

# **CORPORATE SOCIAL RESPONSIBILITY AT SOFTSERVE**

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Human Resources

**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**

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## 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, Society and Planet.



## 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

‘Experience matters’ is a strong part of our company values, culture and character, and fundamental to our belief that we have a responsibility to make a difference by giving something back to our local communities and to the wider world. Our Corporate Social Responsibility strategy focuses on building a sustainable future and Caring for Our People, Society and Planet.

### OUR FOCUS AREAS:



#### **Education Development Program - Improving IT Education Worldwide**

SoftServe CSR Education Development program increases the quality of IT education worldwide. Using our experience, network technology and human collaboration we are making the difference.



#### **Go Green Program – Reducing our Environmental Impact on the Planet**

SoftServe CSR Go Green program minimizes the adverse impacts on the natural environment. The way we see a world is where growth is good and human activity generates a delightful, restorative ecological footprint.



#### **Best Place to Work – Creating Best Working Environment for our SoftServe Family**

SoftServe CSR Best Place to Work program encourages a healthy, open, and inclusive working environment in which employees 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 a work environment built upon mutual cooperation and respect for one another.



#### **Community Investments – Making a positive impact on our community by responding to local needs**

SoftServe CSR Community Investments 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 environment, as well as create the most effective system of business-education collaboration in the field of IT, through co-founding and active partnership programs.

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### **Corporate Volunteering & Charity – Making the world better by donating our time, knowledge, experience and funds.**

SoftServe CSR Corporate Volunteering&Charity responds to the society needs by engaging our employees to dedicate their time, skills and donate funds to the implementation of different voluntary and charitable initiatives in such areas as 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 employees, where by joining 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, and we are already a team of about 5000 people around the world.

## **CSR STRUCTURE. ROLES AND RESPONSIBILITIES**

### **CSR Committee is responsible for:**

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

## **MEMBERS OF CSR COMMITTEE:**



**Taras Vervega**

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



**Christopher Baker**

Chief Executive Officer



**Stuart Logan**

Chief Human Resource Officer



**Hanna Solohub**

HR Marketing Director



**Ulyana Budenkevych**

Managing Director of Charity Fund "Open Eyes"

**CSR Team is responsible for:**

- quarterly reporting to the CSR Committee 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 Committee;
- timely implementation and monitoring of the projects;
- coordination with the NGOs, stakeholders and Charity Fund “Open Eyes”;
- providing an Annual CSR report.

**MEMBERS OF CSR TEAM:****Mariia Kucherenko**

HR Marketing  
Coordinator

**Kseniia Romaniuta**

HR Marketing  
Specialist

**Yuliia Tarkovska**

HR Marketing  
Specialist

**CSR BUDGET**

The CSR budget is defined by CSR Committee in accordance with a year's plan of CSR projects.



## 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 [CorporateSocialResponsibility@softserveinc.com](mailto:CorporateSocialResponsibility@softserveinc.com)

## REVIEW

Any or all provisions of this CSR Policy may be amended by the CSR Committee 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 [CorporateSocialResponsibility@softserveinc.com](mailto:CorporateSocialResponsibility@softserveinc.com). All your ideas will be considered with proceeding relevant adjustments made to this document.