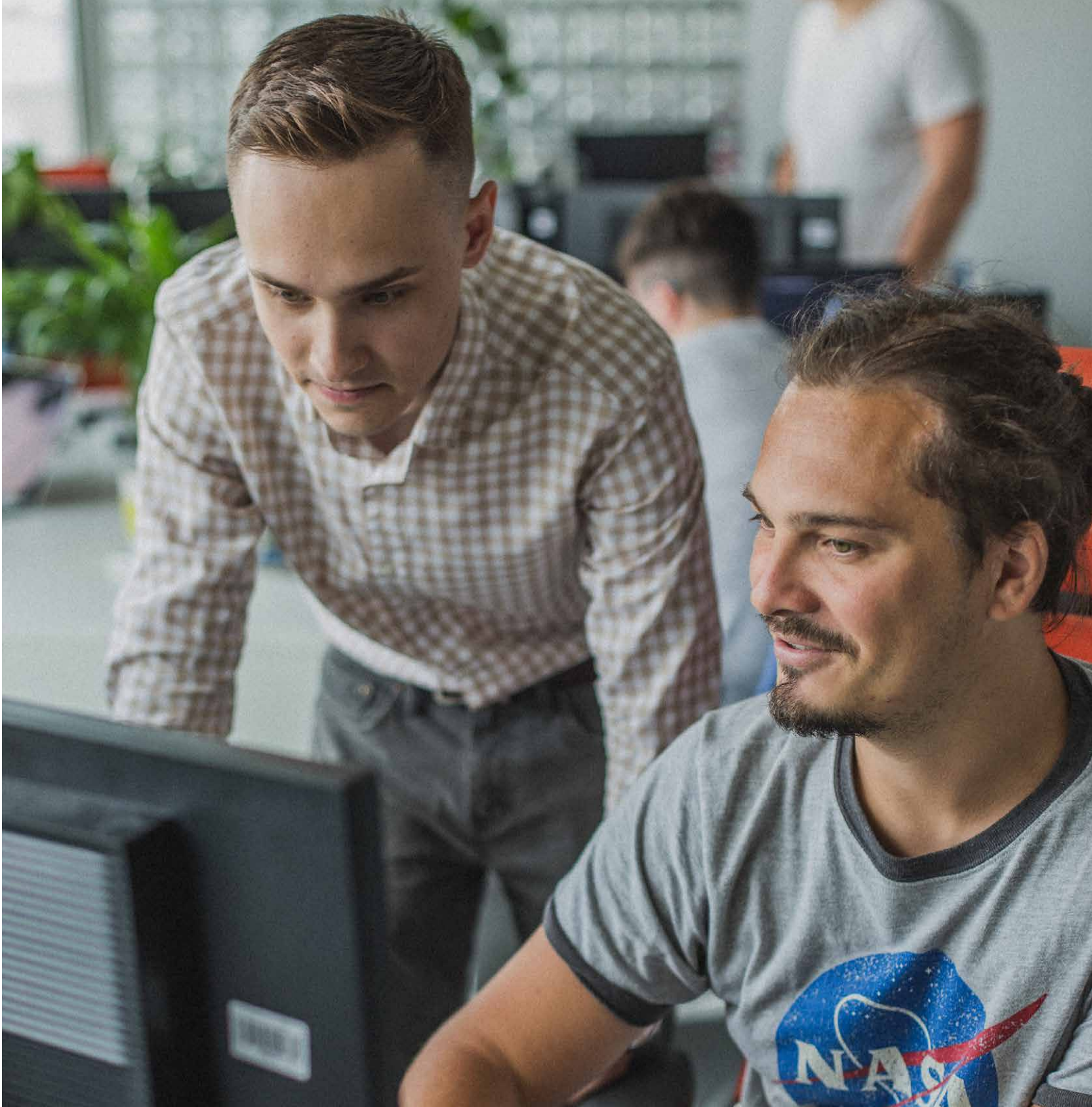
2022 Innovative Employer
Branding Campaign



WE TAKE IT SERIOUSLY

OUR APPROACH TO SUSTAINABILITY

SoftServe is a company that cares. We're always looking for ways to use our resources, knowledge, and expertise for good. As SoftServe continues to grow, both in new and existing markets, our impact only grows with us. We've built a systematic approach of well-organized processes, fully supported by our leadership team, that ensure we can contribute the maximum effort to driving social change. This helps us to integrate sustainability practices into our business operations and scale our social impact.



Our sustainability ecosystem



Corporate platform

70+ leaders across SoftServe are engaged in our sustainability councils to drive our social purpose. We implement sustainability practices within seven key CSR areas.

Pro-bono platform

We partner with social organizations across the globe and engage SoftServians to contribute their time and skills for a good cause.

OPEN/TECH

A corporate crowdsourcing platform that brings technology experts together to develop pro bono solutions for socially meaningful initiatives.

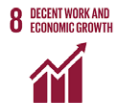
Corporate charity fund

With the support of the company and our colleagues, we implement meaningful charitable projects for our communities.

OPENEYES

Our corporate charitable fund since 2014

Our contribution to sustainable development goals set by the United Nations



A PLACE WHERE EVERYONE CAN THRIVE

DIVERSITY, EQUITY AND INCLUSION

100+

women provided IT career launch (Ukraine and Colombia)

23%

of women in highly technical roles

42%

of associates are 30 years old and younger

36%

of associates are women (+1% YoY)

55%

of associates in managerial roles are women (+3% YoY)

32%

of associates in leadership roles are women (+2% YoY)

77

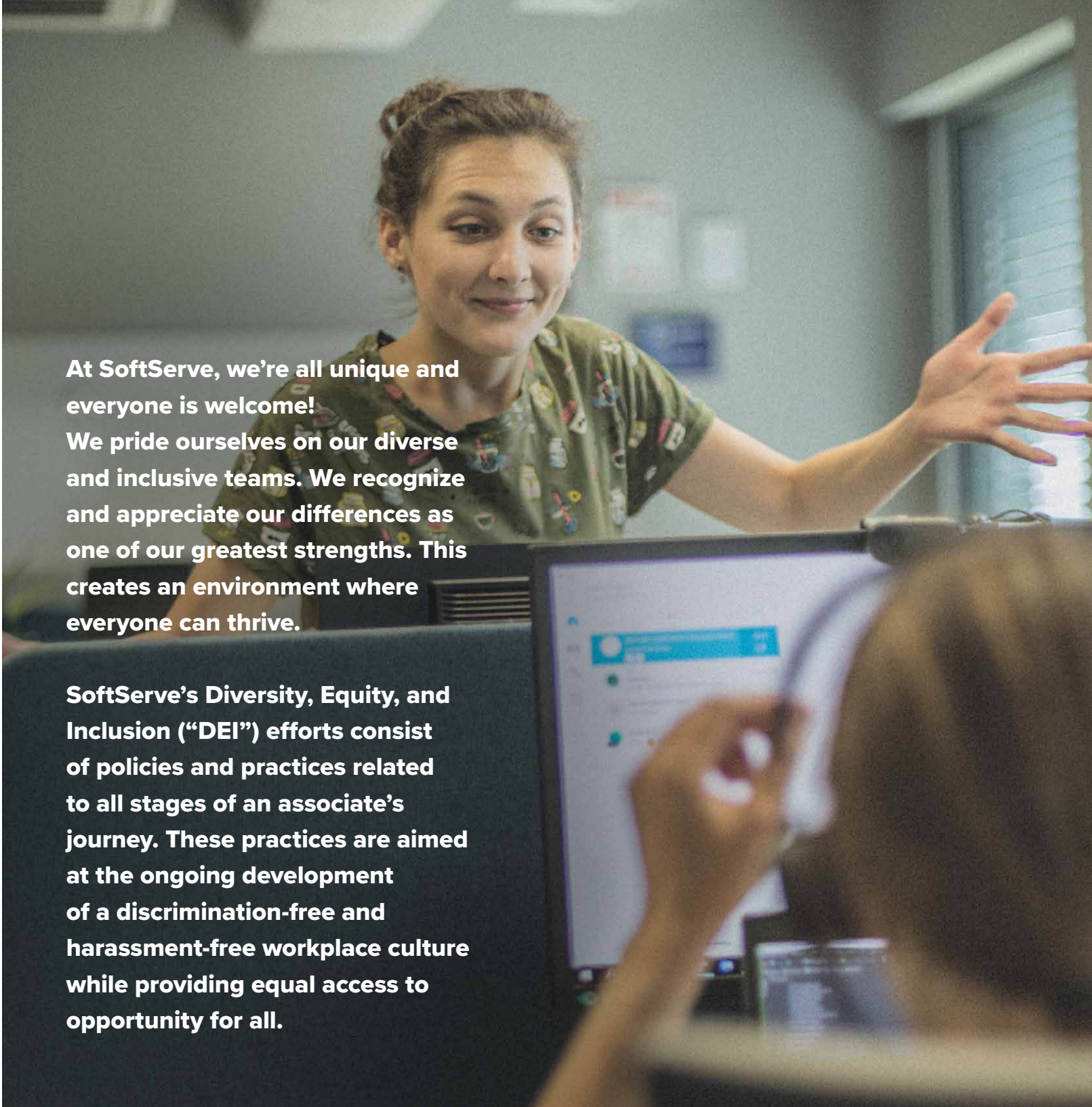
DEI ambassadors engaged into educational activities

Diversity, Equity, Inclusion
Corporate Member of
the Year 2022 by IoT
Community®



69%

of office buildings are accessible (+1% YoY)

A woman with brown hair tied back, wearing a green t-shirt with a colorful pattern, is smiling and gesturing with her right hand towards a computer monitor. The background is a blurred office setting with a window and some papers on the wall.

