infopulse

Infopulse: Socially Responsible Business

2019
Corporate social responsibility report

Contents

Letter from Infopulse CEO

Dear friends,

2019 was a year of strategic transformations for Infopulse: we summed up the results of a three-year business strategy and formed a new one. One of the company's priorities for 2017-2019 was the development of corporate social responsibility, and together we managed to implement a number of important measures:

- We developed a CSR strategy and defined its major goals, in accordance with the UN Sustainable Development Goals 2016-2030;

- We published two non-financial CSR reports of the company: an internal report for the company's professionals for 2017 and a report for 2018 available by the link;

- We implemented the concept of social responsibility "I am a citizen of Ukraine" as one of the company's annual concepts (you can learn more about the annual concepts in the report);

- We launched an internship program for university students and expanded cooperation with leading universities in the country;

- We organised and supported about 70 social initiatives;

- We were distinguished for our CSR activities in the ranking of outsourcing companies IAOP, 2018, 2019;

- We received the Cycling Employer of the Year, 2019 award in Kyiv;

- We actively support volunteering in the company.

Letter from Infopulse CEO

We started the new year with new plans and ideas in mind, but the reality has made its adjustments. The events in the world caused by COVID 19 have affected all aspects of our lives and businesses, and we have found ourselves in a situation of great uncertainty. We are observing everything around us changing incredibly fast, including ourselves, our customers, the society, and the state. But one thing remains the same: Infopulse is a team that creates the future together with our professionals, customers and partners. Our strength lies in the diversity of views combined with the principles we all share and adhere to on a daily basis. Business development, organisational, professional and personal growth come from the core values of Infopulse: involvement, openness, flexibility, and innovation. During the history of Infopulse, which is more than 25-year long, the company

has more than once gone through difficult times. Still, we have always emerged from the crisis preserving the most important thing — our professionals. As always, we are optimistic and ready to take on all challenges together! For the upcoming years, the strategic goals of Infopulse include continued development of sound and affordable IT education in Ukraine, promotion of technical transformations at all levels, caring about the environment, help Ukrainian hospitals and medical workers and development of the volunteer movement.

Here is a report on corporate social responsibility of the company for 2019, which gives you a closer look at our values, principles and people. Enjoy!

Andrey Anissimov,
Infopulse CEO

Introduction

Infopulse LLC, part of the leading Nordic digital services company TietoEVRY[1], is an international provider of end-to-end IT services and solutions, serving SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of more than 2,000 professionals and is represented in 7 countries across Europe and North America. Infopulse is a Global Outsourcing 100® company recognized by IAOP® and is trusted by many established brands.
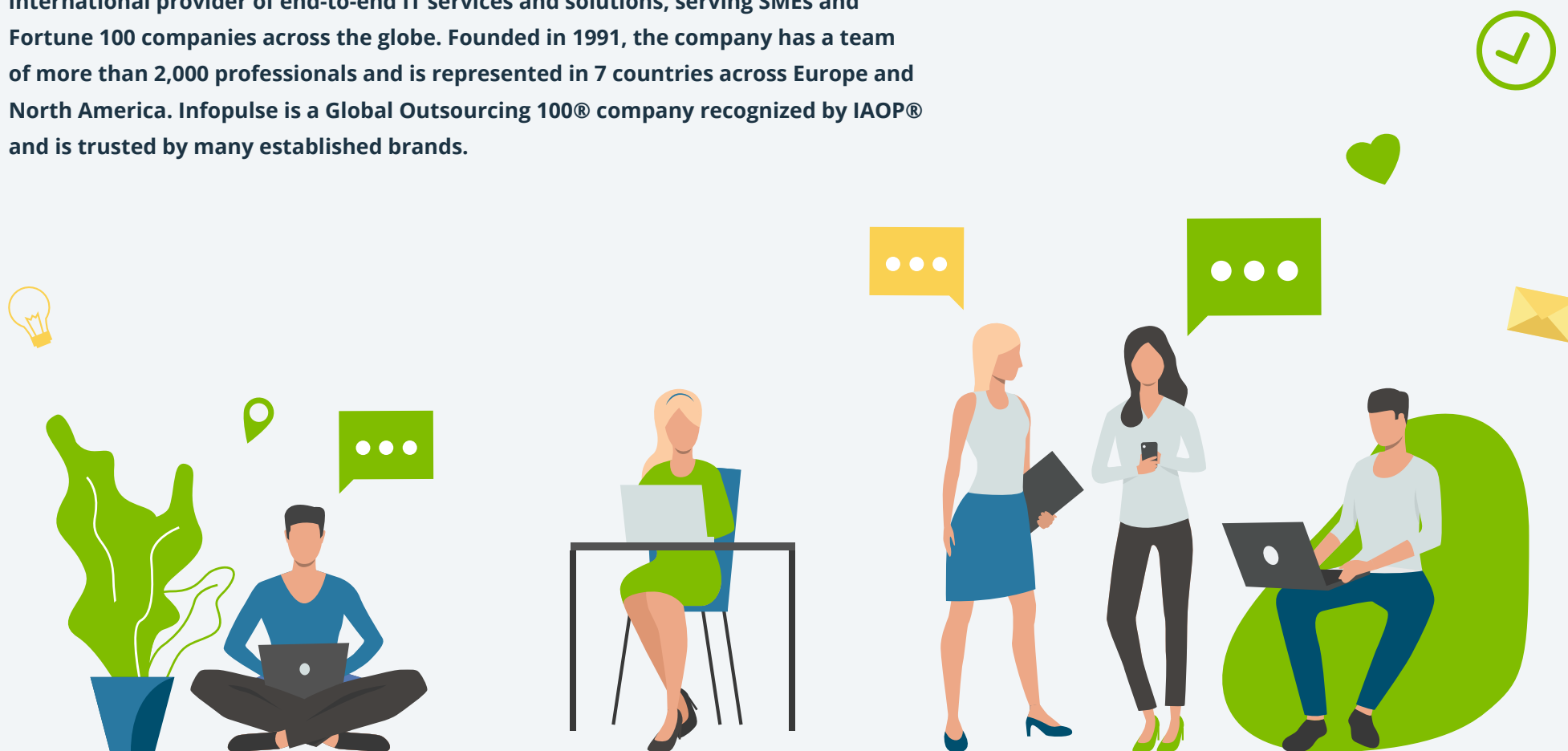
[1] In 2019, our mother company EVRY merged with Tieto, a global Finnish IT services and software company, and formed TietoEVRY, a leading Nordic digital services company.

Infopulse presence in 2019

Offices: Ukraine (Kyiv, Kharkiv, Lviv, Odesa, Zhytomyr, Chernihiv, and Vinnytsia), Bulgaria, Poland, Germany and the USA.

Presence in Europe: Norway, Sweden, Finland.

USA

TietoEVRY FINLAND

TietoEVRY NORWAY

TietoEVRY SWEDEN

POLAND

GERMANY

UKRAINE

BULGARIA

Technology Expertise

AI & Machine Learning

Cloud & DevOps

IoT & M2M

AR/VR/MR

Data & Analytics

Mobile & Wearables

Blockchain

Embedded Systems

RPA

Industry Expertise

Banking & Finance

Medicine & Healthcare

Consulting

Telecommunications

Retail & Wholesale

Automotive

Energy & Utilities

Agriculture

Software & Hi-Tech

Manufacturing

Company Services

Digital Innovation

Quality Assurance

SAP, Microsoft & ServiceNow

Technology Consulting

Mobile & Web Development

UX/UI Design

Softwφare R&D

Cloud & Infrastructure Services

Cybersecurity

Application Services

Business Process Outsourcing

Facts about Us

29+ years of experience.

2,000+ professionals.

20% average annual growth.

Customers in 30+ countries.

Loyalty: 30+ customers have been with Infopulse for 5+ years, 13 customers — 10+ years.

Achievements and Accomplishments, 2019

1   Infopulse Poland and Infopulse USA offices opened.

2   Microsoft Country Partner of the Year for Ukraine.

3   Ranked among **The Best of The Global Outsourcing 100 by IAOP** (the company was recognised in three Best-Ofs: Top Customer References, Top Corporate Social Responsibility, and New Faces).

4   **SAP Quality Award for Innovation**

An international mining and metals group, together with SAP and Infopulse, have recently completed the transition of Metinvest's SAP infrastructure to SAP HANA Enterprise Cloud solution (SAP HEC). The massive digital transformation project won the Silver Trophy at SAP Quality Awards 2019 among the countries of Central and Eastern Europe.

Our Clients

To find more our customers please follow the link.

Our Values

We are the team that creates the future together with colleagues, clients and partners. Our strength lies in the diversity of views and unity of principles that we adhere to every day. Business development, organisational, professional and personal growth stem from the basic values of Infopulse:

Flexibility

We develop and deliver solutions proactively based on unique customer needs.

Involvement

We are genuinely interested in the future of Infopulse and willing to contribute to it.

Innovation

Every day we ask ourselves 'What if?' and never stop testing new ideas.
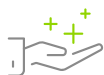
Openness

We strive to hear external signals and empathise with the customer.

Company History

The story begins,
7 specialists, establishing
full-scale offshore activity
by 1996

Around 350 specialists on
board, delivery office in
Zhytomyr, partnership with
EDB (now TietoEVRY), launch
of ITO Services

1300+ specialists, delivery
office in Bulgaria, SAP
partnership, TOP 3 Best IT
employers of Ukraine

1900+ of specialists, No1
Best IT Employer of the
year in Ukraine (DOU).

