

SUSTAIN ABILITY REPORT

2023

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SoftServe has experienced another year of turning challenges into opportunities, as only our incredible associates can do. United by the desire to continue to make a positive difference in the world in every way we can, our people have surpassed all expectations as they have given back to each other, to Ukraine, and to our communities. They have been involved in incredible initiatives that serve groups who are less empowered, and they have done it while still doing incredible work for our clients and achieving record high satisfaction scores that highlight our innovation, our collaboration and our expertise.



TARAS VERVEGA

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

TOGETHER, WE ARE MAKING A DIFFERENCE

The resilience, determination and courage of our Ukrainian associates, and the compassion, support, and commitment of our associates from around the globe and our clients continues to drive a joint force for good.

Together, we are making a difference, we are continuing to enable talented people to change the world, and we are so proud to have the opportunity

to share how we have done so with you through this report, and to invite you to be a part of something greater, if you feel moved to do so.



HARRY PROPPER

SoftServe CEO

SOFTSERVE VALUES

**OUR COMPASS IN
A TRANSFORMING WORLD**

SoftServe empowers talented people to change the world. This mission has guided us for many years, reflecting the 'why' behind our actions. Our strategy outlines 'what' we do, but the 'how' — our culture, values, and behaviors — are what truly sets us apart.

Before we dive into our reflection of 2023, let's start with the foundation of our business and the guiding principles of our actions — our values that lie at the heart of SoftServe.

RELATIONSHIPS

SoftServe believes that diverse perspectives are the only way to solve complex challenges and foster innovation.

“*Collaboration is key for maintaining great relationships, and I've learnt a lot about great collaboration at SoftServe. We have clear and respectful communication with each other and our clients. It fosters trust, helps me be more open to feedback, and our client expresses their appreciation for my contributions as well.*”



RODRIGO ASSAR

Research Analyst, Data Science Group, Chile

TRUST

SoftServe builds strong relationships that thrive on integrity through a culture of honesty and reliability.

“*In my 15+ years of experience, SoftServe stands out as the most transparent and people-focused company I have ever worked at. Our processes are transparent and respect for people is second to none.*”



RAZVAN PENEŞEL

DevOps & Cloud Associate Practice Lead, Romania

GROWTH

At SoftServe, we want to enable everyone to unleash their potential. We accelerate technological advancement, turning innovative knowledge into a powerful catalyst for progress.

“*At SoftServe, I have been provided with a full set of tools and support — from SoftServe University courses to Udemy and coaching on communications. This approach to education is motivating, it improves my peer relationships and keeps my skills sharp.*”



CESAR MARTINEZ

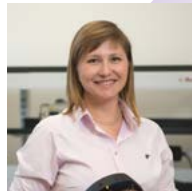
DevOps & Cloud Associate Practice Lead, Mexico



TECHNICAL EXCELLENCE

At SoftServe, we encourage people to create bold things. We want to contribute to a world where resilience and determination lead to solutions for the most pressing global issues.

“In my opinion, it's the fusion of technical excellence and creative thinking that inspires innovative solutions. While technical knowledge is a solid foundation, the rest depends on a person's unique talents. I see the combination of both when collaborating with my SoftServe colleagues.”



DARIA HEMMERLING
Senior R&D Engineer, Poland

WILLINGNESS TO HELP

SoftServe holds a vision for the world where compassion enriches the lives of individuals and communities alike.

“At SoftServe, we are always willing to help and work to leave a positive mark on the world. We use our resources and talent to support local communities. The EmpowerU program is a great example — in Colombia, we impacted 75 teenage mothers and vulnerable youths with free IT courses led by our volunteers.”



SASHA APONTE
Senior Corporate Social Responsibility Specialist, Colombia

EXCEED EXPECTATIONS

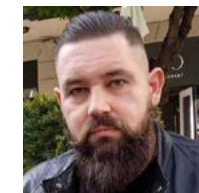
SoftServe is made up of people who believe that the pursuit of exceptional outcomes becomes a shared global ethos of bringing our best, authentic selves to work every day.

“SoftServians' passion for technology helps drive us to push the boundaries of innovation. A great example is our Valkyrie that has won the NATO hackathon for two consecutive years. Even amidst the ongoing war in Ukraine, we demonstrate to the world and our customers that we, as IT professionals, go above and beyond.”



DMYTRO ZIKRACH
Data Science Competence Manager, Ukraine

“At our company, exceeding expectations isn't just a value — it's a daily commitment. I'm proud to be part of a team that goes the extra mile for our clients and to be able to engage in meaningful volunteer projects as part of our OpenTech initiative. All of this has profoundly contributed to my growth and success as a Lead Software Engineer.”



KALOYAN EVGENIEV TSVETKOV
Lead Software Engineer, Bulgaria

The most important thing about values is that they are brought to life by all the people who work at SoftServe, and they have been for three decades. From the start, our values are the Golden Rule that guides us to make a positive difference for our customers, our communities and for each other.



KATERYNA HUBARYEVA
SVP HR, Global Operations



2023 AT A GLANCE

RESILIENCE IN ACTION



HIGHLIGHTS

10,991

associates around the world

163

new logos

18%
YoY

1,136

new teammates welcomed

12

new offices in 9 countries

84

NPS

4 points
YoY

\$25M

donated to support Ukraine since
February 2022

72

eNPS. 12 points above the
technology industry benchmark

26

a record number of awards for
Employer Brand and Sustainability

RESILIENCE IN ACTION

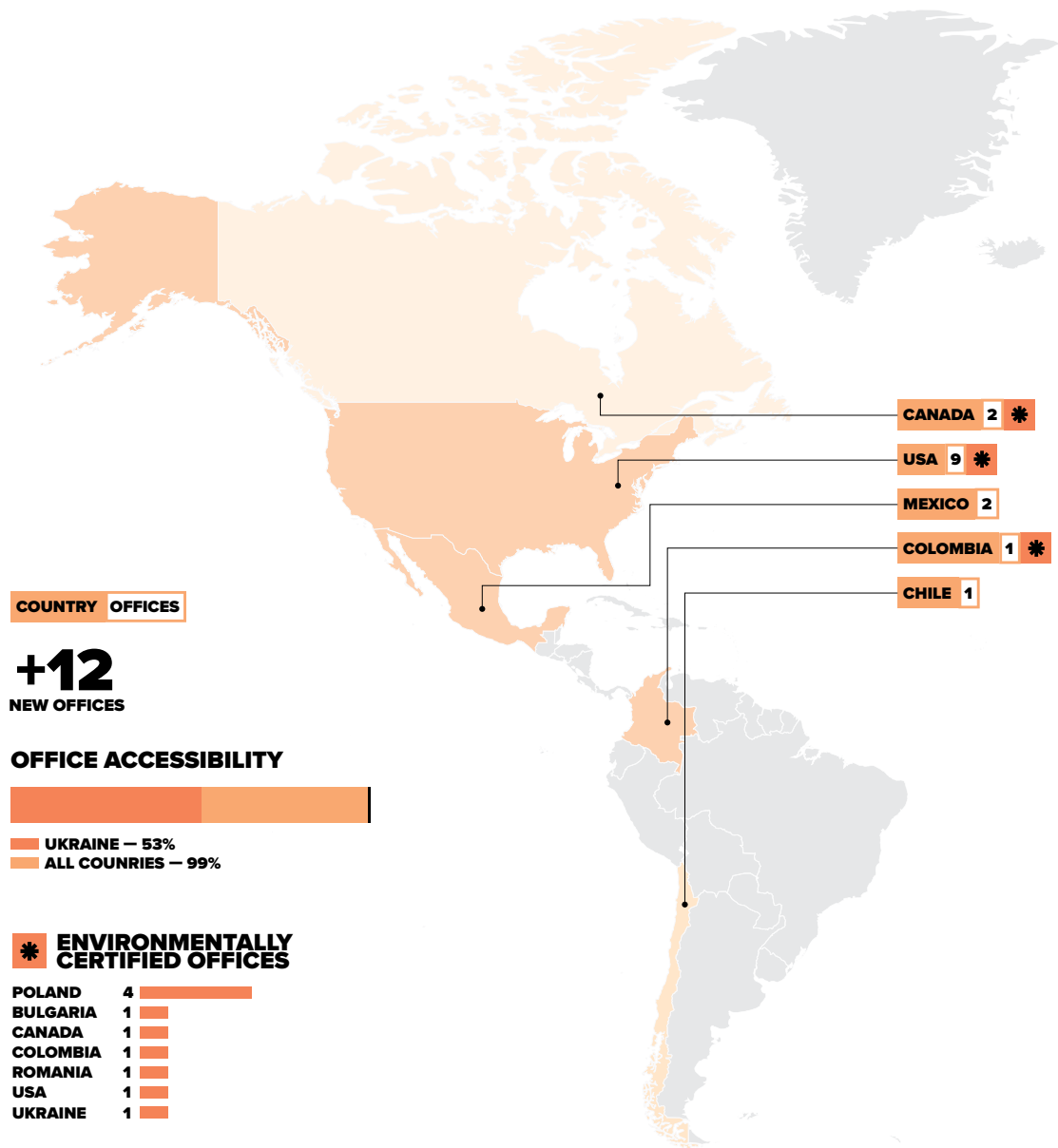
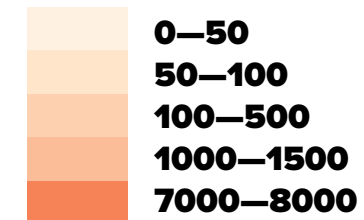
2023 was quite the year. We faced challenges, celebrated milestones, and found strength, creativity, and technological progress. As a global IT leader, SoftServe responded to the evolving demands of our customers and the world, providing top-notch solutions in different sectors and regions.

SoftServe and Hoverstate joined forces, enhancing our expertise and the value we offer our customers. We kept on learning and growing, achieving a new level in certifications. The Gen AI Lab was created to explore advanced technologies and bring innovations to our customers.

In addition to serving our customers, we also cared for our people and communities around the world, in particular, continued to support Ukraine in its fight for freedom.

See a quick summary of key events that SoftServe team experienced in 2023 to stay informed.

