SUSTAIN-ABILITY REPORT

2019-2020

soft**serve**

CONTENTS

CHRIS BAKER,
SoftServe CEO and Board Member

TARAS VERVEGA,
SoftServe Co-Founder and Board Member,
Founder and Head of SoftServe's
"Open Eyes" charity

ABOUT SOFTSERVE

SoftServe Inc.
Sustainability Report 2019-2020
Executive Summary

Founded in 1993, SoftServe is an award-winning global digital engineering firm with a mission to enable talented people to change the world. We strive to make our clients successful and to develop our teams and ourselves.

At the close of 2020, we employed 8,500 associates in 38 offices across nine countries. We apply innovative thinking to traditional industry models and work with the world's best-known brands in healthcare, financial services, retail, high-tech, and energy. During 2019 and 2020, we welcomed 265 new clients to our portfolio and engaged with more than 10,000 projects. Our clients rely on us for mission-critical projects and digital transformation.

We received multiple distinctions and awards for our work and for our status as a top employer in our market. But the distinction we are most proud of is our Net Promoter Score of 74.

This highlights a very high level of customer satisfaction, higher than all of our competitors whose scores average 28,

and reinforces our belief that developing our customers and ourselves is the best way we can realize a better future.

While empowering businesses to amplify their differentiation, accelerate market position, and vigorously compete in today's digital economy we are also very proud of our deep commitment to community and our approach to corporate social responsibility. It's in our DNA.

OUR APPROACH TO CSR

Being a successful company means delivering high-quality services and implementing a purposeful mission supported by sustainable business principles and practices. We are committed to giving back to the communities where we work and live. Being a global player means responsibility toward our people and our planet. It requires us to build sustainable solutions that set new business, ethical, and technological standards.

As we continue to drive clients' success at scale, we pay very close attention to ensure an inclusive workplace, associates' well-being, and accessible education. Our goal is equal opportunities for all as we foster innovation, build sustainable cities and communities, and strengthen strategic partnerships. We do these things because we care. There is no wrong time to do the right thing.

We contribute to 17 aspects of the United Nations Sustainable Development Goals (SDGs) and focus most of our efforts on Quality Education (#4); Decent Work and Economic Growth (#8); Industry, Innovation, and Infrastructure (#9); Sustainable Cities and Communities (#11); and Partnership for the Goals (#17). We accomplish this through specific initiatives dedicated to DEI, Well-being, People Development, Development of IT Education, Empowering Communities, Environmental Responsibility, Charity, and our response to COVID-19.

DIVERSITY, EQUITY, AND INCLUSION

To ensure a thoughtful and consistent approach to diversity, equity, and inclusion as well as our associate's well-being, we've formed a DEI Council. A people-centric culture is at the core of who we are as an organization. It impacts how we treat our associates, the ecosystem we build around our people, and every decision we make as an employer. We are focused on creating an environment where all people are equal, everyone can realize their potential, and we all can grow professionally and authentically do what drives us. The principles of diversity, equity, and inclusion are the essential parts of our people strategy supported by corporate policies, HR and managerial practices, and internal and external initiatives.

WELL-BEING

In designing any corporate solution, we embrace our associates' well-being by considering various aspects to unlock their potential. This is a guiding principle for us and it permeates everything we do. Our goal is to empower our people to be productive and creative, build positive relationships with others, better cope with stress, and make meaningful contributions.

PEOPLE DEVELOPMENT

We built a robust internal educational program to reach strategic business goals and ensure associates are qualified and well equipped to meet modern-day challenges.

SoftServe University is a corporate learning hub that for more than 10 years provides our people with knowledge, hard and soft skills, and inspires our lifelong learning culture.

In addition, we have developed a Talent Acceleration Center for youth to start a successful IT career, along with a Tech School that provides an innovative and dynamic environment for learning solutions that empower professionals to move forward in their technical careers. We also built a Certification Center for professional support with tests and international certifications.
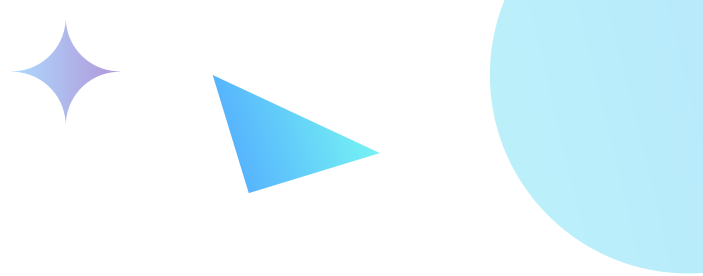
Our Center of Learning Excellence drives continuous improvement with the best learning management practices, practical tools, global trends, and innovations to help our associates succeed in their learning journey. Our Business School provides learning solutions for boosting leadership and managerial competencies, and our Cross-Cultural Communication Center delivers a unique opportunity to advance participants' language and communication proficiency. Finally, our E-Learning Team develops business-specific online courses and creates content for associates' training programs.

IT EDUCATION

We believe that high-quality education fuels the development of the IT industry and its specialists. So, we formed an IT Education Council to help govern how we improve IT education and implement projects in partnership with industry organizations, IT clusters, and universities. Through classes, labs, training, certification, and mentoring, we are building workforces for the future.

We work tirelessly to develop IT talent wherever we are, which includes innovative programs for youth and university students to learn new skills and improve existing ones. We are building an ecosystem of talent that feeds our need for expertise, and in turn improves the economies of the communities in which we live and work.

EMPOWERING COMMUNITIES

We've also formed a Social Communities Council to help us govern how we collaborate with local businesses, technology and industry organizations, local authorities, and software communities to bring positive changes to the global IT landscape. We also created effective models for business and education collaboration in IT.

As an industry leader, we play an active role in many organizations that share common business interests. We are committed to creating long-term strategic partnerships that share resources and expertise in achieving mutual goals.

We also contribute to the promotion of the IT industry at large business and economic events. For example, we represented the Ukrainian IT sector during the World Economic Forum at Ukraine House Davos in 2019 and 2020, and we also partnered with UNICEF Ukraine to address social and educational challenges in 2020.

Our associates eagerly contribute to projects with profound social impact by sharing expertise, skills, and time. Throughout 2020, we built a framework and created a crowdsourcing platform to engage associates in pro bono projects that address pressing social issues with our technology solutions together with NGOs, government, and social enterprises.

ENVIRONMENTAL RESPONSIBILITY

In late 2020, we launched an Environmental Council and created the position of Environmental Sustainability Expert. We acknowledge that our activity has an impact on our environment and so we decided to calculate our ecological footprint. We are a low-carbon business; however, we always strive to do better. We measure our consumption data regularly for continuous improvement.

Our next step is to introduce an environmental management system to integrate environmental issues into business strategies and processes and implement projects to reduce our ecological footprint. Our "Go Green" initiative is a top priority and focuses on waste recycling, optimized use of resources, and operational eco-efficiency throughout the company.

Our associates pay great attention to environmental issues and actively participate in public discussions, local initiatives, and corporate ecological activities.
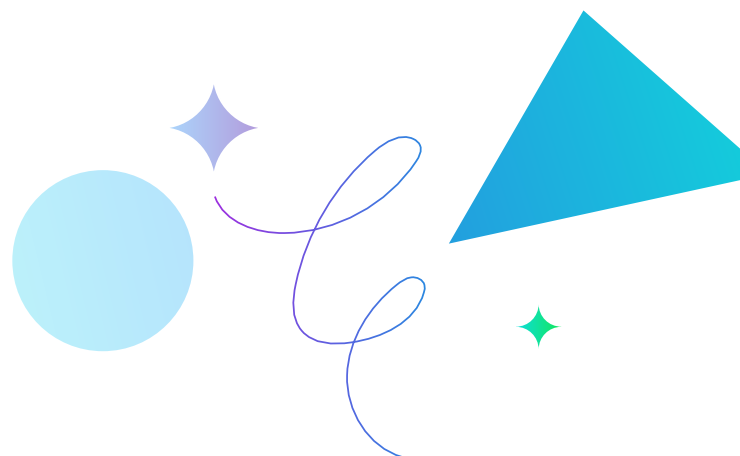
"OPEN EYES" CHARITY

We support a variety of local non-profits through matched funding and special initiatives. We also encourage our employees to donate time, knowledge, and experience to support these organizations.

We founded our own charity called Open Eyes in 2014 to enable our associates to identify and support non-profit causes that are important to them. We contributed $882,500 and countless hours of time to 29 projects during 2019 and 2020. The lion's share of the total annual revenue ($592,000) went to support medical efforts to combat COVID-19 by providing essential healthcare resources and tools.
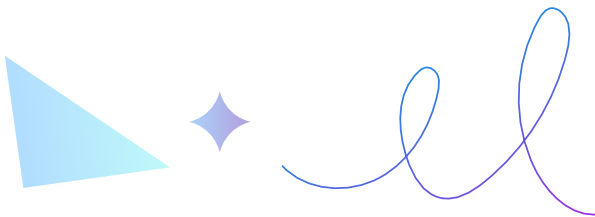
OUR RESPONSE TO COVID-19

In March 2020, we implemented work-from-home guidelines and instituted a number of programs to help our associates cope with quarantine, including a mental wellbeing program, location-specific communications on restrictions, and business travel and financial support. We also developed technical tools for local authorities and NGOs, including UNICEF Ukraine.

IN CONCLUSION

Our growth and success fueled our ability to do even more to give back to our communities. We supported our employees with emotional health events and programs. We collaborated with local businesses, technology and industry organizations, local authorities, and software communities to bring positive changes to the global IT landscape.

We funded medical equipment for the pandemic and volunteered our time for multiple social causes. We expanded our IT education initiatives. We developed a Go Green program to reduce our carbon footprint. And we won multiple awards.

We do this because we care, and because it is part of who we are. And most of all, because it's the right thing to do.

FROM THE BOARD OF DIRECTORS

For SoftServe, being a successful company means delivering high-quality services and implementing a purposeful mission supported by sustainable business principles and practices. We are committed to giving back to the communities where we work and live.

Corporate social responsibility is always about both: a company that creates sustainable practices and associates who support those practices.

At SoftServe we cultivate a value-driven community—from our new hires and seasoned associates to the executive management and company founders.

We are all inspired by the opportunity to work together and change the world for the better. This report reflects our direct and indirect impact on economies, societies, and environments.

TARAS VERVEGA,
SoftServe Co-Founder and Board Member,
Founder and Head of SoftServe's
"Open Eyes" charity

FROM THE CEO

From the beginning, SoftServe has been committed to acting responsibly for our people and our planet. This inspires us to build sustainable solutions that set new business, ethical, and technological standards.

We recognize and support the UN Sustainable Development Goals. We focus on creating an inclusive workplace, supporting associates' well-being, and proving accessible education. Our goal is to accomplish this while ensuring equal opportunities for all.

We foster innovation, help build sustainable cities and communities, and strengthen strategic partnerships while also driving clients' success at scale.

There is no wrong time to do the right thing. We strongly believe that developing our customers and ourselves is the best way to bring a better future.

CHRIS BAKER,
SoftServe CEO and Board Member

ABOUT SOFTSERVE

ABOUT
SOFTSERVE

We empower businesses to identify or amplify their differentiation, accelerate market position, and vigorously compete in today's digital economy.

Being a global company, we bear responsibility for our workers, clients, the planet, and our future.

8,500+
ASSOCIATES

we hire as many as 12 new associates daily

10,000+
PROJECTS

for customers

6,500+
SOFTWARE ENGINEERS

developing cutting-edge solutions

75
EMPLOYEE NET PROMOTER SCORE (eNPS)

versus the industry average of 28

38
OFFICES GLOBALLY

in 9 countries

37.8%
CAGR COMPOUND ANNUAL GROWTH RATE IN 2019 (YOY)

with additional 20% growth in 2020 (YoY)

74
NET PROMOTER SCORE (NPS)

versus the industry average of 41

REPORT
HIGHLIGHTS

4

international awards for
SoftServe's corporate
social responsibility and
sustainability initiatives
and projects

50+

events launched dedicated
to emotional health and
employee well-being

750+

computers donated
to educational
establishments in 2019-
2020

10,000+

trees planted in
2019–2020

$882,500

in funds contributed to
projects implemented by
"Open Eyes" charity in
2019-2020

90+

volunteer and charitable
projects accomplished in
2019–2020

10+

tons of medical equipment
funded via SoftServe and
"Open Eyes" charity

GLOBAL OPERATIONS

SoftServe operates 38 offices across nine countries. Company development centers are located in Lviv, Kyiv, Dnipro, Kharkiv, Rivne, Ivano-Frankivsk, Chernivtsi, Sofia (Bulgaria), Wrocław, Białystok, Gliwice, and Warsaw (Poland). We also maintain offices in the United States, western Europe, and Southeast Asia. The company's European headquarters are in London, UK and the US headquarters are located in Austin, Texas. SoftServe continues to expand to new regions, opening an office in Singapore in 2019, and another in Dubai in 2021.

SoftServe has continued to experience exceptional workforce growth. With 2,700 new hires in 2019 (17.7% growth rate YoY), the number of associates grew to 8,302 as of December 31. In 2020, we hired 2,154 new associates (5.54% growth YoY), and as of December 31, 2020, SoftServe had 8,763 people in its workforce.
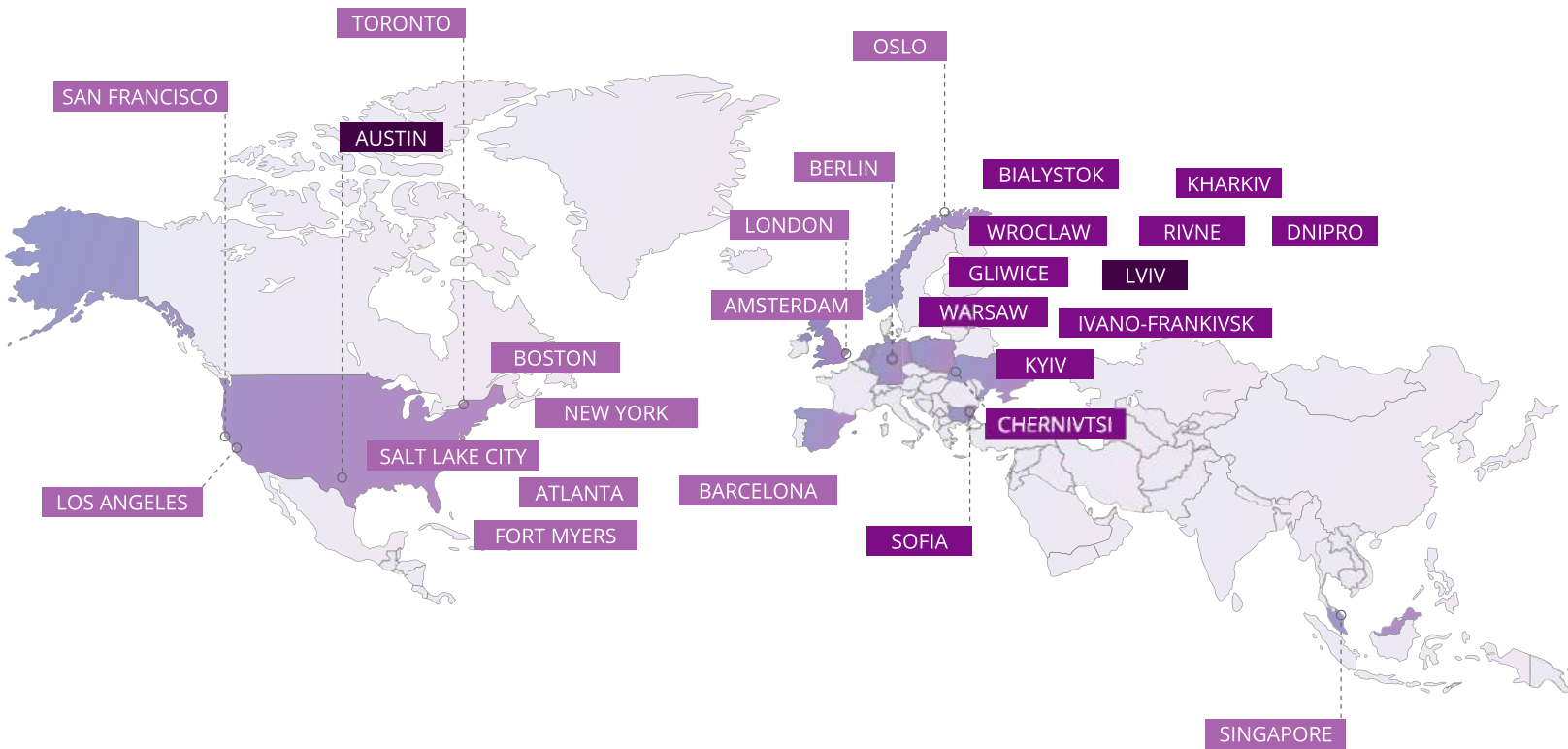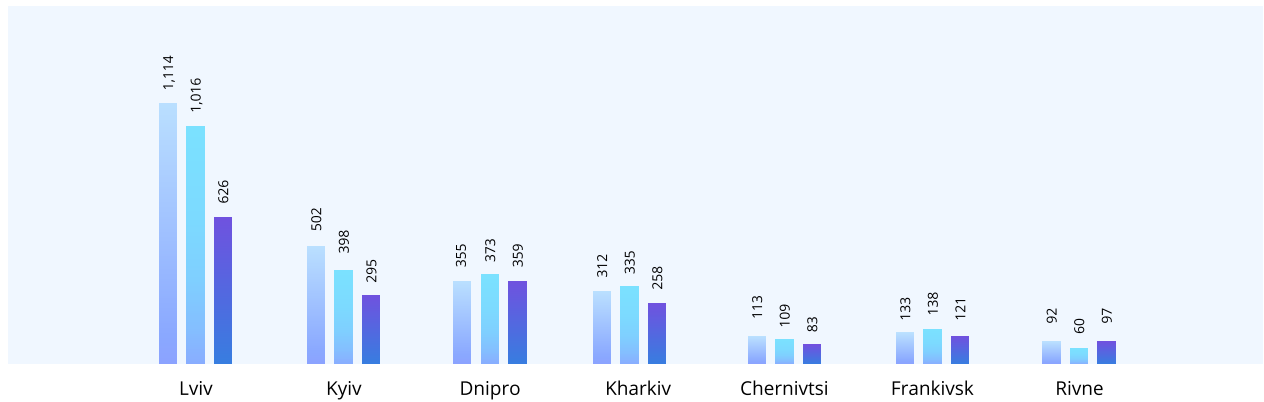
**NUMBER OF ASSOCIATES AS OF
DECEMBER 31, 2020**