1991 **1999** **2006** **2013/14** **2015/16** **2017** **2018** **2019**

40 specialists, the company
enters into a partnership
agreement with the
Netherlands-based company
Infopulse and
adopts their name

1000 specialists, branch office
in Germany, two more
delivery offices in Vinnytsia
and Chernihiv, a number
of ISO audits (9001, 27001,
14001), 6 Microsoft Gold
Certified Partner Competences

1600+ specialists, delivery
offices in Lviv, Odesa and
Kharkiv; Infopulse is listed
in TOP 25 Cyber Security
Solution Providers by CIO
Application Europe

2000+ specialists,
Delivery office in Poland and
the USA, Microsoft Partner
of the Year, Ranked among
The Best of The Global
Outsourcing 100 by IAOP

Stakeholders

- Infopulse specialists
- Customers and partners
- Mother company
- Applicants
- Local communities
- Ukrainian society

Business
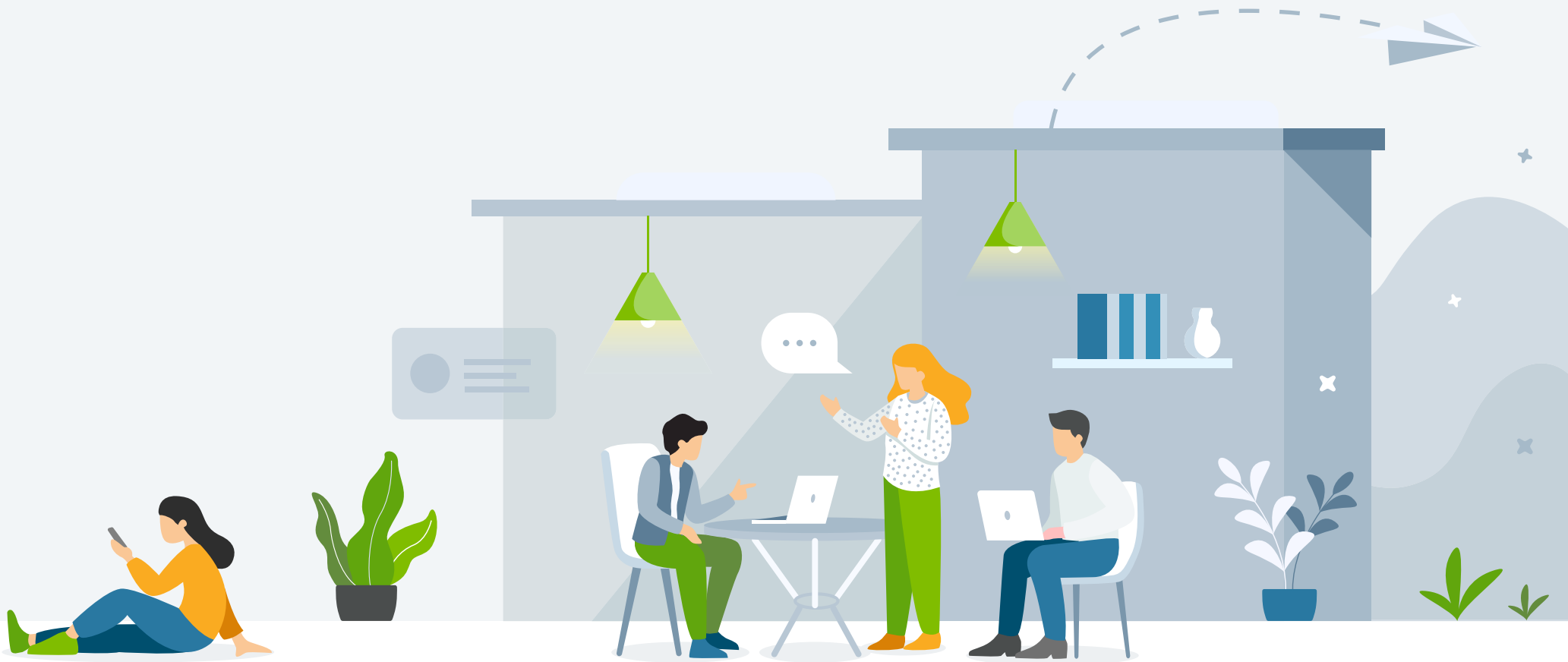
Certification & Standards

Revenue (K USD)

📄 **ISO 9001:2015:** Quality management systems

📄 **ISO 14001:2015:** Environmental Management System

📄 **ISO 27001:2013:** Information Security Management

📄 **ISAE 3402 type II:** International Standard for Assurance Engagements

Infopulse passes external certification audits to prove that the Integrated Corporate Management System is compliant (i.e. certified) with the requirements of ISO 9001:2015, ISO 14001:2015, ISO 27001:2013, passes assessment ISAE 3402 type II, and goes through Carbon Accounting assessment on a regular basis. In addition, some customers and mother company conduct regular audits on security, financial control system, and anti-corruption activities.

Year	Revenue
2017	60 261
2018	76 425
2019	86 344
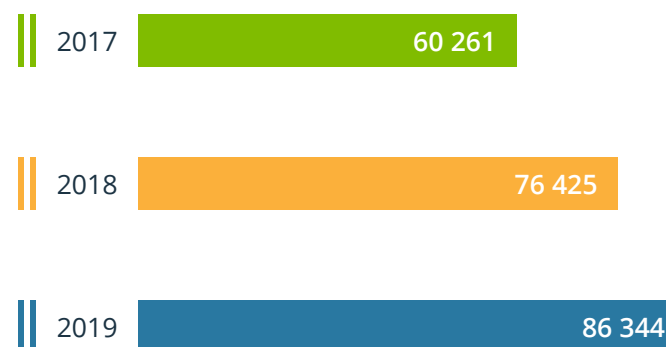
Taxes paid to Ukraine's budget: 1.5 (M USD)

Export revenue: 82.7 (M USD)

167 customers: 36 — Ukraine, 131 — foreign

Organisational Governance

Infopulse maintains maximum transparency of governance practices, ensuring interests and rights of stakeholders, and integrating CSR principles across all processes.

According to the governance best practices, Infopulse governance is performed by the Executive Management Team.

1

The Executive Management Team represents interests of shareholders and management.

The team makes key decisions according to the Authority Matrix and Company Charter, is intended to build sustainable long-term value, and sets the "tone at the top" for ethical conduct. Infopulse identified stakeholders that have significant impact on business: primarily, these are the mother company TietoEVRY, company's customers and partners.

2

The Executive Management Team operates the company's business.

It oversees corporate strategy development, implementation and control. Based on the approved strategic plan, the members of the Infopulse Executive Management Team define the tasks for particular organisational units that ensure the strategic plan implementation.

Infopulse Orgchart

President

CEO

Quality Management Department

Corporate Development

Human Resources Department

Corporate Services Department

Sales and Marketing

Regional Managers

Information Technology

Finance & Legal Department

Security Management Department

Departments

Security Committee

Budget Committee

Organisational Structure

Other Committees

Committees

Competence 1

Vertical 1

Client 2

Client 4

Competence 2

Client 1

Client 3

Business units

Organisational Governance

Infopulse consists of business units (BUs), administrative departments and committees. The Executive Management Team defines strategic corporate objectives for the next period based on business requirements and annual reports of Heads of Departments/BUs. They develop measurable objectives in line with strategic corporate objectives. The objectives are analysed and approved by the Executive Management Team.

Each Infopulse specialist is aware of their responsibility for the quality of company products and services as it is one of the basic conditions of long-term relationships with our partners and customers and one of the main competitive advantages of the company. Infopulse specialists understand that our company is a system that lives and develops according to certain rules, where every specialist is its part.

Key Elements of Governing Information

Corporate policies and regulations

Process Model

Corporate Information System (CIS)

Internal Controls System

Internal Controls System, built with respect to ISF Standard of Good Practice and ISF maturity assessment model, presents all process areas and activities (i.e. business processes) for every process area.

Internal audits

Key Elements of Governing Information

Governance Model

Executive Management Team

Approve

Governing Information
Policies, Guidelines, Process Model, Procedures, Instructions

Follow

Business Units Departments

Fulfill

Business Processes

Risk Management

Manage

Internal Controls

Operational Controls

Check

Internal Audit

External Audit

All Company Activities — All Specialists

Infopulse CSR Governance

```
┌─────────────────────────┐
│  Executive Management   │
│          Team           │
└─────────────────────────┘
           ▲
┌─────────────────────────┐
│    CSR Committee        │
│ Moderator (Vice President, │
│   People Operations)    │
└─────────────────────────┘
     │              │
┌──────────────┐  ┌──────────────────┐
│ The CSR      │  │ Infopulse CSR    │
│ Committee    │  │ Committee Members,│
│ Secretary    │  │ Gatherings       │
└──────────────┘  └──────────────────┘
```

Responsibilities:

- ensuring that the CSR strategy and activities are aligned with the company's strategy

- planning, approving and monitoring the CSR activities and projects

- planning and reviewing the budget

- assessing partners and NGOs

- reporting the results quarterly and annually
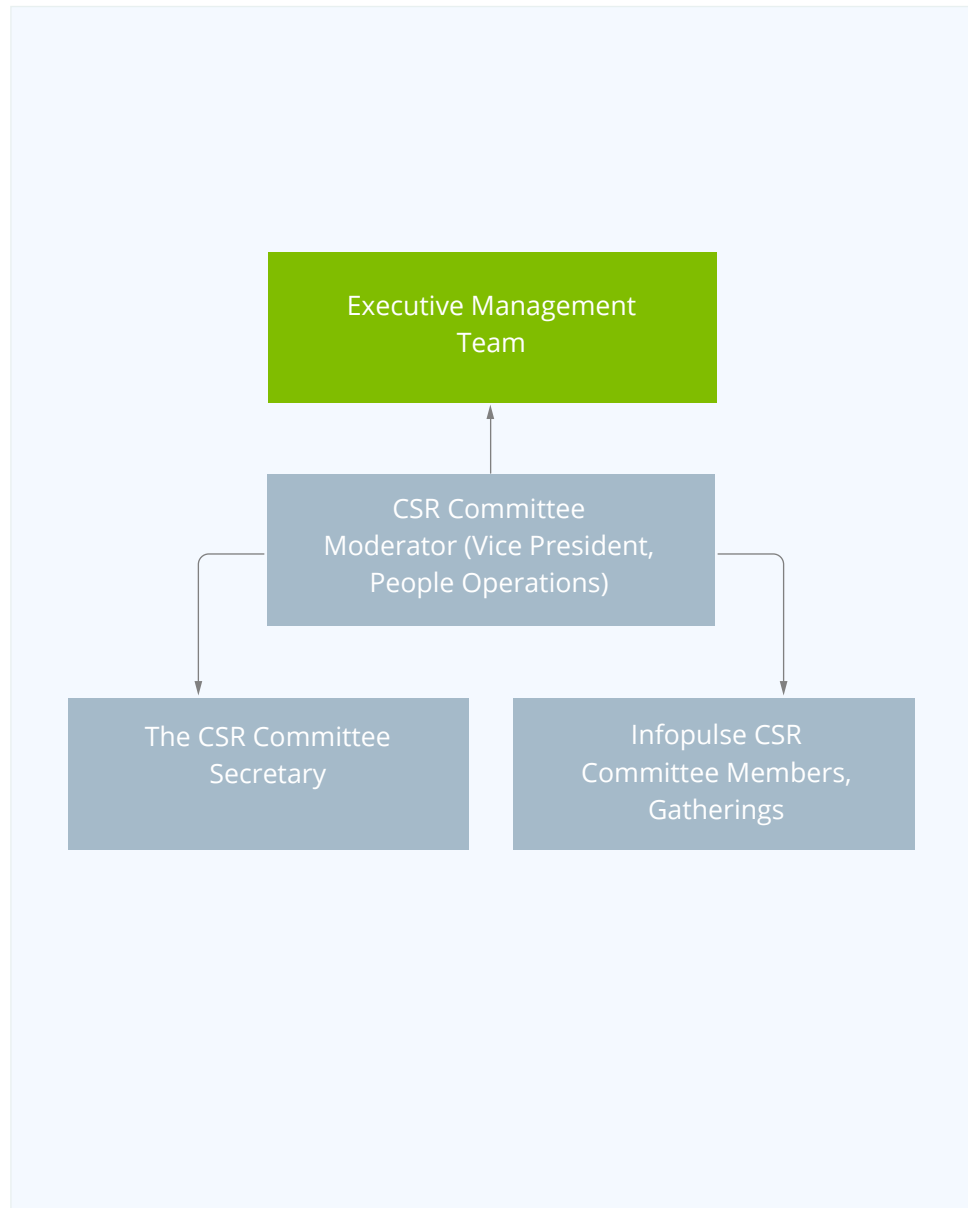
Leadership

