

CORPORATE SOCIAL RESPONSIBI- LITY AT SOFTSERVE



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FOREWORD

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

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

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

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



OUR MISSION

is to enable talented people
to change the world

Chris Baker, CEO

PURPOSE

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

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

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



OUR VALUES

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

CORE VALUES

Synergy

the power of collaboration while working towards common goals

Opportunities

personal growth and development enhanced by people-oriented corporate culture

Fearless

the brave spirit of meeting new challenges and driving change

Trust

the firm believe in integrity, ability and character

OUTCOMES

Solutions

innovative ways to meet business needs

Experience

the accumulation of knowledge and skills to deliver our values

Reputation

knowing that the opinions held by our colleagues and clients are earned each other

Vision

foreseeing future opportunities and incorporating them in a strategy

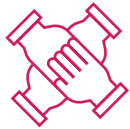
Excellence

be exceptionally good at what we do

SOFTSERVE CSR STRATEGY AND FOCUS AREAS

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

OUR FOCUS AREAS:



FAIR LABOR PRACTICES AND HUMAN RIGHTS

Being global for SoftServe is not only about the way we interact with our clients, but also about the procedures we implement, the values we share, and the culture we foster. At SoftServe we encourage a healthy, open, and inclusive working environment in which associates and clients respect the value of human life and support social progress. Moreover, SoftServe Code of Conduct ensures that company's leadership team is committed to creating an environment built upon mutual cooperation and respect for one another.



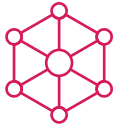
PEOPLE DEVELOPMENT

We understand that the best way to build our future is to help our associates build their own. That's why we aim to provide the best support, education, and professional development so that every member of our team has exceptional experience on their professional journey within the company.



IMPROVING IT EDUCATION

We believe that high-quality education fuels the development of the IT industry and its specialists. SoftServe is working on improving IT education in partnership with industry organizations, IT clusters, and universities, as well as implementing its own projects.



EMPOWERING COMMUNITIES

SoftServe allocates essential resources to community development. We collaborate with local business, technology and industry organizations, as well as local authorities and software communities, to bring positive changes to the global IT communities, as well as create the most effective system of business-education collaboration in the field of IT, through co-funding and active partnership programs.



ENVIRONMENTAL RESPONSIBILITY

SoftServe cares about reducing our ecological footprint, making our “Go Green” initiative one of the priorities. Our internal go green program focuses on waste recycling, optimized use of resources, and operational eco-efficiency throughout



CORPORATE VOLUNTEERING & CHARITY

SoftServe supports a variety of local nonprofits through match fundraising, special initiatives, and more. We encourage our employees to donate time, knowledge, and/or experience to address numerous social issues in areas of healthcare, cities' infrastructure, education, environment, social area etc. In early 2014, SoftServe founded corporate Charity Fund “Open Eyes” – a creative space of opportunities and resources open to all associates, where by joining their efforts they can implement their own charitable ideas aimed at developing their cities and society. Employees also manage the Fund and projects' implementation voluntarily. By implementing these ideas, we show that bringing positive changes around us is easier when joining forces with each other.

CSR GOVERNANCE STRUCTURE. ROLES AND RESPONSIBILITIES



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

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

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

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

CSR TEAM IS RESPONSIBLE FOR:

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

IMPLEMENTATION PROCESS

SoftServe CSR policy is based on the following principles:



Responsibility

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



Sustainability

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



Conformity

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



Involvement

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



Cooperation

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

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

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

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

REVIEW

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

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