■ Development Center   ■ Business Office   ■ HQ

Alpharetta **7**	Denver **6**	Gzira **9**	London **24**	Philadelphia **3**	Sofia **227**
Amsterdam **2**	Dnipro **1060**	Illinois **4**	Lublin **3**	Raleigh **9**	Toronto **9**
Austin **62**	Elmhurst **5**	Ivano-Frankivsk **548**	Lviv **3,666**	Rivne **356**	Utah **11**
Berlin **3**	Fort Myers **12**	Kharkiv **773**	New Hampshire **3**	San Francisco **10**	Warsaw **22**
Boston **13**	Frankfurt am Main **2**	Kyiv **1,032**	New Jersey **5**	Santa Anna **9**	Wroclaw **283**
Chernivtsi **371**	Gliwice **70**	Lehi **4**	New York **6**	Singapore **3**	Bialystok **67**

**WORKFORCE GROWTH BY
LOCATION (UA) IN 2018-2020**

2018   2019   2020

Location	2018	2019	2020
Lviv	1,114	1,016	626
Kyiv	502	398	295
Dnipro	355	373	359
Kharkiv	312	335	258
Chernivtsi	113	109	83
Frankivsk	133	138	121
Rivne	92	60	97

**WORKFORCE GROWTH BY
LOCATION (EU-USA) IN 2018-2020**

2018   2019   2020

Location	2018	2019	2020
Poland	169	143	181
Bulgaria	98	79	71
UK	10	14	9
USA	32	37	33
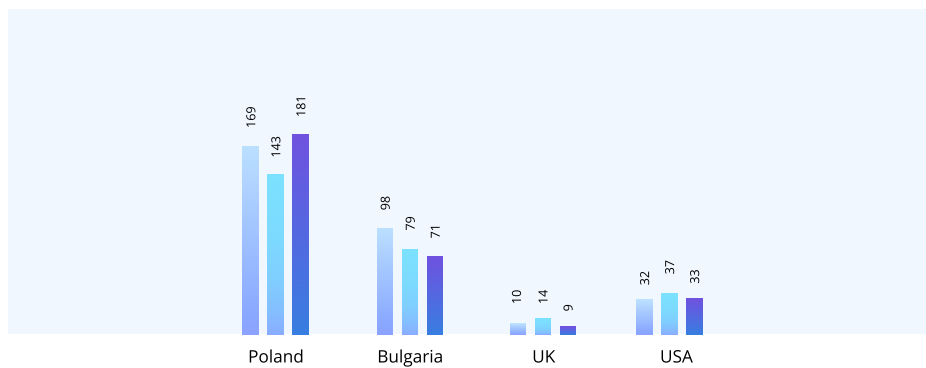
CLIENTS AND PARTNERS

We have applied innovative thinking to traditional industry models and worked with the world's best-known brands since 1993.

In 2019–2020, SoftServe welcomed more than 265 new clients, half of which are from the enterprise sector.

Here are some of our clients:

INDUSTRIES SERVED

HEALTHCARE

PAYER, PROVIDER, LIFE SCIENCES, SPECIALTY PHARMACY, INSURANCE, BIOTECH/HEALTHTECH

FINANCIAL SERVICES

DIGITAL BANKING, CARDS AND PAYMENTS, INSURANCE, FINTECH/ REGTECH, INSURTECH

RETAIL

CONSUMER PACKAGED GOODS, LUXURY ITEMS, B2B, B2C

HIGH TECH

ISV, MULTINATIONAL, MULTIPLE LINES OF BUSINESS

ENERGY, OIL AND GAS

UTILITIES, OIL AND GAS, RENEWABLES, SOLAR AND WIND, BATTERY STORAGE

OUR PARTNERS

As award-winning partners with AWS, GCP, Microsoft, Salesforce, and others, we empower our clients with competitive differentiation in the enterprise digital journey.

AMAZON WEB SERVICES PREMIER CONSULTING PARTNER

SoftServe's specialized team of Big Data engineers, architects, and data scientists provide services across an entire spectrum of projects, including ideation, design, assessment, optimization, and implementation.

APIGEE

SoftServe's Apigee Center of Excellence (CoE) provides thought leadership and best practices for Apigee, especially in hybrid and GCP-centric environments. Our dedicated team is fully certified on the Apigee platform and its implementation to ensure a successful roll-out.

GOOGLE CLOUD PLATFORM PREMIER SERVICE PARTNER

SoftServe and Google Cloud empower businesses to tailor customer experiences with state-of-the-art solutions using Big Data management, cloud architecture, GCP services, data security, artificial intelligence, machine learning, and cognitive computing.

MICROSOFT PARTNER NETWORK MEMBER WITH GOLD COMPETENCY

As a Microsoft certified solution provider, SoftServe provides cutting-edge Microsoft technology-based customer solutions. SoftServe assesses business goals, identifies a solution that meets business needs, and helps businesses be more agile and efficient.

SALESFORCE CONSULTING REGISTERED PARTNER

SoftServe empowers enterprise clients to enhance the customer experience by delivering solutions powered by Salesforce technology. We focus on complex platform implementations, enhancements, and integrations covering Salesforce Sales Cloud, CPQ, Service Cloud, Field Service Lightning, Community Cloud, MuleSoft, and Tableau.

VMWARE PRINCIPAL PARTNER

At SoftServe, we ensure our clients not only accelerate their digital transformation and modernize systems and infrastructure, but also increase their ROI with VMware solutions like VMware Cloud on AWS and Tanzu.
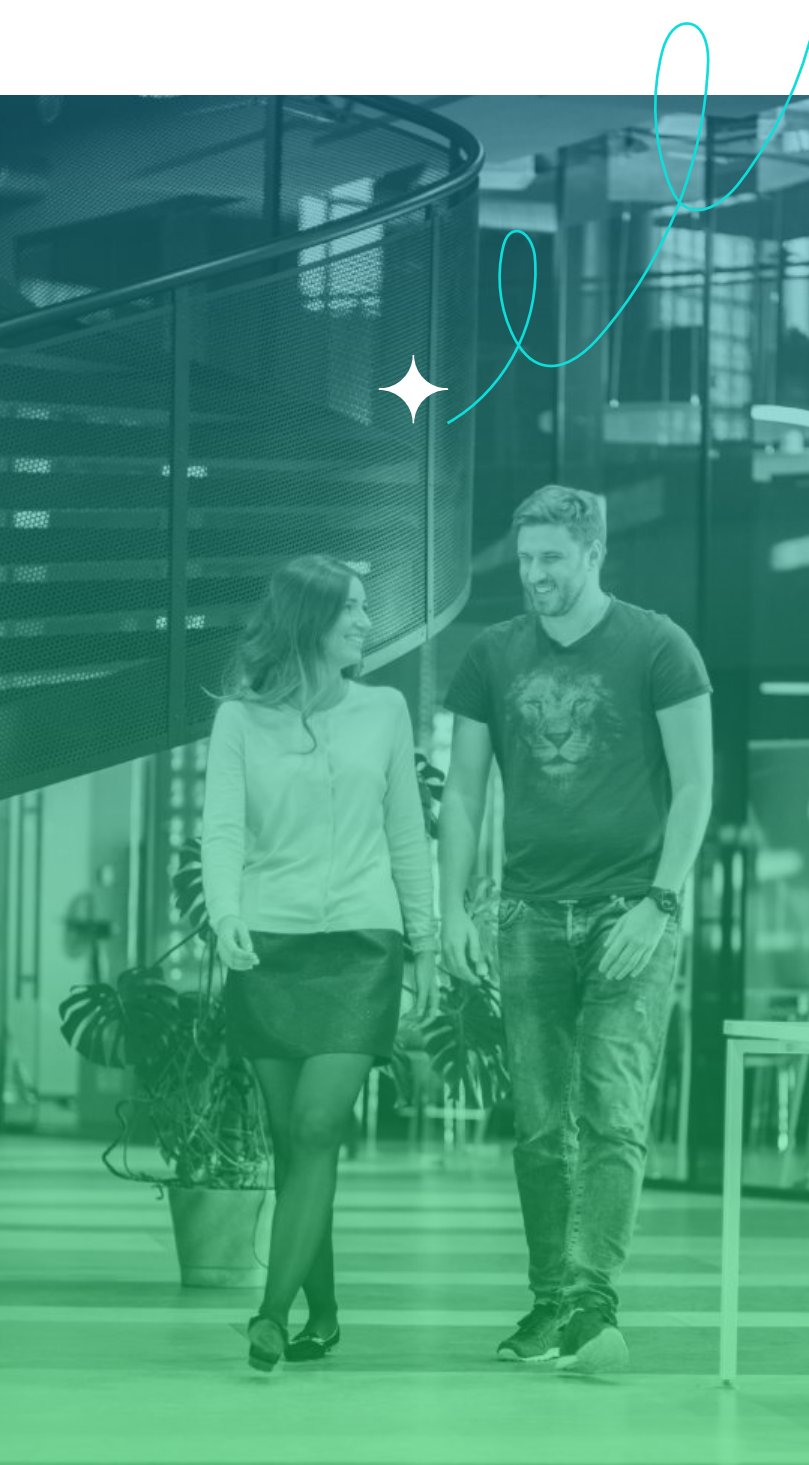
MULESOFT

SoftServe's team of certified MuleSoft experts helps organizations innovate at the speed of market leaders. SoftServe provides the technology and methodology, best practices, and artifacts to enable API-led connectivity for customers, a single project, or a broader digital transformation initiative.

ACHIEVEMENTS AND AWARDS

Client Success and Partnerships

74 NPS SCORE

- Our customer surveys point to a high level of customer satisfaction. SoftServe's average Net Promoter Score (NPS) in 2019 reached 68.5 points, which increased to 74 points in 2020.

DISTINCTIONS

- **Named a top business service provider in Ukraine, a leading business services firm in eastern Europe, and a top business services firm in western Europe** by Clutch, a leading B2B research, ratings, and review company.

- **Marketplace Vendor of the Year in SaaS Integration with Fastest Growth distinction** as a part of Atlassian's Partners of the Year 2019 Awards.

- **North America's Partner of the Year** by Google Apigee, based on the number of value-added engagements completed by the company in 2020.

ACHIEVEMENTS AND AWARDS

INNOVATION & TECHNOLOGIES

- 2019 Project Management Offices (PMO) Global Award finalist at the World Quarter-Finals.

- Winner of Innovation in Business Processes and Operations award by the Bulgarian Association of Software Companies (BASSCOM) and the Bulgarian Outsourcing Association (BOA) as a part of the SEE Innovation, Technology, and Sourcing (ITS) 2019 Awards during the SEE IT Summit.

- Winner of Top Employer Branding Network in Bulgaria (by b2b Media) at the Employer Branding Awards 2020.

- The Pro Progressio Foundation recognized SoftServe's expansion in Poland as a part of the Outsourcing Stars Awards, the only non-commercial award in Poland for the modern business services sector. The award recognizes the most rapidly developing shared services centers, business environment organizations, and cities in Poland.

- Second place in the Cisco and Google Cloud Challenge. SoftServe's winning submission described public and private cloud functions as a substitute for traditional supercomputing techniques. It explored ways to assemble the computational throughput to analyze data for correctly building hybrid cloud applications.

- One of the top four finalists for the 2018 Google Cloud Global Breakthrough Partner of the Year Award during the Google Cloud Next '19 conference in San Francisco.

- SoftServe successfully passed the International Organization for Standardization (ISO) 13485:2016 Surveillance Audit, verifying Quality Management Systems (QMS) that conform to the standard's specified requirements and objectives.

ACHIEVEMENTS AND AWARDS

EMPLOYER BRAND

- eNPS score of 65 points in 2019, climbing to 75 points in 2020, which is 10 points above the top-five industry benchmark.

- Best National Employer in Ukraine Award 2019 from Randstad, a global leader in the HR services industry. SoftServe was also recognized as the best place to work in the Ukrainian IT industry.

- One of Ukraine's top 10 most attractive employers by the EY Best Employers in 2019 and 2020 among both experienced candidates and university graduates.

- Employer Brand Leader of the Year at the Employer Branding Awards 2019 (Bulgaria).

- Winner of Friendly Workplace 2019 Award in Poland from Marka Pracodawcy, a leader in employer branding. The award is given to companies that deliver a modern approach to employee development, corporate culture, and work-life balance.

- Certified in 2020 in Poland by Great Place to Work, a global authority on workplace culture.

- Listed among the winners for the Learning and Development of 2021 Excellence In Practice Awards by the Association for Talent Development.

- Award nominations by the World in HR Brand Award 2019 and 2020 (Ukraine).

- Best Employer Supporting Cycling Infrastructure 2020 in Kharkiv, Ukraine.

ACHIEVEMENTS AND AWARDS

CORPORATE SOCIAL RESPONSIBILITY AWARDS

- Special recognition by the Partnership for Sustainability Award 2019, an international project competition to achieve UN Goal 17: Revitalize the global partnership for sustainable development.

- Winner of the Partnership for Sustainability Award 2020 in the People with Accessibility Testing Training for People with Visual Impairments category.

- Two SoftServe social projects won at the XI CSR Case Competition Ukraine, a national award competition for celebrating corporate social responsibility projects to support sustainable development goals.

INFORMATION SECURITY AND CUSTOMER PRIVACY

SoftServe pays critical attention to data protection, information security, and customer privacy.

Our processes and approaches to Information Security are based on Information Technology Infrastructure Library (ITIL) best practices and ISO 27001 and ISO 20000 requirements. We have implemented an Information Security Management System (ISMS), a systematic approach based on best practices for managing and protecting company information.

Our ISMS is certified to ISO 27001, the internationally recognized standard that describes ISMS best practices.

As an international company, SoftServe is fully compliant with GDPR and in 2020 the company has started preparation for privacy-based certification ISO 27701 and SOC2 report.

SECURITY INCIDENT

On September 1, 2020, SoftServe's infrastructure was accessed by a sophisticated strain of ransomware. The attack was detected and stopped within hours and involved a small part of our IT infrastructure, including the corporate mail server, some development and test environments, and a few repositories on the corporate file server.

While no developers, endpoints, or client networks were threatened, and core company systems, production servers, and communication tools remained uneffected, a small amount of employee and client data was stolen and later published.

Throughout the incident, we remained in close contact with our customers, partners, and associates to ensure their security and provide critical information, updates, and support.

In addition to an internal forensic investigation, we partnered with the Cisco Talos Incident Response Team to conduct a comprehensive third-party investigation.

Following this incident, we have implemented several security measures, including the introduction of additional policies, processes, corporate services, and tools that make such an incident with the same attack scenario highly unlikely to happen again.

To ensure we protect our associate and company information, exceed security expectations in delivering our services, and protect the intellectual property we create for our clients, SoftServe established the Chief Information Security Officer role in March 2021.