Infopulse Upgrade Leadership for the Executive Team started in 2018. The program is aimed at exploring strengths and the potential not only in a personal context, but also in a team, where the best qualities and abilities of each participant could strengthen the team as a whole. The program started with a large-scale evaluation of executives and was followed by personal coaching sessions aimed at finding leaders' strengths and areas for development.

Within the program's framework a platform of vertical and horizontal dialogue and cooperation in the company has been developed. One of these activities is Know Me Better project, interesting facts about each member of the Executive Management Team that introduce them to specialists and help them to get to know each other. Another activity is regular CEO's and President's e-mail communications about strategic information, news and decisions around the company. 2020 and 2021 will see the Infopulse Upgrade program continued for Level 2 managers and aiming to develop creative and integral leadership. By 2022, it is planned to be rolled out for Level 3 managers.

Procurement Organisation

Procurement organisation at Infopulse includes individuals who have a defined procurement role and communicate directly with suppliers. Chief Procurement Officer is the owner of the procurement process and drives them through changing environment.

Suppliers diversity

More than 450 suppliers from private entrepreneurs to multinational companies in 13 countries provide hardware, software, consulting services, and office materials for Infopulse.

Supplier Conduct Principles

We expect our suppliers to comply with Supplier Conduct Principles in our supply chain. These principles require our suppliers to:

• respect human rights

• maintain high labour standards, including freedom of association, non-usage of forced and child labour, non-discrimination, and proper employment conditions

• be compliant with the health and safety standards

• take a precautionary approach towards environmental challenges

• comply with applicable laws and regulations concerning bribery, corruption, fraud and any other prohibited business practices

• undertake responsibility to contractually mirror all these requirements towards their own first tier suppliers, including service providers, business partners etc.

If a due diligence procedure or any other check identifies any non-conformities with these requirements, the decision on further cooperation is made: improvement plan may be prepared for the supplier or our cooperation may be stopped.

450+

suppliers
in 13 countries
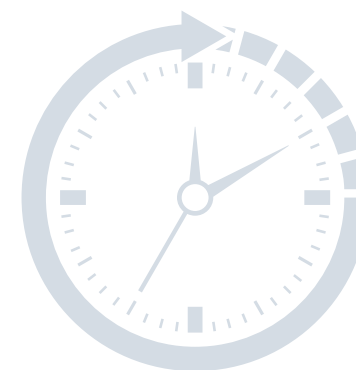
Tender selection process

We select our suppliers via an established tender selection process:

1 Responsible procurement manager prepares a tender request form/purchase request

2 Commercial proposals are received from at least three suppliers

3 Negotiations on value and deliverables

4 Commercial proposals are reviewed

5 Due diligence

6 A supplier is selected based on specified criteria

7 Tender selection records are documented and maintained

8 Tender results are approved according to Authority Matrix

Due Diligence

All suppliers are checked for due diligence upon contract entry and on annual basis. Due diligence includes reputational and financial assessment.

Reputational check

To verify whether the supplier is associated with any of the following risks: bankruptcy, negative publicity, scandals, sanctions or legal actions.

Financial check

To verify whether the supplier is registered in a highly corrupted/tax heaven jurisdiction, identify and verify its owner and director, negative financial trends in performance.

Final decision on cooperation is made by Chief Procurement Officer in cooperation with the head of department/business unit that requires the purchase.

27

Financial Transparency and Accountability

All activities mentioned below form the company's sound internal financial controls framework that ensures financial transparency and accountability.

Internal Financial Controls Project

The company has an internal financial controls project to ensure financial transparency and accountability. The project is based on best practices such as Sarbanes-Oxley act of 2004, International Standards for the Professional Practice of Internal Auditing, International Standards on Auditing, and the requirements of the Group.

Annual risk assessment is performed for the main financial processes bases on materiality and other risk factors.

In 2019, such areas were revenues, compensations, procurement, treasury, taxation, financial reporting and closing process, tangible and intangible assets.

Automation of our main financial processes is based on requirements of accounting standards, and internal financial controls is another key project objective.

External and Group Internal Audits

Infopulse is subject to annual external audit performed for financial reports prepared according to the International Financial Reporting Standards and Ukrainian National Accounting Standards internal governance and anti-corruption audits performed by the Group internal audit.

Infopulse Anti-Corruption and Bribery Management

Infopulse Anti-Corruption and Bribery Management System is a part of Corporate Integrated Management System, compliant to the requirements of ISO 9001, 14001, 27001.

Infopulse Anti-Corruption Program

- **Infopulse Ukraine Anti-Corruption Program** trainings and other materials are available for all specialists on the internal corporate site.

- We manage **Infopulse Ukraine Internal Financial Controls System** to prevent conflict of interests and mitigate risks.

- **Procurement, sales, and accounting** are described in detail in the respective policies and procedures. A process owner is assigned for every process and responsible for its effectiveness.

- We manage incidents by following the **Compliance and Corruption Incident Management Process**. The Compliance Committee approves investigation results and mitigation measures in accordance with the **Disciplinary Measures Procedure**.

- We manage corruption-related risks according to our **Risk Management Process**.

- We perform **Due Diligence** on the company personnel, suppliers, customers, and all other third parties we deal with.

- We prepare the **Infopulse Ukraine Risk Response Report** based on the Ukraine Risk Assessment Report. Our reports say that we avoid dealing with state organisations that may present high risk of corruption.

- We conduct **internal audits**, including all process owners, deliveries and departments, with respect to all process areas defined in our Integrated Management system. The ABC Officer supervises the internal audit process so that all cases that could be considered as corruption- or conflict-of-interests-related are investigated and respective risks are registered and managed.

- **The ABC Office**r reviews and approves all contracts and agreements to be signed with counterparties. It is described in the Contract Agreement Regulation.

Anti-Corruption Awareness Program

- **Introductory trainings** for all newcomers to train them to define corruption situations/ conflicts of interests and to hand over whistleblowing to the ABC Officer or Compliance Officer.

- **All-corporate anti-corruption trainings.**

- **Regular Corporate Reputation Training.**

Personal Data Protection and Processing Principles

As an international outsourcing company, Infopulse follows all the personal data processing principles required by legislation.

The company has been focusing its activities on legislation and international standards requirements, having introduced GDPR principles into the corporate environment:

Lawfulness, fairness and transparency: implementing an appropriate set of internal controls, Infopulse ensures that all personal data is processed lawfully, fairly and in a transparent manner in relation to individuals;

Purpose limitation: if it is included in the scope of a customer service agreement, all data is collected for specified, explicit and legitimate purposes and not processed further for any but agreed purposes;

Data minimization: we process only adequate and relevant data which is limited to what is necessary in relation to the purposes for which it is processed;

Accuracy: the processed data should be accurate and kept up to date. Infopulse takes every reasonable step to ensure that inaccurate or obsolete personal data is erased or rectified without delay;

Storage limitation: Infopulse keeps personal data for no longer than is necessary for the purposes it is processed for;

Integrity and confidentiality: Infopulse has implemented ISO 27001-certified corporate security management system that ensures appropriate security of the processed personal data, including protection against unauthorised or unlawful processing and accidental loss, destruction or damage, using appropriate technical or organisational measures.

Infopulse has developed Infopulse Standards Compliance Manager (SCM), a proprietary software system to monitor and manage compliance with international standards requirements and regulations, such as ISO 27001, ISO 27002, BSI IT Grundschutz series, GDPR, etc. The solution is aimed at assisting Security Officers, DPOs, and Compliance Managers to control and manage the compliance status of their companies. For more information, please refer to Infopulse SCM website.

30

Partnership

Technology partners:

Business partners:

Local partners:

Microsoft Partner of the Year

Microsoft Partner of the Year

For years, Infopulse has been helping its clients embrace Microsoft cloud products with superior business value.

In 2019, the company was honoured among a global field of top Microsoft partners. The Microsoft Partner of the Year Awards recognise Microsoft partners that have developed and delivered exceptional Microsoft-based solutions over the past year. It honours partners at the country level that have demonstrated business excellence in delivering Microsoft solutions to multiple customers over the past year. This award recognises Infopulse as succeeding in effective engagement with its local Microsoft office while showcasing innovation and business impact, driving customer satisfaction, and winning new customers. Awards were presented in several categories, with winners chosen from a set of more than 2,900 entrants from 115 countries worldwide. Infopulse was recognised for providing outstanding solutions and services, as well as representing excellent subsidiary engagement in Ukraine.

