Infopulse
CSR Report 2022

infopulse

The year 2022 was challenging and transformative for individuals, teams and the whole countries. What was that year like for Infopulse?

Andrey Anissimov
CEO, Co-founder

Our community has shown incredible resilience in many ways — **taking care** of our loved ones during difficult times, covering for teammates who were temporarily unavailable, achieving impressive business results with revenue growth, approaching targets, and **acquiring new customers**. We have also gone above and beyond to support our country in every possible way.

Alexey Sigov
President, Co-founder

We were all focused on **helping the country** to achieve **victory**. Ensuring the **safety** of our specialists and maximizing their **autonomy** in terms of electricity and internet access was another important task. We also started **restructuring** our company for greater **efficiency** and further **integration** with Tietoevry.

Evgeniya Tonkonog
Chief Accounting Officer

Impressively, last year brought in our company's **highest revenue** and **tax payment volume**. We became a resident of Diia.City and chose not to use the tax relief mode, **continuing to contribute to Ukraine's budget**. Despite the challenges, our teams showed remarkable resilience, making me proud and inspired.

Andrew Strazhnikov
Head of Europe Market

Even though this year was challenging, we delivered **outstanding** business results by **fulfilling our commitments** toward **our customers** and partners while also helping our specialists preserve their lives and jobs. Also, for me, it was a year of consolidation which consolidated our global Infopulse community in a united effort.

Lyubov Yudenko
Operations Leader

«Any cloud has a silver lining». Despite the challenges of the past year, we have built **strong connections** within the Company by uniting during crisis times. We have expanded our **global presence** by relocating our people worldwide and have strengthened our business continuity practices. We have also overcome our inner «immunity to change» and launched a **transformation** project that I believe will take Infopulse to a whole new level.

Alexander Kolotinets
Head of Delivery Center

This year was the year of care, **resilience and dynamism**. We took care of each specialist and our **customers' operations**. Our people demonstrated incredible will and composure to keep our business. And despite the difficult conditions and risks, the Company continues the course for **changes**, running tactical tasks and forming a long-term strategy.
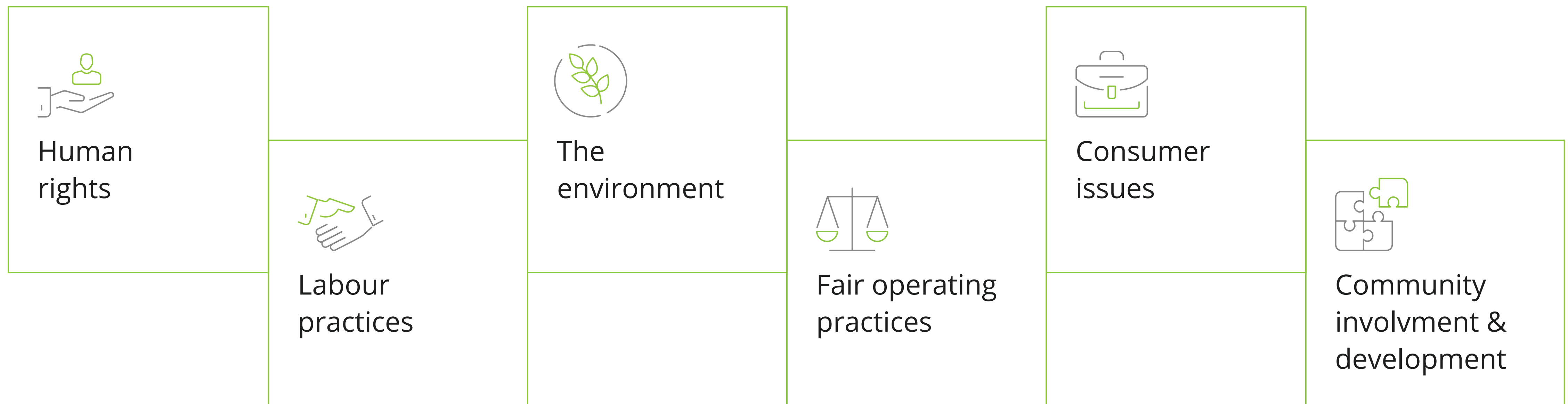
Lukasz Olechnowicz
Head of Business Development & Marketing

We focused our **greatest energy** on supporting our Ukrainian specialists, their families, and the Ukrainian army on its way to victory, while we also continued to develop the Company, share our **knowledge and passion** for IT among students, participate in the local initiatives of the communities where we live. And most important, we have strengthened our understanding that in every situation we can count on each other, because **Infopulse = Team**!

Marina Tirshu
Head of Benelux/Strategy Officer

Many years ago, I told Infopulse specialists: «Our business has a human face» and each year my statement has proven itself by the «small-big» deeds of our great people. 2022 was striking and showed how much care, kindness, and light people are carrying inside during horrifying and dark war times. **Focusing on our people** first helped us not only to protect our people but also to grow business through **mutual responsibility**. That's what I call the business with a human face.

Organisation Governance

Infopulse CSR core subjects are defined in accordance with ISO 26000, setting out the structure of this report

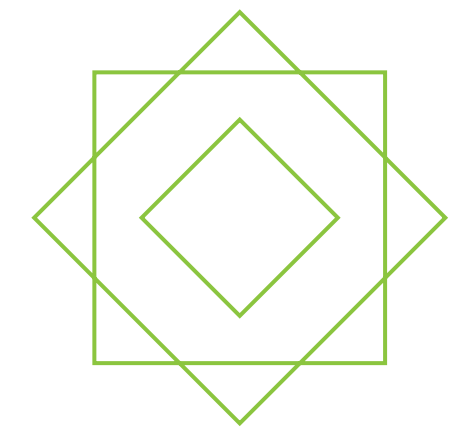Human
rights

Labour
practices

The
environment

Fair operating
practices

Consumer
issues

Community
involvment &
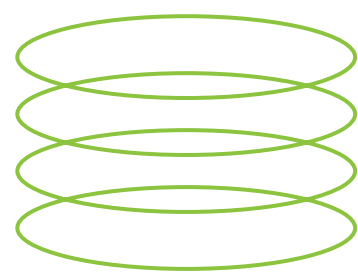development

Contents

01 Who we are_

Our Vision

We are the team that creates the future together with our specialists, clients, and partners. Our strength lies in the diversity of views and unity of principles that we adhere to every day.

Business development, as well as organisational, professional, and personal growth stem from the basic values of Infopulse.
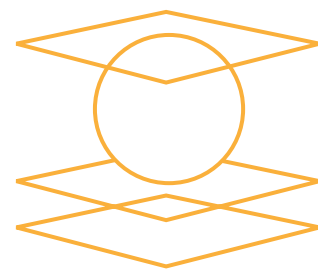
Our Values

Involvement

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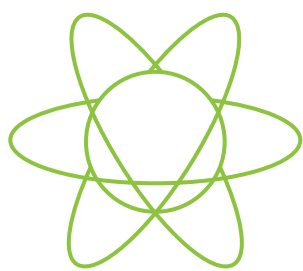
Flexibility

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

Openness

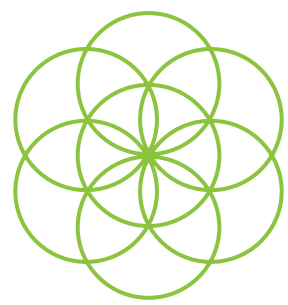We strive to hear external signals and empathize with the customer.

Innovation

Every day we ask ourselves «What if?» and never stop testing new ideas.

Key Facts and Figures

Infopulse — a trusted international provider of end-to-end IT services

One of the largest
IT Companies in Eastern Europe
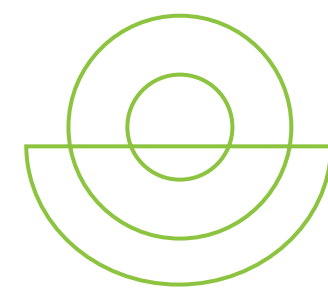
30+ years
in the market
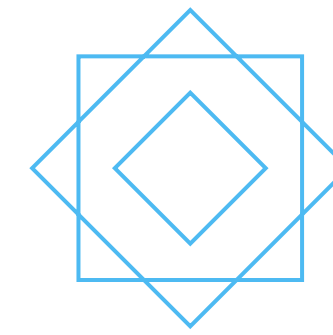
2 300+
specialists

60%
of specialists have 6+ years of IT experience

280+ active clients
in 40+ countries worldwide

Clients
from startups to Fortune 100 companies

95%
of clients — from the EU & the USA

70+ clients
have been working with us for over 5 years

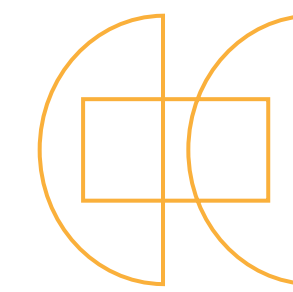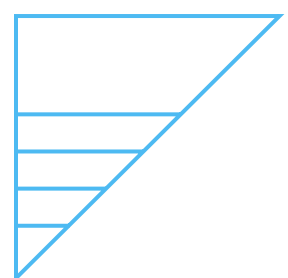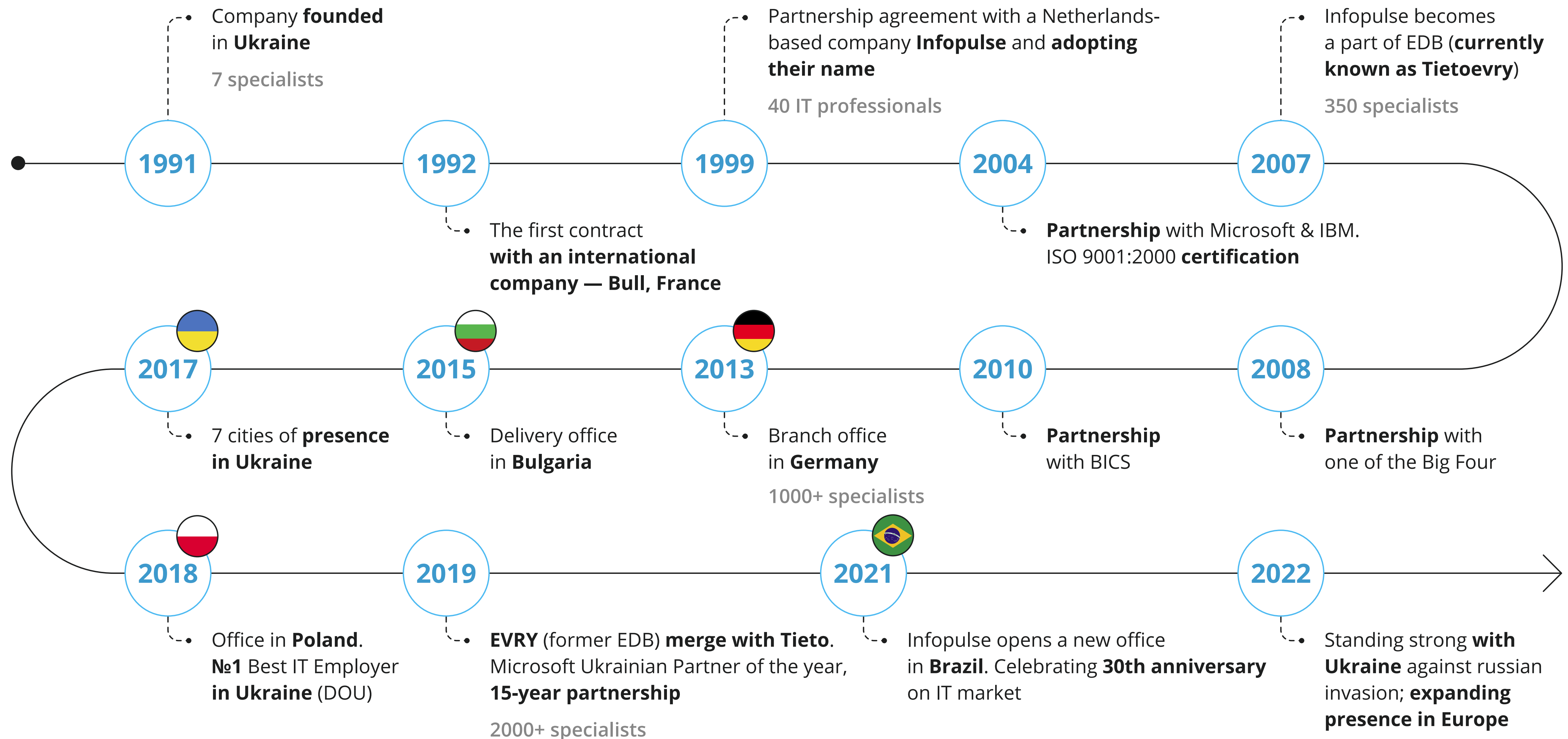# Infopulse: European IT outsourcing company with a Ukrainian heart, member of the international Tietoevry Group

Company **founded** in **Ukraine**

7 specialists

Partnership agreement with a Netherlands-based company **Infopulse** and **adopting their name**

40 IT professionals

Infopulse becomes a part of EDB (**currently known as Tietoevry**)

350 specialists

1991 — **1992** — **1999** — **2004** — **2007**

The first contract **with an international company — Bull, France**

Partnership with Microsoft & IBM. ISO 9001:2000 **certification**

2017 — **2015** — **2013** — **2010** — **2008**

7 cities of **presence in Ukraine**

Delivery office in **Bulgaria**

Branch office in **Germany**

Partnership with BICS

Partnership with one of the Big Four

1000+ specialists

2018 — **2019** — **2021** — **2022**

Office in **Poland**. №1 Best IT Employer **in Ukraine** (DOU)

EVRY (former EDB) **merge with Tieto**. Microsoft Ukrainian Partner of the year, **15-year partnership**

2000+ specialists

Infopulse opens a new office in **Brazil**. Celebrating **30th anniversary** on IT market

Standing strong **with Ukraine** against russian invasion; **expanding presence in Europe**

We are part of Tietoevry

The market leader in Digital Services in Norway, Sweden, and Finland

24 000 professionals globally	Serving customers in over **90** countries worldwide	Investments in technology and services more than **EUR 100** mln/year	Turnover of approximately **EUR 3 billion**	More than **10 000** customers

Poland, Czech Republic

Estonia, Latvia, Lithuania

Ukraine

India

China

Infopulse, as a part of Tietoevry Group, implements leading digital consulting practices, competitive industry-specific software, and scalable technology platforms to bring more value to its customers using all the gained experience of the leading Nordic digital services company.

infopulse

Working globally with local presence in Europe, North and Latin America

Europe
Poland
Germany
Bulgaria
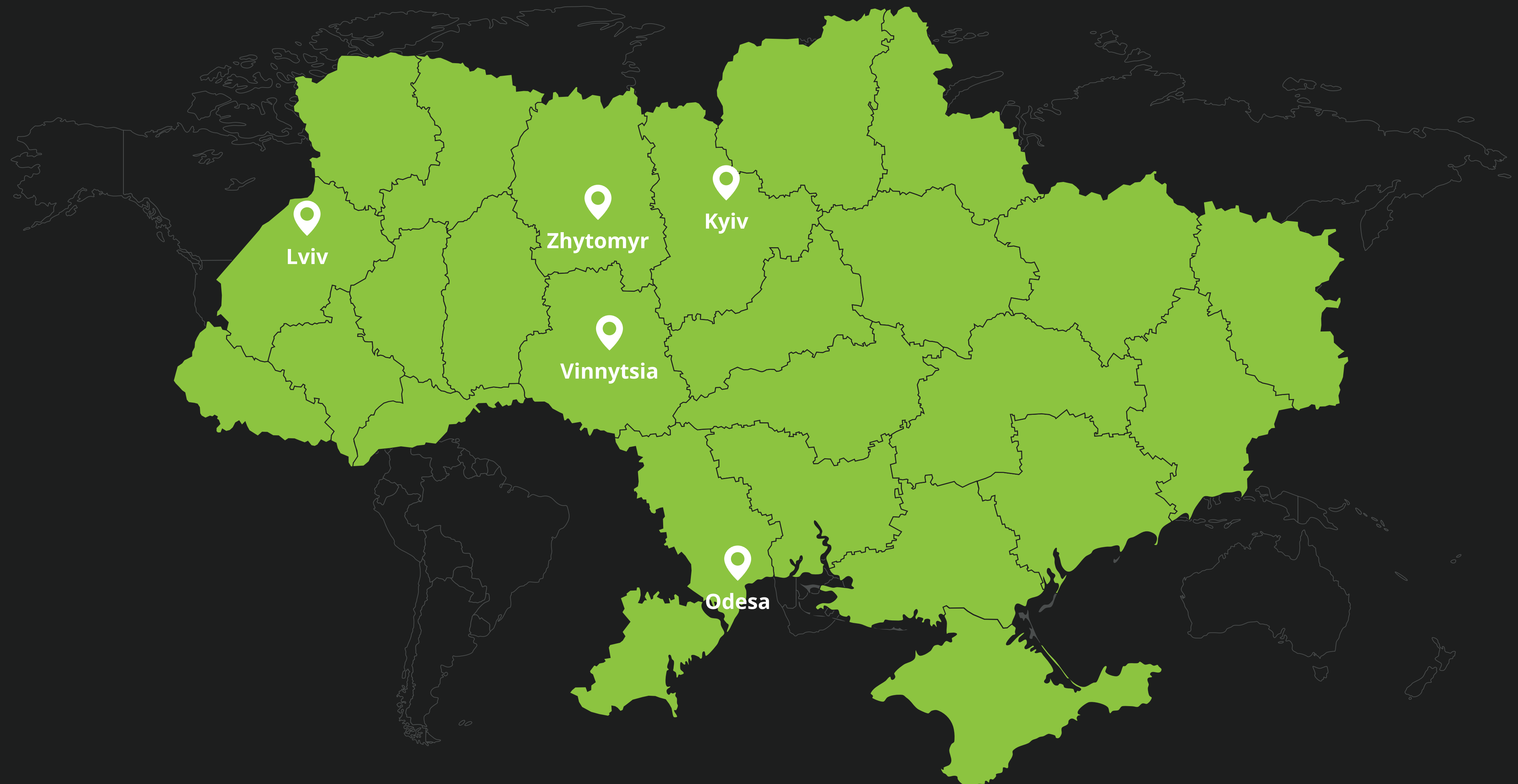Ukraine
France

North America
USA

Latin America
Brazil
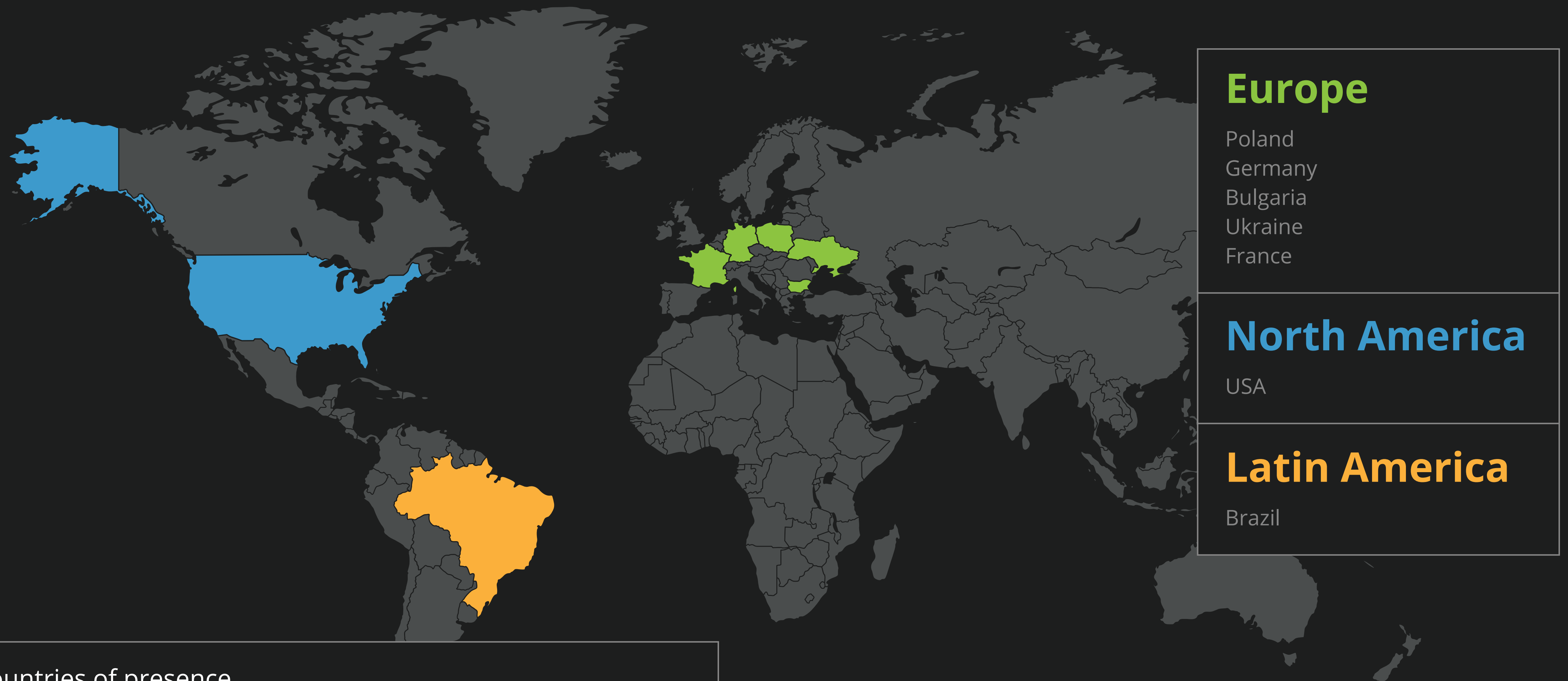
7 countries of presence.