Our CISO will focus on:

- Constantly shaping and implementing SoftServe's information governance and security strategy, including ensuring the secure delivery of our engineering services.

- Maintaining and developing our cyber defense capability via a modern Cyber Security Operations Center (CSOC) and actively hunting for and detecting adversaries.

- Minimizing the impact and ensuring business continuity when security incidents occur.

OUR APPROACH TO CSR

OUR APPROACH TO CORPORATE SOCIAL RESPONSIBILITY

KEY AREAS

DIVERSITY, EQUITY, INCLUSION, AND WELL-BEING

A focus on building an inclusive working environment and people-centric corporate culture to support every associate in their career journey

DEVELOPMENT OF IT EDUCATION

Supporting the growth of the intellectual capital within our company and the IT industry in general

EMPOWERING COMMUNITIES

Making consistent and sustainable efforts to improve the IT sector and strengthen local communities in our regions of operation

ENVIRONMENTAL RESPONSIBILITY

Paying great attention to sustainability initiatives to positively reduce our environmental footprint
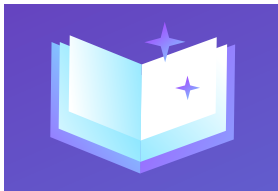
CORPORATE VOLUNTEERING AND CHARITY

Seeking opportunities to respond to society's most pressing needs by doing what we are best at: solving complex challenges

SUPPORTING SUSTAINABLE DEVELOPMENT GOALS

SoftServe aims to contribute to 17 aspects of the United Nations Sustainable Development Goals (SDGs), including:
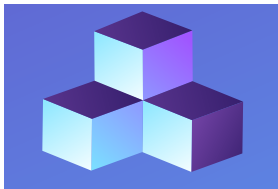
#4 QUALITY EDUCATION

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.
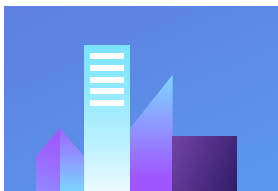
#8 DECENT WORK AND ECONOMIC GROWTH

Promote inclusive and sustainable economic growth, full and productive employment, and decent work for all.

#9 INDUSTRY, INNOVATION, AND INFRASTRUCTURE

Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.

#11 SUSTAINABLE CITIES AND COMMUNITIES

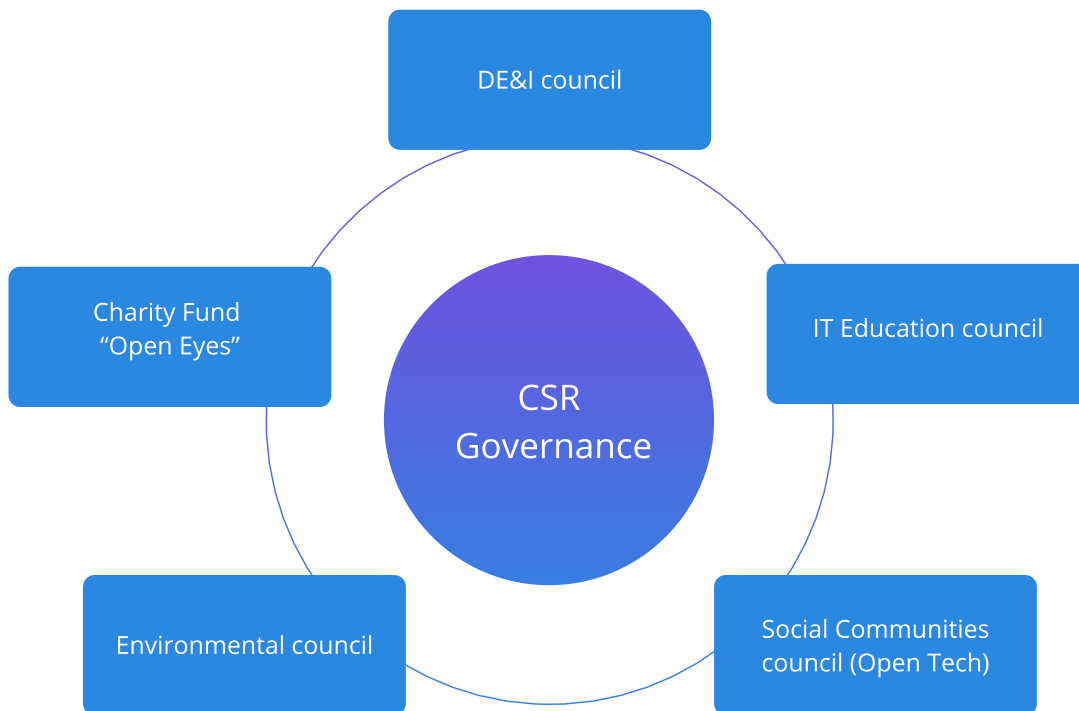Make cities and human settlements inclusive, safe, resilient, and sustainable.

#17 PARTNERSHIP FOR THE GOALS

Strengthen the means of implementation and revitalize the global partnership for sustainable development.

GOVERNANCE OF CORPORATE
SOCIAL RESPONSIBILITY

In 2020, SoftServe redesigned its corporate social responsibility governance framework. The objective was to balance business and social goals more effectively and engage diverse cross-functional teams to ensure efficient decision-making processes and resources.

DE&I council

Charity Fund
"Open Eyes"

IT Education council

CSR
Governance

Environmental council

Social Communities
council (Open Tech)

STAKEHOLDER ENGAGEMENT

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

STAKEHOLDER	KEY INTERESTS	INTERACTIONS
Associates	• Professional and career development • Compensation and benefits • Organizational sustainability • Working conditions • Innovation development • Educational opportunities • Social activities, charity, and corporate volunteering	• All-staff meetings • Email announcements • Workplace social platform • Employee satisfaction and other surveys • Manager-employee dialogue • Corporate celebrations • Internal events
Customers	• Professional experience • Quality of projects and services • Reliability • Ethical business practices • Data protection and privacy	• Website • Social media • Business events • Surveys • Correspondence • Direct engagement
Local IT communities and IT clusters	• IT industry development, promotion, and 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	INTERACTIONS
City councils	• Sustainable economic development of the region • Favorable business environment • Taxes • Educational opportunities in the region • Innovation development	• Meetings • City-related events • Local business events
Professional tech and business/industry communities	• Industry development • Business environment • Innovation development • Educational opportunities	• Direct engagement • Meetings • Correspondence • Conferences • Participation as panelists at industry/business-related events
Educational institutions	• Professional expertise • Support of educational projects • Scholarships • Financial and technical 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
CSR communities	• CSR practices and processes • UN sustainable development goals • Partnerships • CSR practices popularization	• Participation in and hosting of 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

DIVERSITY, EQUITY, AND INCLUSION

DIVERSITY, EQUITY, AND INCLUSION

At SoftServe, we ensure a sustainable future for our associates and the communities where we live and work worldwide.

OUR VISION

A people-centric culture lies at the core of who we are as an organization. It impacts how we treat our associates, the ecosystem we build around our people, and every decision we make as an employer.

At SoftServe, we are focused on creating an environment where:

- all people are equal

- every individual can realize his or her potential

- we all can grow professionally and do what drives us, being authentic

The principles of diversity, equity, and inclusion are the essential parts of our people strategy, supported by corporate policies, HR and managerial practices, and internal and external initiatives.

DIVERSITY, EQUITY, AND INCLUSION

CODE OF CONDUCT | BUSINESS ETHICS

Our Code of Conduct details the values that guide the way we do business. It further promotes our commitment to expect the ethical behavior of anyone employed by us, whether directly or indirectly. SoftServe is committed to creating a work environment built upon cooperation and respect for one another. We treat each person with dignity and respect and do not tolerate any form of harassment or discrimination.

CONFLICT OF INTEREST

SoftServe associates are expected to act in the company's interest. They are required to ensure that any business or personal associations do not create a conflict of interest within their roles and duties at SoftServe.

HUMAN RIGHTS PROTECTION | DIVERSITY, EQUITY, AND INCLUSION

At SoftServe, we celebrate everyone who makes up our incredible company. We recognize the value of each associate's strengths, skills, and identity no matter where they come from or what they believe in. It's what makes us unique.

SoftServe enforces equal and transparent hiring and career development procedures and working environments for everyone, regardless of gender, race, age, religion, sexual orientation, or social status.

## BUILDING A CULTURE OF DIVERSITY, EQUITY, AND INCLUSION

In September 2020, SoftServe launched the three-month educational program, "Building a Culture of Diversity and Inclusion," designed in cooperation with the Educational Center of Human Rights (Ukraine) for an internal audience. The course covered key aspects of diversity, equity, and inclusion.

Our graduates formed a community of DE&I Ambassadors, committed to integrating diversity and inclusion values into corporate processes and programs. The ambassadors are ready to implement, sponsor, and join company DE&I projects on various levels.

DIVERSITY AND INCLUSION ANALYTICS

In 2020, SoftServe created the Power BI DE&I dashboard with people analytics. The data provides insights on equal career opportunities for all associates regarding gender, age, nationality, tenure, or seniority level.

This data helps identify possible gaps and tackle any potential issues. It is available to DE&I Council members, as well as the CSR team.
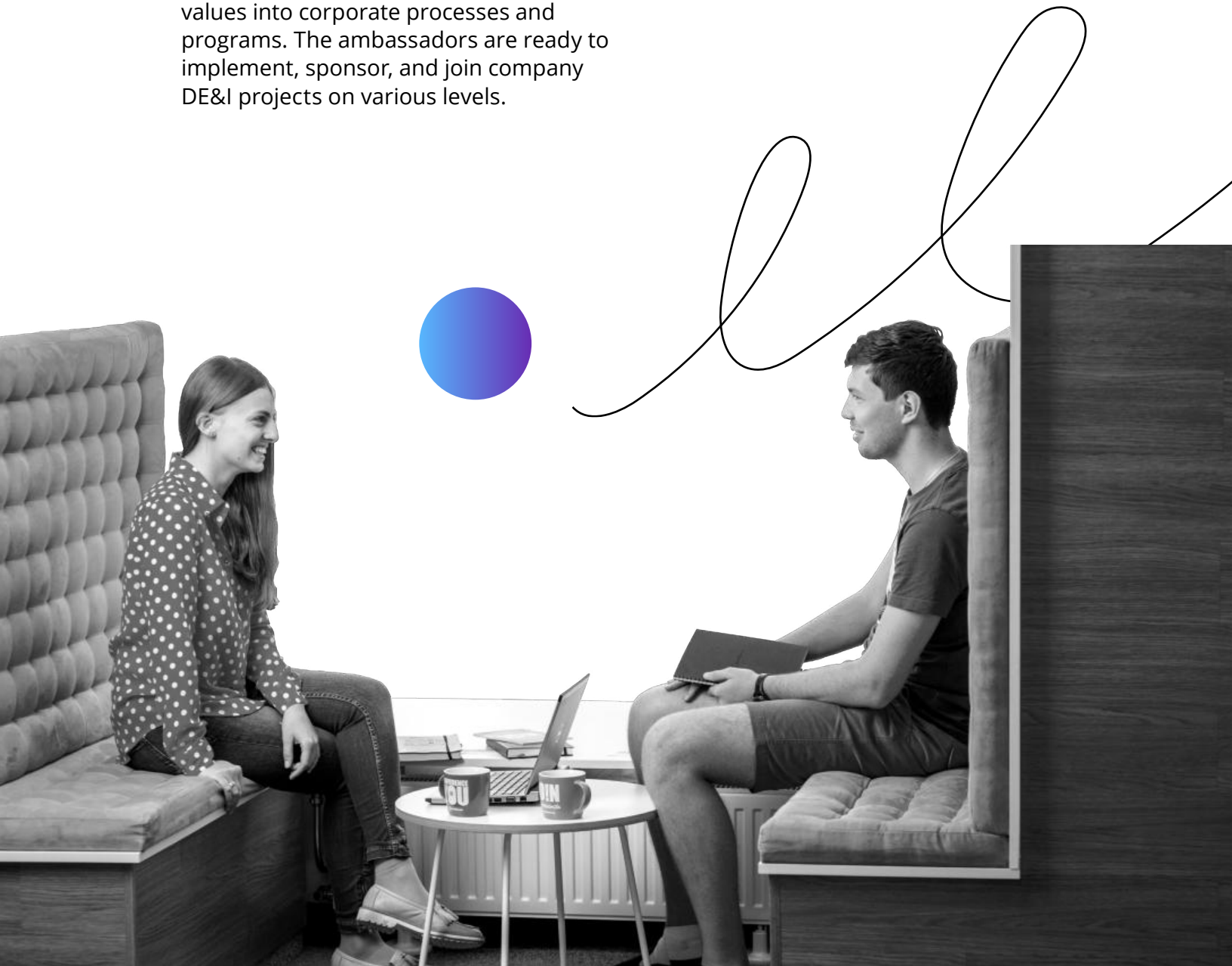
MEASURING EMPLOYEE SATISFACTION

In May 2017, we launched an anonymous quarterly companywide employee satisfaction survey. The data and comments are a working tool for broad cross-functional teams and managers to acknowledge and improve workplace aspects. The results of the surveys on implemented and planned improvements are openly communicated to associates.

This approach shows a strong ESAT response rate of more than 70% and a high level of loyalty among SoftServe associates.

In 2020, each round of the survey had a separate question related to mental well-being. We extended the questionnaire with three additional questions to identify associates' satisfaction with the company's health and well-being benefits. Moreover, this instrument helps us investigate employee satisfaction with the company's DE&I efforts and SoftServe's goal to build a working environment of equal opportunities and general well-being.

This feedback is extremely valuable for shaping the *Future of Workplace* initiative and introducing benefits, corporate programs, and initiatives.

EQUAL OPPORTUNITIES

We grow more diverse and move confidently towards gender equality at a pace close to the 2020 industry benchmark of 34.4%.

Principles of non-discrimination, non-harassment, and mutual trust and openness guide our growth, and we focus not on gender, but on professionalism, maturity, performance, and skills. All associates have equal career and development opportunities and access to benefits regardless of age, social status, or any other category protected by applicable law.

WOMEN IN MANAGERIAL ROLES, 2018-2020

male   female

49%   49%   35%   65%   51%   51%
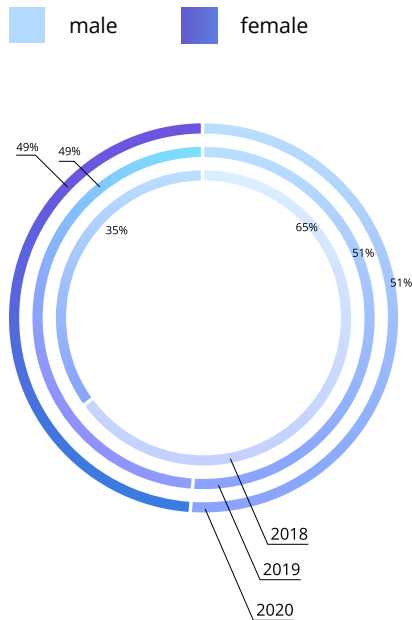
2018
2019
2020

ASSOCIATE DISTRIBUTION BY GENDER, 2018-2020

male   female

35%   34%   32%   68%   66%   65%
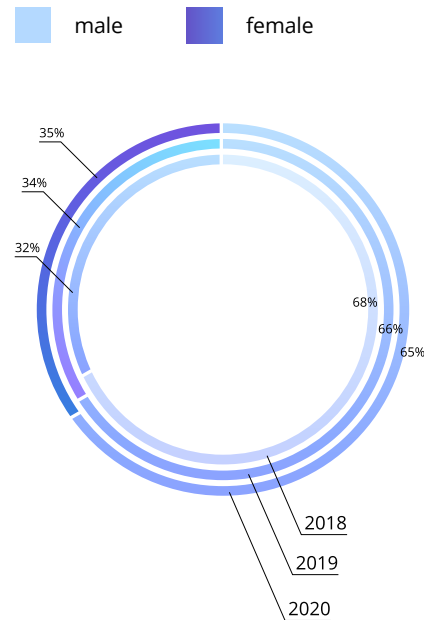
2018
2019
2020

**EQUAL
OPPORTUNITIES**

**SOFTSERVE TEAM STRUCTURE BY
AGE, 2018-2020**

■ 2018   ■ 2019   ■ 2020

Age	2018	2019	2020
<20	2%	4%	1%
21-30	53%	47%	22%
31-40	35%	38%	62%
41-50	6%	7%	12%
51-60	2%	3%	3%
>60	1%	1%	1%
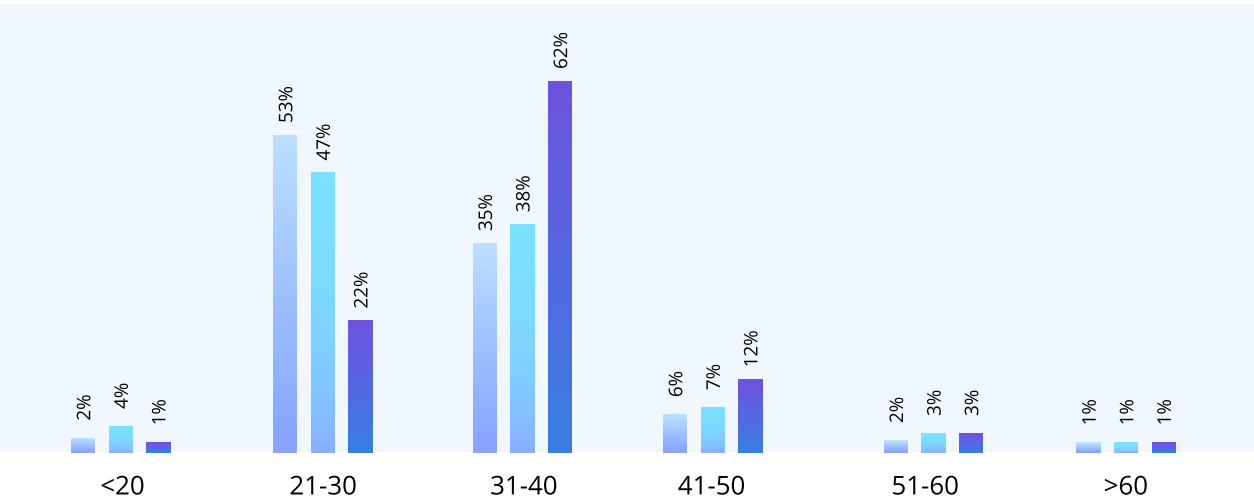
RECENT PROJECTS AND INITIATIVES

ACCESSIBILITY TESTING GROUP

In 2019, SoftServe IT Academy developed its first course for people with visual impairments.