At SoftServe, we're all unique and everyone is welcome!

We pride ourselves on our diverse and inclusive teams. We recognize and appreciate our differences as one of our greatest strengths. This creates an environment where everyone can thrive.

SoftServe's Diversity, Equity, and Inclusion ("DEI") efforts consist of policies and practices related to all stages of an associate's journey. These practices are aimed at the ongoing development of a discrimination-free and harassment-free workplace culture while providing equal access to opportunity for all.

How we foster inclusive culture

In late 2021, SoftServe established a dedicated **Diversity, Equity and Inclusion Team** to accelerate the implementation of our three-year DEI strategy. This public commitment ensured we provide guidance and assistance to all associates and that the organization's practices and procedures support these efforts.

In 2022, we launched internal DEI policies and supporting guidelines to provide a solid foundation for future action. Our hiring managers and recruiters received detailed materials with practical tips to help them engage with a diverse pool of candidates. In addition, our DEI ambassadors took part in educational activities.

In early 2023, our associates will have a chance to participate in a company-wide training on diversity, equity, and inclusion.



Equal career opportunities for women

For several years, we've been cooperating with INSCIENCE NGO that promotes IT education and STEM among females. Together, we deliver free IT courses for women, helping them start up new and promising career opportunities.

80+

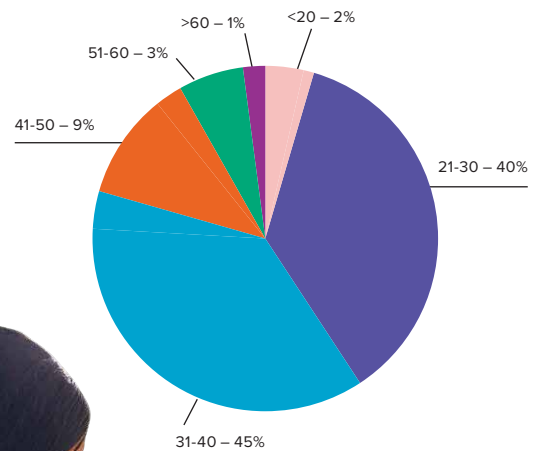
women participated in our free IT courses

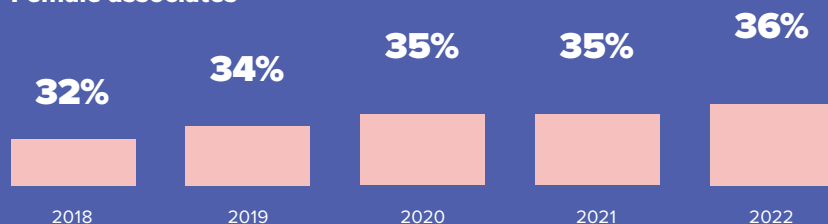
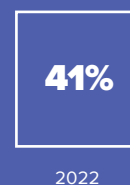
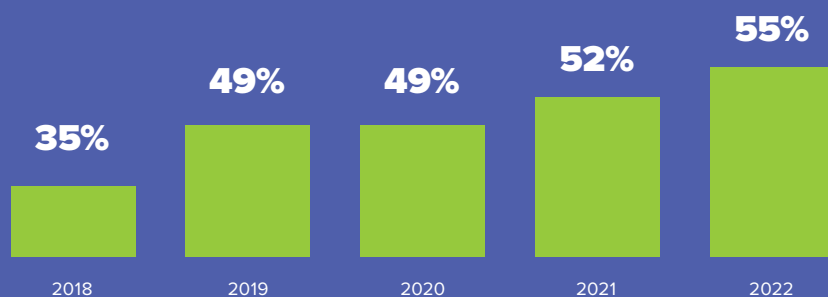
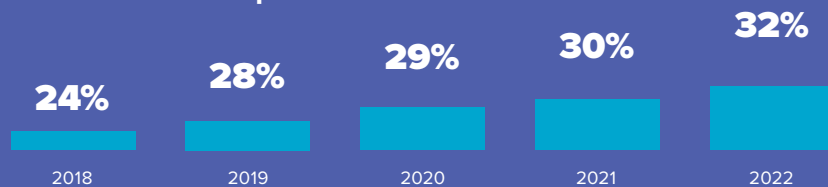
Partners in opportunity

In each office location, we look for partners who help create career opportunities for women. In Colombia, we connected with Women Who Code Medellín. This tech community works to close the female talent gap in the tech industry. They created a unique front-end course that teaches the basics of coding.

SoftServe's office in Colombia provided the space for over 30 women to learn and begin their careers in technology.

Workforce distribution by age



Female associates**Benchmark****Women in managerial roles****Benchmark****Women in leadership****Benchmark****Women in highly technical roles**

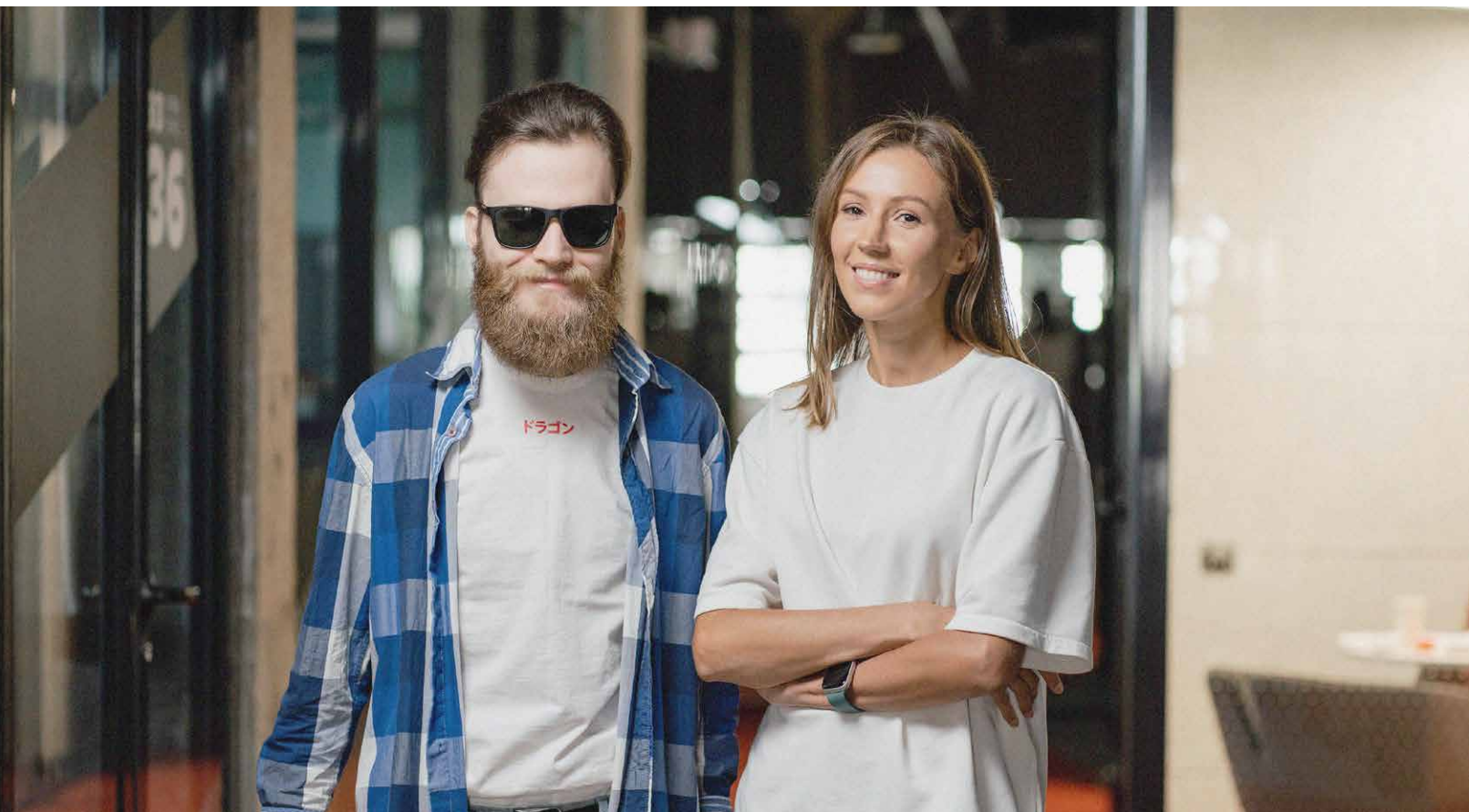
*McKinsey 2022 Women in Workplace survey

Promoting accessibility

We care about developing software solutions with accessibility in mind. We believe it's better when more people can access the benefits of the digital landscape.