Delivery centers in 5 countries: Poland, Germany, Bulgaria, Ukraine, and Brazil

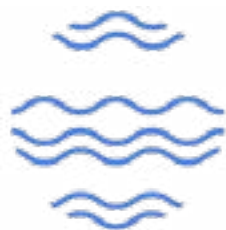# Infopulse Poland Delivery Centers

Gdańsk

Bydgodszcz

Warszawa

Łódź (HQ)

Infopulse Ukraine Delivery Centers

Awards & Recognitions 2022

Among **Top 100 Global Outsourcing Providers** in the 'Leaders' category according to IAOP®, for the 6th year in a row

Excellence in Strategic Partnerships with Offshore Norge, awarded by IAOP®

Finalist of the **2022 Network X Awards for Outstanding Cloud Automation Solution** for BICS

One of the 2022 **TOP 3 Outsourcing Stars** in Poland

Atlassian Silver Solution Partner

PACE Suite received the 2022 **TOP 100 Bestselling Publisher Award** from ComponentSource

Awards & Recognitions 2022

Partnership with Microsoft

**Microsoft Partner	Azure Expert MSP** Microsoft Microsoft Azure Expert MSP for the 2nd year in a row	**Microsoft Solutions Partner** Data & AI Azure Analytics on Microsoft Azure Advanced Specialisation	**Microsoft Partner** Cloud Solutio Provider Microsoft Microsoft CSP Tier 1 Partner in Poland	**Microsoft Solutions Partner** Digital & App Innovation Azure Help clients modernize existing applications and build cloud-native apps
Microsoft Solutions Partner Infrastructure Azure Help clients accelerate the migration of key infrastructure workloads to Azure	**Microsoft Solutions Partner** Security Help client safeguard their entire organisation with integrated security, compliance, and identity solutions	**Microsoft Solutions Partner** Modern Work Help clients boost their productivity and make the shift to hybrid work using Microsoft 365	**ORACLE	Service Partner** Oracle Financial Services Core Banking expertise

Main Technology Partners

We focus on quality, security, and technological excellence

Gold Microsoft Partner — Microsoft — Azure Expert MSP

aws PARTNER Select Tier Services

opentext™ | Partner Services Silver

IBM Business Partner

ORACLE | Service Partner — Expertise in **Oracle Financial Services Core Banking** in EMEA–Eastern Europe

CITRIX® Partner Silver Solution Advisor

SUSE Silver Partner

INTERCOM

Optimizely

UiPath™

ATLASSIAN

Informatica® Silver Partner

audiocodes

Vistex® | Now it all adds up®

IntelliDocX EMEA

dox42® automate your documents integrate your data

resco.net technology on the move

and others
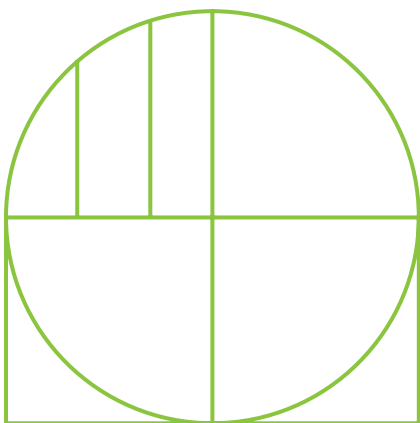
Our statistics_

Customer Distribution by Region, 2022

29.2%
North America

28.7%
Nordics

14.6%
Benelux

12.1%
DACH

4.9%
France

3.3%
Ireland

2.9%
Ukraine

4.4%
Other

Industry Focus, 2022

36.7%
IT

29.1%
Consulting

15.5%
Telecom

5.5%
Industrial & Manufacturing

3.5%
Finance

3.0%
Agro & Food

2.0%
Retail & Logistics

4.8%
Other
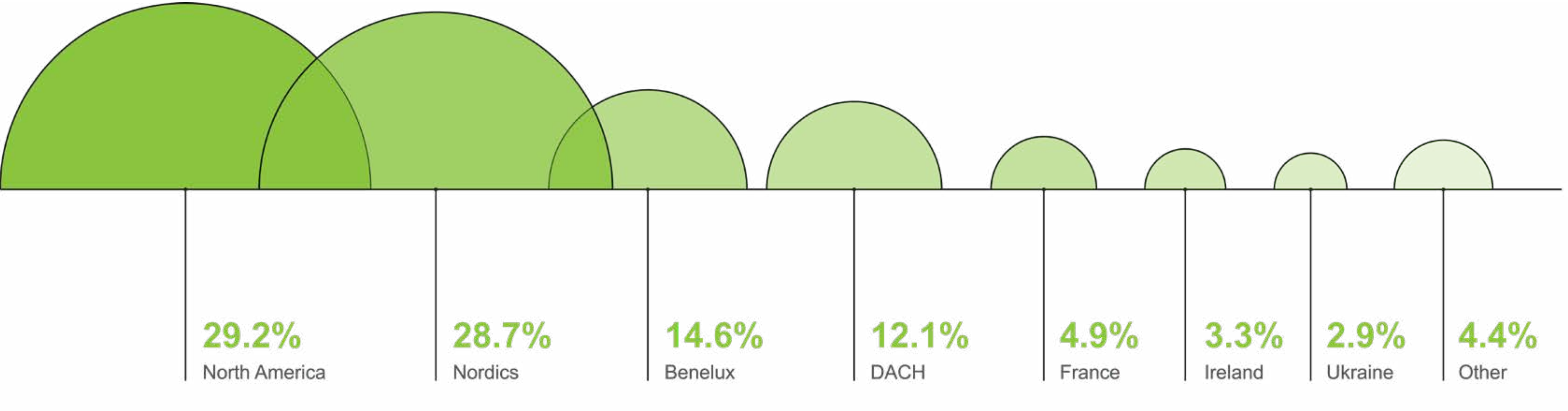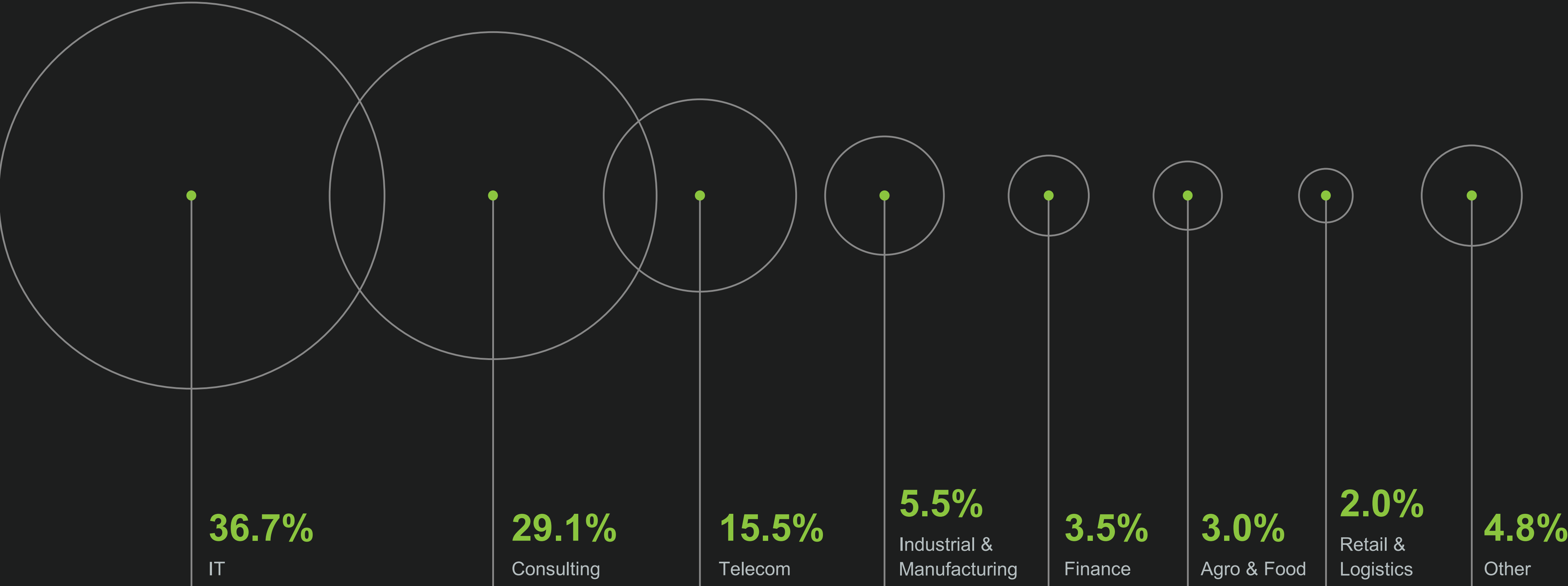
Revenue, K USD

Despite the war, we managed to exceed the revenue of peaceful years

Chart data:
- 2019: 91 011
- 2020: 94 572
- 2021: 108 846
- 2022: 113 600
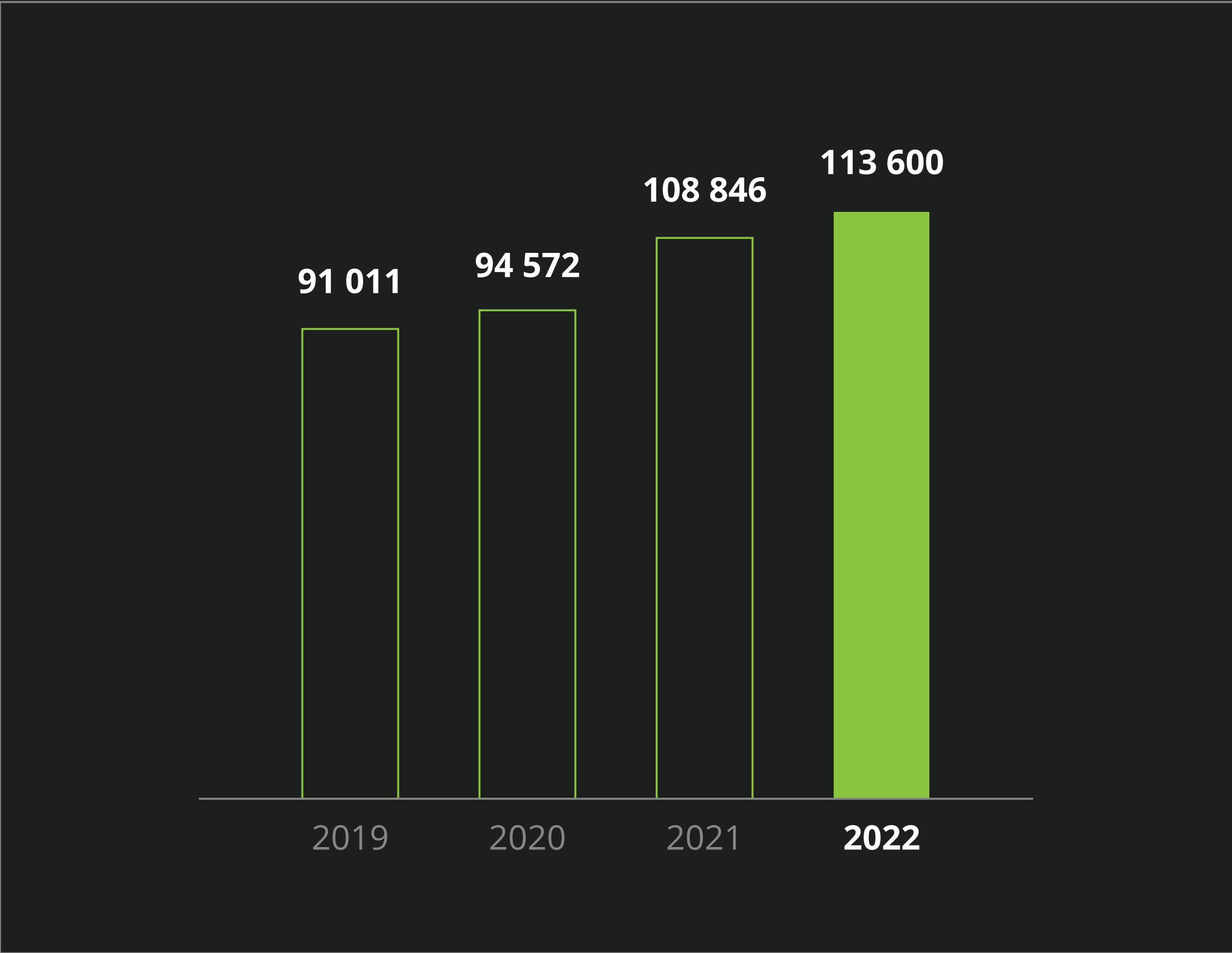
Business growth is followed by the rise in the number of professionals with a proper balance of newcomers and carriers of corporate culture

Total number of specialists

2 045 — 2019
1 978 — 2020
2 258 — 2021
2 319 — 2022

Experience in the Company

9-15 years 12%
15-24 years 5%
up to 1 year 14%
3-9 years 39%
1-3 years 30%
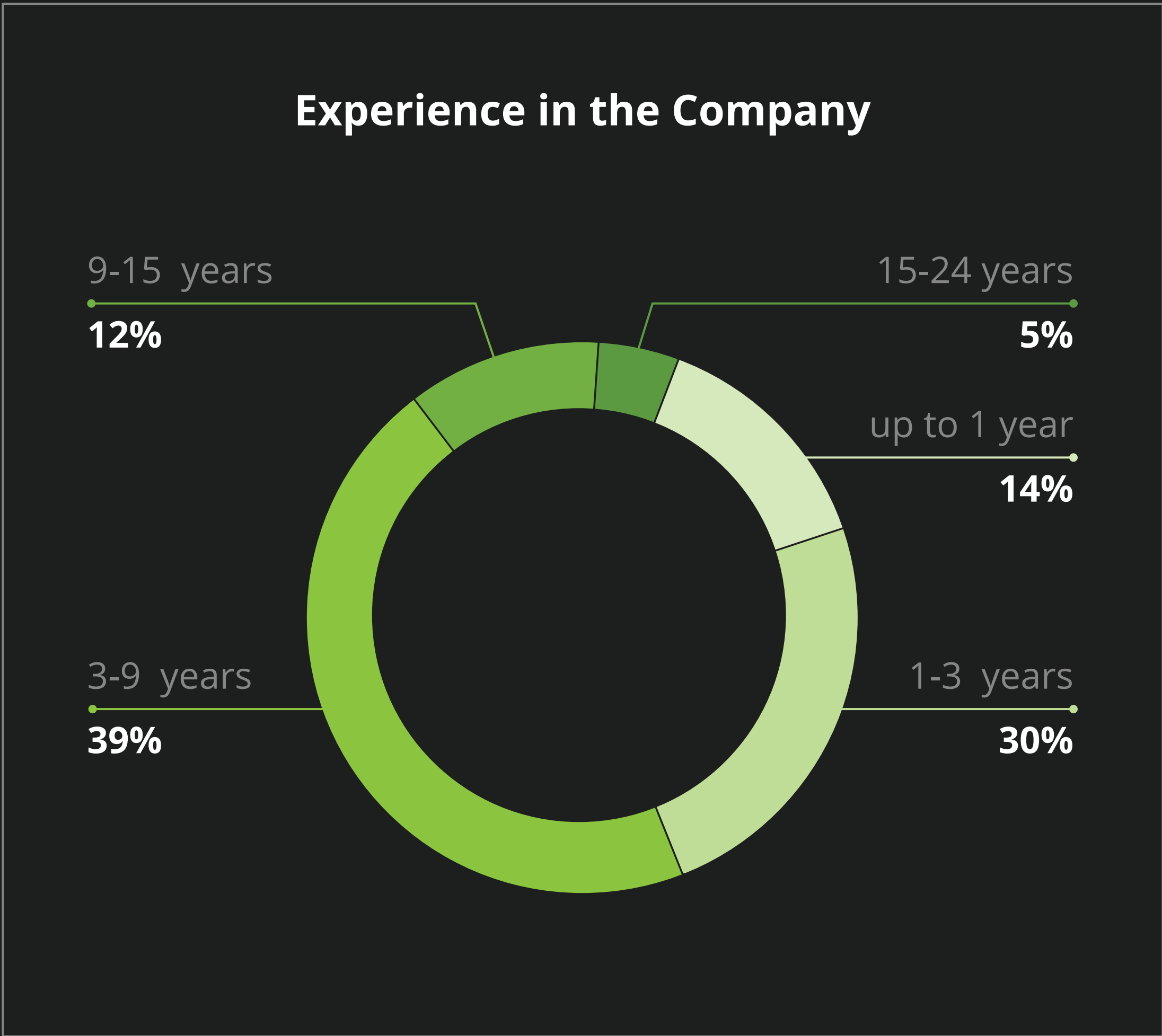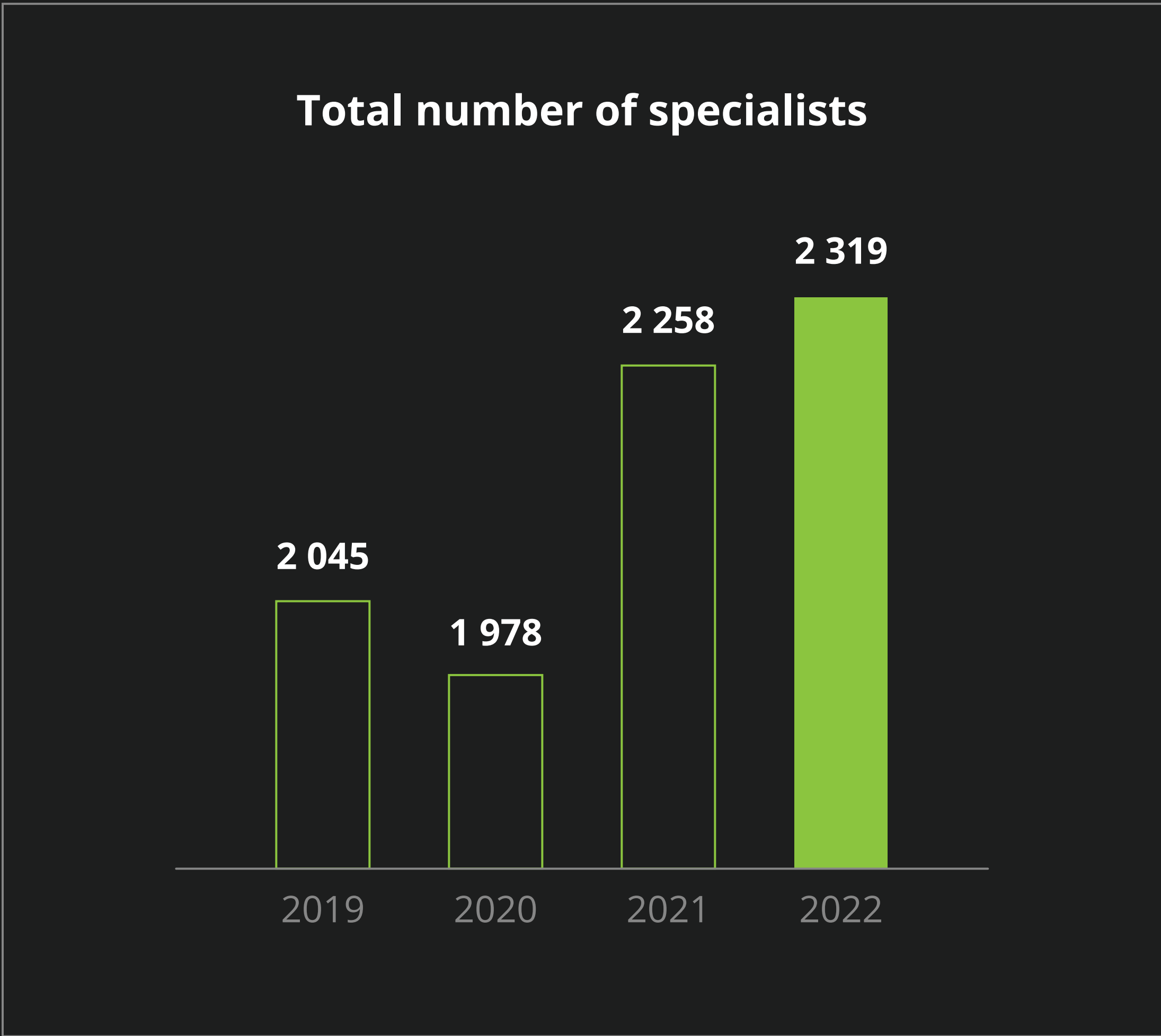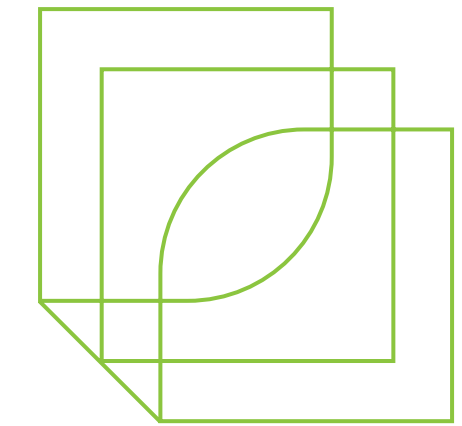
02 Organization governance_

Infopulse strives to establish long-term relationships with clients, which is achieved through trust and transparency

We maintain maximum transparency of governance practices, ensuring the interests and rights of stakeholders and integrating CSR principles across all processes.

Respect the rights and keep the interests of all stakeholders as well as ensure equality while working in a cooperative manner.

The Company has established a **monitoring procedure** that measures analysis and evaluates processes for every working and managing process.

