



2023 brought new experiences,
new reasons to be proud, and
directions for development

infopulse
Part of Tietoevry Create

Infopulse Sustainability Report 2023





After Russia's full-scale invasion of **independent European Ukraine**, the world faced additional challenges that affected almost every aspect of life in 2023. The countries were busy restructuring their budgets to increase their military-industrial potential, combatting inflation, resolving migration issues, developing food supply plans, and building new political and diplomatic ties.

Global turbulence in the economy, politics, and demography slowed down growth, in the IT industry in particular. However, **the values of Infopulse** as a company encourage the team to find opportunities and new solutions amidst the crisis and flexibly adapt to **new realities**.

The company entered 2023 with a newly developed strategy and started the first stage of structural reorganization of the business in order to increase efficiency and **to synchronize processes** with Tietoevry, our parent company. It was not an easy decision, but an extremely necessary one: the war and the global economic challenges weakened the business dynamics while the clients were also carefully working on their investment portfolios and the schedule of implementing innovations. That is why we needed to slow down a decline in revenue, which is inevitable in such a situation, and so we ended 2023 with an index slightly lower than in 2022.

We expanded our presence by opening the **5th office in Ukraine** (in Ivano-Frankivsk) and the **2nd office in Bulgaria** — in Sofia. In Poland, where we celebrated our **5th anniversary**, we also moved to a new office in the center of Warsaw, under the same roof as the parent company.

There are representatives of the agricultural, financial, metallurgical, industrial, telecommunications, and construction sectors among our customers.



*This is no time for ease and comfort.
It is time to dare and endure.*

Winston Churchill

We have **100+ active clients** in our portfolio, and we are proud of working with a quarter of them for more than 5 years. This proves that the technical solutions we have developed are innovative and of high quality.

In 2023, we received **10 awards**. Specifically, the company was recognized as one of **Top 100 Service Providers by IAOP**. We strengthened strategic partnerships with top industry leaders such as **Microsoft, Oracle, SAP**, and we kept improving our competencies despite turbulent times. Moreover, the company participated in 54 online and 25 offline industry business events, taking part in discussions, sharing experience, and gaining new knowledge in cybersecurity, business development and business continuity, and recruiting. Our specialists participated in 199 training sessions, opening new career ladders for themselves — 285 specialists were appointed to new positions.

And no matter what challenges of the global economy our company may face, we always remember that business must be responsible. In 2023, **the company supported Ukraine** donating more than **EUR 60 000** for military medicine, support for veterans, housing reconstruction, and provision of clothes, shoes, and technical equipment to the military of Ukraine. And our specialists raised more than **EUR 700 000**, taking part both in the charity events organized by the company and by joining initiative groups on their own. Last year we also became **strategic partners** of #STEM for Girls initiative in Ukraine, providing financial support for events for girls who are developing their scientific and technical skills in IT, and we also supported the competition for the best gender-sensitive lesson in schools.

2023 brought new experiences, new reasons to be proud of our achievements, and directions for development. It is clear to us that the echo of economic difficulties will be heard for a long time, but we do not have the right to stop. **We need to move forward**, because any crisis passes, and there will be many new interesting challenges and victories ahead.

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Who we are

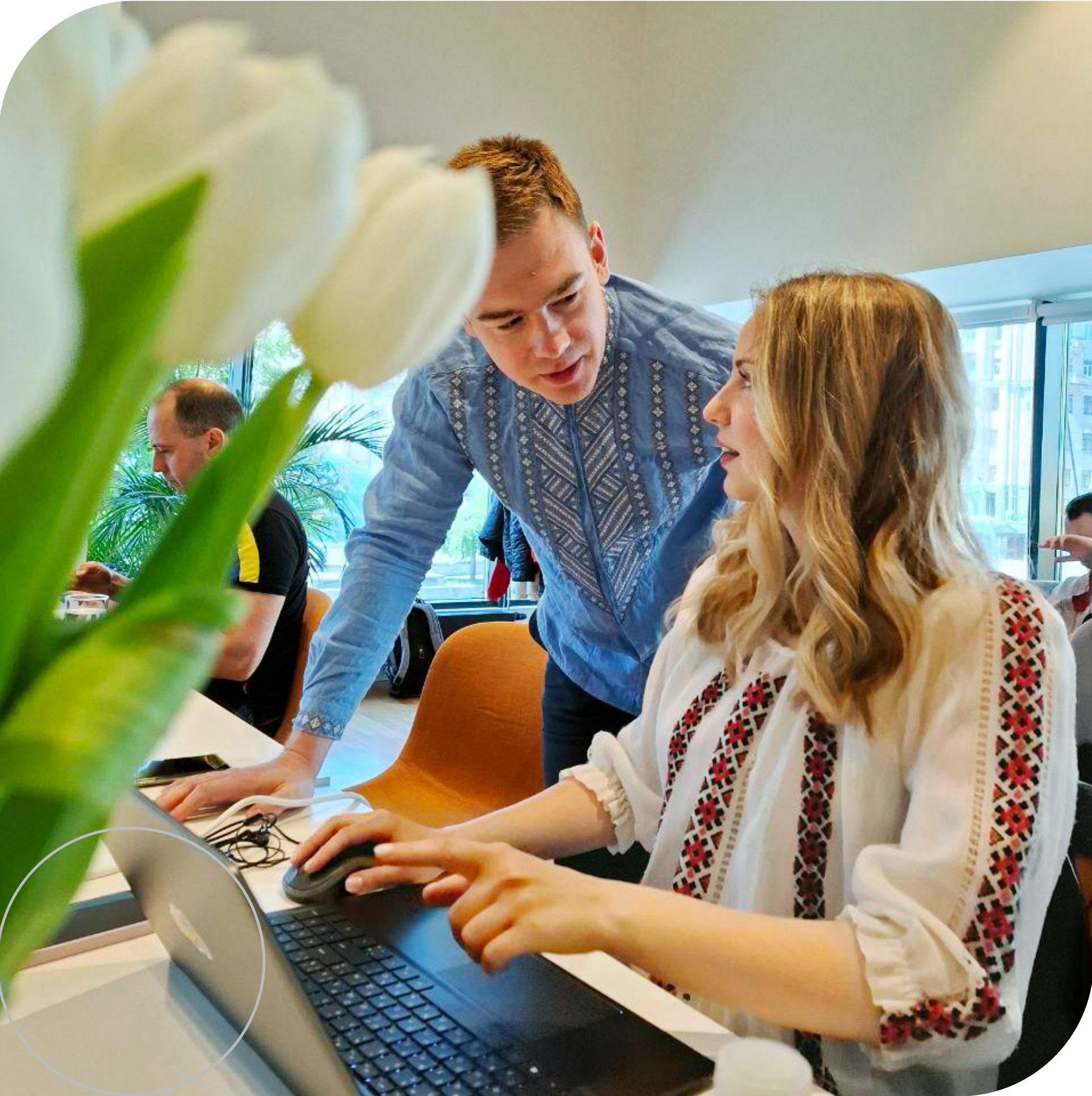
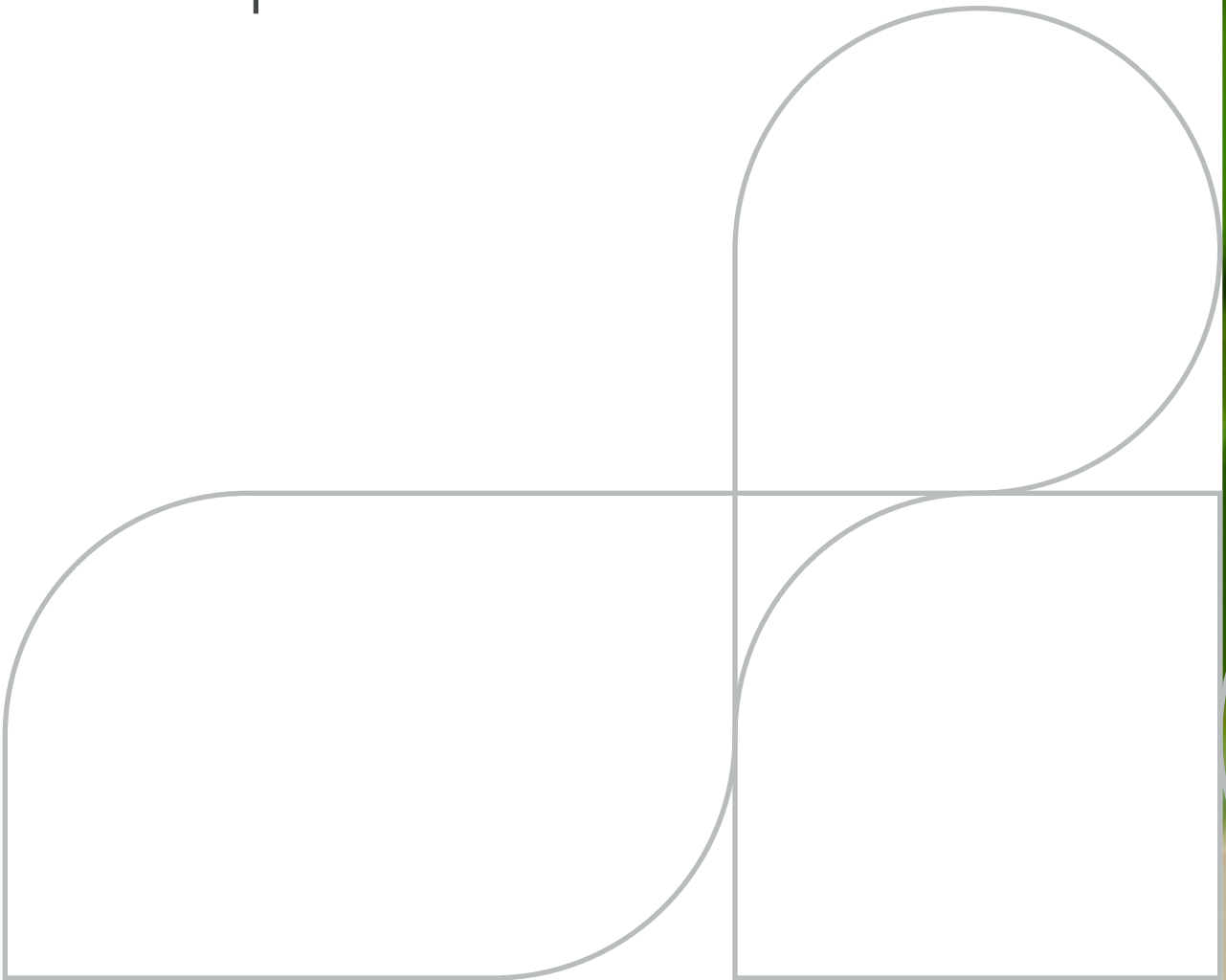




Our Vision

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 organizational, 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 proactively develop and deliver solutions tailored to unique customer needs.

Openness

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

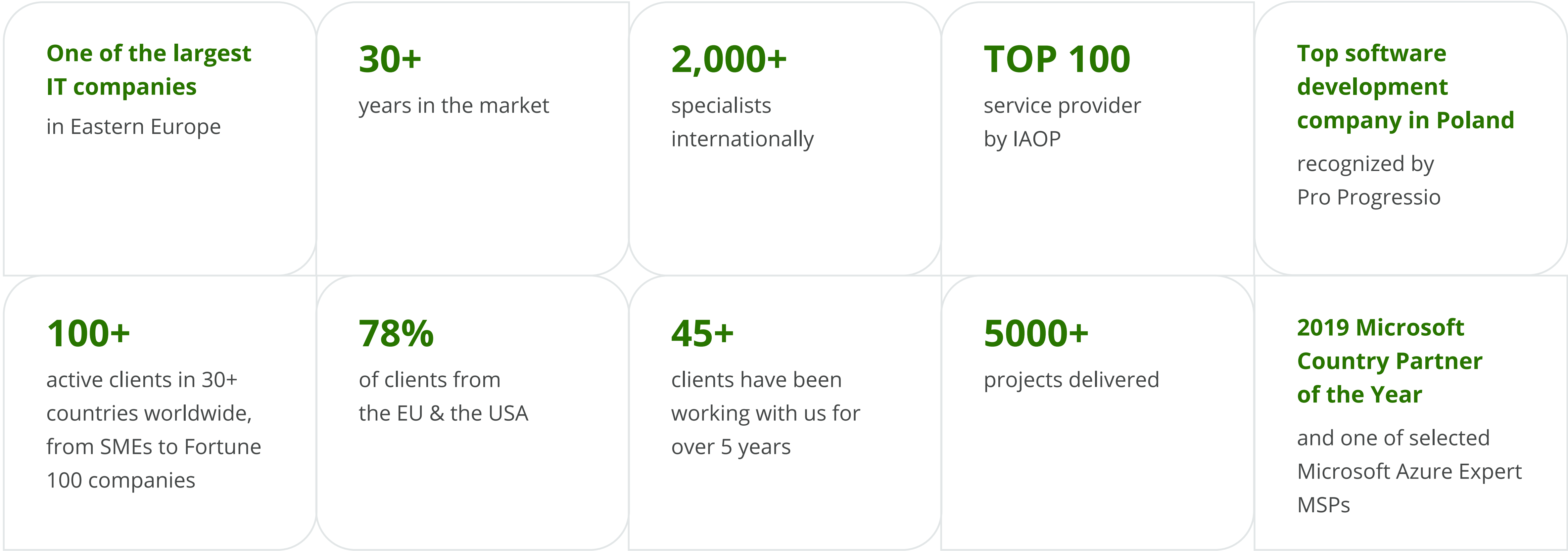
Innovation

Every day we ask ourselves, “What if?” and never stop testing new ideas.



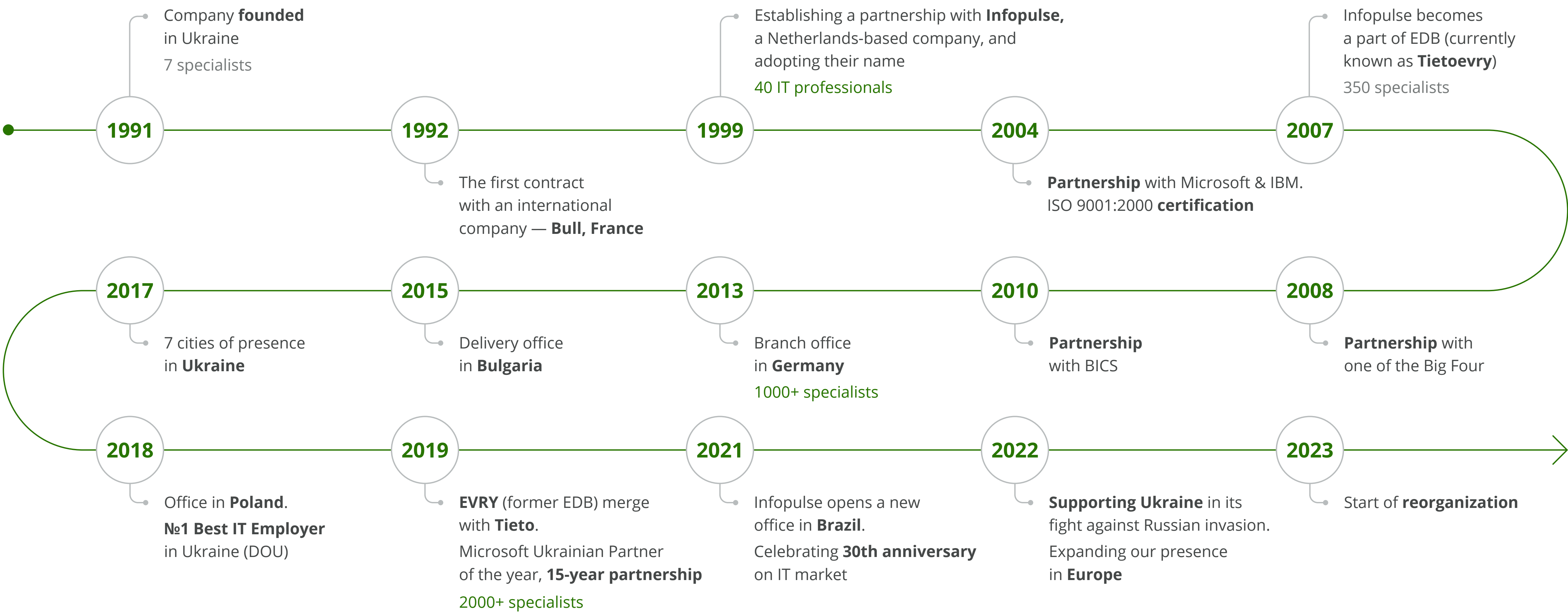
Key Facts and Figures

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



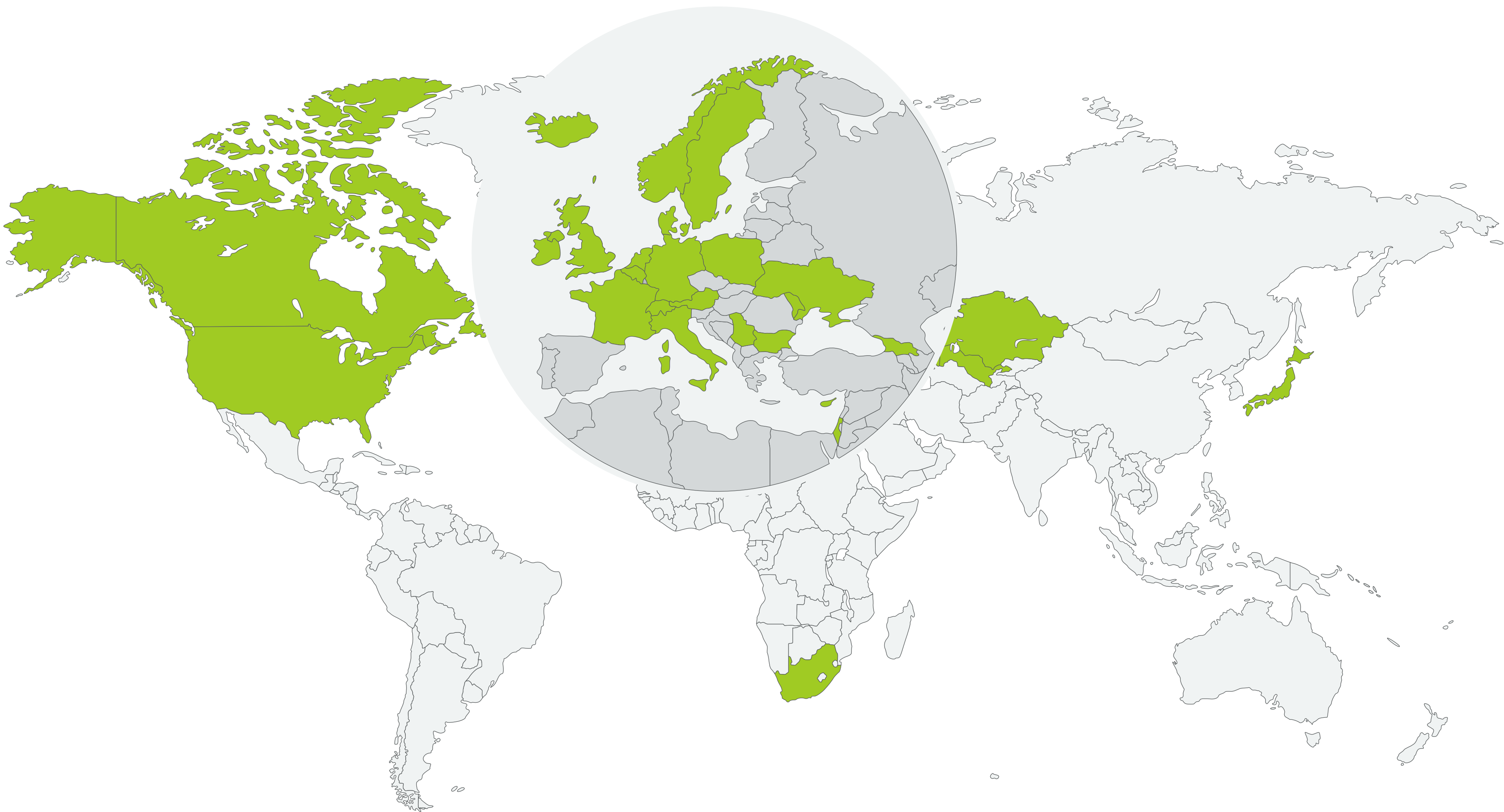


Infopulse: European IT outsourcing company with a Ukrainian heart, member of the international Tietoevry Group





