CORPORATE SOCIAL RESPONSIBI-LITY AT SOFTSERVE

softserve

FOREWORD

At SoftServe, we are deeply committed to being a responsible company and we care about how we achieve our mission and what is our impact on the planet and the communities we live and work in.

Corporate Social Responsibility (CSR) is a key integrator of our business. In a time of digital transformation we have to ensure the sustainability of our relationship with our people and our customers, as well as our business.

Our CSR strategy is about contributing to the communities we operate, maintaining strong relationship with our stakeholders, supporting our environment. We believe that CSR has positive impact not only on our people, communities and environment, but also on our business. Through our CSR initiatives we build stronger relationship with our customers and partners, government and associates.

This policy outlines key SoftServe CSR focus areas, which help us to develop long-term sustainability within the business and make a difference for a better world.

OUR MISSION

is to enable talented people
to change the world

Harry Propper, CEO

PURPOSE

This policy is a summary of guidelines, procedures and practices related to Corporate Social Responsibility (CSR) at SoftServe.

The purpose that we set out in the SoftServe Corporate Social Responsibility is to support the company's strategic objectives, in particular the impact on society and minimize the negative influence on the environment as a responsible and reliable business partner for employees and customers.

Corporate Social Responsibility is a core component of our business. Our strategy focuses on building a sustainable future and Caring for our People, Clients and Communities.

People

Clients

CARING
FOR OUR

Communities

OUR VALUES

Our CSR initiatives are aligned with our company values, which are at the core of everything we do and everything we believe in.

TRUST, HONESTY, TRANSPARENCY, RESPECT.

SoftServe builds a world where strong relationships thrive on integrity, and a global culture of honesty and reliability.

RELATIONSHIPS, BELONGING, TEAMWORK, COLLABORATION.

Diverse perspectives converge to solve complex challenges, fostering innovation that transcends borders and industries.

GROWTH, LEARNING, CURIOSITY, KNOWLEDGE.

Accelerating technological advancements, turning innovative knowledge into a powerful catalyst for progress.

TECHNICAL EXCELLENCE, BRAVERY, INNOVATION FEARLESSNESS.

We contribute to a world where resilience and determination lead to solutions for the most pressing global issues.

WILLINGNESS TO HELP, COMMUNITY.

SoftServe's vision for a world is where compassion, powered by innovative solutions, enrich the lives of individuals and communities alike.

EXCEED EXPECTATIONS, GO THE EXTRA MILE.

We believe that the pursuit of exceptional outcomes becomes a shared global ethos.

SOFTSERVE CSR STRATEGY AND FOCUS AREAS

Softserve's Corporate Social Responsibility is about taking care about our people, our clients and our communities. Being a reliable partner, responsible employer and active member of the community, Softserve adheres it's mission – 'To enable talented people to change the world'.

OUR FOCUS AREAS:
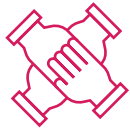
INCLUSION AND BELONGING

SoftServe offers an equal and transparent working environment for everyone, regardless of age, skin color, religion, nationality, citizenship, marital status, sexual orientation, gender identity, gender expression, mental or physical disability. Our efforts are also focused on providing comfortable and flexible working conditions for all of our associates. We are proud to have received numerous accreditations and awards recognizing employee satisfaction and a commitment to sustainability.

WELL-BEING

Our people's well-being is vital for SoftServe. The company's people-centric culture helps us shape our vision and how we do business.

When designing any corporate solution, we embrace our associates' well-being by considering various aspects to unlock their potential. Our goal is to empower them to be productive and creative, build a supporting community, and make meaningful contributions.

IMPROVING IT EDUCATION

IT education is crucial in today's technology-driven world. By providing learning opportunities to the broader communities and improving the quality of education together with universities and governments globally, we want to ensure that more people can thrive in the digital world and take advantage of its benefits.
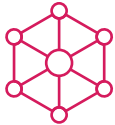
EMPOWERING COMMUNITIES

We are committed to giving back to the communities where we work and live. Our global team builds long-term strategic partnerships with tech communities, NGOs, government agencies, and social enterprises to support positive changes.

ENVIRONMENTAL RESPONSIBILITY

SoftServe cares about the environment and makes our ecological initiatives a top priority. 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. We're ready to take action, start our sustainable reinvention, and become an ambassador for change.

