

# Infopulse: socially responsible business in Ukraine

2018 Corporate social  
responsibility report



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## Letter from Infopulse CEO

Greetings,

Infopulse has been operating since 1991. During these years, we have travelled the path of formation and development hand in hand with an independent Ukraine; therefore, we strive not only to accomplish our business mission, but also to facilitate quality changes in the country.

During these years, we have implemented a great number of projects aimed at developing education, sports, culture, electronic democracy, and have gained the reputation of a responsible business and reliable partner for our customers, professionals, and society in general. As the international company, we strive not only to invest our expertise into our country's development, but also being a part of positive changes worldwide. That is why we joined to achieve the

UN Sustainable Development Goals: Quality Education (Goal 4) and Industry, Innovation, and Infrastructure (Goal 9).

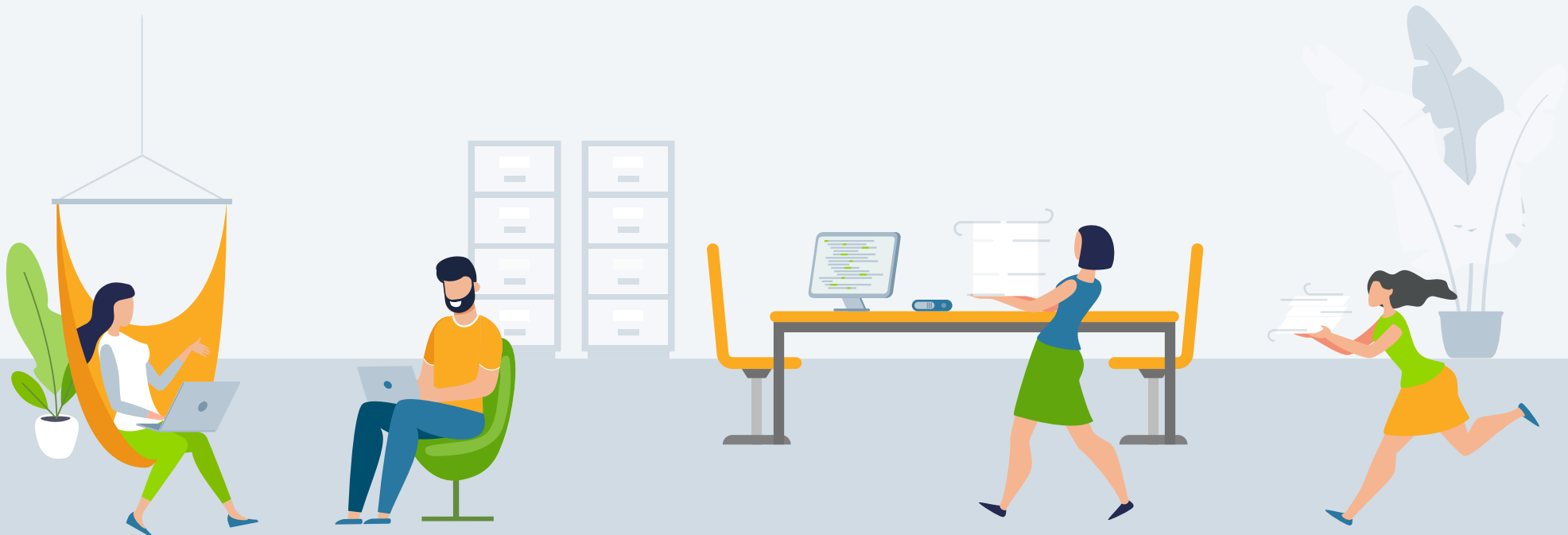
On behalf of the Executive Management Team let me present to you the corporate social responsibility (CSR) report for year 2018: "Infopulse: socially responsible business". In this report, you can gain insight of Infopulse projects and achievements in 2018, as well as CSR activities in its main areas.

We aim to be an exemplar of a business that cares about its stakeholders for both Ukraine and the world community. We are convinced that only by joining forces and creating a strong network of socially responsible businesses, supporting and helping one another to accomplish a social mission, we can achieve sustainable development and the bright future that we all aspire to.

**Andrey Anissimov,**  
Infopulse CEO

# About the Company

**Infopulse, a part of Nordic IT group EVRY A/S, is an international vendor of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity services to SMEs and Fortune 100 companies across the globe. Founded in 1991, the Company has a team of over 1,900 professionals (2018). Infopulse is a Global Outsourcing 100® Company recognized by IAOP® and is trusted by many established brands, such as BICS, Bosch, British American Tobacco, Citrix, Credit Agricole, ING Bank, Gorenje, Kärcher, METRO Cash & Carry, Microsoft, OTP Bank, Raiffeisen Bank Aval, SAP, UkrSibbank BNP Paribas Group, VEON, Vodafone, and others.**





## Infopulse presence in 2018

**Offices:** Ukraine (Kyiv, Kharkiv, Lviv, Odesa, Zhytomyr, Chernihiv, Vinnytsia), and Bulgaria.

**Presence in Europe:** France, Germany, Norway, Sweden, Latvia, and Finland.

**Number of specialists (2018) – 1900+**



# Our Services



Software  
Development



Infrastructure & Cloud  
Services



BI, Big Data, Predictive  
Analytics



UX/UI Design &  
Consulting



Microsoft Services &  
Consulting



SAP Services &  
Consulting



Information Security  
Services



Telecom Network  
Operations



Business Process  
Outsourcing

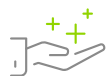
## Vision, Values

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



### Involvement

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



### Openness

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



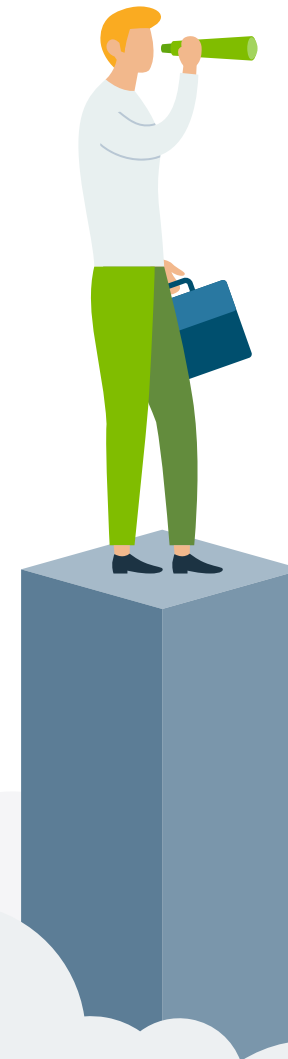
### Flexibility

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



### Innovation

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



# Achievements and Accomplishments

1

## The constant TOP-5 of the DOU rank since 2012

- **2018 — The №1 Best IT Employer of the year in the category of 1500+ specialists**

Also we are proud of our last years' achievements:

- 2017, 2013, 2014 — №5 of the of the Best IT Employers
- 2012, 2015, 2016 — №3 of the Best IT Employers

2

## One of the best Outsourcing Providers of the Global Outsourcing 100® by International Association of Outsourcing Professionals® (IAOP®)

The company's CSR achievements and activities have been recognized

3

## One of the Top B2B Service Providers by Clutch.co

4

## Oleksiy Sigov, President at Infopulse, was recognised as one of the best top-managers in Ukraine ([“Top-100” ranking, Delo.ua](#))

The following indicators were taken into account: 50% of votes — the company's net profitability for the previous year; 30% — 10 HR experts votes; 20% — Delo.UA followers votes.

**Clutch****DOU**

# Company History

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



1991

1999

Around **350 specialists** on  
board, delivery office in  
Zhytomyr, Partnership with  
EDB (now EVRY), launch of ITO  
Services



2006

2013  
/ 14

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



2015  
/ 16

2017

**1900+ of specialists**,  
№1 Best IT Employer  
of the year in Ukraine  
(DOU).



2018

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



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



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



## Certification & Standards



**ISO 9001:2015:** production of quality products and services



**ISO 14001:2015:** environmental management system



**ISO 27001:2013:** information security management

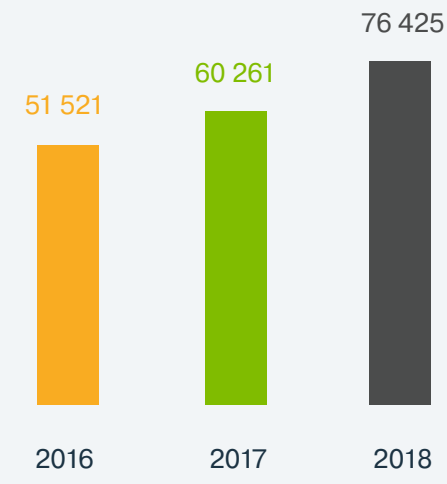


**ISAE 3402 type II:** International Standard for Assurance Engagements

Infopulse passes external certification audits to prove that the Integrated Corporate Management System is compliant (i.e. certified) with the requirements of ISO 9001:2015, ISO 14001:2015, ISO 27001:2013, passes assessment ISAE 3402 type II, and goes through Carbon Accounting assessment on a regular basis.

In addition, some customers and mother company conduct regular audits on security, financial control system, and anti-corruption activities.

## Revenue (USD millions)







## Key focus areas of Infopulse Corporate Social Responsibility (CSR)

We are considering corporate social responsibility not only as a work environment for our specialists, but also as the Company's impact on qualitative changes in various spheres of life in our country. With great international experience, we are pleased to share it in Ukraine and change it for the better.