100+ Active Clients from 30+ Countries





Working Globally with a Local Presence in Europe, North and Latin America

7 countries of presence. Delivery centers in 5 countries: Poland, Germany, Bulgaria, Ukraine, and Brazil

Europe

Poland

Germany

Bulgaria

Ukraine

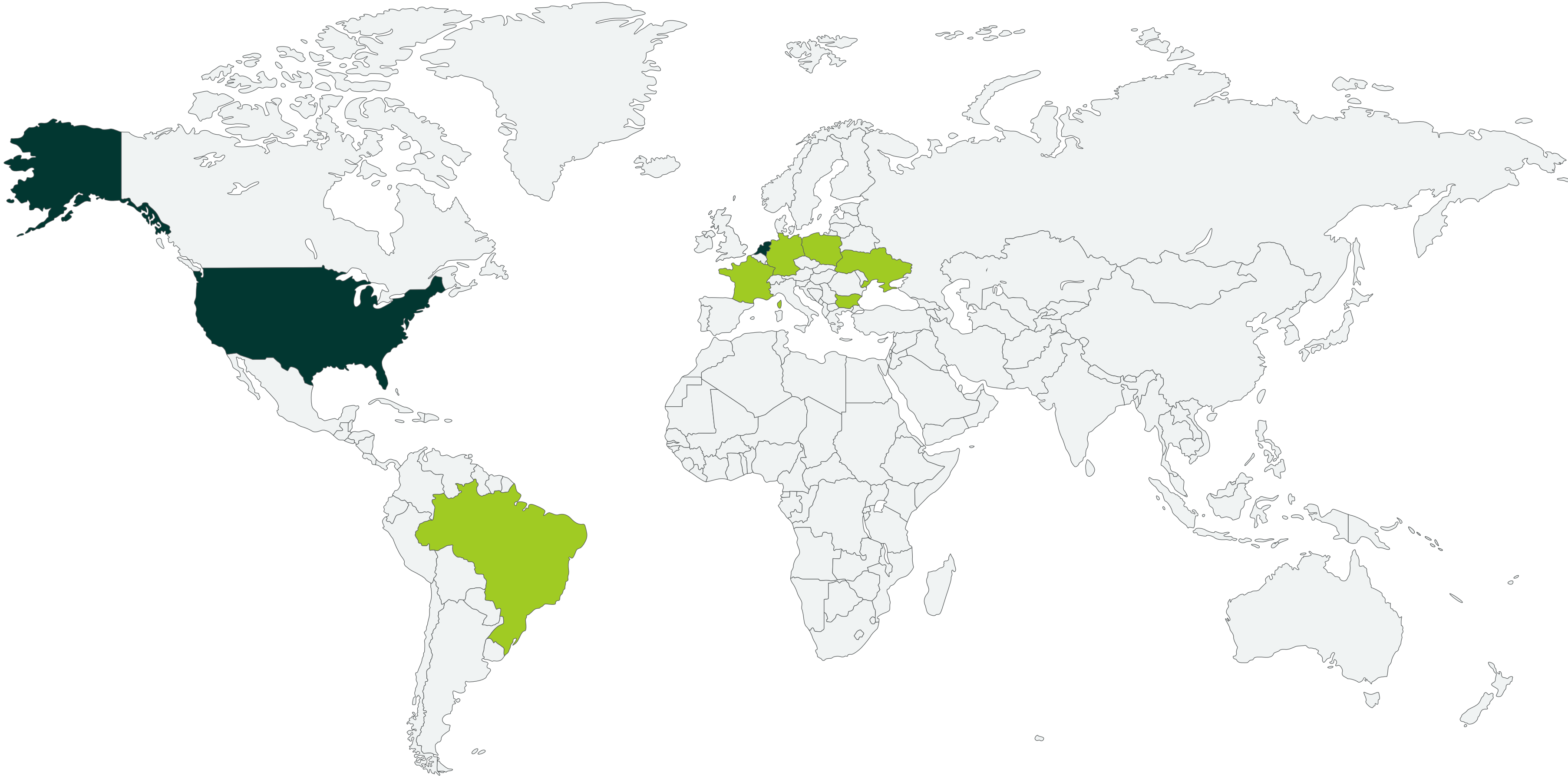
The Netherlands

North America

The USA

Latin America

Brazil



Sales and Delivery Sales



Infopulse Ukraine Delivery Centers





Infopulse Poland Delivery Centers





Infopulse Bulgaria Delivery Centers





Awards & Recognitions 2023



Infopulse achieved a place among Top 100 Service Providers in the 'Leaders' category according to IAOP®, for the 6th year in a row.



Infopulse was named Best Service-Based Investor in Poland by PAIH.



Infopulse Poland became one of the winners of the 2022 Etyczna Firma award (Ethical Company) award.



Infopulse Poland received the Best Software Developer award and Lukasz Olechnowicz, Head of Business Development and Marketing and Chief Transformation Officer, received the Manager of the Year award.



Infopulse requalified for Microsoft Azure Expert MSP program for the third year in a row.



Infopulse was honored with the Top 100 Publisher Award 2023 for PACE Products (140+ product clients).



Infopulse won the SoDA Award in the Foreign Market Category.



Infopulse also secured a Top Five Ranking in the CSR Index 2023.



Chief Operations Officer at Infopulse Lyubov Yudenko was recognized in the global rating of Strong Women in IT 2023 among 250 other female leaders from all over the world.



Partnership with Microsoft



Data & AI
Azure

Helping clients manage their data across multiple systems to build analytics and AI solutions



Digital & App Innovation
Azure

Helping clients modernize existing applications and build cloud-native apps



Infrastructure
Azure

Helping clients accelerate the migration of key infrastructure workloads to Azure



Security

Helping client safeguard their entire organization with integrated security, compliance, and identity solutions



Modern Work

Helping clients boost their productivity and make the shift to hybrid work using Microsoft 365



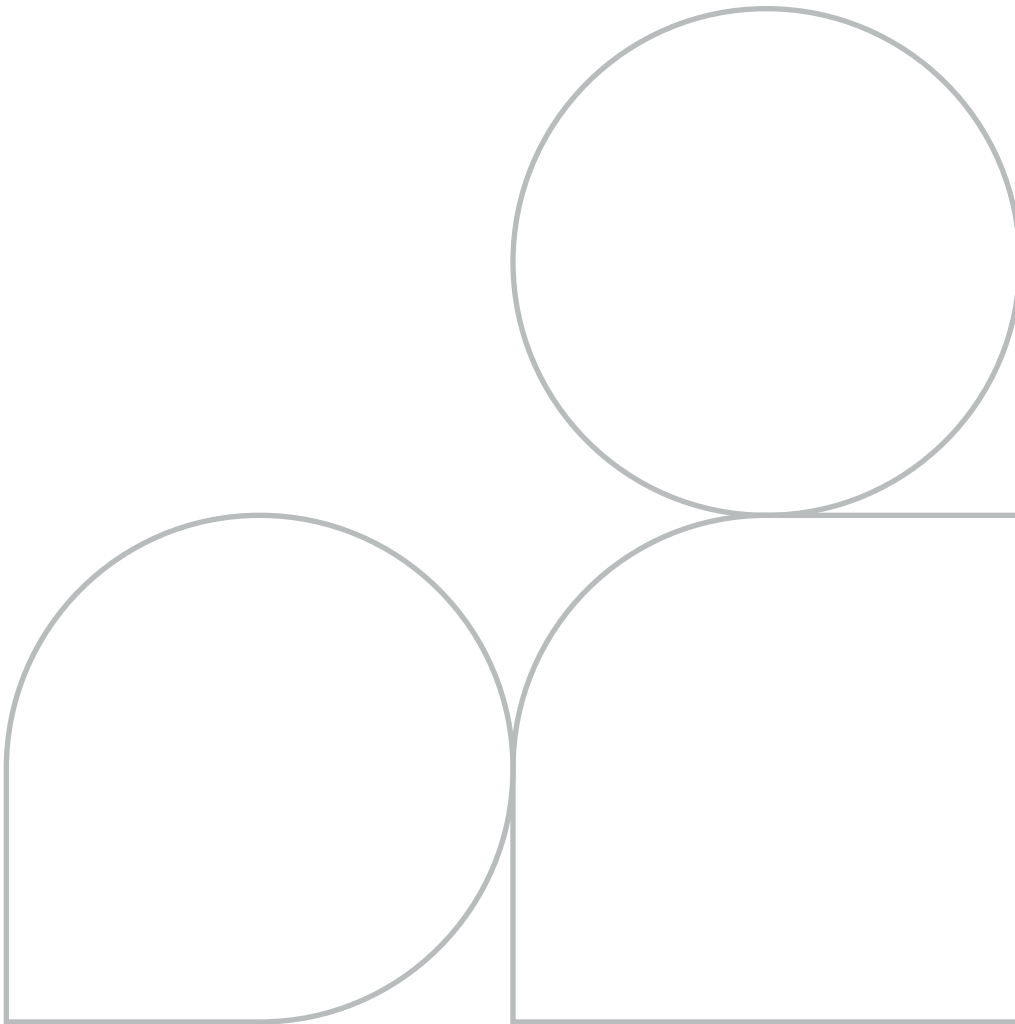
Main Technology Partners

We focus on quality, security, and technological excellence.