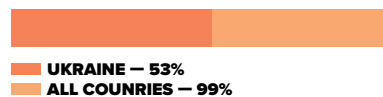
ASSOCIATES



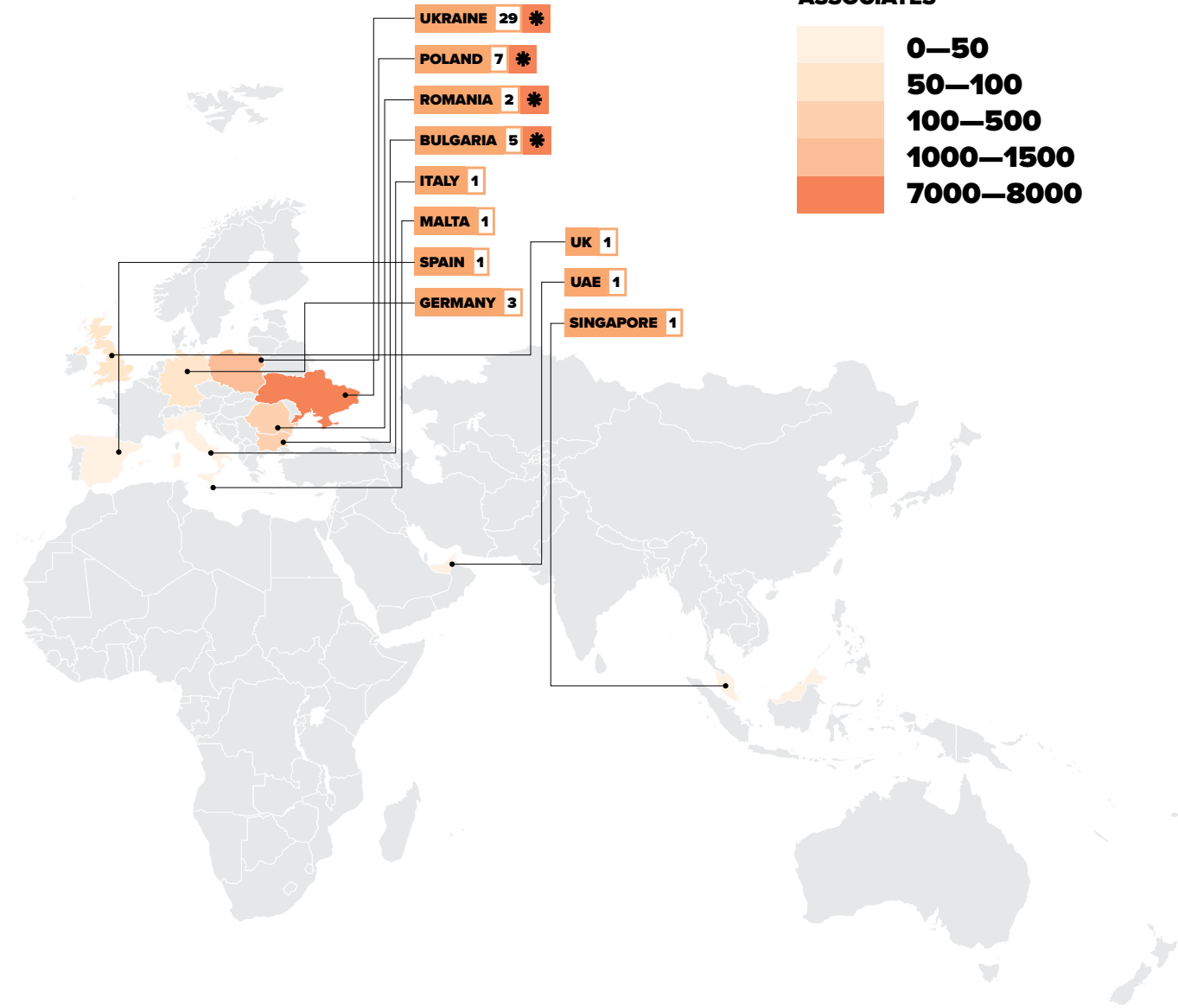
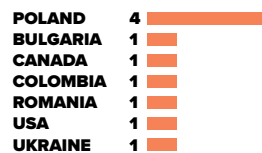
COUNTRY OFFICES

+12
NEW OFFICES

OFFICE ACCESSIBILITY



*** ENVIRONMENTALLY CERTIFIED OFFICES**



SOFTSERVE WELCOMES HOVERSTATE

At the start of 2023, Hoverstate joined SoftServe.

Hoverstate, founded in 2008 and with offices across the US and Italy, has deep expertise in process automation on the Pega Platform as a key partner for Pegasystems, the low-code platform provider. Hoverstate is known for helping clients across industries improve customer service, deepen engagement, and reduce operating costs by up to 50%.

The acquisition reinforced and extended SoftServe's industry expertise in the healthcare, life science, banking, financial services, transportation, and logistics sectors. It also further amplified Hoverstate's status as a Specialized Pega Partner for the platform's solutions to a global client marketplace. SoftServe clients have deeper access to accelerated cloud-based digital processes and increased developmental efficiencies using data and analytics, AI/ML, and experience-based software engineering.

We believe joining a strong digital transformation services provider is the best path to deliver increased capabilities and exceptional digital solutions to our clients. SoftServe shares our people-first values. The cultural synergies between the firms are unmatched. SoftServe's global delivery network gets us closer to our clients. It makes our support agile and scalable. We're ready for the future.



ROB FAUVER

Chief Strategy Officer and
Managing Partner
(Hoverstate)



SUCCESSING WITH OUR PARTNERS

STRIVING FOR MORE

Together with our partners, we achieved remarkable results in 2023: for the first time in the history of SoftServe's Partnership Programs, the number of certifications gained by our associates exceeded 1,000 in one year.

36%
YoY

1,000+

certifications obtained in one year

As a cloud-agnostic consulting and implementation partner with the highest distinctions across three major cloud providers (Microsoft, AWS, and Google Cloud), SoftServe receives significant advantages for growing and developing associates' skill sets.

10.73%

of SoftServe associates are Cloud certified

This year, we added 9 new partnership certifications to the list, including 4 new GitHub certifications, which are available only to select Microsoft Partners. The GitHub certification program is a recognized credentialing system designed to showcase your proficiency in GitHub technologies.

9

new partnership certifications



COOPERATION WITH NVIDIA

In 2023, SoftServe's NVIDIA team showcased their expertise and presented NVIDIA-based demos at various international events, like the Global Innovation Summit, Hannover Messe, GITEX, and more. SoftServe is the only partner member in NVIDIA's Professional Services (SDP-PS) program covering all NVIDIA competencies.

Together, we are fostering NVIDIA competencies within SoftServe through the Future Tech Series. These sessions empower participants to tackle challenges, delve into the cutting-edge realm of NVIDIA's future technologies, and gain insights directly from NVIDIA experts. The community has already grown from 400 to 900 people.



Jensen Huang, president and CEO of NVIDIA, made a special appearance at SoftServe's booth at NVIDIA GTC 2024

RECOGNIZED BY CISCO

SoftServe won the Cisco Distinguished Supplier Award for our significant contribution to Cisco's engineering strategy execution, amazing quality and talents.

The recognition was announced during Cisco's Annual Suppliers Day in San Jose, CA. SoftServe was among 1% of invited partners out of the 10,000 suppliers globally. During 2023, SoftServe has proven to be a reliable partner who can scale the most critical capabilities, deliver under pressure, and take care of associates no matter what.



Cisco's Annual Suppliers Day in San Jose, CA

GENERATIVE AI LAB

In 2023, SoftServe introduced its Generative AI Lab, empowering enterprises to harness Gen AI for enhanced business outcomes. This initiative broadens SoftServe's AI/ML expertise, focusing on multimodal AI applications and generative model innovation, backed by a specialized team. This move aims to fast-track the adoption of Generative AI from concept to practical application.

Leveraging partnerships with AWS, Google Cloud, Microsoft Azure, and NVIDIA, SoftServe's Generative AI Lab is not just about exploring the latest tech but ensuring these innovations directly benefit clients through a results-driven approach and a proven framework for cross-industry application.



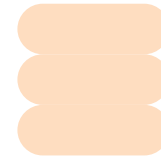
AI DISCOVERY

Research and validation of generative AI applications



AI LAUNCHPAD

Experimentation and testing of AI for specific business cases



AI ADOPTION

Rapid scaling and productionalization of AI

PARTNERSHIP BEYOND BUSINESS

As a part of our collaboration with one of our key partners, we've organized a sprint effort to realize the certification target of 350 unique specialists. SoftServe was successful in achieving this milestone, resulting in 700+ SoftServe associates certified as of the beginning of April 2023. As an incentive for achieving this goal, SoftServe was offered \$250,000 from the partner. The company doubled the sum and directed the money to the Open Eyes Charity Fund to buy vital medical equipment for five Ukrainian hospitals.

\$500,000

donated to Open Eyes charity fund together with the partner



OUR RESPONSE TO THE WAR IN UKRAINE

In 2023, the Russian-led war against Ukraine was ongoing. SoftServe continued to support Ukraine and its people through various projects and initiatives, including through our corporate charity fund Open Eyes. By ensuring stable business operations, SoftServe was also able to serve as a vital pillar for the resilience of the Ukrainian economy. Since the full-scale invasion, SoftServe has invested more than \$25M to support Ukraine.

RESILIENT OFFICE INFRASTRUCTURE

We proactively took measures to ensure the smooth operation of our offices and expanded our network, particularly during the winter months when systemic power outages occurred across the country due to attacks on energy infrastructure by Russia. We equipped our offices with generators and alternative communication lines to ensure they were ready to serve as safe and powered locations during outages. Our managers also worked with associates to develop personal emergency plans, ensuring they had well-thought-out strategies for various situations and could continue to work effectively.

+2

new offices in Ukraine

5

cities have more than one office

98

NPS of the veterans onboarding process

PROGRAM FOR VETERANS

Hundreds of SoftServians went to defend Ukraine, so we launched a program for veterans. The support began with keeping their jobs and continuing to pay monthly financial assistance while they were in service. Upon returning to civilian life, veterans were offered the option to take an extended paid leave of up to a month to adapt and rest, and were granted two weeks of additional annual leave. The company also introduced extended health insurance and qualified psychological assistance and helped veterans find a new project or retrain if they wished.



SUPERHUMANS

The Open Eyes Charity Fund, in partnership with Superhumans prosthetic center in Lviv, Ukraine, launched a joint project, the American-Ukrainian prosthetics mission. Doctors from the Medical Center for Orthotics and Prosthetics trained Ukrainian colleagues to work with complex amputations and together helped patients who lost their limbs during the war.

20

patients received 27 prosthetic limbs

\$1,000,000

allocated to the project by SoftServe

OPENEYES

SoftServe continued to donate money to the Open Eyes Charity Fund. Since the beginning of the full-scale war, the fund has continuously provided different support to Ukrainians — from humanitarian aid and medical packages to costly equipment for hospitals and ambulances.

80,000

Ukrainians received assistance from the company*

200

ambulances and medevacs purchased and delivered to the frontlines*

1,000

tons of humanitarian aid provided*

*Data since February, 2022

OPENTECH

SoftServians continued to devote their time and use their expertise to help socially important initiatives with digital solutions.

34

projects delivered by OpenTech crowdsourcing program to support Ukraine

401

volunteers engaged in Ukraine



SoftServe Bulgaria has been honored with the prestigious "Corporate Giver" award for outstanding contribution through collaboration with NGO "Teach for Bulgaria".



CLINTON GLOBAL INITIATIVE

SoftServe alongside its OpenTech partner Paso Pacifico joined Clinton Global Initiative Summit in New York to support the commitment to fight against climate change.



SoftServe won Gold in Technology for Good Nomination, that celebrates organizations which have gone extra mile in supporting the people of Ukraine during the war.

PROTECTING CUSTOMER DATA

Following months of thorough preparation and independent audits, SoftServe obtained a SOC 2 Type 2 report, globally recognized as confirmation of how well we protect customer data.

SOC 2 (System and Organization Controls) is an internationally recognized verification of how organizations ensure customer data security, availability, confidentiality, processing integrity, or privacy. In 2022, we obtained the SOC 2 Type 1 report that demonstrates what processes, procedures, and solutions (known as controls) we have implemented across the company.

With the SOC 2 Type 2 report, we proved the effectiveness of these controls in practice.

Protecting customer data is one of our company's highest priorities and a long-term strategic objective. We will continue improving our controls framework, implement new solutions to protect customer data, and exceed our client's expectations.