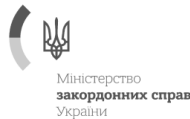
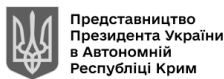
That's why SoftServe experts regularly help our clients make their products accessible and compliant with the accessibility standards and regulations. We also join efforts to promote those principles externally.

In 2022, SoftServe joined several country-wide initiatives and forums in both Ukraine and Poland to raise awareness of the need for businesses to more directly address accessibility issues. It's critical for companies to create inclusive working environments and provide people with disabilities with equal career and personal growth opportunities.



Human Rights Protection Platform

SoftServe volunteers are developing a platform to help victims of sexual violence during the war in Ukraine. It will provide victims with free, high-quality, and professional therapy and counseling for trauma and psycho-emotional recovery.



OPENTECH

A website to support people with disabilities

The Ładne Historie (Nice Stories) Foundation creates a space for local communities to develop their culture, teach mutual respect and empathy, and create an ever-growing group of people who want to help others. One of the foundation's flagship projects is "The Mountains Connect Us" initiative, which organizes mountain trips for people with disabilities and their families. SoftServe volunteers are supporting the development of a website that better addresses the needs of its users.



OPENTECH



THE CHANGE WE WANT TO SEE IN THE WORLD

ENVIRON- MENTAL SUSTAINABILITY

CSR White Leaf Award by
POLITYKA Magazine Poland



70% +

of associates are enrolled in environmental
education

6

environmentally
certified offices
(+2 YoY)

1,175

trees planted

ISO 14001

certified



We believe that each step towards a sustainable world matters. We want to do more than mitigate the adverse effects of human activity. We want to make a positive impact through our products, services, and business models.

To make this happen, our Environmental Sustainability Team works closely with different groups across the organization to incorporate sustainable principles in our business activities. From company-wide initiatives to cleaning using eco-friendly chemicals, we continue to take steps to implement our eco-strategy and achieve ambitious environmental goals.



Transparency and compliance

Transparency enables a better world. That is why we disclose our actions and their results along with our carbon footprint.

In 2022, we:



conducted an external audit



established an ISO 14001:2015 compliant Environmental Management System



released a public 2022 Climate Change report in collaboration with the Carbon Disclosure Project (CDP), a nonprofit that “conducts environmental, social and governance (ESG) reporting with the goal of sustaining economies and the health of the globe.”

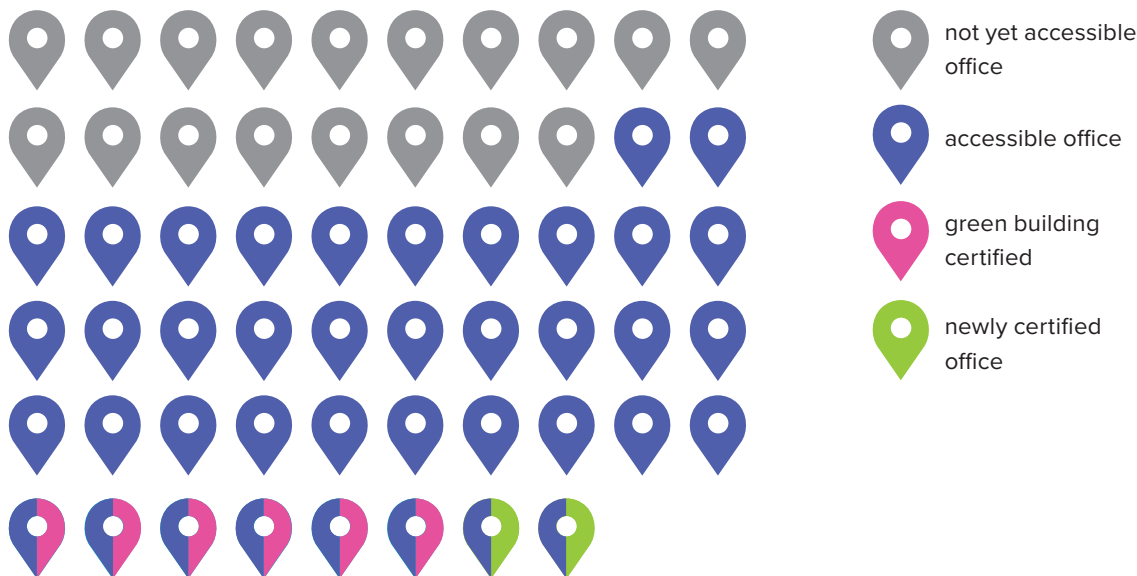


SoftServe received a C classification, meaning we are making a “move to awareness”



Sustainable offices

One of our long-term goals is to be a carbon-neutral business by 2032. Becoming a circular business is both a challenge and an enormous opportunity for us to optimize our processes and strategies and create innovative IT solutions for a better future. We not only advocate for change but try to lead by example as well.



Toronto

Gdansk



Responding to the energy crisis in Ukraine

We introduced the following measures in response to the energy crisis in Ukraine caused by the Russian invasion:



Optimized office space



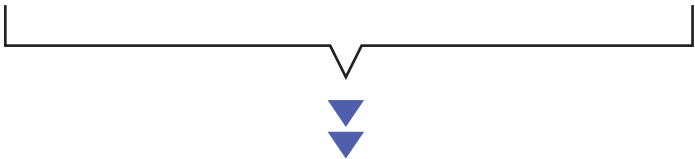
Decreased office temperature during non-working hours



Minimized outdoor lighting



Lights switched off when areas are not in use



13%

decrease in overall energy consumption in SoftServe’s Ukrainian offices (2 points above the Global Indicator)

50%

lower natural gas consumption across all office locations

30%

energy savings by lowering office temperatures

reducing

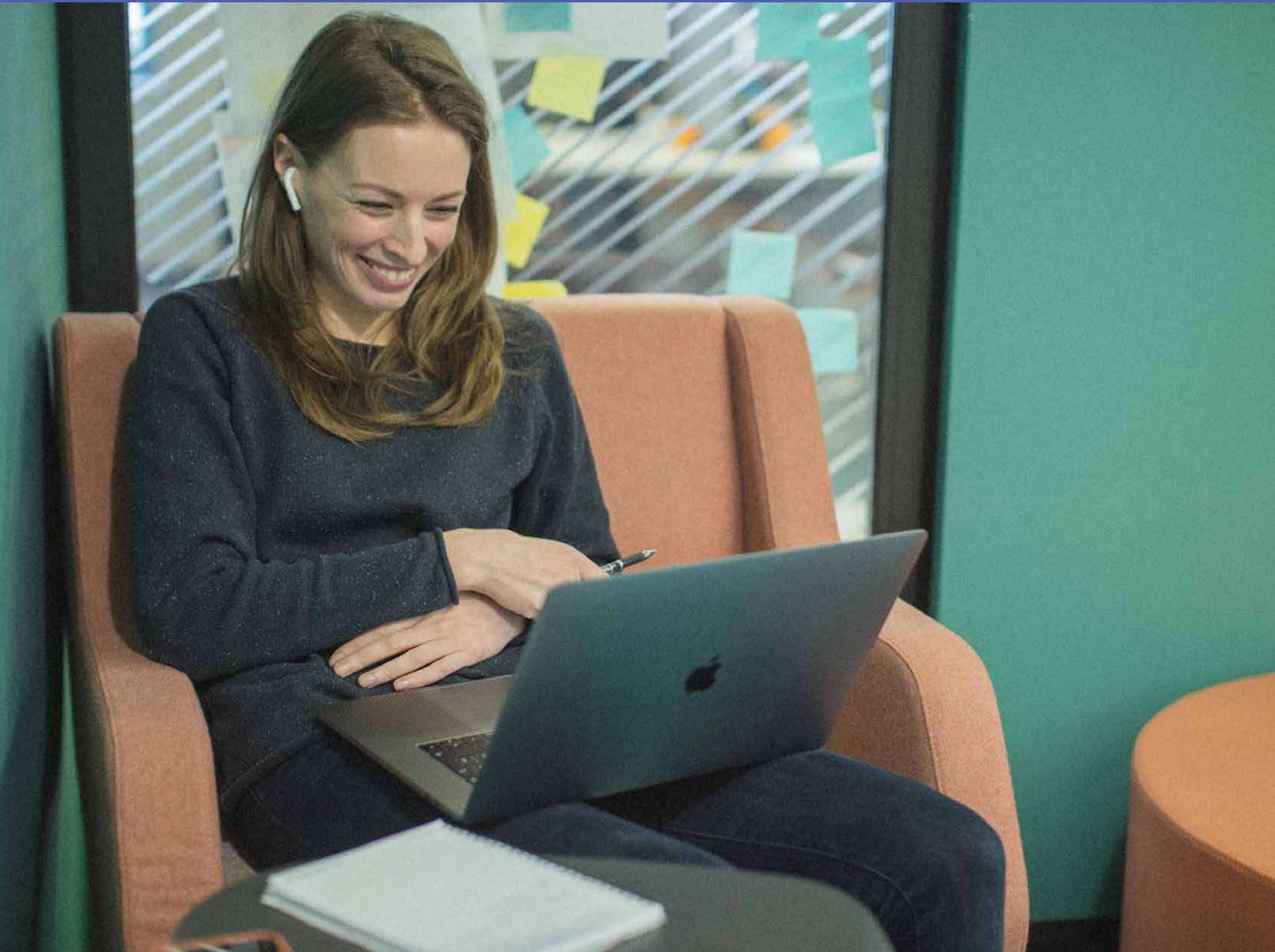
▼ **43%**

of scope 1 emissions

reducing

▼ **46%**

of scope 2 emissions



Inspiring change from the inside

A corporate environmental policy is important but change truly starts with the individual.