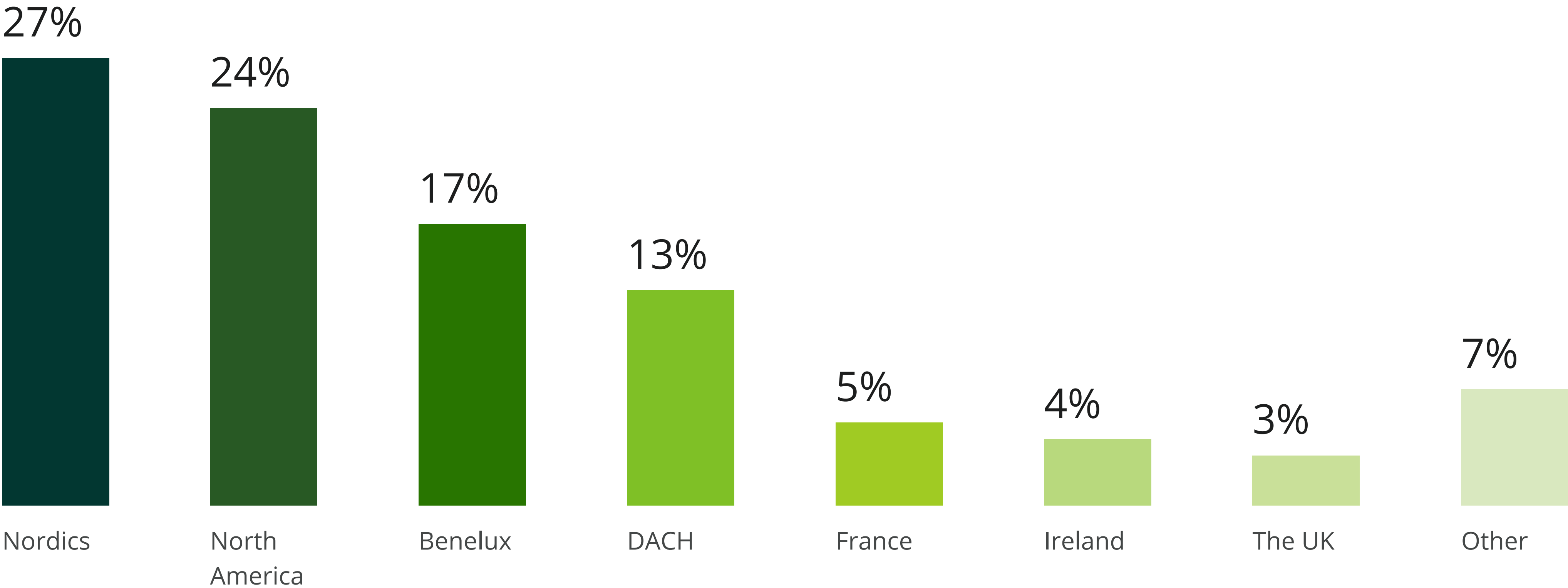


Our Statistics



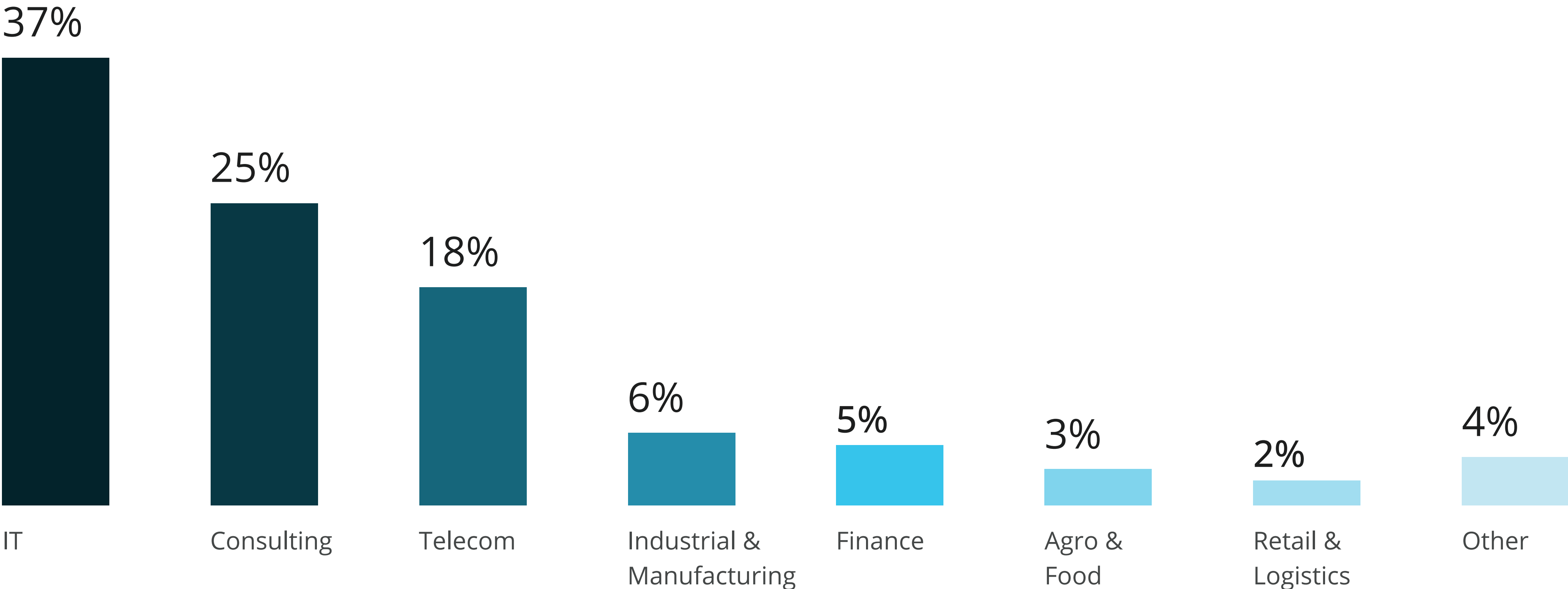


Customers Distribution by Region, 2023





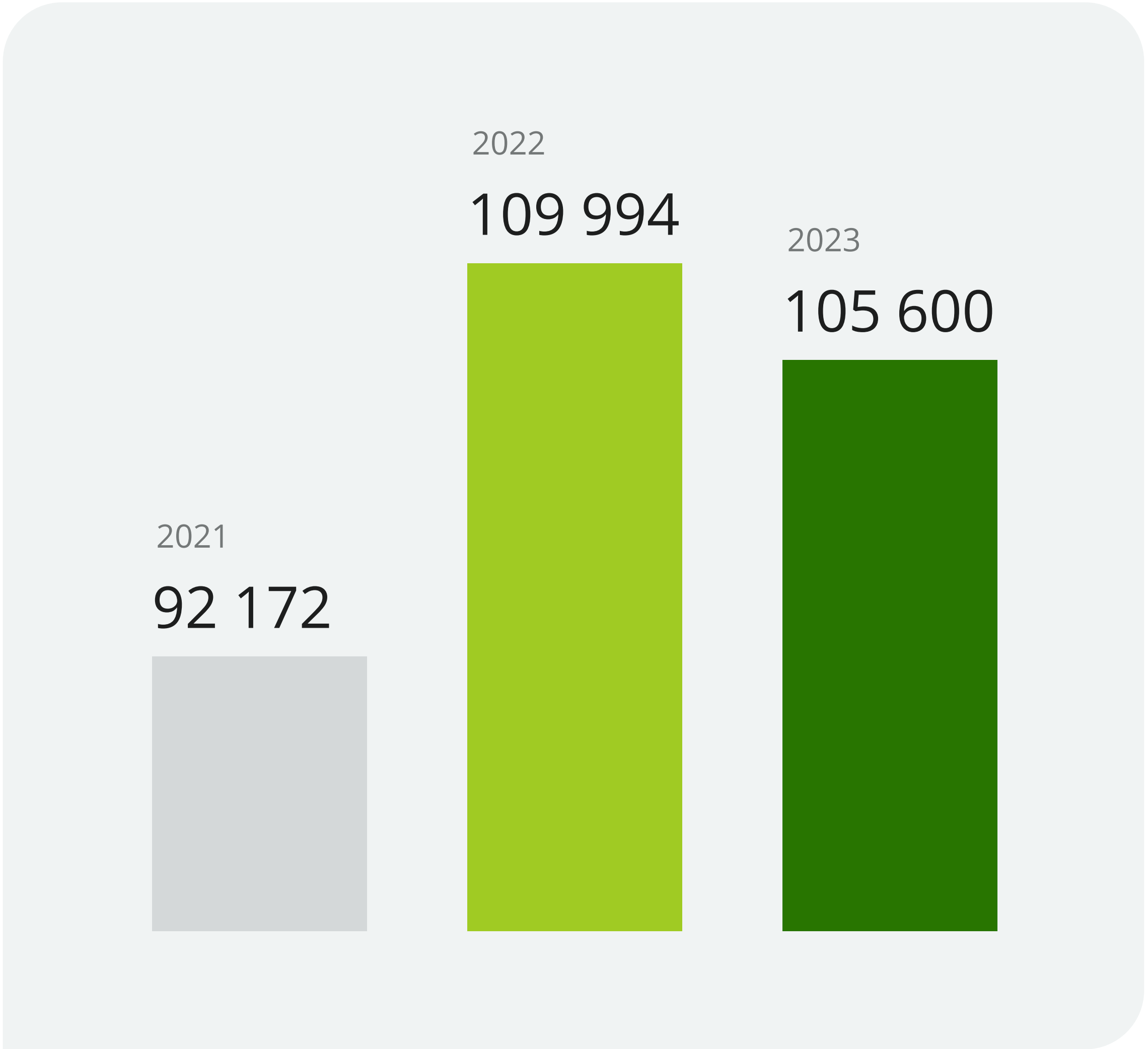
Industry Focus, 2023





Revenue, K EUR

Due to the global crisis and war in Ukraine, revenue growth has slowed down, yet it remains higher than in the pre-war period.



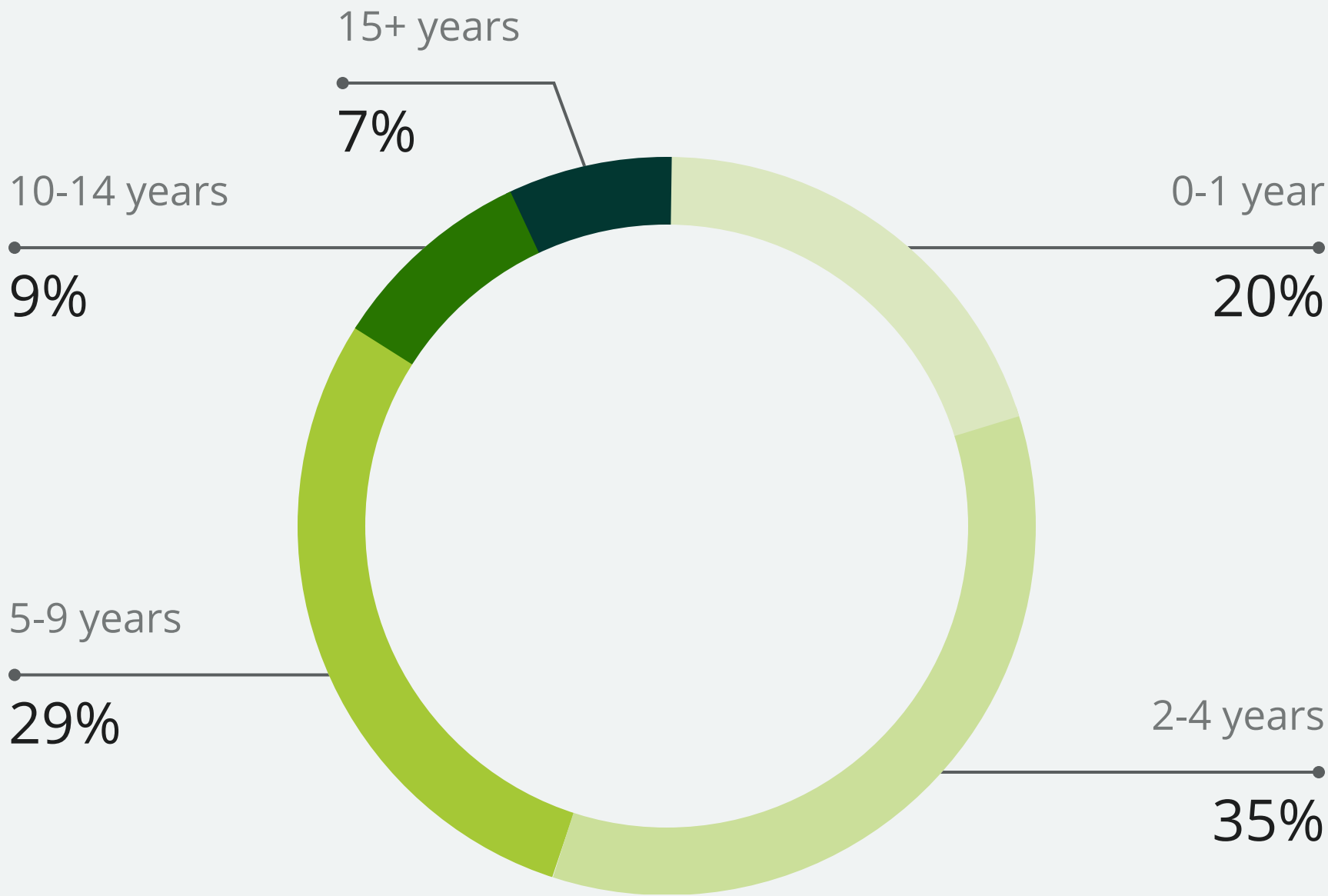


The economic slowdown has decreased the number of projects, resulting in a reduction in the number of specialists. However, the balance of newcomers and loyal professionals creates a productive environment.

Total number of specialists



Experience in the Company



Organization Governance





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

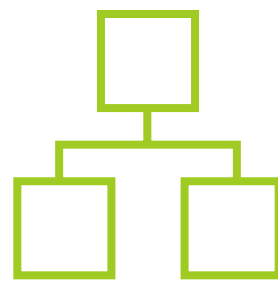
We maintain maximum transparency of governance practices, ensuring the interests and rights of stakeholders and integrating CSR principles across all processes.



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



Disclose Company information as appropriate, ensuring transparency.



The structure of the organization is constantly being improved to reflect customer requirements.



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



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.



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 Program Guideline
- Due Diligence Procedure

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.

Process register and model

Regulated by Process Management policy in order to identify and document the Company's processes.

The Process Model clearly presents processes, artifacts, roles, and functions.

Corporate information system (CIS)

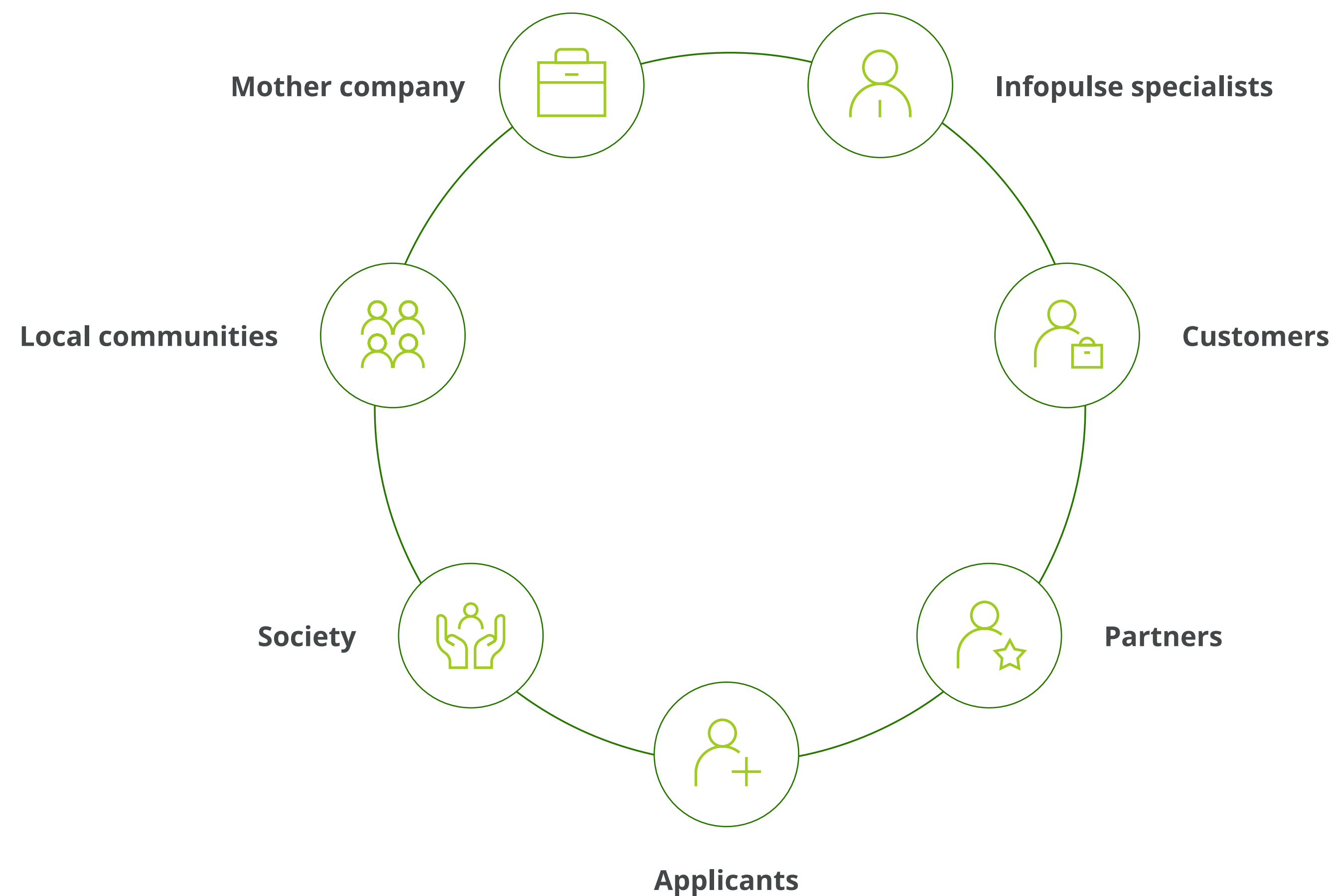
An allocated corporate internal site contains Infopulse management data, including all corporate policies, guidelines, training materials, delivery artifacts, audit reports, monitoring data, and templates of the documents and forms.

Internal audit

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

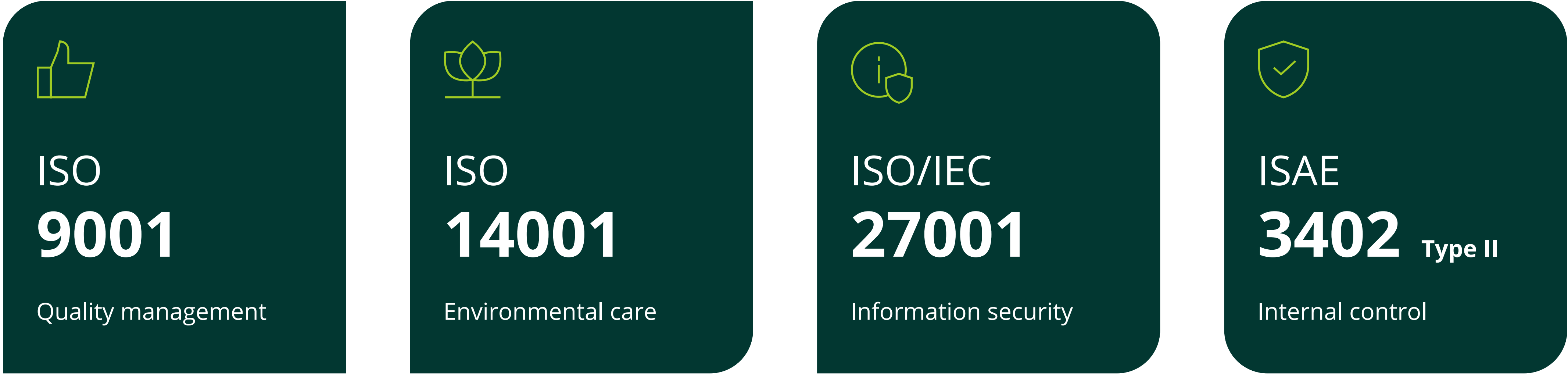


Our Stakeholders





Every year we reconfirm our certifications to ensure consistently high standards.



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.

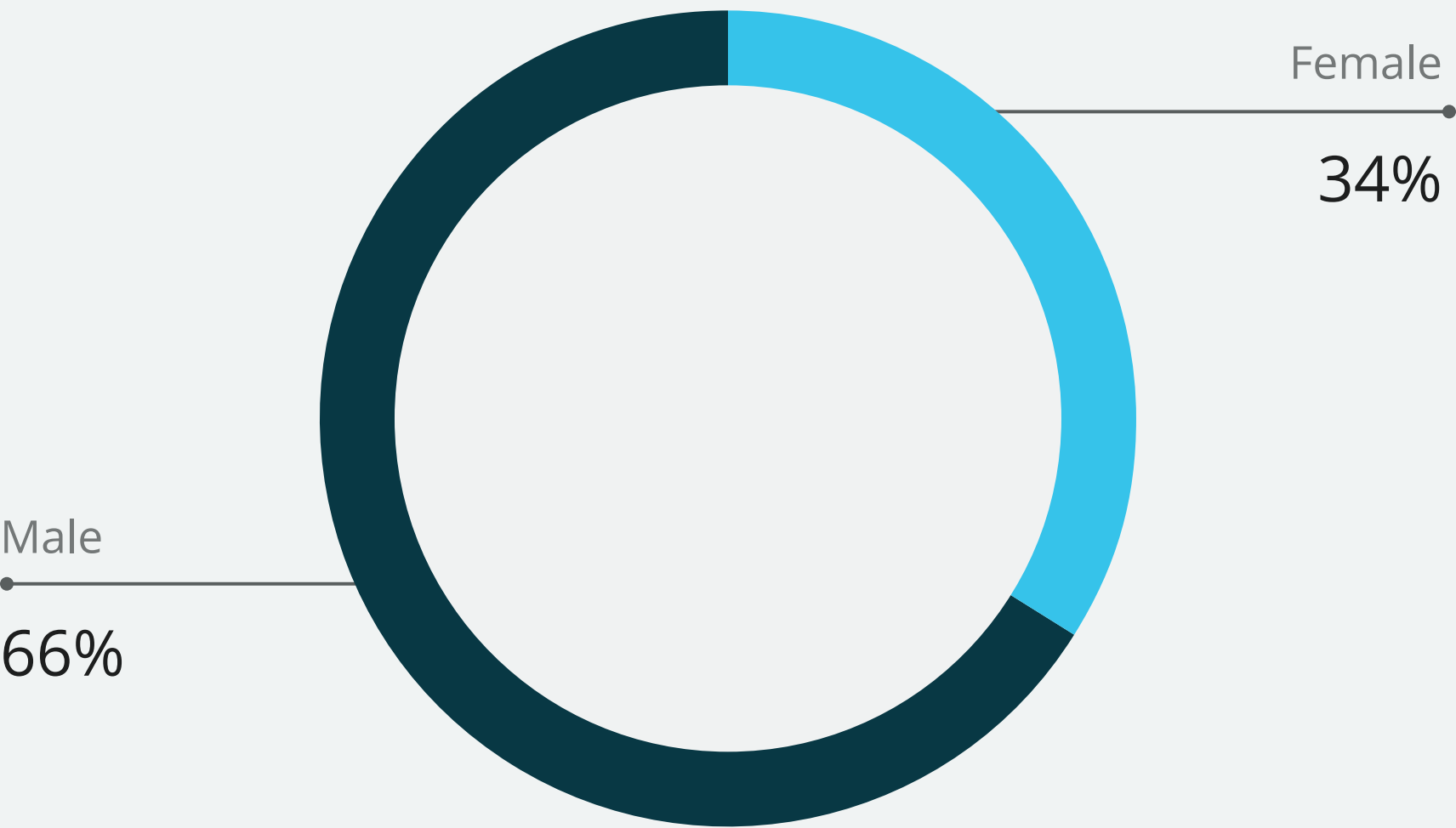
How we act:

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 undertaken annually by 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. Such cases can be reported in full confidentiality at <https://tietoevry.whistleblownetwork.net/>.