AWARDS & RECOGNITIONS

GLOBAL

- ATD Excellence in Practice Award 2023 Winner
- Gold in Technology for Good and Ukraine Crisis Champions finalist in Global Good Awards 2023
- Gold Corporate Engagement Awards 2023 winner for the Best CSR activity/programme to support or develop a corporate reputation
- Engage Awards 2023 finalist for Best Employee Wellbeing Strategy - Dare to Care Initiative
- Gold Globee Winner 2023 in Achievements in Crisis Communication for demonstrating extraordinary resilience and care for its people
- Cisco Distinguished Supplier Award 2023
- Challenger in 2023 Gartner Magic Quadrant for Custom Software Development Services, Worldwide

USA

- "Technology" winner in Top Workplaces USA 2023 Award
- The Austin American-Statesman Top Workplaces 2023

POLAND

- Great Place to Work @ Certified
- White Leaf by Polityka Magazine

COLOMBIA

- Top Company by Employers for Youth (EFY) General Colombia 2023
- Top Company by EFY Tech Colombia 2023

BULGARIA

- "Best Resilience Project of the Year" award at SEE 2023 Bulgaria
- "Corporate Giver" award at the Bulgarian Donors Forum Awards 2023

MEXICO

- Top Employers for Youth (EFY) General Mexico 2023
- Top Company by EFY Tech Mexico 2023
- "Responsible Companies" ranking by Expansión business magazine
- Top Company by Employer For Youth Female Talent Mexico 2023
- Top Company by Best Place to Code)

UKRAINE

- Top 50 wartime employers ranking by Forbes and Work.ua, the biggest Ukrainian job platform
- Top-25 best employers for veterans by Forbes Ukraine
- Top-100 companies by Ukrainian Business Award (Leader)
- Top-10 companies in the CSR Index 2023 Ukraine
- Partnership for Sustainability Awards finalist in the people category for IT Educational opportunities for unprivileged groups
- Charitable Ukraine Awards 2023 winner in Corporate Charity nomination
- "Digital Workplace Environment" category winner among large businesses by HR Pro Awards 2023



30 YEARS OF SOFTSERVE

**FROM SMALL IT STARTUP
TO A GLOBAL COMPANY**



FROM SMALL IT STARTUP TO A GLOBAL COMPANY

From a small IT startup born in Ukraine in the 90s, SoftServe has grown to a global company with a reputation as a reliable and innovative partner, an empowering and supportive employer and a sustainable business that cares.

HIGHLIGHTS

43

customers have been with us for 10+ years

7,751

projects completed

47

projects delivered by OpenTech since 2020

\$30M

donated by SoftServe to Open Eyes Charity Fund since 2014

1,133

clients from 39 countries

27,537

people have been a part of SoftServe since 1993

100

organizations partnered with OpenTech and Open Eyes

+34

to NPS since 2015 (from 48 to 82)

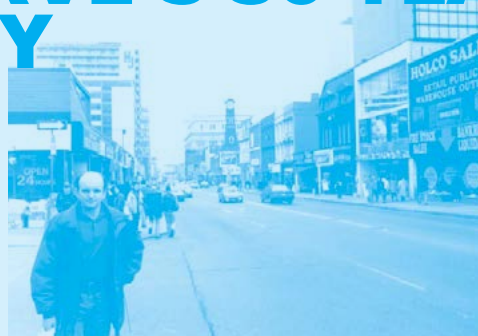
791

associates have been with SoftServe for 10+ years

10,783

SoftServians have obtained certifications

FROM FLOPPY DISCS TO CLOUD COMPUTING: SOFTSERVE'S 30 YEAR JOURNEY



ON DECEMBER 28, 1993, SOFTSERVE WAS OFFICIALLY REGISTERED, MAKING IT ONE OF THE FIRST IT COMPANIES IN UKRAINE

SoftServe receives its first order from General Electric.

1993

1995

Yura Vasylyk and Igor Mendzebrovsky win the chance to participate in a business development program in Canada and secure their first major Canadian client. SoftServe establishes the company's representative office in Toronto.

1996

In preparation for the first client visit, the team opens the first official office in Lviv.

2000

SOFTSERVE OPENS ITS FIRST OFFICE IN THE U.S. FIRST IN WASHINGTON, AND LATER MOVED TO BOSTON

2003

SoftServe is recognized by Bill Gates at Microsoft's annual conference.

2004

SoftServe co-founds the IT Ukraine Association, the first professional business association for the IT industry in Ukraine.



SOFTSERVE UNIVERSITY, UKRAINE'S FIRST IN-HOUSE IT LEARNING INSTITUTION, IS ESTABLISHED

2006

2007

Board of Directors is established to enhance corporate governance.

SOFTSERVE REACHES A MILESTONE FIRST 1000 ASSOCIATES



SoftServe co-founds Lviv IT Cluster in Ukraine.

2009

2010

SOFTSERVE RECEIVES ITS FIRST GLOBAL AWARD AS A BEST EMPLOYER FROM AON HEWITT AND APPEARS ON THE GLOBAL OUTSOURCING 100 LIST



THE U.S. HQ MOVES TO AUSTIN, TEXAS. THE COMPANY APPOINTS ITS FIRST AMERICAN CEO

The first office in Kyiv, Ukraine's capital, is opened.

2013

2014

Open Eyes, the first corporate charity fund in Ukraine within an IT company, is established.

The company is expanding in Europe, opening its first offices in Germany and Netherlands and establishing development centers in Poland and Bulgaria.

Coders Center, a Polish IT company, becomes a part of SoftServe.

2017

The company's social initiatives are consolidated into a separate function within organizational structure — corporate social responsibility.

2015

2019

Office in Singapore is opened.

2021

SoftServe welcomes 10 000th associate.

SoftServe opens office in Dubai.

OPENTECH CROWDSOURCING PLATFORM FOR TECH VOLUNTEERING LAUNCHED

SOFTSERVE PROVIDES SUPPORT FOR MORE THAN 5,000 ASSOCIATES AND THEIR FAMILIES IN THE FIRST YEAR OF FULL-SCALE WAR

SoftServe opens offices in Mexico, Colombia, Chile, and Romania.

2022

2023

SoftServe acquires Hoverstate.





OUR APPROACH TO SUSTAINABILITY

WE TAKE IT SERIOUSLY

WE TAKE IT SERIOUSLY

SoftServe is more than just an IT company. We are a company that cares deeply about the world around us and the people in it. We believe that our resources, knowledge, and expertise can be used for good. While we are deeply dedicated to delivering excellent services to our clients, we always remember to create a positive impact on society and the environment.

As SoftServe expands its presence and influence in new and existing markets, we also increase our opportunities and responsibilities to drive social change. To achieve this, we have developed a systematic approach that consists of well-organized processes, fully supported by our leadership team.

By following this systematic approach, we can integrate sustainability practices into our business operations and scale our social impact across the globe. Because we care for today and the future.

CORPORATE PLATFORM

We design corporate processes and implement internal and external programs that contribute to each sustainability pillar.

To make our sustainability policy consistent and deeply integrated into our business, we have sustainability councils for each direction.

70+ leaders from across the organization are engaged in the councils to drive our social purpose forward.

PRO-BONO PLATFORM

We partner with NGOs and global organizations and provide opportunity for SoftServians to contribute their time and skills for important causes.

OPENTECH

A corporate crowdsourcing platform, launched in 2021, that brings tech experts together to develop pro bono solutions for socially meaningful initiatives.

CORPORATE CHARITY FUND

With the support of our company, associates, partners, clients and people who care, we deliver important charitable projects in our communities.

OPENEYES

SoftServe's corporate charity fund since 2014.

DIVERSITY, EQUITY, AND INCLUSION

Providing equal opportunities and fostering an inclusive corporate culture.

Driven by the DEI Council.

WELL-BEING

Creating comfortable and healthy working environments.

Driven by the Productivity & Well-being Council.

OUR SUSTAINABILITY ECOSYSTEM

ENVIRONMENT

Addressing global and local environmental challenges.

Driven by the Environmental Council.

IT EDUCATION

Enabling innovation in educational approaches to talent development.

Driven by the IT Education Council.

EMPOWERING COMMUNITIES

Supporting the development of tech communities worldwide.

Driven by the OpenTech Council.

CHARITY

Creating an effective environment to drive positive change in our communities.

Driven by the Open Eyes.



WELL-BEING

**CULTIVATING WELL-BEING
AS A FOCUS AND EVERYDAY HABIT**



HIGHLIGHTS

74

eNPS

2,894

65%
YoY

users of psychological hotline

Great
Place
To
Work®

Great Place to Work — Certified
(Poland)

71

Health and Well-being score.
11 points above the technology
industry benchmark

115

online and offline well-being
events

TOP
WORK
PLACES

The Austin American —
Statesman Top Workplaces 2023
(USA)

79%

retention rate

2,800+

participants of offline well-being
events **(NPS 72)**

ENGAGE
AWARDS

Engage Awards 2023 finalist in
Best Employee Wellbeing Strategy
nomination for Dare to Care
Initiative

94%

of associates state their
productivity is 100%

3,700+

participants of online well-being
events **(NPS 86)**

CULTIVATING WELL-BEING AS A FOCUS AND EVERYDAY HABIT

Well-being has always been a priority for SoftServe. While living through challenging times, we've kept the well-being of our associates in even sharper focus, adapting our initiatives to evolving circumstances and challenges that have shaken the IT industry globally.

It's no secret that global tech companies have experienced slowdowns resulting in massive layoffs. SoftServe, being affected like all others, did everything possible to avoid large-scale cuts and stay on track.

Meanwhile, we had to run lean and adapt, so we reconsidered our business structure, processes, and expenses. SoftServe focused on internal staffing to ensure that as many associates as possible who experienced changes found a new place in the company: 65% of vacancies were closed by internal candidates. Our HR specialists went through

additional training to better support teams in turbulent times and we created support groups, so associates could find support and ease in a room of like-minded people.

Our anchor initiative, Dare to Care, continued to help associates prioritize their health and well-being. The usage of our psychological support hotline more than doubled, so we continued to improve this service together with our partners who deliver it.

Read further to discover more about our well-being practices and their impact in 2023.

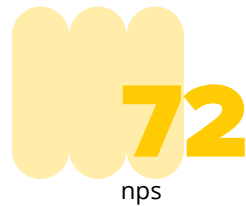
DARE TO CARE

"Dare to Care is our commitment to the well-being of our team members, driving our growth and fulfillment. In these uncertain times, we must learn new skills for balancing comfort and discomfort, overcoming challenges, and preserving our inner resources to innovate and collaborate. By investing in our well-being, we strengthen our resilience, better handle work and life demands, and achieve sustained success together."



RENATA DELPORTE
SVP HR, Business Partners

At SoftServe, each October is Dare to Care month. It's a time when we double down on our commitment to promoting a healthy, balanced lifestyle. Supporting well-being activities is a year-round focus, with October acting as a wellness marathon, brimming with activities to inspire our associates and support them in leading healthier lives.



In 2023, our Dare to Care month was dedicated to helping our team members stay agile, resourceful, and mindful in an ever-changing and often challenging world. We believe that putting mental health and personal well-being first is crucial for navigating these times. SoftServe rolled out a variety of tools and resources, all designed to support our associates in taking care of themselves.



pass rate for company —
wide online Health & Safety
Training



ENGAGEMENT

At SoftServe, we strive to cultivate an environment where associates not only feel engaged but also have a sense of belonging as an integral part of the larger team.

COMPANY DAY: EMBRACING OUR VALUES

In 2023, for our 30th Company Day, we embraced a new, more conscious, and values-focused approach under the slogan "We Care." Despite the geographical distances that separate us, we forged a united experience through digital channels.

The global online stream, featuring our CEO and SoftServe's founders, transported 5,000 associates back to our roots. Together, we celebrated the remarkable achievements and the challenges we've overcome during our 30-year history.



BELONGING

TOGETHERING: FOSTERING GENUINE CONNECTIONS

As part of Company Day, we curated warm team gatherings that blended online and offline formats. These events provided the perfect opportunity to immerse ourselves in genuine emotions, reflect on the year's business achievements, and honor our outstanding SoftServe Awards Winners.