Infopulse implements its Corporate Social Responsibility (CSR) strategy according to ISO 26000 standards key areas:



# Human rights

**Infopulse supports international human rights as outlined, i.a., by the UN Declaration of Human Rights and associated conventions. Infopulse maintains work environment where specialists behave with respect and integrity towards anyone they come into contact with through their work. Each specialist helps to create an environment free from any discrimination: religious, race, gender, sexual orientation, age, nationality, ethnic or disability, as well as keeping the working environment free from bullying, harassment or similar. We do not tolerate any behavior that can be perceived as degrading or threatening. We work as a team with respect to each other.**

- 1) Infopulse has a set of guidelines entitled [EVERY Code of Conduct](#) covering a broad set of ethical issues.
- 2) Everyone associated with Infopulse is responsible for following the rules and guidelines that are built on Infopulse's basic values and form attitudes we all can be proud of.
- 3) Our comprehensive approach to Corporate Social Responsibility is based on the principle that the Company should operate with proper respect for people, the environment and society as a holistic system.
- 4) Infopulse attaches great importance to developing a strong corporate legally compliant culture, competent managers and reliable control processes.



# Core corporate values and fundamental principles of conduct

## Respecting Human Rights

We place great importance on ensuring the compliance with our specialists' basic human rights and additional emphasis on preventative measures in order to ensure that the entire value chain fully respects the human rights of our specialists.

We are committed to maintaining and improving systems and processes to avoid complicity in human rights violations related to our own operations, supply chain, and services. We respect our specialist diversity in all dimensions: religious, cultural, nationality, age and gender equality.

Infopulse imposes strict requirements on its suppliers in order to reduce any risks that might be identified in the Company's supply chain. All suppliers are expected to live up to the same high standards as Infopulse applies in all areas related to social human rights, including discrimination, child and forced labour.

## Political activity

Infopulse does not give support to political parties, neither in the form of direct financial support nor paid working time.

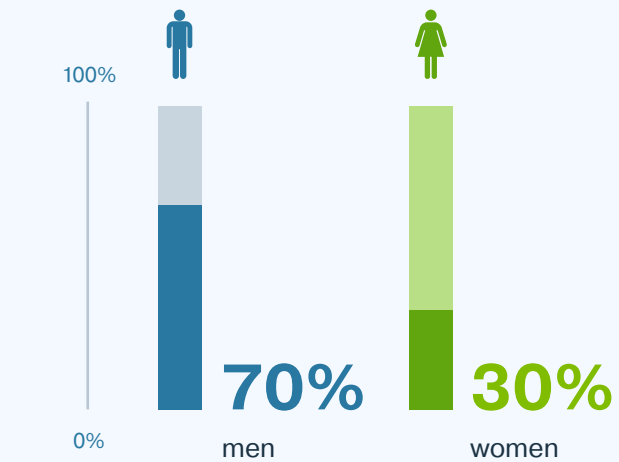
## Intellectual property

Intellectual property such as know-how, methodology, concepts and ideas are important for Infopulse to succeed in the market. We protect our intellectual property, respect the intellectual property rights of others and seek to avoid infringement of such rights.

## Fair and open competition

Infopulse wants fair and open competition in all markets, both nationally and internationally. All the company's processes are complied with legislative requirements, that provides equal conditions for all customers and partners.

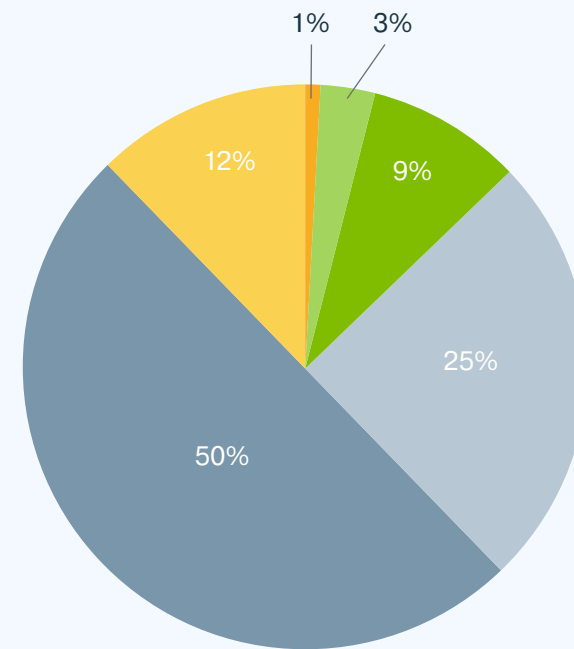


**General Infopulse specialists gender distribution****20%**

of Company's top  
managers are women

**25%**

of middle managers  
are women

**Company specialists age distribution**

18-20

21-25

26-30

31-40

41-50

50+

# Grievance resolution

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

## Compliance Officer

The Compliance Officer is a responsible person who promotes honest and ethical conduct and compliance with applicable laws, rules, regulations and standard processes by all specialists within the Company.

**Every specialist can contact the Compliance Officer on any queries regarding the performance of the Code of Conduct by any specialist of the Company at any level, including top management.**

To ensure that the compliance policies are adhered to

- 1) the Compliance Officer holds an introductory compliance session with all newcomers;
- 2) all specialists are familiarised and sign acceptance and understanding of the Code of Conduct;
- 3) all specialists pass Reputation training through which they also certify adherence to the Code of Conduct.

## Whistleblowing channel

In order to ensure the anonymity, a whistleblowing channel has been established. The whistleblowing channel is managed by a third party – BDO audit and consulting firm. The channel enables a written dialogue, including the anonymous exchange of information. Specialists as well as customers, vendors or other third parties may use the whistleblowing channel to report any concerns or offenses in a confidential manner, under full anonymity.



# Labour practices

**The company seeks to build long-term relationships with its professionals and believes that success of the company depends on everyone. That is why we are guided by the principle of balancing work and personal life. Specialists are the key value of the company, and we constantly invest in high-quality compensation and social packages, creating a comfortable working environment, and maintaining a friendly atmosphere within the company, professional and personal growth.**



# Corporate Compensation & Benefits Package

The company provides comprehensive compensation and social packages (health insurance, medical reimbursement, reimbursement of rehabilitation expenses for welfare beneficiaries, vacations, pregnancy and childbirth leave).



## Flexible hours

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



## Monetary Compensation

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



## Developed System of Bonuses for All Professionals

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



## Personal Bonuses

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



## Interest Free Loans

By personal applications, the Company gives interest-free housing, car, and other loans.



## Targeted Aid

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



## Compensation Package Upgrade

The compensation package of each specialist can be upgraded based on the Evaluation Program results.



# Office conditions and services

We create favorable co-working space for our professionals.



Comfortable workspace



Lounge zones with books and table games



Kitchens and dining rooms



Fridges with salads, sandwiches and snacks



Free coffee, tea, cream, and lemons



Weekly fruit mornings



Comprehensive business trips organization: from obtaining a visa to preparing documents for family members.

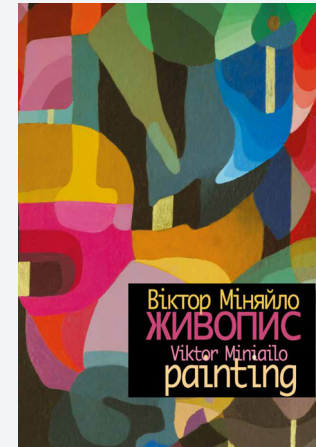


# Personal development

## Infopulse Creativity Club

In 2013, the initiative group created the Infopulse Creativity Club in Kyiv office — a unique creativity space for implementation of common creative ideas. The peculiarity of the club is that all events are organized and conducted by the company's specialists themselves. There are charity workshops on painting, design, floristry, handmade, and all raised funds organizers donate to Volunteer Hundred Hospital, to charity fund "Crab" for cancer patients treatment, to Starenki Foundation to help elderly people, to Serhii Zhadan's charitable foundation, to Creative Creator Kryivka, and to assist Yang Atakuliev, a volunteer doctor.

**We encourage professionals to develop their talents and strive for the company to become a focal point of creativity and inspiration.**



**50+**

paintings of Victor  
Miniailo sold

**70 000+**

UAH donated to  
charity

The art of **Viktor Miniailo, a Maintenance Specialist**, has found supporters among company's specialists. His unique works can compete with the masterpieces of famous professional artists, so a separate gallery was organized for them. Since the opening of the exhibition, Viktor has sold more than fifty paintings and donated about UAH 70,000 to charity. It was his original talent and desire to help people that motivated us to release a catalog of his paintings. Though Viktor has been drawing since 13 years, only the company's specialists helped him realize his dream at his 70.

# Specialists recognition

We appreciate every specialist and distinguish their contribution into corporate development.

## Events

The Company holds an annual corporate event to strike the balance and award its professionals (Infopulse Awards), organises team buildings, events within the framework of the annual concept, creative master classes and contests.

## Gifts

We congratulate our professionals on their birthdays, weddings, their new-born babies, and 5, 10 and 20-year anniversaries in the Company. We also hand out New Year gifts to the children of our specialists, as well as give presents to first-graders.









## Professional growth

The company is deeply interested in the professional growth of its specialists. We support initiatives, invest in the development of their talents, and create opportunities to develop new career paths.

**Everyone has the opportunity to choose the desired profession regardless of previous qualification and working experience. Infopulse strives to create an enabling environment for this.**

### Professional Growth Plan

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

### Trainings

The Company constantly invests into training of its specialists. Infopulse provides regular internal business and IT trainings presented by both external and internal professionals. Also, the Company compensates for participation in external trainings and certifications.