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

Gender ratio

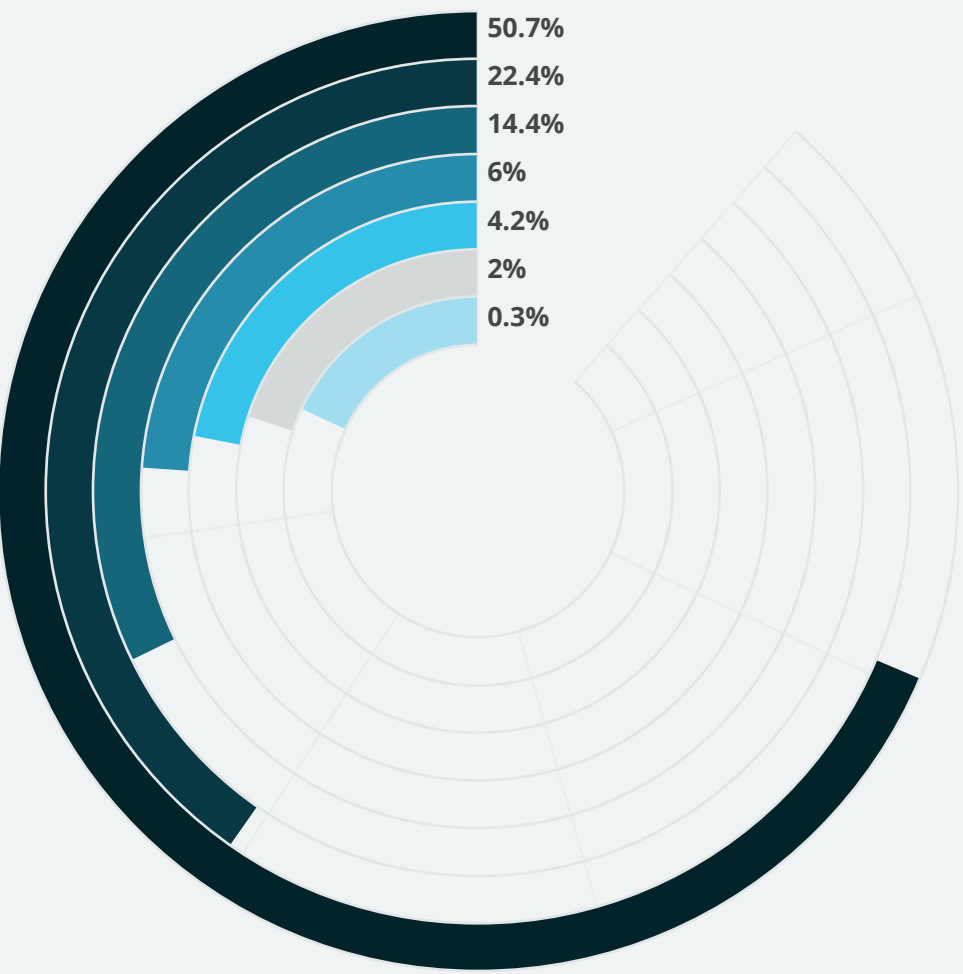


Gender distribution %:

Production staff: 28% female, 72% male

Management: 34% female, 66% male

Age ratio



Age distribution % [years]:

50.7% [31-40]	22.4% [41-50]	14.4% [26-30]	6% [21-25]
4.2% [51+]	2% [N/A]	0.3% [18-20]	

Labor Practices





Compensation, Benefits, and Support



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 bringing in new clients and referring specialists, 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.

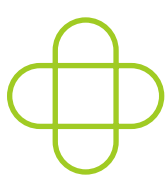


Compensation, Benefits, and Support



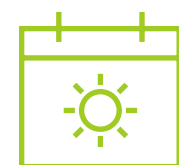
Flexible approach to the compensation of healthcare and sports

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



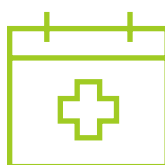
Additional compensation for specialists who qualify for it

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 conducted 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 2023, five more Leadership development programs were launched, covering all leadership levels in the company.



Foreign language courses

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

English, French, German, Swedish, Norwegian, Polish, and Ukrainian online courses are available for specialists.

Such specialized 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

A specialist can create a career development plan 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.



2023 Development Results

Training

- 199** completed external educational programs (training sessions, conferences, e-learning)
- 762** completed requests for internal training
- 62** certifications
- 11** memberships in professional communities
- 24** mentoring programs

Foreign language courses

- 32** general language courses launched
- 9** specialized courses launched and completed
- 4** language events conducted
- 3** movie clubs in English, Polish, and German held
- 5** webinars for external audience conducted

Career growth plan

- 18** Trainee → Junior
- 86** Junior → Middle
- 106** Middle → Senior
- 17** Senior → Expert
- 45** Specialist level → L5 Team Leader
- 6** Specialist level → L4 Delivery Manager
- 4** Specialist level → L3 Delivery Manager
- 3** L4 Delivery Manager → L3 Portfolio / Section / Engagement Manager

* L = Level



Several Training Programs Launched in 2023

Leadership programs for managers

Together with the People Relations team, an internal program called **“Managers Grow Up Academy”** was relaunched aiming to help L5/L4/L3 Managers improve both personal and professional competences.

In 2023, we had a total of 5 groups with 63 participants, including the following modules:

- **Improving Your Communication Skills** — Core (2 groups, 27 participants) and Advanced (2 groups, 24 participants) levels;
- **Leading Your Team** — Core level (1 group, 12 participants).





Educational Projects in 2023

Adaptation program for managers

Accepting a new management role can be intimidating for the specialists who have never led teams before. Therefore, in collaboration with experts from our people management teams, we have created a training program introducing our internal processes to new managers.

Target audience

- New managers who have recently joined Infopulse and need to learn about our people management processes
- Specialists who are already preparing to step into management roles and become Team Leaders or Delivery Managers

Topics

- Recruiting and Hiring
- Adaptation
- Evaluation and Feedback
- Grades and Roles
- Training, Education, and Mentoring
- Rotations
- Compensation Packages
- Dismissals



Initiatives on Improving Education and Supporting Our Specialists



Wellbeing project

Cooperation with 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 559 consultations were conducted and 163 people received help.



Internship programs

In 2023, we had 10 individual and group internship/training programs, involving 23 interns. 2 of them continue their professional journey at Infopulse.



Partnership with universities

In 2023, we continued our collaboration with educational establishments in the following areas:

- Participation in 7 offline career fairs at Ukrainian and Polish universities;
- Participation in 14 online events, where our lecturers gave one or more lectures on QA, Cloud, Frontend, Project Management, Power Apps, etc.;
- Support of 2 All-Ukrainian Olympiads from Kyiv Polytechnic Institute;
- Signing of memorandums on collaboration with new universities in Ukraine and Bulgaria.



Recognition of Specialists for Long-term Cooperation

Our company values long-term cooperation and annually recognizes those specialists who have been with us for a long time. Importantly, Loyalty Club members are full-time specialists who have been with Infopulse for more than five years. On all the anniversaries within the Loyalty Program, specialists receive boxes with branded gifts and bonus certificates. In 2023, the program was extended by adding categories of 15 and 25 years.

<div><div>5 years</div><div>USD 400</div><div><ul style="list-style-type: none">• a branded T-shirt• branded coasters</div></div>	<div><div>10 years</div><div>USD 700</div><div><ul style="list-style-type: none">• a branded hoodie• branded coasters</div></div>	<div><div>15 years</div><div>USD 1000</div><div><ul style="list-style-type: none">• a branded fleece• branded coasters</div></div>	<div><div>20 years</div><div>USD 1300</div><div><ul style="list-style-type: none">• a branded vest• branded coasters</div></div>	<div><div>25 years</div><div>USD 1600</div><div><ul style="list-style-type: none">• a branded jacket• branded coasters</div></div>
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April 18, 2023, Kyiv

“Farewell Polova” Event on the Company’s Move into a New Office

We met in April to officially close the office in which our company had resided for almost 30 years.



[Watch the video](#) & feel the vibes of the event



Office Facilities

Infopulse has several traditional offices. In Ukraine, we have offices in Lviv, Zhytomyr, Odesa, and Vinnytsia. In Bulgaria, there is an office in Varna and a newly opened one in Sofia. Additionally, we have an office in Rio de Janeiro, Brazil.

In other locations, there are offices based on the concept of “15 minutes to the office”, which assumes that each specialist should be able to work from the office space located in urban areas no more than a 15-minute ride from home.

4

co-working offices
in Poland

2

co-working offices
in Kyiv, Ukraine





Office Openings in Ukraine and Bulgaria



August 4, 2023, Ukraine

Ivano-Frankivsk office opening

In 2023, our company lit one more bulb on the Infopulse map and opened the second hub in Western Ukraine. On this day, we had an official office opening ceremony, we played games to get to know each other better and relaxed in the “feel like home” atmosphere.

[Watch the video](#)



September 21, 2023, Bulgaria

Sofia office opening

Infopulse Bulgaria story started in Varna. The hub has been growing and developing since 2015, especially in the last few years. Infopulse Bulgaria is the third largest hub of the company, and it celebrated its 8th anniversary in 2023. We are proud to expand our presence here in Sofia, where the IT industry is thriving and where innovation and talent come together.

[Watch the video](#)



Infopulse Hub Days

Poland

Infopulse Poland is the second largest hub of the company, and it celebrated its 5th anniversary in Warsaw in 2023. After welcoming Ukrainian specialists in 2022, we expanded to Lodz, Gdansk, and Bydgoszcz. Last year, we initiated the tradition of celebrating the Infopulse Hub Day. In 2023, the slogan of the gathering was “Feel like home!”. Colleagues from four offices (Warsaw, Lodz, Gdansk, and Bydgoszcz) had fun together and enjoyed a cozy atmosphere.





Infopulse Hub Days

Ukraine

From July till September, Infopulse organized Hub Days in Lviv, Zhytomyr, Kyiv, and Vinnytsia. These events were created to celebrate our shared values and the uniqueness of each hub. We established a tradition of gatherings, including informal meetings, networking games, and charity initiatives. In addition, we raised UAH 125,000 to support our mobilized specialists.





December 21, 2023

Meet-and-Greet Events

At the end of December, we initiated the series of wrap-up events with a possibility of getting together in person in different locations. Meet-and-Greet events are offline meetings with community networking, engagement, and social responsibility. On December 21, we organized 10 events simultaneously in 10 cities of our presence: Kyiv, Zhytomyr, Vinnytsia, Lviv, Warsaw, Lodz, Gdansk, Varna, Sofia, and Rio de Janeiro.

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 environmental 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. Every year we issue a report published on an internal site, and EMS Indicator's Report 2023 is ready and can be provided at a client's request.

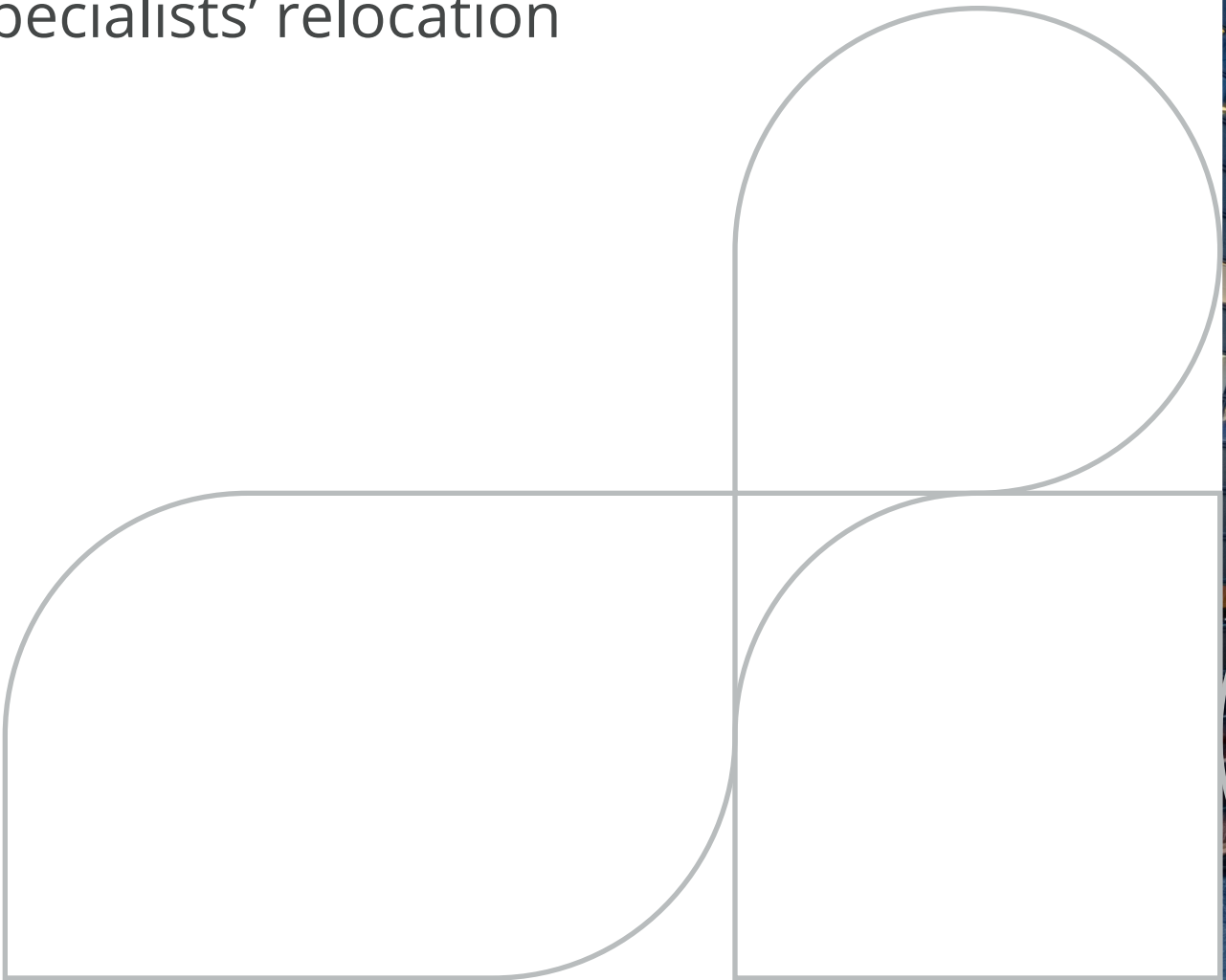


Business Air and Car Travel

The number of air business trips increased due to the trips mainly within Continental Europe driven by client requests.

As a result of the larger number of shorter trips, the distance travelled (in kilometers) remained nearly unchanged.

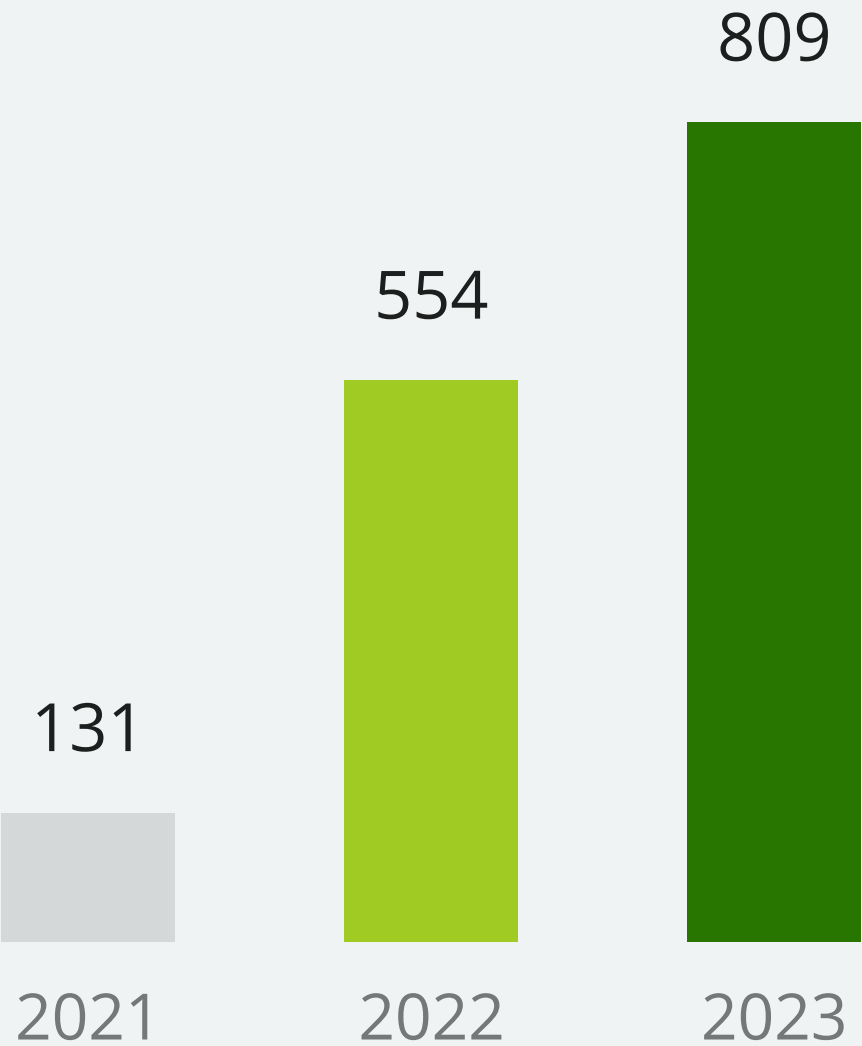
The number of car business travel kilometers decreased sharply compared to the peak of 2022 caused by the specialists' relocation within Ukraine.