9.2

average satisfaction score

73%

average participation rate

\$59K

donation to Open Eyes SoftServe's corporate charity fund by associates during celebrations

9.1

average satisfaction score

60%

average participation rate

\$15.5K

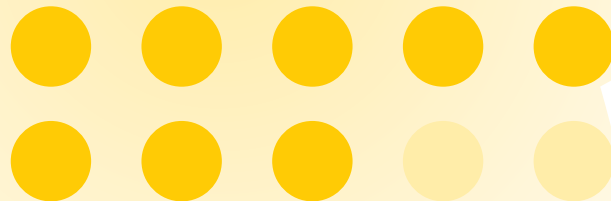
donation to Open Eyes SoftServe's corporate charity fund by associates during celebrations



ALWAYS OPEN TO DIALOGUE

At SoftServe, we've always cherished open dialogue and continuous improvement. In 2023, we leaned into this belief, offering more support and feedback to our team members. Recognizing the power of regular conversations, we've seen firsthand how they spark growth and success.

We've made these chats a regular practice, moving beyond yearly reviews by making real-time feedback a natural part of our work life. From formal reviews to casual coffee conversations or online sessions, we encouraged our teammates to see each chance to exchange ideas, and provide feedback to inspire progress. The culture of feedback not only created a positive working environment but enabled our associates to excel and contribute to our collective success.



8 OUT OF 10 ASSOCIATES believe that their managers provide enough support

75%

of associates believe that they get enough feedback

2,350

associates promoted

OUR LISTENING STRATEGY

SoftServe aims to foster a high-performing culture where associates are deeply engaged and motivated to excel. We have elevated our listening strategy by increasing engagement with associates. Our senior leadership, HR team, and HR Business Partners collaborated to implement a strategic listening approach that assesses associate engagement, experience, ethics, and conduct across the organization.

Through our quarterly surveys and lifecycle surveys, our Talent Management team partners with vendors and third-party providers to benchmark our results against global companies and technology companies, ensuring continuous improvement and alignment with industry best practices.

75%

believe their job enables them to learn and develop new skills



86%

of associates are satisfied with the amount of flexibility SoftServe provides



89%

feel they can count on their colleagues to help out when needed



74

eNPS. Top 5% tech Companies

48,820

comments from associates in the quarterly surveys in 2023

OPENTECH SOLUTIONS FOR WELL-BEING

OpenTech is SoftServe's crowdsourcing program where associates can volunteer their skills to develop pro bono tech solutions

TERAPEUTA NA 4 LAPACH WEBSITE

The Foundation "Terapeuta na 4 łapach" ("A therapist on 4 paws") is focused on promoting animal therapy in Poland. They offer activities, education, and therapy sessions with animals such as dog therapy, equine therapy, and alpaca therapy for people of different ages with disabilities or who face social exclusion.

SoftServe volunteers developed the foundation's website so they can grow their services and connect with more people in need.



BEBBO APP FOR PARENTS WITH UNICEF GENEVA

SoftServe joined the international UNICEF initiative, called 'Bebbo' in cooperation with UNICEF Geneva.

The parenting application 'Bebbo' was launched in 2021 by UNICEF in 12 countries and attracted over 300,000 users worldwide, predominantly across Europe and Central Asia. 'Bebbo' serves as an assistant to parents, reminding users about the needs of their growing children, vaccinations, information about the intricacies of breastfeeding, mental health, and more. The resource will significantly save parents' time, which was previously spent searching for answers on forums, TV stories, or via social media.

SoftServe volunteers improved the app.





DIVERSITY, EQUITY AND INCLUSION

**SHAPING THE WORLD WHERE
EVERYONE CAN THRIVE**



HIGHLIGHTS

36%

of associates are women

83%

15%
YoY

of offices are accessible

Forbes

Business that Supports Veterans
by Forbes Ukraine

53%

of associates in managerial roles
are women

4,683

associates empowered by DEI
trainings



United Nations Partnership for
Sustainability Awards 2023 finalist

23%

of associates in highly technical
roles are women

200+

EmpowerU program graduates
from underprivileged groups

CORPORATE
ENGAGEMENT
AWARDS

Gold Winner at the Corporate
Engagement Awards 2023

36%

of associates aged 30
or younger



Veterans at SoftServe program
launch in Ukraine

SHAPING THE WORLD WHERE EVERYONE BELONGS

While DEI is not only our moral duty and the right thing to do, it is also a smart thing to do. Research has shown that diverse, equitable, and inclusive companies are more likely to outperform their peers in terms of innovation, profitability, and employee engagement. Nurturing a culture where everyone feels welcomed and included, regardless of their background, makes SoftServe stronger and drives our excellence.

Each year, we strengthen our commitment to gender equality, already exceeding industry benchmarks and fostering a workplace where everyone has equal opportunity. While paving the way for current talents to succeed, we are also laying the ground in terms of equal opportunities for the future generations we believe that it is essential to ensure that every child has a fair chance in life.

Inclusion is woven into different layers of the company — our values, processes, our decisions — and extends into the world through initiatives you'll see in this chapter.

We invite you to discover how we promote a culture of diversity, equity, and inclusion not just within our organization but also within the communities that SoftServe is an integral part of.

SOFTSERVE DEMOGRAPHICS

WORKFORCE BY GENDER



Male: 64% Female: 36% Benchmark for females: 34%*

MANAGERIAL ROLES (people leads with subordinates)



Male: 47% Female: 53% Benchmark for females: 36%*

LEADERSHIP (associate directors, directors, AVPs, VPs, SVPs)



Male: 64% Female: 36% Benchmark for females: 34%*

TECHNICAL ROLES



Male: 77% Female: 23% Benchmark for females: 22% **

*Global Gender Gap Report 2023 **McKinsey, 2023

35%

48%

12%

WORKFORCE DISTRIBUTION BY AGE

- <20 — 1%
- 21-30 — 35%
- 31-40 — 48%
- 41-50 — 12%
- 51-60 — 3%
- >60 — 1%

CULTURAL AWARENESS

SoftServe is made up of citizens from 42 countries and we work with clients from 35 countries.

67% of our teams are multicultural. By being aware of different cultural norms, values, and communication styles, team members can work together more effectively, build stronger relationships, and create a more inclusive and harmonious work environment.

In addition to all the learning solutions available for individuals and teams, in 2023 SoftServe's Cross-Cultural Communication Center specialists held a Culture Intelligence (CQ) Month and developed Cultural Intelligence company-wide training to promote collaboration, productivity, and a positive work culture.

90%

of learners found the training useful and important

81%

NPS

66

learning solutions on cross-cultural awareness

70%

of associates took Cultural Intelligence training and increased their awareness on cultural values while collaborating in international teams

EMPOWERING THE CHANGE

Since 2022, we have proactively engaged leaders and managers on a transformative diversity and inclusion educational journey. In 2023, DEI modules were introduced in all leadership development pathways. The topics include inclusive leadership, DEI fundamentals, unconscious bias, inclusive hiring and many more.

EMBRACED DEI LEARNING ACTIVITIES

37%

of associates

280

leaders



EMPOWERU: IT EDUCATION FOR ALL

In today's digital world, IT education opens the doors to great job opportunities. Unfortunately, not everyone has a fair chance — especially people from vulnerable and underprivileged groups, including people with disabilities, refugees, veterans and others.

Drawing on 18 years of expertise in developing learning solutions, SoftServe

launched the EmpowerU program, designed to offer free foundational IT courses to people from vulnerable groups across six countries. Participants who successfully completed their course gained free access to advanced learning solutions provided by SoftServe Academy, paving the way for their further career development. The EmpowerU program continues in 2024.

400+

participated in courses

9

tech directions

153

participants successfully graduated and can continue their free IT education through SoftServe Academy



“

As an EmpowerU graduate, I can proudly say that I have the basis to create a website. I appreciate this opportunity and SoftServe's commitment to bringing technology to people who have historically faced discrimination, including people with disabilities.

JOSE LUIS MARTINEZ
graduate of EmpowerU, Mexico

GLOBAL EMPOWERU IMPACT

COLOMBIA

75 graduates from a course on database and JAVA / SQL for teenage mothers and vulnerable youths.

Partner: Fundación Juanfe,Codigo Comuna 13

BULGARIA

10 graduates from a course on software testing fundamentals for people with disabilities.

Partner: Center of independent living

POLAND

8 graduates from a course on quality assurance for people with disabilities.

Partners: Zakład Aktywności Zawodowej, Fundacja Opieka i Troska, Fundacja Imago, Fundacja Ponad Schematami

UKRAINE

39 graduates from two groups: software testing fundamentals for veterans and their family members and IT fundamentals for internally displaced people.

Partners: Veteran Hub, NEEKA Ukraine, UNHCR

MEXICO

26 graduates from courses on DevOps and Web/UI fundamentals for young females from unprivileged groups and people with motor disabilities.

Partner: Facultad de Estudios Superiores Acatlán, UNAM, Movimiento de Personas con Discapacidad

ROMANIA

4 graduates from a HTML course for Ukrainian refugees.

Partner: Fundatia Consiliul National Roman pentru Refugiati (CNRR)

WOMEN DO TECH 365

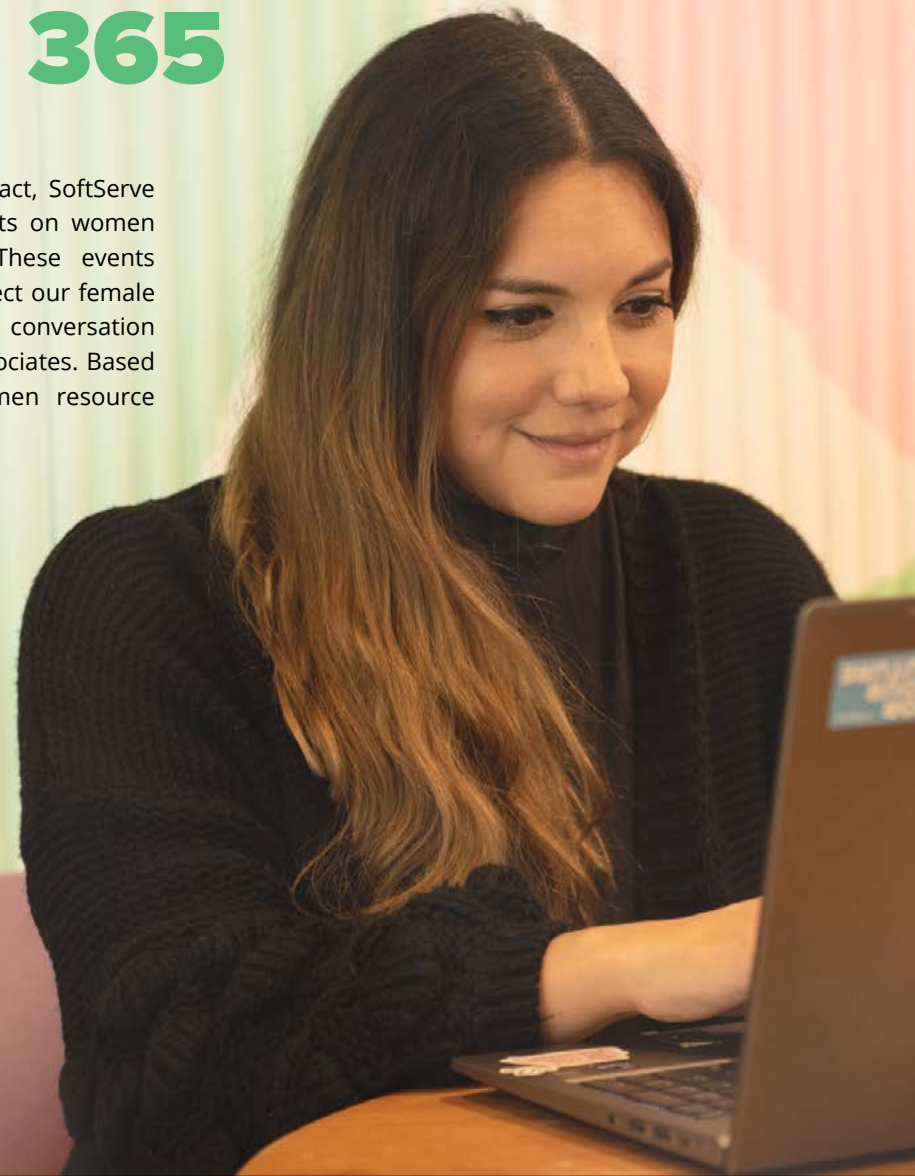
To recognize women who make an impact, SoftServe organized several global and local events on women empowerment and gender equality. These events gave us an opportunity to not only connect our female community but also have a productive conversation and identify the needs of our female associates. Based on this, we plan to launch local women resource groups in 2024.