Accessibility Testing is a type of usability testing that aims to make sure a web product is suitable for people with impairments to vision, hearing, cognitive acuity, and more. Among the 50 accessibility criteria by which sites and applications are evaluated, most are applicable to people with visual impairments.

Graduates of the first Accessibility Testing team at SoftServe IT Academy will specialize in testing products for suitability for visually impaired people.

Five graduates completed the course and joined SoftServe in 2020.

STRONG LEADERS CREATOR IN IT REPORT (POLAND)

"Strong Leaders Creator in IT" from Come Creations Group is the first report of its kind in Poland regarding how new technology companies support women and help them develop their careers.

SoftServe shared best DE&I practices in the recruitment process and educational projects. We are delighted to be among the most prominent companies that constantly strives for the highest standards of equal opportunities and employee development.

RECENT PROJECTS AND INITIATIVES

EMPOWERING WOMEN IN INFORMATION TECHNOLOGY

SoftServe actively promotes IT career and development opportunities for women by joining national campaigns, participating in large-scale events and local initiatives. In 2019–2020, we participated in:

- Women in Tech Summit 2019, the biggest conference for women in IT and Tech in Europe (Warsaw, Poland, 2019).

- National Day of Girls in STEM (Ukraine, 2019–2020).

- IT Academy Spring Breakfast with female students of different technological faculties (Dnipro, Ukraine, 2020).

- Fem Day in IT (Ukraine, 2020).

WELL-BEING
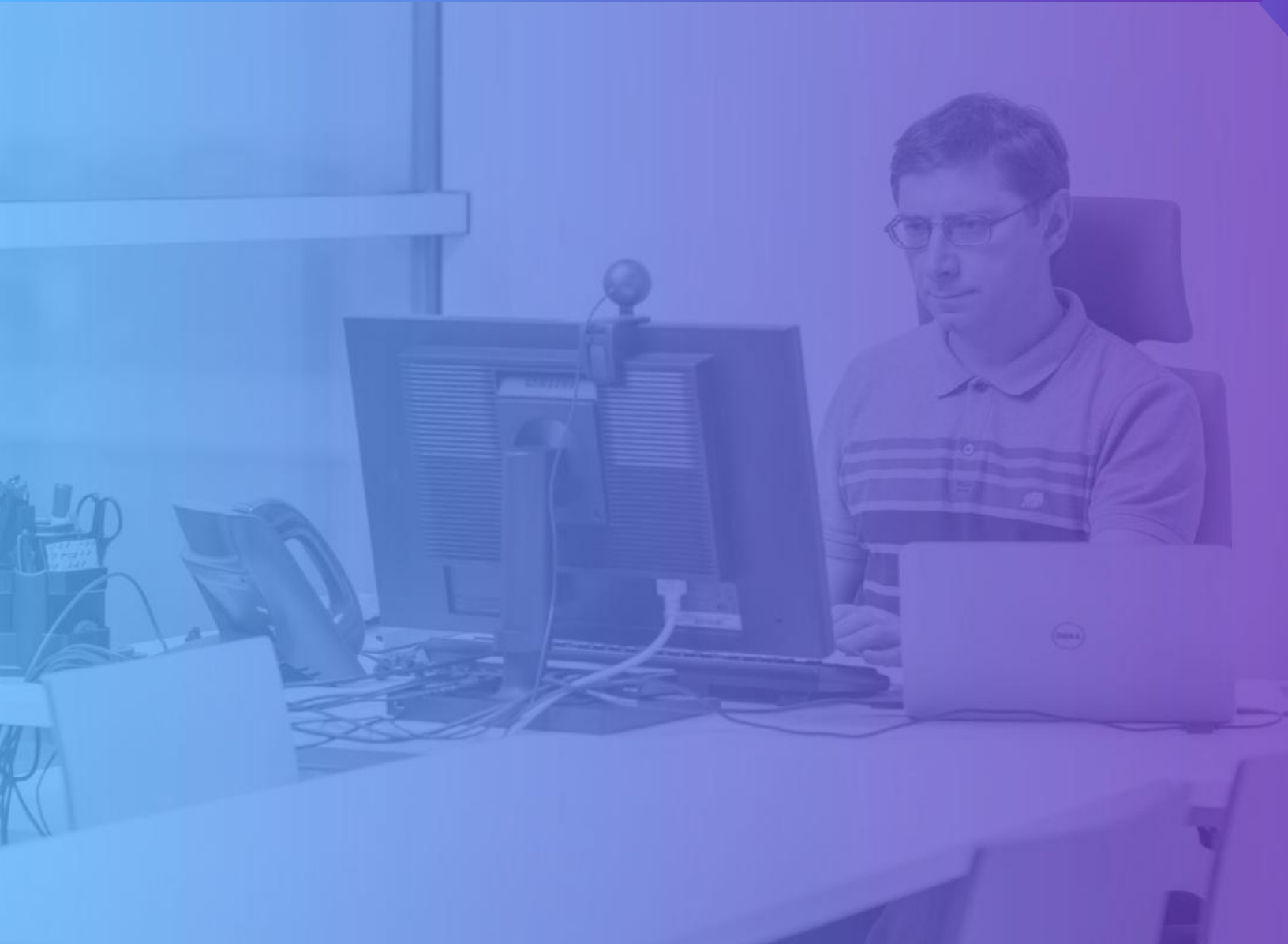
WELL-BEING

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. It is an essential factor in determining SoftServe's long-term development.

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 positive relationships with others, better cope with stress, and make meaningful contributions.

PHYSICAL WELL-BEING

HEALTH MATTERS PROGRAM

This corporate program is designed to help associates maintain a healthy lifestyle by organizing health check-ups, offering advice sessions with specialists, organizing sporting events, and providing appropriate infrastructure.

CORPORATE MEDICAL INSURANCE

In May 2019, SoftServe launched a corporate medical insurance program, which previously was available only for associates outside Ukraine and at our Kyiv development center. Medical insurance provided by SoftServe ensures that associates have easy access to high-quality medical services. To ensure we offer the best medical benefits for our people, SoftServe works with top-rated insurance companies globally.

SPORTS INFRASTRUCTURE

Most SoftServe offices have a modern gym, where associates can exercise with an instructor or attend group sessions. We also offer sport multi cards, discounted prices for local gym memberships, massage services, relaxation rooms, and other services related to physical well-being.

HEALTH MATTERS INITIATIVES, 2019-2020

- 2019
- 2020

	ASSOCIATES INSURED	DOCTOR VISITS	FLU VACCINATIONS
2019	7424	8017	1486
2020	7513	6636	1456
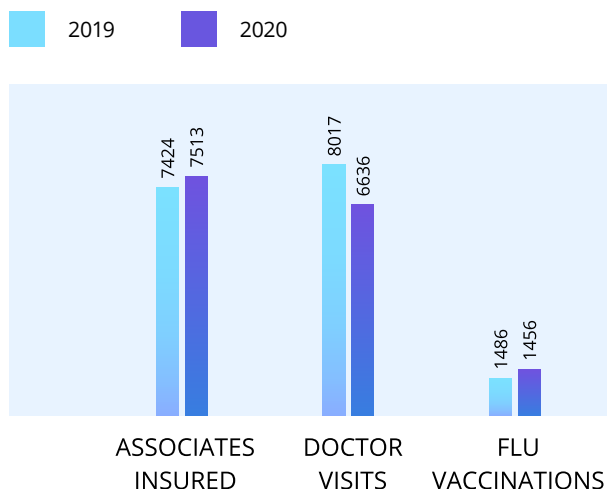
PERCENT OF VACCINATED, 2019-2020

- 2019
- 2020

2019	2020
20%	18%
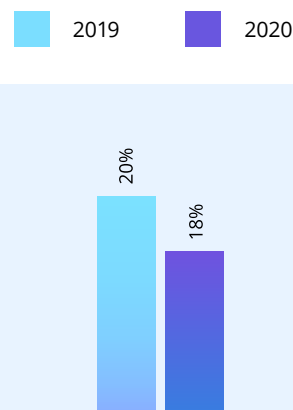
PHYSICAL WELL-BEING

SOFTSERVE OLYMPIC GAMES

SoftServe began hosting a corporate sports tournament in 2018. Associates from all company locations gathered in Lviv, Ukraine to celebrate teamwork.

Due to COVID-19 quarantine restrictions and safety precautions, the 2020 tournament was replaced by outdoor activities and sporting challenges at individual offices.

OUTDOOR SPORTING CHALLENGES

The COVID-19 pandemic impeded our usual plans for traditional get-together options, so we sought out unique ways to engage our global staff.

For example, the annual company anniversary celebration, a running and cycling challenge was organized to cover the 13,574 kilometers / 8,434 miles separating our most distant offices—Singapore and San Francisco. Hundreds of associates participated, and the distance was covered in less than two months.

SOFTSERVE OLYMPIC GAMES, 2018-2019

■ Associates participated

200
300

2018   **2019**

DISCIPLINES, 2018-2019

3
2018

7
2019

MENTAL
WELL-BEING

Piloted in several locations throughout 2019, our corporate mental well-being program was designed to help associates maintain emotional health. The program focuses on timely stress relief, healthy work-life balance, and education on the importance of emotional, mental, and behavioral health.

MENTAL
WELL-BEING WEEK

Mental Well-Being Week was held for all associates in an online format in October 2020. The weeklong event featured internal and external experts holding 12 panels. More than 1,700 associates participated.

EMOTIONAL
INTELLIGENCE PROGRAMS

During 2019–2020, we launched several educational programs with internal coaches and psychologists. These provide managers with skill-building opportunities for improved communication, management, problem-solving, and workplace relationships. Altogether, 73 managers participated.

50+
EVENTS

9,500+
PARTICIPANTS

32
SPEAKERS

MENTAL WELL-BEING

WANNA TALK ABOUT IT?

Starting in October 2020, SoftServe organized informal meetings with internal psychologists to discuss things that concern our associates. We collected discussion topics anonymously.

During the talks, experts offered valuable advice related to mental well-being. Topics included productivity and focus, work-life balance, and maintaining healthy relationships with colleagues, family, and friends.

5

EVENTS

2,300+

PARTICIPANTS

MENTAL WELL-BEING

ONLINE ENGAGEMENT ACTIVITIES

Our associates sought opportunities to have quality time with teammates in the extended remote work situation.

As an alternative to traditional corporate sporting tournaments, we introduced E-Game tournaments and Brain Games during 2020.

The COVID-19 pandemic and remote work requirements significantly increased the demand for educational and awareness sessions with health, mental health, and mindfulness experts. We supported our associates during this pandemic by offering additional assistance in coping with isolation, anxiety, uncertainty, and stress.

E-GAMES TOURNAMENT

6
Games

333
Players

BRAIN GAMES

5
Games

750
Participants

SUPPORTIVE FUNCTIONS, PROGRAMS, AND PERKS

Our organizational structure, programs, and perks are aimed not only creating a better workplace but also at improving our associates' general well-being. At SoftServe, we offer numerous benefits, which vary by location.

SUPPORTIVE FUNCTIONS

Buddy Program
for newcomers

HR Business Partners
to support managers and teams

Talent Success Leads
to support internal rotations and retraining

Talent Center (Reserve)
available for associates transferring from one project to another

Learning Partners
to take care of learning needs and enable learning

VISA and Legalization Support
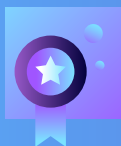to provide assistance and guidance for relocation and business trips

Business Trip Office
to arrange travel

Help Desk and IT Support
to tackle technical issues

SoftServe Awards
internal recognition of top performance

SoftServe Discount Program
discounts at restaurants, cafes, stores, gas stations, and more

Emergency Response Team
to assist teammates in a crisis

BENEFITS

EDUCATION

- Internal and external corporate training
- Corporate language courses
- Certification center
- Leadership programs and business school
- Tech school
- Mentorship and coaching
- E-learning
- Tailored educational solutions
- Internal communities and functional offices

HEALTH

- Insurance
- Corporate doctors
- Health days (vaccinations, medical examinations, healthy snack days, etc.)
- Paid vacation and sick leave
- Financial support for medical treatment

SPORT

- On-site gym or external gyms sport cards
- Cycling infrastructure in the offices (bicycle stands, locker rooms, showers)
- Corporate sports tournaments
- Team participation in local and national sporting competitions (running, cycling, football, basketball, volleyball, etc.)

WORK SCHEDULE

- Flexible working hours
- Additional days off
- Paid sick leave

CORPORATE PROGRAMS

- Referral program
- SoftServe's Kids Matter program
- Well-being program
- SoftServe discount program
- Anniversary gifts
- Corporate celebrations

Corporate benefits differ in different locations and countries.

A COMFORTABLE AND SAFE WORKING ENVIRONMENT

A comfortable and inspiring environment is vital for our associates. Many spend a lot of time in their workplaces focused on challenging digital projects and innovations, so we make sure that our offices are convenient, comfortable, well-equipped, and accessible. This was true before the pandemic, and it will remain so afterwards.

In 2019–2020, SoftServe opened new offices to accommodate more than 6,700 associates. These new offices are located in areas with better infrastructure, yet are close to the previous locations.

The new offices are healthier and have more space for collaboration, active recreation, and focused work. They feature spacious relaxation zones, sporting rooms, meeting rooms of various sizes, open terraces, and open-air park zones.

In 2019-2020 we created or opened:

- more than **6,700** new working places

- **8** massage rooms

- **31** relax zones

- **3** kids care rooms

- **15** open terraces

SUSTAINABLE OFFICES

In 2019-2020, two of the company's office buildings were certified as sustainable. Our Austin HQ building was LEED-certified, and another office location in Lviv was BREEAM-certified.

ACCESSIBILITY AUDIT

An internal accessibility audit of SoftServe's offices in late 2019 revealed that fully half of the company's offices were entirely accessible. SoftServe IT Academy training facilities will be made accessible to people with disabilities by 2025.

When designing all new offices, the company will be guided by accessibility standards to ensure the most comfortable working conditions for all employees and guests. Additional information now supplement corporate instructions for organizers of internal and external events regarding the basic requirements for event venue accessibility.

PEOPLE DEVELOP-MENT

PEOPLE DEVELOPMENT

We built a robust internal educational program to reach strategic business goals and ensure associates are qualified and well equipped to deal with modern-day challenges. SoftServe University is a corporate learning hub that for more than 10 years has provided our people with knowledge, hard and soft skills, and inspires our lifelong learning culture.

TALENT ACCELERATION CENTER

Provides learning solutions for talented youth to start a successful IT career. Candidates come for the experience and stay for their future at SoftServe.

TECH SCHOOL

Creates and provides an innovative and dynamic environment for learning solutions that empower professionals to move forward on their technical career path.

CERTIFICATION CENTER

Provides professional support with SoftServe-based tests and international certifications.