Business Air and Car Travel

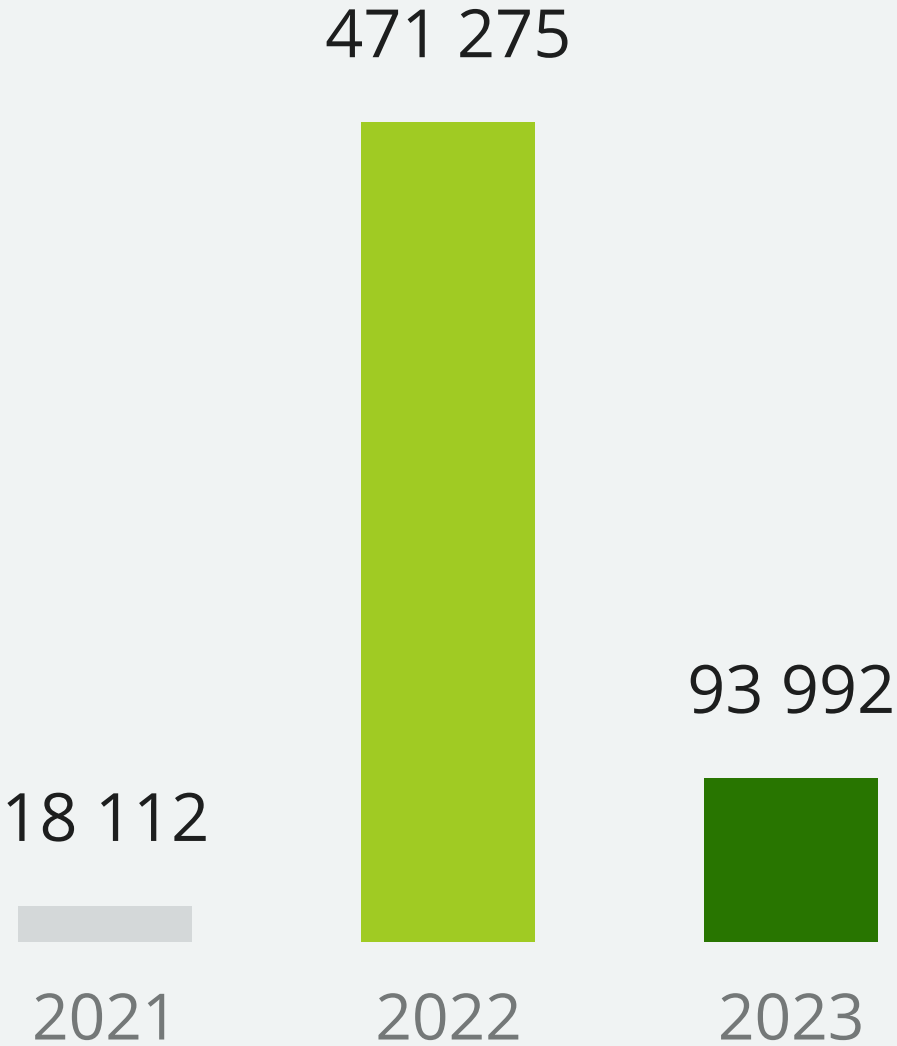
Air business travel
(number of flights)



Air business travel (pkm)



Car business travel (km)





We always consider how our actions impact the world, striving to make it a better place

Energy consumption level per FTE reduced in 2023. Our used electronic equipment is always assessed for reuse. If electronic equipment is efficient but unsuitable for our business purposes, we propose our specialists to buy that equipment at minimal cost. Personal IT equipment like laptops and mobile phones is evaluated and reused where applicable. We repair storage arrays and other devices in certified service centers (as much as possible, without buying new ones). The equipment that no longer satisfies business needs and cannot be sold, but is still operational, is donated to charity. The inoperative equipment is disassembled into components that are further used to repair the existing equipment.

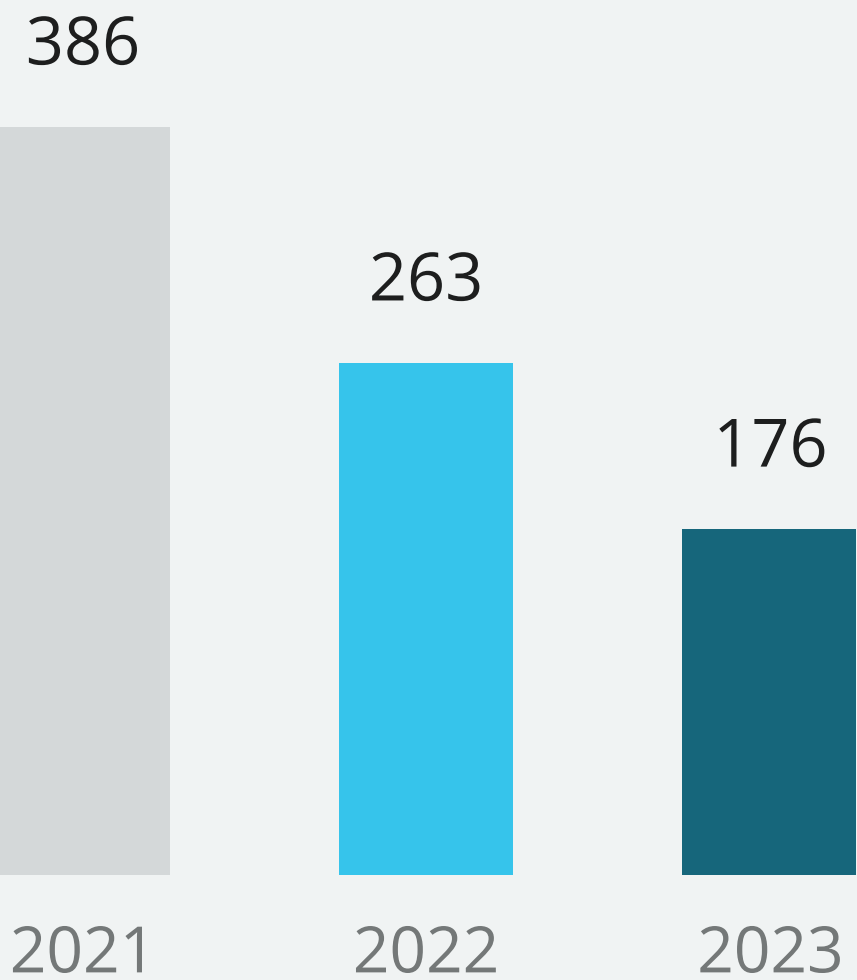
Non-reusable electronic waste is recycled using environmentally friendly (or environmentally conscious) methods: it is transferred to the firms that are recycling providers and have licenses to be engaged in such activities.

We recycle paper resources and e-waste when appropriate to create a healthy turnover.

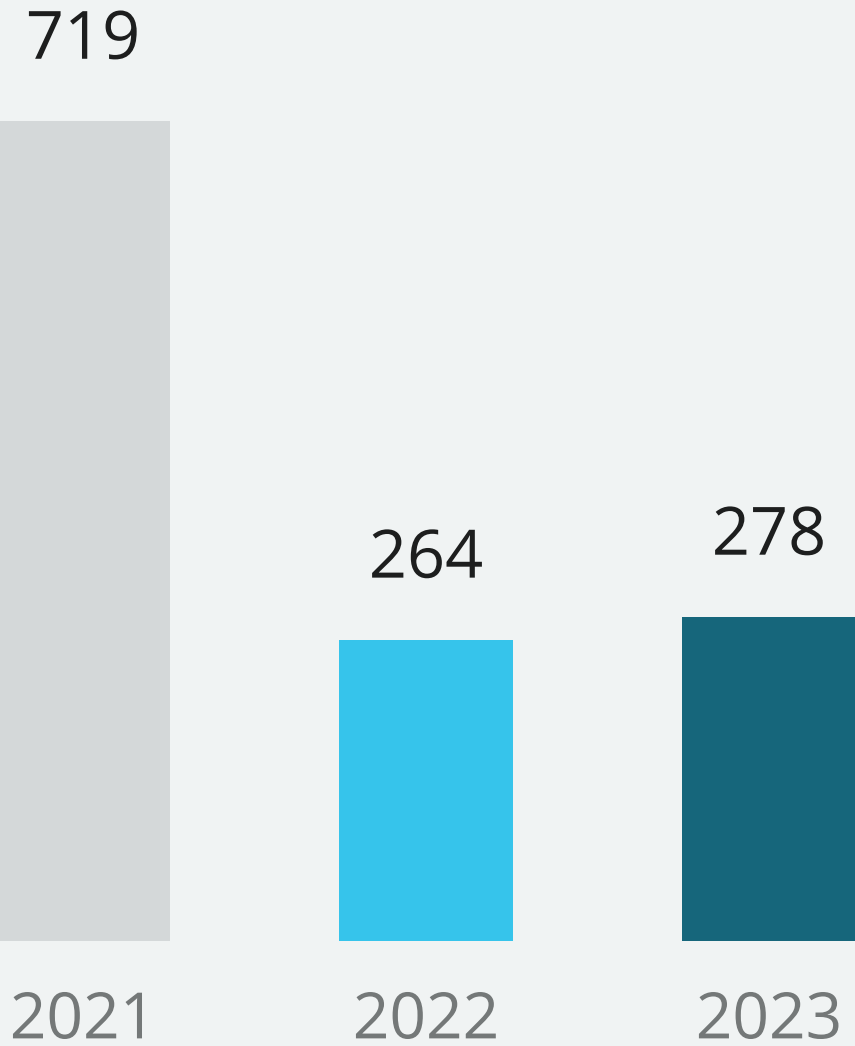




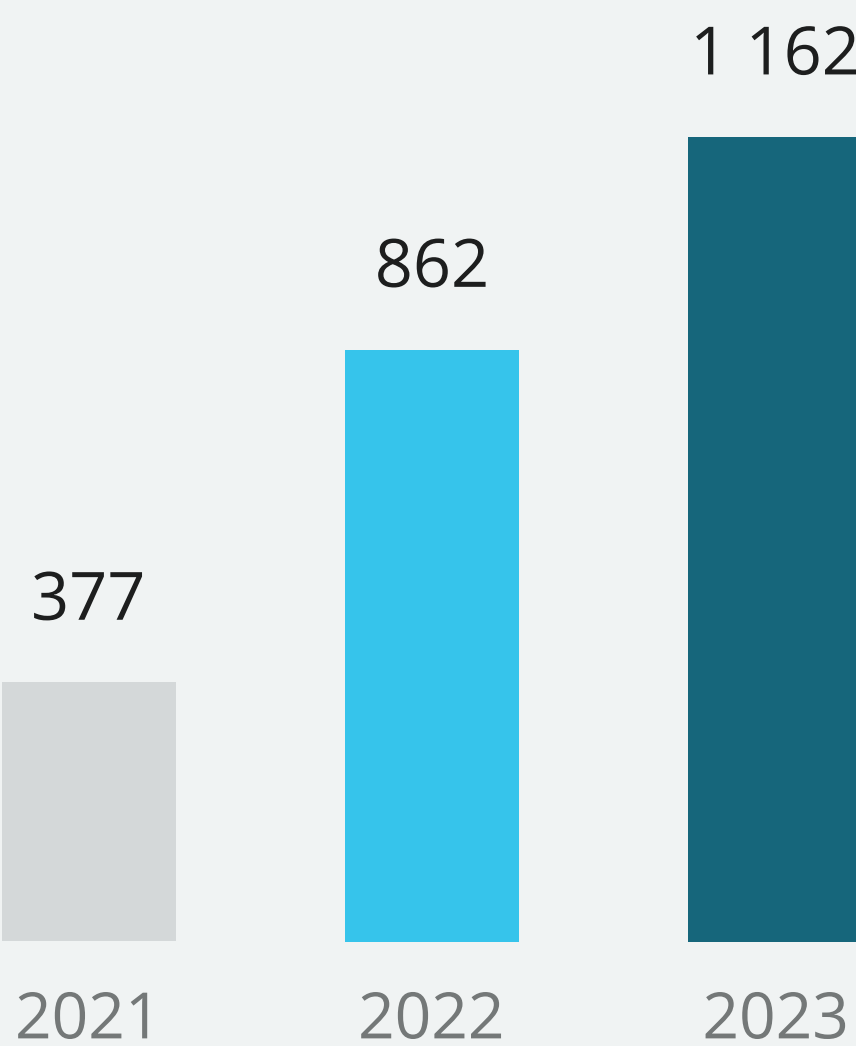
**Power usage effectiveness
(kWh per person)**



Paper waste for recycling (kg)



Electronic waste for recycling (kg)



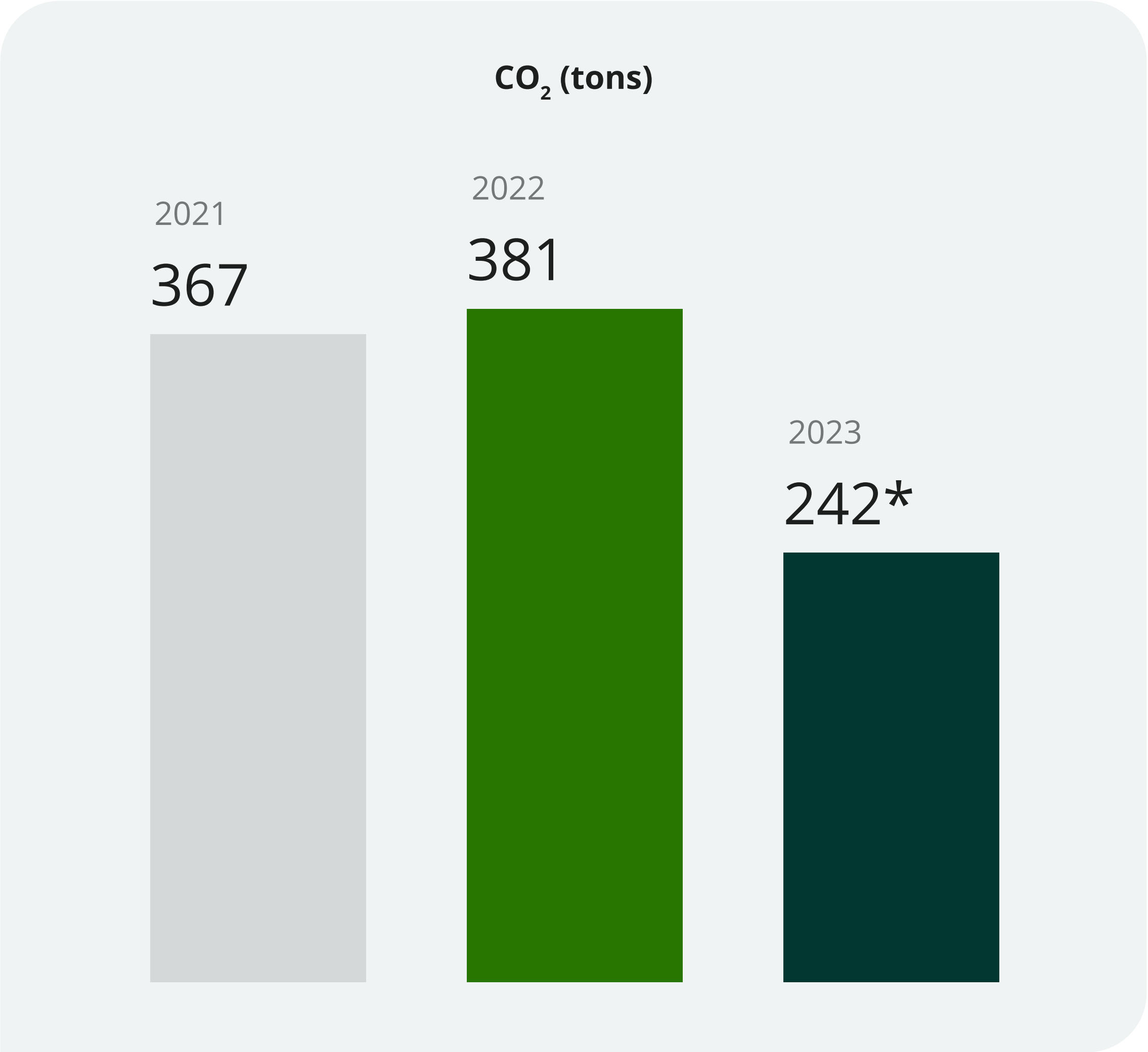


Reporting on Carbon Accounting

Data on environmental criteria is collected, and quarterly reporting is done within the specified time frame to [Cemasys](#).

The amount of CO₂ equivalent damage to the environment (in tons) was reduced.

* Total GHG emissions for selected period



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

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

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

be compliant with the health and safety standards

take a precautionary approach towards environmental challenges

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





Financial transparency and accountability are supported by clear and regular actions



Financial controls project

It is 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 Tietoevry Group.



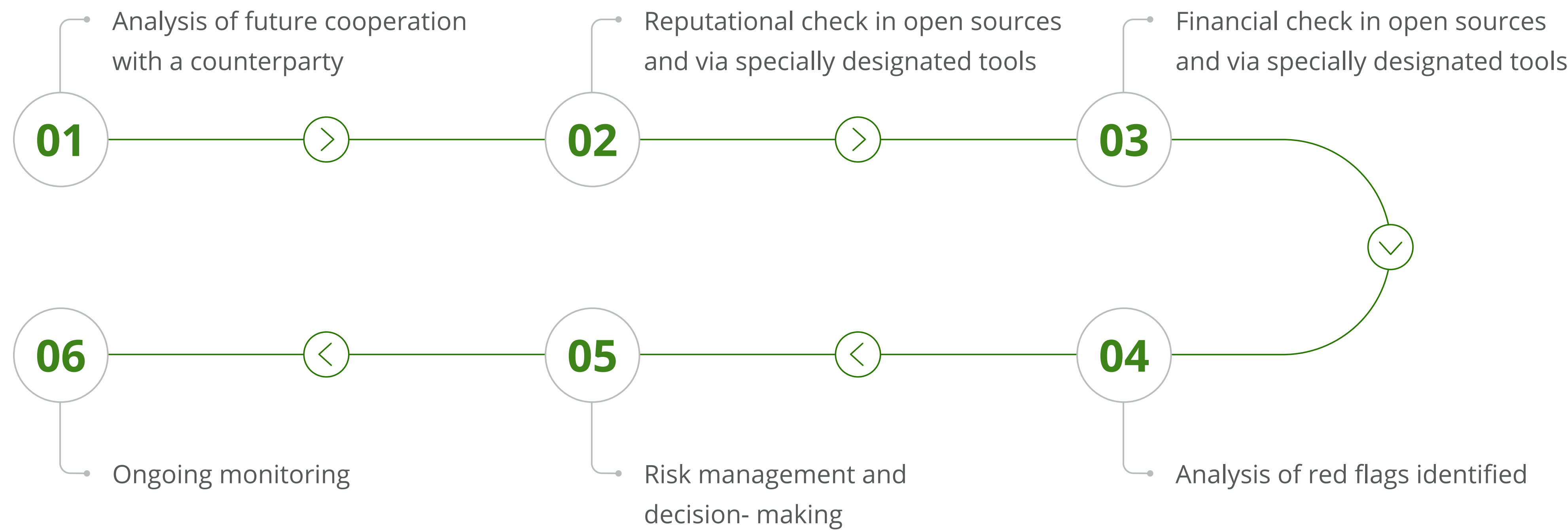
External & internal financial audit

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

A clear, step-by-step check-up procedure is in place.





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

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 is processed lawfully, fairly, and in a transparent manner in relation to individuals.

Purpose limitation

All data is collected for specified, explicit, and legitimate purposes, and this data is 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 is rectified or erased without delay.