1,071

participants

5

events



INCLUSION FOR VETERANS

In 2023, the company launched a robust support program for veterans. Around 300 associates had been defending Ukraine, with some already back as veterans. The company safeguards their workplace and continues to pay monthly financial assistance. Upon returning, veterans receive up to a month of paid leave for adjustment and rest, plus an extra two weeks of annual leave.

Enhanced health coverage and professional psychological support are also provided. Veterans can resume their previous roles or receive guidance to explore new projects or training opportunities.

98

NPS for the veterans onboarding process

SoftServe is dedicated to fostering a welcoming atmosphere for returning service members. HR professionals have earned Veterans at Work certification from SHRM and follow best practices from Veteran Hub and IREX. A resource library is accessible for staff and leaders, offering advice on veteran communication etiquette.

70+

SoftServians returned from the war as veterans

Hundreds of thousands of brave Ukrainians are defending their country against unprecedented Russian aggression. As the war persists, we witness the return of some as veterans, with the expectation that more will follow. They have fulfilled their duty to the country — now it's our turn to fulfill our duty to them by creating a supportive and inclusive environment to ease their transition into civilian life, recognizing their service.



MARIIA KUCHERENKO

Corporate Reputation & CSR Director

SHE IS AN ASTRONAUT

Approximately 19,6 million Colombians do not earn enough money to fulfill their basic needs, such as shelter, food, and medical insurance. Fourteen year-old Maria Paulina is part of one such family — her father is unemployed and her mother teaches at a rural school. The opportunities for quality education are limited. SoftServe Colombia, dedicated to promoting IT education and STEM skills to girls from vulnerable communities, joined the She Is Astronaut program as a sponsor for one student. After interviewing 25 applicants, Maria Paulina Millan, was chosen.



Maria Paulina was selected for the program, which consisted of a four-month virtual education phase and a five-day academic immersion at NASA Space Center in Houston. Maria Paulina developed an educational platform for public schools to analyze real-time grades and interests of students to classify them and help them improve their learning.

The program was a life-changing experience for Maria Paulina, giving her the opportunity to meet and be inspired by Alma Stephanie Tapias, a metallurgical engineer, and astronauts such as Michael Foreman and Bill McArthur. Also, she tested her knowledge and STEM skills with academic challenges on robotics and coding.

SoftServe is closely following Maria Paulina's journey, empowering her to become a role model for other girls like her.



In 2023, I had a chance to be selected to participate in She is Astronaut program, the opportunity presented by SoftServe company. At first, I was a bit insecure and shy to give my points of view. Thanks to the program, I begin to be more self-confident and believe in myself, and everything that I can achieve with discipline and dedication. I had classes with wonderful people like astronauts and super important people from different parts of the world who taught me a lot about astronomy, space, rockets and NASA missions, people who motivated me and empower me now every day to be able to fulfill my dreams.

MARIA PAULINA MILLÁN

14 years old, Colombia

BUSINESS WITHOUT BARRIERS PARTNERSHIP

SoftServe has joined the Business Without Barriers initiative, led by Ukraine's First Lady Olena Zelenska, to promote inclusivity and equal opportunities across Ukraine. This collaboration unites progressive businesses in an effort to integrate barrier-free practices into corporate cultures, aiming for an environment where everyone can thrive.

The initiative comprises over twenty leading Ukrainian and international companies, sharing strategies for accessibility and

encouraging the nationwide adoption of these practices. SoftServe's commitment to diversity, equity, and inclusion is evident in its numerous initiatives to ensure an accessible workplace for all associates, highlighting equal opportunities from recruitment to leadership development. By partnering with this initiative, SoftServe aims to share its insights on accessibility and work alongside like-minded businesses to foster a more inclusive corporate landscape in Ukraine.



OPENTECH SOLUTIONS FOR DEI

OpenTech is SoftServe's crowdsourcing program where associates can volunteer their skills to develop pro bono tech solutions

MAKING SERVICES EASIER FOR VETERANS IN UKRAINE

SoftServe volunteers simplified access to services at Kyiv's Veteran Hub for military veterans and families. Established in 2018, the hub offers free mental health, legal, job search, and education services. Our developers have created the new website that allows veterans and their families receive the necessary help.

VETERAN HUB

SUPPORTING COLOMBIAN TEENAGE MOTHERS WITH TECHNOLOGY

The Juanfe Foundation in Colombia empowers teen mothers by breaking cycles of poverty, vulnerability, and exclusion through health, education, and job market connection. SoftServe volunteers are developing a solution to consolidate and automate databases, enhancing data reliability and expediting decision-making for personalized intervention plans crucial for each teen mother's psychosocial situation.

Fundación Juanfe Modelo de desarrollo social

HELPING WORKING PARENTS IN POLAND FIND BALANCE BETWEEN CAREER AND FAMILY

The Polish Foundation Rodzic w Mieście (Parent in the City) initiated the "Pracuję i Wychowuję" (I Work and I Raise) project to assist working parents in finding a balance between their careers and family responsibilities. SoftServe volunteers created a website for the project, aiming to encourage local businesses to support parent employees and promote the equitable distribution of work and caregiving responsibilities between genders.

Rodzic
W MIEŚCIE



IT EDUCATION

**CREATING A BETTER FUTURE
WITH DIGITAL SKILLS**

HIGHLIGHTS

CREATING A BETTER FUTURE WITH DIGITAL SKILLS

93

**11%
YoY**

partner universities in 7 countries

25,000

students engaged globally

6,000+

SoftServe Academy graduates

6,048

**53%
YoY**

educators in the community

142

SoftServe Academy graduates hired



ATD Excellence in Practice Award
2023 Winner

400+

students' events

Digital skills are essential for thriving in an era of rapidly emerging technologies. While the rise of AI, automation and robotics are expected to replace work currently done by humans in some instances, it will also create new, tech-integrated jobs.

At SoftServe, we believe in a culture of continuous improvement and strive to create opportunities for

this both internally and externally. Through our partnerships with universities, we offer more opportunities for students and teachers to access innovative and market-driven education. Through the synergy between SoftServe Academy and the OpenTech pro bono platform, we engage students in real projects that not only help them hone their skills but also make a positive difference and support social causes. By involving students in real projects, we help them develop not only technical skills but also soft skills such as problem-solving, creativity, and teamwork, which are highly valued by employers.

ONE MORE YEAR OF LEARNING AND GROWTH

SoftServe University, our corporate educational platform, is a cornerstone of our continuous learning and development, providing opportunities beyond traditional training. We're not just learning new things. We're creating a culture of learning together.

In 2023, almost every SoftServian took the opportunity to advance in their personal and professional growth through mentoring, training, coaching, or speaking. At SoftServe, we are resolute in the goal of empowering our people to thrive both personally and professionally.

33% YoY
12,339
unique learners

53% YoY
11,505
unique learning solutions

33% YoY
84
NPS

GROWING LEADERS

Leadership development in different specialties has always been among the company's priorities. Through various leadership programs for different levels — from project managers to vice presidents — we nurture our culture of leadership at SoftServe.

The programs are designed to enhance leadership skills by focusing on self-awareness, teamwork, cross-functional collaboration, and business

acumen. The primary value of the programs is the ability to apply the knowledge, as we engage SoftServe's leadership to be trainers to share best practices, their experience, and real world scenarios.

From **10% to 40%** of different leadership development program participants get promoted within the year after graduation.

300+
participants of the leadership development programs

“

Participating in the Leadership Program was an incredible opportunity that I truly enjoyed. What stood out to me the most were the engaging practice exercises and the moments when fellow participants shared their real project cases and the solutions they employed.



MARIA RASHKEVYCH
Lead Educator



“The Roadmap to leadership was more than I expected. The best part was the relationships we built along the way. I saw how there are many others in SoftServe who want to leave a positive mark on the company and will most likely become known leaders in the near future.

DENIS ILIEV
Market Development Expert

TECH PROGRAMS

Fostering a culture of continuous improvement and innovation at SoftServe, we are deeply committed to ensuring our associates remain at the forefront of technological and industry advancements. By investing in the professional development of our people, we also enhance organizational capabilities, leading to increased productivity, innovation, and superior business outcomes.

In 2023, we expanded unique learning solutions and elevated our quality standards, achieving a noteworthy 6% improvement in overall quality, reinforcing our commitment to excellence.

4,329
unique learners

76
NPS

548
solutions



ENGINEERING LEADERSHIP



ARTIFICIAL INTELLIGENCE

TOP LEARNING DIRECTIONS



CLOUD AND DEVOPS



NVIDIA TECHNOLOGIES

PARTNERSHIPS WITH UNIVERSITIES

Universities are a strong foundation of the education and talent pipeline for the IT industry. SoftServe builds strong and long-lasting partnerships with educational institutions in all locations where we have development centers. In 2023, cooperation with students from partnering universities increased by 25% compared to 2022. We engaged more universities, students and educators in our existing communities and developed new relationships in Chile and Romania.