Disclose Company information as appropriate, ensuring transparency.

In order to ensure transparency in the decision-making process, the Company specifies the **responsibilities of all personnel** that manages, performs, and verifies the work that affects the quality of our products and services.
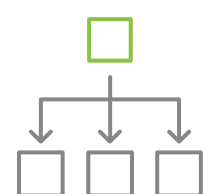
The structure of the organization is constantly being improved to reflect customer requirements.

Key Elements of Governing Information

Corporate policies

- [Tietoevry Code of Conduct](#)
- [Tietoevry Supplier Code of Conduct](#)
- Environmental Manual policy
- Quality Manual policy
- Tietoevry security policy
- Privacy policy
- Anti-Corruption Programme Guideline
- Due diligence procedure

Process register and model

Regulated by Process Management policy in order to identify and document Company's processes. Process Model clearly presents processes, artifacts roles, and functions.

Corporate information system (CIS)

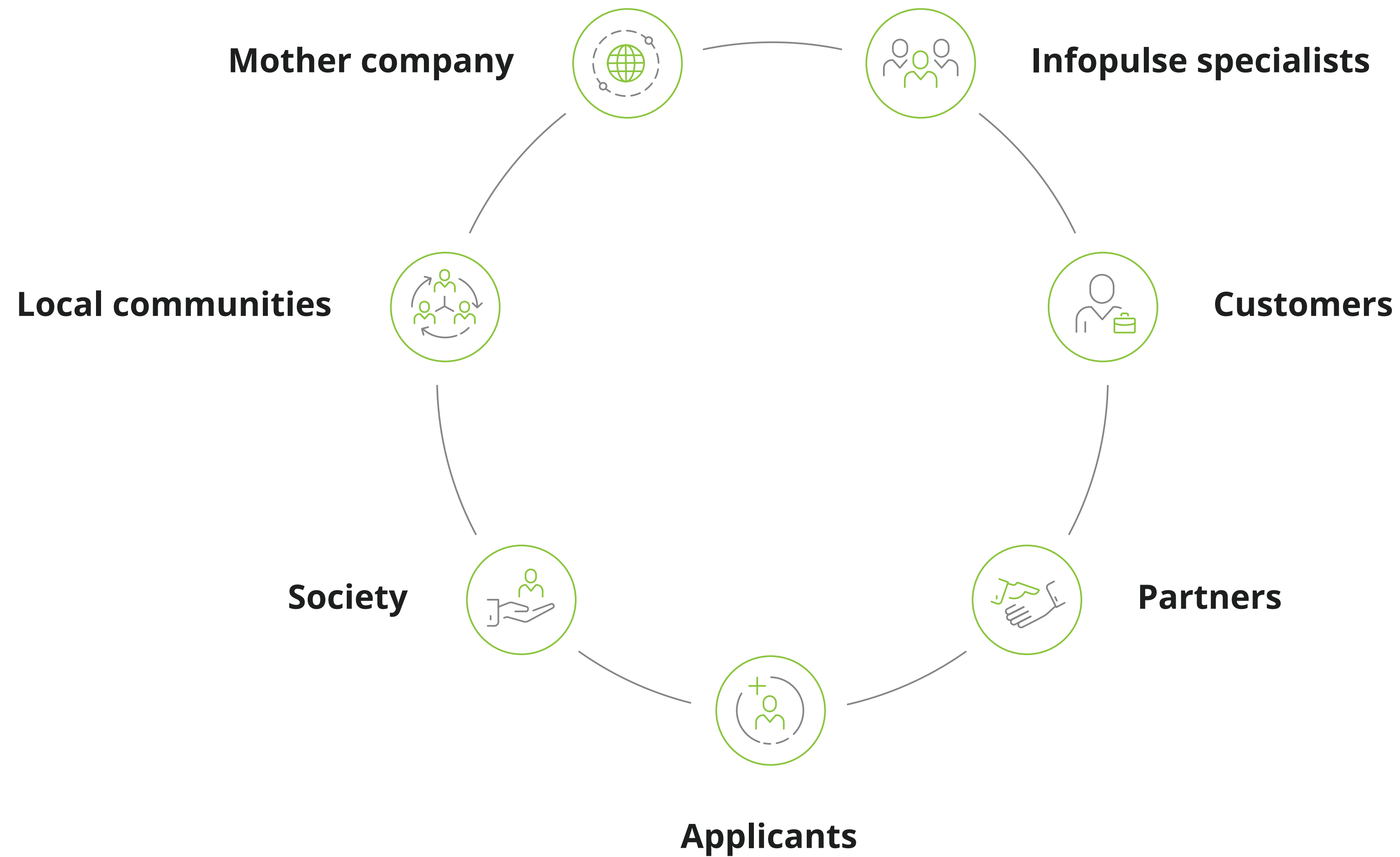An allocated corporate internal site contains Infopulse management data, including all corporate policies, guidelines, training materials, delivery artifacts, audit reports, monitoring data, and templates of the documents and forms.

Internal control systems

The Integrated Corporate Management System is developed with respect to the requirements of ISF, ISO 9001, 14001, 27001, CMMi, and ITIL, and covers all activities in the Company.

Internal audit

The Audit Guideline defines rules of working processes' internal audits in order to estimate their efficiency and the necessity of corrective and preventive measures for their improvement.

Our Stakeholders

Mother company

Infopulse specialists

Customers

Partners

Applicants

Society

Local communities

Infopulse Organisation Structure

Core EMT

- President
- Chief Executive Officer
- Head of Delivery
- Chief Operations Officer
- Strategy Officer
- Head of Business Development & Marketing Chief Transformation Officer
- Head of International Market
- Head of Market Europe
- Chief Financial Officer

Extended EMT

- Head of Benelux
- Chief Accountant Officer
- Head of Germany
- Chief Information Officer
- Acting Head of Eastern Europe
- Head of One of Big4 BU

Every year we confirm our certifications to ensure maintaining of high standards

Certifications:

Quality Management

Environment care

Information security

Internal control

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War in Ukraine:
Our Business Continuity Plan

infopulse

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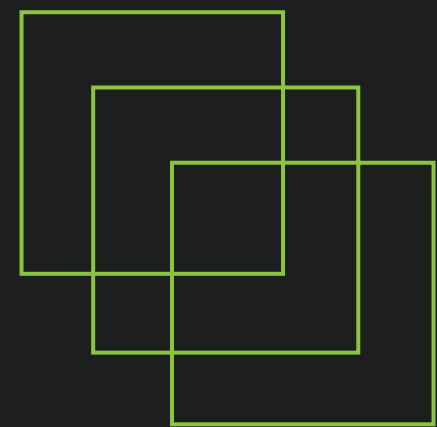
One of the aspects of a Company's corporate social responsibility is its responsibility towards the professionals it works with. At Infopulse, this CSR aspect has always been very important.

The full-scale war of russia against free Ukraine in February 2022 became a test of both resilience and humanity. The safety and well-being of our professionals and their families have always been our top priority, and the company has done everything in its power to ensure this.

We have created a special Crisis Management Team and several specialized operational teams, which worked around the clock during the most acute crisis period to support specialists and their families in the following major areas:

Safety and relocation

Financial support

Informational support and consultancy

Infopulse Connect — small and effective app for BCP

What:

Within days, Infopulse created a web application for BCP purposes that is available over the world on all modern platforms, so Infopulse specialists can stay in touch with the Company.

Why:

Infopulse needed a tool for centralized contact with specialists from all over the world to react to emergent situations and make data-driven decisions.

How:

Emergency rolled with high velocity, and actual data was needed promptly. Thus, an agile solution helped us to reach this goal. We were implementing new features in the app every few days.

Results:

Infopulse Connect has helped the Company to manage the support of specialists' relocation to safer locations. Based on the data entered by the specialists, Infopulse was able to make fast and effective decisions. Nowadays, Infopulse Connect is being enhanced with features that are less connected with BCP to become a connecting point for our specialists.
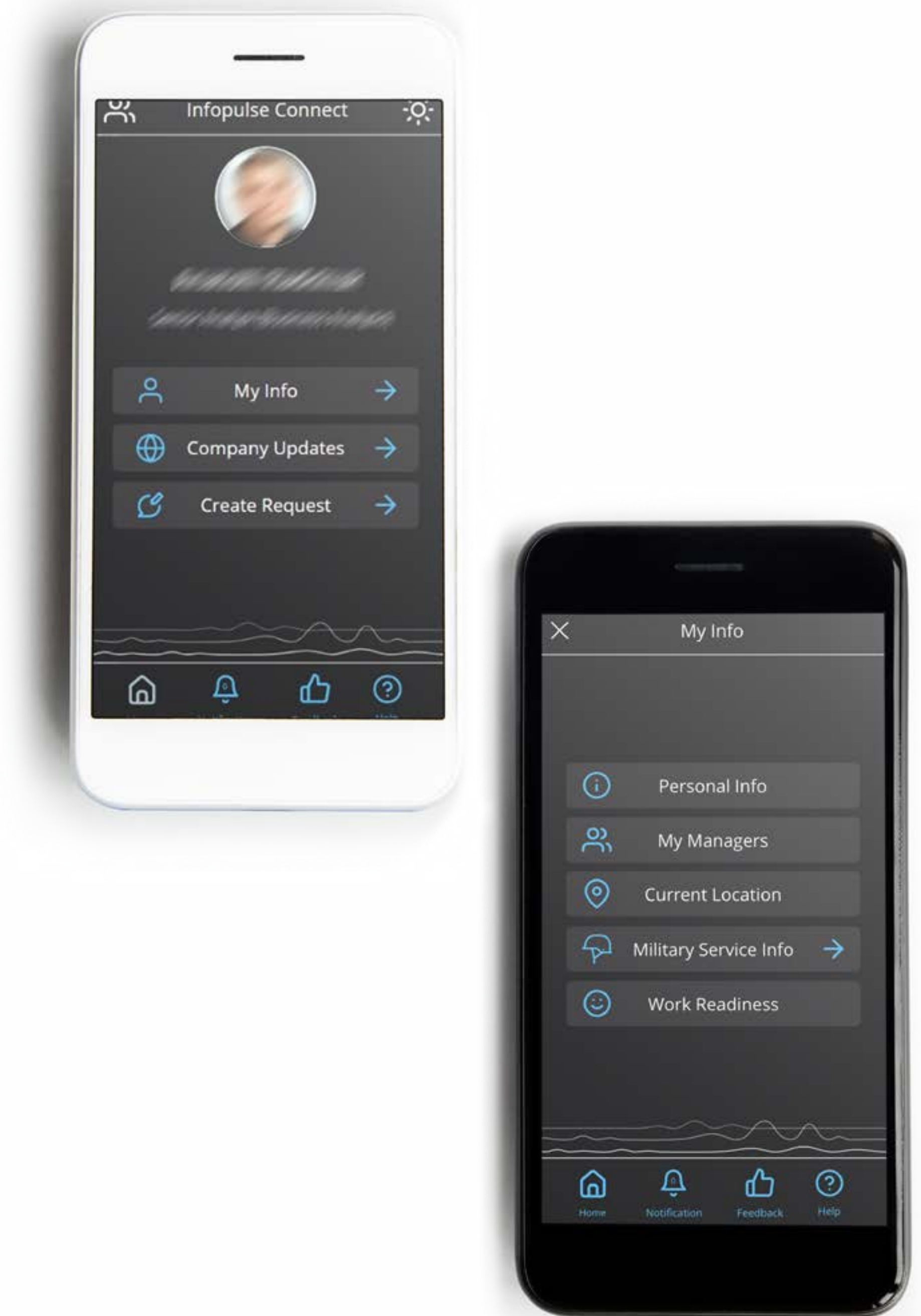
Safety and Relocation for Specialists, Their Families and Pets

- Infopulse relocated part of its specialists and their families in advance

- The Emergency Team evacuated professionals and their families from Kyiv and Zhytomyr and arranged their accommodation in Vinnytsia and Lviv with further transportation for those willing to go to Bulgaria and Poland and accommodation there

- Organized additional office space in Poland and Bulgaria and coordinated work with local authorities

- Opened additional BCP offices in various locations across Ukraine

- Equipped shelters in the offices

- Accommodated relatives and friends of specialists in the Company's offices along their journeys

Relocated and evacuated in total -
1800 Infopulse professionals

Provided temporary accommodation

In Lviv - for **420 specialists**

In Vinnytsia - for **600 specialists**

In Poland,
481 persons
found shelter

Poland

Bulgaria

Bulgaria has
accommodated
114 Infopulsers

Evacuated from Kyiv

269 adults

57 children

32 cats

16 dogs
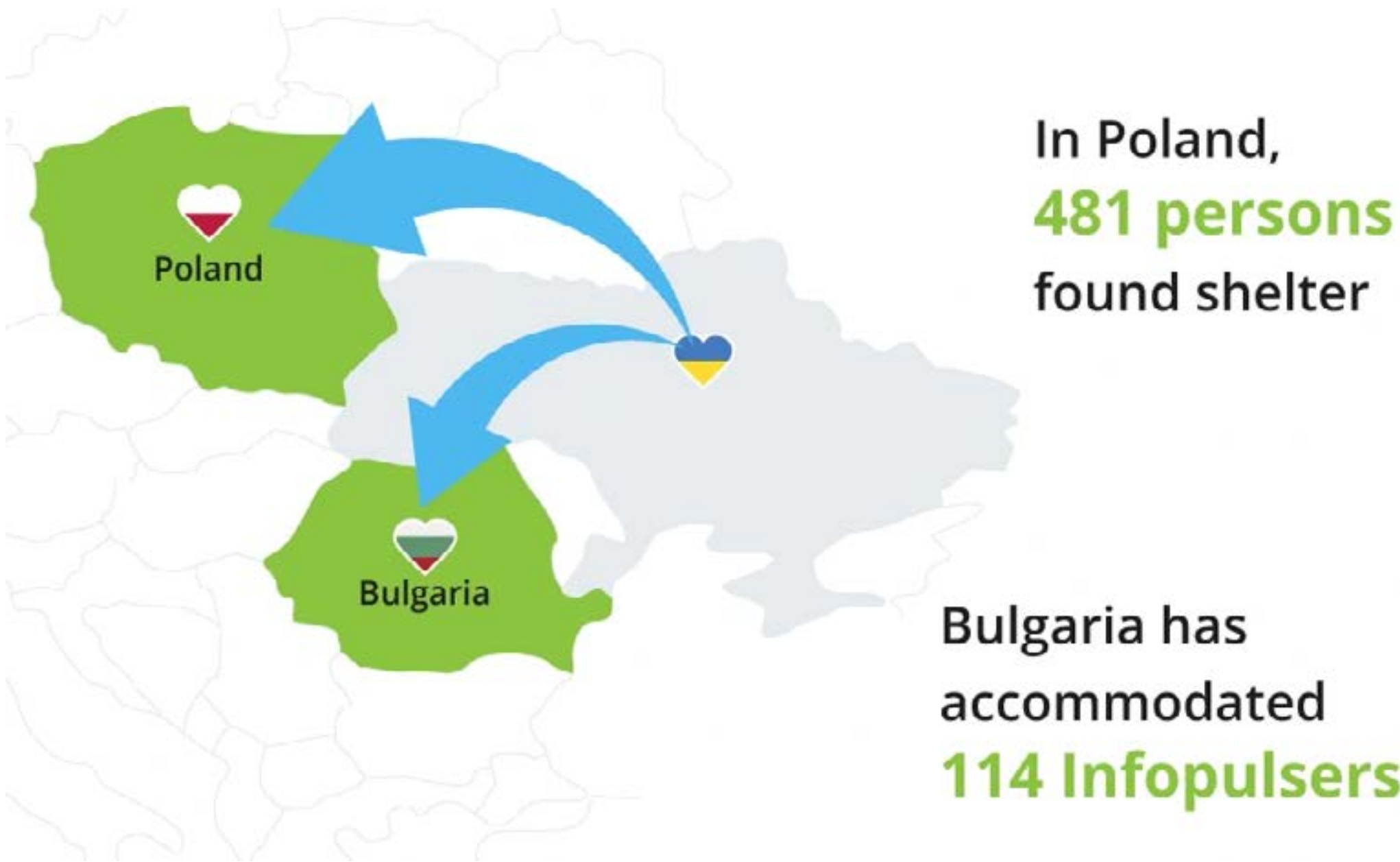
Kyiv

Financial Support

- Infopulse organized accommodation and provided compensation covering transport, the first month's apartment rent in a safe location, and a relocation bonus for settling in a new location

- Provided financial support upon request to those who needed special help

- Continuously provides income-dependent rent compensations for specialists

- Compensates place in co-working, or purchase of energy-supply and internet equipment for home-offices

- Continues financial support to families of consultants, who are on military duty

- Gives financial support to the families of the deceased defenders

In 2022, Infopulse introduced a system of compensations to support our consultants in view of war-related challenges

3 305 relocation compensations for **810** specialists

350 energy-independent workplace compensations

710 psychological consultations

384 legal consultations

Informational Support, Consultancy, and Care

- The company has developed the Infopulse Connect app for registering location, updating personal data, submitting compensation documents, requesting assistance, and much more

- Released around 180 communications during the first 6 months of the war to support our specialists' and clients' awareness

- Organized psychological and legal assistance

- Organized medical assistance hotline in new locations in Poland

- Ensured social adaptation in new locations

- Continues constant risk monitoring and informing specialists for their safety

Ukrainian team members found new homes and new friends in Poland and Bulgaria

In March, the trip to **Bydgoszcz** was organised for all persons who had relocated to Poland to meet with local authorities, see the sights, and assess rental possibilities.

Infopulse and Tietoevry management visited **Warsaw** and **Łódź** in August to meet with relocated specialists.


In April, Infopulse top management visited the Bulgarian community of relocated specialists in **Varna**.

All these measures were taken **for the sake of our people** and carried out by people. Therefore, we are grateful to all members of the team who actively participated in BCP activities and those who continue to work daily in this field.

Our team showed **incredible enthusiasm and dedication** in maintaining stable operations by reorganizing their work in extremely challenging times and supporting each other. This was impressive not only for us but also for our customers.

Despite the tough times, **we continued to grow and expand**, with a significant increase in hiring specialists in Ukraine. We gained new clients and extended our presence, especially in Poland where we opened three new offices in 2022 — and we have plans to further develop our business in all our deliveries.
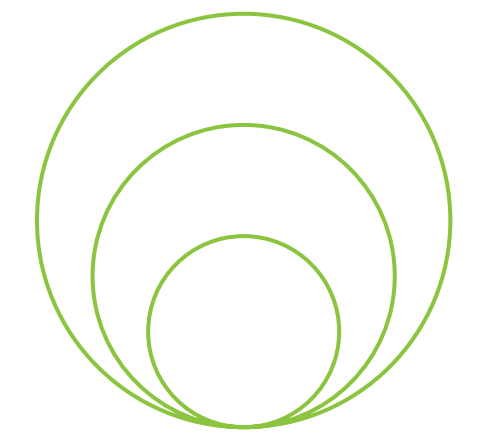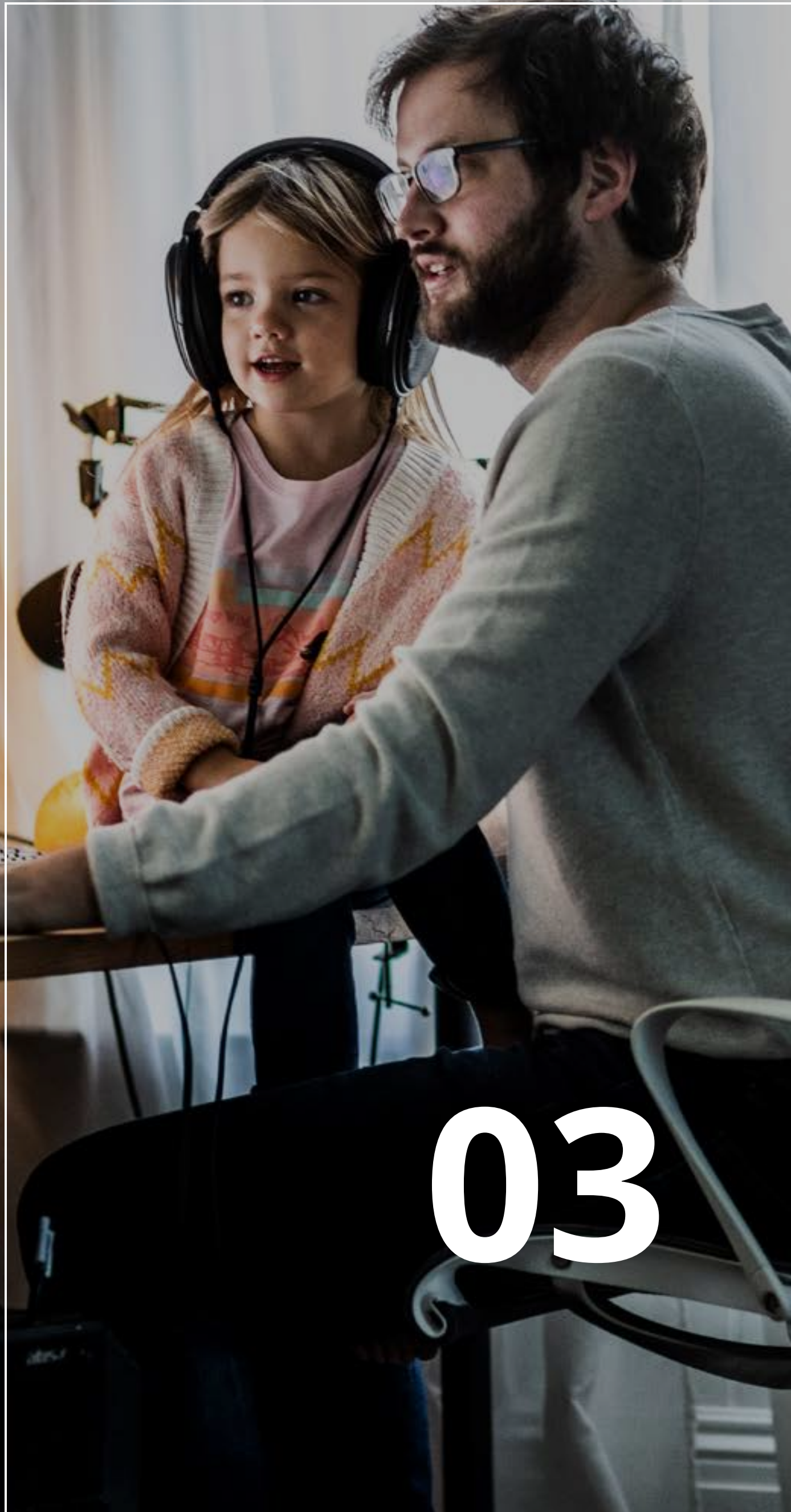
03 Human rights_
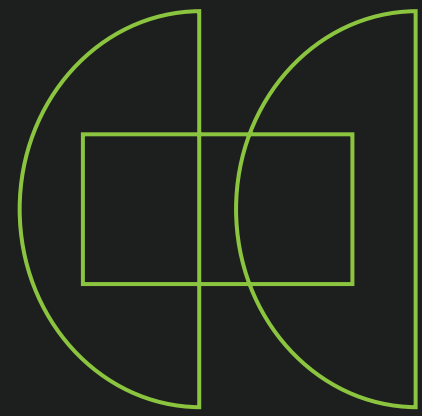
Infopulse maintains a work environment in which its specialists treat everyone they come in contact with during their work with respect and integrity.