Storage limitation

Infopulse keeps personal data for no longer than is needed for the purposes it is processed and during the period 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)



IT Ukraine Association



Ivano-Frankivsk IT Cluster



IT Association Vinnytsia



Lviv IT Cluster



Software Development
Association Poland (SoDA)



The Pro Progressio Club



MarkWay



AIBEST



Digitale Stadt Düsseldorf



Computable



Dutch IT Channel



Dutch IT Leaders



Holland FinTech

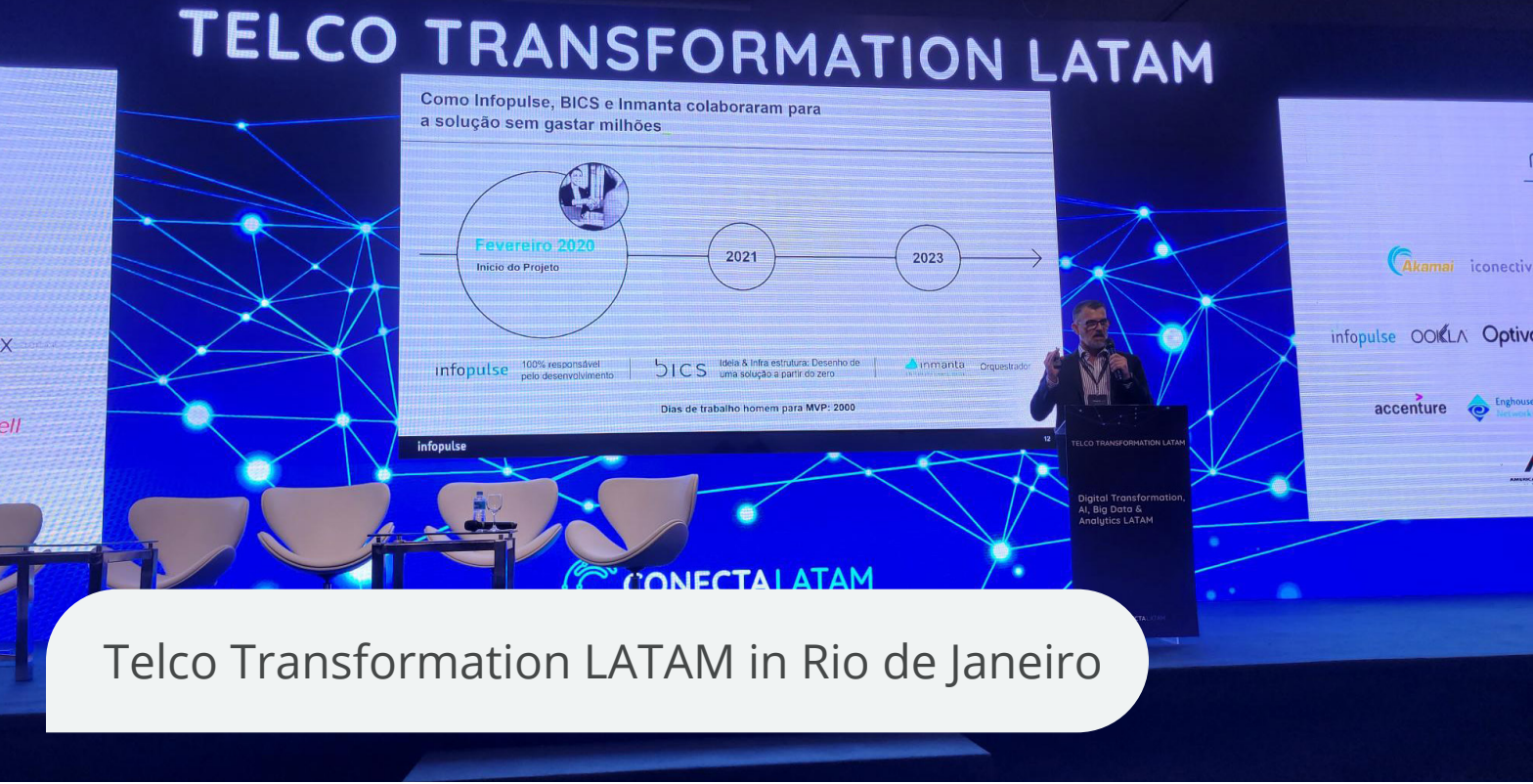


AmCham Brazil



Brazil

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



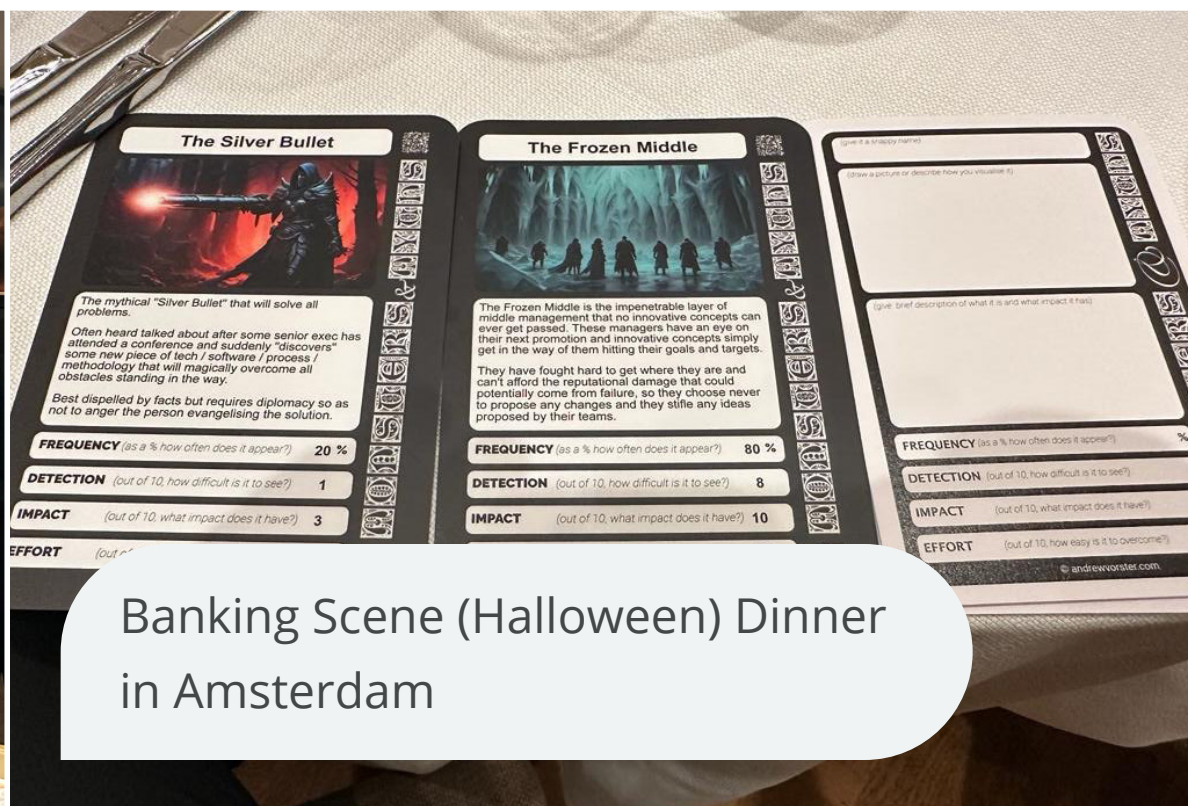


The Netherlands

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



CXO Dinner in Amsterdam



Banking Scene (Halloween) Dinner in Amsterdam



ONE Conference, The Hague



Total Telecom Congress in Amsterdam



2023 TNW Conference in Amsterdam



2023 TNW Conference in Amsterdam



Startupbootcamp, Amsterdam



Germany

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



Microsoft Roadshow: SAP & Power Platform



AGRITECHNICA
in Hanover, Germany



CXO Business Dinner, Munich, Germany



Microsoft Power Platform Meetup: Hybrid
Scenarios for Public Sector



Project Networks in Berlin, Germany



CXO Business Dinner,
Hamburg, Germany

Bulgaria

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





Poland

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



Business Breakfast with Oracle in Warsaw. Automating the Future

CEE SME Banking Club Conference

BSS Forum in Katowice



Ukraine

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



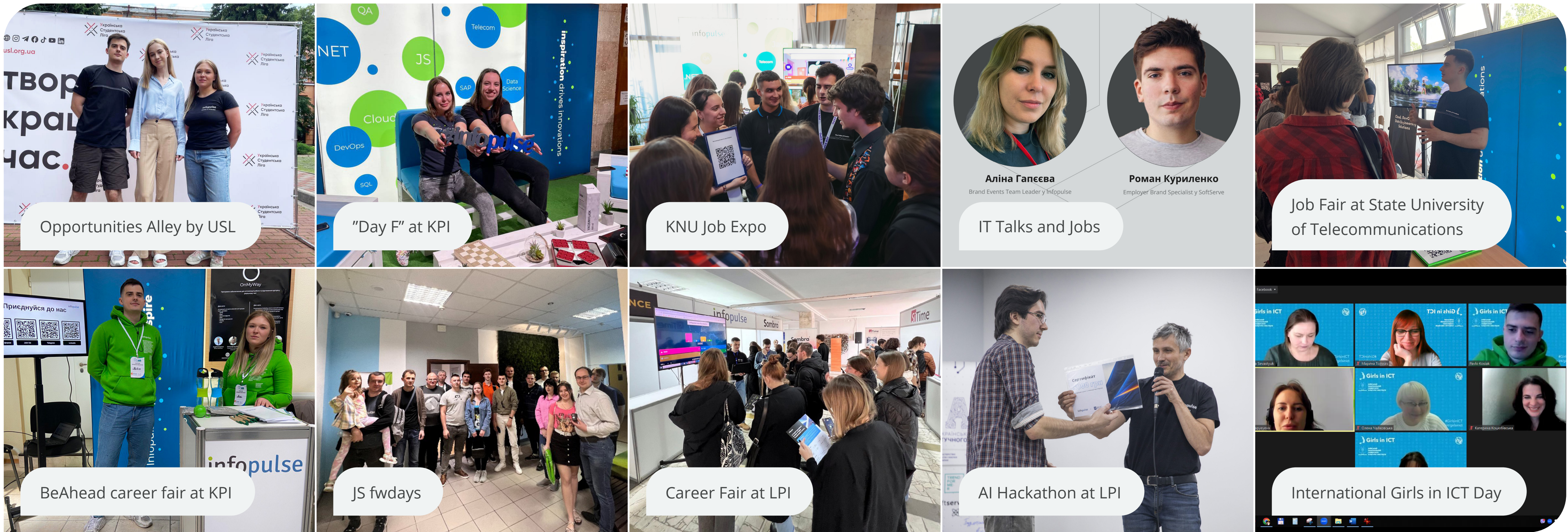
Innovation Forum, Lviv

Luxembourg-Ukraine Chamber of Commerce (LUCC) meeting, Kyiv



Ukraine

We acquaint people with IT industry, participating in career fairs, events of educational establishments, and industry-related events





Bulgaria

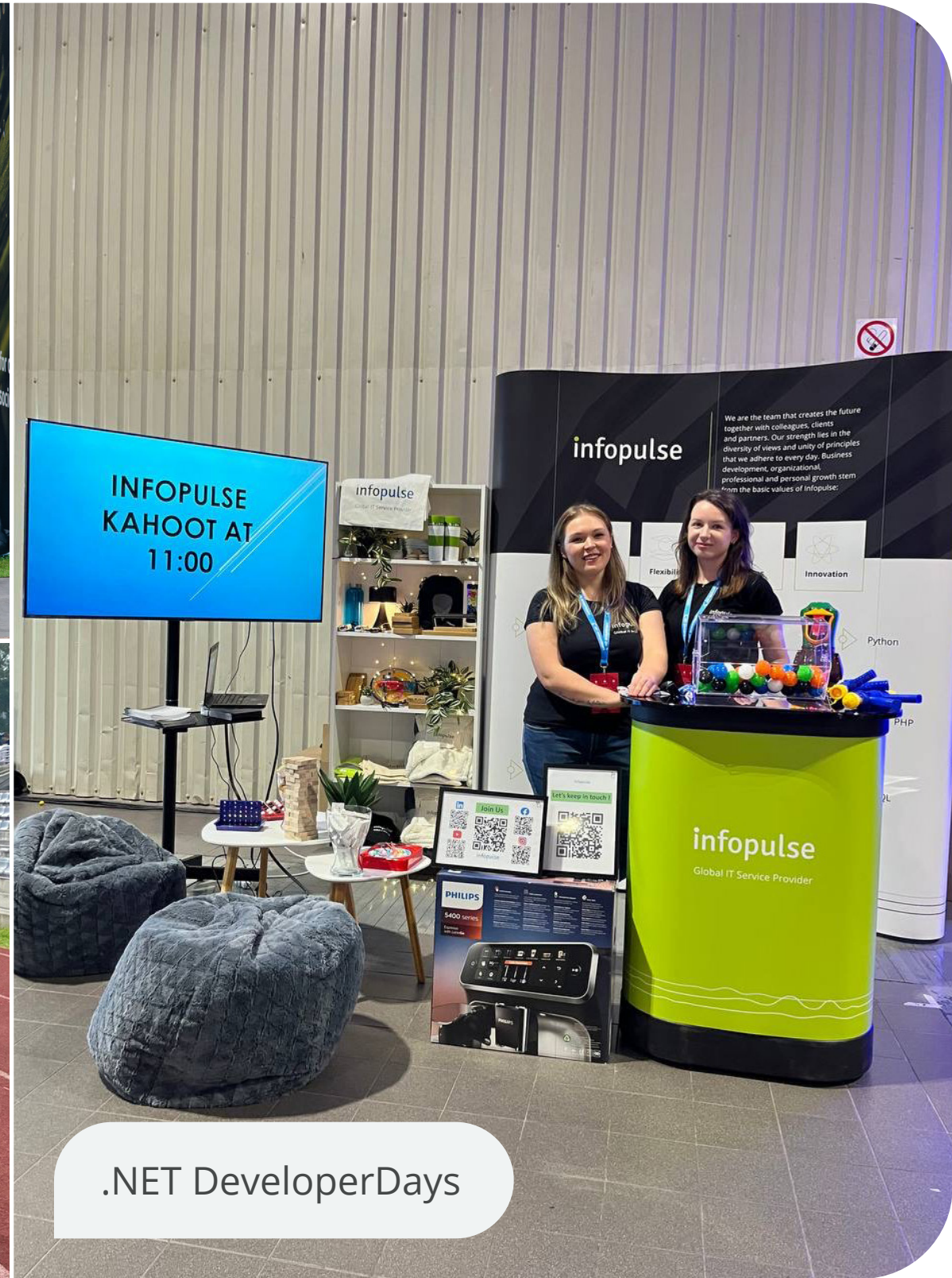
We acquaint people with IT industry, participating in career fairs, events of educational establishments, and industry-related events





Poland

We acquaint people with IT industry, participating in career fairs, events of educational establishments, and industry-related events



Social Support





*Don't give to get.
Give to inspire others to give.*

Simon Sinek

Volunteer activity

Charity

CSR projects



Volunteer activity

Our annual volunteer activity plan is built in accordance with 3 principles:

- 01** It should be relevant to the modern ESG agenda.
- 02** It should take into account Infopulse legacy of such initiatives.
- 03** The initiatives should inspire our specialists and be easy to participate in.

So, in 2023, we focused on launching the initiatives which were relevant to our international teams, as well as maintaining strong focus on helping Ukraine fight in the war.



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 continue helping the Armed Forces of Ukraine, refugees, abandoned pets, and hospitals, and require 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 picking up drones to making a financial donation. On a monthly basis, CSR specialists checked the statuses of the placed requests.

EUR 623 669

collected

602

requests for help





Major project launched in the previous year and continuing in 2023 — “Shoulder-to-Shoulder”: both the company and the community united their efforts to help protect the defenders

What

A joint project of our community aiming to help mobilized Infopulse 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 for the community where donations were made into a separate account of a partnering charity foundation. Afterwards, the project team collected requests from the mobilized specialists, processed them, purchased the goods, and delivered them to the defined location. Infopulse also made a donation to this initiative. The process was guided by the in-house CSR team.