CENTER OF LEARNING EXCELLENCE

Drives continuous improvement with the best learning management practices, practical tools, global trends, and innovations. This shapes learning into excellence to help anyone succeed in their learning experience.

BUSINESS SCHOOL

Provides learning solutions for boosting leadership and managerial competencies for new and experienced leaders to deliver additional company value.

CROSS-CULTURAL COMMUNICATION CENTER

Delivers a unique opportunity to advance the participant's language and communicational proficiency by choosing the most convenient format and boost their cross-cultural communication competence.

E-LEARNING TEAM

Develops business-specific online courses and creates media content for associates' training programs.

INTERNAL LEARNING
EXPERTS IN 20 LOCATIONS

482
mentors

349
teachers

24
coaches

2,164
unique learning
solutions
delivered in
2019-2020

8 in 10
SoftServians
engaged in
learning by
SoftServe
University in
2019-2020

LEARNING SOLUTIONS CREATED, 2019-2020

- 2019
- 2020

	FREE	PAID	FREE UNIQUE	PAID UNIQUE
2019	1,141	1,042	884	120
2020	1,926	1,332	1,020	140
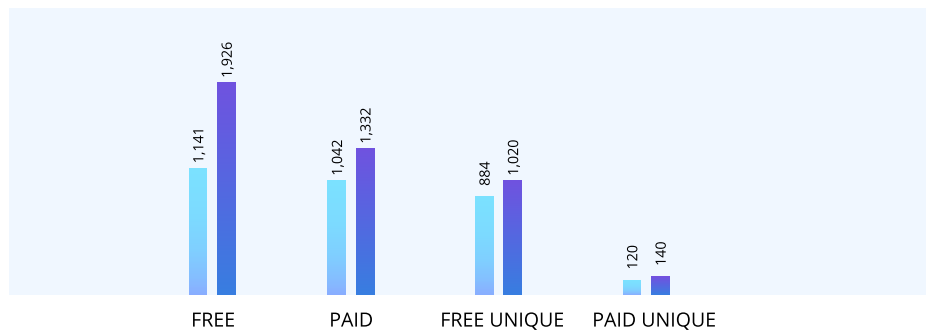
ASSOCIATES INVOLVED IN LEARNING ACTIVITIES, 2018-2020

2018	2019	2020
3,840	6,953	8,314
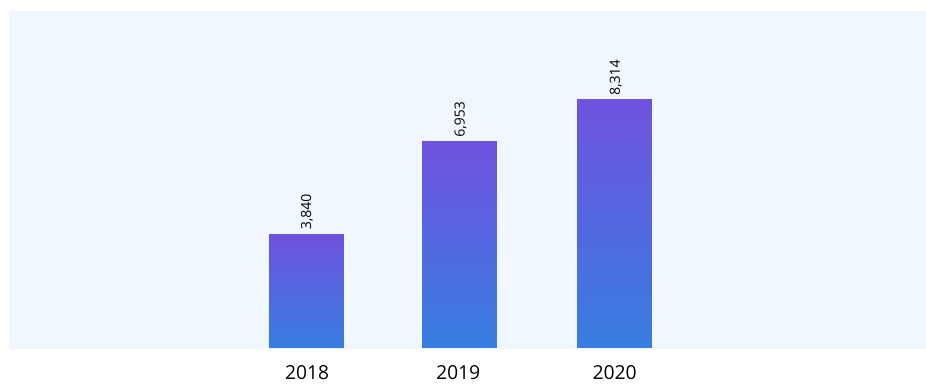
**MENTORSHIP AND COACHING,
2019-2020**

| | 2019 | 2020 | 2019 | 2020 |

29   29   658   1,000
24   26   482   591

- ⬛ Coaching pairs
- ⬛ Coaches
- ⬛ Mentorship pairs
- ⬛ Mentors
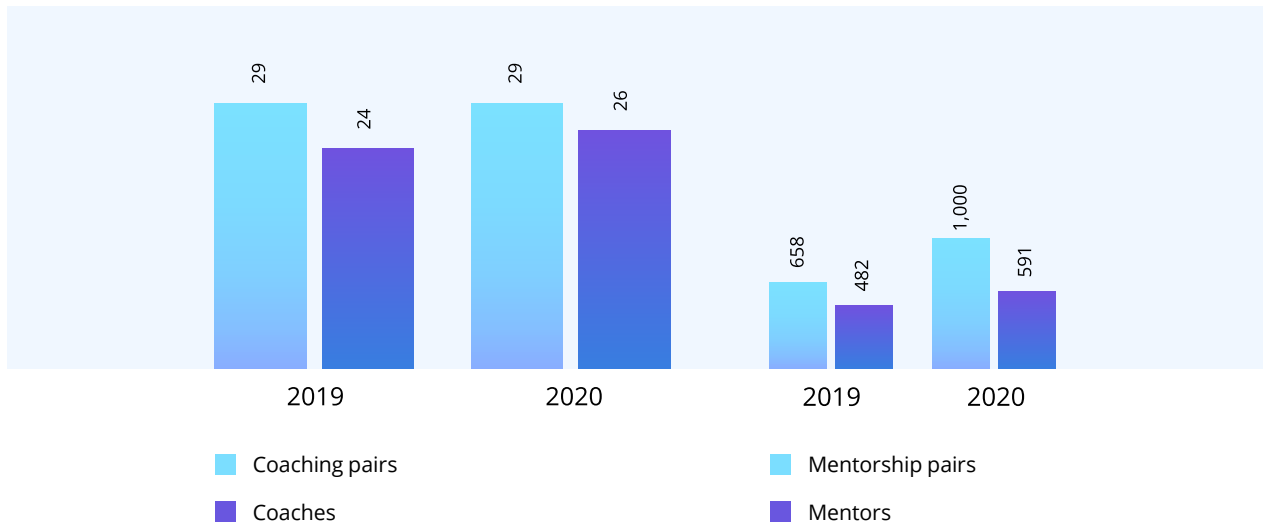
**LANGUAGE COURSES TAKEN,
2018-2020**

2018 — 1464
2019 — 2194
2020 — 2075

- ⬛ English
- ⬛ German
- ⬛ Polish
- ⬛ Spanish
- ⬛ French
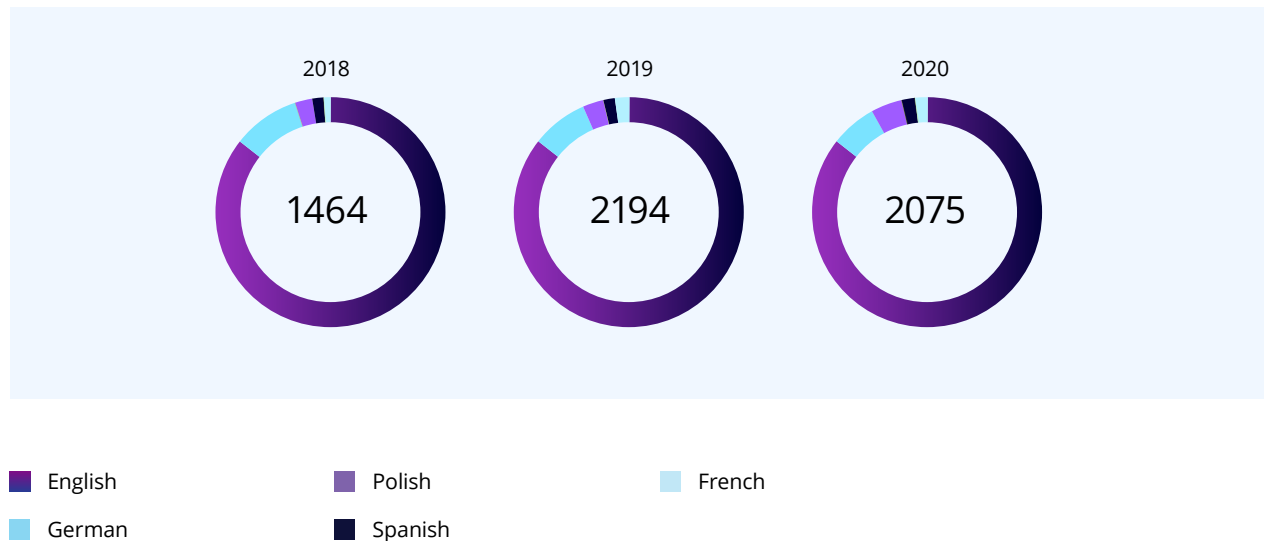
CERTIFICATION CENTER

The SoftServe Certification Center is an experienced provider of IT certifications in quality control, software development, IT support, project management, business analysis, and many other directions. It sets industry benchmarks and creates new career opportunities for associates and external clients. The educational portfolio includes international- and SoftServe-based exams.

Due to the COVID-19 pandemic, the certification center postponed its operations at the beginning of 2020, but has since restored online services and reopened with the limited capacity to fully meet COVID-19 safety requirements. Unfortunately, the pandemic caused a decrease in the number of certifications granted.

With the People Excellence 2.0 framework launch, some internal SoftServe-based tests were substituted with alternative built-in solutions, which reduced the number of tests taken by the associates.

265 of the most wanted certifications by our associates were from AWS, Google Cloud, Microsoft, Brainbench, Oracle, and Salesforce.

INTERNATIONAL CERTIFICATION, 2018-2020

2018	2019	2020
1,672	2,363	1,026
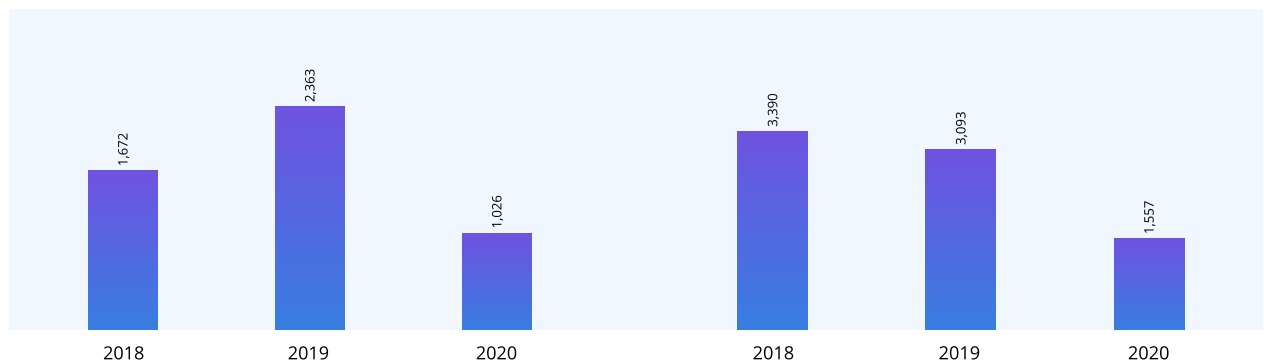
SOFTSERVE-BASED TESTS, 2018-2020

2018	2019	2020
3,390	3,093	1,557
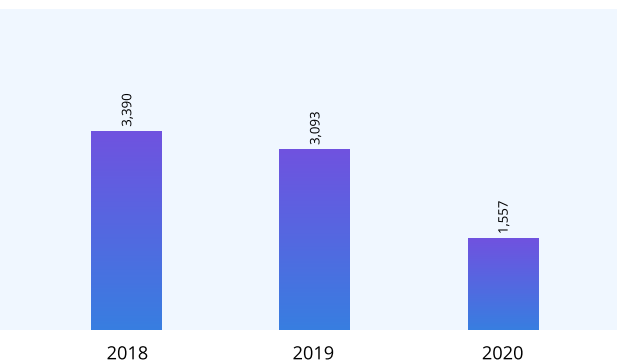
LEADERSHIP DEVELOPMENT PROGRAM

Leadership programs have become more job- and company-specific, allowing us to develop a solid core of leaders who can meet real-time challenges. The learning path for each Leadership Development Program participant is defined in advance so that learning becomes highly customized. Learning content and formats are directly relevant to the SoftServe work environment, and are specifically designed to solve real-life challenges.

SOME OF THE TOP-RATED PROGRAMS AMONG SENIOR ASSOCIATES:

	2019	2020
Managers Onboarding Camps	**212** participants	**177** participants
Future Managers Program	**136** participants	
Future Leaders Program	**8** participants	
Future Vice Presidents Program		**21** participants
Future Financial Leaders Program	**9** participants	
Delivery Directors' Leadership Program		**25** participants
QC Leads Program		**60** participants
Master classes by SoftServe leaders	**1,062** participants	**1,403** participants

CAREER GROWTH

PEOPLE EXCELLENCE 2.0

People Excellence allows SoftServe associates to develop and gain new expertise for business success.

The program reveals talent potential, promote associates' experience, boost professional development, and ensures recognition of their talents.

It is much more than just an ecosystem—it's how we foster trust and develop our people at SoftServe.

In late 2019, SoftServe introduced an updated version of the framework (Version 2.0) with more new job positions being constantly added to the system.

Within the people development processes, we aim to:

• Identify the strengths of our people

• Provide full support to gain the needed experience

• Build a suitable environment for personal growth

Additionally, we help our associates enhance their expertise and maturity levels by conducting regular performance reviews. We also provide free access to our knowledge infrastructure, building a bridge of trust with clients.

• **6,300** associates can now have performance reviews in 8 areas of expertise and 67 profiles.

• **3,290** associates had performance reviews after the roll-out of the renewed approach in 2020, and 43% were promoted.

CAREER GROWTH

PERSONAL DEVELOPMENT PLAN

Another framework to accelerate career growth at SoftServe is Personal Development Planning (PDP). This framework is a structured way of discovering career aspirations, defining strengths and weaknesses, opportunities, and barriers to personal development.

After completing PDP preparation, each associate has an individual session with a line manager who can also highlight key development areas. New biannual practice is mandatory for senior associates of 6+ levels and representatives at functional offices.

CAREER GROWTH

TALENT INDEX

Because we know SoftServe's future will be shaped by our associates, a new analytical tool for managers was implemented in 2020 to address the risk of talent attrition.

We continually expand our talent pool by helping associates gain new knowledge, skills, and roles. We are focused on creating our own experts internally.

More than **7,600** associates were promoted in 2019-2020, almost twice as many as in 2017 and 2018.

TIME TO PROMOTION IN 2020, IN MONTHS

Female   Male

Junior: 5, 5
Intermidiate: 17, 17
Senior: 18, 22
Tech lead: 20, 24
Expert: 17, 21
Principal: 23, 21
Director: 24, 26
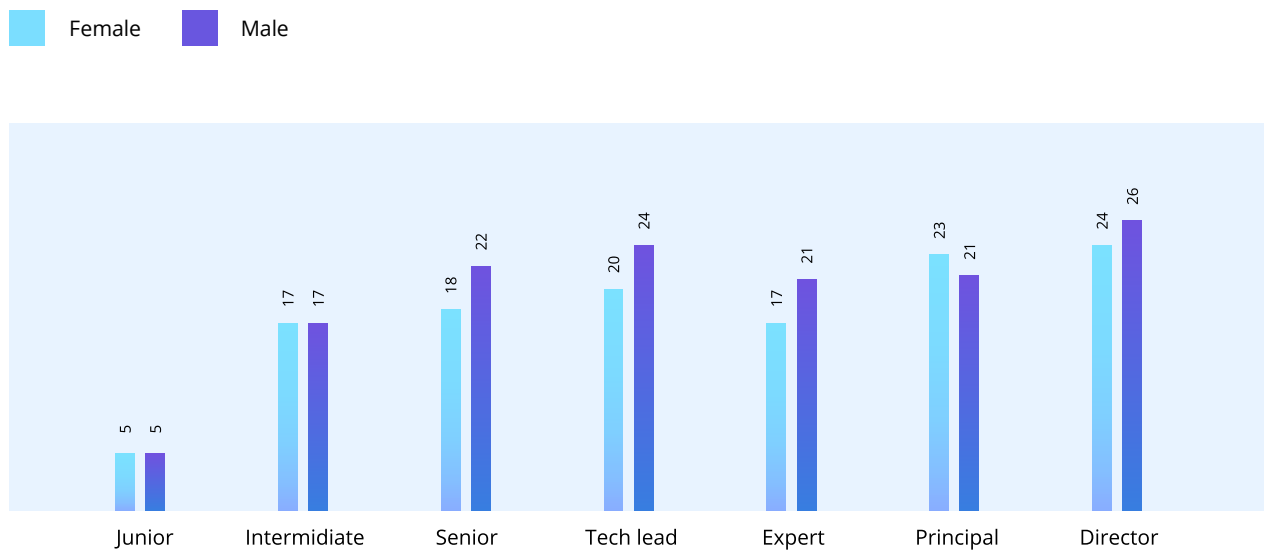
OUR RESPONSE TO COVID-19

OUR RESPONSE TO COVID-19

SUPPORT OF OUR ASSOCIATES

SoftServe developed a Work from Home policy that sets out the guiding principles for supporting associates for a sustainable transition to a flexible working environment following the COVID-19 pandemic. By pursuing a global approach with local (country) implementation and adaptation where required, SoftServe switched to online work mode in March of 2020.