"We are honored to recognize Infopulse of Ukraine as a Microsoft Country Partner of the Year. Infopulse has distinguished itself as an exemplary partner, demonstrating remarkable expertise and innovation to help customers achieve more."

— Gavriella Schuster, corporate vice president, One Commercial Partner, Microsoft Corp

People

Human Rights

Infopulse maintains the work environment where specialists behave with respect and integrity towards anyone they come into contact with through their work. Each specialist helps to create the environment free from any discrimination: religious, racial, gender, sexual, ethnic, as well as by age, nationality or disability. Each specialist helps to keep the work environment free from bullying, harassment and the like.

Infopulse has a set of guidelines entitled Code of Conduct covering a broad set of ethical issues.

Our comprehensive approach to Corporate Social Responsibility is based on the principle that the company should operate with proper respect for people, the environment and the society as a holistic system.

Human Rights

Grievance Resolution

Infopulse enables specialists to express their opinions, thoughts and concerns. We encourage our specialists to raise work-related issues, ethical questions and concerns through our established processes for reporting. We offer and maintain multiple reporting channels for our specialists to ask questions or report ethics or compliance concerns.

Compliance Officer

The Compliance Officer is a designated specialist who promotes honest and ethical conduct and compliance with applicable laws, rules, regulations and standard processes among all specialists within the company.

To ensure that the compliance policies are adhered to:

1) the Compliance Officer holds an introductory compliance session with all newcomers;

2) all specialists are familiarised with the Code of Conduct and sign acceptance and understanding thereof;

3) all specialists take Reputation training through which they also certify adherence to the Code of Conduct.

Whistleblowing Channel

The whistleblowing channel is managed by a third party, a BDO audit, and a consulting firm. The channel provides the possibility of a dialogue in writing, including the anonymous exchange of information. The company's prefessionals, as well as customers, vendors or other third parties may use the whistleblowing channel to report any concerns or offenses in a confidential manner and under full anonymity.

In 2019:

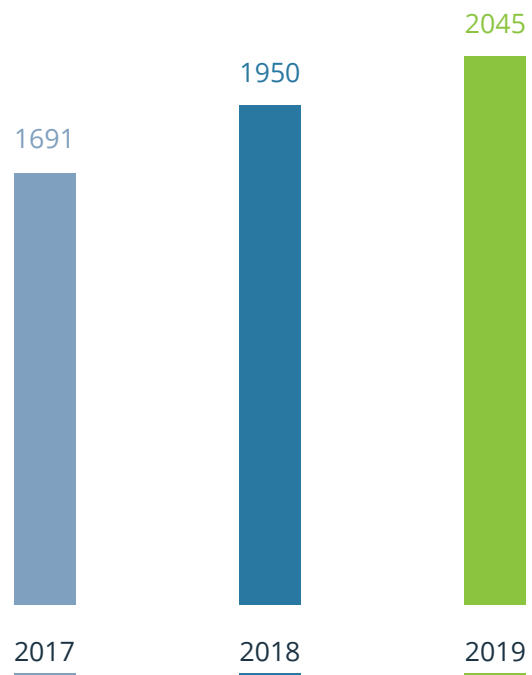two complaints were registered via the Whistleblowing channel

two complaints were registered by the Compliance Officer

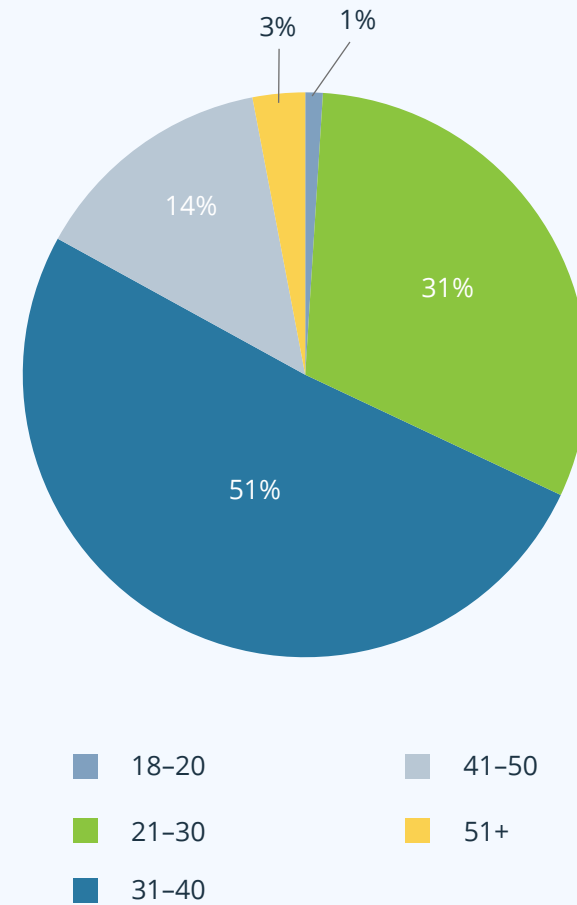All cases were solved in accordance with the internal policies

35

People Operations Statistics

Total number of Professionals, 2019

1691
1950
2045

2017
2018
2019

Age distribution, 2019

3%
1%
14%
31%
51%

- 18–20
- 41–50
- 21–30
- 51+
- 31–40

General Infopulse specialists gender distribution

2018:

100%

70% male

30% female

0%
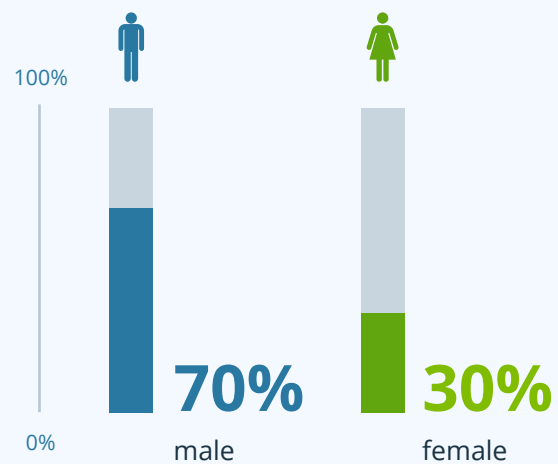
20%
of company's top managers are women

25%
of middle managers are women

2019:

100%

69% male

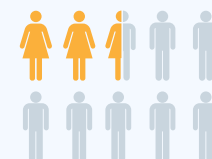31% female

0%
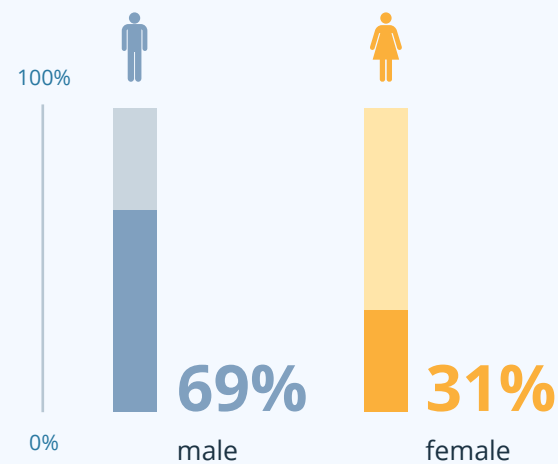
22%
of company's top managers are women

24%
of middle managers are women

Corporate Compensation & Benefits Package

The company provides comprehensive compensation and social packages.

Flexible Hours

Working flexible hours and remotely, depending on the type of work.

Monetary Compensation

According to the open grade system (Junior, Middle, Senior, Expert) and professional's role in the project and team. Overtime is compensated by extra remuneration or holidays.

Developed System of Bonuses for All Professionals

Bonuses for referral of new clients and professionals, trainings, mentoring, expert consulting, specialised events, articles and reviews, and professional achievements.

Personal Bonuses

Personal bonuses depending on the position, role, and targets met.

Interest Free Loans

By personal applications, the company gives interest-free loans.

Targeted Aid

The company helps its professionals financially or in other ways by their request.

Comprehensive Business Trips Organization

From obtaining a visa to preparing documents for family members.

Professional Growth

Infopulse is the space for professional growth. Everybody has an equal opportunity for personal career development, and we strive to help each of our specialists to explore their talents and strengths.

Professional Growth Plan

Professionals, together with their manager and HR manager, make a personal growth plan, set out goals and steps for their achievement. Each professional has an HR manager who monitors their progress, helps to achieve their development goals, consults and supports them at all stages.
To help a professional in their growth or retraining, a mentor can be assigned to them.

Internal Education for Specialists

Infopulse provides regular internal business and IT education presented by both external and internal professionals. The company also compensates for participation in external trainings and certifications.

Our Achievements & Accomplishments, 2019:

External Training:

102
external trainings (both individual and groups) were held

276
specialists took part in external trainings

Internal Training:

18
trainings

11
Infopulse specialists as teachers

41
groups

3
new courses were launched (Communication Competences, The Art of Communications Management, Project Management. PMP Preparation)

Professional Growth

Our Achievements & Accomplishments, 2019:

The Infopulse Education Telegram channel was launched

Adaptation trainings for newcomers: every newcomer takes the obligatory company's adaptation training that provides essential information about Infopulse, its processes and procedures. In 2019, the new format of trainings was developed and translated into English

The development program for Executive Management Team was developed and launched

Basic robotics and programming for kids: annual courses for our specialists' kids are organised at Infopulse. In 2019, 50 children aged 4-16 attended 24 lessons within the course.

948

Infopulse specialists completed education on both internal and external resourses

90

specialists got certified

26

specialists took online courses

38

mentoring programs were held by company's experts

83

specialists attended professional conferences, some of them as speakers

Professional Growth

Inspire your mind meet-ups with external coaches were organised

Infopulse specialists had the opportunity to meet Geshe Lobsang Soepa, buddhism monk, to attend the Friendly Stress, Turn your creativity on! and How to cope with anxiety workshops.

4

Inspire your mind meet-ups with external coaches were organized, 161 specialist participated

7

internal meet-ups were organised, 364 Infopulse spacialists visited these events

Professional Growth

Foreign Language Courses:

Every specialist, as well as their friends or family members, has an opportunity to take foreign language classes at the company.

1. General Language Courses

General language courses holistically target basic language skills such as listening, speaking, writing, and reading, and enable students to discuss and express their opinions on a variety of topics and in a wide range of social situations.