In 2022, we launched a mandatory internal online course covering environmental sustainability for associates in our European development centers. We will be rolling this course out to the rest of our global business in 2023.



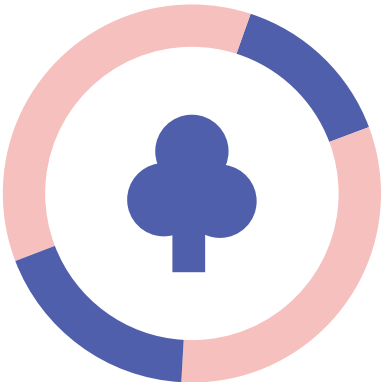
In addition, our teams in Poland and Bulgaria helped to offset the company’s CO2 footprint by planting 1175 trees.



Our Polish associates also held World Clean-Up days to raise awareness and help clean the mountain tracks.

70%

of associates engaged in environmental activities



Online calculator for measuring your eco-footprint

Together with the non-profit Zero Waste Lviv, SoftServe is minimizing the use of non-recyclable items. Our volunteers developed a calculator to determine the eco-footprint of used hygiene items. This project also included building an online forum to facilitate discussion of various alternative uses for hygiene products.



WE TAKE CARE OF WHAT MATTERS

WELL-BEING

13,870

associates utilized SoftServe's internal and external educational opportunities in 2022 (+4% YoY)

5,675

associates who received additional financial support from the company due to the war

3,960

associates promoted

78

health and wellbeing score (+3 points YoY)

80+

events held that were dedicated to well-being, with 13,000 participants

1,750+

active users of the mental health support hotline (Ukraine and Poland)

3,400+

emergency questions, requests, and cases resolved (Ukraine)

In today's turbulent world, we face challenges and must cope with stress almost daily. Our well-being directly depends on how we care for ourselves, and despite "self-care" being a popular topic the last few years, many people still struggle to prioritize it.

At SoftServe, we strive to develop programs that truly support our associates and their long-term well-being. That's why in 2022, we transformed our current mental well-being initiative into a company-wide program called "Dare to Care."



Company Awards

Employer Branding Awards

2022 Employer Brand Leader of the Year

SEE Innovation, Technology, & Sourcing Award (Bulgaria)

- Employer of The Year

The Austin American-Statesman Top Workplaces

- 2022 Winner

National Top Workplaces Awards: Culture Excellence (USA)

- 2022 Top Workplace for Employee Appreciation
- 2022 Top Workplace for Employee Well-Being
- 2022 Top Workplace for Professional Development

HR Excellence Awards

- Best Health and Wellbeing Strategy Nominee

SoftServe University Awards

Brandon Hall Group

- 2022 Corporate Leadership Development Program nominee for Excellence in Leadership Development

B2B Media Awards

- 2022 Innovative Employer Branding Campaign

Sustainability Awards

Engage Awards

- 2022 Great Place to Work finalist



Dare to Care

The Dare to Care program covers all of SoftServe's physical and mental well-being events. We strive to not only to share best practices, but to provide our managers, leaders, and associates with practical tools and tips for self-care.

Dare to Care in Action Month

4,000+

online participants

500+

offline participants

Ecosystem of Dare to Care



In Ukraine specifically, we focused on educating our leaders on the best ways to manage teams during difficult times.

We held numerous lectures with psychologists who are experts on war-related post-traumatic stress, and usually work with war veterans and their families.

They shared the best methods for managers to take care of themselves and support colleagues who faced tremendous challenges because of the war.

Associate Voices

We believe that employee experience sits at the heart of delivering a great client experience and outstanding results. We have a dedicated department that is focused on understanding, evolving, and improving the employee experience at SoftServe.

Our associate listening strategy and continuous collection of feedback through engagement surveys, employee lifecycle surveys, town halls, focus groups and coaching sessions enables us to better understand our associates' unique needs, preferences, and aspirations.

SoftServe is committed to providing a human-centric, digitally enabled, and data-driven employee experience, ensuring that it is consistent across all our locations, tailored to the needs of each associate, and authentic.

Workday Peakon Employee Voice

At SoftServe, we measure our employee's experience on a quarterly basis using Peakon, a continuous listening platform that gives us insight on actions we need to take to engage and empower our teams.

In addition to the company-wide view, a real-time customized dashboard is provided to each manager that contains feedback from their respective teams, multiple views, and advanced analytics. Using these insights, managers can prioritize focus areas according to their teams and create quarterly action plans which are updated regularly, and progress reported to our leadership team.

83

eNPS in 2022

**TOP
5%**

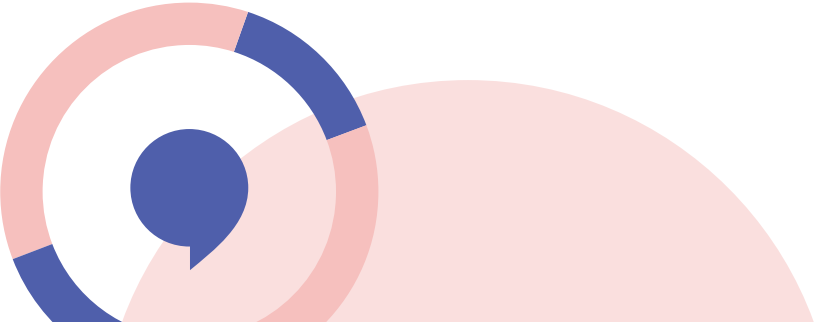
we remain in the top 5%
of technology companies

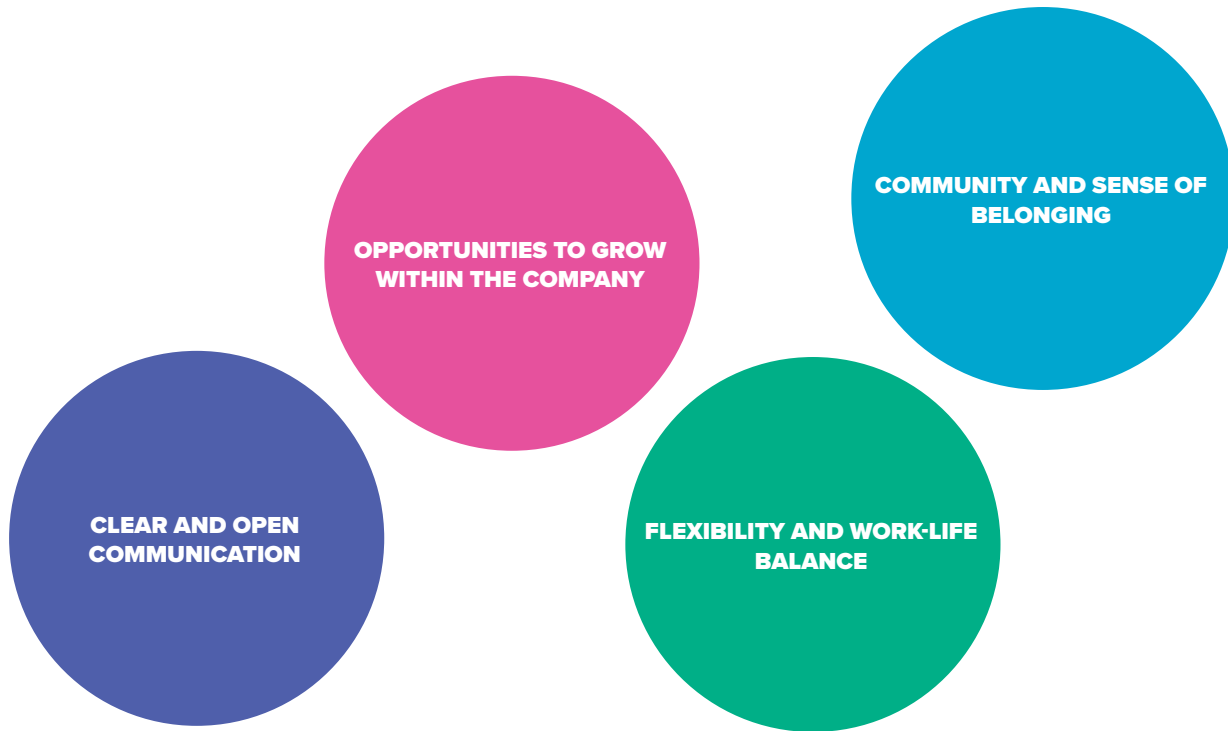
79%

of associates took part
in the last survey

41,153

comments in 2022



Key factors that impact associate engagement at SoftServe:**The SoftServe Employee Journey Project**

In 2022, we launched a project to better understand what was unique about being a SoftServe employee and develop a common view of what it means to be a SoftServian.