Each specialist contributes to **creating a discrimination-free work environment** that respects all individuals, regardless of their religion, race, gender, sexual orientation, age, nationality, ethnicity, or disability, as well as preventing bullying and harassment.

We do not tolerate any behavior that can be perceived as degrading or threatening. We work as a team with respect for each other.

How we act:

1. Infopulse has a **set of guidelines**, the Tietoevry Code of Conduct, which is an integral part of onboarding for every newcomer. Upon joining the company, each specialist is required to confirm their agreement with the Code of Conduct by signing it and to undergo a special training program related to the Code of Conduct. This training program is regularly repeated for all specialists.

2. Infopulse has also introduced the **Compliance Officer** position, responsible for ensuring that all specialists of the company behave honestly and ethically, and comply with applicable laws, rules, regulations, and standard processes. Any specialist can contact the Compliance Officer for queries related to the Code of Conduct.

3. Having a **whistleblowing channel** helps to support Speak Up! culture and allows us to react promptly to any inconsistency with the Code of Conduct. Any such cases can be reported in full confidentiality at https://tietoevry.whistleblowernetwork.net/setup.

There are neither age nor gender limitations for success at Infopulse, part of the multicultural Tietoevry team
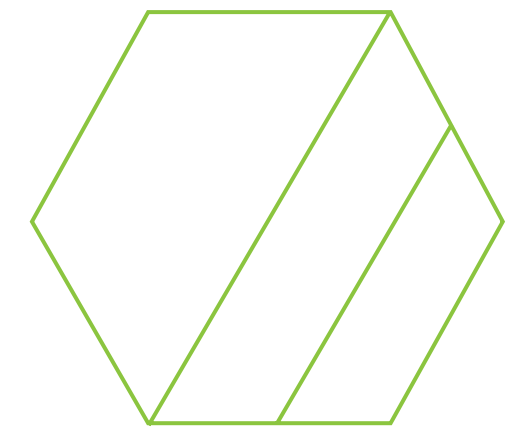
Gender ratio

68% Male   **32%** Female

Age ratio

21,1% 41-50

15,0% 26-30

7,3% 21-25

49,7% 31-40

4,3% 50+

2,4% N/A

0,2% 18-20
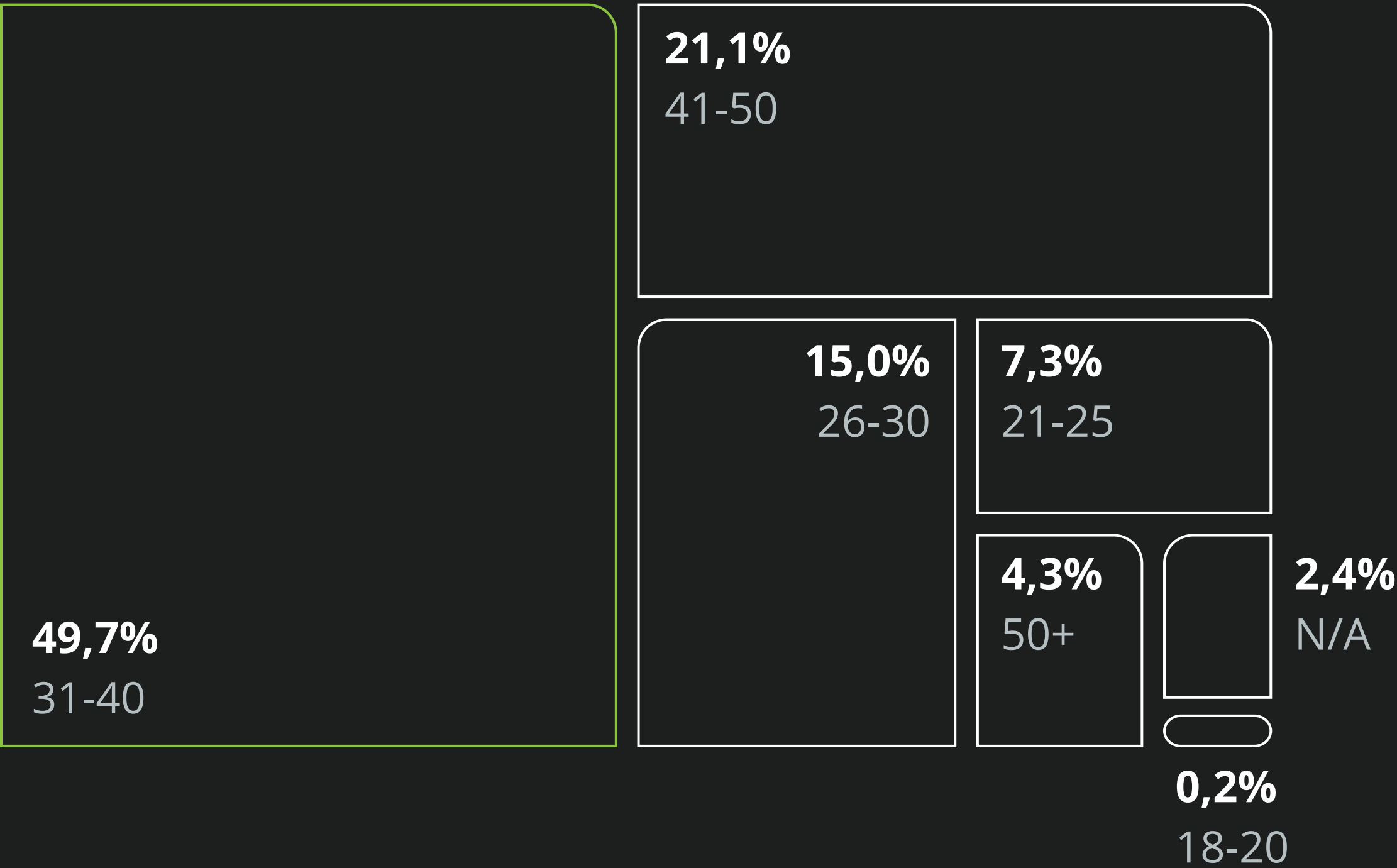
04 Labour practices_

Diversified system of bounses for our specialists covers multiple needs

Financial compensation

All specialists are rewarded according to the grade system (Trainee, Junior, Middle, Senior, Expert) and their exact role in the project. Compensation for overtime is provided in the form of extra payment or extra days off.

Bonus system for every specialist

Remuneration for attracting new clients and specialists on recommendation, conducting training, mentoring, expert consultations, participation in industry-specific events, writing articles and reviews, and outstanding achievements in work.

Individual bonuses

Depending on the role and position, a bonus can be offered for achieving a goal.

Financial support of the prenatal period and maternity leave
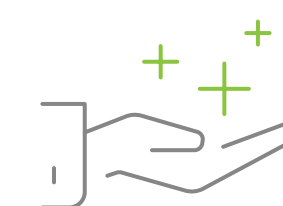
4 months of compensation are provided to support a specialist due to pregnancy and becoming a parent.

Advance compensation

At personal request, the company can provide advance compensation for the purchase of a car, an apartment, etc.

Personal help

In case of hardship or at reasonable personal request, the company provides monetary help to a specialist.

The psychological support project «Wellbeing Project» operates within the company and is aimed at the specialists and their families

Flexible approach to the compensation of healthcare and sports

A fixed annual sum is provided to cover medical insurance or sports — in full for one of the options or split between the two. Close relatives' medical insurance is also partially compensated.

Additional compensation for specialists who qualify for it

Each year, specialists entitled to welfare support receive an additional one-off payment for health improvement.
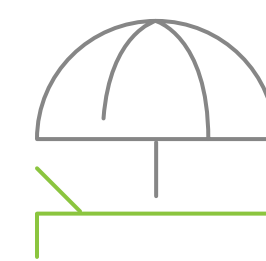
Vacations

24 days of paid vacation per year + additional days are available depending on the terms of the long-term partnership.

Sick leave

If it is confirmed by documentation, the company offers paid sick leave. Additionally, 5 days per year for medical treatment are available.

Development-nurturing culture provides steady growth both for the company and for the specialists

Training

Through training opportunities we help our specialists reveal their talents and strengths. We give equal opportunities for career growth by providing access to a set of training events on business, leadership, and IT. Training sessions are held both by internal and external professionals. The compensation plan includes a bonus system for providing tutorship, lectures, and training. All events are now held online.

Moreover, in 2022, two more Leadership development programs were launched, now covering all leadership levels in the company.

Foreign language courses

Working with foreign clients, it is important to help specialists improve their language skills.

Studying English, French, German, Swedish, Norwegian, Polish, and Ukrainian is available for specialists in an online format.

Such courses as Presentations in English, English for Non-Professional Talks, and English for Business Discussions have proved to be the most in demand.
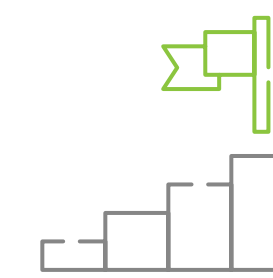
Career growth plan

There is a culture of creating a career development plan by a specialist under the guidance of their manager and team lead.

The plan is based on an actionable approach — with clear goals, steps, and terms. If needed, mentor's help and HR-manager's consultation can be provided.

2022 Development Results

Training

137 completed external educational programs (training sessions, conferences, e-learning)

380 completed requests for internal training

89 certifications (63 exams were completed via Microsoft ESI) and 16 memberships in professional communities

68 mentoring programs

Foreign language courses

31 general language courses launched

11 specialized courses completed and launched

2 tailor-made language courses for interns

2 webinars for the external audience

33 courses for the relocated: 29 groups of Polish + 4 groups of Bulgarian

Career growth plan

75 Trainee → Junior

67 Junior → Middle

99 Middle → Senior

26 Senior → Expert

23 Specialist level → L5 Team Leader

7 Specialist level → L4 Delivery Manager

1 Specialist level → L3 Delivery Manager

8 L5 Team Leader → L4 Delivery Manager

7 L4 Delivery Manager → L3 Portfolio / Section / Engagement Manager

2 L3 Manager → L2 Country manager / L2 CIO

* L = Level

Several training programs were launched in 2022

Training programs for managers

Together with the People Relations team, we organize training programs for Level 5-4 Managers, which include sessions from both internal specialists and external experts:

- **Managers grow Up Academy** (2 groups in 2022, 44 participants in total) — a program for Team Leaders and Delivery Managers about company processes, personal and team development.

- **Develop your Leadership Effectiveness** (1 group in 2022, 11 participants) — a program for Delivery Managers that have project management expertise but would like to become more efficient leaders for their teams.

- **Leadership upgrade** (2 groups in 2022, 20 participants) — a program for portfolio/section managers aimed at discovering and strengthening personal leadership styles and trends.

Educational Projects in 2022

Programs for relatives of specialists

Because of the war, a lot of people were forced to leave their homes and jobs. So, one of our priorities was to support the families of our specialists who found themselves in a difficult situation and to provide them with skills they could apply when looking for new career opportunities. Therefore, this summer we launched two programs for relatives of our Ukrainian specialists:

Infopulse Open program

For general skills which implied both online training from our internal experts and free self-learning resources.

Moreover, participants had an opportunity to test the acquired knowledge by taking regular quizzes via the Telegram chatbot. The program includes the following activities: improving English, learning Excel, PowerPoint and time management skills.

Infopulse QA program

The applicants developed their competence in manual testing, completed courses on writing a CV and passing an interview, introduced in the Open program, and participated in the English-Speaking Club.

Most of the participants continued their journey at Nezabutni Project Camp (web-site development on a pro-bono basis for people with dementia nezabutni.org/en).

Initiatives on Improving Education and Supporting Our Specialists

Wellbeing project

Cooperation with a Wellbeing company gave our team and their families in Ukraine an opportunity to receive psychological support via online consultations with specialists. During this period almost 700 consultations were conducted and 161 people received help.

Internships programmes

In 2022, we had the following internship/training programs:

- Microsoft Power Platform training programs

- Junior QA Internship

- Nezabutni Project Camp
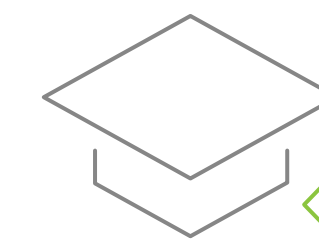
Partnership with universities

Infopulse joined the Ukrainian Students League Congress. Infopulse Front-end Service Line Lead represented Infopulse there and participated in the panel discussion, sharing Infopulse expertise in the digitalization of educational projects and implementation of IT technologies at universities.

Recognition of Specialists for Long-term Partnership

Our company values long-term cooperation and annually awards those specialists who have been with us for 5, 10, or 20 years. All the anniversaries within the Loyalty Program receive boxes with branded gifts and bonus certificates. In 2023, the program was extended by adding categories of 15 and 25 years, increasing the number of bonuses for long-term cooperation and updating the content of gift boxes with branded products.

Within 2022 we awarded those specialists who have been with the company for 5, 10, or 20 years.

A gift box for 5 years that contains:
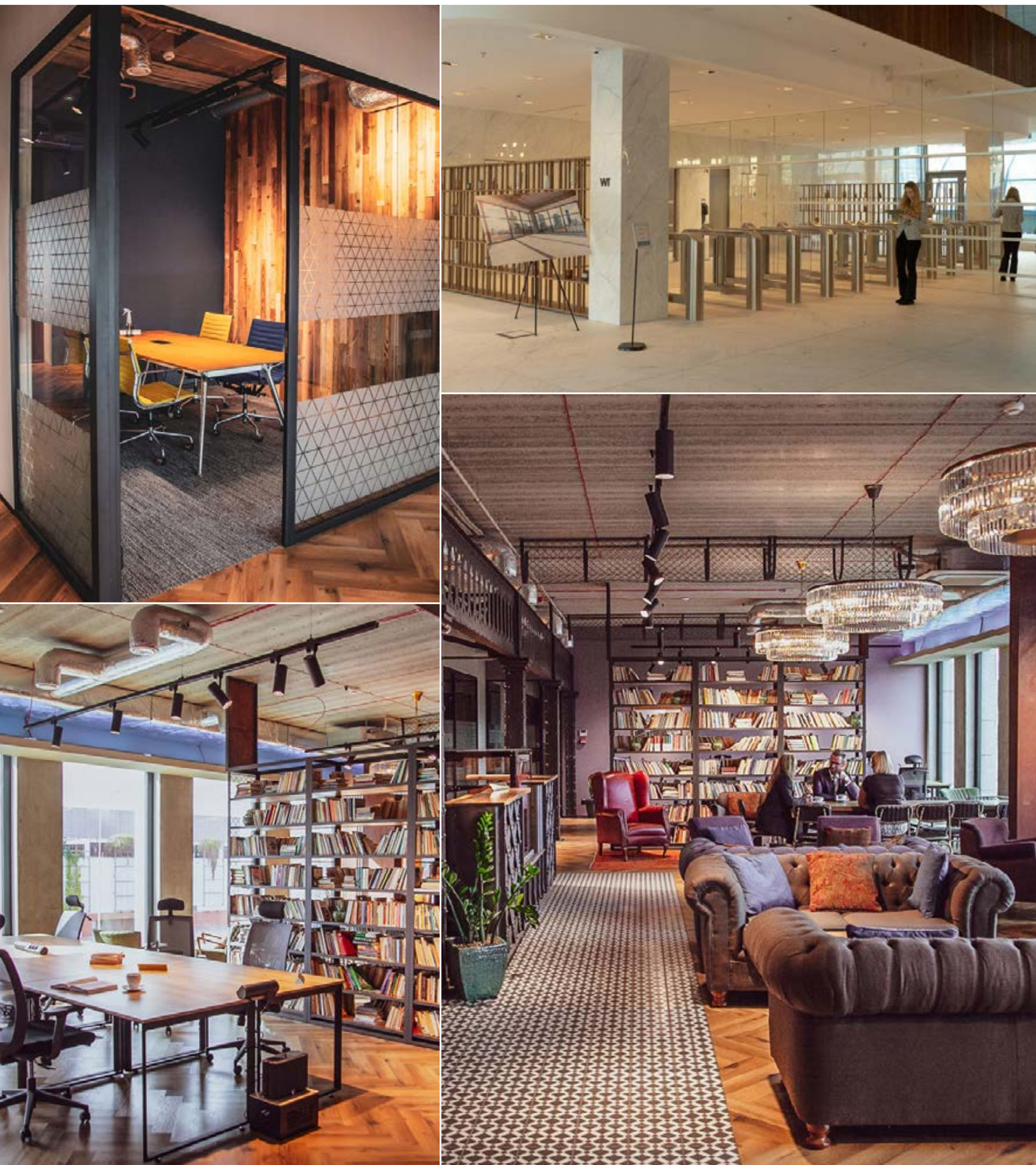
- a badge
- a branded T-shirt
- a Loyalty Club magnet
- corporate stickers

A gift box for 10 years that contains:

- a «Well-Being» certificate (value — 500$)
- a branded hoodie
- a Loyalty Club magnet
- corporate stickers

A gift box for 20 years that contains:

- a «Dreams Come True» certificate (value — 1000$)
- a branded vest
- a Loyalty Club magnet
- corporate stickers

Office Facilities:

From one pilot project «15 minutes to the office» in Poland we moved to a similar concept across Kyiv and expanded our presence in Poland

What:

The concept of «15 minutes to the office» assumes that each specialist should be able to work from the office space, which is located in urban areas not more than a 15-minute ride from home.

Why:

After COVID-19 people didn't want to spend 40-60 minutes traveling to the office premises. In 2022, it also became critical in Ukraine to find an appropriate supplier with a network of offices to ensure that people can quickly find a working space in case of blackouts or heavy air bombardment.

Results:

4 co-working offices in Poland and 10 in Kyiv. In addition, Infopulse has traditional offices in Ukraine — Kyiv, Lviv, Zhytomyr, Odesa, and Vinnytsia; in Bulgaria — Varna; in Brazil — Rio de Janeiro.

New Offices — New Plans and Achievements

Infopulse continues to grow and adjust its business to the new challenging reality. In order to host specialists relocated from Ukraine in different regions of Poland and in order to further expand the teams, four new offices were opened:

February 2022 — **Lodz** office was opened, and in December 2022 the headquarters of Infopulse Poland were moved from Warsaw to Lodz.

May 2022 — **Gdansk** office was opened with the help of Invest in Pomerania.

June 2022 — **Bydgoszcz** office opened, the fourth one in Poland.

February 2023 — new **Warsaw** office was launched.

Infopulse Bulgaria Gathering

June 4, 2022, Varna

Infopulse Bulgaria is a friendly family that has warmly welcomed specialists from Ukraine in 2022.

Infopulse Bulgaria Gathering was organized for specialists from the Bulgarian-Ukrainian community to socialize in an informal setting, to get to know each other and casually spend time with their teams, relatives, and friends. The program was full of interactive and team-building activities. Children had their own activity-packed program.

▷ **Watch the video** & feel the vibes of the event

Infopulse Connect

September 24, 2022, Lodz

On September 24, Polish & Ukrainian specialists gathered for a family picnic in Lodz.

Over the course of six hours, everyone had the freedom to choose how to spend their time: to be the most active participant in the event and take part in all the activities or to relax and socialize. Kids were also entertained during this time — we prepared activities for all ages and tastes. Some of our specialists had a chance to meet members of their team for the first time. It was a great day full of emotions, bonding, and unforgettable memories.
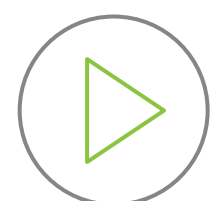
▷ Watch the video
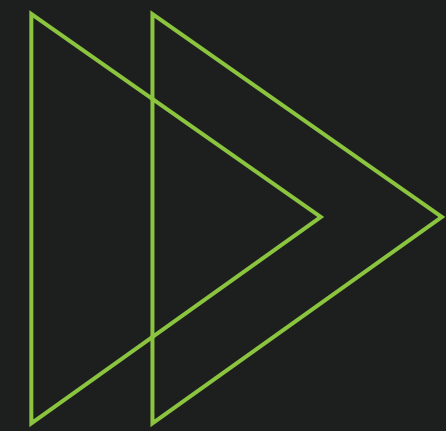
Virtual Event

**«Infopulse Universe.
Creating the Future Together»**

On December 21-22, 2022, a virtual corporate event on a metaverse platform was held.