300+

students gained their first work experience through internships

82

office tours

44

hackathons and student competitions were organized or supported by SoftServe

400+

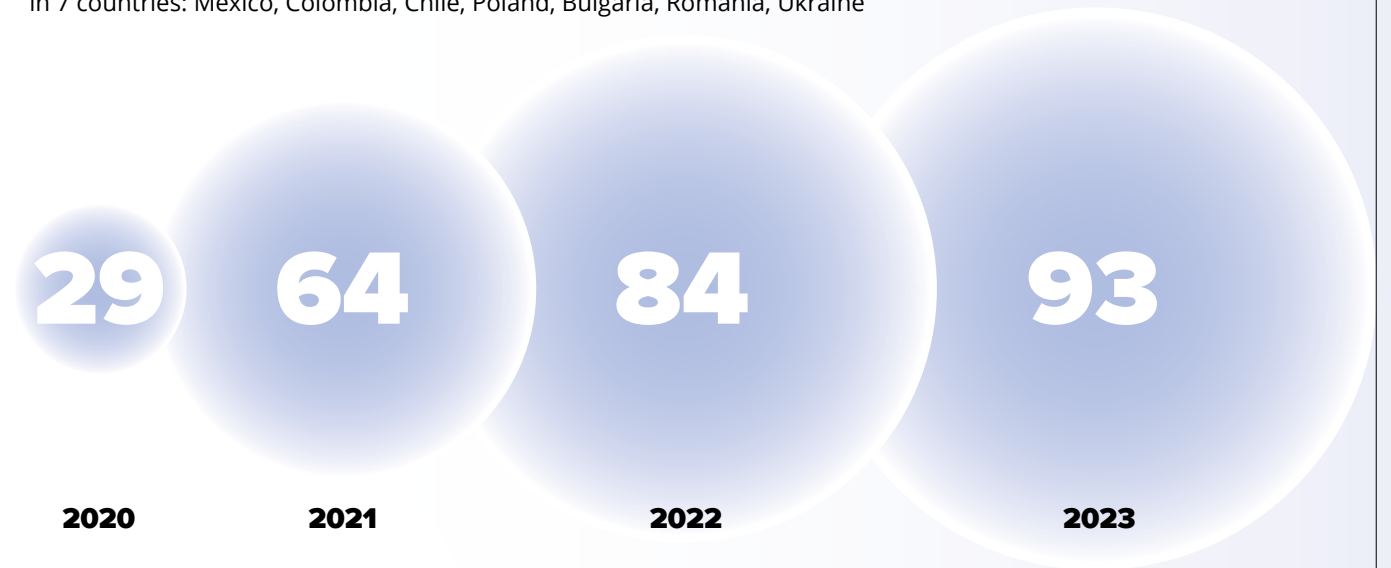
events for students

25,000+

students engaged

PARTNERING UNIVERSITIES

in 7 countries: Mexico, Colombia, Chile, Poland, Bulgaria, Romania, Ukraine



SoftServe works both with the students and lecturers, ensuring a complex approach to improving education with our partners. By building trustful and supportive environments for lecturers, we increase their capacity, adaptability to the fast-changing tech world to help prepare more successful talented individuals to join the IT industry.

6,000+

educators in world-wide SoftServe Education Community

53%
YoY

22

events for educators organized

121

universities, together with SoftServe, updated their curricula to meet industry requirements

ON THE GROUND



CHILE THE FIRST HACKATHON

SoftServe sponsored a first-ever hackathon at Universidad de la Frontera (UFRO) in Temuco. Five teams, comprising over 20 innovative students, participated and were challenged to solve a real issue within their local community through the use of technology.

COLOMBIA PYTHON SUMMER CAMP

In 2023, SoftServe sponsored a Python Summer Camp at the Universidad de los Andes & Stanford University. We inspired 90 young teenagers to pursue their professional dreams in the IT industry.



ROMANIA BIG DATA NIGHTS

Big Data Nights is an in-house event that we organized at our Bucharest office in cooperation with the IT community to engage students and juniors to discover the most used Google Cloud Platform tools and technologies.



MEXICO LABS FOR ZENOSS

In 2023, SoftServe launched Custom Project Labs for Zenoss on Python, GO and TAQC with JS and Ruby technologies. The seven most successful graduates out of 14 were hired to SoftServe.



BULGARIA OPEN DAYS

In 2023, over 400 university students from the Technical University of Sofia visited our office and participated in discussions and lectures from our experts, who helped to guide them into the tech world. Students learned more about IT jobs, corporate culture, and the daily activities of engineers.



softserve



POLAND ORDERBOX PROJECT

We launched the project OrderBox in cooperation with Wroclaw University of Science and Technology, developing an internal PWr application made by students. Our role was to coordinate the project and mentor students. Based on their work on the project, students receive their engineering degree.

SOFTSERVE ACADEMY

To respond to the fast-changing tech trends in 2023, SoftServe Academy created and launched a record number of new learning solutions — more than 20. A comprehensive training program to a professional level facilitated preparing students for their first job through a set of courses on cutting-edge technologies like AI, Robotics, NVIDIA Omniverse, No Code.

We also focused on establishing SoftServe Academy programs in Mexico, Colombia and Chile while supporting our local educational communities in Poland and Bulgaria.

1,462

graduates of SoftServe funded short courses and internships

4,169

fee-based courses graduates

1,221

enrolments in courses with an expected duration of 9 to 24 months

417

graduates gained knowledge while working on real pro-bono projects

8

the number of projects SoftServe Academy students worked on

3

projects released

HANDS-ON EXPERIENCE FOR LEARNERS

For the last three years, SoftServe Academy has been educating students on real projects supporting social initiatives and civil society organizations. Together with Academy mentors and volunteers from SoftServe's OpenTech pro bono platform, students created technological solutions to address social issues. In 2023 they developed a disposable hygiene product impact calculator for Zero Waste Lviv, an evidence-based medical website, and a renewed website for Ukraine's National Museum of History, among many other impactful projects.

DUAL STUDY PROGRAMS FOR ASSOCIATES

The Dual Study program is designed for our associates who are students, making it easier for them to balance work and study. Our partnerships with educational institutions play a key role in converting project-based tasks and Udemy Business platform learning into academic credits for various university disciplines.

Dual study programs are now available in Ukraine.

57

SoftServe associates engaged in Dual Study programs

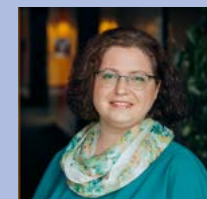
27

educational programs at 24 universities

96

NPS

The incredible thing about working at SoftServe is our passion for learning and sharing knowledge. As a committed educator myself, it brings me so much joy to see all the opportunities created and doors opened through our efforts. SoftServe's mission is to enable talented people to change the world, and that takes many forms — knowledge sharing being one of the most powerful ways that we make a positive difference every day.



HALYNA DATSIV,
VP of Learning and
Development

OPENTECH SOLUTIONS FOR IT EDUCATION

OpenTech is SoftServe's crowdsourcing program where associates can volunteer their skills to develop pro bono tech solutions.

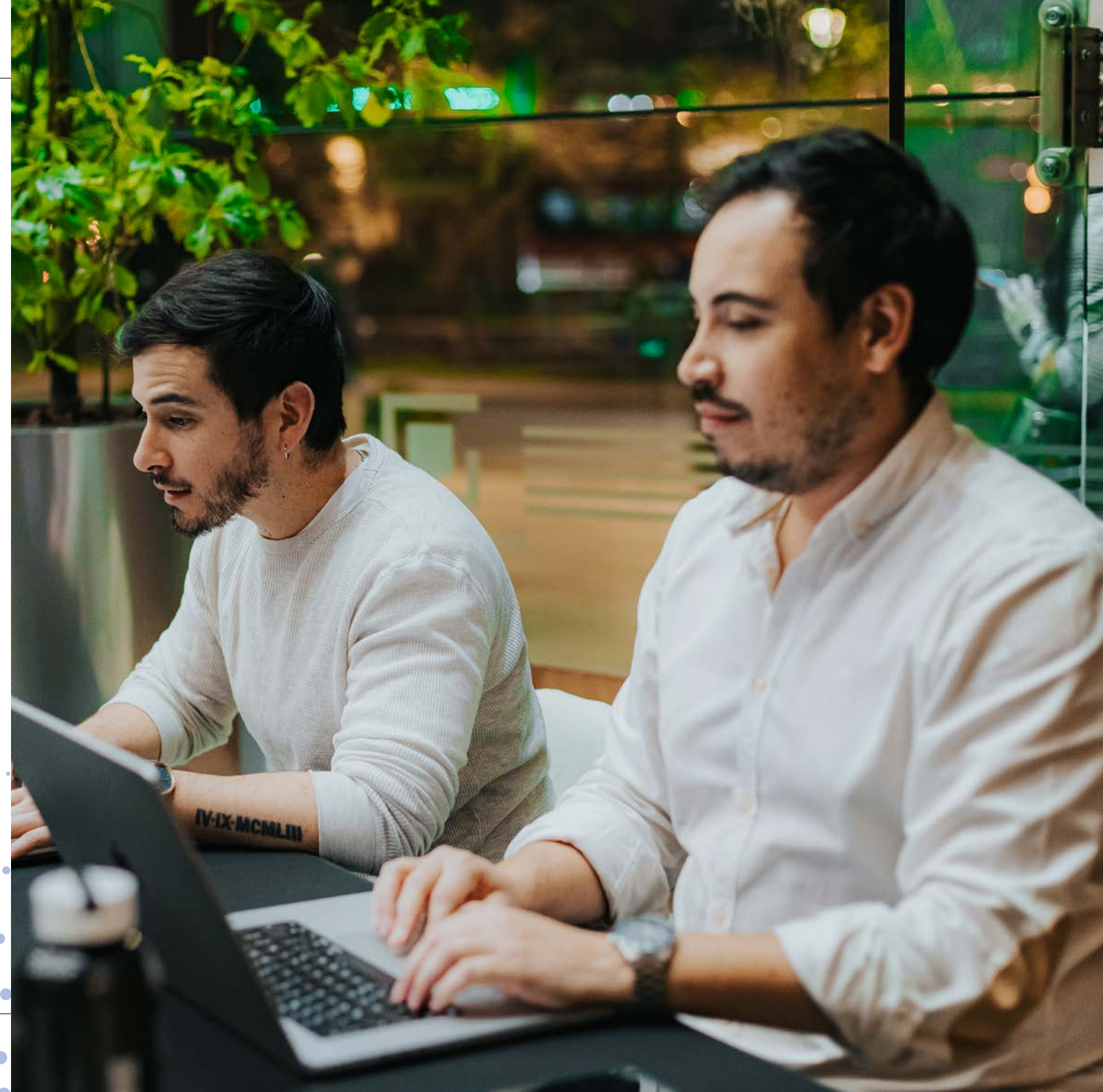
A WEBSITE FOR AFTER-SCHOOL ACTIVITIES

SoftServe Academy students and OpenTech volunteers worked on the creation of an integrated information platform to support extracurricular education in partnership with Ministry of Education and Science of Ukraine. Children and parents were given access to a complete list of after-school activities on the website. The platform offers an up-to-date list of organizations and statistics on children's after-school education, optimizing educational policy in this area.



EDUCATIONAL PLATFORM FOR BULGARIAN SCHOOLS

SoftServe volunteers are supporting the further development of one of the tools for Teach for Bulgaria, a non-profit organization supporting the educational system. The [platform](#) is the biggest educational platform in Bulgaria targeted at teachers, school directors, and educational experts. It hosts practical articles, courses, manuals, video tutorials, and other resources on various subjects for students of all ages.





EMPOWERING COMMUNITIES

MAKE A DIFFERENCE



HIGHLIGHTS

17
pro bono technological solutions developed

1,780
associates engaged into volunteering & charity initiatives

500
contributors of OpenTech pro bono crowdsourcing platform

65
volunteering & charity projects organized

11,200+
tech professionals engaged in events globally

14,000+
people from vulnerable groups supported through volunteering initiatives



Gold in Technology for Good in Global Good Awards 2023



"Corporate Giver" award at the Bulgarian Donors Forum Awards 2023



"Best Resilience Project of the Year" award at SEE 2023 Bulgaria

MAKE A DIFFERENCE

At SoftServe we support local professional communities, share experience and leverage tech collaborations to drive positive changes around us.

The United Nations highlights the pivotal role of technology in realizing its Sustainable Development Goals, aimed at eradicating poverty, safeguarding the planet, and securing peace and prosperity for all by 2030. Through OpenTech, our pro bono tech crowdsourcing platform, we enable communities to leverage technology for the greater good.

United by shared values, our associates are committed to making a difference — whether through blood donations, supporting local initiatives, or advocating for human rights. SoftServe not only provides these opportunities but also fosters a

culture that values such contributions. In this chapter, you will discover the transformative impact of OpenTech projects and gain insights into how SoftServe champions the spirit of helping others.