EUR 6 992

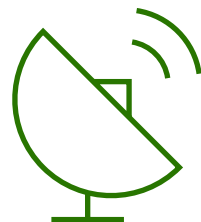
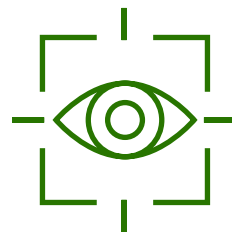
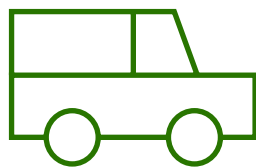
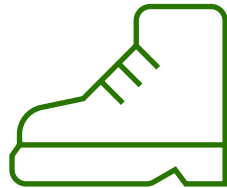
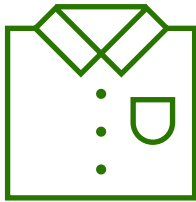
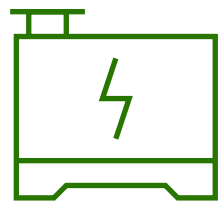
fundraised by Specialists

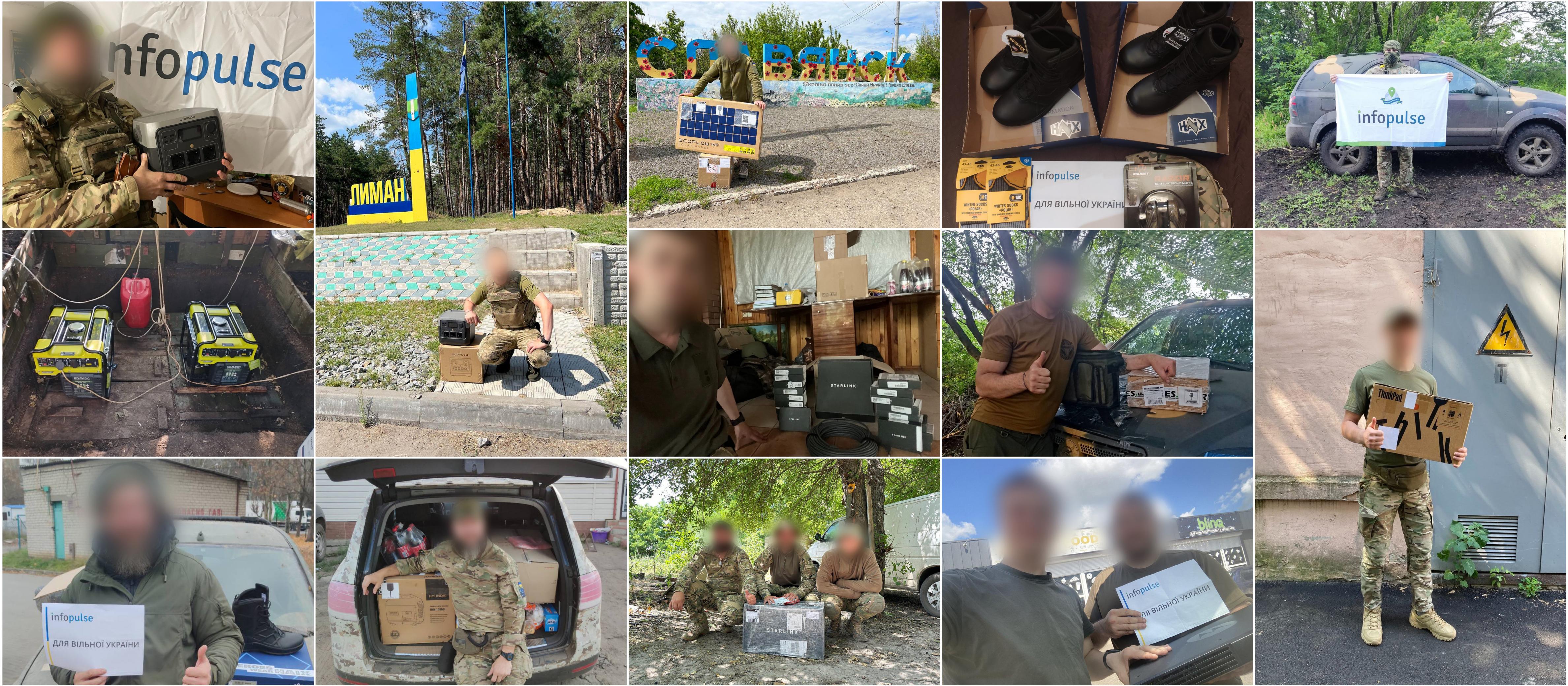
EUR 14 000

donated by Infopulse



Purchased items:







There were two peak pivotal points in Shoulder-to-Shoulder fundraising initiative

Defender's Day auction

To drive donations, CSR initiated a special auction and lottery among all those willing to donate on the eve of the Defender's Day: our mobilized specialists sent empty shells, and Ukrainian artists turned them into art masterpieces. After that, 3 biggest donations received a guaranteed award, while other 15 samples became random lots.

In total, **EUR 16 750** collected.



Christmas meet-and-greet fundraising

During Christmas meet-and-greet events in Ukraine, our community donated **EUR 9 800** for the needs of our mobilized specialists. Also, specialists participated in a master-class, making trench candles for Ukrainian soldiers.





Focused project of 2023 — “The Pulse of Freedom”: the company and the community united their efforts to accelerate the Ukrainian victory

What

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

Why

The Armed Forces of Ukraine need to increase the quality of aerial surveys of the occupied territories.

How

Infopulse made an investment into the production of an exclusive collection of 10 new items under the name “The 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 drones. The initiative was guided by the in-house Brand Events & CSR teams.

EUR 20 225

collected

470

items sold in total

6

drones purchased





Charity auction from a private collection of an Infopulse specialist

What

In order to support the "Shoulder-to-Shoulder" project, one of the specialists donated numismatic coins from her collection for a charity auction.

Why

Our specialists are passionate and have a strong desire to bring peace to Ukraine, supporting our soldiers.

How

The initiative was aimed at selling collectible coins and banknotes. The total amount of the sale was transferred to help Ukrainian defenders.

EUR 1 058

collected





In 2023, we renewed our partnership with the Ukrainian “Down Syndrome” charity foundation

What

On March 21, World Down Syndrome Day, we bring attention to people with Down syndrome in order to support diversity.

Why

Infopulse has been raising funds for “Down Syndrome” each March for more than 10 years, except for March 2022 when the full-scale war in Ukraine broke out, and we concentrated our efforts on other problems to solve. At the same time, the hardships of kids with Down syndrome became even worse, and we renewed our partnership.

How

On this occasion, we announced a fundraising campaign to help the children with Down syndrome who are patroned by the “Down Syndrome” charitable foundation. We also joined the flash mob “Lots of Socks”.

EUR 1 245

collected



Down Syndrome





In 2023, Infopulse celebrated Earth Day globally

What

On the occasion of International Earth Day, our specialists from Ukraine, Poland, Bulgaria, and Brazil participated in a variety of environmental initiatives to protect and preserve our environment.

Why

Growing focus on ecology and nature preservation compels us to step in and make our contribution.

How

In Bulgaria, about 30 specialists came together to plant a section of young coniferous forest.

In Poland, 28 specialists helped the city and, together with the city administration, cleaned an area from garbage.

In Rio de Janeiro, 15 specialists cleaned a beach from garbage.

In Ukraine, 320 specialists supported the new initiative “Plant a Tree — Demine Ukraine” from the “Mama, Plant a Tree!” organization. 2k trees planted.

EUR 3 812

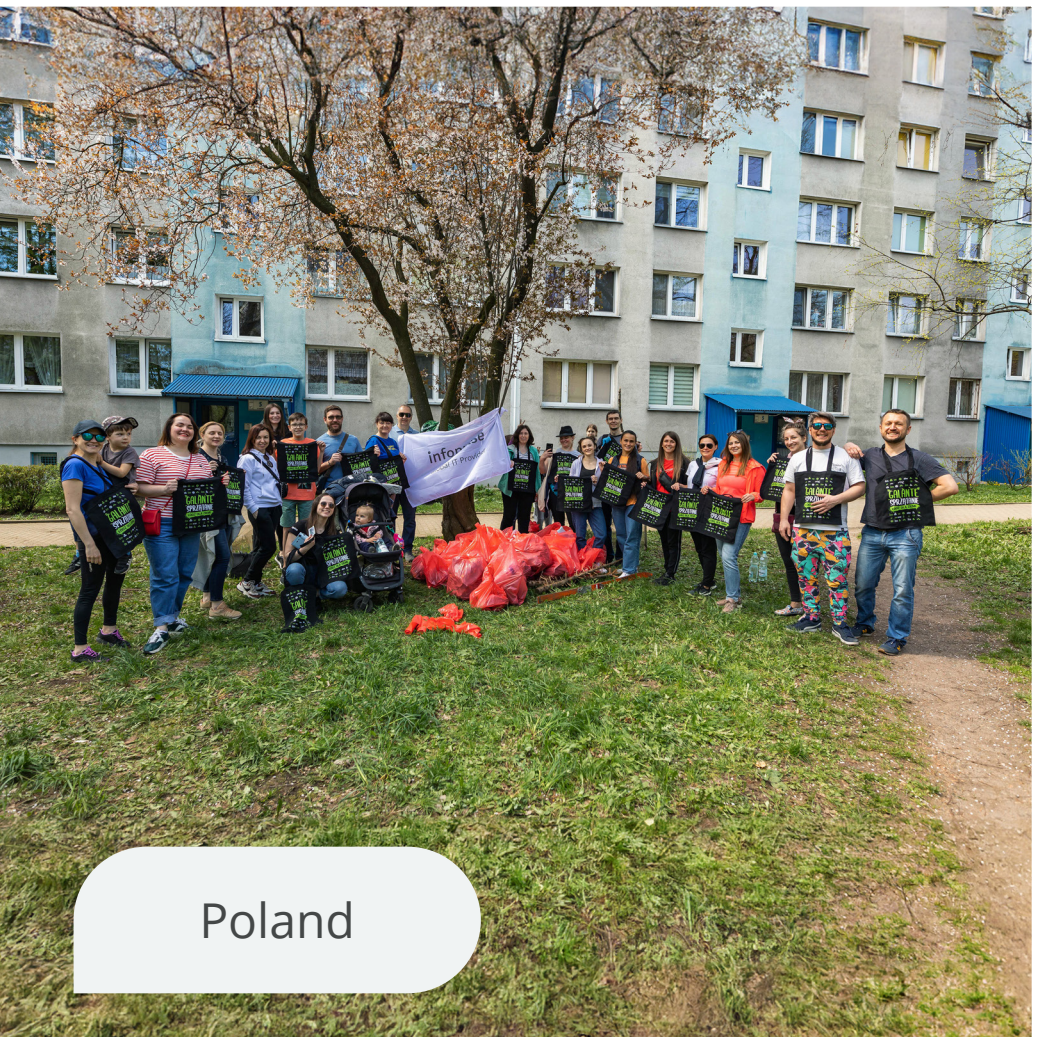
collected

465

participants



Bulgaria



Poland



Brazil



Ukraine



Supporting World Blood Donor Day

What

On the occasion of World Blood Donor Day, we contacted our community and blood donation centers in Ukraine, Bulgaria, Poland and Brazil. In Ukraine, we cooperated with the DonorUA organization.

Why

Blood is a vital liquid, which can't be manufactured or substituted, and it is crucial for saving human life.

How

- We held a lecture on “Blood donation”.
- We created the Infopulse team on the DonorUA platform. 49 volunteers donated 20 liters of blood.
- We collected funds for the transportation of blood to front-line hospitals.

EUR 645

collected

49

people donated blood





Caring about Homeless Animals

What

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

Why

Supporting animals has always been received with enthusiasm at Infopulse. A lot of specialists have pets and feel compassion for the animals that are in need of love and kindness.

How

On this occasion, on August 19, company specialists visited 9 shelters for animals in Ukraine, Poland, Bulgaria and Brazil, and handed over EUR 3,290 for the needs of the shelters, as well as groomed, played, cleaned, and fed the animals.

EUR 3 290

collected





Bringing Christmas Globally to Those in Need

What

In December, all volunteers at Infopulse wanted to support low-income families, elder people and orphanages by bringing them gifts.

Why

Because at Infopulse we believe that care and love can change someone's life.

How

In Poland, we supported the Szlachetna Paczka initiative, which helped a low-income family by purchasing a new washing machine, sets of clothes, shoes, new pots and other necessary kitchen utensils, and additional special gifts.

Our colleagues in Bulgaria bought and delivered food kits for the elderly.

In Brazil, colleagues visited the Santa Teresa Support Center for Children with Cancer, which provides psychological and material assistance to seriously ill patients and their families. The specialists gave the center toys, clothes, other necessary items, as well as financial support.

Ukrainians joined the "Warm Winter" initiative from the "Blagomai" fund to buy warm winter clothes and shoes for orphans.

EUR 3 639

collected





We see our mission in providing educational support to kids via the Hour of Code initiative

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

We would like to show to kids that IT is fun and is an interesting option for their future profession.

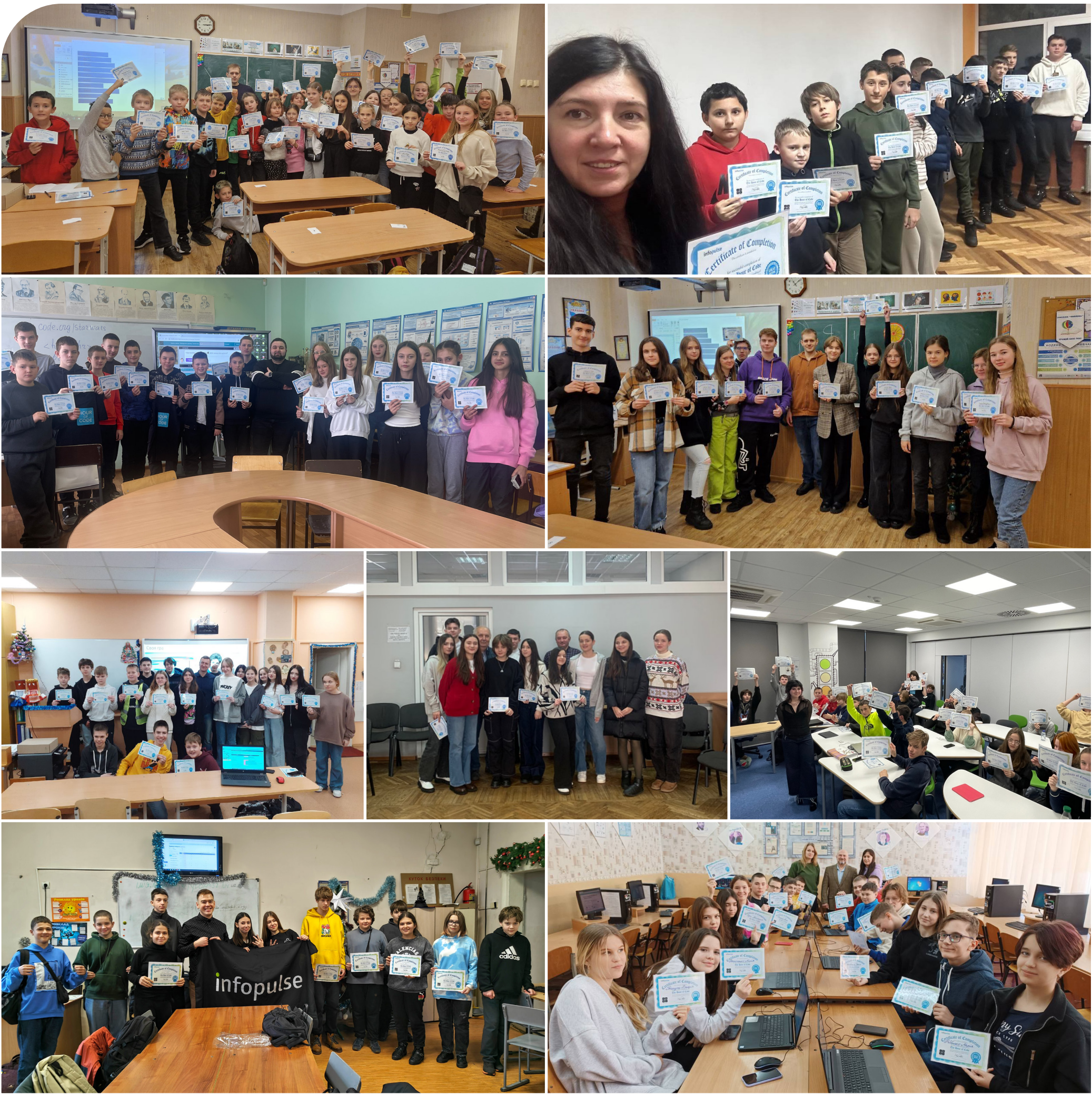
How

Within the educational initiative “Hour of Code”, conducted in 2023, Infopulsers substituted regular computer science lessons with an Hour of Code lesson to promote IT among schoolchildren. Our volunteers held the Hour of Code lessons for children in schools in Kyiv, Kharkiv, Tsuman, Lviv, Chernihiv, Lutsk and Gdansk..

12
volunteers

19
lessons

385
students





Though many Kyiv citizens had to relocate due to the war, Chestnut Run keeps us together to celebrate Kyiv Day even far away from home

What

The annual municipal charitable sports event aimed at purchasing cardiological surgery equipment for Ukrainian Children’s Cardiac Center.

Why

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

How

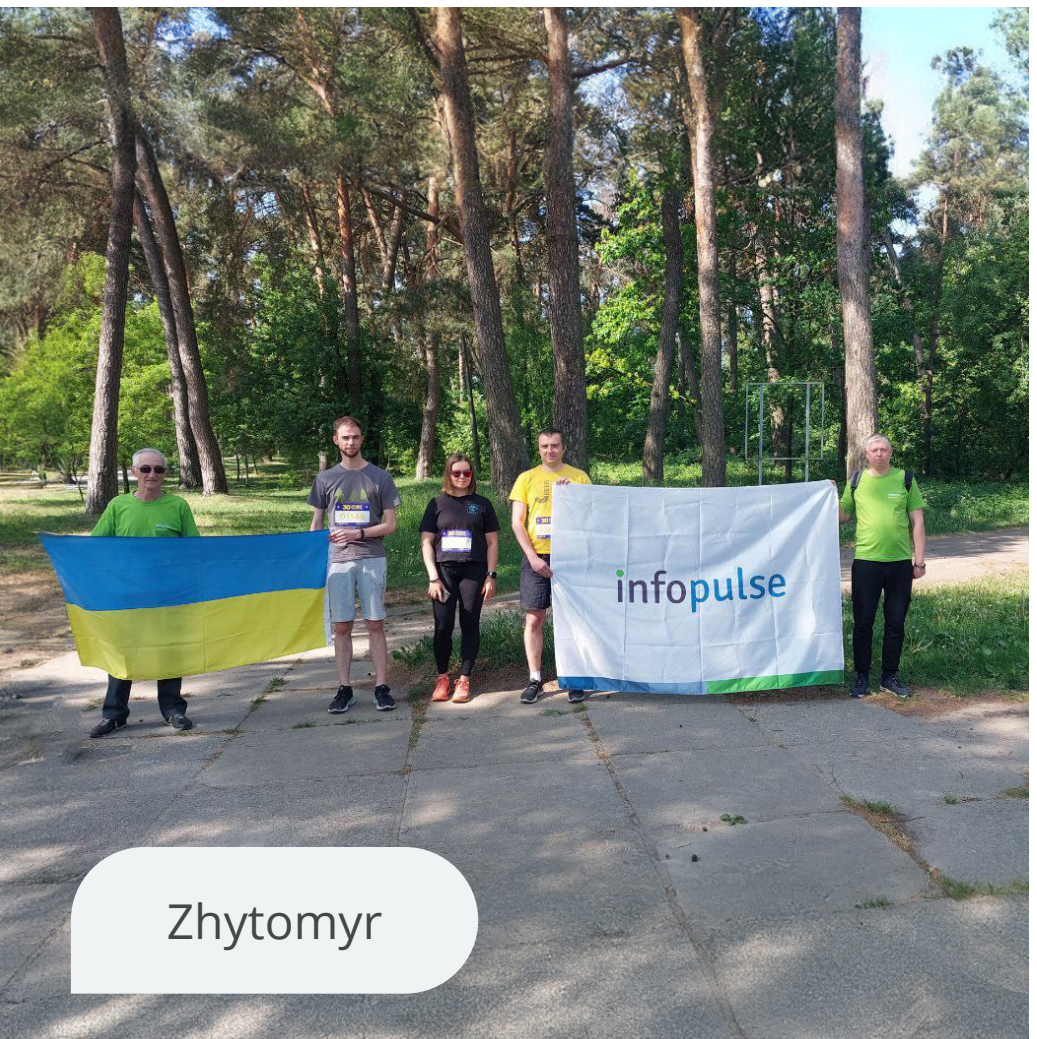
Specialists were invited to register for the charity marathon and pay the charity contribution. After that, they had to print their numbers and go for a 5 km run in their location, with friends or alone at any time of the day they wished.