In May of 2020, we introduced the first phase of return to the office plans, which included a quota of no more than 15% of employees working in offices. Meeting rooms and gyms will remain closed. Restrictions on business trips and a ban on live team gatherings stay in effect.

Subsequent phases will involve a gradual increase in the number of associates admitted to work from offices as the pandemic situation resolves.

Mental Well-Being Program

SoftServe introduced a corporate mental well-being program with online webinars from psychologists and doctors who specialize in stress, emotional burnout, and other health issues. An awareness campaign was conducted through the company's internal social media channel.

BTO Supported Associates

Our Business Trip Office (BTO) team helped to return SoftServe associates abroad on vacation or work at on-site pre-sales trips when country borders were closed during quarantine.

Location Specific Communication on Quarantine Restrictions

SoftServe associates receive up-to-date information on all cities where company development centers are located. The relevant information includes a list of institutions that can be contacted in case of COVID-19 concerns.

Performance and Engagement

Remote work hasn't impacted our performance and team engagement. At the end of the second quarter of 2020, our Net Promoter Score (NPS) was 75, which is significantly above the industry benchmark. Employee NPS (eNPS) was 73, which is 51 points above the technology benchmark.

OUR RESPONSE TO COVID-19

SUPPORT TO MEDICAL INSTITUTIONS

SoftServe is committed to supporting medical institutions, local authorities, and our associates to combat COVID-19 by providing essential healthcare resources and tools.

Immediately after the quarantine announcement, SoftServe committed to supporting medical institutions' efforts to combat COVID-19 by providing essential healthcare resources, tools and donating $375,000. The donation has been put into the corporate "Open Eyes" charity to address urgent medical needs in Ukrainian cities. Moreover, SoftServe associates raised an additional $217,600.

SoftServe financial support for medical institutions

- **7** cities **43** hospitals **100+** volunteers involved

- **$236,143** for **9** medical ventilators

- **$33,000** for **12,500** protective respirators

- **$16,000** for **600** medical gowns

- **$20,000** for **3,860** COVID-19 express tests

- **$175,000** for **7,500** medical protective suits

- **$ 44,788** for **4,000** protective goggles

- **$42,214** for **12** oxygen concentrators

TECHNICAL TOOLS FOR NON-GOVERNMENTAL ORGANIZATIONS AND LOCAL AUTHORITIES

SoftServe employees assisted local governments and non-government agencies in developing and implementing technological solutions to combat COVID-19.

One example is the development of the STOP COVID-19 online platform and chatbots for the Lviv Regional Council. The platform contains comprehensive information with a list and contact details of medical institutions, listing family doctors and the current distribution map of COVID-19 cases in Ukraine.

Another project developed in cooperation with the Lviv Regional Council is "FightCovid19", which supports four Lviv hospitals' coordination with donors and investors. This initiative helps meet the current needs of those at the forefront of the fight against COVID-19.

SoftServe, in cooperation with the Public Health Center of Ukraine introduced new tools for COVID-19 data collection and analysis, with United Nations Children's Fund (UNICEF) support.

Ukraine UNICEF experts have supported the Public Health Center (PHC) to improve its information collection tools and introduce new solutions to analyze COVID-19 data. These tools enable better understanding of the situation and modeling of possible action.

In Bulgaria, our associates developed a COVID-19 triage chatbot for the government portal. It provides citizens with answers to frequently asked questions and necessary contact information to assess symptoms and navigate the next steps.

IMPROVING IT EDUCA-TION

IMPROVING IT EDUCATION

Improving IT education is one of the key corporate responsibility goals for SoftServe. We believe that high-quality education fuels the development of the IT industry and its specialists. SoftServe is improving IT education and implementing its projects in partnership with industry organizations, IT clusters, and universities.

COOPERATION WITH UNIVERSITIES AND STUDENTS

SoftServe contributed to the establishment of bachelor's degree programs and technological laboratories to boost practical skills development.

In 2019–2020:

- **6** IT bachelor's degree programs updated or newly launched

- **4** technological laboratories opened at universities

- **10+** career days for students held annually

- **150+** in-house excursions held annually

- **10+** hackathons held for IT students

- **100** lectures, workshops, and trainings held at universities

- **29** active partnerships with universities in Ukraine

- **3** active partnerships with universities and tech schools in Bulgaria

- **2** active partnerships with universities in Poland

COOPERATION WITH UNIVERSITIES

29

NUMBER OF PARTNERING INSTITUTIONS

Poland

2

1 Rivne

1 **2** **1** **2**
Lviv

2 Ivano-Frankivsk

1 Chernivtsi

6 **1** Kyiv

2 **2** **2** Kharkiv

Ukraine

6 Dnipro

Bulgaria

2

10

EDUCATIONAL PROVIDER

5

EDUCATIONAL TRUSTED PROVIDER

12

EDUCATIONAL TRUSTED PARTNER

2

EDUCATIONAL INTEGRATED PARTNER

STRATEGIC PARTNERSHIP WITH
UKRAINIAN CATHOLIC UNIVERSITY

In October 2019, SoftServe partnered with the Faculty of Applied Sciences at Ukrainian Catholic University (UCU) in Lviv, Ukraine. This partnership reinforces SoftServe's commitment to supporting UCU's technical research, methodological educational proposals, experience exchanges, scientific development, and students' career readiness in IT fields.

The Faculty of Applied Sciences offers degrees in computer science, information technology, business analytics, and data science and is often regarded as one of the top institutions for IT research in Ukraine.

SoftServe and the Applied Sciences Faculty of Ukrainian Catholic University cooperate on the faculty's scientific and educational work. Faculty members, students, and R&D engineers work together on research, utilizing the latest machine learning advancements in real industry case studies.

- **8** researchers

- **7** mentors

- **6** projects

- **6** scientific papers

INTERNET OF THINGS LABORATORIES

In April of 2019, SoftServe, through a partnership with Ivano-Frankivsk IT cluster members, opened an Internet of Things Laboratory at King Danylo University in Ivano-Frankivsk, Ukraine.

The laboratory facilitates instruction on the basics of Internet of Things (IoT) technologies and development methods, including simple controller and sensor set-based solutions, Raspberry Pi and Arduino microcontrollers usage, cloud technology implementation, and high-level programming.

This new platform is expected to boost a wave of local IT development in Ivano-Frankivsk and foster hands-on experience for students studying IT specialities.

In July of 2019, SoftServe contributed to opening a new Internet of Things (IoT) laboratory at Lviv Polytechnic National University in Lviv, Ukraine.

Created by several IT companies in the Lviv region, the IoT laboratory enables students working towards an IoT degree to learn how to program smart devices and work with hardware components.

The laboratory will feature workstations equipped with the latest cutting-edge equipment, including robotic machines, 3D printers, and laser engravers.

ROBOTICS LABORATORY AT LVIV NATIONAL UNIVERSITY

In January 2019, SoftServe launched a robotics laboratory at the Ivan Franko Lviv National University, Ukraine. The new laboratory provides electronic and computer technology students with the opportunity to attend robotics classes.

ENGINEERING CLASS AT DNIPRO NATIONAL UNIVERSITY

In February 2020, SoftServe helped open an engineering class at the Faculty of Physics, Electronics and Computer Systems of Dnipro National University. Technology students can take practical courses in a well-equipped classroom.

PARTNERSHIPS WITH UNIVERSITIES IN BULGARIA

In 2019-2020, SoftServe established two partnerships with universities in Bulgaria. In the scope of our collaboration with the Technical University of Sofia, the company organized two free courses on DevOps and WEBUI.

In partnership with New Bulgarian University, the Informational Architecture Day in 2019 and 2020 were introduced and held in Sofia. World Information Architecture Day is a one-day annual celebration hosted by the Information Architecture Institute and held in more than 60 locations across the globe simultaneously.

PARTNERSHIPS WITH UNIVERSITIES IN POLAND

In 2020, SoftServe partnered with WSB Poland (Wyższa Szkoła Biznesu) to co-create two new postgraduate courses for cloud DevOps engineering and cloud solution architect majors. The company's associates also contribute as lecturers and guest speakers.

Over the years, SoftServe has built a partnership with the Bialystok University of Technology. As a part of our cooperation, we have organized lectures and tech contests for students. The company also closely cooperates with the university career office to help new talents succeed at the beginning of their careers.
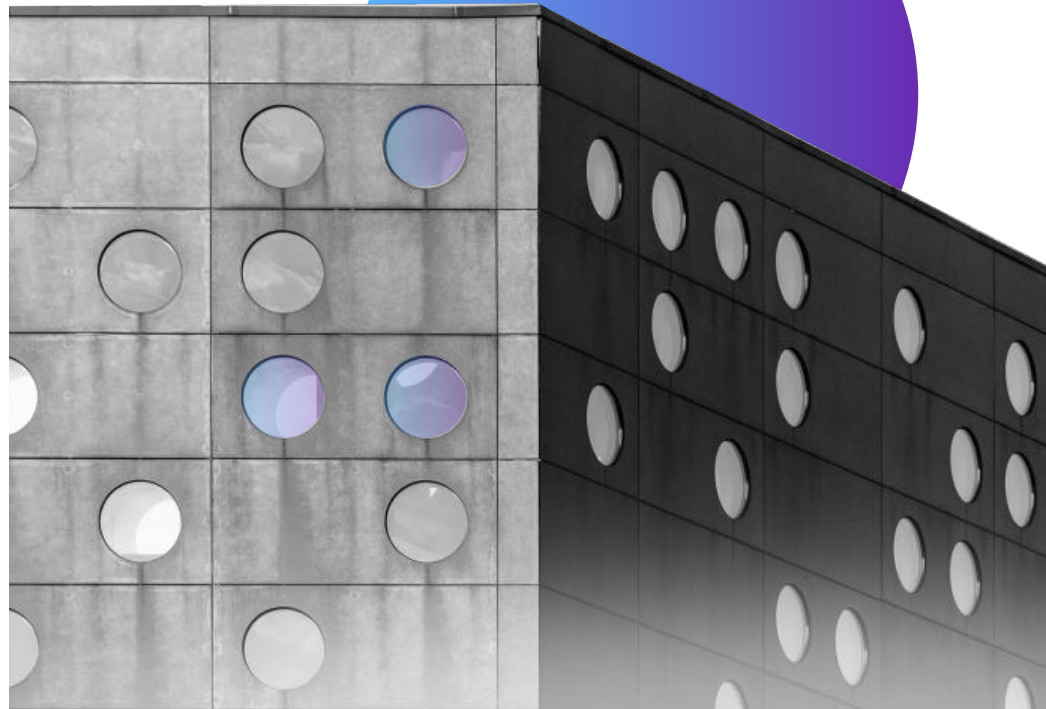
INNOVATIVE PROGRAMS FOR YOUTH

R&D INCUBATOR

In 2019, SoftServe launched R&D incubators in Lviv and Kharkiv. Both are new, intense tech programs that foster collaboration between students and developers who work on joint innovative projects.

Courses last for three months, and students receive a monthly scholarship. During this time, in addition to working on real cases alongside SoftServe's R&D mentors, students receive soft skills and tech training. Top students receive bonuses and job offers at SoftServe.

CRASH COURSES

These are short-term learning programs developed and conducted by SoftServe IT Academy. University specialists provide students with enough theoretical knowledge and opportunity for ongoing further development by enrolling in a free IT Academy regular course program.

300+

crash course
graduates annually

MATH CHALLENGES FOR SCHOOL GRADUATES

In 2019, SoftServe initiated annual support of the all-Ukrainian initiative ZNO Chatbot Challenge that helps students advance in math and achieve high scores in independent external evaluations. The company launched this initiative in partnership with Kharkiv National Economic University. Students with the best results receive unique gifts from SoftServe. In 2019, over **6,000** students participated. In 2020, over **14,000** students participated.

TICKETS FOR STUDENTS

Running conferences, meet-ups, and workshops is another way to enhance IT knowledge nationwide. Taking this a step further, SoftServe offers university students fee discounts of up to 90% for all of its external educational events.

These opportunities enable talented young men and women to meet and learn from seasoned tech experts and industry leaders.

- **150+** external educational events annually

- **90%** discount for students

- **10%** of all tickets are sold with a student discount

- **382** students used this educational opportunity in 2019–2020

BOOSTING TEACHING EXPERIENCE

I-TECH TEACHERS

In 2019, more than 70 representatives of the most prominent Ukrainian universities joined I-Tech teachers in a free two-day intensive course designed by SoftServe for university educators.

The program shares IT industry insights, challenges, and technology trends, and is designed to help instructors adjust educational programs to meet the modern IT industry requirements.

- **73** university representatives

- **10** SoftServe speakers

In 2020, SoftServe held a series of online meet-ups with teachers at technological faculties. These webinars connect the most progressive educators, help them better understand their needs, foster open discussion, and build a community of future educational changemakers.

I-TECH TEACHERS

In the summer of 2020 SoftServe University held a series of meet-ups for university teachers to discuss SoftServe's best educational practices. The goal of these meet-ups was to inspire educators to design learning solutions and prepare job-ready graduates.

- **337** participants

**IT UKRAINE EDUCATION
SUMMITS 2019-2020**

SoftServe participated in the 2019 and 2020 IT Ukraine Education Summits for school and university educators involved in STEM.

Along with representatives from other IT companies, associations, and government agencies, we discussed a range of topics with attending educators, including best corporate, university, and school practices, successful partnerships, challenges and opportunities the industry currently faces, as well as the future of education in Ukraine.

SOFTSERVE IT ACADEMY

SoftServe IT Academy is a powerful educational platform for 3rd-to-5th year university students and graduates to improve IT technical skills.

Taking a short-term (two- to four-month) course, students work in teams on theoretical and practical challenges. Afterwards, the most talented graduates receive a job offer and the opportunity to further develop their skills and knowledge as SoftServe associates.

Starting in 2020, SoftServe IT Academy launched several new approaches for future talent development, such as internship programs, free certifications, and coding marathons.

IT Academy Internship

A SoftServe IT Academy Internship is an excellent opportunity for young specialists to work on real projects and enhance hard and soft skills necessary for career growth. Every project has a mentor and tech expert to guide interns through knowledge and experience. Up to 70% of graduates become SoftServe associates.

229 internship program graduates in 2020.

Junior Certification

Junior Certification is a new opportunity from SoftServe IT Academy. The program is designed for IT beginners or those who are more advanced in their IT skills who want to determine their technical level and quickly master a proficient level of English.

IT ACADEMY GRADUATES AND HIRED
GRADUATES, 2018-2020

number of
graduates

number of
hirings
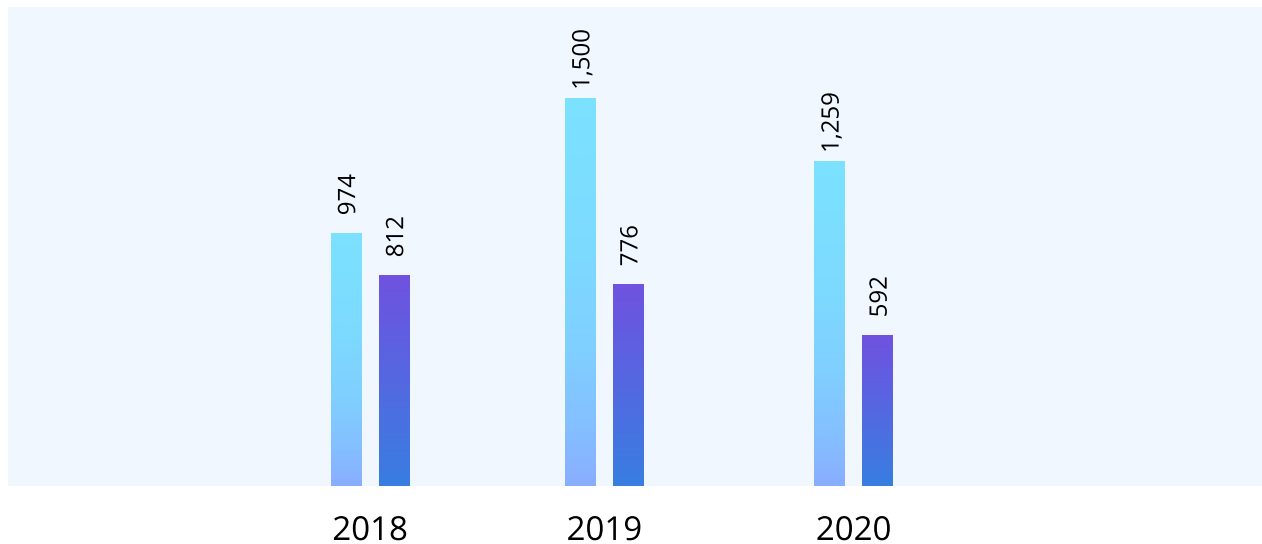
COMPUTERS FOR
SCHOOLS

Proper computer equipment at public
and educational organizations is
necessary to digitalize at the local
and state levels. Unfortunately, many
institutions suffer from insufficient
or outdated computer equipment.