**49**

internal trainings  
were held

**927**

hours of internal  
trainings

**360**

specialists attended  
internal trainings

# Professional growth

## In 2018:

**110**



specialists got  
certified

**105**



experts attended  
professional conferences

**21**



specialists accomplished  
e-learning courses

**33**



trainees mentored  
by company's  
consultants

**280**



trainings were attended by  
company's specialists

## Professional library

The Infopulse Library created by specialists has more than 500 books of professional, technical, business, and fiction literature. All books are brought by experts or bought by the Company upon their order. If a specific book that is not in the library is needed for professional development, specialists can address their request to the Company.



# Professional growth

## Foreign Language Courses:

The Company constantly invests into training of its specialists. Infopulse provides regular internal business and IT trainings presented by both external and internal professionals. Also, the Company compensates for participation in external trainings and certifications.

### 1. General Language Courses

holistically target basic language skills such as listening, speaking, writing, and reading, and enable students to discuss and express their opinions on a variety of topics and in a wide range of social situations. Language Courses and Consulting are proud of their approach to organizing language sessions in the form of gamified adventure and spirit of discovery.

### 2. Special courses

Special courses boost a specific language skill (e.g. speaking), language aspect (grammar,

domain-specific vocabulary), or help students prepare for a formal language exam. Delivered by native and non-native-teachers, speaking courses, both intensive and longer ones, have gained growing popularity with Infopulse students as they usually involve a variety of activities (group and panel discussions, podcast viewing, problem-solving tasks), which invariably result in higher confidence when expressing oneself in a foreign language.

### 3. Movie club

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

Open to all Infopulse specialists, movie nights have proved to be an effective and enjoyable way for students to take their language learning outside classrooms or familiarize themselves with a foreign language if they have not learnt the language before.

### 4. Special events

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

**43** 

general language  
course delivered

**5** 

special courses in  
English delivered

**17** 

movie club sessions in English,  
French, and Swedish were held

**55** 

general language  
course launched

**7** 

special courses in  
English started

**10** 

language events in English, Swedish,  
and Ukrainian were organized and  
conducted



# Professional events

## External professional events organization

Infopulse strives to share its knowledge and best practices with other companies' specialists to promote the industry. Last year we organized several external events:

- **Infopulse Meetup Kharkiv:** *Infopulse experts shared their knowledge and experience in .NET, Machine Learning and working with the USA customer.*
- **Infopulse Meetup Zhytomyr:** *the event was dedicated to .NET, VR and JS topics.*
- **Infopulse Meetup Zhytomyr:** *.NET та Front-End meetup for developers.*



# Specialists involvement into corporate's life

## Corporate Petitions Site

We appreciate our specialists' feedback and encourage them to share their ideas about Infopulse's development, that's why Corporate Petitions Site was launched in June of 2018. Corporate Petitions Site is an internal Infopulse project that creates a unique platform for collecting and processing all the ideas of specialists for company's improvements. Petitions Committee considers each petition that receives more than 100 votes. After the pre-review, petitions that potentially could be implemented are considered by the Executive Management Team. If the decision is made in favor of a petition, it is implemented.



# 76

petitions were created by  
Infopulse specialists

# 34%

of them were implemented or  
considered to be implemented in  
the future



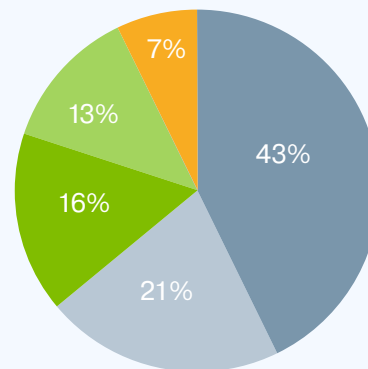
Fruity mornings  
were launched



Compensation of  
the cost of training  
was increased



Co-working on the  
Left bank in Kyiv  
was opened



- Office environment
- Initiatives & ideas
- Ecology and other ideas
- Process improvement
- Compensation and benefits

# Leadership

## Leadership program for the Executive Management Team

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



# Sport

Infopulse is convinced that effective work and professional achievements start with health. We are guided by the work-life balance principles and support its integral part — sports.



## Infopulse sport infrastructure



Big sport zone with gym, TRX, and showers



Bike parking



Corporate Yoga and somatic classes



Professional massage



Table tennis and table football in the office



Support of corporate sport teams



Compensation of the cost of training in favourite sport and corporate teams



# Sport

## Corporate Sport Teams achievements



### Tennis

- 2 Corporate Infopulse Table Tennis Cup Competitions were held in 2018.
- Our specialists took part in Table Tennis IT Cup Kyiv Open 2018 among IT specialists, and won the First League Cup.



### Bowling

- Corporate bowling championship “The Open Hearts Cup”. All the raised money was donated to the Centre of Children with Down Syndrome Early Development.
- Infopulse Odesa specialists won the 2nd place in the Charity bowling tournament from Charity Foundation “Road to Home”. Funds raised after the tournament were donated to the Rehabilitation and Social Adaptation Center “Great Family” of the “Road to Home” Foundation, where they work with children from dysfunctional families.



### Football

- Charity football match between FC “Infopulse” and our friends and partners FC “ZS Ukraine” to support children.
- Infopulse Zhytomyr specialists took part in the Beer JS IT Cup among city’s IT-companies.
- FC “Infopulse” became the champions of the Select League, Silver Division 2017/2018.
- Company’s specialists took part in a charity mini-football tournament among corporate teams “Open Heart Cup 2018” organized by “Down Syndrome”. All the funds were donated to Early Childhood Development Center to be spent on programs for children with Down syndrome.
- Infopulse Vinnytsia football team became a bronze prize winner of the Futsal Championship in Vinnytsia IT League. And our colleague Andrii Dryzhuk got the title of the best player of the tournament.

# Sport



## Volleyball

- Infopulse Volleyball Team took part in the Volleyball IT Cup and became one of the TOP-5 best tournament teams.



## Basketball

- Infopulse basketball team became a player in Heroes League.



## Hockey

- Hockey team “Scythians”, where our specialists play, won the KHL Division Championship Division Debutant 2018-2019.



# Organisational structure





# Organisational governance

**Infopulse strives to establish long-term relationships with clients, which can only be achieved through trust and transparency.**

From security management and QA to service models and competencies, we provide clients with all information they need to conduct a true assessment of our services. We maintain maximum transparency of governance practices, ensuring interests and rights of stakeholders, and integrating CSR principles across all processes.

## Infopulse principles of corporate governance



Respect the rights of all stakeholders and ensure equality.



Keep interests of the mother company, customers, communities, partners, employees and other stakeholders in mind, work with them in a cooperative manner.



Disclose Company information as appropriate, ensuring transparency.



In order to ensure transparency of decision-making process, the Company specifies the responsibilities of all personnel who manage, perform, and verify work affecting quality of our products and services.



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



The Company has established a monitoring procedure, measuring analysis and evaluating processes for every working and managing process.



## Organisational governance

Infopulse identified stakeholders that have significant impact on business: primarily, these are the mother company EVRY, Company's customers and partners.

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

# 1

### **The Executive Management Team that represents interests of shareholders and management.**

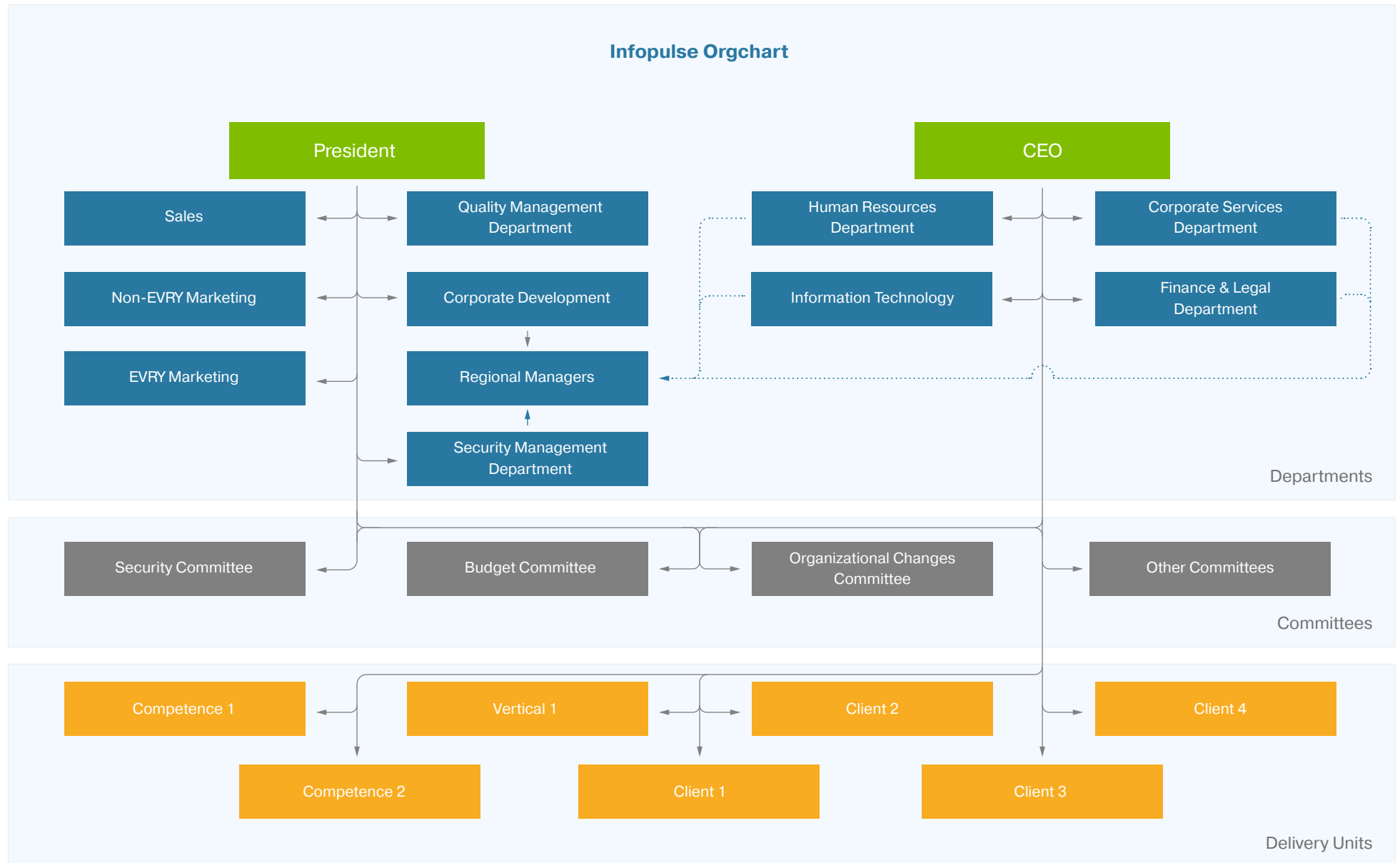
The team makes key decisions according to the Authority Matrix and Company Charter, is intended to build sustainable long-term value, and sets the “tone at the top” for ethical conduct.