2. Special courses

Special courses boost a specific language skill (e.g. speaking), language aspect (grammar, domain-specific vocabulary), or help students prepare for a formal language exam.

3. Movie club

In addition to viewing popular or thought-provoking films and TV-series, each movie club session involves discussing the content of the film over refreshments.

4. Special events

Language events are usually closely related to cultures of foreign languages taught (the Cinnamon Bun Day in Sweden, New Year's Eve and Christmas in English-speaking countries, All-Ukrainian Dictation); however, they can also be purely educational, e.g. video-grammar or writing master classes.

47 general language courses delivered

20 movie club sessions in English, French, Ukrainian, and Swedish held

2 special courses in English started

6 special courses in English delivered

51 general language courses launched

13 language events in English, Swedish, Ukrainian, French, and German organimed and conducted

Personal Development

Infopulse Creativity Club

Infopulse Creativity Club was founded in 2013 by the company's initiative group. It is a unique creativity space for implementation of creative ideas.

All events are organised and conducted by the company's professionals themselves. In 2019, there were workshops (both charity and regular) on painting, yoga, and meditation. All raised funds were donated to Volunteer Hundred Hospital, Crab charity fund for cancer patients, Charitable Fund Starenki for helping elderly people, and Serhii Zhadan Charitable Foundation.

One of the most active volunteers of Infopulse Creativity Club was **Viktor Minyailo, a Maintenance Specialist**. Being a self-taught artist, he created more than 300 paintings. The artist's first exhibition was organised during a charity auction at Infopulse in 2017. During the two years of the exhibition, more than 70 paintings were sold and over 90,000 UAH was donated to charity. In 2018, Viktor was recognised as the Corporate Volunteer of the Year, and a catalogue of his paintings was published.

In 2019, Infopulse Creativity Club organised Viktor's **public exhibition Superformalism** in Master class DIM art-gallery. During the opening event, Viktor made a joke: "Though I have been drawing since I was 13, it is the company's specialists who helped me to realise my dream now, when I am 70, and now I can retire". Viktor retired in that same year.

Find all reports on Infopulse Creativity Club charity activities here.

"Though I have been drawing since I was 13, it is the company's specialists who helped me to realise my dream now, when I am 70, and now I can retire."

— Viktor Minyailo, a Maintenance Specialist

Sport

We strongly believe that good health is the base for effective work and professional achievements. We are guided by the principles of work-life balance and support its significant part, sports.

Infopulse Sport Infrastructure

Compensation of the cost of training in the sport of choice

Bicycle parking

Professional massage

Table tennis and table football in the office

Support of corporate sport teams

Big sport zone with a gym, TRX

Showers

Corporate Yoga and somatic classes

Sport

Corporate Teams Achievements, 2019:

Volleyball

- Infopulse volleyball team became a silver champion at Vinnytsia Volleyball IT Cup 2019.

Football

- Infopulse Kyiv football team became the Silver League winner of Open Heart Cup 2019, a charity mini-football tournament,organised by Down Syndrome Charity. All the funds were donated to Early Childhood Development Center to be spent on programs for children with Down syndrome.

- The bronze cup of IT Cup 10 Tournament

- Infopulse Zhytomyr footbal team took the 4th place of the BeerJs IT cup.

Sport

Footsal

- Infopulse United Team took the second place n the Junior League of Vinnytsia IT League (May, 2019).

- Infopulse United Team took the third place in the Junior Devision of Vinnytsia IT League; Andrii Dryzhuk, a company's professional, was recognized the best player and the top-scorer of the the Junior Devision of Vinnytsia IT League (December, 2019).

Hockey

- Scythians hockey team, which includes some of the company's professionals, won the KHL Division Championship.

Basketball

- Infopulse basketball team became a finalist of the Second division of the Heroes Leagues and took the 2nd place.

Sport

Charity Bowling

- Infopulse Odesa specialists became champions of the charity bowling tournament organized by The Way Home charity foundation. 10 000 UAH raised after the tournament were donated to children and teenagers n need.

- Infopulse Kharkiv specialists took the 3rd place the Play for Hub charity bowling tournament. All raised money (10 000 UAH) was donated to the opening of Emmaus, the first inclusive hub for disabled youth.

- Infopulse Vinnytsia specialists raised 8 000 UAH for disabled people of The Harmony NGO.

- Infopulse Kyiv spacialists played for for the Down Syndrom charity organisation and raised 30 000 UAH.

10,000 UAH

raised after the tournament were donated to children and teenagers in need

10,000 UAH

was donated to the opening of "Emmaus", the first inclusive hub for disabled youth

8,000 UAH

were raised for disabled people of NGO "The Harmony"

30,000 UAH

were raised for charity organization "Down Syndrom"

Infopulse
Annual Concept

Every year the company announces the annual concept within the framework of which the corporate events, creative workshops, and contests are organised.

The concept of 2019 was **The Year of Inspiration and aimed at creating more conditions and space for sharing ideas, creativity, finding creative approaches, self-realisation, collaborations, and new projects.**

infopulse

Infopulse – people who **inspire**

Teamwork
Leadership
Development
Expertise
Productivity

Infopulse
Annual Concept

People Who Inspire is a project comprising the stories of the company's professionals about their lifestyles, motivation and career paths. 38 specialists shared their inspiring stories on the corporate Facebook page within the year.

38 specialists shared their inspiring stories on the corporate Facebook page within the year.

infopulse

#infopulse_peoplewhoinspire

Infopulse Annual Concept

Inspiration Days were small corporate events for local offices in order to join all our offices, both Ukrainian and European, into one friendly family, share ideas, get to know each other better, and draw inspiration from external people or events.

Infopulse Top-managers visited the **Poland Inspiration Day**. The meet up started with the Q&A session and continued with a cooking workshop afterwards.

Bulgaria Inspiration Day: Communications in the World of Differences workshop and a concert given by a rock-band comprised of the company's professionals were organised for the Bulgarian office.

Kyiv Inspiration Day Time to Inspire!: 200 attendees and six hours of inspiration! Kyiv specialists had a chance to discuss personal and professional growth together with Three professional business and lifestyle certified coaches.

Kharkiv Inspiration Day: an artist from Kharkiv, an architect and a city guide, Maksym Rozenfeld, conducted a tour for the company's professionals.

Infopulse Poland Inspiration Day

Infopulse Kyiv Inspiration Day

Infopulse Zhytomyr Inspiration Day

Infopulse Kharkiv Inspiration Day

Infopulse Odesa Inspiration Day

Zhytomyr Inspiration Day: professionals learned more about different types of aircrafts, listened to Vladimir Vasilyev, a businessman, aviation traveler and a successful Instagram and YouTube blogger, and received a dose of unforgettable emotions from the feeling of a real flight!

Lviv Inspiration Day: Andriy Demchuk, a Paralympic swordsman, RIO 2016 Summer Olympics & Paralympics participant, talked about sport, Paralympic Olympic games and motivation with professionals at Lviv office.

Vinnytsia Inspiration Day: the professionals of Infopulse Vinnytsia attended workshops Sharing is Caring, Sharing is Inspiring, The Ukrainian Business Success Stories and the Ways of Inspirations and The Practice of Motivation, and had a boat trip and a dinner afterwards.

Odesa Inspiration Day: the professionals of Infopulse Odesa had a chance to meet Maksym Romensky, a business coach. He conducted a workshop abput self-branding, new opportunities and practical recommendations on finding motivation in daily routine.

Infopulse Annual Concept

Share Your Passion meet-ups where everyone could tell about their hobbies. These meetings helped Infopulsers to get to know each other better. For example, Yana Rokalo, a freelance Kyiv city guide, held a lecture 10 Must Do Things of the Real Kyiv Resident. Infopulse accountant Alla Garanina shared her experience of climbing Mount Fuji in Japan, and Ievgeniia Trygub told the participants of the meet-up about her participation in one of the most complicated cross-country races Tor Des Geants. Also, lectures about free-diving, workshops on self-defense and security, and poetry readings with impromptu musical performances were held during the Year of Inspiration.

150 participants

1 Share Your Passion meet-up
in Zhytomyr

4 Share Your Passion meet-ups
in Vinnytsia

5 Share Your Passion meet-ups
in Kyiv

Vyshyvanka Day

Despite the fact that Infopulse is an international company, the preservation of national identity and love of Ukrainian culture is what unites us all. That is why the celebration of Vyshyvanka Day is one of the oldest traditions of the company.

In Kyiv this year, in addition to a festive photo shoot, specialists had the opportunity to attend a master class in beadwork, which was given by our expert Olha Ushakova, and interactive lecture 10 Things To Do By Real Kyiv Citizen by Yanna Rokalo, and an exhibition of embroidered paintings by Liubov Piatetska, Olha Ushakova and Alla Skuratovska.

Infopulse Zhytomyr celebrated Vyshyvanka Day with Ukrainian Vechornytsi, a master class on embroidery and a delicious feast with pies, and experts from the offices in Lviv, Vinnytsia, Odesa and Chernihiv organized thematic interactive events, exhibition of illustrations, and Vyshyvanka Cake!

Corporate Petitions Site

We appreciate our specialists' feedback and encourage them to share their ideas about Infopulse's development, that's why Corporate Petitions Site was launched in June of 2018. Corporate Petitions Site is an internal Infopulse project that creates a unique platform for collecting and processing all the ideas of specialists for company's improvements.

Petitions Committee considers each petition that receives more than 100 votes. After the pre-review, petitions that potentially could beimplemented are considered by the Executive Management Team. If the decision is made in favor of a petition, it is implemented.