To address this challenge, in 2009,
SoftServe began partnering with schools,
universities, hospitals, and other social
agencies. To date, we have donated
more than 3,500 computer systems.

3,500+

computers donated since 2009

750+

computers donated to educational
establishments in 2019-2020

EMPOWER- ING COM- MUNITIES

EMPOWERING COMMUNITIES

IT INDUSTRY DEVELOPMENT

Business is stronger when the companies of one industry works to create a mutually beneficial environment.

We collaborate with local businesses, technology and industry organizations, local authorities, and software communities to bring positive changes to the global IT landscape.

We also create effective models for business and education collaboration in IT.

MEMBERSHIP IN ASSOCIATIONS

As an industry leader, SoftServe plays an active role in many organizations that share common business interests. We are committed to creating long-term strategic partnerships that share resources and expertise in achieving mutual goals.

We also contribute to the promotion of the IT industry at large business and economic events. For example, SoftServe represented the Ukrainian IT sector during the World Economic Forum at Ukraine House Davos in 2019 and 2020.

IT COMMUNITY DEVELOPMENT

SoftServe is committed to making consistent and sustainable efforts to strengthen IT communities.

IT WEEKEND UKRAINE

Annually, we hold one of the largest IT conferences in Ukraine. Each September, the best IT experts worldwide gather in Kyiv for a one-day event. Guest speakers from Google, Microsoft, AWS, Ultrahaptics, Intel, IBM, and SoftServe experts share their knowledge, expertise, and vision about the future of tech.

More than **1,500** participants joined the conference in 2019.

UKRAINIAN IT AWARDS

SoftServe is the founder of the Ukrainian IT Awards, a national competition for Ukraine's best IT specialists. After being a primary driver of the initiative for several years, SoftServe passed the organization of Ukrainian IT Awards to Association "IT Ukraine"—the most extensive professional business association in the region.

We continue to support this award as a founder and partner. More than 145 IT specialists took part in the 2019 competition in 10 nominations. In 2020, 182 applications in 11 categories were submitted.

TECH PODCAST

In 2020, SoftServe launched its first technology-related podcast, "People, Tech, and Other Weirdness," with SoftServians as hosts and speakers.

The podcast is a new kind of content for external and internal audiences. SoftServians discuss their roles, game-changing decisions, wins, and technology in general. By the end of 2020 we aired 12 episodes, with more than 6,000 podcast downloads.

INNOVATIVE SCIENCE PARK "SID CITY"

In June 2020, SoftServe partnered with Lviv Polytechnic National University to open the region's first science park. Among the founders are:

• SoftServe

• Lviv Polytechnic National University

• Several private companies

• The school of start-ups, also known as the "Tech StartUp School"

SID City (Science, Innovation, Development) is the largest science park in Ukraine, occupying 27,000 square meters.

The park consists of three complexes: a production site, a complex specializing in IT development, and a creative space. It also features approximately 7.5 hectares of land for future expansion.

UNITED NATIONS DEVELOPMENT PROGRAM (UNDP) SOCIAL HACKATHON (UKRAINE)

SoftServe supported the second social hackathon organized by the UNDP in Ukraine and the Ministry of Digital Transformation of Ukraine. More than 360 participants from all over Ukraine worked to present innovative solutions for urgent security needs.

SoftServe's associates mentored the teams during the hackathon and joined the hackathon jury.

UNICEF BLOCKCHAIN HACKATHON (UKRAINE)

In partnership with UNICEF Ukraine, Lviv City Institute, MoloDvizh Centre Lviv, Lviv IT Cluster, and Bloqly blockchain platform, SoftServe helped organize the BIG (Blockchain Impact for Good) Hackathon in Lviv, Ukraine, in September 2019.

In total, 9 teams took part in the Hackathon. Participants from Dnipro, Odesa, Kharkiv, Lviv, Kyiv, and Sloviansk offered technological solutions to social problems. A total of 116 applicants from across Ukraine, UK, Belgium, and Azerbaijan participated in the event.

UNICEF UPSHIFT SOCIAL HACKATHON (UKRAINE)

In December of 2019, SoftServe partnered with UNICEF Ukraine to organize the Upshift Social Hackathon for youth. UNICEF trained 11 mentors from leading Ukrainian companies at SoftServe's office in Kyiv; three were SoftServe volunteers who became mentors for UPSHIFT Ukraine global initiative teams.

HACK TUES (BULGARIA)

In partnership with the Technological School Electronic Systems of Sofia, Bulgaria, SoftServe contributed to the social hackathon organization for technological high school students – Hack TUES 2019. SoftServe associates acted as mentors for the participants and jury members.

BIT FESTIVAL HACKATHON (POLAND)

In December of 2020, SoftServe sponsored a student hackathon that took place within a BIT Festival, organized by the Best Gliwice student association at the Silesian University of Technology.

SOFTSERVE DEV HACKATHON DNIPRO (UKRAINE)

In June of 2019, SoftServe held a social hackathon to support the Dnipro municipality in finding solutions to local issues. A total of 24 experienced IT specialists and tech students joined for an eight-hour collective work session.

BUSINESS CLASS ACADEMY (POLAND)

In 2019, together with our partners Lower Silesian Centre for Social Policy, Responsible Business Laboratory, PwC, Objectivity, UBS, and the Academy of Fine Arts in Wroclaw, SoftServe facilitated a second round of the Business Class Academy.

This project is designed to support social entities in creating business strategies and launching products. The outcome will allow these entities to begin selling and combine economic activity with providing social services of public interest, creating jobs and professional integration for those at risk of social marginalization. SoftServe supported one entity with business mentoring and the creation of a website for its use.

EDUCATION FOR MINISTRY OF DIGITAL TRANSFORMATION OF UKRAINE

The Ministry of Digital Transformation of Ukraine has engaged leading business specialists to train its project managers in digital transformation. The program was developed by industry-leading companies and adapted to the needs of the Ministry.

SoftServe's Business Analysis Office prepared a business analysis course program and conducted sessions on:

• business analysis and requirements

• requirements identification and user analysis

• business process modeling

• Business Process Model and Notation (BPMN)

• from idea to the solution (validation of ideas, product vision)

• documentation of needs, entities, and relationships between them (ERD), requirements lifecycle management

SOFTSERVE SOCIAL INCUBATOR

In June and July of 2019, Ivano-Frankivsk hosted the first-ever SoftServe Social Incubator, an innovative educational platform to implement IT projects fostering urbanization and improving citizens' well-being. Seven project ideas were admitted to the program. Participants attended workshops on product and project management, marketing, fundraising, and various tech nuances to launch a product. The main prize of UAH 25,000 was provided by SoftServe's "Open Eyes" charity fund.

OPEN TECH

SoftServe associates eagerly contribute to the projects with profound social impact by sharing expertise, skills, and donating personal time.

Throughout 2020, we built a framework and created a crowdsourcing platform to engage associates in pro bono projects that address pressing social issues. In early 2021, the OpenTech crowdsourcing platform was successfully launched. The latest pro bono projects delivered include:

TUSTAN AR & TUSTAN VR

SoftServe Research and Development specialists developed an augmented reality application that recreates a 3D model of a wooden Medieval Ukrainian castle in its former glory on the rocky hillside of the Ukrainian Carpathian Mountains.

Tustan VR is a complex installation that features virtual flights above the castle. The Tustan AR application code is available for free as part of an open-source initiative.

SMART PARKING SYSTEM WITH LVIV CITY COUNCIL

SoftServe partnered with the Lviv City Council to implement a pilot installation of an intelligent parking system in Lviv.

Previously, a smart parking system based on machine learning algorithms was launched at the SoftServe HQ office and proved to be highly effective at finding available parking spots and saving time.

GRAINS OF TRUTH

As one of the first partners of the Grains of Truth project, SoftServe developed the fundraising platform to collect charitable contributions for the Holodomor Museum's main exposition.

The Holodomor Museum's website allows for small monetary contributions as well as more extensive individual campaigns from project ambassadors.

Regardless of size, every donation reveals a personal "grain." These grains are interactive beads that symbolize and commemorate each victim of the Holodomor and list the person's name, age, and place of death.

SoftServe not only built the fundraising platform but also launched a corporate campaign to further support the project.

VOLUNTEERING IN UKRAINE PORTAL

In partnership with UNICEF Ukraine, SoftServe created a unified portal for youth volunteer organizations, initiatives, projects, and events throughout Ukraine.

The first unified platform of its kind in the country, the portal encourages Ukrainian youth to influence their country, solve social problems, initiate projects, and change the world.

This portal allows users to find partners for initiatives and like-minded people who seek to work together for change.

A total of **16** pro bono projects were delivered for NGOs in 2019-2020.

**STRATEGIC PARTNERSHIP
WITH UNICEF UKRAINE**

In February 2020, SoftServe and UNICEF signed a strategic partnership agreement on youth education and development. During the year, the parties cooperated on educational programs and initiatives in Ukraine to exchange knowledge and professional experience and COVID-19-related solutions.

OPEN-SOURCE PROJECTS

SoftServe launched its open-source platform program in 2019, fostering this initiative locally to help associates advance their careers and team up with like-minded people to work on social enterprises.

As a software development leader, SoftServe drives many challenging and impactful projects with long-lasting results.

At all levels, from our company leaders to junior talent, we commit to supporting an open-source initiative and build a strong culture of contribution to open-source tools and libraries. We believe open-source derived products and services boost power innovations and help solve unconventional problems.

The open-source initiative is a great opportunity for people to integrate into a global community and exchange knowledge.

We invite everyone to join us! Sign up for an existing project or begin a new one. Together we can generate new ideas, and empower talented people to change the world!

26

**ACTIVE PROJECTS
IN 2019**

31

**ACTIVE PROJECTS
IN 2020**

ENVIRON-MENTAL RESPON-SIBILITY

ENVIRONMENTAL RESPONSIBILITY

At SoftServe, we believe that together we can make the world a better place. We want to become a better version of ourselves and strive to reduce energy consumption and carbon emissions.

In late 2020, SoftServe launched an environmental council and created the position of Environmental Sustainability Manager. We acknowledge that our activity has an impact on our environment, hence we decided to calculate our ecological footprint.

We are a low-carbon business; however, we always strive for further improvement and development. Our calculated consumption data can be viewed in the GRI 302, 305 disclosure section provided in the appendix.

Our next steps are to introduce an environmental management system by the end of 2021 to integrate environmental issues into business strategies and processes and implement projects to reduce our ecological footprint.

We care about reducing our ecological footprint, making our "Go Green" initiative a top priority. Our internal program focuses on waste recycling, optimized use of resources, and operational eco-efficiency throughout the company.

SoftServe and our associates pay great attention to environmental issues and actively participate in public discussions, local initiatives, and corporate ecological activities.

LOW WASTE FORMAT OF EVENTS

In 2019, SoftServe switched to a low-waste format for all external events and most functional office internal events (IT Weekend Ukraine, IT Weekend Kharkiv, IT Weekend Chernivtsi).

During the largest Ukrainian technological conference, IT Weekend Ukraine 2019, several initiatives were held to eliminate the amount of waste produced. We organized proper waste sorting and recycling to minimize the volume of waste. All participants were encouraged to use personal drinking bottles and reusable cups at the event.

GREEN OFFICE AT SOFTSERVE

WE SUPPORT

Ecological NGOs and startups by donating and partnering with them.

WE REDUCE

By purchasing only up-to-date and energy-saving equipment (computers, screens, LED light bulbs, etc.).

By providing new associates with a personal cup and eco-bag as welcome gifts.

7,000+ reusable cups and eco-bags presented in 2019

WE HELP

By holding annual ecological clean-ups and landscaping volunteer events in our cities of operation.

9 parks cleaned in 2019–2020

10,000+ trees planted in 2019–2020

WE ENCOURAGE

Ecological means of transportation by ensuring a well-organized cycling infrastructure and installing free charging stations for electric cars at our Lviv headquarters.

16 bicycle parking spaces installed and equipped with repair stations in 2019–2020

WE ENGAGE

By holding online and offline educational activities, meetings with zero-waste experts, and organizing eco challenges.

By developing and distributing informational materials on environmental sustainability.

7 informational campaigns held in 2019–2020

WE REDUCE/REUSE/RECYCLE

By holding internal and external company events in a zero-waste format.

CORPO-RATE VOLUNTEER-ING AND CHARITY

CORPORATE VOLUNTEERING AND CHARITY

SoftServe supports a variety of local non-profits through matched fundraising and special initiatives. We also encourage our employees to donate time, knowledge, and experience to support these organizations.

CORPORATE VOLUNTEERING

SoftServe responds to society's most pressing needs. We support volunteer charity initiatives in healthcare, city infrastructure, education, the environment, and more.

550+ socially insecure people received support in 2019

1,000+ socially insecure people received support in 2020

1,500+ children are supported annually by our direct initiatives

1,500+ schoolchildren were enrolled in our Join_IT project in 2019

130 associates became blood donors in 2019

50+ charitable initiatives were organized and held by associates in 2019–2020

WORK IT OUT CHARITABLE CHALLENGE

To underwrite the cost of medical treatment for one SoftServe associate's father, the Polish office launched a sporting competition. We collectively performed 1,175 push-ups, ran 989 kilometers, cycled 5,987 kilometers, and burned over 267,120 calories. SoftServe also donated 50 Polish Zloty (PLN) for every contribution made by an associate.

PROJECT MANAGEMENT COURSE FOR NGOS

The PMI Ukraine Chapter and SoftServe held a two-month course for representatives of NGOs in 2019. More than 40 participants joined the course in Lviv, Kyiv, Kharkiv, and Dnipro.

SOCIAL DESIGN COURSE

Four designers from SoftServe, together with representatives from other IT companies and PixLab NGO, held a three-month design course at a social school for the youth for socially insecure groups in 2019.

8 teenage participants from socially insecure groups

4 mentors from SoftServe

KATOWICE SOCIAL HACKATHON

In 2019, SoftServe sponsored a social hackathon that looked for solutions to increase the number of residency certificates among Katowice, Poland residents and to address with constant heavy traffic.

SoftServe was recognized for its approach adopted to increase the number of residency certificates among city residents. One of the company's associates also acted as a mentor during the hackathon.

EDUCATION FOR SCHOOL TEACHERS

SoftServe supported the "Modern Teacher" social project of IT Dnipro Community and SMART IT school in 2020. The project aimed to provide school teachers with valuable skills for working remotely in our new modern-day reality. The master class was led by two SoftServe associates regarding Microsoft Teams and Zoom platforms.

"OPEN EYES" CHARITY

$882,500

contributed to projects implemented in 2019–2020

29

projects accomplished in 2019–2020

ACCOMPLISHED PROJECTS

### EDUCATIONAL SPACE FOR CHILDREN WITH AUTISM

$4,100

The project's goal was to help the NGO "Space for Children's Development" (Ivano-Frankivsk) create the first-in-the-city educational space for children with autism and other disorders.

These children can study, play, communicate, and develop physically. The project also helped acquire the specific equipment specialists need for sensory integration to provide a full range of therapeutic activities.