# 2

### **The Executive Management Team operates the Company's business.**

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

## Infopulse Orgchart



# Organisational governance

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

At the end of a reporting period, Infopulse managers measure the objectives fulfillment. The Executive Management Team analyses reports of Heads of Departments/BUs and estimates the effectiveness of QMS for the reporting period. A delivery is an organizational unit creating a unique product or a service. Delivery Supervisor ensures fulfillment of Company's contractual obligations concerning service delivery (quality, scope, deadlines, and the budget that a delivery

team has committed to) by supervising the activities performed by the Delivery Manager and the delivery team.

The quality of a software/operation/consulting product or service means that contracted customer specifications are fulfilled, and a service is delivered on time and at the agreed-upon cost. The corresponding service level agreements are defined in a contract and/or an additional agreement.

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



# Key elements of Governing Information



## 1. Corporate policies

- Quality Manual
- Code of Conduct
- Information Security Policy
- Environmental Policy
- EVRY Procurement Policy
- Authority Matrix



## 2. Process Model

The Process Model graphically presents processes, artefacts, roles, and their functions.



## 3. Corporate Information System (CIS)

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



## 4. Internal Controls System

Internal Controls System, built with respect to ISF Standard of Good Practice and ISF maturity assessment model, presents all process areas and activities (i.e. business processes) for every process area. It defines for every activity: (a) governing (regulating) documentation, (b) references to the records – evidences of the performance, (c) responsible person (process owner), (d) tools (resources), and (e) interconnected processes, services.

The Integrated Corporate Management System is developed with respect to the requirements of ISF Standard of Good Practice, CMMi, and ITIL, and covers all activities in the Company.



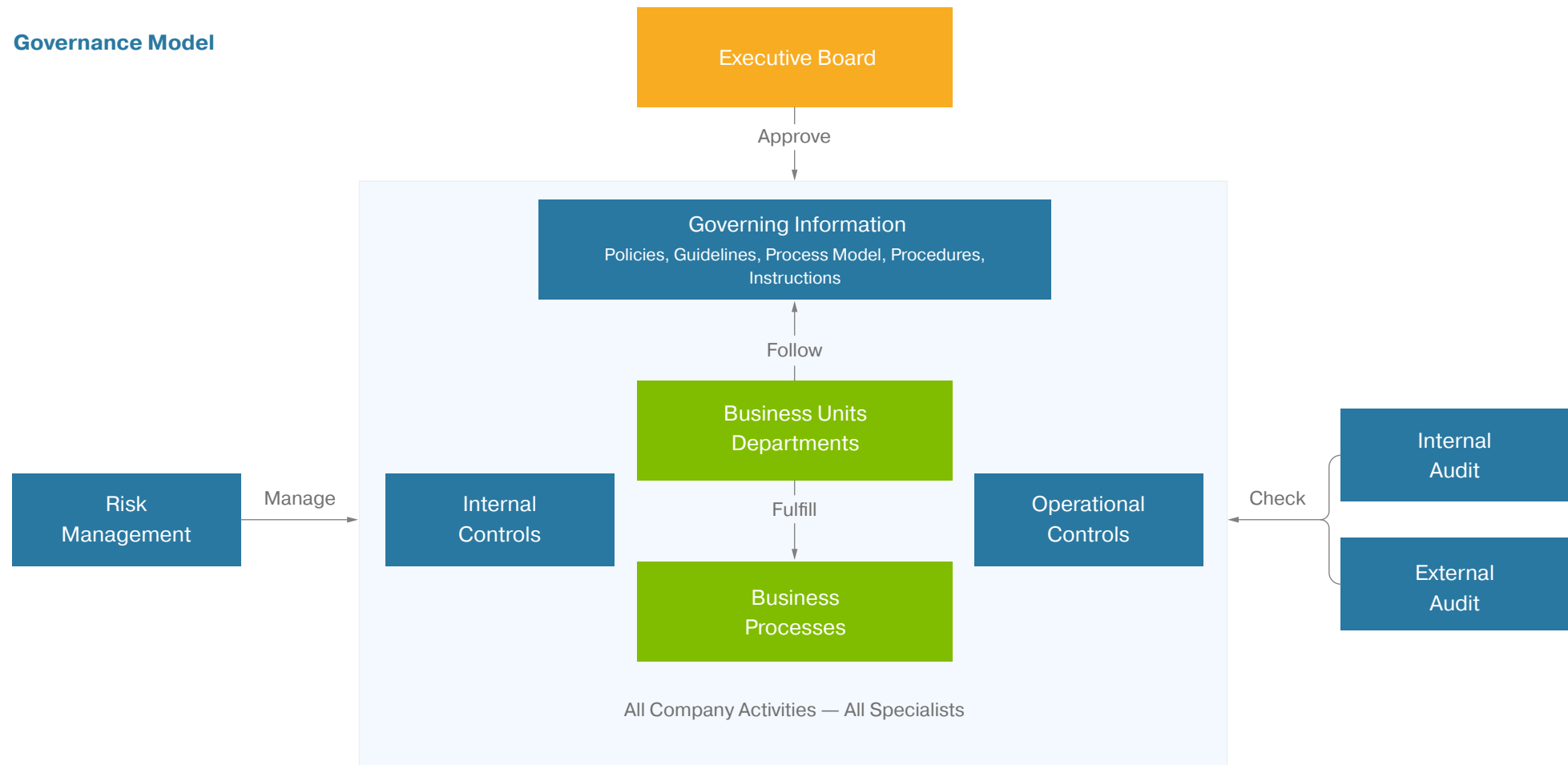
## 5. Internal audits

Quality management system's Process Model defines procedures and rules of internal audits of working processes in the Company in order to estimate their effectiveness and necessity of corrective and preventive measures for their improvement.

Internal auditing methodology is based on interviewing employees and studying documents and processes in deliveries/departments as well as (when possible and appropriate) on studying delivered products and respective documentation.