This initiative allowed us to identify key areas to prioritize which would have the biggest impact on associate well-being and created foundational assets for the People Experience team to shape cultural initiatives, projects, onboarding and our digital employee journey.

585

comments from stakeholders who play a role
in designing or shaping the Employee Journey

1,127

comments from associates



Lifelong learning

At SoftServe University, we're committed to providing top-notch learning solutions for continuous talent development.

New approach

In 2022, we introduced a new approach that proactively analyzes learning needs each quarter to tailor project needs to individual associates and local requirements. Our approach evaluates learning needs on three levels — strategic, team, and individual — ensuring a balanced analysis.

Wider reach

We're also proud to have expanded our reach to new locations. Through the Country Learning Partner role, we can identify specific local learning needs and launch initiatives that are later scaled company-wide.

+31%

increase in
learning

Cross-cultural communication

As we grow more diverse our curiosity about new cultures is growing as well. Our Cross-cultural Communication provided our associates with the possibility to deep dive into new exciting cross-cultural journeys including exploring the values of Mexico, Chile, Colombia, and Romania.

300+

participants

Well-being in Ukraine

For much of our global team, 2022’s well-being practices meant totally different things. For thousands of our Ukrainian associates, it was focused on the basics: physical safety, health, and the skills required to overcome the incredible stress caused by war.



Safety first

Safety is the first thing that war destroys. And without safety, there can be no well-being.

Before the full-scale war, we started preparing our offices to serve as shelters for our people and their families. The Emergency Response Team developed evacuation plans for different locations to ensure a fast and organized relocation.

We also developed Safety Check, a tool for monitoring our colleagues’ safety status, location, and movement plans to determine if they needed help. Later, this survey allowed our managers to understand the level of output, the internet connection quality, the level of autonomy during power outages, and more for their teams. This data also helped the company provide needed support on both a large and individual scale. Additionally, CPR trainings were organized for associates.



Mental health support

Once we ensured people's safety, the next step was to take care of their mental health. We introduced a support hotline for associates and their families in Ukraine and Poland.

1,750+

active users of the support hotline

We also supported those who took care of others. Our leaders were responsible for their teams, but they also needed help as many faced the same situations. We engaged psychologists who are experts on war-related post-traumatic stress and experts with similar experiences to support and prepare our leaders for working under these war-time conditions.



OPENTECH

Family Circle

In the wake of Russia's war against Ukraine, there were victims who required urgent support. The Kolo Sim'yi (Family Circle) Center provides those in need with a safe place to stay and receive intensive therapy.

SoftServe volunteers have aided this work by creating a new website. This will allow the organization to reach and help additional victims and provide them with a chance to heal and rebuild their lives.



UNITED FORCE FOR GOOD

EMPOWERING COMMUNITIES

Silver Globee® Winner

for supporting healthcare institutions with financial aid and pro-bono technical solutions



2022 Technology for Good finalist

from the Global Good Awards

518

contributors to the Open Tech pro-bono platform in 2022 (+105% YoY)

Global Eventex Awards

for SoftServe Road Show (Gold for the Road Show and Bronze for the Road Show PR campaign)



8

new Latin American communities joined, such as Women Who Code Medellin

20

pro-bono delivered projects in 2022

In 2022, SoftServe continued systematically supporting communities through our corporate programs, cooperation with IT associations, and different pro bono and charity projects. Our teams worldwide also united to support Ukraine and our Ukrainian colleagues. We know that by working as one team, we become a force of change.



Developing communities across the globe

Portugal



Web Summit 2022, Portugal

Colombia



Big Data Community meet-up, Colombia

Poland



Roadshow, Poland

Bulgaria



Roadshow, Bulgaria



Charity event to raise funds for Ukraine, Great Britain

Great Britain

Ukraine



Underground, Ukraine

Tech community event participation:

4,825

participants in Ukraine

1,250

participants in Poland

1,360

participants in Mexico

300

participants in Colombia

240

participants in Bulgaria

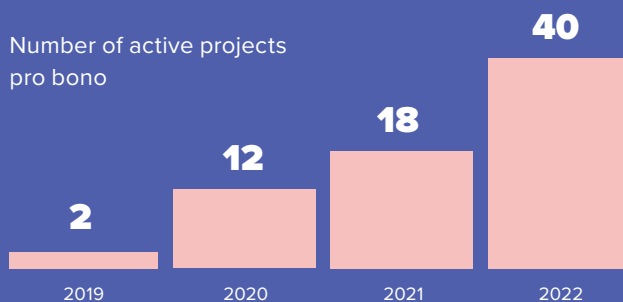
As we grow, we strive to contribute to communities around the world. In 2022, SoftServe showcased futuristic demos at Web Summit in Portugal, visited four cities to offer talented people an exciting career with SoftServe through our Roadshows in Poland and Bulgaria, exchanged expertise in bomb shelters during Underground events in Ukraine, and raised funds to help Ukraine at charity event in the UK.



SoftServe also launched new partnerships and organized several developer events to build stronger JavaScript, big data, and .Net communities in Colombia. We also built quality assurance, Java, JavaScript, Kotlin, and DevOps communities in Mexico.

From big tech conferences to intimate local gatherings, we're steadfast in our mission to advance the IT industry and empower the next generation of changemakers.

2022

40active
projects**20**projects
deliveredNumber of active projects
pro bono

Poland

4

Ukraine

34

Bulgaria

2**518**SoftServe
contributors

In 2022, our internal crowdsourcing platform OpenTech became a powerful global tool to support communities. During the year, we combined our efforts and delivered 20 pro bono projects across the globe, most of which focused on helping the people of Ukraine.



Prykhystok.gov.ua

over 1 million Ukrainian refugees found accommodation with the help of “The Shelter” platform



Palyanytsya.info

helped 423,000 people in need within Ukraine find volunteer or humanitarian assistance



Pomagam Ukrainie

information portal that helped 120,000 Ukrainians in Poland



NUMO

an “edutainment” game that educated and entertained 74,000 kids in bomb shelters



Bulgaria For Ukraine

Viber chatbot that provided 8,000 Ukrainians in Bulgaria with the most up-to-date information about their status in the country



I believe the digital component will become even more impactful and appreciated not just by the corporate sector or large humanitarian actors but also between local foundations and initiatives that could bring relief and exciting projects into our local communities.

Vladyslav Shelokov

Private Sector Partnerships and Fundraising
Consultant at UNICEF Ukraine

Open Tech partners in 2022



Hackathon winners

Our engineers made history by winning the largest National Defense Hackathon in Ukraine in the Private Company category. Over 300 tech-savvy participants from Ukrainian institutions, NATO, and countries such as Poland, UK, U.S., Lithuania,

Latvia, and Estonia tested their skills. Later, our team won one of the TIDE NATO hackathon challenges and will present their solution at NATO TIDE Sprint 2023.



EDUCATING THE BRIGHT MINDS OF TOMORROW

IT EDUCATION

84

partner universities in 6 countries

3,250+

educators engaged in SoftServe's efforts to develop the IT industry through teaching