74

volunteers



Vinnytsia



Zhytomyr



Kyiv



Lviv



Infopulse bike team is a regular participant in the annual bike marathon, although in 2022 this initiative was cancelled. In 2023, our specialists joined the ride

What

“Kyivska Sotka” is a free-access bike marathon offering to cover distances of 100 km and 50 km.

Why

Our specialists value the time spent together in the non-business environment and enjoy achieving something great together.

How

Specialists were invited to register for the charity marathon and pay the charity contribution. This year, 15 athletes of the company took part in the bicycle marathon, covering a total of 11,350 km.

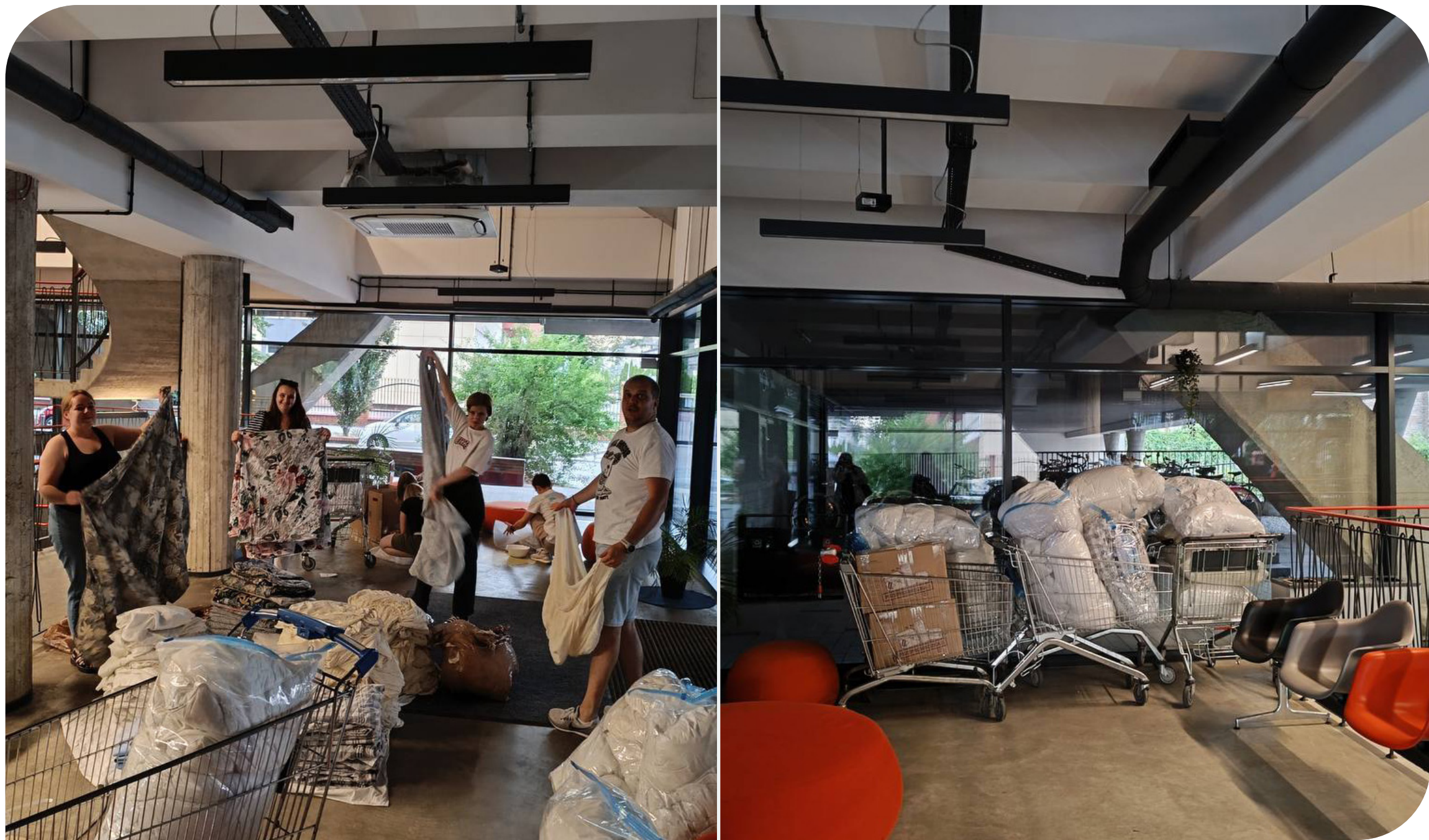
15

volunteers





We also helped those in need in other ways



Packed humanitarian aid in Lodz for Kherson survivors



Collected empty tins to produce hand warmers for Ukrainian soldiers



Tietoevry community decided to support our specialists who are protecting our land

What

Tietoevry community raised funds to support mobilized specialists of Infopulse and Tietoevry Ukraine.

Why

To support the right for freedom of the Ukrainian people.

How

On February 24, 2023, Tietoevry volunteers organized meetings dedicated to Ukraine across its offices commemorating the heroic fight of Ukrainians and announcing the fundraiser.

Result

EUR 3 373 were raised to purchase clothing, medication, and other necessary items for the mobilized specialists: for 7 specialists in Tietoevry UA (EUR 525), and for 38 in Infopulse UA (EUR 2 848).





Charity

Charity donations are part of Infopulse annual budget and they need to be planned in a transparent way.

For 2023, we agreed to direct a significant part of those donations to Ukraine, which is struggling for its freedom against the Russian aggressor: to mitigate war consequences, to support our soldiers with clothes, necessary equipment and medical equipment, to renovate ruined homes, etc.

The main focus of the charity roadmap for 2023 was helping the Ukrainian army to prevent the increase of refugees, lost human lives, and ruined families.



Donation of USD 10 000 to Pirogov First Volunteer Mobile Hospital

What

Pirogov First Volunteer Mobile Hospital (PFVMH) is a non-governmental organization of civilian healthcare professionals providing medical care on the frontline of the war in Ukraine.

Why

On a daily basis, wounded soldiers as well as civilians on the frontline lose their lives because medical infrastructure is ruined. The way out is to use modern vehicles with all necessary life-saving equipment.

How

Infopulse covered the purchase of components and disposable supplies for a mechanical breathing apparatus for the mobile healthcare vehicle.





Donation of USD 10 000 to Firfighters for Rescue Operations in Kherson Region

What

Ukrainian firefighters asked for a donation in order to expand rescue operations in Kherson region.

Why

On June 6, 2023, Russian terrorists committed ecocide by blowing up the Kakhovka Dam. Hundreds of villages and towns disappeared under water, people lost their homes, many were wiped off the face of the earth. Rescue services needed additional equipment for urgent evacuation of people and animals.

How

Infopulse funded the purchase of a rescue bus.





Donation of USD 5 000 to CF Zemliachky

What

More than 60 thousand Ukrainian women are serving in the military.
14+ thousand of them are fighting for Ukrainian freedom.

Why

Women in the military lack clothes, footwear, underwear, designed to fit the anatomical specifics of a woman's body.

How

Infopulse funded the manufacture of summer uniform for women-warriors.





Donation of USD 10 000 to CF SWOI

What

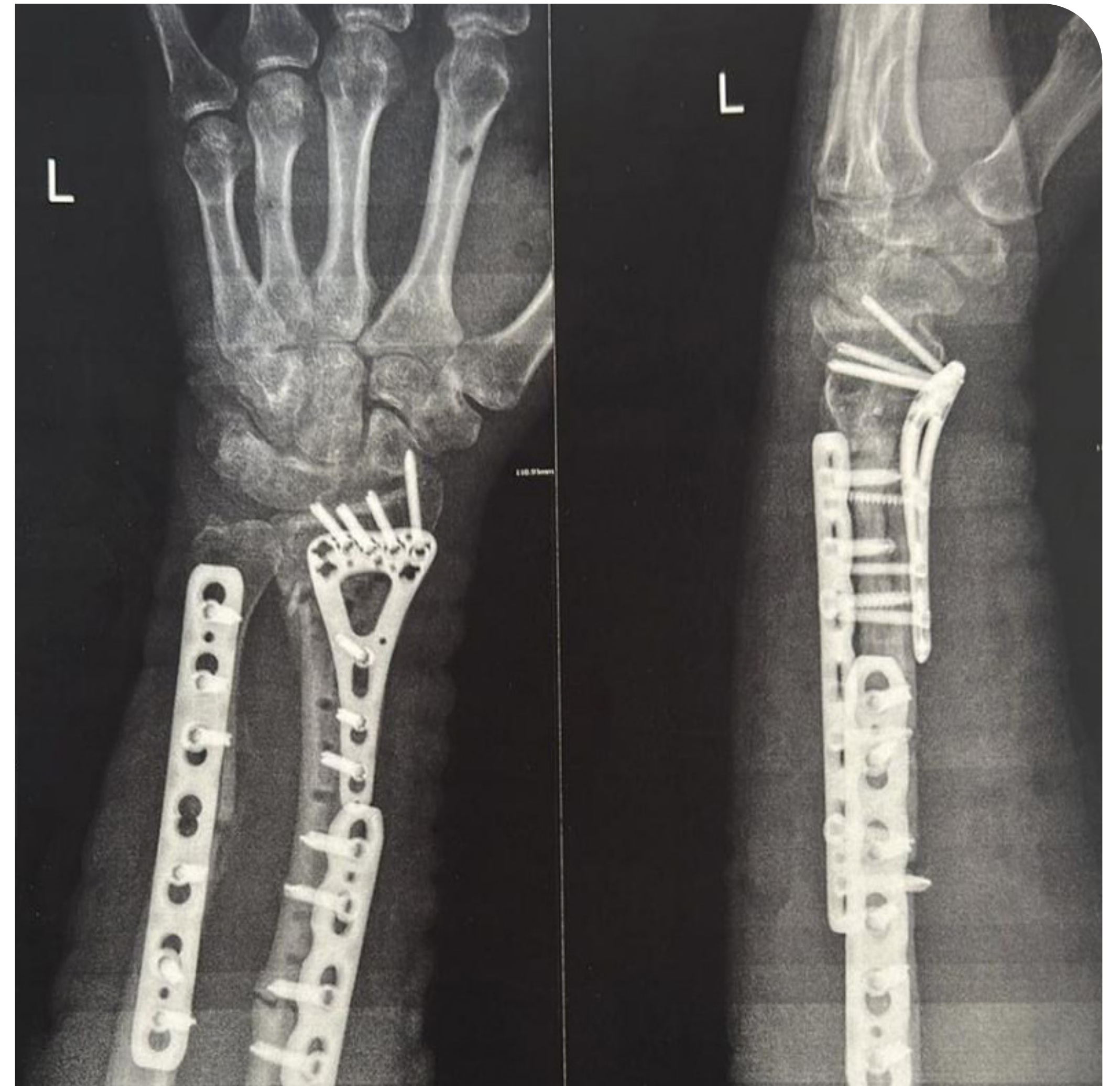
Supported veterans who need rehabilitation.

Why

Hundreds of Ukrainian heroes come back from the war with serious wounds which might sometimes lead to disabilities. While Ukrainian surgeons perform free operations, there is a tremendous shortage of titan implants.

How

Infopulse transferred funds to charity foundation SWOI to purchase 24 implants, saving limbs of our defenders and giving them the chance to return to usual life.





Donation of USD 10 000 to CF Bo Mozhemo

What

Supported our partner, the “Bo Mozhemo” Fund, which unites volunteers to repair and rebuild destroyed houses in Chernihiv region.

Why

Russian missiles ruin houses, villages and towns every day, killing people and leaving them without shelter.

How

Infopulse supported the community of volunteers who reconstructed the ruined house of the Stepanenko family, who had been living in a trailer with no heating and poor sanitary equipment.





Donation of USD 5 000 to CF Kolo

What

For several years, the marketing department has been redirecting the budget allocated for Christmas gifts to charity. This year, the support was directed to a mobile medical brigade.

Why

Mobile medical brigades save lives in field conditions and without electricity. In order to use their medical equipment, they need generators.


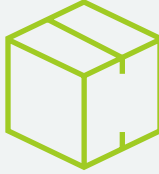
How

Infopulse donated funds to purchase two generators and fuel for them.





Infopulse also helped in other ways

				<div><div><div>448</div><div>pieces of furniture</div></div><div><div>496</div><div>pieces of IT equipment</div></div></div>
Supported the publication of two books — about preserving the climate & about web-technologies	Donated oxygen concentrators to the hospitals close to the frontline	Provided charity lots for the auction in favour of UA Army	Launched a communication campaign on cybersecurity	Donated used furniture and equipment



CSR projects

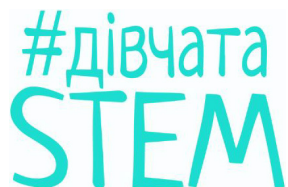
At the end of 2022, we at Infopulse launched an anchor project, “Gender Balance”, aiming to promote equal opportunities in science and technology.

Having investigated this matter we understood that lack of women in technical roles is caused by the stereotypes girls hear early at school.

So, during 2023 we acted as a partner of #дівчатаSTEM (STEM Girls) to promote STEM opportunities for female students. Moreover, we launched two communication projects related to diversity.



Supporting National Ukrainian Events #дівчатаSTEM, Promoting Science and IT for Girls



Girls in IT Day event

EUR 1 360



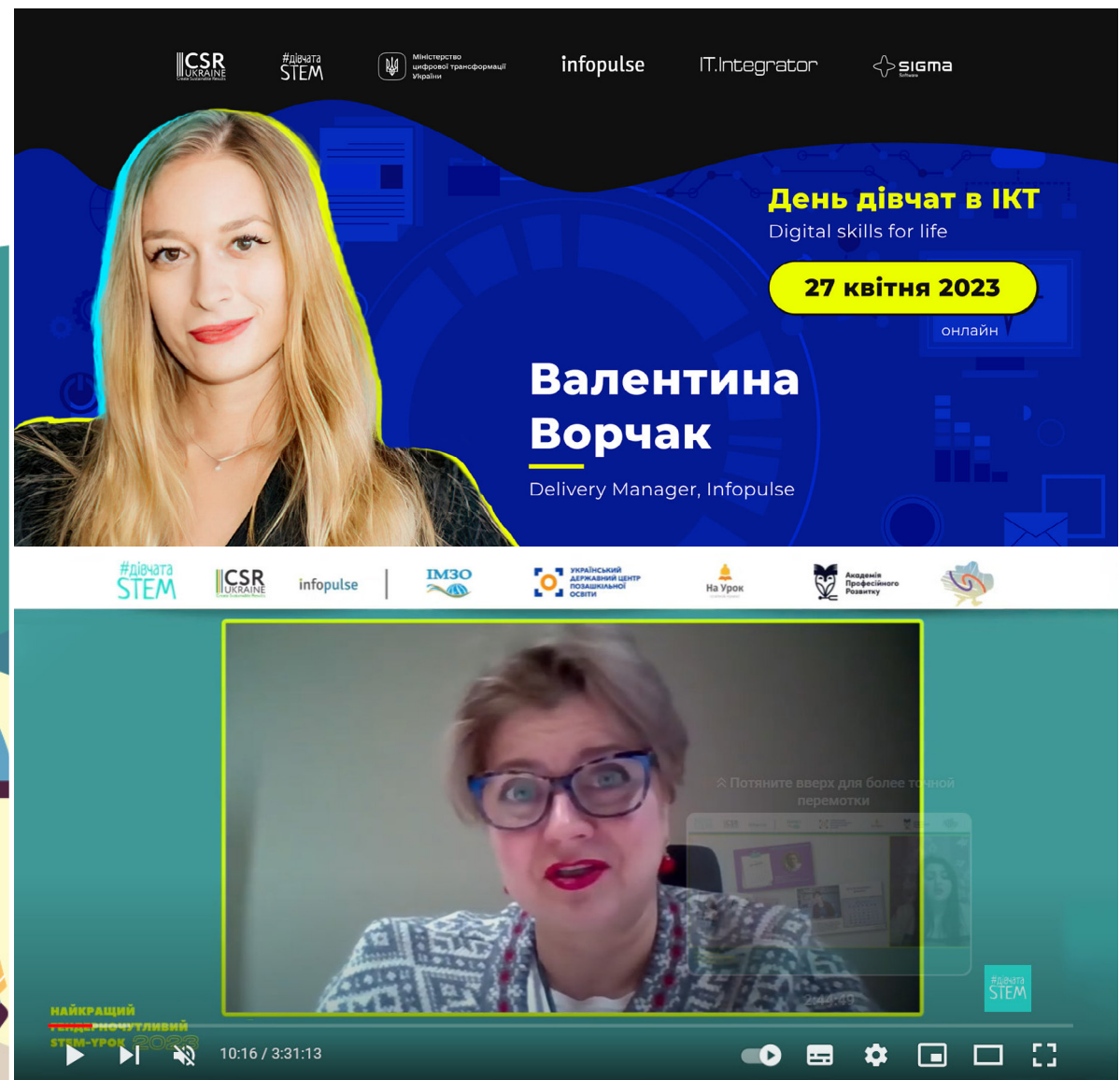
Girls in Tech National Day event

EUR 4 736



Competition among teachers

EUR 3 272



Speakers at the events of our partner



Other initiatives we supported

#дівчата STEM



Mentorship program with Infopulse COO as a mentor



Acting as a business advisor at a STEM workshop in Tallinn



Open day for schoolgirls at Lviv office



Communication projects, promoting diversity in IT:

- 5 Digests with 14 inspiring stories from Infopulse ladies
- 6 stories of brave Infopulse switchers from other industries to IT





Check out the amazing journey Infopulse had throughout 2023!





Locations

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

Poland Łódź

+48 (221) 032-442

Ukraine LLC Kyiv

+380 (44) 585-25-00

Bulgaria Varna

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Brazil Rio de Janeiro

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Acknowledgments

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of this team:

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Thank you for your attention!