# Key elements of Governing Information

## Governance Model

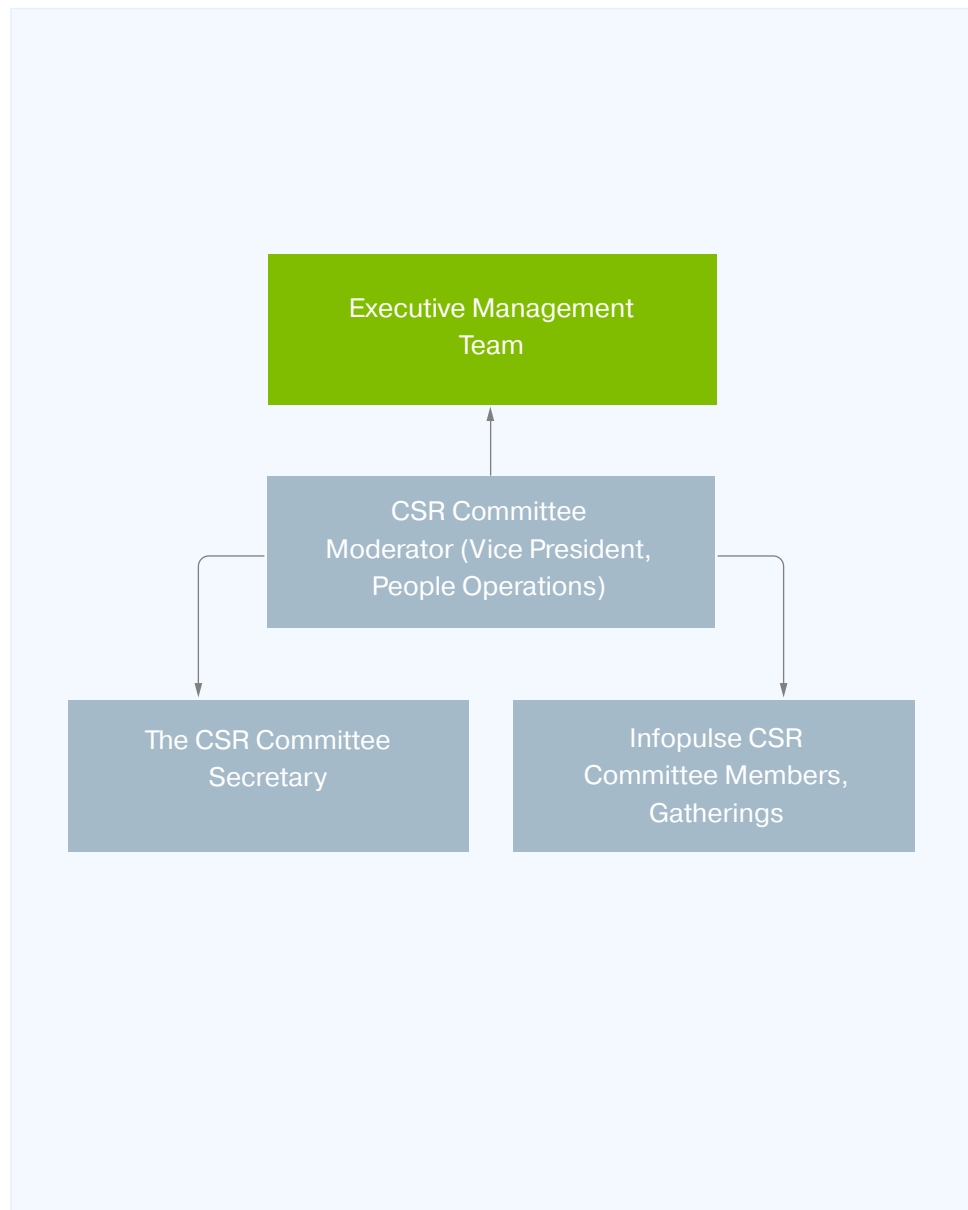




## Infopulse CSR Governance

### Responsibilities:

- Ensuring that the CSR strategy and activities are aligned with the Company's strategy
- Planning, approving and monitoring the CSR activities and projects
- Planning and reviewing the budget
- Assessing partners and NGOs
- Reporting the results quarterly and annually



# Environment

**The company defines Environmental Policy as a set of principles that steer our business actions to help preventing, reducing and mitigating past or possible harmful impact on nature, life and human heritage. Infopulse is committed to the principles of sustainability and socially responsible operations, in which 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 employees.**

We recognize that through corporate business and actions we can influence the use of and cause possible detrimental environmental effects on natural resources and hazardous materials and, in the widest sense, the human habitat. Nevertheless, we believe that it is in the innovative development of our business as a solution and information service provider, as well as through our clients, that we will make a positive contribution to environmental sustainability.



# Responsible environmental management

Our attention to sustainable environmental management includes the way we choose, acquire, implement, operate, and dispose of our assets, as well as conduct our partner relations in an environmentally responsible manner. We base our environmental management system on widely accepted standards that we find relevant and effective for our work, which facilitates cooperation with clients, suppliers, and other main stakeholders.



# Environmental commitments



Leadership in environmental management



Wise and efficient use of energy



Careful management of resource usage



Minimization of waste

## We are doing this with the following actions:



Constant improvement of environmental management practices



Implementation of objectives and targets supporting the Environmental Policy



Integration of environmental aspects into Infopulse's Management System, i.e. planning, new projects, investments, and operations, as well as in our supplier and customer relations



Maintaining environmental awareness culture

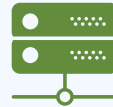


## Company's Green Office activities

Usage of corporate's electronic documents management system



Applying servers with reduced power consumption



Carbon footprint reduction with decreasing amount of business trips and using telecom technologies instead



Recycling broken equipment, paper, plastic, and batteries

Mandatory Green Office trainings for specialists

Providing the device for electric cars recharging



Providing environmental tips and discussions with the internal petition site

Procuring office furniture that complies with environmental criteria



Energy-efficient office light usage



Energy-saving software is required to be installed on all computers

Improving office cycling infrastructure and encouraging specialists to use eco-friendly transport: bikes, public transport, car-pooling



Paper consumption control

We use ecologically clean detergents for cleaning

Using special water filters



# Reporting

## CO2 footprint assessment

Together with the mother company EVRY, Infopulse conducts carbon emissions accounting.

Infopulse is a part of the Carbon Disclosure Project, an independent non-profit organisation that maintains the largest database in the world of statistics on corporate performance in relation to climate gas emissions, including performance data and reporting. To find more about Infopulse's report, please, follow the [link](#).

## Carbon accounting reporting

We annually report to our mother company EVRY about our corporate energy consumption and emissions.

## Annual Internal Environmental Management system audit for Infopulse's Executive Management Team

- Results of internal audits in deliveries, status of corrective and preventive actions (reported by Quality auditors)
- Evaluation of compliance of Infopulse's environmental work with national laws (reported by the Legal Team)
- Results of environmental tasks fulfillment evaluation of environmental objectives achievement
- Specialists' feedback on Company's eco-activities and suggestions for improvement

## Carbon emissions accounting indicators:





## Certification

### ISO 14001 Environmental Management Standard

(started in 2010, last  
surveillance audit was in  
November 2018)

### Our office complies with Energy Star, CE, TCO standards

## Achievements, 2018



Infopulse's specialists took part in the traditional city cycling event Bike to Work, that promotes bicycles as an eco-friendly transportation and draws attention to the city cycling infrastructure improvement.



Infopulse Zhytomyr specialists took part in the city bike day.



Our specialists' kids took part in a kids cycling competition "We are the champions!"



Corporate event Feed the Bird: together with the students of National Technical University Kyiv Polytechnic Institute, our specialists hung 100 birdhouses, that they made themselves during the summer event Summer Festival, in the Kyiv Polytechnic Park.



A workshop on separate collection and disposal of garbage was held at the socially responsible corporate event Summer Festival.



Infopulse's specialists voluntarily took part in the all-Ukrainian cleaning event Let's Do it, Ukraine!



To further improve eco-infrastructure, Infopulse engaged our partner NGO "No Waste Ukraine" for environmental conditions revision.



The internal corporate website for eco-criteria accounting in all Company's offices was launched.

## Resource consumption statistics, 2018



# Ethical business and fair operating practices

**Infopulse implements its business in accordance with the principles of transparency, openness and respect for its stakeholders.**



# Procurement organisation

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

## Suppliers diversity

More than 450 suppliers sized from private entrepreneurs to multinational companies in 11 countries provide hardware, software, consulting services and office materials for Infopulse.

## Supplier Conduct Principles

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

- respect human rights
- maintain high labour standards, including freedom of association, non-usage of forced

and child labour, non-discrimination, and proper employment conditions

- be compliant with the health and safety standards
- take a precautionary approach towards environmental challenges
- comply with applicable laws and regulations concerning bribery, corruption, fraud and any other prohibited business practices
- undertake responsibility to contractually mirror all these requirements towards their own first tier suppliers, including service providers, business partners etc.

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



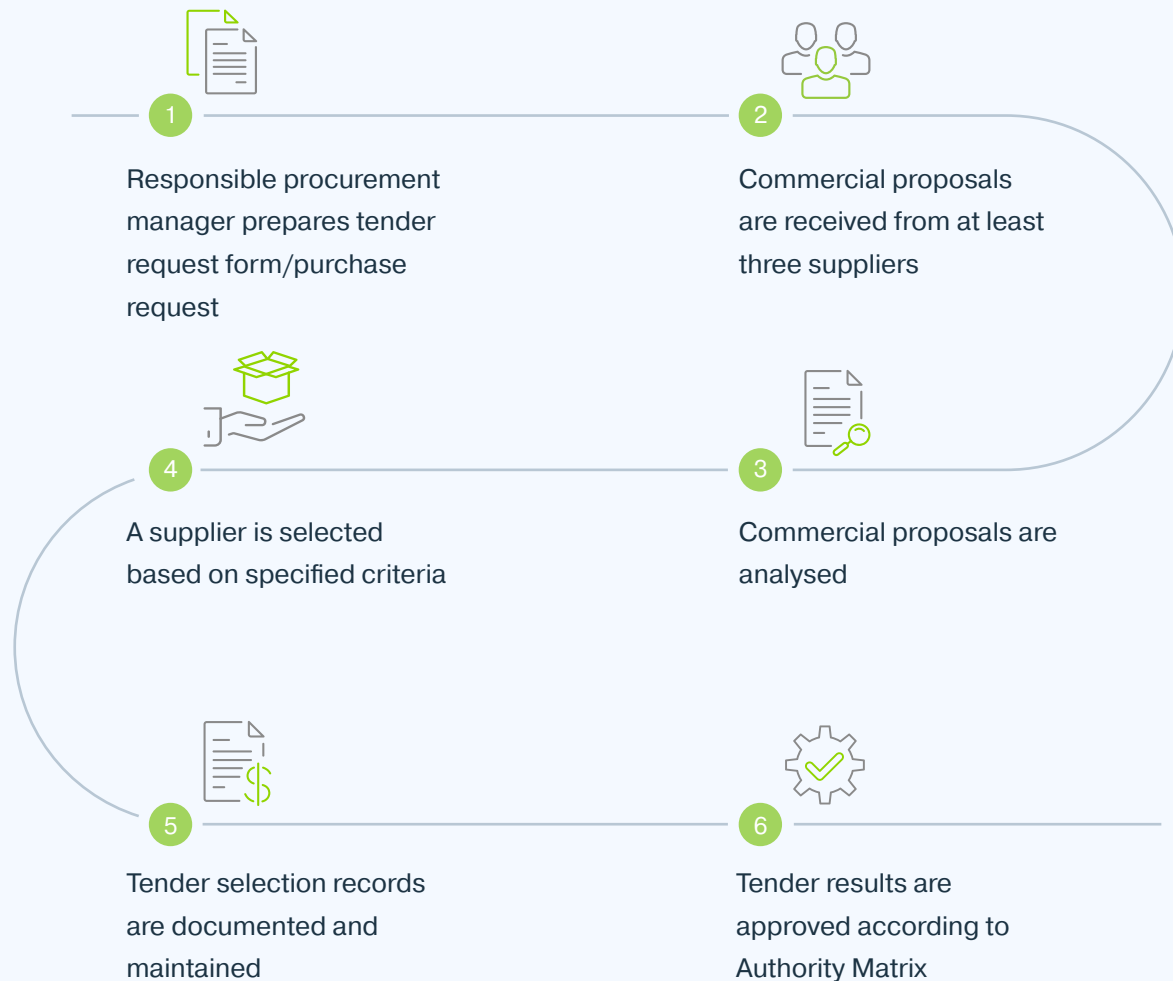
# 450+

suppliers in 11 countries



### Tender selection process

We select our suppliers via an established tender selection process:



## Due diligence

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



### Reputational check

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



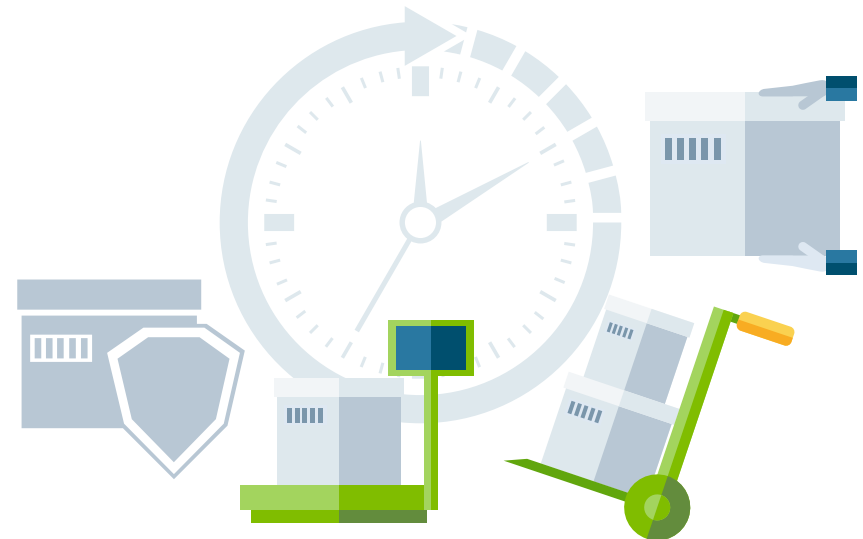
### Financial check

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

If any red flags (e.g. existence of legal actions, negative publicity) are identified, an extended due diligence is performed. Final decision on cooperation is made by Chief Procurement Officer in cooperation with the head of department/business unit that requires the purchase.

## Strategic Procurement Process vision

Infopulse's procurement process also includes the Strategic Procurement Process vision. Its purpose is to maximize supplier value creation and minimize cost and risk through a structured approach. The process consists of seven steps that cover all procurement process from category spend analysis to suppliers monitoring. Following the vision during process changes is crucial for maintaining high standards of the process.





# Financial transparency and accountability

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



**€ 94 M**

of taxes were paid to  
Ukraine's budget

## Internal financial controls project

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

Annual risk assessment is performed for the main financial processes based on materiality and other risk factors. For the key financial processes identified during the risk assessment, the following activities are performed:

- 1) Narrative descriptions processes are prepared and mapped to:
  - key risks
  - existing financial controls mitigating that risks
  - policies and procedures.
- 2) Financial control matrixes mitigating key identified risk are prepared.
- 3) Financial controls are tested according to the above matrixes.
- 4) Duty matrixes are segregated, main financial processes, are prepared, and access to key financial transactions is tested accordingly.

In 2018, such areas were revenues, compensations and salaries, procurement, treasury, taxation, financial reporting and closing process, tangible and intangible assets.

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

## External and Group internal audits

Infopulse is subject to

- 1) annual external audit performed for financial reports prepared according to the International Financial Reporting Standards and Ukrainian National Accounting standards
- 2) internal governance and anti-corruption audits performed by the EVRY Group internal audit.

# Infopulse Anti-Corruption and Bribery Management

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

## Infopulse Anti-Corruption Program

- **Infopulse Ukraine Anti-Corruption Program** trainings and other materials are available for all specialists on the internal corporate site.
- We manage **Infopulse Ukraine Internal Financial Controls System** to prevent conflict of interests and mitigate risks.
- **Procurement, sales, and accounting** are described in detail in the respective policies and procedures. A process owner is assigned for every process and responsible for its effectiveness.

- We manage incidents by following the **Compliance and Corruption Incident Management Process**. The Compliance Committee approves the investigation results and the mitigation measures in accordance with the **Disciplinary Measures Procedure**.
- We manage corruption-related risks according to our **Risk Management Process**.
- We perform **Due Diligence** on the Company personnel, suppliers, customers, and all other third parties we deal with.
- We prepare the **Infopulse Ukraine Risk Response Report** based on the Ukraine Risk Assessment Report. Our reports say that we avoid dealing with state organizations that may present high risk of corruption.
- We conduct **internal audits**, including all process owners, deliveries and departments, with respect to all process areas defined in our Integrated Management system. The ABC Officer supervises the internal audit process so that all cases that could be considered as corruption- or conflict-of-interests-related are investigated and respective risks are registered and managed.

- **The ABC Officer** reviews and approves all contracts and agreements to be signed with counterparties. It is described in the Contract Agreement Regulation.
- **A whistleblowing procedure** provides two independent channels for anonymous reporting.

## Anti-Corruption Awareness Program

- **Introductory trainings** for all newcomers to train them to define corruption situations/ conflicts of interests and to hand over whistleblowing to the ABC Officer or Compliance Officer.
- **All-corporate anti-corruption trainings.**
- **Regular Corporate Reputation Training.**
- All newcomers acknowledge in writing the **Code of Conduct** and pass the **Corporate Reputation Training**.
- The Compliance and ABC Officers **consult** all specialists in the Company.

# Infopulse compliance & audits



## Compliance

- International regulations
- EVRY corporate standards
- Clients requirements



## Roles

- Compliance Officer (Code of Conduct)
- Security Compliance Manager
- Anti-Corruption Officer
- Chief Procurement Officer



## Reports

- Infrastructure & Security Compliance Reports (twice a year)
- ISF Maturity Assessment Reports
- Compliance and Anti-Corruption Reports (Quarterly)



## External annual audits

- ISO27001 Audits
- ISO9001, ISO14001 audits
- ISAE3402 Type II assessments
- Customers audits
- Financial audits



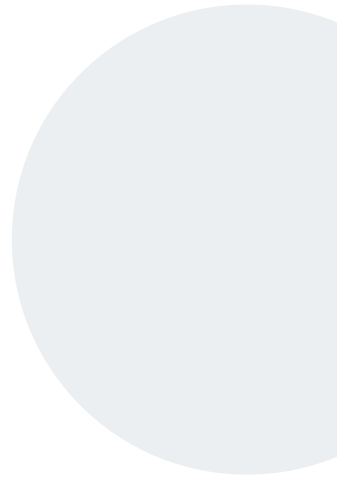
## EVRY HQ audits

- Financial Controls Audit
- Anti-Corruption Audit
- Financial audits
- Carbon Accounting Assessment
- EVRY Group Operating & Security Model Audits



## Country Risks: transparency & corruption in business

The Ukraine Country Risk Assessment Report, prepared by the Big 4, is used by Infopulse Ukraine & EVRY HQ.



# Relationships with customers and partners



# Personal data protection and processing principles

As an international IT services provider, Infopulse follows all the personal data processing principles required by legislation. Following these main principles, Infopulse pays the utmost attention to GDPR compliance as to one of the most crucial components of business sustainability across the world. The Company has been focusing its activities on legislation and international standards requirements, having introduced GDPR principles into the corporate environment:

**Lawfulness, fairness and transparency:**

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



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



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



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



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



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

## Accountability

Following the EU Commission guidelines, and to reinforce the quality standards of Infopulse services, the DPO role is assigned within Infopulse's Quality Management Department and **is complementary to the DPO role of our mother company EVRY. They also act as an authorized representative of Infopulse in the EU/EEA as required by Global Data Protection Regulation (GDPR).**

Infopulse continuously develops proper processes and safeguards to enhance the maturity level of compliance in accordance with appropriate regulations to ensure secure storage, lawful processing, and safe access to our customers' data.

## Compliance control tool

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



# Fair marketing

## Infopulse shares European values of business culture and has a professional approach to corporate social responsibility in terms of fair marketing.

Our marketing programs are fully compliant with the existing laws, regulations, and the recommended codes for marketing communications in relation to advertising, promotions, and sponsorship.

**1)** Infopulse adheres to every major principle of fair marketing, which include providing unbiased and truthful information based on facts. We precisely designate our marketing messages without participating in any deceptive, misleading, fraudulent

or ambiguous practices, like intentional concealing or omission of business-critical data. Furthermore, we do not create exaggerative descriptions of the offered services, which may result in false claims or any other obscurities.

**2)** We comply with the ground rules of fair marketing by offering only relevant and authentic information in a transparent manner, that may be easily accessed, checked and compared if needed. Our company provides all essential data about every aspect of our products, delivered solutions and cooperation conditions.

**3)** Our marketing campaigns exclude any texts, audio files or visuals that reinforce stereotypes concerning ethnicity, gender, religious affiliations, disabilities or personal relationships. In our advertising and marketing practices, we accommodate

the interests of vulnerable groups and do not participate in any activities that are detrimental to them.

**4)** Infopulse sets a high value on the relationships with its customers. Infopulse views customer data safety and privacy protection as a subject of vital importance. We put extra emphasis on our customer's confidentiality, ensuring indisputable fulfillment of non-disclosure agreements.