Infopulse Universe was created to unite and communicate with our global community at a time when we are all in different parts of the world. Recognition, education, communication, and entertainment were the main parts of this event.

During the two-day period, our specialists were able to:

Communicate with one another
in real-time with video and audio

Participate in the workshop with
international speakers
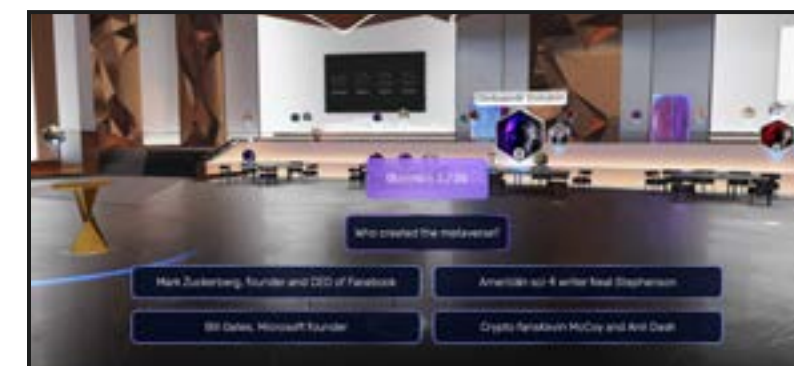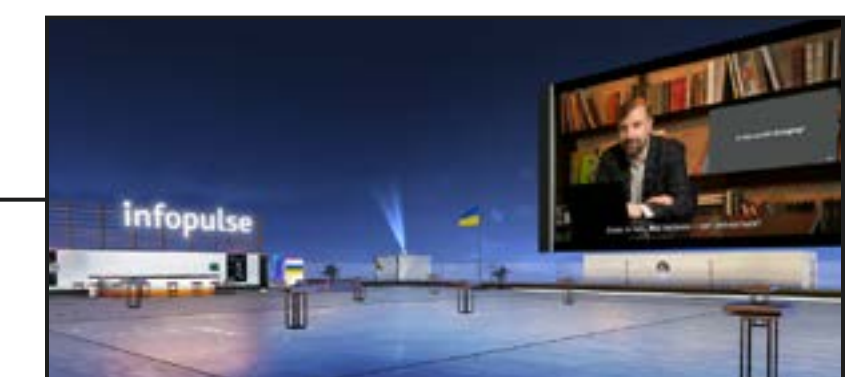
Play games alone or as a team
in all three halls

Be inspired by interesting facts

Get motivated by the overview
of the company results and recognition
of company specialists' achievements

Participate in quizzes and quests
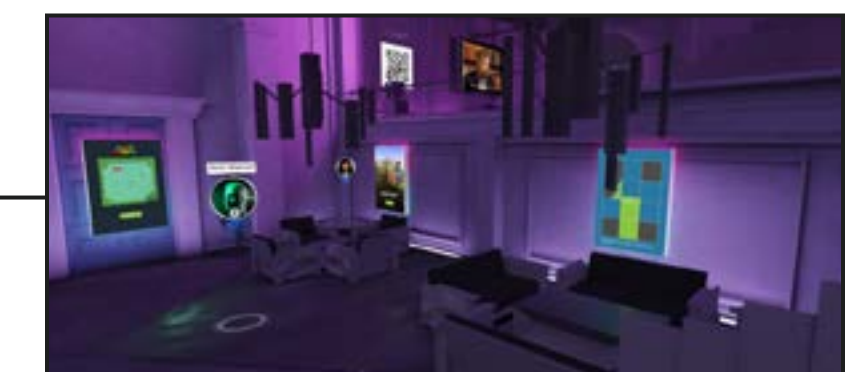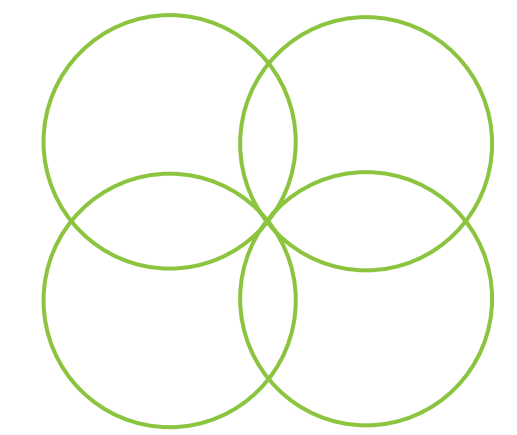
infopulse

05 Environment

Infopulse Environmental Policy defines a set of principles, ensuring responsible business operations

Infopulse is committed to the principles of sustainability and socially responsible operations in which the protection of the environment 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. Every year we issue a report published on an internal site, and EMS Indicator's Report 2022 is ready and can be provided at a client's request.

In 2022, we increased travel mileage due to relocation and evacuation of specialists from war

Business travel (air), no. of flights

3 736 — 2019
375 — 2020
131 — 2021
554 — 2022

Business car travel, (mileage allowance), km

105 798 — 2019
33 286 — 2020
18 112 — 2021
471 275 — 2022
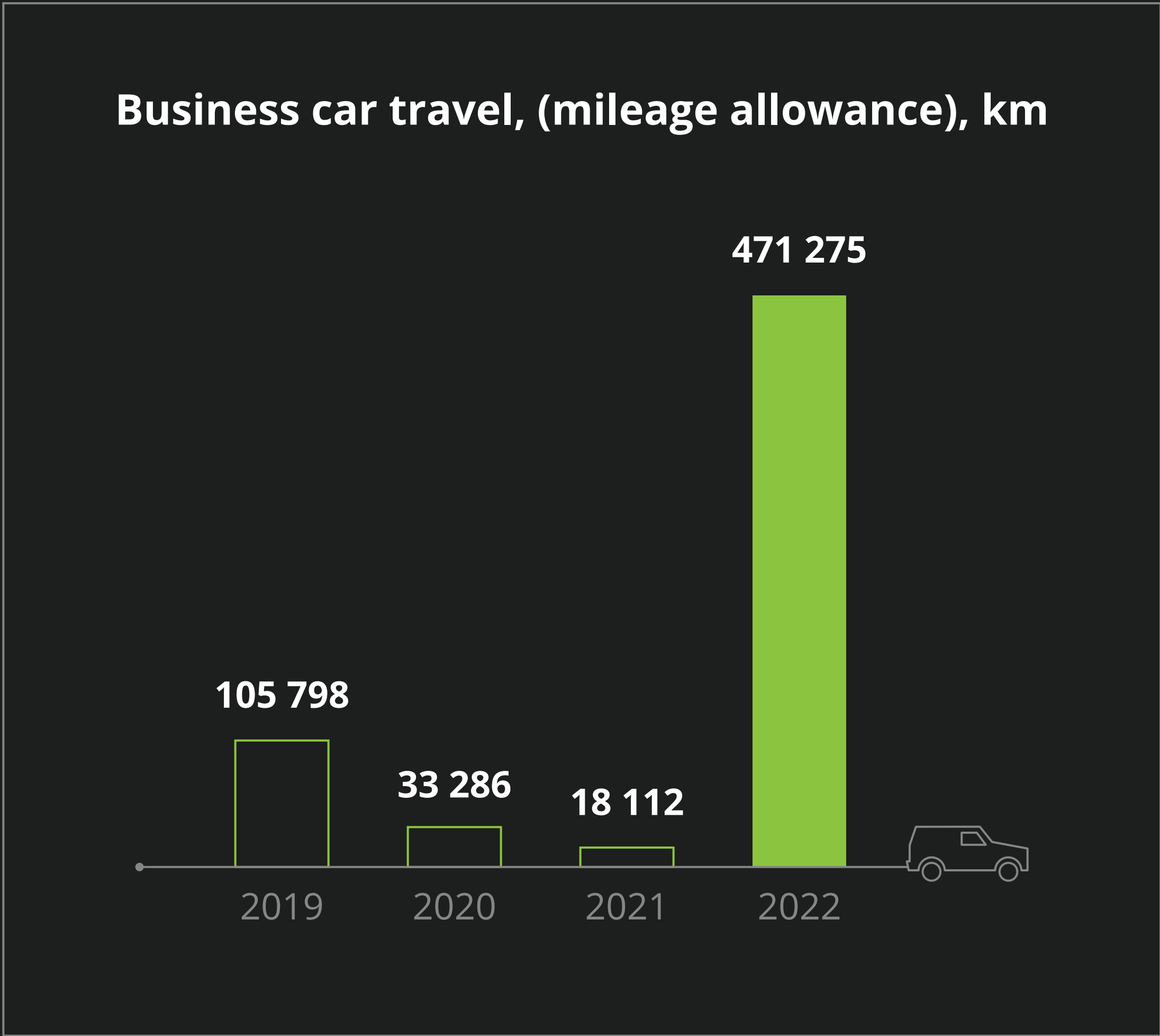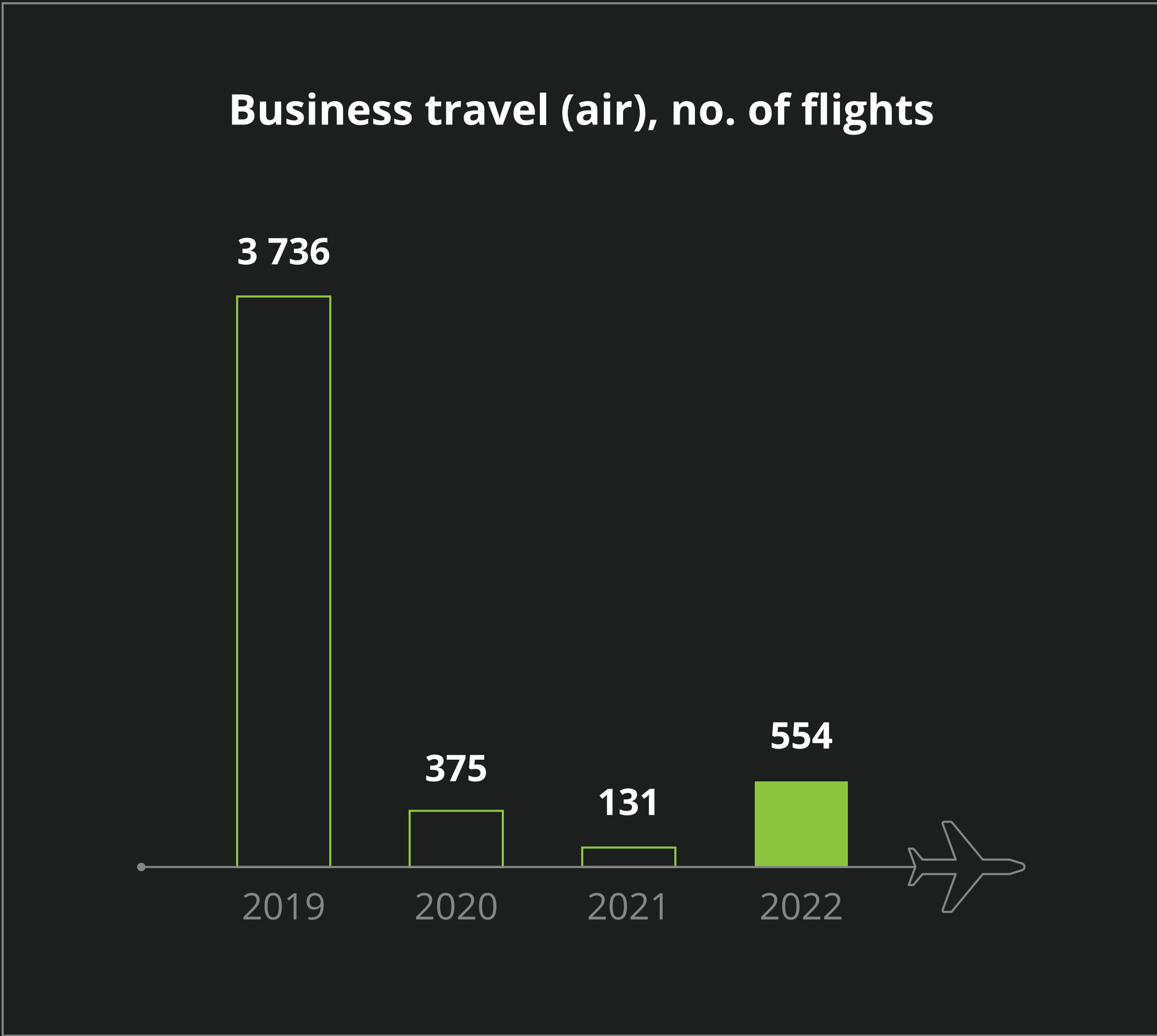
We always consider how our actions impact the world, striving to make it a better place

Consumption has been decreasing also due to the lower usage of offices in Ukraine over the last few years.

Paper consumption, kg

2 304.5 — 2019
804 — 2020
887.5 — 2021
11.5 — 2022

Water consumption, m3

11 260.4 — 2019
5 005 — 2020
1 817 — 2021
1 048 — 2022
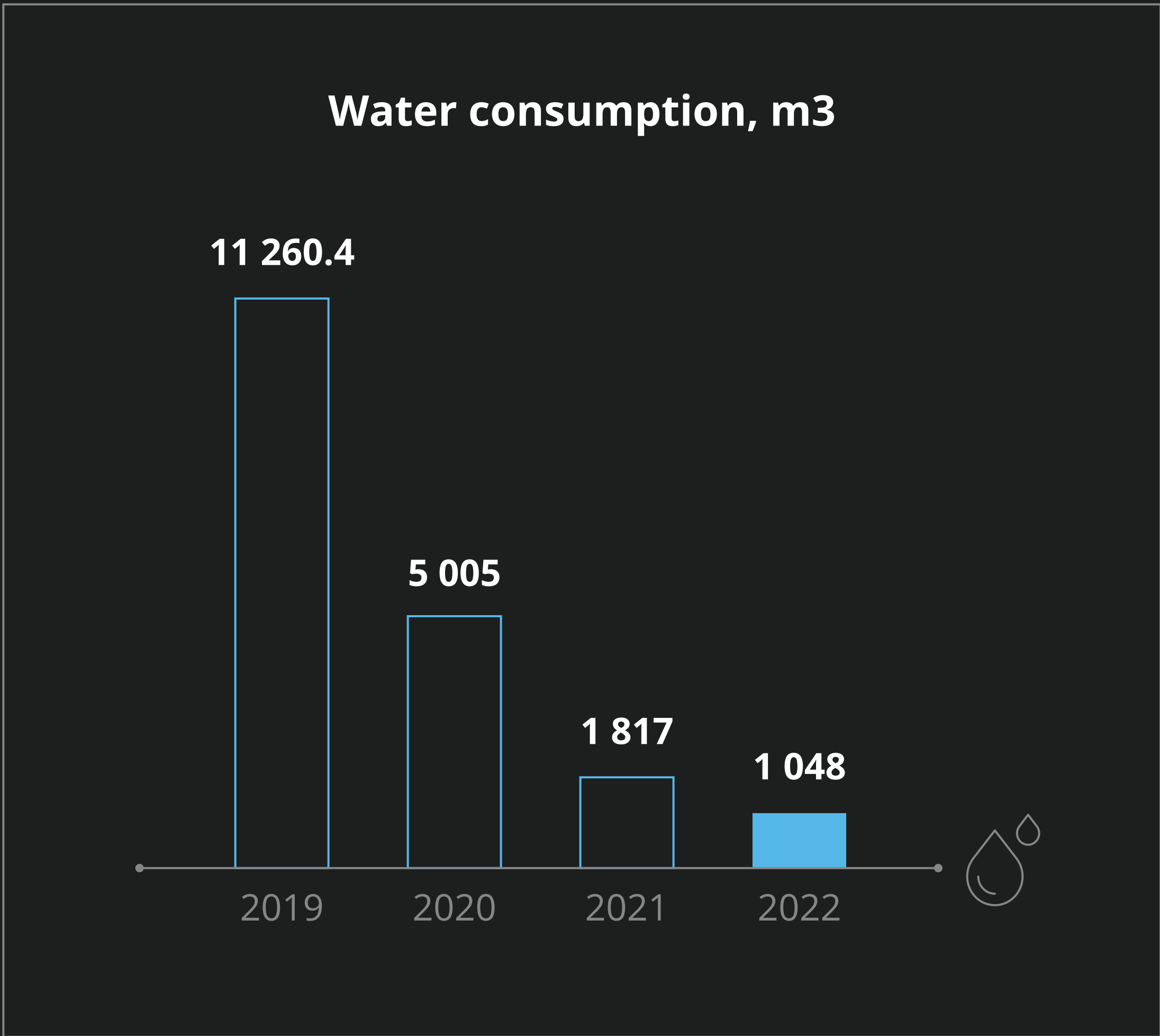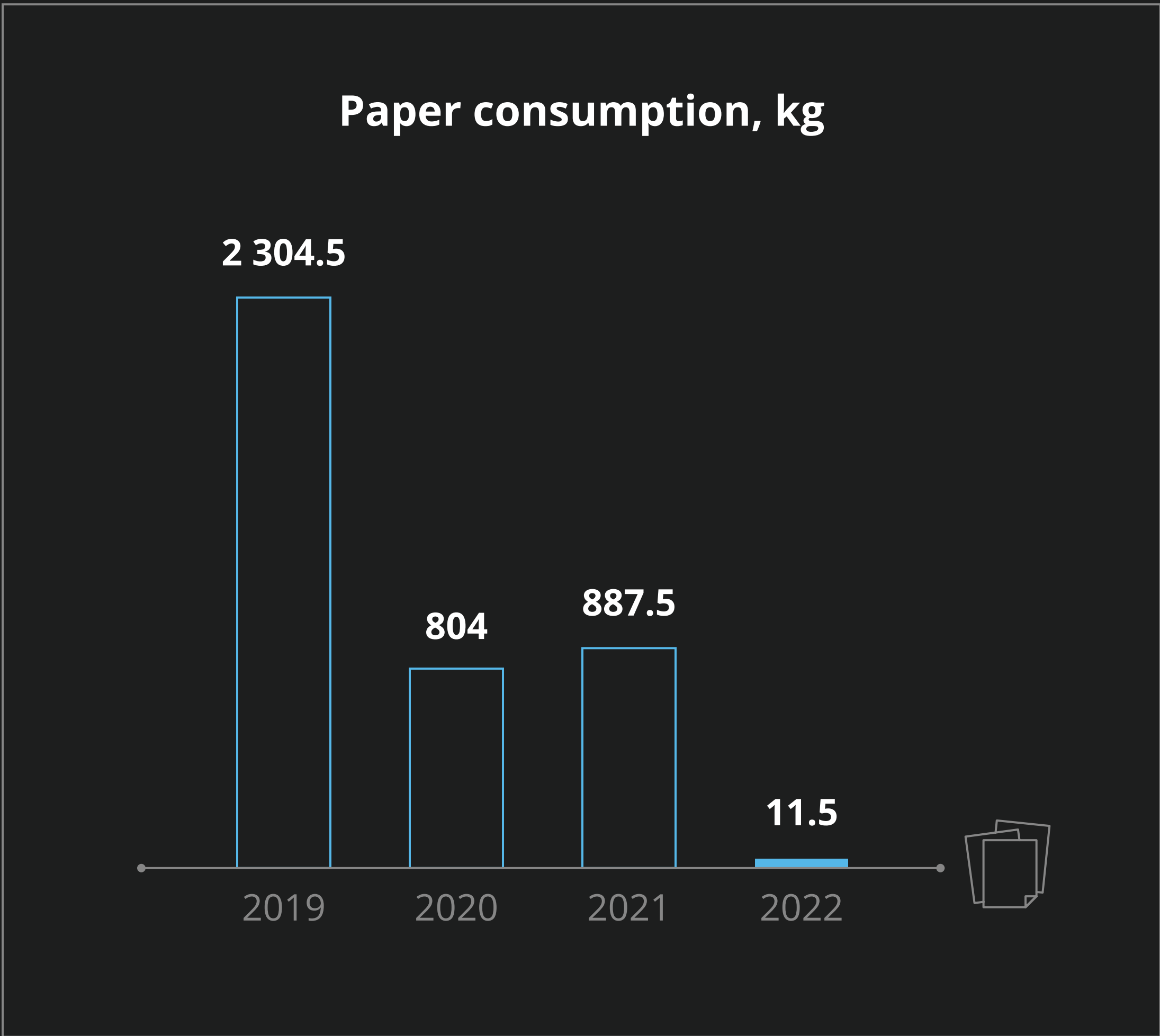
We always consider how our actions impact the world, striving to make it a better place

We recycle resources when appropriate in order to create a healthy turnover.