LVIV EMERGENCY HOSPITAL REPAIR

$9,300

Partnering with the International Association for the Support of Ukraine, "Open Eyes" donated an additional 64 sets of hospital beds, special mattresses with waterproof covers, and bedside tables to local hospitals.
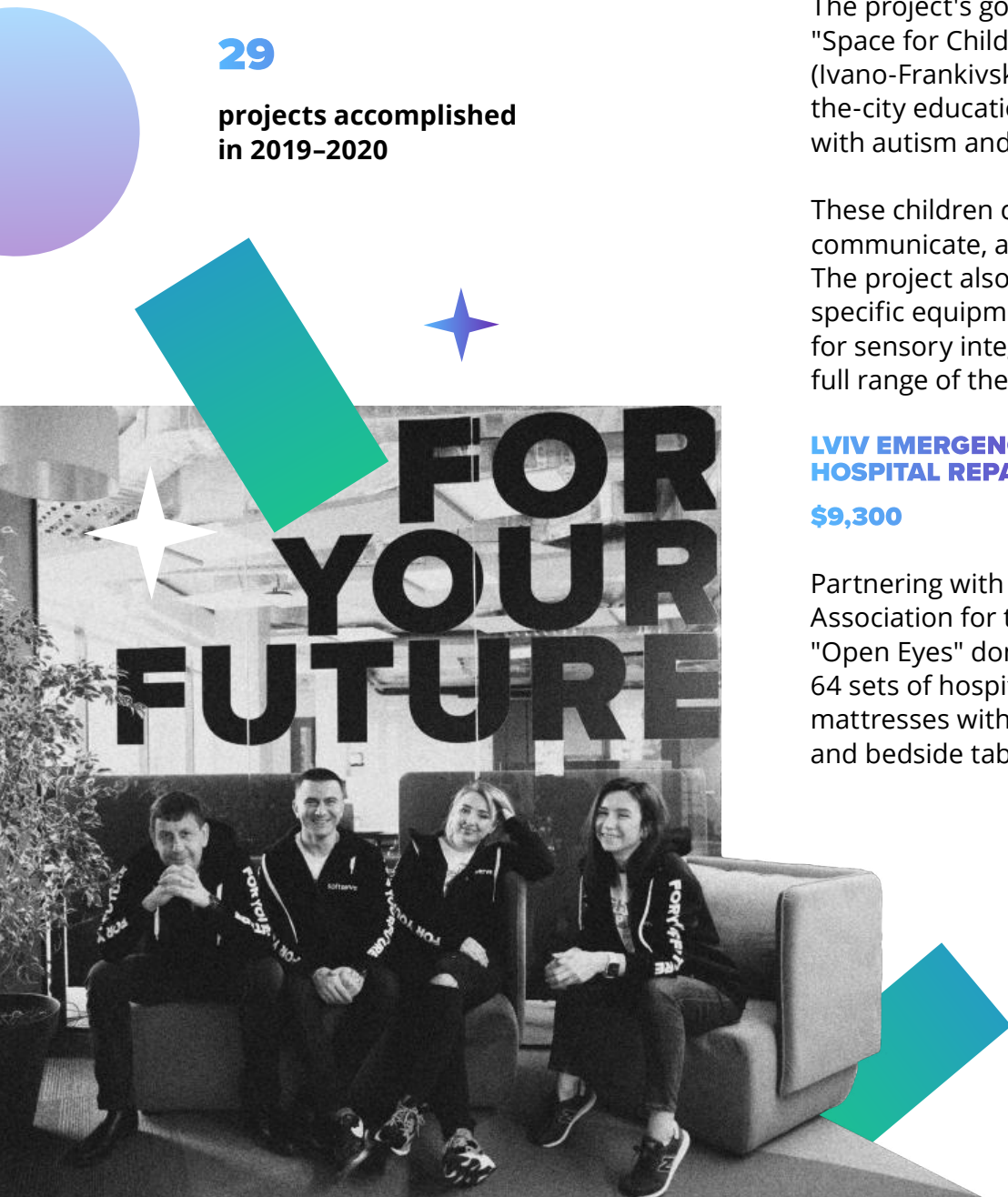
"OPEN EYES" CHARITY

IT PUPIL (DNIPRO)

$1,800

The IT Pupil project aims to develop basic knowledge in IT technologies for orphans and children from families in need. During a two-month period, 15 children (9–11th grade) studied a program developed by SoftServe volunteer teachers on behalf of Caritas Care in Dnipro. The program included the basics of:

- HTML

- CSS

- Java Script

- Soft skills, especially leadership skills development, teamwork, motivation, presentation skills, and public speaking

The program ended with a presentation of websites developed by pupils. The most successful graduates received certificates from SoftServe IT Academy and tuition for English classes at a local language school for young adults.

HELPING LVIV'S DZHERELO CHILDREN'S REHABILITATION CENTER
$32,700

For many years, SoftServe has supported the Dzherelo Children's Rehabilitation Center for children with special needs. We provide financial assistance to cover the center's school bus fuel costs, as well as development programs for the Center's students.

SUPPORT OF UKRAINIAN ARMY
$5,300

In October 2020, the fund purchased and delivered a Toyota RAV4 for the artillery unit of the 53rd Mechanized Brigade. The vehicle is used for life-saving missions.

"Open Eyes" also provided personal protective equipment for Ukrainian soldiers throughout the year.

MEDICAL TREATMENT AID FOR SOFTSERVE ASSOCIATES

$133,300

In cases of a severe illness, SoftServe associates and their family members receive financial support from "Open Eyes." In 2019–2020, the fund supported 15 associates and their families, raising $133,300 in total.

CO-FINANCING "THEATER IN ATO" (UKRAINIAN CATHOLIC UNIVERSITY STUDENTS' ORGANIZATION) AND "UKRAYINA-YEDYNA" (UKRAINE UNITED)

$4,800

During 2019–2020, Ukrainian Catholic University's Student Brotherhood organized nine student theater trips to the frontline zone. The project aims to unite Ukraine's eastern and western civilian populations and boost the Anti-Terrorist Operation zone fighters' morale.

BURN UNIT AT A LVIV HOSPITAL

$1,800

Helped finance the surgical facility at Lviv's Communal Municipal Clinical Hospital 8 burn unit.

UNITED FOR HEALTH

$2,700

Co-financing of the initiative "United for Health" by the Lviv IT Cluster.

CO-FINANCING OF THE INITIATIVE 'SAFE TOURISM'

$1,000

This summer, Ivano-Frankivsk hosted the SoftServe Social Incubator – an innovative educational program for implementing social IT projects to develop city infrastructure.

For two months, participants attended educational modules where they received theoretical and practical knowledge from product and project management, marketing, and fundraising experts. Each participant presented their project to compete for startup capital of UAH 25,000 from "Open Eyes."

The winner was the project "Safe Tourism," which aims to build a technical information and communication system in the Carpathian Mountains to integrate radio, GPS-navigation, and IT.

REINFORCING THE FRONTLINE OF THE COVID-19 BATTLE (POLAND)

$566

SoftServe purchased professional COVID-19 tests for recipients from the Fundacja Ewangelickie Centrum Diakonii i Edukacji DPS "Samarytanin" (Wroclaw) and Dom Pomocy Spolecznej "Nazaret" (Gliwice).
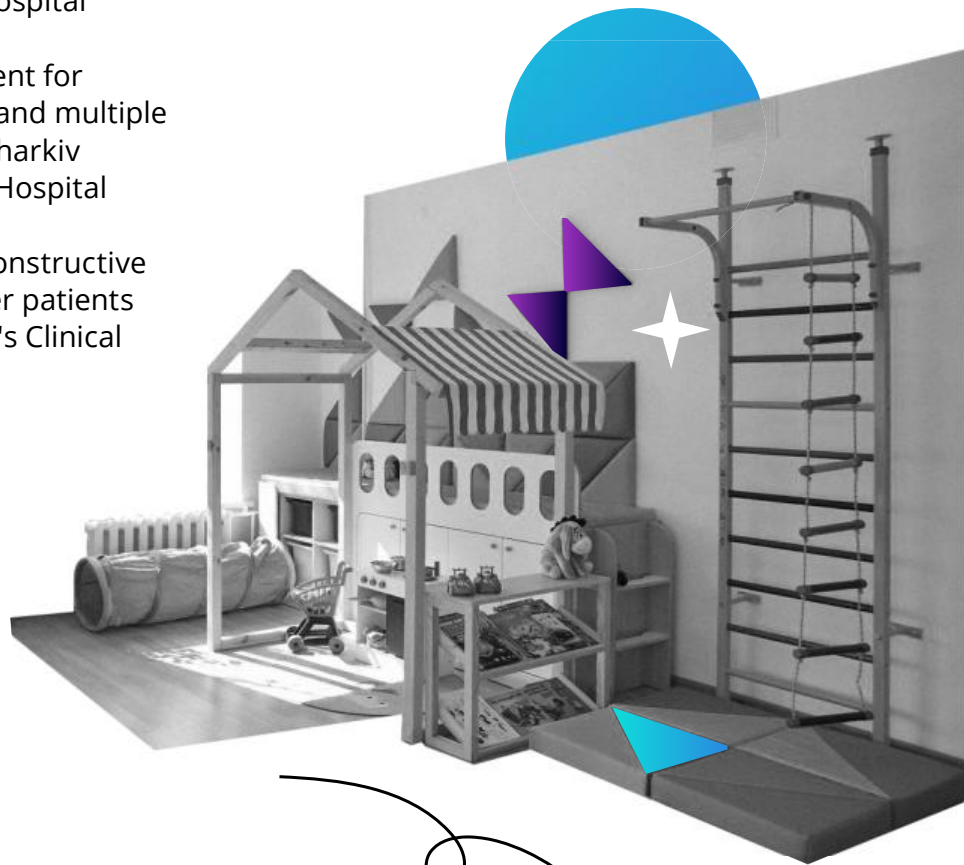
**"POSITIVE
ROOMS 2.0"**

$32,300

Having implemented the project "Positive Rooms" in Wroclaw, we continued this initiative across children's hospitals in Ukraine to create "Positive Rooms" for children in four state hospitals:

- Ivano-Frankivsk–Department of Pulmonary Tuberculosis and Meningitis for Children at Ivano-Frankivsk Regional Phthisiopulmonology Center

- Rivne–Ophthalmology Department at Rivne Regional Children's Hospital

- Kharkiv–Pediatric Department for children with rare diseases and multiple developmental defects at Kharkiv Regional Children's Clinical Hospital

- Dnipro–Department of Reconstructive Surgery with beds for cancer patients at Dnipro Regional Children's Clinical Hospital

In 2018, the first "Positive Room" in Ukraine was full of happy faces from the Ivano-Frankivsk Regional Phthisiopulmonology Center. In 2019, a second "Positive Room" opened in the Ophthalmology Department at Rivne Regional Children's Hospital. In 2020, a third opened in Kharkiv Regional Children's Clinical Hospital. The most recent "Positive Room" opened in Dnipro in March 2021.

ACTIVE PROJECTS

"POSITIVE ROOMS 3.0" (LVIV)

$6,200

The project aims to create a positive and comfortable space for children undergoing treatment in the Department of Neurological Surgery and Neurology of Lviv City Children's Clinical Hospital.

Every year, about 2,000 children from the Lviv region receive treatment in this department, many with organic disorders of the central, peripheral, and autonomic nervous systems.

These children spend most of their time in this ward, as treatment can last up to several months while they receive postoperative rehabilitation for severe health conditions and complications.

GET ME HOME FASTER!

$12,700

Each year around 850 children, from their first minutes of life, undergo treatment in the Department of Neonatal Pathology of the Chernivtsi Regional Children's Clinical Hospital.

The provision of immediate operational assistance affects the treatment duration that may last for several months. Only innovative medical equipment can significantly shorten this period, improving the speed of recovery, and efficiency of the therapy. However, the hospital does not currently have this critical equipment, which includes:

• pulse oximeter

• syringe pump

• open incubator for intensive care of newborns

These appliances are fully mobile and may be used within current hospital conditions, immediately improving infants' medical care effectiveness and speed of recovery.

In 2020, "Open Eyes" donated part of the neonatal pathology department's equipment – two pulse oximeters and two syringe pumps to the Chernivtsi Regional Children's Hospital.

SOFTSERVE AND "OPEN EYES" HELP KNOCK OUT COVID-19

SoftServe and "Open Eyes" are committed to supporting the efforts of medical institutions, local authorities, and SoftServe associates to combat COVID-19 by providing essential healthcare resources and tools.

Following the quarantine announcement, SoftServe committed to supporting medical institutions' efforts to combat COVID-19 by providing essential healthcare resources, tools, and a donation of $373,000 through "Open Eyes" to address urgent medical needs in Ukrainian cities.

SoftServe associates raised an additional $184,000 with fundraising events, and $33,600 from Open Eyes website.

SOFTSERVE & "OPEN EYES" FINANCIAL SUPPORT TO MEDICAL INSTITUTIONS

7
cities

43
hospitals

70+
volunteers involved

10+
tons of medical equipment

APPENDIX

This report has been prepared in accordance with the GRI Standards.

It represents SoftServe's key sustainability results based on data from SoftServe's 2019 and 2020 calendar years (January 1, 2019, through December 31, 2020), unless otherwise stated.

The last sustainability information on SoftServe was published in July 2019 as part of the 2017-2018 Corporate Social Responsibility Report.

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

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

GRI CONTENT INDEX

This report has been prepared in accordance with the GRI Standards.

The following sections consist of the most relevant topic to the respective GRI disclosure.

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GRI 302, 305 DISCLOSURE

Total fuel consumption and Scope 1 GHG Emissions

Direct emissions from owned or controlled sources and total natural gas consumption

Calculated in accordance with the GHG Protocol using the calculation tools available.

The report on Scope 1 greenhouse gas emissions reflects CO_2 emitted by the fuel combustion on site such as gas boilers, fleet vehicles and air-conditioning leaks[1].

On-site fuel combustion amounts to m3 of natural gas consumed[2].

Stationary fuel consumption						
Fuel	Places	Quantity	Units	tCO2e	Index	Units
Natural gas	Chernivtsi-1, Rivne-2, Ivano-Frankivsk, Kharkiv-2, Lviv-1, Lviv-2, Lviv-8, Lviv-12, Lviv-HQ	369,123	m³	2,761	mult	t/m³

[1] Fleet vehicles are excluded due to inapplicability, air-conditioning leaks were not measured in 2020.
[2] Data taken from gas meters installed by the provider in the offices occupied by SoftServe.

Electricity consumption and Scope 2 GHG Emissions

Electricity consumption and indirect emissions from the generation of purchased energy

Calculated in accordance with the GHG Protocol based on the [electricityMap | Live CO$_2$ emissions of electricity consumption](#) data on CO$_2$ emission indexes.

The report on Scope 2 greenhouse gas emissions reflects indirect CO$_2$ emissions from electricity purchased and used by the organization.

"Climate change continues to exacerbate the frequency and severity of natural disasters affecting more than 39 million people."
United Nations

13 CLIMATE ACTION

Indirect emissions from the generation of purchased energy are calculated on the basis of electricity consumed[3].

| Electricity consumed					
Place	Quantity	Units	tCO2e	Index	Units
Ukraine	8,368,591	kWh	2,678	0.00032	t/kWh
Poland	315,188		164	0.00052	t/kWh
Bulgaria	259,398		84	0.000324	t/kWh
Total			2,926		

[3] Scope: Ukrainian, Polish, and Bulgarian development centers. Other offices are excluded due to unavailable data.

Energy consumption outside of the organization and Scope 3 GHG Emissions

Energy consumption outside of SoftServe and indirect emissions a company is responsible for outside of its own activities (value chain emissions)

Calculated in accordance with the GHG Protocol.

The report on Scope 3 greenhouse gas emissions reflects indirect CO_2 emissions from business trips.
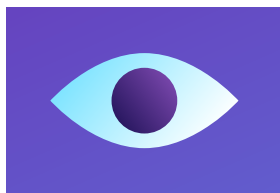
"An effective corporate climate change strategy requires a detailed understanding of a company's greenhouse gas (GHG) emissions."
The GHG Protocol

13 CLIMATE ACTION

Indirect emissions from the BTs energy are calculated on the basis of type of transport, distance as foreseen by the GHG Protocol[4].

	Quantity	Units	tCO2e	Index	Units
Electricity consumed					
Flights	241,788	km	21	dif	t/km
Poland	889,191	km	264	dif	t/km
Total			285		

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[4] Greenhouse Gas Protocol. Emission Factors from Cross-Sector Tools (2017).
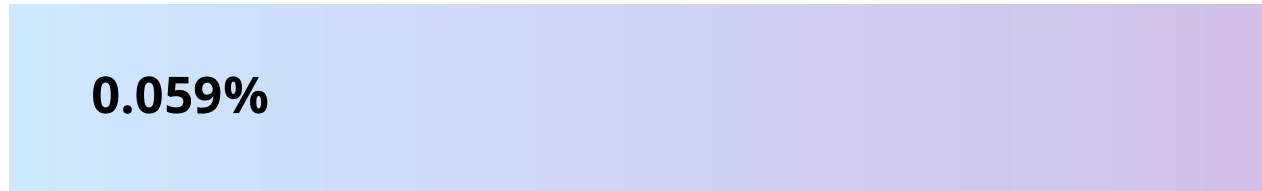 Retrieved from https://ghgprotocol.org/calculation-tools#cross_sector_tools_id

Energy and carbon intensity

MJ/full time employees and CO$_2$ full time employees

339.9%

The report reflects Carbon Intensity for Scopes 1 and 2.

0.059%

Carbon intensity of less than 20% is the top result for non-carbon free business[6].

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[5] 104.UA (2021). Retrieved from https://104.ua/ua/analytics/id/jak-ce-pracjuje.-energetichni-odinicizamist-kubom-21751

[6] The B Impact Assessment (2021). Retrieved from https://bimpactassessment.net/

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