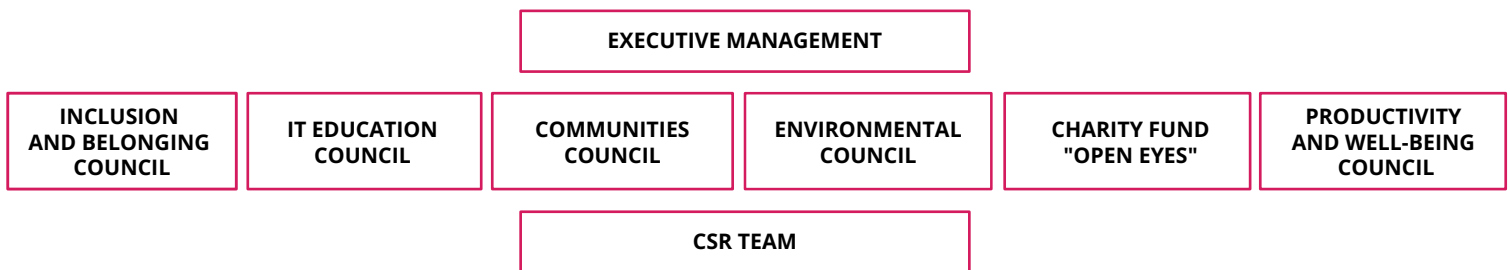### CORPORATE VOLUNTEERING & CHARITY

OPEN TECH

For years, SoftServe's associates eagerly contributed to projects with profound social impact, dedicating their expertise, skills, and time. In 2021, we launched Open Tech, a charity crowdsourcing platform where contributions of time and skills combine to make significant changes in the world around us. Since its creation, Open Tech has become a powerful tool to support our communities and contribute to our global sustainability initiatives.

OPEN EYES CHARITY FUND

Additionally, as part of our commitment to a sustainable future, SoftServe founded the **Open Eyes Charity fund**. The fund supports educational, social, and infrastructure projects of all kinds. Today, everyone—including SoftServe's associates—can donate to the fund's charitable initiatives.

CSR GOVERNANCE STRUCTURE.
ROLES AND RESPONSIBILITES

EXECUTIVE MANAGEMENT

INCLUSION AND BELONGING COUNCIL	IT EDUCATION COUNCIL	COMMUNITIES COUNCIL	ENVIRONMENTAL COUNCIL	CHARITY FUND "OPEN EYES"	PRODUCTIVITY AND WELL-BEING COUNCIL

CSR TEAM

Executive management consists of Members of the Board of Directors and representatives of Senior Leadership. It is responsible for:

- ensuring that CSR policy is embedded across SoftServe and all CSR initiatives are in line with this policy and general company strategy;
- ensuring that each CSR program has clear objectives, targets, timelines and measurable parameters wherever possible.

CSR focus area related councils consist of the representatives of diverse leadership representatives. They are responsible for:

- ensuring that corporate programs and CSR efforts in related areas are in line with the company strategy and beneficial for all internal and external stakeholders;
- providing insights and recommendations to CSR Council and and act as internal champions on the related focus areas.

CSR TEAM IS RESPONSIBLE FOR:

- quarterly reporting to the CSR Councils on the progress of CSR projects and status of CSR expenditures;
- planning annual budgets for CSR projects in coordination with implementing partners and making a proposal to the CSR Councils;
- timely implementation and monitoring of the projects;
- coordination with the NGOs, stakeholders and Charity Fund "Open Eyes";
- providing regular CSR reports.

IMPLEMENTATION PROCESS

SoftServe CSR policy is based on the following principles:

Responsibility
SoftServe leads active social and voluntary activity in IT education field and in the development of IT market.

Sustainability
SoftServe constantly invests in improvement of working conditions, professional and career growth of employees and at the same time takes care of the development of a global IT environment in the countries of its presence.

Conformity
CSR program is undertaken by SoftServe within the defined focus areas, surveys, and need assessments. The timeframes within which a particular program is implemented depends on it's nature, extent of coverage and the intended impact of the program.

Involvement
SoftServe encourages employees to participate in social projects and supports those of them who offer their own initiatives both inside and outside the company.

Cooperation
With the goal to create a multiplier effect of projects in the CSR direction, we are open to partnership with governmental organizations, non-governmental organizations, companies and local communities.

SoftServe CSR Team is accountable for the development and implementation of the policies outlined in this manual and should reference this manual to ensure organizational consistency in the application of these practices.

SoftServe CSR Team is responsible for maintaining the procedures and is available to answer any questions or provide clarification on any content of this manual.

Should you have any ideas, suggestions in terms of SoftServe CSR or would like to implement your project within it, please contact us at sustainability@softserveinc.com

REVIEW

Any or all provisions of this CSR Policy may be amended by the Executive management or in accordance with any statutory guidelines that may be issued.

You can share your ideas and suggestions regarding the material set out in this document by sending them to sustainability@softserveinc.com. All your ideas will be considered with proceeding relevant adjustments made to this document.