Electricity and heating consumption, kWh

- 1 613 562 — 2019
- 997 576 — 2020
- 667 638 — 2021
- 424 885 — 2022

Paper waste for recycling, kg

- 3 149 — 2019
- 506 — 2020
- 719 — 2021
- 263 — 2022
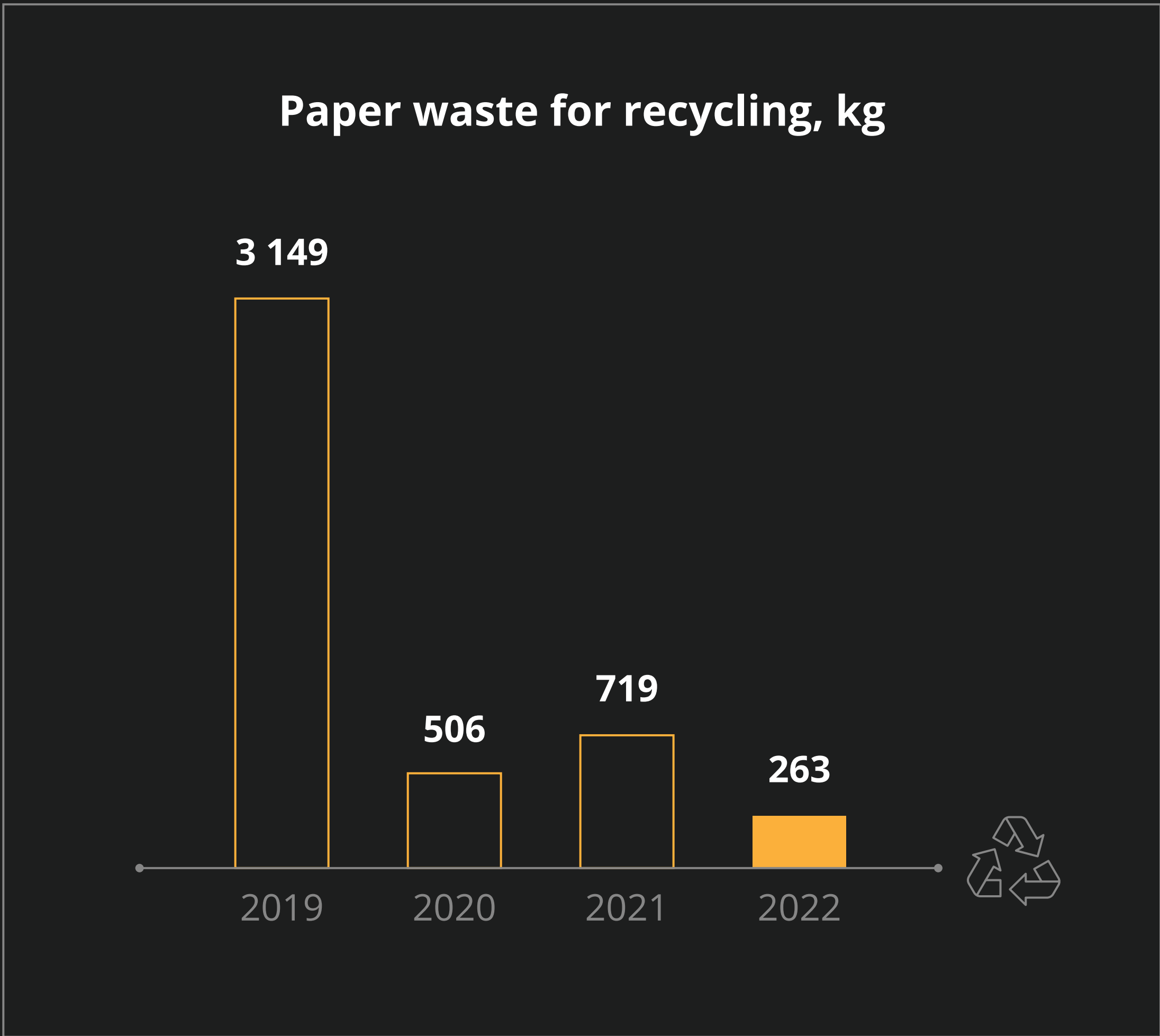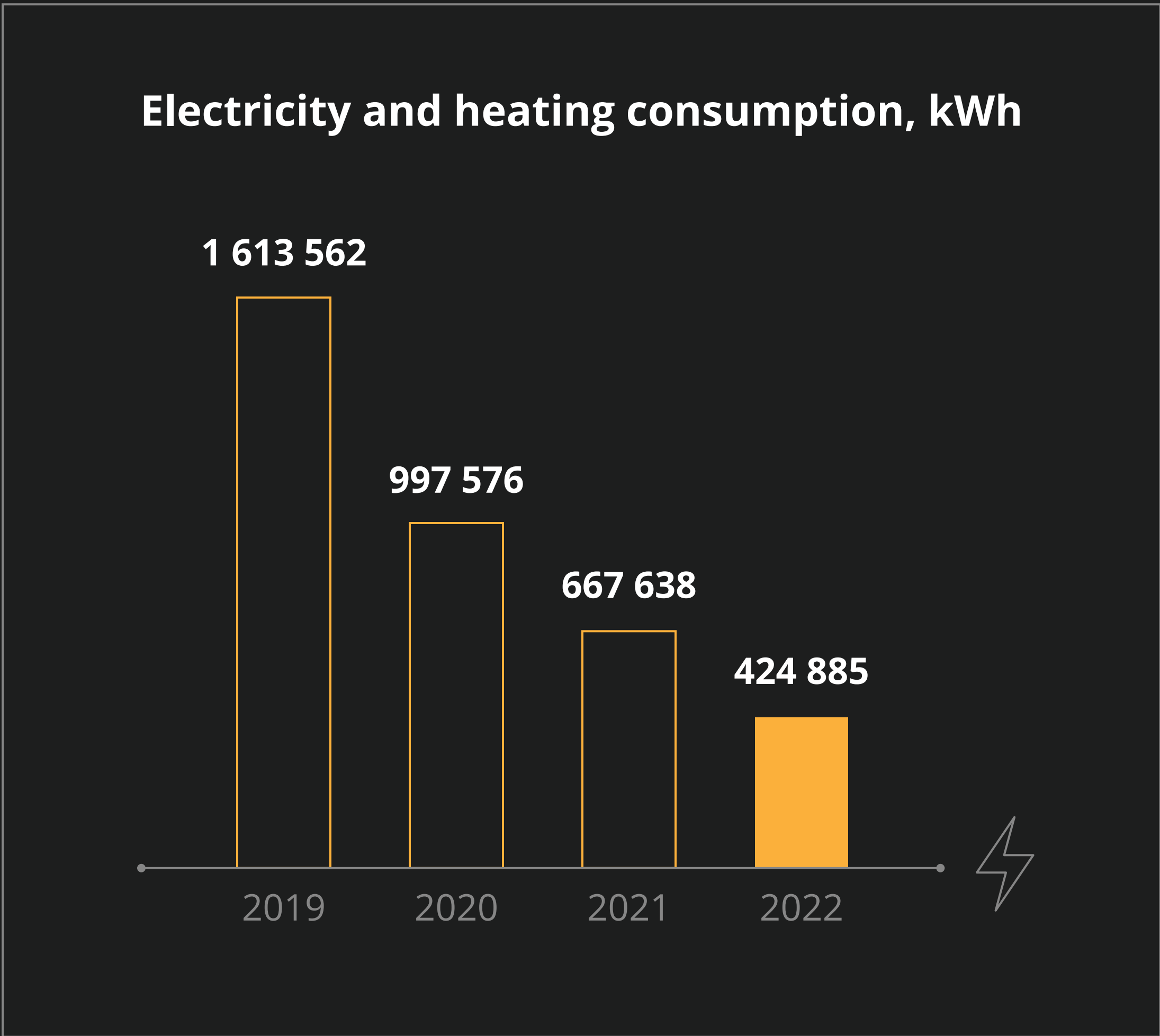
Reporting on Carbon Accounting

Infopulse is part of the Carbon Disclosure Project (https://www.cemasys.com), reporting on corporate performance in relation to climate change and gas emissions.

All emission source data are converted to «CO2 equivalents».

Carbon footprint (tons of CO2 equivalent):

- 2020 = 619
- 2021 = 367
- 2022 = 381 (increase due to relocation to safe places because of the war in Ukraine)

Data for reporting on Carbon Accounting are prepared and uploaded for each Infopulse office on a quarterly basis.
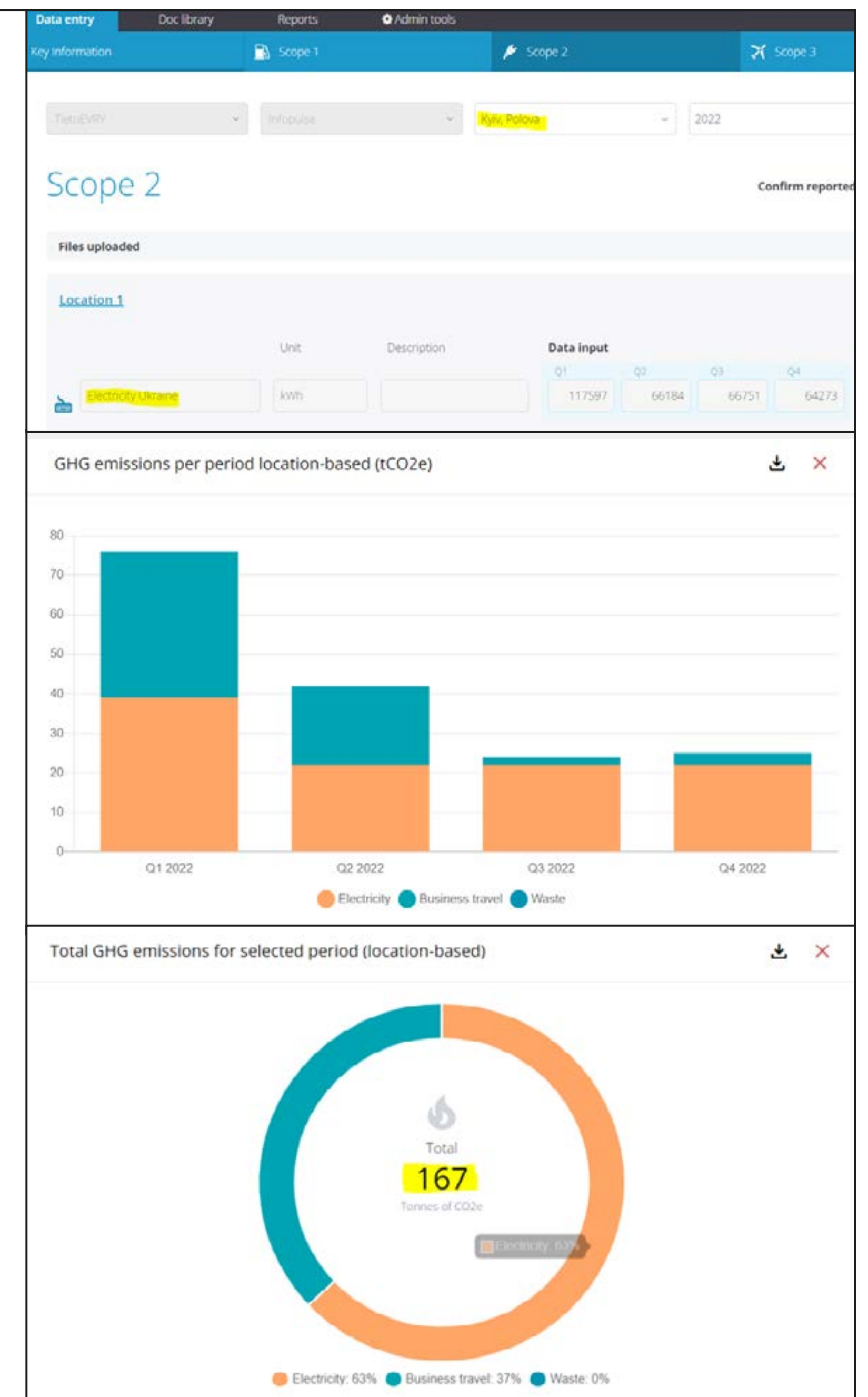
Infopulse Bulgaria took part in the World Cleanup Day on 17 September 2022

What:

The Infopulse community supported World Cleanup Day by volunteering for a team-building event, cleaning one of the beaches after the season was over.

Why:

1. To promote a culture of environmental responsibility and sustainability among the Infopulse Bulgaria community

2. To bring specialists from Ukraine and Bulgaria together in a purposeful and fun teambuilding activity, proving that **«People are our greatest asset»** is more than just a slogan.

3. To show Infopulse Bulgaria as an active unity, developing the potential for growth in the Bulgarian IT market.

How:

After some research, we chose a beach near Varna, Bulgaria. We worked out a scenario of activities and bought cleaning and hygienic supplies. We created a communication plan across the company, inviting people to join the event.

Results:

25 people participated. We went through the whole area; garbage bags were full, and afterwards, the beach looked much better than it did before.

Infopulse Poland volunteered to take part in the World Cleanup Day on 17 September 2022

What:

Ukrainian relocated specialists and their family members initiated volunteer teambuilding in Łódz, Poland, to clean the park territory.

Why:

To send the deepest «Thank you» message to Poland and Polish people who warmly welcomed Ukrainians that were escaping war, and to demonstrate this appreciation through concrete actions aimed at improving the environment of Poland.

How:

There was chosen a park not far from the accommodation for relocated specialists and their families, then specialists bought gloves and trash bags to clean the park and spent their personal time cleaning it.

Results:

100 people participated. More than 40 bags of trash were collected.
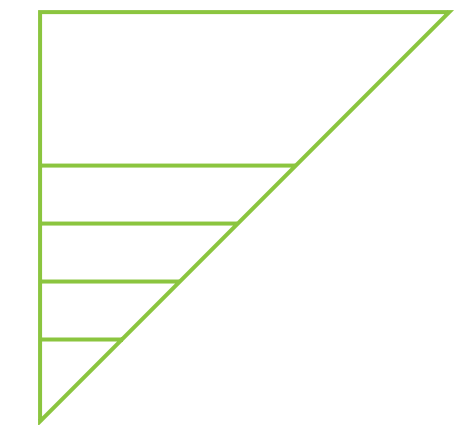
06 Fair operating practices_

Supply Chain Code of Conduct

We expect our suppliers to comply with the supplier conduct principles in our supply chain.

These principles are summarized in the Tietoevry Supplier Code of Conduct and require all our suppliers to:

respect **human rights**

be compliant with the **health** and **safety standards**

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

take a precautionary approach towards **environmental challenges**

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

assume responsibility for undertaking the contractual **anti-corruption** and **anti-bribery** management according to Infopulse Anti-Corruption and Anti-Bribery Management System, which is a part of the Corporate Integrated Management System compliant with the requirements of ISO 9001, 14001, and 27001

Any supplier undergoes a standardized tender procedure

Responsible procurement manager prepares a tender request form/purchase request

At least 3 commercial offers from different suppliers are considered

Value and conditions verification process

Comparison of commercial offers

01 → **02** → **03** → **04**

08 ← **07** ← **06** ← **05**

Tender results are approved based on Authority Matrix

Tender selection records are documented and filed

Supplier's selection based on criterion summary

Due diligence check-up

Financial transparency and accountability are supported by clear and regular actions
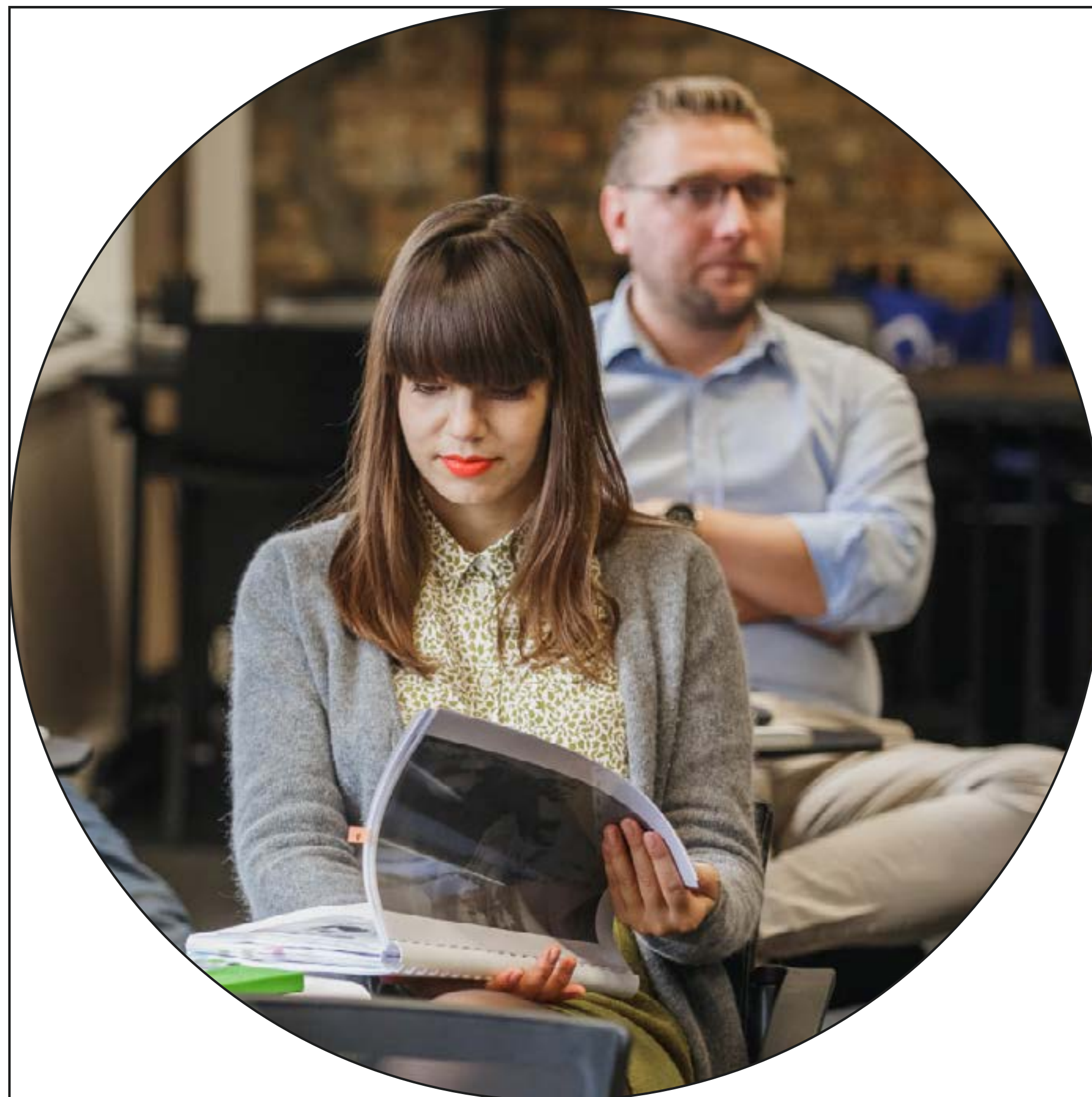
Financial controls project

Based on the 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.

External & internal financial audit

Infopulse is subject to an annual external audit of financial reports performed according to the International Financial Reporting Standards as well as internal governance audits.

Every new counterparty undergoes due diligence assessment to decrease financial and reputational risks

Clear, step-by-step check-up procedure in place

01 — Analysis of future cooperation with a counterparty

02 — Reputational check in open sources and via specially designated tools

03 — Financial check in open sources and via specially designated tools

04 — Analysis of Red flags identified

05 — Risk management and decision-making

06 — Ongoing monitoring
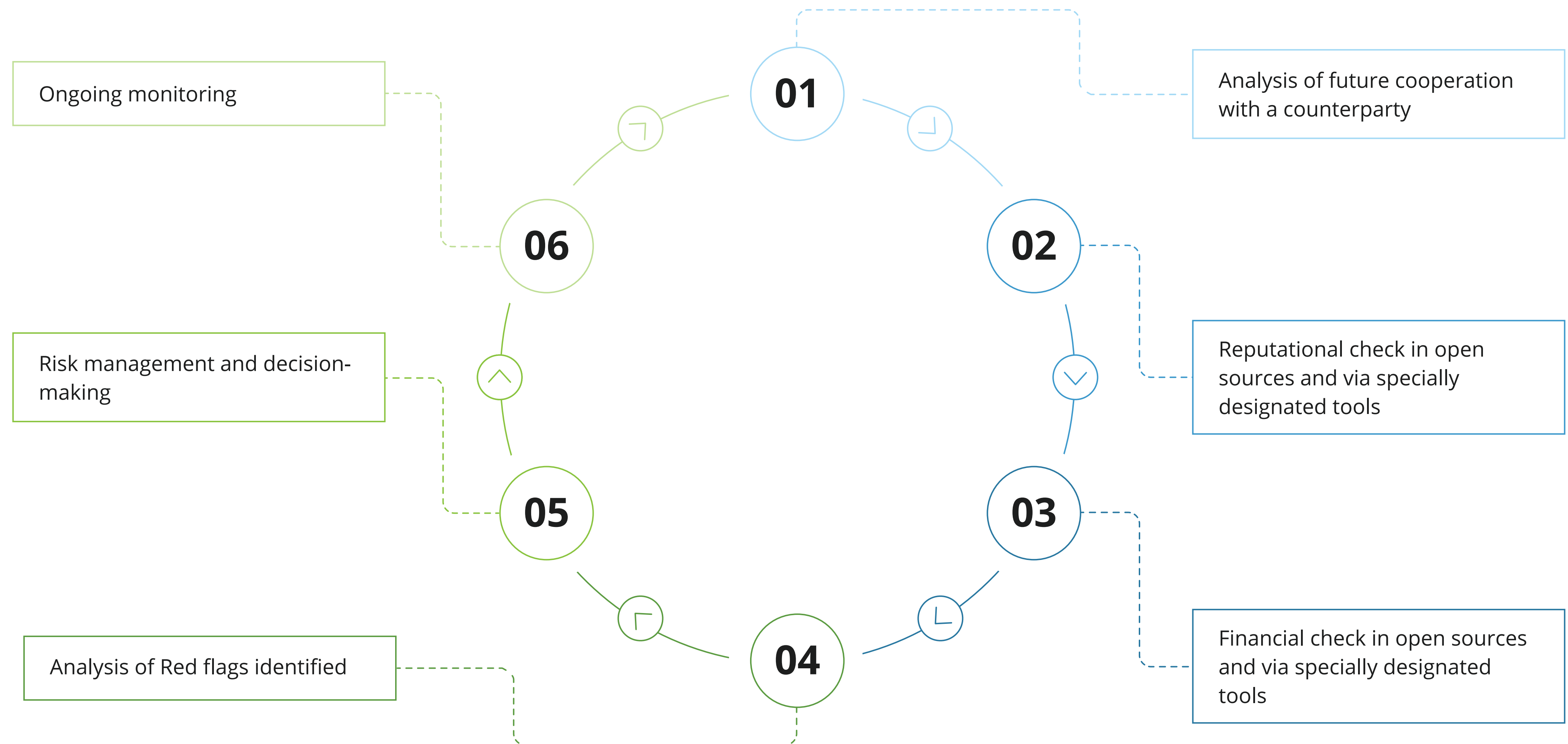
Infopulse anti-corruption and bribery management stands on several pillars
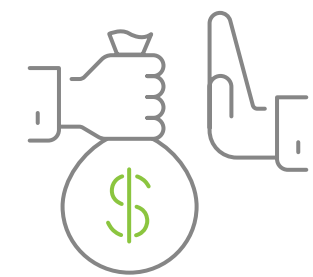
Anti-corruption training & materials on the internal site

System of inner financial controls based on materiality and risk factors

Accounting for purchases and sales is reflected in policies and procedures

Due diligence of all third parties, customers, suppliers as well as company specialists

Anti-corruption audit

Compliance and corruption incident management process

Approval of agreements by Compliance Officer
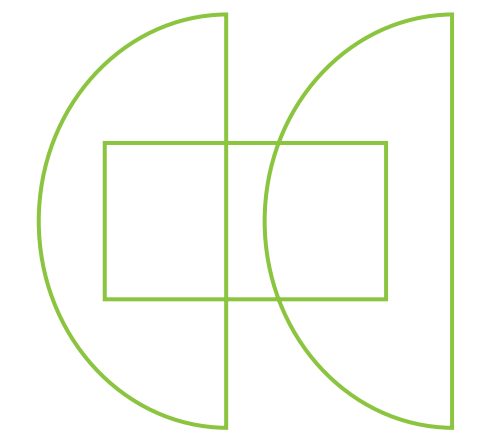
07

Consumer issues_

Principles of Personal Data Protection and Processing

GDPR principles introduced into the corporate environment

Lawfulness, fairness, and transparency

By implementing an appropriate set of internal controls, Infopulse ensures that all personal data are processed lawfully, fairly, and in a transparent manner in relation to individuals.