**5)** We offer objective assessment, analysis, and collation of the given tasks with the substantial business capabilities of the customer. This allows to create an accurate software development strategy and choose the necessary tools to achieve the customer's commercial goals.



# Partnership



## Partnership with professional community

### Norwegian-Ukrainian Chamber of Commerce (NUCC)

Being a part of Scandinavian IT EVERY group, Infopulse has a strong commitment to Norwegian-Ukrainian Chamber of Commerce, that is established to stimulate increased commercial cooperation between Norway and Ukraine.

06-10 March 2018, NUCC, IT Ukraine Association, Norwegian Embassy in Ukraine, Infopulse and other Ukrainian IT companies, hosted an introductory meeting with the representatives of the Norwegian start-up community.

The primary aim of the meeting was to examine new business opportunities in IT while showcasing Ukrainian business climate, capabilities, and expertise. Besides, Ukrainian universities and student organizations spoke about their experience of cooperating with local IT businesses.

“A part of Nordic second largest IT company EVERY, and an active member of NUCC and IT Ukraine Association, Infopulse is happy to offer our help to Norwegian start-up community. Based on our overwhelmingly positive experience working with Norwegian businesses and our involvement in EVERY’s Innovations Lab Initiative, we believe that closer ties and cooperation between Norway

and Ukraine bring significant benefits to both countries.” — Jan Keil, VP of Marketing, Infopulse.

Meeting participants have agreed on redoubling the mutual efforts in a number of areas, including academic initiatives, and will continue exploring ways and directions for enhanced collaboration.

**“Together, businesses and communities can implement the bravest transformative ideas for the better future – and they have full support from EVERY and Infopulse.”**

— Jan Keil, VP of Marketing, Infopulse



## Partnership

### European Business Community (EBA)

Since 2011, Infopulse has been a member of the EBA (European Business Association — EBA), a nonprofit organization representing the interests of more than 800 leading international and domestic-owned firms run in Ukraine. Since Infopulse has been for a long time integrated into international business and collaborates with many European companies, joining the EBA has become a logical and natural step in its development. EBA membership provides Infopulse Ukraine with benefits such as collective protection of business interests in Ukrainian agencies of state administration as well as foreign and international

organizations. It gives the opportunity to partake in decision-making at EU level, it also includes the regular information support concerning the events that affect business in the country, etc. Concurrently organization's central purpose is the introduction of European values and business practices in Ukraine.

### IT Ukraine Association

Infopulse is a member of IT Ukraine Association — the largest community of service IT-companies in Ukraine. Due to General Association Members Meeting Results in December 2018, Infopulse was included into its Executive Body.

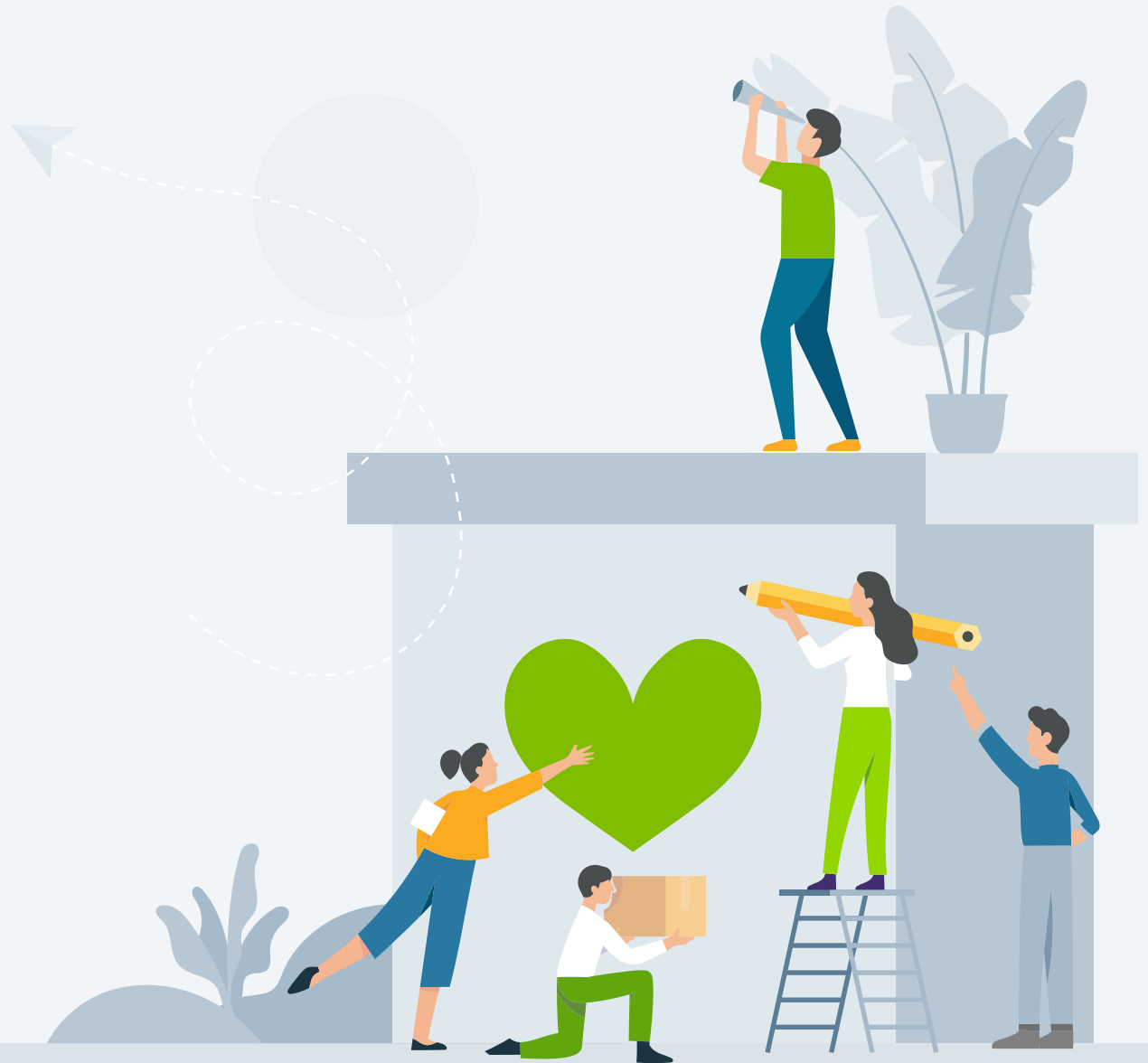


# Society development

**Infopulse promotes the development of society by implementing projects in these three areas:**

- **CSR projects**
- **Corporate volunteering**
- **Charity**

**Each year, the Company announces a topic within which a number of activities for specialists are implemented. 2018 became a year of social responsibility under the slogan “I am a citizen of Ukraine”. All this year activities included a socially valuable part, that joined specialists into one responsible community.**



**24**

social projects were  
implemented

**30%**

of them were initiated  
by the specialists  
themselves

**1<sup>st</sup>**

internal corporate social  
responsibility report was  
prepared

**2**

socially responsible  
corporate events were  
conducted

**During the corporate event Summer Fest, the Company's  
specialists made:**

**50**

school desks and  
chairs

**50**

busyboards for pupils of the  
Denyshivsky Training Rehabilitation  
Center

**100**

birdhouses for the Kyiv  
Polytechnic Institute  
Park

**100**

gift sets







Within the framework of winter corporate  
event Light Up

**151,084 €**

were collected by joint effort  
of the specialists and Company management  
for the heart surgeries of:



10-year-old Dmitry  
Berlov



1-year-old Polinka  
Gamzyuk



1 

Catalog of paintings by  
Victor Minyalo, Maintenance  
Specialist, Office Services  
was published

50+ 

paintings were sold  
since the opening of the  
exhibition

75 000+

UAH were donated to  
charity

67%\* 

of the respondents  
supported the annual  
concept and expressed  
their desire to participate  
in social initiatives in the  
future

9 

corporate volunteers were  
awarded with Infopulse  
CSR Award and valuable  
gifts for active participation  
in Company's activities

\* According to Infopulse  
internal communication  
audit, 2018



## CSR projects

### 4 QUALITY EDUCATION



### 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



#### **Infopulse has selected UN Goal 4 Quality education and Goal 9 Industry, Innovation and Infrastructure.**

With its activities, the Company strives to promote quality changes not only locally, but also globally, that is why Community Involvement and Development of Infopulse has the UN Global Sustainable Development Goals for 2016–2030, adopted at the UN Summit 17 Sustainable Development Goals. Companies that want to participate in solving the main problems of humanity can select from that list a number of goals, depending on their industry, and use their competence and operations to reach them.

#### **UN Goal 4: Quality education**

With Ukrainian IT being one of the main export-generating and growing industries, Infopulse desires to improve the quality of IT education and professionalism of potential experts on the global market. The Company has always been looking for developing and promoting professional potential. In 2016, Infopulse launched an internship program for Ukrainian students. The program is aimed at both individual and group learning. Interns have a possibility to communicate with experts and participate in projects. For many years, Infopulse has been cooperating closely with the leading universities of Ukraine, its professionals have been giving regular lectures on telecommunications, management and IT, presiding as experts in university competitions and help future talents grow. Infopulse is a standing member of IT-events, conferences, and hackathons and takes part in industry-specific events all around the country.

## CSR projects

### Testing and Business Analysis courses for the students of the Kyiv Polytechnic Institute

In 2018, company's experts voluntarily initiated the educational project for students of Kyiv Polytechnic Institute to share their knowledge and engage new potential professionals.