250+

student events

17,250

students engaged globally

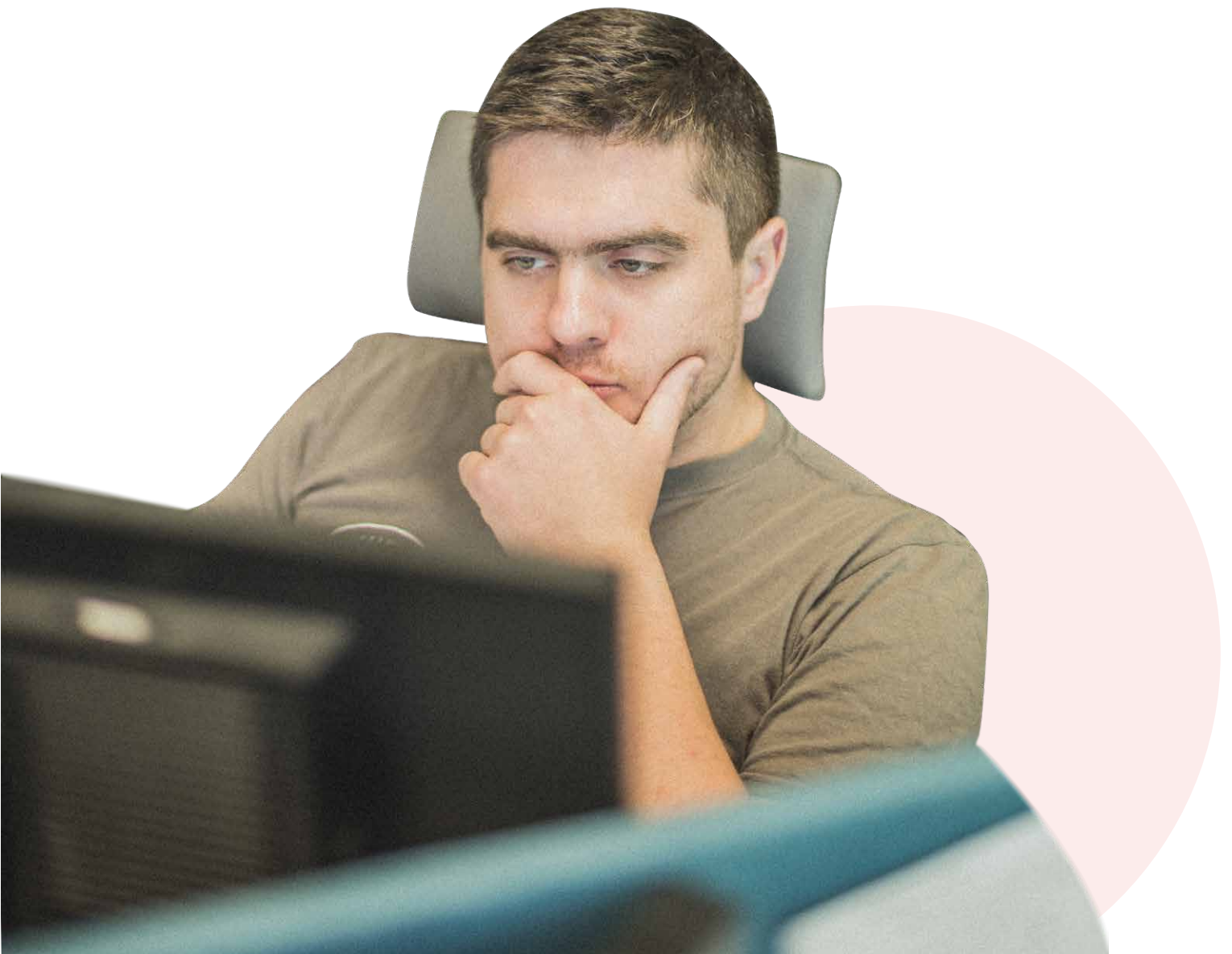
5,700

SoftServe Academy graduates

380+

SoftServe Academy graduates hired

An IT education has never been more important. By providing learning opportunities and improving the quality of education alongside universities, we ensure that more people can thrive in the digital world and take advantage of its benefits.

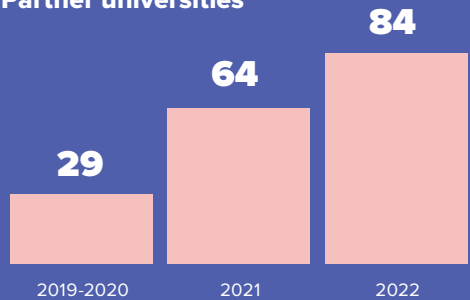


Growing top talent

In 2022, SoftServe reconnected with universities after a pandemic-caused break. Ready to meet the bright minds of tomorrow, we scaled our programs to Colombia, Mexico, and Romania and established over 20 new partnerships. We know that growing top talent takes time. But we are ready to invest not only time but our knowledge and expertise because we know this is how you build a better future.

As a part of our cooperation with universities, we also developed dual education programs to grow job-ready specialists. In 2022, we launched new dual education programs at universities of Ukraine in Kyiv, Kharkiv, and Dnipro.

Partner universities



Dual education programs

39 apprentices at SoftServe

1,381 dual education students in 6 partnering universities



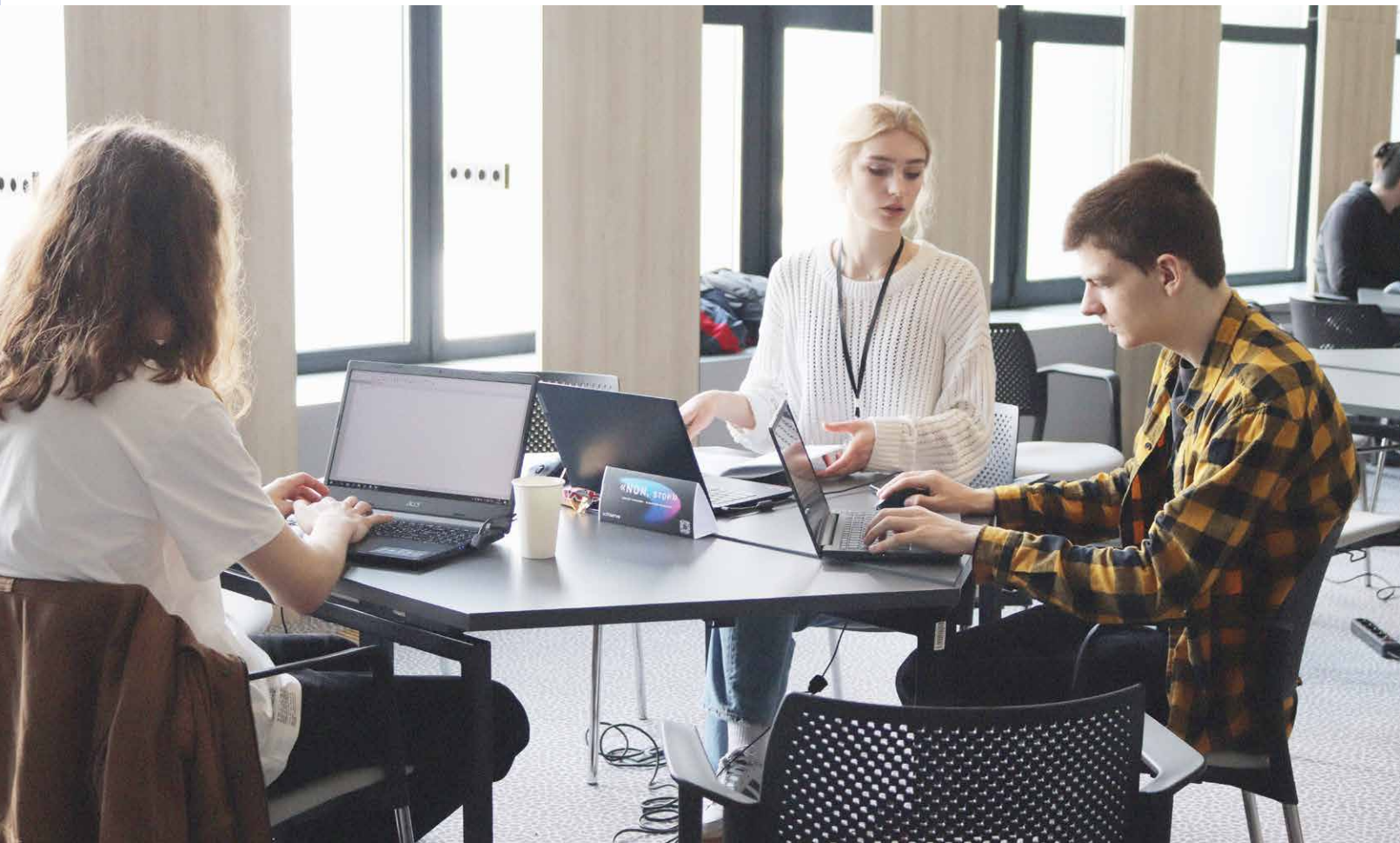
Improving the quality of education is one of our main focuses. To make a greater impact, we work not just with students but with a broad audience as we seek ways to support educational systems.

3,250

educators engaged
worldwide

100+

daily visitors to Lviv Polytechnic National University Library
whose reconstruction was partially financed by SoftServe



Distance learning platforms

Many universities were damaged during Russian bombings. However, in today's digital age, we don't have to halt education and wait for everything to be rebuilt. Working with the Ministry of Education and Science in Ukraine, a group of Open Tech volunteers created an online platform so students

and teachers could continue their work online. It includes an informational portal with free resources like Coursera, Udemy, edX, Labster, Zoom, Google Workspace, and more, as well as instruments and best practices for an online education experience.



Growing up during a war is not easy at all. Many kids were forced to spend days, weeks, or even months in bomb shelters. Apart from being traumatized, they also lost part of their preschool education. SoftServe volunteers and UNICEF Ukraine developed an “edutainment” app for kids aged 3 – 6 years old to play and learn. This simple game can even work underground without an internet connection.

©UNICEF Ukraine/2022/Latayko

42,000

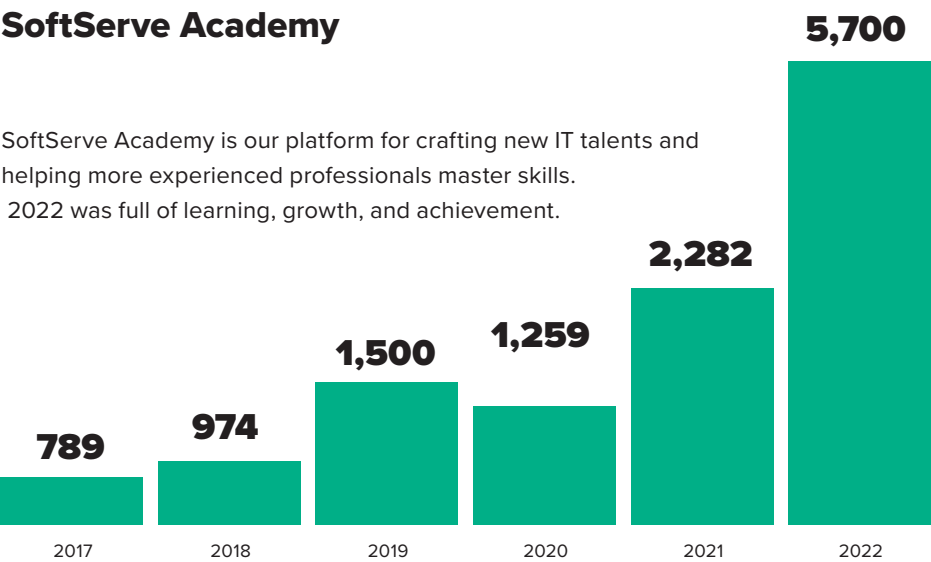
Ukrainian kids have played the game since August 2022

unicef 
for every child



SoftServe Academy

SoftServe Academy is our platform for crafting new IT talents and helping more experienced professionals master skills. 2022 was full of learning, growth, and achievement.