Thanks to specialists ideas we have improved offices infrastructure, set up dishwasher machines, compensation and benefits package has been upgraded.
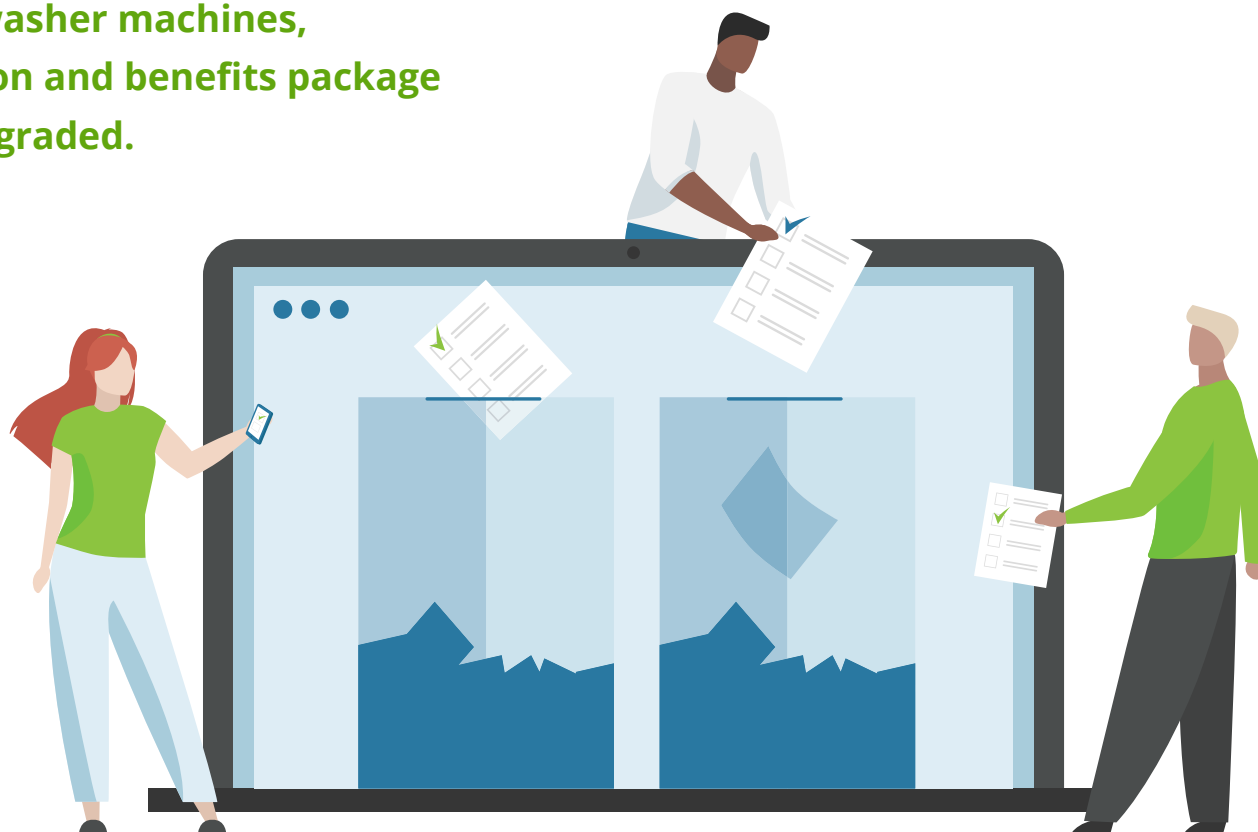
Society

Infopulse corporate social responsibility reflects the way the company treats our stakeholders as well as how ethical we are, and how transparently and honestly we run our business. Thus, we consider society as our stakeholder, and its development is our responsibility.

CSR projects

Infopulse has selected UN Sustainable Development Goal 4 Quality education and Goal 9 Industry, Innovation and Infrastructure as the strategic focus for sustainable development.

Through its activities, the company strives to promote quality changes not only locally but also globally. That is why Infopulse has been working on Community Involvement and Development, which are an integral part of 17 Sustainable Development Goals adopted during the UN Summit of 2015 and known as the UN Global Sustainable Development Goals for 2016–2030. Companies that want to participate in solving the main problems of humanity can select a number of goals from that list depending on their industry and use their competence and operations to reach them.

1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION
5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
17 PARTNERSHIPS FOR THE GOALS			

THE GLOBAL GOALS
For Sustainable Development

UN Sustainable Development Goal 4: Quality Education

Infopulse Internship Program

With Ukrainian IT being one of the main export-generating and growing industries, Infopulse desires to improve the quality of IT education and professionalism of potential experts on the global market. In 2016, Infopulse launched an internship program. The program is aimed at both individual and group learning. Interns have a possibility to communicate with experts and participate in projects. Participants have the opportunity to communicate with the company's experts and join our projects. In the framework of internship, students attend English movie clubs, time-management and public speaking workshops, learn how to write a good CV, and participate in professional quizzes.

76 participants of the Infopulse internship program include:

59 Ukrainian students

6 foreign students (two of them are from China, four are from Bulgaria)
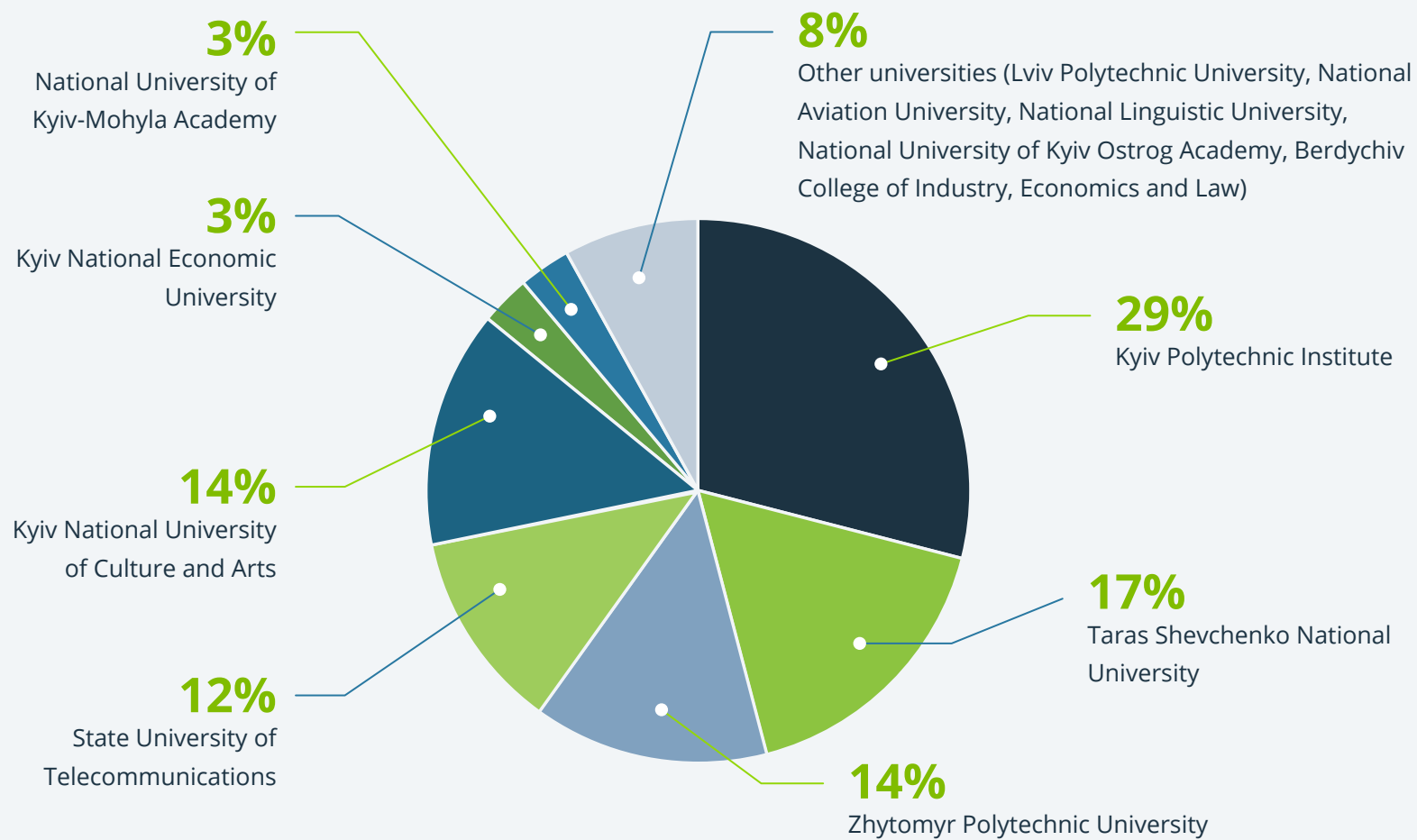
11 non-students interns

16 interns have become Infopulse specialists

5 company office tours and presentations have been organised for interns

The students of the following universities participated in the the internship program in 2019:

3%
National University of Kyiv-Mohyla Academy

3%
Kyiv National Economic University

14%
Kyiv National University of Culture and Arts

12%
State University of Telecommunications

8%
Other universities (Lviv Polytechnic University, National Aviation University, National Linguistic University, National University of Kyiv Ostrog Academy, Berdychiv College of Industry, Economics and Law)

29%
Kyiv Polytechnic Institute

17%
Taras Shevchenko National University

14%
Zhytomyr Polytechnic University

UN Sustainable Development Goal 4: Quality Education

Infopulse regularly participates in the fair of vacancies, conferences, and hackathons. We regularly represent the company on tours throughout the country, such as Job Fair, EBEC, BEST Hackathon 2.0, etc. During the events, students have the opportunity to get acquainted with the company closer, find out about the current vacancies, and chat with our specialists.

Infopulse participated in six job fairs in 2019.

Data Science Hackathon 2019

Together with Kyiv-Mohyla Academy's faculty of Informatics, Infopulse organised Data Science Hackathon 2019. Specialists who represented the company prepared interesting tasks for participants, which were created to help demonstrate and develop students' professional skills in machine learning.

151

participants from Ukraine (Kyiv, Donetsk, Kryvyi Rih, Lviv, Vinnytsya, Odesa, and Ivano-Frankivsk) and Europe (Berlin) took part in the event.

3

winning teams were awarded.

UN Sustainable Development Goal 4: Quality Education

Collaboration with Universities

For many years, Infopulse has been cooperating closely with the leading universities of Ukraine (National Technical University Kyiv Polytechnic Institute, Taras Shevchenko National University of Kyiv, National University of Kyiv-Mohyla Academy, State University of Telecomunications, etc.), and its professionals have been giving regular lectures on telecommunications, management, and IT, presiding as experts in university competitions and helping future talents grow.