Purpose limitation

All data are collected for specified, explicit, and legitimate purposes, and these data are not further processed in a manner that is incompatible with those purposes.

Data minimization

We process only adequate and relevant data that is limited to what is necessary in relation to the purposes for which it is processed.

Accuracy

The processed data should be accurate and up-to-date. Infopulse takes every reasonable step to ensure that inaccurate or obsolete personal data are erased or rectified without delay.

Storage limitation

Infopulse keeps personal data for no longer than is needed for the purposes they are processed and during the period of time required by applicable law.

Integrity and confidentiality

Infopulse implemented an ISO 27001-certified corporate security management system, which ensures the appropriate security of the processed personal data, including protection against unauthorized or unlawful processing and accidental loss, destruction, or damage, using appropriate technical or organizational measures.

Our partnerships help us improve our business and serve our customers better

European Business Association (EBA)

European Business Association is a non-profit organization, which aims to build a strong business relationship between Ukraine and Europe, uniting 800+ companies.

Infopulse has been its member since 2011, getting reliable partnerships, information, and support in legal, business, and multi-cultural topics.

This also gives the opportunity to participate in discussions and solve important matters at an EU level.

IT Ukraine Association

IT Ukraine Association is the biggest IT community in Ukraine. As a result of a general meeting of its members in 2018, Infopulse was included in executive committee.

Norwegian Ukrainian Chamber of Commerce

The association «Norsk Ukrainsk Handelskammer/ Norwegian Ukrainian Chamber of Commerce» (NUCC) is established to stimulate increased commercial cooperation between Norway and Ukraine.

Ukrainian Hi-Tech Initiative

Ukrainian Hi-Tech Initiative provides support in selecting partners and providers of IT outsourcing services, and professional consulting services on business and legal specifics of conducting and setting up business in Ukraine.

The association supports the promotion of the Ukrainian software development and

IT outsourcing services industry helping Ukraine become one of the most acknowledged and attractive outsourcing destinations.

Our partnerships help us improve our business and serve our customers better

Lviv IT Cluster

Lviv IT Cluster is a community of IT companies, authorities, and educational institutions determined to work on the development of the IT sector and the Lviv region through education, promotion of the industry (city, region, companies), and infrastructure.

Kharkiv IT Cluster

The mission of the Kharkiv

IT Cluster is to develop a favorable environment for IT business in the Kharkiv region.

Strategic directions:

- Education
- Kharkiv region — top IT location
- The infrastructure of the city
- Legal support and protection
- IT community and its values
- IT4Life

IT Association Vinnytsia

The Vinnytsia IT Association was created to develop and popularize the information technology industry in the city of Vinnytsia.

Strategic goals:

- Initiation and moderation of IT events in the city, creation of the Incubator, a single vector with universities and schools
- Cooperation with the authorities, security of activity, PR campaigns, and infrastructure projects
- Promotion of quality training of new specialists and development of existing professionals at the level of the entire city

Our partnerships help us improve our business and serve our customers better

Software Development Association Poland (SoDA)

The organisation, which aims to promote, support, grow, and integrate Polish software companies, strives to unite the industry by searching for synergies and co-operations.

The Pro Progressio Club

The organisation deals with the development of the Modern Business Services (BSS) sector.

The main activity is to run the Pro Progressio Club associating companies that are market leaders in this sector and its environment, by publishing professional industry media, thematic and investment reports, and organizing substantive events.

MarkWay

The organization aims to provide customers with state-of-the-art information technologies. They strive to provide the lowest total cost of ownership and at the same time meet the existing needs and identify possible future demands. This is only possible because MarkWay knows in depth the two sides of this coin: the manufacturers and their solutions, with all the weight of their administrative, commercial, and legal structure, and often with little adherence to the customers and the Brazilian market; and customers from different market segments with many differences in their structures and requirements.

To develop our focus industries and share current trends and insights, we hosted & attended a wide range of events

«Successful Cases of Cyberattacks Prevention in Ukraine: Practical Experience for Poland» in Warsaw

«Microsoft Days in Poland: Unlock the Potential of IT Solutions and Maximize their ROI» in Łódź, Warsaw, and Katowice

«Infopulse Telco Day in Rio de Janeiro, Brazil: Overcoming Telco Challenges in Times of Change»

Happy Hours: HR Meetup in Rio de Janeiro, Brazil

«Hyperautomation and Data Management» Event in Sofia, Bulgaria

«Automation of Core Banking Business Processes» in Sofia, Bulgaria

To develop our focus industries and share current trends and insights, we hosted & attended a wide range of events

IoT Summit in London, UK

«3 Strategies to Survive Business Uncertainty: BCP, Security, and Digitization» in Frankfurt, Germany

5G World Summit 2022 in Amsterdam, Netherlands

IT Summit in Berlin, Germany
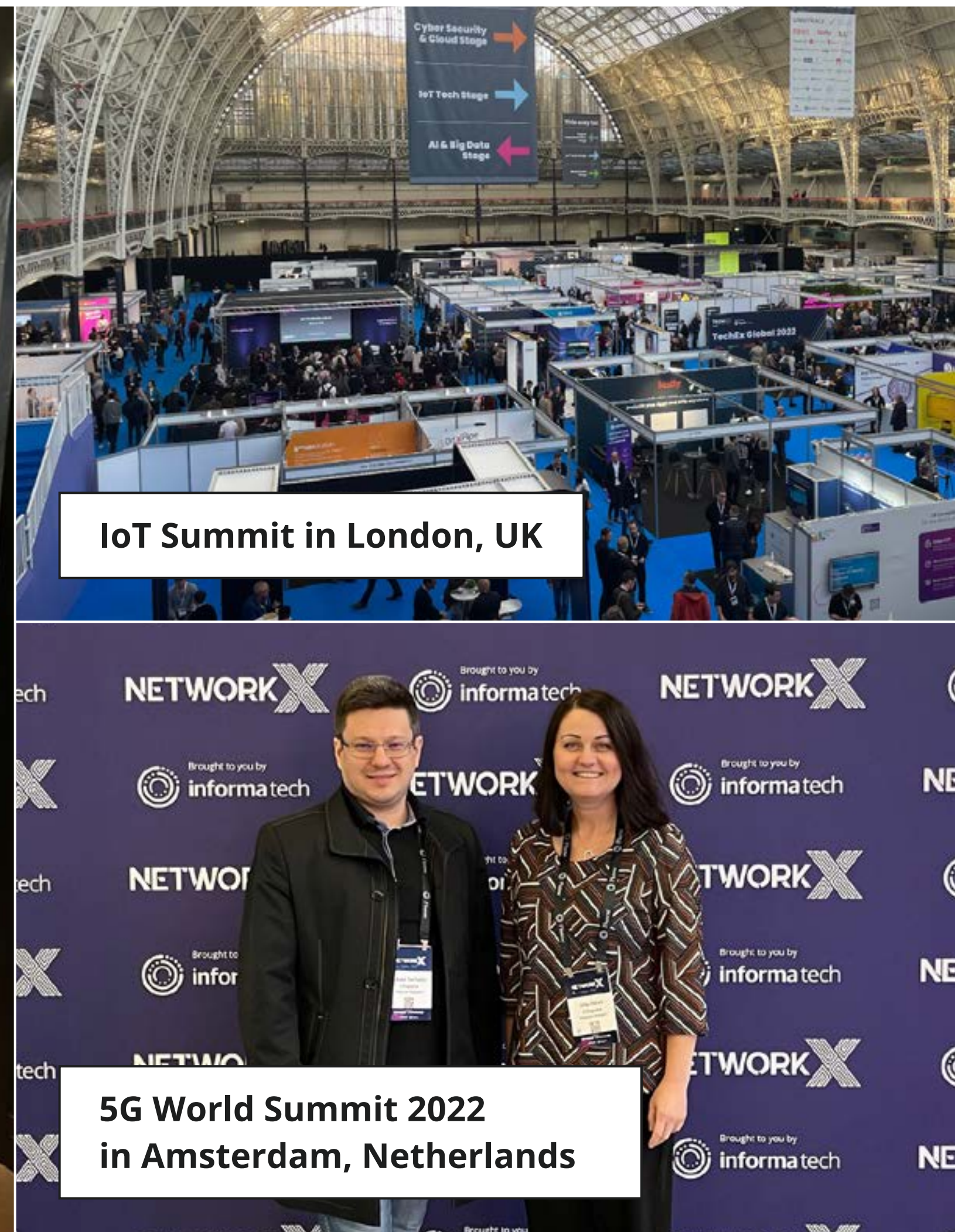
Sharing and gaining knowledge on various external professional meetups is a source of new IT perspectives

Warsaw IT Days 2022

Work Fairs in Gdańsk

BSS Forum

Warsaw IT Days 2022

The Hack Summit

Devoxx Poland 2022

DevConf 2022, Łódź

Dev Challenge XIX
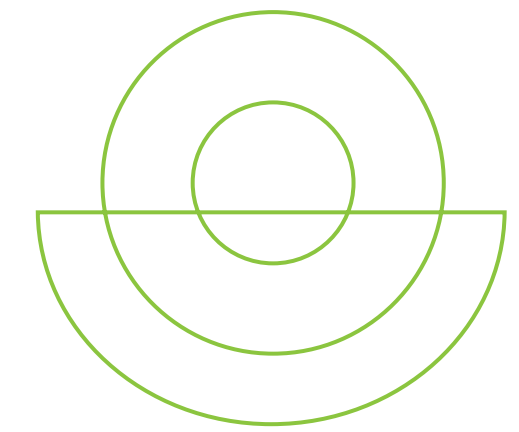
infopulse

08

Community involvement & development_

Community involvement and development at Infopulse is realised via 3 directions

Volunteer activity

Charity

CSR projects

In 2022, the whole world faced the full-scale war of russia against Ukraine, which shocked everyone. In a tragedy like this, only unity can help us win.

The priority of Infopulse CSR activities was the support of Ukrainian defenders, and at the same time, we implemented a lot of initiatives for those in need.

Welcome to our **Gallery of Unity** — see how our community brings positive change to life.

"

United we **stand**, divided we fall.

Aesop

The most astonishing result of the year — «HELP», an email platform for individual fundraising

What:

Infopulse created a separate email channel for private volunteer fundraising for specialists.

Why:

In addition to volunteer donations within internal projects or public external ones, many people started to help the Armed Forces of Ukraine, refugees, abandoned pets, and hospitals, as well as to help with relocation logistics, etc. and required a platform to communicate the needs of their initiatives.

How:

Volunteering specialists sent their requests through the channel, and the community responded in a corresponding way — from giving a car ride to a safer city to making a financial donation. On a weekly basis, CSR specialists checked emails and checked the statuses of the requests.

Results:

ASTONISHING.

389 Infopulsers placed
853 requests for help

UAH
29 000 000
collected

Anchor project of 2022 — «Shoulder-to-Shoulder»: both the company and the community united their efforts to help protect the defenders

What:

A joint project of Infopulse Ukraine and our community aiming to help mobilized specialists or close relatives of specialists with footwear, clothes, medical kits, personal life-saving equipment, technical devices, etc.

Why:

Human life and safety will always be the priority of Infopulse, and we wanted to protect those who put their lives at risk every day, defending Ukraine and our families.

How:

We announced an open fundraising campaign to the community where donations were made into a separate account of a partnering charity foundation, and afterward, the project team collected requests from the mobilized specialists, processed them, purchased the goods and delivered them to the defined location. The Infopulse company also made a donation to this initiative. The process was guided by the in-house CSR team.

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ПЛІЧ-О-ПЛІЧ

UAH

2 550 000

collected

Results:

1 485 items purchased

x4

x6
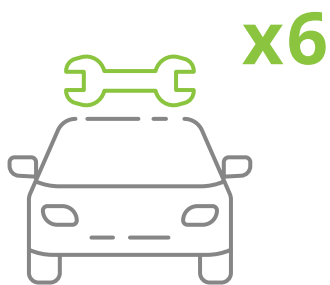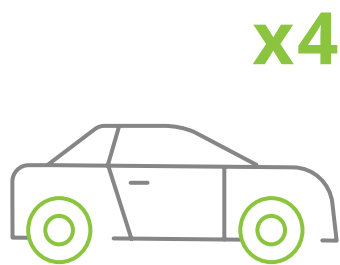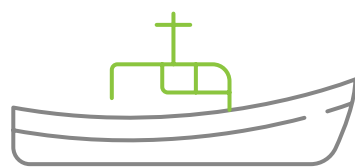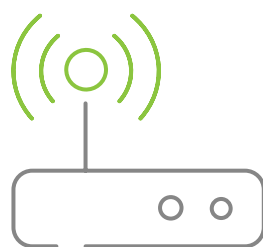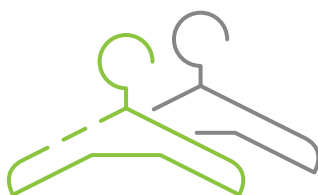
Focused project of 2022 — «Pulse of Freedom»: the company and the community united their efforts to accelerate the victory

UAH
1 126 383
collected

What:

A joint project of Infopulse Ukraine and our community aiming to purchase cars for Ukrainian warriors.

Why:

The Armed Forces of Ukraine need to increase the speed and efficiency of the military subdivisions and need pickup trucks on a constant basis.

How:

Infopulse made an investment into the production of an exclusive collection of 7 pieces under the name «Pulse of Freedom», created a communication flow, and promoted the purchase campaign. The goods were offered at a price that corresponded to the cost of manufacturing with a call to add a donation in order to raise funds for the purchase of military pickup trucks. The initiative was guided by the in-house Communications team.
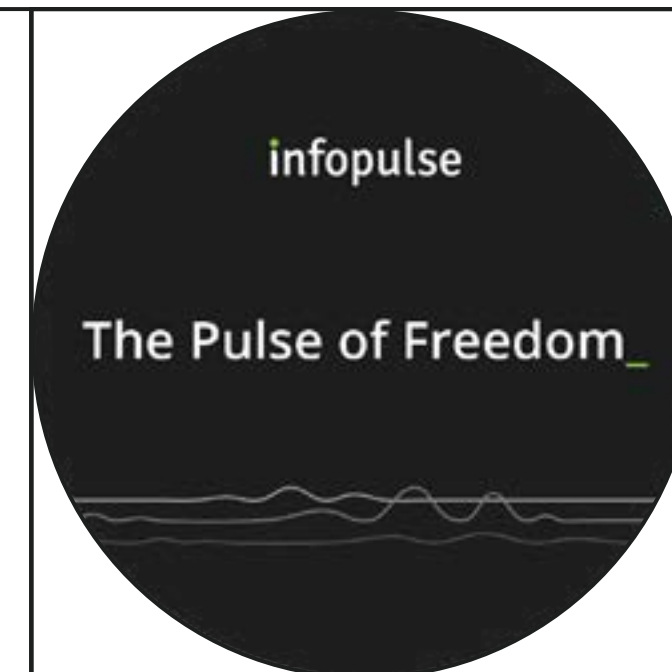
Results:

Total **995 items** sold

4 cars purchased

Thermos **197**

Fleece **169**

Bottle **188**

T-Shirt **165**

Towel **132**

Shopper **75**

Stickers **69**

Infopulse as a company acted in all possible directions, using all available resources to accelerate the victory

What:

The company supported Ukraine's armed forces by wisely managing the expenses on an annual basis and trying to use every opportunity to support the army with funds, technical equipment, and pro-bono actions.

Why:

While many international organizations and foundations were eager to eradicate the consequences of a humanitarian crisis, they were cautious to support the Armed Forces of Ukraine. As the government acts on the international political arena to negotiate the needed munitions, the armed forces also need IT equipment, expensive drones, and thermal equipment. They also need technical expertise from engineers to work out technical solutions to improve efficiency.

How:

The company revised cost centers and reduced some expenses in favor of charity donations to foundations and requests from the UA military forces. Also, instead of reselling the used IT equipment, it was donated per request to military platoons. Moreover, a team of dedicated specialists was working with the Ministry of Defence to serve their needs.
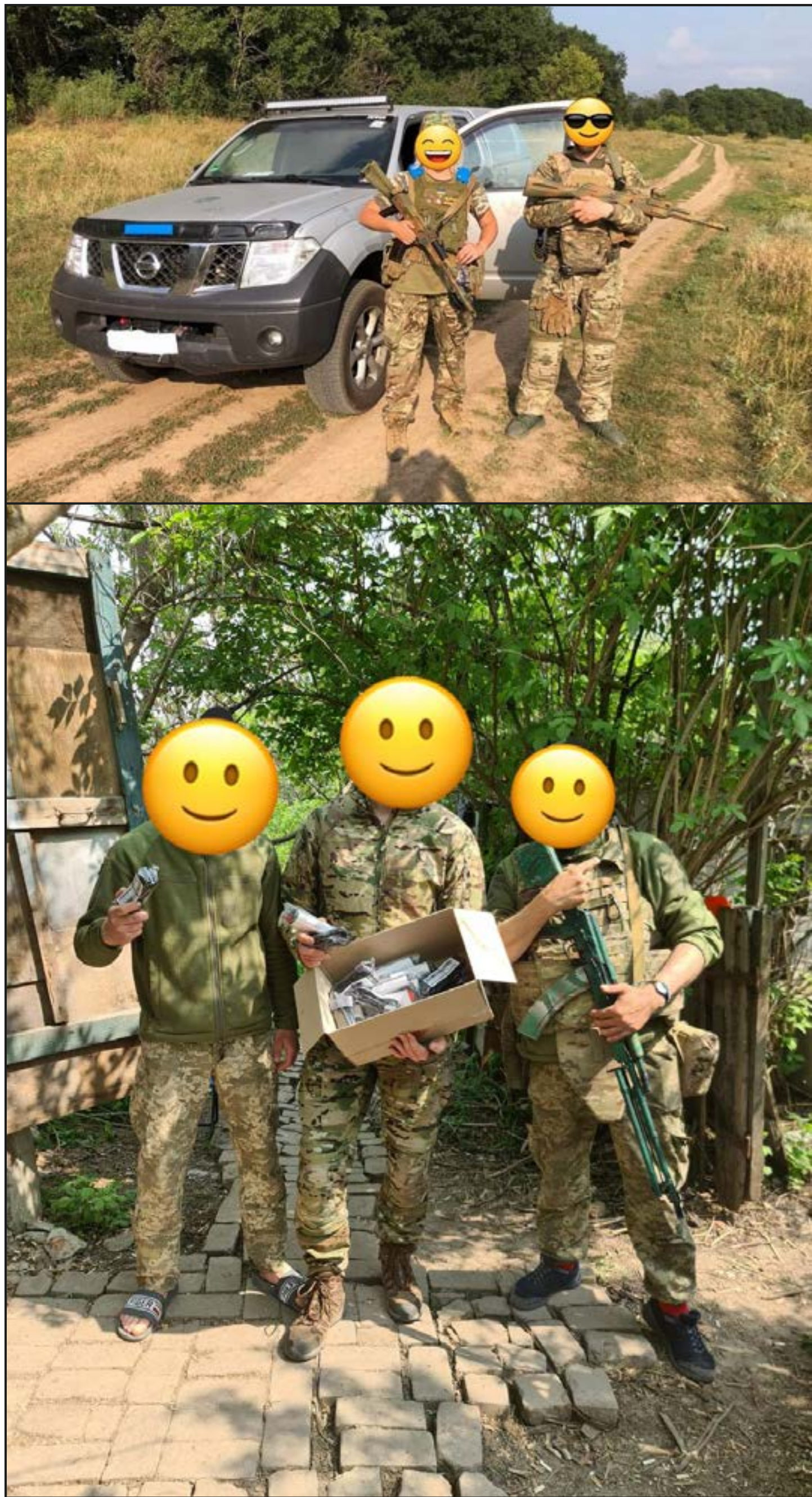
Results:

UAH 4,2 mln donations

2 627 pcs. of furniture

761 pcs. of IT equipment

Cloud solution developed for UA Ministry of Defence

An Initiative by Tietoevry BU: «UA-Army Donations»

What:

Our Tietoevry BU launched initiative of their own. «UA-Army Donation» campaigns have been aimed at the support of our Infopulse specialists and their relatives or close people who are defending Ukraine and our freedom as a part of the Armed Forces of Ukraine. These campaigns were initiated and driven by the Tietoevry BU Management team with the support of the Infopulse community.