SoftServe Academy graduates

In response to the high demand for IT specialists across all markets, we have developed complex learning opportunities for beginners and people looking to switch careers. Within nine months of intensive courses, they gain enough basic knowledge to begin a career across 12 Tech directions.

With the support of SoftServe mentors and local experts, we launched SoftServe Academy’s first learning solutions in Colombia and Mexico.





Everyone should have an opportunity to learn, regardless of their financial status. What matters most is their drive to succeed.

Lesya Klakovich,
SoftServe Academy Manager

1,300+

learners were able to attend paid courses for free

10%

of seats on SoftServe Academy courses are given to those who cannot pay based on motivational letter and tech test results

IT basics for Ukrainians affected by the war

Many Ukrainians have lost their jobs because of the Russian invasion. SoftServe experts willingly provided support for new career opportunities at a free online programming basics marathon.

1,000+

participants

School Bags

SoftServe associates continued the tradition of supporting children from families in need at the start of the school year. Together with Caritas Ukraine we provided 255 kids affected by the war with all of their necessary school supplies.



WE STAND WITH UKRAINE

OPEN EYES CORPORATE CHARITY FUND

500+

volunteers involved with Open Eyes' projects

200+

healthcare facilities in 17 regions of Ukraine
received support from Open Eyes

78,300

Ukrainians benefited from Open Eyes activities
in 2022-2023

3

legal entities in Ukraine, Poland and United States of America

Since its launch in 2014, Open Eyes Corporate Charity Fund has empowered associates to do charitable deeds and create an environment where everyone can drive positive change. With the start of the full-scale Russian war in February 2022, the fund focused on saving and supporting the people of Ukraine. It covered their needs in the most critical areas — humanitarian aid, medical supplies, and body armor for those defending the country.



OPENEYES SoftServe’s corporate charity fund

Open Eyes became a place where everyone who wanted to, could provide or receive support during these trying times.

70+ SoftServians worked tirelessly to organize and deliver diverse types of aid through the fund. They worked within their area of expertise — from finance, legal, and HR marketing to the logistics and design teams.

500+ volunteers across the globe also helped address the fund’s unprecedented number of requests and ensure that the Ukrainian people got much-needed help right away.

In addition, the fund opened a legal entity in Poland, enabled tax-exempt donations from the US, and provided an opportunity for worldwide contributions.

Thanks to the fund’s partner NGOs, volunteer initiatives, and SoftServe’s communities in Ukraine, Poland, United Kingdom, Ireland, the United States of America, Germany, Bulgaria, Spain, France, Austria, Malta, the Netherlands, Bosnia and Herzegovina, and Canada, Open Eyes has been able to deliver necessary and timely help to people across Ukraine, including the hot spots. The fund also developed a wide network of volunteering hubs in Lviv (Ukraine), Wroclaw, Warsaw (Poland), Austin (USA).

22,617

items of personal protection equipment
for defenders procured and distributed

123

ambulances and medical
evacuation vehicles donated

8,779

items of computer equipment donated
to the military and social institutions

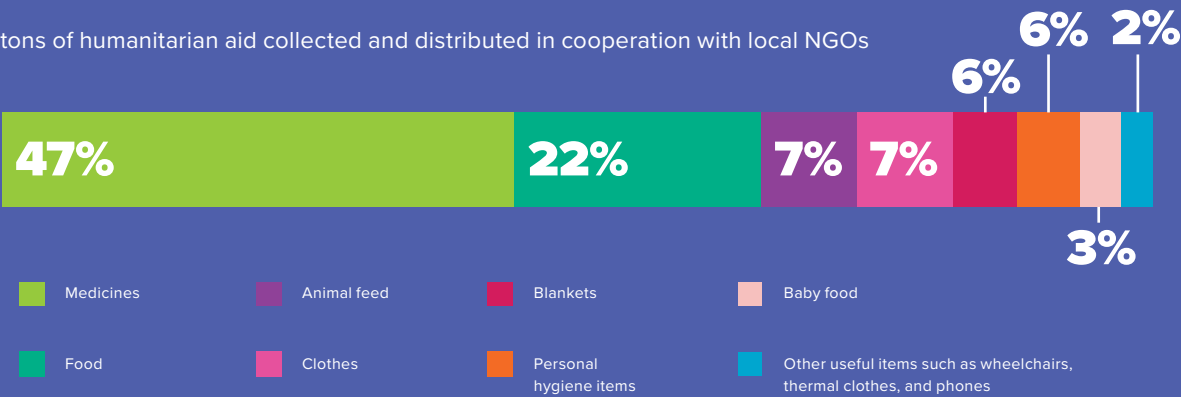
30,276*

packages with medical aid provided for healthcare
facilities in 17 Ukrainian regions

* – Not including medical equipment and aid
delivered through Drive for Life project

512

tons of humanitarian aid collected and distributed in cooperation with local NGOs



Drive For Life

It is the biggest and the most ambitious project of Open Eyes SoftServe corporate fund to date.

While celebrating its 29th anniversary, SoftServe announced a project called Drive for Life to procure and donate 29 ambulances serving the front line. As of June 2023, the fund procured, equipped, and donated 123 vehicles with medical equipment. This includes defibrillators, patient monitors, lung ventilators, and medicines and medical commodities to support the lifesaving efforts of over 70 different medical units. The project is ongoing.



I work at SoftServe in Wrocław as a Project Manager. I had the opportunity to contribute to the Drive for Life project as a driver transporting an ambulance to the border. As a Project Manager, it is in my nature to look for the most optimal solutions, so that our efforts have the best possible effect on actual help for those in need. I know that cooperation with professionally managed organizations such as Open Eyes is the best form of involvement.

This experience, holding the steering wheel in my own hands, gave me a sense of real influence on a common goal. Drive for Life ambulances save the lives of defenders who fight for Ukraine's freedom every day. I know that their unimaginable sacrifice also ensures the safety of me, my children and my loved ones here in Poland. I am deeply grateful to be a part of such an important project with these incredible people.

Piotr Tomczyk

Project Manager, SoftServe Poland

71

ambulances

234

units of medical
equipment

5400+

victims evacuated using
the ambulances provided

52

medical
evacuation
vehicles

500

kilograms of medical
humanitarian aid
provided by partners

\$1,617,325

total expenses for the Drive for Life
project as of June 2023

13% donated by associates



WE DO CARE

VOLUNTEERING AND CHARITY

75%

associates engaged in CSR-related activities

30+

volunteering and charity projects
organized

255

children effected by war in Ukraine were
provided with school equipment

Corporate Engagement Awards

2022 Gold for 'Best Engagement of an Internal Audience in
a CSR Programme'

2022 Bronze for 'Best Pro-Bono Work for a
Charitable, Social or Ethical Cause'



From the very beginning of SoftServe, we gathered caring people who sought to do good and make the world a better place. We love to say that helping others is in our DNA. It may sound clichéd but it's part of our SoftServe culture and values.



Month of Good Deeds

At SoftServe, we have a tradition of dedicating a month at year's end to good deeds. This idea of giving and sharing unites our associates from different locations. Last year, teams in Poland helped hospices. Colleagues in Bulgaria supported kids by collecting donations for teachers and students in need. Colombian associates volunteered at dog shelters. And Ukrainian associates helped defenders, donated blood, and collected wastepaper for UAnimals. UAnimals, a Ukrainian animal welfare organization that is actively involved in sheltering and rehabilitating animals during the Russian invasion of Ukraine.

This annual tradition helps us help others and creates an incredible sense of our united team and impact.



Charity brings some color to an often-gray reality and shows how important we as individuals are to society. I am very happy that SoftServe supports charitable actions. Thanks to this, I know that my employer is trying to be socially responsible, which is very important to me. Being able to join activities organized by the company also engages me as a member of the company community – proving we are one team!

Marta Jastrzebowska

Junior Health & Safety Officer, SoftServe Poland

25 associates in Poland helped at
6 hospices in 6 different cities

Our colleagues in Bulgaria collected food and hygiene goods for foster homes, donated toys to kids staying in hospital over the holiday season, and collected donations to support teachers and students in need.



I took an active part in organizing the People for the People Foundation initiative to collect donations for the Foundation. I also participated in the initiative to collect toys for Kidney Care, an organization that provides Christmas Gifts to children whose health conditions require them to spend Christmas at the hospital. It was a very heart-warming experience to see how wholeheartedly everyone at SoftServe reacted to all the initiatives and how supportive they were with funds, donations, and their time. SoftServians are really able to move mountains.