45

Infopulse experts teach students

10

training programs were developed and improved within the year

250

hours of courses developed by our specialists were taken by students of 1st, 2nd, 3rd, and 5th years of studies

UN Sustainable Development Goal 4: Quality Education

IT Hub project based on Information Technologies Department of National Technical University Kyiv Polytechnic Institute

IT Hub is the space for studies, experience exchange, and creative ideas development. It is aimed at improving the IT education quality and raising teaching level with the help of tight cooperation with IT industry. The IT Hub allows students to attend experts workshops and training, work on their own startups and projects, develop R&D and commercial projects, etc.

In 2019:

- repairs were handled;
- Infopulse and NTU "KPI" cooperated with Kyiv IT Hub within the project;
- the AMI (personnes planning system) was developed together with Infopulse experts, university lecturer's, and students;
- three students became Infopulse specialists.

UN Sustainable Development Goal 4: Quality Education

Infopulse Data Science & Machine Learning Lab

In February 2019, Infopulse and Lviv IT cluster opened Infopulse Data Science & Machine Learning Lab in the Data Science & Intelligent Systems Department of Ivan Franko National University of Lviv. The Lab has 15 workstations and a state-of-the-art server, allowing the students to work on their projects as well as attend lectures and master classes of IT experts.

UN Sustainable Development Goal 4: Quality Education

Schoolchildren Competition Support

This year, Infopulse has supported the all-Ukrainian maths competition among schoolchildren of 6-10 grades. 380 schoolchildren from Kyiv, Kharkiv, Vinnytsya, Chernihiv, and other cities took part in the competition.

The Book for Kids Dobrenyatko

Infopulse supported publishing the book Dobrenyatko. Children's stories about school life and more… The book consists of 24 children's stories from around Ukraine. It was developed within the framework of an innovative project for schoolchildren that is aimed at gaining project management skills by publishing and promoting their own books.

Company Experts as Judges at Educational Events

Andrii Anisimov, CEO Infopulse, became a judge of YEP Student Startup Incubator, Ivan Korzhov, Regional Manager, Infopulse Lviv, became a member of the jury board of the children's startup competition Mini Boss Business School, and Andrii Chebanenko became a judge of the MiniBoss & BigBoss children's entrepreneurship championship in Ukraine.

UN Sustainable Development Goal 4: Quality Education

Support of TEDx Kyiv Conferences

Infopulse became the General Partner of TEDx Kyiv, an independent event in the spirit and under the license of TED. The event is attended by entrepreneurs, travellers, change makers, innovators, and other speakers whose ideas are worth spreading!

In 2019, the company supported TEDx Kyiv: Celebrate Troubles conference, during which it held an interactive game for participants on sustainable development and social responsibility, and during TEDx Kyiv Women 2019: Brave+Exceptional event it shared the success stories of the brightest Infopulse's female specialists with the visitors.

Be QA Today, QA Training Program for Disabled People

Be QA Today is a free training program for disabled people that provides basic knowledge of software testing. Igor Nikitiuk, Infopulse Expert Foreign Language Consultant, became an English teacher for the second time in a row. The best students were awarded certificates to participate in Infopulse English Speaking Club sessions. In addition, the company provided participants with laptops.

UN Sustainable Development Goal 4: Quality Education

Smartphones VS Gramophones Digital Literacy Project for Elderly People

We take care of quality digital education and free access to it regardless of age, financial capacity or social status. That is why we launched the project, where eight of our students — participants of Zhyttieliub Foundation — spent two weeks studying the basics of Computer Science, and the teacher was the mother of our colleague Svitlana Pevneva.

After completing the course, together with the Foundation, we created a course of video lessons in computer literacy for senior citizens.

Graduates of the Smartphones VS Gramophones project shared their knowledge of computer literacy in weekly training videos so that viewers of their age can:

- learn how to find news, movies, music, and books by themselves;

- shop online;

- register e-mail and their own social media accounts;

- communicate with friends and family members who live far away;

- keep an eye on web safety;

- properly store, copy, and delete files;

- understand the basic vocabulary of popular terms on computers and the Internet, and most importantly — easily gain knowledge and astonish their children and grandchildren with it.

UN Sustainable Development Goal 9: Industry, Innovation, and Infrastructure

The main benchmark for innovation projects is their viability. The real value of resources invested in the development of a country is revealed when a project remains productive and contemporary for many years to come.

Garbage Sorting Chatbot

The team of students of the Department of Informatics and Computer Science of Ihor Sikorskyi Kyiv Polytechnic Institute together with Infopulse mentors and Ukraine Without Garbage developed and lounched a sorter chatbot. The aim is to help people distinguish between recyclable materials and sort them properly. The chatbot tells you what the first steps are on the way to sorting garbage, how to properly prepare it for sending to the station, and where and when the stations work. The chatbot has the functions of prompts and search, redirects the user to the appropriate pages as well as gives the options to leave feedback on development and to support the organisation. In addition, the system is programmed to constantly update its information base.

Shevchenko Virtual Museum

The development of the website was carried out by Infopulse experts in close cooperation with the museum specialists. The main goal was to create a modern design of the website with easy navigation in the desktop and adaptive versions. The team was motivated to work on a Ukrainian project that enhances the country image. This is the second joint project of Shevchenko Museum and Infopulse. Before that, a virtual museum of Vasyl Stus was created. Also among our projects are: Personal Profile of the Resident of Lviv, restoration and improvement of the software system of External Independent Evaluation (EIE), and OlympicUA mobile application.

Corporate Volunteering

Over the years, the company has formed a team of socially active volunteers who regularly initiate projects that eventually turn into a corporate tradition. The company always encourages, supports such initiatives, and is proud of its volunteers!

Lots of Socks World Down Syndrome Flash Mob

Every year the company's specialists buy symbolic socks, thus expressing solidarity with people with Down syndrome. This year, 420 pairs of socks have been sold in Ukrainian offices. All the raised money was donated to the the Down Syndrome All-Ukrainian Charitable Organisation.

Donor Day

The first corporate Donor Day was held at the company in Kyiv in 2018, when more than 30 litres of blood were collected to save the seriously ill. Specialists were happy to support the initiative and expressed their desire to take part in the activity in the future, so we made Donor Day our corporate tradition. This year, more than 80 company's donors have taken part in the initiative.

Corporate Volunteering

The Chestnut Run

The Chestnut Run is not just a tradition to celebrate the Kyiv City Day. It is an event that unites all those who care about children with heart defects. Infopulse experts and consultants from all over Ukraine together with their families joyfully supported the run once again. This year's marathon was attended by 150+ Infopulse experts.

Corporate Volunteering

Charity Cookie Sale

Charitable Organisation Childhood Cancer Foundation Krab, with which Infopulse Creativity Club has long collaborated, held a charity sale of cookies and tea for Halloween in Infopulse Kyiv and St. Nicholas Day in Infopulse Kyiv and Infopulse Zhytomyr. All the money raised from the sale, which is 43, 464 UAH, was transferred to purchase medicines that children with cancer lack to fully undergo a course of medical treatment.

Support for New Year Starts Participants

Participants of Kyiv Oblast New Year Start Swimming Championship among children with disabilities became owners of 30 Infopulse backpacks.

Corporate Volunteering

Fathers Photo Project

Healthy family relationships are one of the most important aspects of harmonious personality development. We believe that responsible and intelligent fatherhood is as important as motherhood, and our specialists who took part in the project confirm it.

Anton Laptiev, Infopulse Delivery Manager, father of four children

Artem Terpeliuk, Infopulse Telco Service Engineer, father of three children

Anatolii Nechyporenko, Infopulse Senior IT Engineer (MS Windows Server), father of three children

Corporate Volunteering

Good Wizards Campaign

Each child deserves a miracle, especially on New Year's Eve. For many years Infopulse specialists have been making dreams of children from orphanages come true and preparing New Year presents for them. In 2019, Infopulse's Snow Maiden Liia Altukhova, Santa Claus Ivan Iavorin and their assistant Volodymyr Bazyka visited Cheburashka orphanage in the town of Rokytne, Centre for Child Protection in the city of Slavutych and Mishchenko family-type children's home in the village of Horokhuvatka.

Pack a Schoolbag Campaign

Every year, the company's specialists pack schoolbags with school supplies, clothes, books and sweets for orphan children for the Day of Knowledge. This year, 72 schoolbags have been received by children of Sytkivtsi Special General Education Boarding School in Nemyriv Raion, Vinnytsia Oblast.

Charity

The Dream Library project

One of the main objectives of Infopulse's corporate social responsibility strategy is to develop education and promote free learning. Together with its clients and partners, the company took part in Dream Library project and held a charity event at a boarding school in the town of Mala Vyska. We presented the pupils with more than 1,000 fascinating books and furniture for recreation and learning. To encourage children to get an education, our experts held an introductory lecture on the IT world.

Please, follow the link to share these joyful moments with us.