OPENTECH

OpenTech is an organic continuation of our culture of helping others by doing what we do best — creating digital solutions to solve challenges. Officially launched in 2021 as platform initiated by our associates, it allows SoftServians to dedicate their time, knowledge and skills to do good and

develop their technical skills. Engaging in OpenTech projects has become doubly rewarding; it's a way to give back and simultaneously boost one's career, as volunteers can now feature their project involvement in performance reviews, paving the way for professional growth.

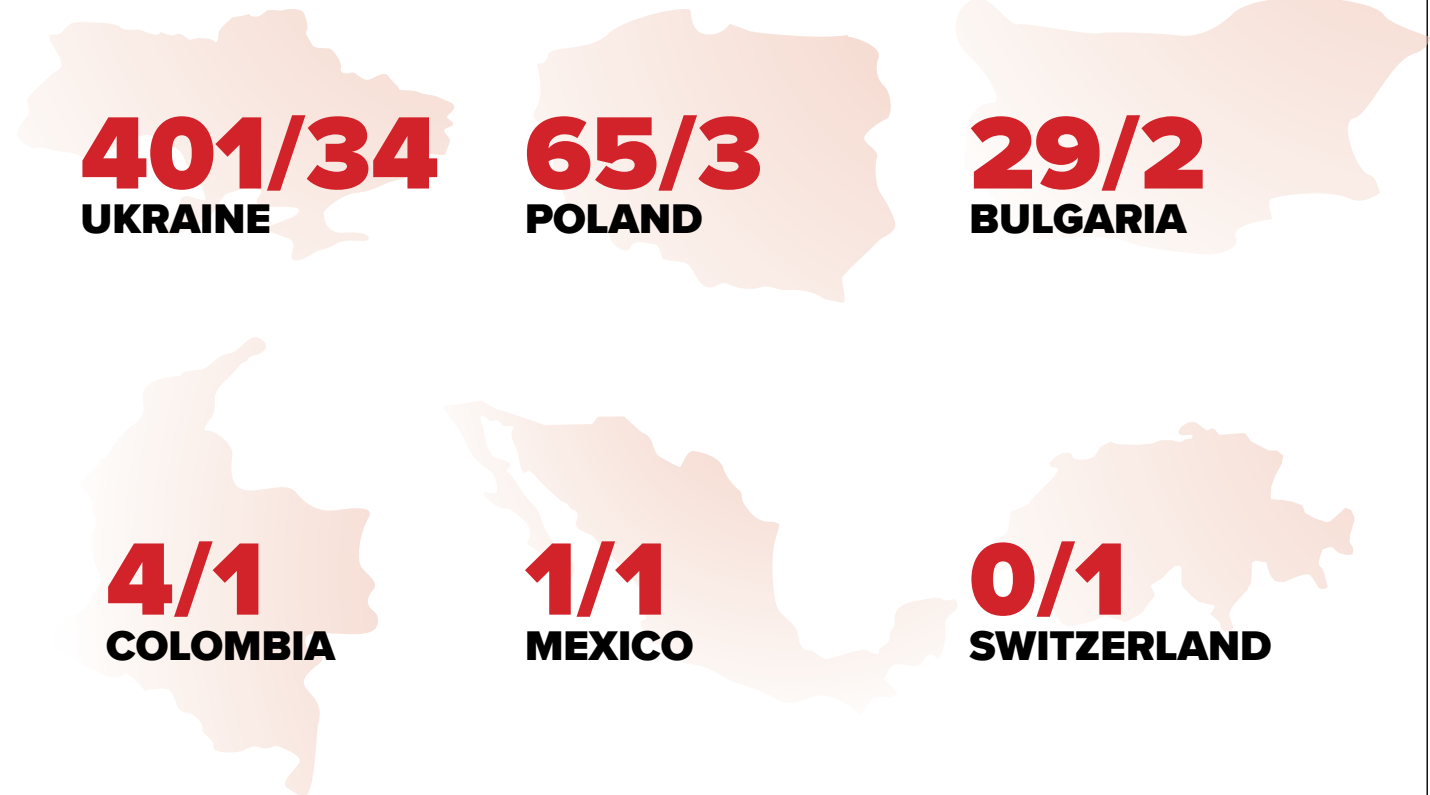
42
projects in progress

500
contributors

17
projects delivered in 2023

GEOGRAPHY OF OPENTECH VOLUNTEERS

VOLUNTEERS/PROJECTS



IMPACT OF SOLUTIONS BY OPENTECH VOLUNTEERS

ADOPT PETS OF UKRAINE

A platform, developed by OpenTech volunteers, offers people looking for a pet to adopt one, abandoned because of the war.

Partner: Kormotech

30,000

visitors



SUPPORTING THE VICTIMS OF SEXUAL VIOLENCE

Avrora is a platform for victims of war-related sexual violence. It offers psychological and other support.

Partner: UNFPA Ukraine

300

women received help



INVEST IN LVIV PLATFORM

A website designed to attract investments and enhance the region's image, receiving 12 to 16 inquiries monthly from entrepreneurs and aspiring business owners.

Partner: Lviv Regional Council

6,000

visitors looking for investment opportunities in the region

14

grant applications submitted for a total amount of \$210,000

ЛЬВІВСЬКА ОБЛАСНА РАДА

KOZYTSKYI FOUNDATION WEBSITE

SoftServe volunteers created a new website for the charity foundation that will be user friendly, help attract donations and new users.

Partner: Kozytskyi Charity Fund

x3

more donations through the website



БЛАГОДІЙНИЙ ФОНД КОЗИЦЬКОГО

OpenTech is doing a remarkable job, bringing together people who care about the common good of society. Volunteering projects also offer a chance to challenge ourselves and learn something new — new frameworks, programming languages, planning techniques of work.



ANDRII LEONTIEV,
Project Coordinator

DISTANCE LEARNING PLATFORM FOR UNIVERSITIES

An online platform offering an informational portal with free educational resources and tools, like Coursera and Zoom, to facilitate online learning for students and teachers.

Partner: Ministry of Education and Science of Ukraine

34,000

users were able to utilize the most relevant information on distance learning for university students



ŁADNE HISTORIE

A website for Foundation Ładne Historie, fostering community engagement, empathy, and support, including for those with disabilities, and growing a network of helpers.

Partner: Ładne Historie

+4000

hours spent on local charity initiatives



PROMOTING HEALTHY EATING HABITS AMONG SCHOOLKIDS

A platform providing healthier school menu recommendations to improve Ukrainian schoolkids' eating habits, within a reform initiated by the First Lady of Ukraine.

Partners: UNICEF Ukraine, Ministry of Education and Science of Ukraine

4M

children in Ukraine were able to build healthier eating habits



OpenTech has become an engine of social change, supporting various initiatives, non-profits, and government institutions. Through technology and our skills, we have helped pave the way for meaningful solutions that touch the lives of people in need.

Together, we've been at the forefront of positive transformation in our communities. None of this would have been possible without our associates' and valued partners' support and collaboration. Together, we continue to harness the power of technology for the greater good.



I wanted to do something meaningful and contribute to the country's peace and stability, so I joined OpenTech's project. It's a fascinating and rewarding experience, and the team is amazing. Everyone is driven not by financial incentives, but by our shared vision and mission to make a positive difference. And it's exciting that we can create the project from the ground up and experiment with new methods, technologies, or ideas.

YURI MATVIICHUK

Intermediate Business Analyst



ALEX CHUBAY

Chief Technology Officer

BLOOD FOR LIFE

For many years SoftServe associates have been active blood donors. Since February 2022, our main priority has been to help those affected by the war in Ukraine.

To raise awareness about the importance of blood donations

and how get yourself prepared for the process, we organized special knowledge-sharing sessions with doctors, activists, and blood donors to share their experiences and help build the community around the cause.

309

donors in Ukraine and Mexico

115

liters of blood donated

CONNECTING WITH LOCAL COMMUNITIES

During a weekend in September 2023, a group of SoftServians from Colombia visited Indigenous Reserve Maguaré, a land set aside for the Tikuna people by the government. We learnt about their culture, traditions and territory and spent quality time with local children. We donated stationery to contribute to the learning activities for young residents of the reserve. It was an opportunity

to exchange knowledge, support their entrepreneurship initiatives and make donations to strengthen their local economy.

All the materials and gifts brought to the community were produced by our volunteers during the company's 30th-anniversary celebrations to help and make a difference in our society.



OPENTECH SOLUTIONS FOR COMMUNITIES

OpenTech is SoftServe's crowdsourcing program where associates can volunteer their skills to develop pro bono tech solutions.

WEBSITE FOR THE NATIONAL MUSEUM OF THE HISTORY OF UKRAINE

SoftServe volunteers worked with the National Museum of the History of Ukraine to create a revised website that celebrates the nation's unique history and culture.

The team closely collaborated with the museum's staff to create an immersive online experience that takes visitors on a tour from Ukraine's prehistoric past to the present day. The museum currently holds more than 700,000 artifacts, including archeological finds left by early inhabitants of the region, coins, weapons, artwork, manuscripts, and historical items from Ukraine's struggle for independence.



SUPERHEROES SCHOOL

Superheroes school is a non-profit organization focused on educational activities for children who are undergoing treatment in hospitals. SoftServe volunteers are working on the platform, through which children who are unable to attend schools because of their medical condition will have an opportunity to continue their education. It will also help teachers and tutors of the school with the educational process.





ENVIRONMENTAL SUSTAINABILITY

**A ADVANCING TOWARDS A
MORE SUSTAINABLE FUTURE**

HIGHLIGHTS



ISO 14001 certification obtained and the first surveillance external audit passed

91%

of associates engaged in environmental awareness and sustainable consumption activities



Annual CDP report published

10

+2 offices

environmentally certified offices

2,155

trees planted

ADVANCING TOWARDS MORE SUSTAINABLE FUTURE

SoftServe set four environmental goals in 2022 that it plans to accomplish in a decade, with the aim of being a carbon neutral and zero waste business.

We are advancing towards our goals gradually, from actions like teaching our associates how to be eco-conscious to planting trees and reducing our emissions. Find out about our achievements and local efforts to make our planet greener, as well as our technological solutions for ecology.

ENVIRONMENTAL STRATEGY PROGRESS

In 2022, SoftServe announced an environmental strategy for the next decade, which included four goals to be achieved. Here's how we have progressed:

STEPS TAKEN

MOVING TOWARDS NET-ZERO WASTE

- Reduced waste generation
- Promoted 'Rethink, Reuse, Recycle' approach in the company
- Eliminated the use of non-recyclable materials

PROVIDING SUSTAINABLE IT SOLUTIONS

- Helped our clients to address their carbon footprint with technologies and help achieving sustainable development goals

PROGRESS

- 92% of IT equipment and electronic appliances were reused in 2023
- 90% of our offices have waste sorting

STEPS TAKEN

PURSUING CARBON NEUTRALITY

- Used more renewable and low-carbon energy
- Reduced energy generation
- Promoted remote work

DESIGNING SUSTAINABLE OFFICES

- Select offices with environmental performance certifications using low-carbon and energy-efficient technologies
- Help achieving sustainability principles

PROGRESS

- 17% of Scope 1 emissions compared to 2022
- 15% of natural gas consumption compared to 2022
- 37% of Scope 2 emissions compared to the base year (2020)
- 39% of electricity consumption compared to the base year (2020)
- 45% of carbon intensity per FTE compared to the base year (2020)

- +2 offices certified by LEED, BOMA, BREEAM, and WELL standards
- 10 offices are fully sustainable

FROM SMALL STEPS TO BIGGER IMPACT



BULGARIA

SoftServe Bulgaria nurtured SoftServe's Forest the second year in the row. In 2023, our associates planted an additional 175 trees and nurtured those already planted the previous year.