Kristian Bankov

Recruitment Manager, SoftServe Bulgaria

Being part of the 2022 volunteering experience was a way for me to reconnect with those things that are important in life. It was also a way to give back to causes that matter, like supporting a local animal shelter. Knowing that SoftServe shares your beliefs is priceless."

Carolina Florez

ABM Manager, Field Marketing, SoftServe Colombia



20

SoftServians volunteered dog shelters and some of them adopted pets

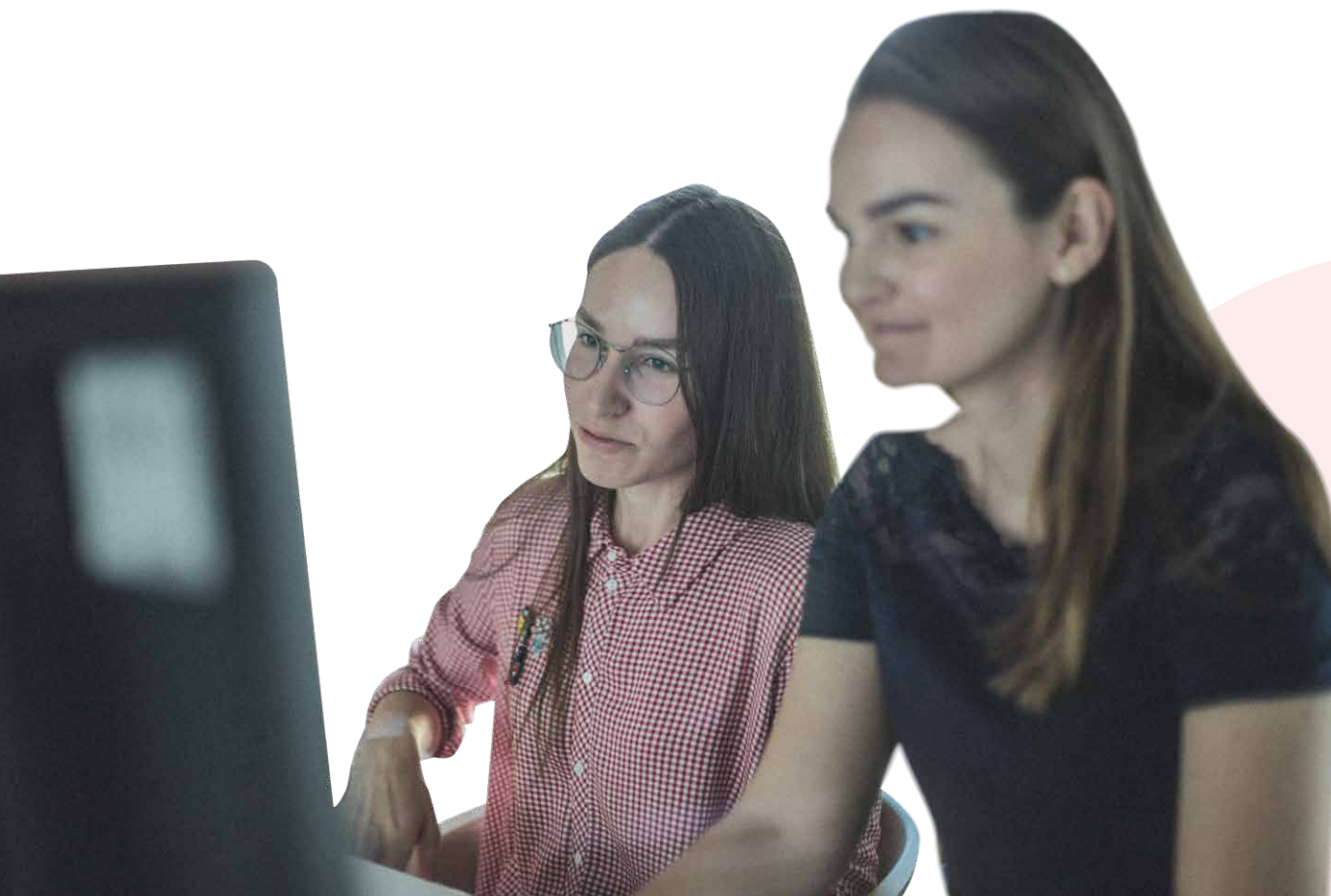
SoftServe México joined the Campaign PonteLaCinta in the World AIDS Day framework, which aimed to raise awareness, fight prejudice, and improve education about HIV and AIDS. Our associates donated to UN AIDS & took an HIV test to save lives.



It was an unforgettable experience to contribute my time, my ideas, and my effort to something that I know will help and change the life of someone. Thanks to these activities, we can open our eyes to more possibilities to contribute more humanely.

Gina Camarena

Recruiter, SoftServe Mexico



Blood Donor Days

During the Month of Good Deeds, we also donated blood. After the beginning of the war in Ukraine, this activity became even more important.

60+

associates donated blood

25L

of blood collected during the Red Brunch organized in partnership with the Varto Zhyty Foundation



In 2019, I became a blood donor after responding to my company's initiative and attending a lecture by representatives from the Blood Center in Chernivtsi. I decided to give it a try and discovered that donating blood is neither terrifying nor difficult. In fact, it benefits the health of my body. Knowing that just 30 minutes of my time and 450 ml of my blood can potentially save someone's life is incredibly motivating, which is why I continue to donate regularly every 2-3 months to the local Blood Center.

Vadym Shumeiko

Brand Management Lead, SoftServe Ukraine



We are committed to empowering our associates to positively impact society by providing them with various tools and resources. One of our initiatives, the Open Tech crowdsourcing platform, enables associates to contribute their technical expertise in developing digital solutions for governmental and non-profit organizations focusing on socially significant projects.

Adopt the Pets of Ukraine



Unfortunately, because of the war, many pets lost their loving families. To help them find new ones, SoftServe volunteers developed a pet adoption platform initiated by Kormotech. This platform allows people to find a new friend from a dangerous region or an overcrowded shelter.

Connecting people and volunteers



Palyanytsya.Info is a platform for a quick search for humanitarian and volunteer help in all regions of Ukraine. Users can find the necessary fund or public organizations and get help with evacuation, housing, or medicines with a convenient filter by categories and locations.





This report has been prepared in accordance with the GRI Standards. It represents SoftServe's key sustainability results based on data from SoftServe's 2022 calendar year (January 1, 2022, through December 31, 2022), unless otherwise stated. The last sustainability information regarding SoftServe was published in June 2022 as part of SoftServe Sustainability Report 2021.

Please address questions regarding this report to SoftServe's Corporate Reputation and CSR Team.

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Inquiries may be sent via email to
sustainability@softserveinc.com

Stakeholder engagement

SoftServe interacts with a wide range of internal and external stakeholders to understand their concerns and priorities. Our leaders consider them within the scope of our strategic priorities, operations, CSR activities, and decision-making.

STAKEHOLDER	KEY INTERESTS	ENGAGEMENT METHODS
Associates	Professional and career development Compensation and benefits Organizational sustainability Working conditions Well-being and work-life balance Innovation development Social activities Charitable and corporate volunteering	All-staff meetings Email announcements Workplace social platform Employee satisfaction and other surveys Manager-employee dialogue Corporate celebrations Internal events
Clients and partners	Professional experience Quality of projects and services Reliability Ethical business practices Data protection and privacy	Website Social media Business events Surveys Correspondence Direct engagement
IT communities and IT clusters	IT industry development, promotion, and the creation of a favorable business environment Innovation development IT education improvements	Direct engagement Meetings, industry-related events Conferences Partnership events CSR and charity projects Correspondence

STAKEHOLDER	KEY INTERESTS	ENGAGEMENT METHODS
Local governments and organizations	Sustainable economic development of the region Favorable business environment Educational opportunities in the region Innovation development Pro bono support Taxes	Direct engagement Meetings County-level and city-related events Local business events
Professional tech and business industry communities	Industry development Business environment Innovation development Educational opportunities	Direct engagement Meetings County-level and city-related events Local business events
Educational institutions	Professional expertise Support of educational projects Scholarships Financial, technical, and pro bono support Career opportunities for graduates	Direct engagement Meetings Correspondence, conferences, and education-related events Sponsorships
Policymakers and regulators	Economic development Organizational sustainability New jobs Ethical and legal business practices	Participation as panelists at business and economic events Political gatherings Correspondence
Suppliers	Organizational sustainability Ethical and legal business practices	Direct engagement Correspondence

STAKEHOLDER	KEY INTERESTS	ENGAGEMENT METHODS
CSR communities	CSR practices and processes UN sustainable development goals Partnerships CSR practices popularization Pro bono support	Participation in and hosting CSR-related events Correspondence, direct engagement Community gatherings
Non-governmental organizations	Charity, corporate volunteering Financial, material, pro bono support	Direct cooperation on environmental, educational, and social projects Correspondence Events
Media	Communication of important industry trends and news CSR practice popularization	Direct engagement Correspondence Events

GRI index disclosure

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

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