Why:

After 24 February 2022 when russia started the full-scale war in Ukraine, the Tietoevry BU Management team started to think about how we could help the Armed Forces of Ukraine to win this war. After getting some advice from the Corporate CSR team, the decision was made to help people we know and process their specific requests.

How:

The Tietoevry BU Management team launched regular meetings and met twice a week for sync-ups. This process was supported by short calls and regular updates.

Results:

From March till December 2022, we managed to raise UAH 1 652 million and process 37 requests. Over 200 people made donations for the following items:

713 tourniquets	**12** radio transmitters	**2** drones
100 raincoats	**10** bulletproof vests	**2** thermal imagers
69 sleeping bags	**6** military shovels	**1** car carriage
30 tactical scissors	**5** tactical vests	**1** range finder
20 first aid kits	**3** picatinny rails	**1** Starlink
16 tactical headsets	**3** military collimators	
13 military helmets	**3** power generators	

An Initiative by our Telecom BU: Supporting Ukrainian Defenders

What:

Our Telecom BU held fundraising campaigns to cover on-demand requests from Ukrainian defenders (equipment, medicine, food, etc.).

Why:

To provide targeted support to those who are currently serving in the UA Army:
a) Telecom BU specialists; b) verified requests from outside Infopulse.

How:

Get a request > research > launch a fundraising campaign > purchase necessary items > deliver them > report.

Results:

3 fundraising campaigns held.

UAH 34 000

3 tablets for the military troop in which one of the Telecom BU specialists is serving

UAH 43 000

A **walkie-talkie set**

UAH 15 000

Bulletproof gear, **food**, and **medicine** for border guards

An Initiative by our Telecom BU: a Charitable Auction

What:

Our Telecom BU held an online charitable auction — **FIRST EVER AT INFOPULSE!**

Why:

To raise money for a pickup truck for the military troop in which one of the Telecom BU specialists is serving.

How:

5 lots from different locations (Brazil, Turkey, the UK, and Ukraine (2 lots)) were auctioned during the online end-of-year event.

Results:

Together with the corporate project «Shoulder-to-Shoulder» the needed pickup truck was purchased and delivered.

Charitable Auction

UAH

160 000

raised

October 14 — Defender's Day: Care and Respect for Our Heroes

What:

On 14 October, Ukraine celebrates Defender's Day. In 2022, this holiday was more important and special than ever, as almost 60 of our specialists were serving in the Armed Forces of Ukraine.

Why:

To show our care, respect, and gratitude to our specialists protecting our freedom and democracy.

How:

We assembled gift packages with treats and sent them to our mobilized specialists.

Results:

Our brave soldiers, who are risking their lives for our country, were extremely touched by the recognition of their efforts.

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Infopulse supported communities of Lviv and Vinnytsia eliminating the consequences of a humanitarian crisis via donations in the amount of UAH 548 000

What:

The company made donations to foundations, supporting the civilian population during the war.

Why:

After the russian invasion, thousands of people suffered a lot of hardship — ruined or damaged homes, no access to education, etc.

How:

From the first days, the company directed funds to support refugees in the western part of Ukraine, namely, in Lviv we provided a grant to equip a shelter for refugees. After heavy shelling, the Vinnytsia office of Infopulse donated funds to reconstruct broken windows in damaged buildings. Considering education to be one of the highest priorities, the company also donated funds to a joint project of other IT companies to equip school bomb shelters with Internet access.

Results:

Shelter for refugees **UAH 100 000**
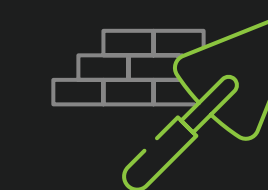
Reconstraction of destroyed buildungs **UAH 365 000**

Internet at school air-raid shelters **UAH 183 000**

An Initiative by our Telecom BU: Fundraising for «Starenki»

What:

The BU community decided to hold fundraising campaigns to provide food aid for senior people in need.

Why:

It is difficult for senior people without families to cover utility bills and buy essential medicines and food for their low pension money. After the full-scale war began, the level of help provided to them decreased due to the migration of the financially capable people, increased unemployment rate, as well as other war-related issues.

How:

The BU community launched fundraising for food packages. All the raised money was transferred to the charity foundation «Starenki» that bought, packed, and delivered aid packages.

Results:

UAH 35,5k raised, **65 food packages** were provided for senior people in Boryslav (the Lviv region).

Children drew some inspirational pictures for the team of One of the Big 4 BU

An Initiative by One of The Big 4 BU: Christmas for the Children of Heroes

What:

Thousands of Ukrainian children have lost their parents due to russia's war against Ukraine. Our One of the Big 4 BU invited other specialists to join the charity initiative together with the charity fund «Children of Heroes» to give Christmas presents to those children in need who are under the fund's protection.

Why:

We unite with partners to help the children in need affected by the war in Ukraine and deprived of the opportunities that many other children have.

How:

The fund generated a unique QR-code for donations specifically for One of the Big 4 BU. Thus, we invited specialists to donate some money using this code.

Results:

Thanks to everyone's efforts at One of the Big 4 BU, we raised **UAH 25 500**. This money was spent on Christmas gifts for children of heroes. In particular, the charity fund «Children of Heroes» purchased power banks, board games, and Lego construction sets for children.

Technological Services BU: Create a Miracle for a Child

What:

This initiative is already a tradition for Technological Services BU. Each year, team members collect money to support the charity fund «Ya-Mama!» («I'm a Mom») in preparation for the St. Nicholas Day celebration.

Why:

The wards of this shelter are children with mental and physical disabilities. They need support and care more than anybody else, especially now, especially in Ukraine. The very least we can do is create a small miracle for them during the Christmas season.

How:

Our joint efforts allowed us to collect money for gifts and organize celebrations for children. The money was transferred to the management of the fund.

Results:

The proceeds were used to buy toys, sweets, medicine, and other necessities for the wards of the fund.

World Blood Donor Day

What:

On the occasion of **World Blood Donor Day**, which is celebrated on June 14, Infopulse invited its specialists to donate blood and in such a way join the worldwide donor movement.

Why:

Donor blood is needed constantly to save other people's lives: soldiers, pregnant women, cancer patients, patients during surgeries, victims of disasters, people affected by military actions, etc.

How:

We made a call to donate blood among specialists in the representative offices of Infopulse in Ukraine, Poland, Bulgaria, Brazil, and Germany. We also provided a list of blood donation centers as well as overall information and rules.

Note:

A confirmation of blood donation allows Infopulse specialists to have additional days off.

Chestnut Run is a good tradition of Kyiv Day celebration

What:

Annual charitable sports event aimed at purchasing cardiological surgery equipment for Ukrainian Children's Cardiac Centre.

Why:

Funds collected within the scope of the project are directed to the purchase of necessary equipment and consumables for the Centre of Paediatric Cardiology and Cardiac Surgery of the Ministry of Health of Ukraine.

How:

Specialists were invited to register for the charity marathon and pay the charity contribution. After that, they had to print their numbers, go for a 5 km run at a convenient time and in a safe place, and make a post on a social network with a chestnut (leaf, flower, or tree) — the symbol of the run — and, if possible, with the symbol of Infopulse (corporate logo or flag).

Results:

The run was held in the individual format yet uniting 36 infopulsers who ran the distance on their own on the same day.

Mix of Volunteering and Charity: Szlachetna Paczka Involvement 4th Year in a Row

What:

For the 4th year in a row, Infopulse Poland and the Szlachetna Paczka volunteer organization support low-income families before Christmas. This year, due to the war of russia against Ukraine, the Company helped twice supporting refugees from Ukraine.

Why:

Within the first month of the full-scale war in Ukraine, many refugees fled with no funds, with some of them having special needs and an even bigger need for help. Christmas is also the time when low-income families with kids who have special needs find themselves in a desperate situation because they cannot afford presents.

How:

In both cases, Infopulse Poland had a fundraiser across the community, adding a sum almost equivalent to the collected funds. They purchased the requested goods and delivered them with the help of volunteers or personally.

Results:

Summer: goods equivalent to **PLN 3 000** donated; Christmas: goods equivalent to over **PLN 7 000** donated.

2022-2023 CSR-oriented Festive Season Donation to Childhood Cancer Foundation «Krab»

What:

Over the past few years, Infopulse has adopted a new practice of a more CSR-oriented festive season communication with our clients, where instead of sending small holiday gifts to our clients, we conduct charity activities. Small things are important, but you can do something bigger if you do it together.

Why:

Due to the war, in 2022, Ukraine was forced to cut or minimize a lot of important budget programs, including those related to medical support. At the same time, economic depression reduced the ability of patients to finance their diagnostics and treatment.

How:

This year, we intend to provide support to the Childhood Cancer Foundation «Krab», a charitable foundation established by parents whose children were treated in the Department of Paediatric Oncology of the Ukrainian National Cancer Institute. It was decided to purchase Gadovist, a medicinal product used for adults, children, and infants as the contrast to empower MRI diagnostics. Better contrast images boosted by Gadovist enable better diagnostics and differentiation of pathological and healthy organs and tissues.

Results:

USD 5 000 was donated to the Charity Foundation «Krab» and allowed to purchase 200 doses of Gadovist injections for better diagnostics and, as a result, **better treatment of 200 people**.

Charity: Infopulse Bulgaria Donations

What:

We decided to collaborate with BSDA, a respected NGO in Bulgaria, and together we made donations to a state institution for persons with intellectual disabilities in Banya, Bulgaria.

Why:

- Infopulse is a people-driven company with a high level of social responsibility, and we wanted to show once again that this is the case.
- This initiative coincided with our belief system, and we decided that our collaboration with BSDA and a donation to this particular institution will be a great opportunity to put smiles on people's faces, especially for Christmas, and promote our company.

How:

We bought the presents beforehand and traveled to the institution on Friday, December 16, 2022, to deliver them.

Results:

We donated **EUR 470** to buy Christmas gifts and formed a good professional relationship with a quality NGO which we can work with again in the future.

International Homeless Animals Day

What:

On the occasion of International Homeless Animals Day, which is celebrated every year on the third Saturday of August, Infopulse organized our first international initiative dedicated to helping homeless animals.

Why:

To support animal shelters that need medicine, hygienic products, specialized food, cereals, and other things.

How:

A fundraising campaign was organized among specialists to cover the basic needs of animals (treatment and feeding). We took part in animal socialization to help pets find their forever homes.

Results:

The event was held in all Infopulse countries: Bulgaria, Brazil, Poland, Germany, and Ukraine. Together, we managed to collect **EUR 2,000** to help **7 animal shelters** that needed food, medicine, and hygienic products. Some specialists personally visited the shelters to help physically and give their love to our four-legged friends.

IT's Pets Calendar 2022

What:

While visiting the animal shelter «Sirius» near Kyiv, Ukraine, our Sales & Marketing team took pictures of pets and later used them for a charity calendar, sold within the Company. All gathered money was donated to the shelter.

Why:

To support animals, make the charity process more accessible, and help pets find their forever homes.

How:

Our Marketing team designed and printed calendars with funny and cute descriptions for each pet.

Results:

UAH 20,2k was transferred to the shelter «Sirius». A few dogs and cats featured in the calendar found their owners soon after.

In Ukraine

In Poland

Hour of Code

What:

We supported the Hour of Code, an international educational initiative, aimed at promoting the IT industry and teaching youngsters/schoolchildren the basics of computer science.

Why:

It is important to «spread the light of science» among children, and it is an additional inspiration for Ukrainian children who are currently forced to study during a full-scale war in hard conditions.

How:

In Ukraine, students of 7th-8th grades of different schools in Chernihiv, Kyiv, Lutsk, Lviv, Zhytomyr became listeners of a specially-designed interactive computer science lessons.

In Poland, it was done in a form of a discussion panel about career opportunities in IT.

Results:

28 pupils certified, 4 awarded. All of them became more interested in information technologies.

Parent company Tietoevry supports Ukraine during the war

Corporate initiatives by Tietoevry:

- Canceled all operations on the russian market
- Donated to a charity fund supporting humanitarian needs in Ukraine
- Provided financial support for a new mental health center in Lviv, offering psychological assistance to those affected by the war
- Sent laptops to Ukrainian students forced to study online due to air strike hazards

Employee-led campaigns at Tietoevry:

- Fundraising to finance lower limb prosthetics for our Ukrainian specialist wounded in Mariupol
- Participating in public support marches and organizing support activities in the offices
- Providing practical help to our specialists relocated with their families to the Nordics
- Fundraising to support the families of our fallen heroes

2022 — the year, which made us strong and unstoppable
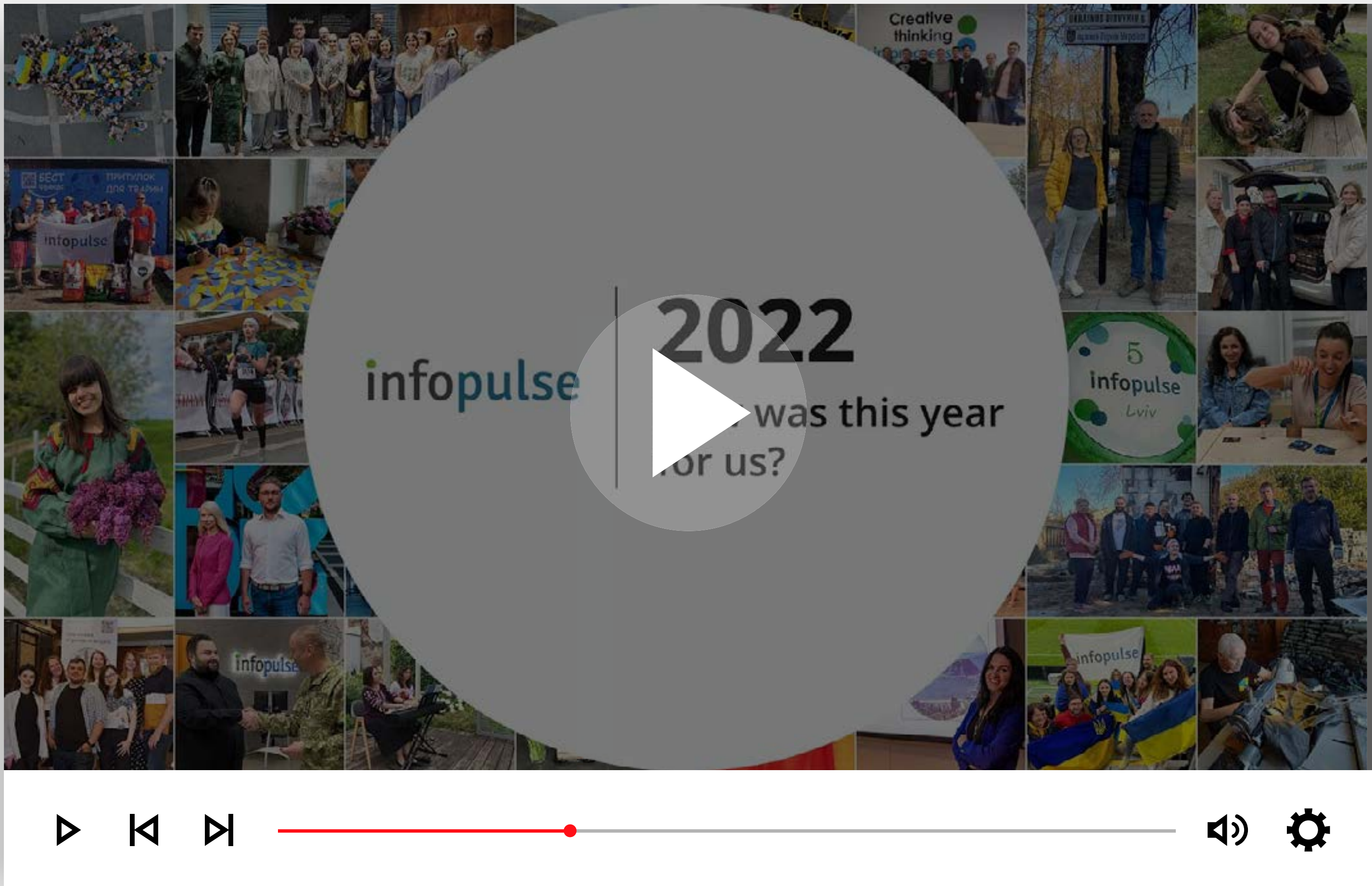
Locations

Delivery centres in 5 countries: Poland, Germany, Bulgaria, Ukraine, and Brazil

Infopulse Poland
Łódź
Phone: +48 (606) 291-154

Infopulse Germany
Frankfurt am Main
Phone: +49 (69) 505-060-4719

Infopulse Bulgaria
Varna
Phone: +359 (876) 92-30-90

Infopulse Ukraine LLC
Kyiv
Phone: +380 (44) 585-25-00

Infopulse Brazil
Rio de Janeiro
Phone: +55 (21) 99298-3389

Acknowledgments

This report has been published with the efforts of this team:

Andrey Anissimov, CEO, Co-founder

Alexey Sigov, President, Co-founder

Lyubov Yudenko, Operations Leader

Andrew Strazhnikov, Head of Europe Market

Marina Tirshu, Head of Benelux/Strategy Officer

Alexander Kolotinets, Head of Delivery Center

Oryna Ignatieva, CSR Team Leader, Operations

Viktoriia Slobodiuk, Junior Communications Manager, Operations

Anna Vlasyuk, Expert Communications Manager, Operations

Oksana Hordiienko, Senior Designer (Graphic design), Information Technology

Oksana Sytnyk, Head of Section, Operations

Olena Korniichuk, Team Leader, Operations

Anastasiia Kolbushkina, Senior Communications Manager, Operations

Yana Trehub, Communications Manager, Operations

Ganna Shevchenko, Head of Section Financial&Legal

Anna Nefodova, Team Leader, Business Development and Marketing

Vadym Kovalevskyi, Team Leader, Business Development and Marketing

Oleksiy Anisimov, Expert Process Manager (Privacy Management), Operations

Kristina Osipova, Head of Section, Operations

Iryna Araslanova, Senior Administrator, Operations

Valerii Boiko, Delivery Manager, Operations

Olha Haidamachenko, Junior Analyst (HR Reporting), Operations

Evgeniya Tonkonog, Chief Accounting Officer

Maryna Shamonina, Expert Financial Controller, Financial Legal

Nataliya Kotsiura, Head of Section, FinancialvLegal

Svitlana Kucher, Team Leader • Financial Legal

Kristina Nemish, Senior HR Manager (Compensations&Benefits), Operations

Illia Zavialov, Senior Marketing Manager, Business Development and Marketing

Natalya Sytnyk, Accountant, Financial Legal

Aleksandra Wojtowicz, Communications Manager, Operations

Lukasz Olechnowicz, Head of Business Development & Marketing

Anastasiia Zlobenets, Head of Section, Operations

Denys Kostyk, Head of Section, Operations

Andrii Chetvertak, Team Leader (Graphic design) Business Development and Marketing

Kyrylo Kuzub, Senior Designer (Graphic design), Business Development and Marketing

Viktoriia Zymenko, Marketing Manager, Business Development and Marketing

Kateryna Ilina, Senior Foreign Language Consultant, Operations

Galyna Boiko, Expert Foreign Language Consultant, Operations

Igor Nikityuk, Expert Foreign Language Consultant, Operations

Oleksandr Korzh, Expert Foreign Language Consultant, Operations

Sergii Topachevskyy, Senior Foreign Language Consultant, Operations

Oleksandr Kononenko, Head of Section, Operations

Ivan Korzhov, Country Manager, Operations

Mariia Buhaiova, Junior Marketing Manager

Maria Shukatka, Senior Communications Manager

Alina Blyzniuk, Delivery Manager (Education), Operations

Daryna Kovenko, Junior HR Manager (Education), HR

Oksana Kyrylenko, Junior HR Manager, Operations

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Thank you for your attention!

Contact us:

✉ info@infopulse.com

f /InfopulseGlobal

🐦 /InfopulseGlobal

in /company/infopulse

▶ /InfopulseGlobal

www.infopulse.com

Call us:

PL +48 (606) 291-154

DE +49 (69) 505-060-4719

US +1 (888) 339-75-56

UK +44 (8455) 280-080

BR +55 (21) 99298-3389

UA +380 (44) 585-25-00

BG +359 (876) 92-30-90