45 

students of the 2nd year  
took the testing course

35 

students of the 5th course  
took the Business Analysis  
course



A new interactive course  
was designed from scratch  
and adjusted to the  
requirements of the Ministry  
of Education

# CSR projects

## Internship for students

### Infopulse internship program and participation in job fairs

The Company is always open for the search and development of its potential specialists and promotes their professional growth. In 2016, Infopulse launched the Internship program for students of Ukrainian universities. It is aimed at both individual and group practice. Participants have the opportunity to communicate with the Company's experts and join our projects. In the framework of internship, students attend English movie clubs, time-management and public speaking workshops, CVs writing, and participate in professional quizzes.

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



17 

interns took part in the  
Infopulse Internship  
program

45% 

of them became Infopulse  
specialists

21 

Infopulse took part in 21  
local and all-Ukrainian job  
fairs

# CSR projects

## Be QA Today: free testing courses for disabled people



The Company provided students with laptops



3 Company's volunteers:

- **Igor Nikityuk**, Language Courses Consulting, English classes
- **Liubov Pishchanska**, Software Engineering and Consulting, mentor
- **Alina Petrenko**, Software Engineering and Consulting, business analysis workshop



6 out of 10 participants got job offers from leading Ukrainian IT companies.

## Students support at competitions



Infopulse supported Pavlo Shkaev, a student from Zhytomyr, at the international competition Infomatrix-2018 in Romania. Among the participants from 43 countries, Pavlo won the 3rd place with his project ZT.V.I.S., a virtual platform where young developers and their potential investors can meet.



Infopulse supported Ukrainian students at the International Astronomical Olympiad (IAO 2018) in Colombo (Sri Lanka) with 83 participants from 18 countries. Ukraine was represented by a team of four participants who showed great results and won bronze medals!



Infopulse became a partner of the regional stage of the international IT-championship Golden Bite in Zhytomyr. The goal of the championship is to support talented youth, who seeks to realize their abilities in IT, innovations and design.

## Robotics for kids

Specialists' kids have a great opportunity to join the IT-world within Robotics courses that are held by the Company. With the help of modern constructors and innovation technologies kids develop and program robots during the classes. The program includes mathematics, basic programming, robots etc.





# CSR projects

## Goal 9: Industry, Innovation and Infrastructure

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

### Lvivian Private Portal

In 2015, Infopulse and Lviv City Council launched a Lvivian Private Portal providing on-line access to administrative and electronic services of the city. It is a wide-spread practice in European cities, and Lviv has become the first in Ukraine to implement e-democracy locally.

### Olympic UA mobile application

In 2016, Infopulse and the National Olympic Committee of Ukraine released official mobile app Olympic UA. With this mobile application

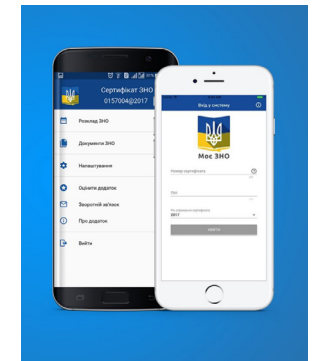
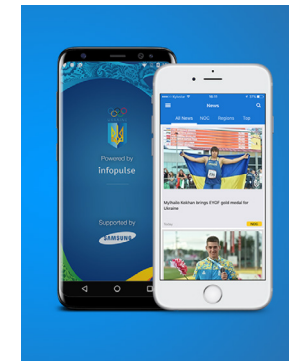
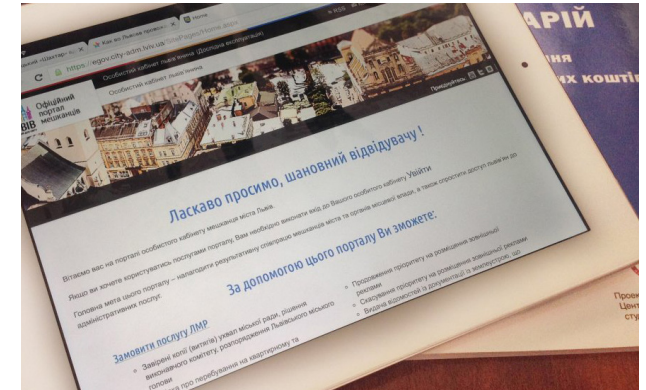
users could follow the latest news from the Olympics, receive push-messages about the latest events, teams' line-ups, standings, medals, photos, videos, schedules and results, as well as participate in a lottery.

### My ZNO application

In 2017, the Company together with the Ukrainian Center for Education Quality Assessment and BIONIC University developed the My ZNO application (My External Independent Test). The application informs the user about the time and place of the test, synchronizes the data with the calendar, shows the test results and saves them in the personal portal, etc.

### Virtual Museum of Vasyl Stus

In 2017, the Virtual Museum of Vasyl Stus, developed by Infopulse specialists together with Dmytro Stus, the poet's son, was opened. Actively supporting the development of Ukrainian culture, the team performed the complete development cycle of the virtual museum web-site. The Virtual Museum shows how the poet's work shaped Ukraine and how Ukraine defined his work, and makes it available for all people in Ukraine and abroad.



# Corporate volunteering

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



## Infopulse Donor Day

In 2018, the Donor's Day was held for the first time and 30+ liters of blood were collected for the Kyiv City Blood Center.



## Corporate team participation in the annual running marathon Chestnut Run



## The DanteFest support in Kharkiv

The event was organised by La Casa Volante, an inclusive youth center, which helps children with disabilities and orphans to adapt to society and attract the attention of society to their needs. Proceeds from

the tickets were donated for the Center's needs.



## Annual event Lots of Socks

Infopulse specialists bought 440 socks, 22,000 UAH were collected. All the collected money was donated to the Down Syndrome charity.



## Charity auction Stud-Point Social Auction

It is a charity project that brings together business and community initiatives. The auction participants had the opportunity to purchase Company souvenirs and help children and youth with cerebral palsy from the Nizhyn Orphanage. According to the results of the project, about 45,000 UAH were collected.

30+



liters of blood were collected for the Kyiv City Blood Center

440



socks were bought by Infopulse specialists within event Lots of Socks

22 000 ₴

UAH were collected within event Lots of Socks

45 000 ₴

UAH were collected within the Charity auction Stud-Point Social Auction





# Corporate volunteering



## Feed the Birds

Together with the students of Kyiv Polytechnic Institute, our specialists organized the Feed the Birds event. In the KPI park, we installed over 100 birdhouses made during the Infopulse Summer Festival.



## Gather a Backpack annual event

Volunteers of Company's offices in Kyiv, Chernihiv, Zhytomyr and Vinnytsia collected 58 backpacks with stationery, shoes, games and clothes for pupils of Ulyanivsk Special School of the Bilopil district, Sumy region.



## Company's volunteers' participation in the all-Ukrainian event of the Let's do it, Ukraine! NGO

More than 60 tons of litter from forests, park and green areas in Kyiv and Kyiv region were collected and disposed of.



## The Give a Paw, Friend event

Dedicated to the World Animal Protection, Infopulse Zhytomyr and Infopulse Vinnytsia offices collected donations and bought medicines and other useful things for the Shelter for Homeless Animals. Also, the Company's volunteers visited the Shelter, helped cleaning the inmates and spent time playing with them.



## Parakarate Championship in Lviv support

Infopulse Lviv specialists supported the 2nd International Karate Championship for Disabled People 2nd UKF PARA-KARATE CUP.

58



backpacks with stationery, shoes, games and clothes were collected within Gather a Backpack annual event

60+



tons of litter from forests, park and green areas in Kyiv and Kyiv region were collected

7650



were raised by Infopulse Vinnytsia specialists for the "Planet" shelter

5168



were raised by Infopulse Zhytomyr specialists for homeless animals needs







# Charity

**Help is a core element of the Company's DNA. Infopulse's business is guided by the fundamental values of respect and equality and invests its resources into social integration for those who needs it.**

## **Eurocamp and The Camp of Tolerance sponsorship**

As a European company, we respect cultural and religious diversity. We strive to raise up kids bringing tolerance to them, therefore, for the fifth consecutive year, Infopulse is a partner of the Congress of Ethnic Communities of Ukraine for the International Children's Camps Sources of Tolerance and European Camp, aimed at raising

tolerance in children in all its manifestations. Sources of Tolerance is an international children's camp, where, with the help of a unique technique, children are immersed in ethnoculture of different peoples. European Camp is a unique educational space that unites teenagers from many countries of the world. In an interactive form, participants discover the content of the basic principles of democracy in their historical-cultural and everyday routine, help develop analytical and creative abilities. Andrey Anissimov, CEO of Infopulse, has visited the camp many times to greet and thank the participants.

In 2018 the representatives of the European Camp and Sources of Tolerance projects held a workshop for specialist's 13-16 year old kids. During the event, participants learned how to understand themselves and others better, found common ground with others, explored their strengths.



# Charity

## School-Life Charity sponsorship

Infopulse supports equal access to quality education and inclusive education for all walks of society. Therefore, for many years we have been helping School-Life, a specialised social institution for children with autism, cerebral palsy and mental retardation. Here, children learn general school subjects, as well as social skills. The children work with social workers, psychologists, art therapists, game therapists and other specialists who prepare excursions for them, costume parties, group games, hippotherapy, etc.

## Down Syndrome Charity sponsorship

For over 10 years, the Company has been working closely together with Down Syndrome, an organisation that promotes social adaptation for people with Down syndrome. Each year, the Company acts as a partner of the Charity's events, and our specialists take an active part in them. Our mother company EVRY supports this initiative and considers work with Down Syndrome one of the top-priority areas of the Company's social responsibility.





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