MEXICO

The team of SoftServians in Mexico also made the planet greener by planting 1,130 trees in the State of Mexico and providing forest maintenance to hundreds of planted species in Barranca de Tarango, Mexico City.



COLOMBIA

In Colombia, the SoftServe team focused both on learning and practicing. Besides a series of four webinars, an ecological challenge, they planted 600 trees in Cundinamarca and Antioquia.



POLAND

Birds are essential to the planet, that's why SoftServians in Poland volunteered to advocate for the reason and built nesting boxes together with small kids from local kindergartens.

GOOD TASTE — ZERO WASTE

At SoftServe, we take environmental sustainability seriously and prioritize our ecological initiatives. To provide associates with knowledge about sustainable attitudes and habits, tips on how to incorporate them into daily life, we launched Good Taste — Zero Waste Month — a range of activities, from virtual workshops to in-person events held in all SoftServe's operational locations.

As a result, our associates across different locations visited composting stations and waste management centers, planted trees, tried plogging (a combination of jogging with picking up litter), and practiced a sustainable lifestyle.

27

online and on-site events

1,200+

participants

At SoftServe, our vision transcends the present, shaping a future where sustainability is not an option, but a fundamental principle. We're committed to environmental sustainability, steadily working towards our eco-goals by 2030.

We prioritize eco-conscious practices, from choosing high-quality, natural products to promoting recyclability and reducing emissions. By integrating sustainability into our daily operations and digital solutions, we're shaping a more sustainable tomorrow. It's a shared value we uphold with our clients, reflecting our collective commitment to a better, greener world.



YURIY STOHNIIY
SVP of Administration

OPENTECH FOR ENVIRONMENTAL SUSTAINABILITY

OpenTech is SoftServe's crowdsourcing program where associates can volunteer their skills to develop pro bono tech solutions

PASO PACIFICO

SoftServe supports the Paso Pacifico's Machete Project in developing a digital platform that gathers unique knowledge and experience in growing forests by using machetes to assist natural regeneration and slow climate change through tropical forest restoration in Central America. This platform will let users share this knowledge by uploading photos, videos, and text descriptions and also help volunteers to gather for learning expeditions.

PASO  PACÍFICO

PLATFORM FOR FOREST RESTORATION IN UKRAINE

In cooperation with WWF Ukraine, OpenTech volunteers are developing a platform that helps in restoring and increasing the area of forests in Ukraine. It will allow to identify the most suitable areas for forest restoration and implement projects based on a scientific approach, including climate change and environmental safety requirements.





OPEN EYES CORPORATE CHARITY FUND

HERE FOR YOU



HERE FOR YOU

At SoftServe, we deeply care for the community and are always willing to help. The Open Eyes charity fund embodies a vital aspect of our culture and essence, offering unwavering support to those in need since its inception in 2014.

The Open Eyes Fund has emerged as a powerful force in supporting Ukraine since the onset of the full-scale war, with its support growing even stronger in 2023. Drawing on its experience, the fund has

maximized its efforts and focused on four main areas: supporting medical institutions, providing humanitarian aid, supplying equipment to the Ukrainian Armed Forces, and partnering with civilian organizations.

As the fund continues its vital support for Ukraine at this very moment, we invite you to pause and consider the remarkable impact of their work.



HIGHLIGHTS

223

ambulances purchased and donated*

250+

hospitals received vital medical equipment worth \$500,000

1,000

volunteers and contributors to the Drive for Life project*

\$1,000,000

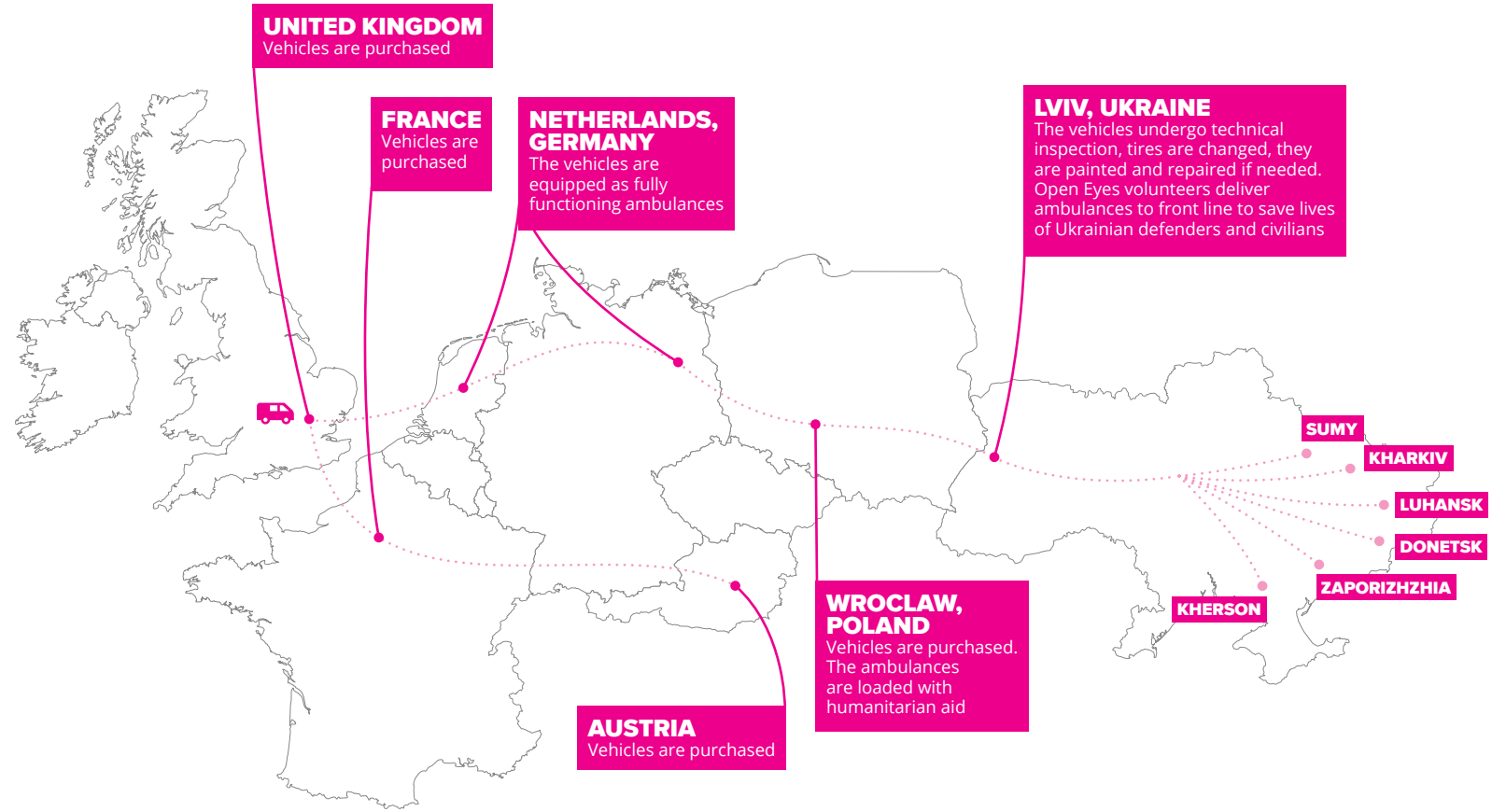
allocated to fund prosthetics and educational medical mission of Superhumans

1,000+

tons of humanitarian aid provided*

407

children enrolled in IT courses



DRIVE FOR LIFE: +100

In 2023, celebrating the 30th anniversary, SoftServe launched the second phase of Drive for Life project, "Drive for Life: +100". The project's aim is to find, buy and deliver fully equipped ambulances to the front line. Ambulances play a crucial role in saving lives.

SoftServe donated \$1,200,000 to support the project, with the rest of the funds being collected through donations. Since July 2022, Open Eyes has purchased and delivered 200 fully equipped ambulances.

150
medical units received the vehicles*

1,000+
volunteers and contributors*

18,000+
people evacuated per year

223
ambulances delivered*

513,000 KM
driven to deliver ambulances

*since July, 2022

SUPPORTING UKRAINE

Through the network of established volunteering hubs in Europe and Ukraine, and with the help of SoftServians and partners, in 2023 the fund was able to purchase and donate:

1,000

tones of humanitarian aid*

50,000

medical packages*

1,200

pairs of tactical boots*

100,000

people received humanitarian aid

2,550

sets of military uniform*

25,000

units of protection equipment*

10,000

items of computer equipment*

500

SoftServians joined efforts to help



LIFELINE: VITAL EQUIPMENT FOR HOSPITALS

Supporting hospitals and medics remained a primary focus for Open Eyes, with a new project, Lifeline, emerging from SoftServe's collaboration with one of its clients.

Through the Lifeline project, Open Eyes donated specialized medical equipment to five Ukrainian hospitals to treat civilians and defenders. The equipment was donated to hospitals in Sumy, Vinnytsia, Zaporizhzhia, Lviv, and Ivano-Frankivsk, including patient monitoring systems, special operating tables, an arthroscopic stand, and ophthalmic and neurosurgical equipment.

5

equipped hospitals



75

items of medical equipment provided

The need for this specialized equipment arose from the war — as surgeries for injuries caused by bullets and shrapnel became more frequent, and more patients in need of extensive care arrived at hospitals.

The total budget for the project was \$500,000. As part of its partnership with one of its partners, SoftServe received \$250,000. The company then doubled this amount, allocating a total of \$500,000 to support medical institutions through the Open Eyes charity fund.

45,000

people can get better medical care

GENERATION TECH

All Ukrainian children have the right to a quality, meaningful education, regardless of the difficulties they face.

Generation Tech is a project that aims to help children of Ukrainian defenders and children who had to leave their homes because of Russia's war against Ukraine learn basic IT.

SoftServe's volunteer mentors taught high-school students how to program in Python, how to develop WebUI, and how to understand cybersecurity. They also developed skills in teamwork, and public speaking. The course took three months, providing children with a chance to explore the IT field, enhance their soft skills, and find out what interests them the most. The project is ongoing and run in 10 cities in Ukraine.

407

children learned IT basics

1

graduate joined SoftServe

72

SoftServians worked as mentors



WORKPLACE BENEFITS

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

EDUCATION

Retraining and upskilling programs
Corporate language courses
Certification center
Leadership development programs
Tech school
Mentorship and coaching programs
Tailored educational solutions
Internal professional and tech communities
Functional Offices and Centers of Excellence

HEALTH

Medical Insurance
Corporate doctors
Health days (vaccinations, medical examinations, healthy snack days, etc.)
Paid vacation and sick leave
Financial support for medical treatment
Consultations and webinars with health professionals and other experts

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
Remote and/or hybrid work arrangements

CORPORATE PROGRAMS

Buddy program
Referral program
Well-being program
SoftServe discount program
Recognition program (SoftServe awards, anniversary gifts, welcome pack)
Corporate celebrations

SUPPORTIVE FUNCTIONS

Talent Success Leads
Learning Partners
HR Business Partners
Business Trip Office
Global Mobility Office
Emergency Response Team
Help Desk and IT Support
Centers of Excellence

STAKEHOLDER ENGAGEMENT

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

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

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

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

GRI INDEX DISCLOSURE

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

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418-1	Customer Privacy	Sustainability Report 2019-2020 [p.24-25]

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

It represents SoftServe's key sustainability results based on data from SoftServe's 2023 calendar year (January 1, 2023, through December 31, 2023), unless otherwise stated.

The last sustainability information regarding SoftServe was published in June 2023 as part of SoftServe Sustainability Report 2022.

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

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