1,000+ 📚

fascinating books and furniture
for recreation and learning
presented to the pupils
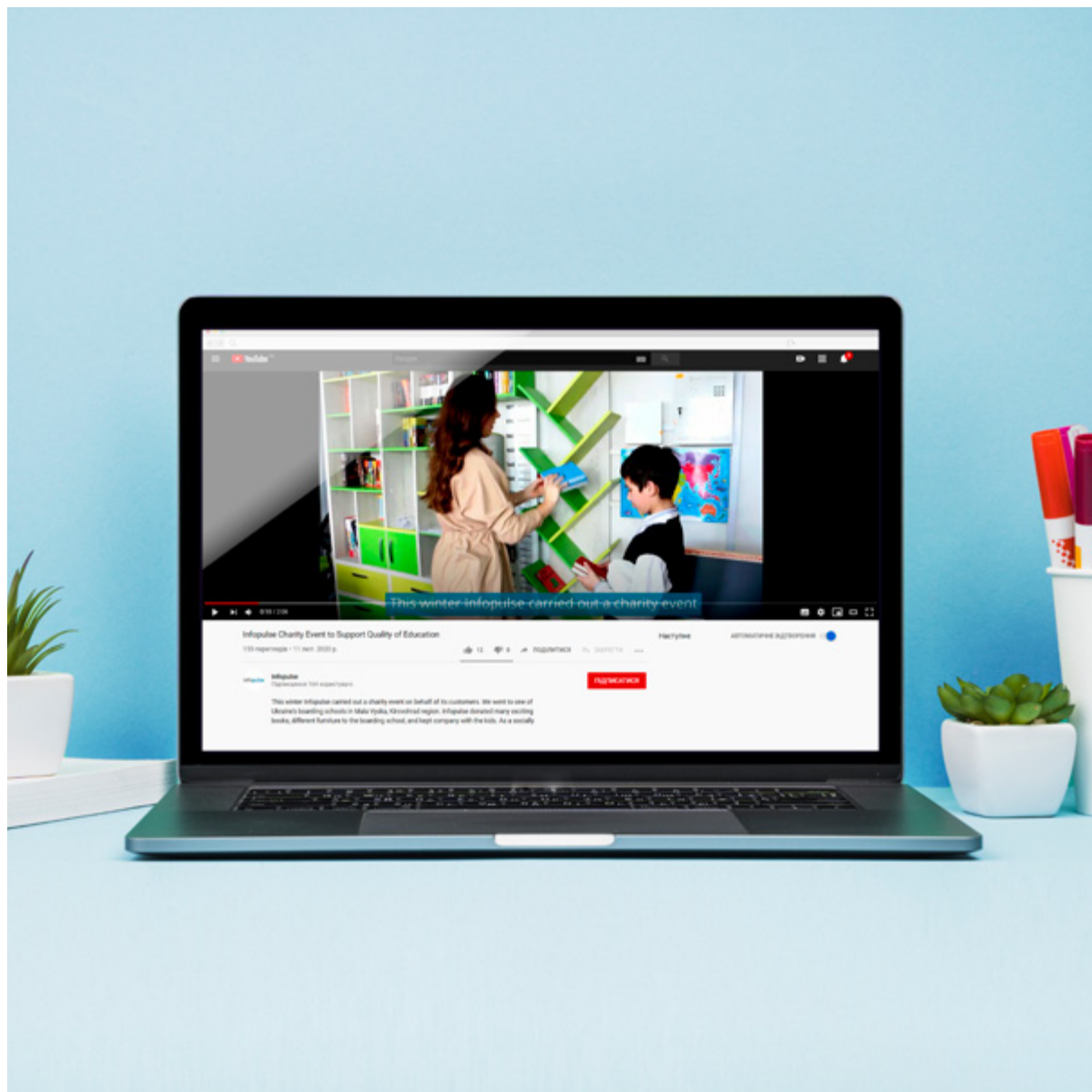
Charity

The Sensor Garden project

The company joined effort with the Horoshi Spravy Charity Found and contributed into the Sensor Garden project, the first Ukrainian park for disabled people based in M. Hryshko Botanic Garden. The aim of the project is to use innovations and improved infrastructure to help the disabled to integrate into the society. The park boasts:

- plants resistant to touch and very fragrant;

- sensor tables made of natural materials: water, bark, wood cuts, pebbles etc;

- adapted infrastructure: convenient location of flower beds, fountains and other objects, pathways made of tactile tiles adapted for people with reduced mobility, descriptions of plants in the Braille script etc;

- members who live far away;

- keep an eye on web safety;

- properly store, copy, and delete files;

- Ecotherapy room and a first aid centre.

In autumn 2018, Infopulse's volunteeres helped to clean up and prepare the territory for the further development. In 2019 the company funded the garden's architect plan.

Environment

Infopulse is committed to the principles of sustainability and socially responsible operations, where environment protection is a key component. These principles are reflected in the way we conduct our business as a company and in our individual roles as specialists.

We believe that we will make a positive contribution to environmental sustainability through innovative development of our business, which focuses on providing solutions and information services, as well as through our clients.

Environmental Commitments

Leadership in environmental management

Careful management of resource usage

Wise and efficient use of energy

Minimisation of waste

Tool driven approcach (Infopulse SCM)

Reporting

Certification

Annual Internal Environmental Management System Audit for Infopulse's Executive Management Team

- Results of internal audits in deliveries, status of corrective and preventive actions (reported by Quality Auditors);

- Evaluation of the compliance of Infopulse's environmental work with national laws (reported by the Legal Team);

- Results of the fulfillment of environmental tasks, evaluation of the achievement of environmental objectives;

- Specialists' feedback on the company's eco-activities and suggestions for improvement.

CO2 Footprint Assessment

Infopulse is a part of the Carbon Disclosure Project, an independent nonprofit organisation that maintains the world's largest database of statistics on corporate performance in relation to climate change and gas emissions, including performance data and reporting. Together with the mother company, Infopulse annually keeps Carbon Emissions Accounting and compiles reports on required data on energy consumption and emissions.

ISO 14001 Environmental Management Standard (started in 2010, last surveillance audit was in November 2019)

Our office complies with Energy Star, CE, TCO standards

Infopulse Eco-Management Statistics, 2019

Environmental aspect is the company's activity that has an impact on the environment.

Environmental aspects significant for Infopulse:

- electricity consumption
- paper consumption
- waste
- selection of suppliers

**Business trips by car,
(mileage allowance)**

2018   139 560

2019   105 798
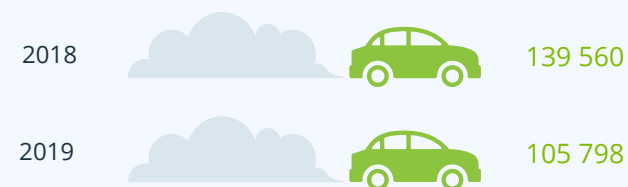
**Business trips (air),
nr of flights**
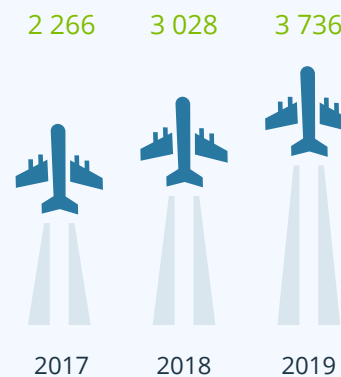
2 266   3 028   3 736

2017   2018   2019

Plastic waste (kg)

201   122

2018   2019

Infopulse Eco-Management Statistics, 2019

Paper

	2017	2018	2019
Paper consumption (kg/number of people)	1.69	1.42	1.31
Recycling (kg)	2 168	3 873	3 149
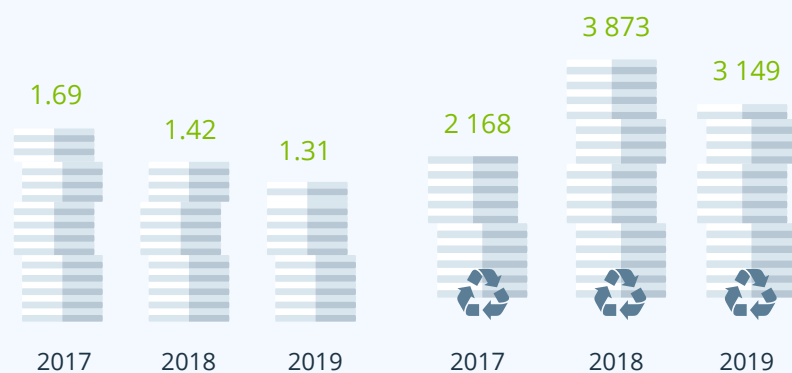
Paper consumption (kg/number of people)

Recycling (kg)

Electricity

	2017	2018	2019
	929	961	915

Consumption (kW/number of people)

Water

	2017	2018	2019
	6.69	6.97	6.38
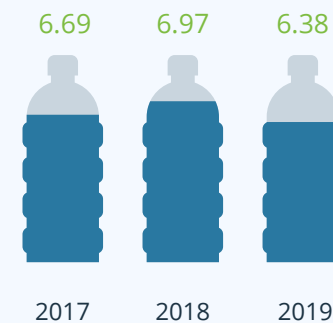
Consumption (m3/ number of people)

Our Achievements, 2019:

The replacement of gas discharge lamps with LED lamps, which are considered environmentally friendly, has begun in office space.

The company buys only phosphate-free detergents to wash dishes.

550 kg of electronic waste and batteries were disposed.

All consumer electronics, purchased by the company, has proven certificates of quality and health safety.

As part of the implementation of specialists' petitions, two dishwashers were installed and ceramic tableware was purchased, which led to a decrease in the use of plastic tableware and paper cups.

Popularisation of eco-transport.

17 tenders to select the company's suppliers were held, environmental criteria were taken into account during the selection process.

Our Achievements, 2019:

In 2019, the company began implementing a programme for sorting waste (organic, inorganic, paper, glass, PET bottles, and metal) and installed special containers in our offices. In addition, a pilot project on separate waste collection was successfully completed at our Kyiv office, which helped to further optimise the process.

Infopulse has become a member of the CDP Worldwide carbon emissions reduction project and reports annually on its activities aimed at reduction in such emissions. We joined the Bluebiz initiative and offset the carbon footprint left after Air France, KLM and Delta Air flights in 2019. 454 Blue Credits were directed to CO2OL reforestation project in Panama. For offsetting, we pay a fixed amount of €8.50 per one ton of CO2, which is converted into US dollars and, in turn, the equivalent number of Blue Credits.

The carbon footprint of Infopulse Ukraine flights taken in the last 12 months (from December 2018 to November 2019) is 48.5 tons. 48.5 tons x €8.50 = 454 Blue Credits.

Children of specialists had an opportunity to visit a meeting with a writer and literary critic Halyna Tkachuk and get acquainted with her book The Book About Garbage. The author told the children about the danger of garbage, how to sort and dispose of it correctly and why it is important to take care of nature.

Our Achievements, 2019:

Infopulse's eco-transport infrastructure includes:

- Bicycle parking facilities and a special garage for bicycles equipped with CCTV cameras and access control system;

- Charging station for electric vehicles (electric cars, scooters, etc.);

- Shower rooms.

Infopulse has been a three-time prizewinner in the competition the Bicycle-Friendly Employer of the Year competition, which is held annually by U-Cycle Kyiv Cyclists' Association. In 2019, the competition was held for the first time at the national level, and Infopulse took the first place!

Specialists of the company are active participants of Bike to Work campaign which is organised by U-Cycle Cyclists' Association. Every year the campaign is held in spring and autumn, symbolising the opening and closing of the cycling season.

Also this year, the company's cyclists took part in Kyivska Sotka amateur cycling race for the first time. We are happy to have such an active cycling community!

Acknowledgments

infopulse

www.infopulse.com

info@infopulse.com

+38 044 585 25 00