

A close-up photograph of a moss-covered log in a forest. The moss is a vibrant green, and several thin, brown stems with small green buds are growing from the moss. The background is dark and out of focus, showing more of the forest floor.

infopulse

# **Infopulse: socially responsible business**

**Sustainable Development Report, 2020**

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## Letter from Infopulse CEO

Dear reader,

During the history of Infopulse, which is almost 30 years long, the company has more than once gone through difficult times. Needless to say that 2020 was special to everybody, and like everybody else we initially found ourselves in a situation of great uncertainty.

Though we had our new strategy 2020 – 2022 already developed, a new reality made us review our plans. Being always optimistic and ready to take on all challenges together, we understood that it was a good opportunity to adjust and grow.

This is how our “Rethink. Improve. Upgrade” strategy was developed. Its purpose was to maintain stability in the conditions of the new reality and to strengthen the development of leadership and communications in the company. This strategy was built around the three main company’s roles and responsibilities that the company has been cultivating for many years — responsible service provider, responsible company, and responsible business. This responsibility is our hallmark. And when I say “we”, I mean all of us, Infopulsers, members of a big team.

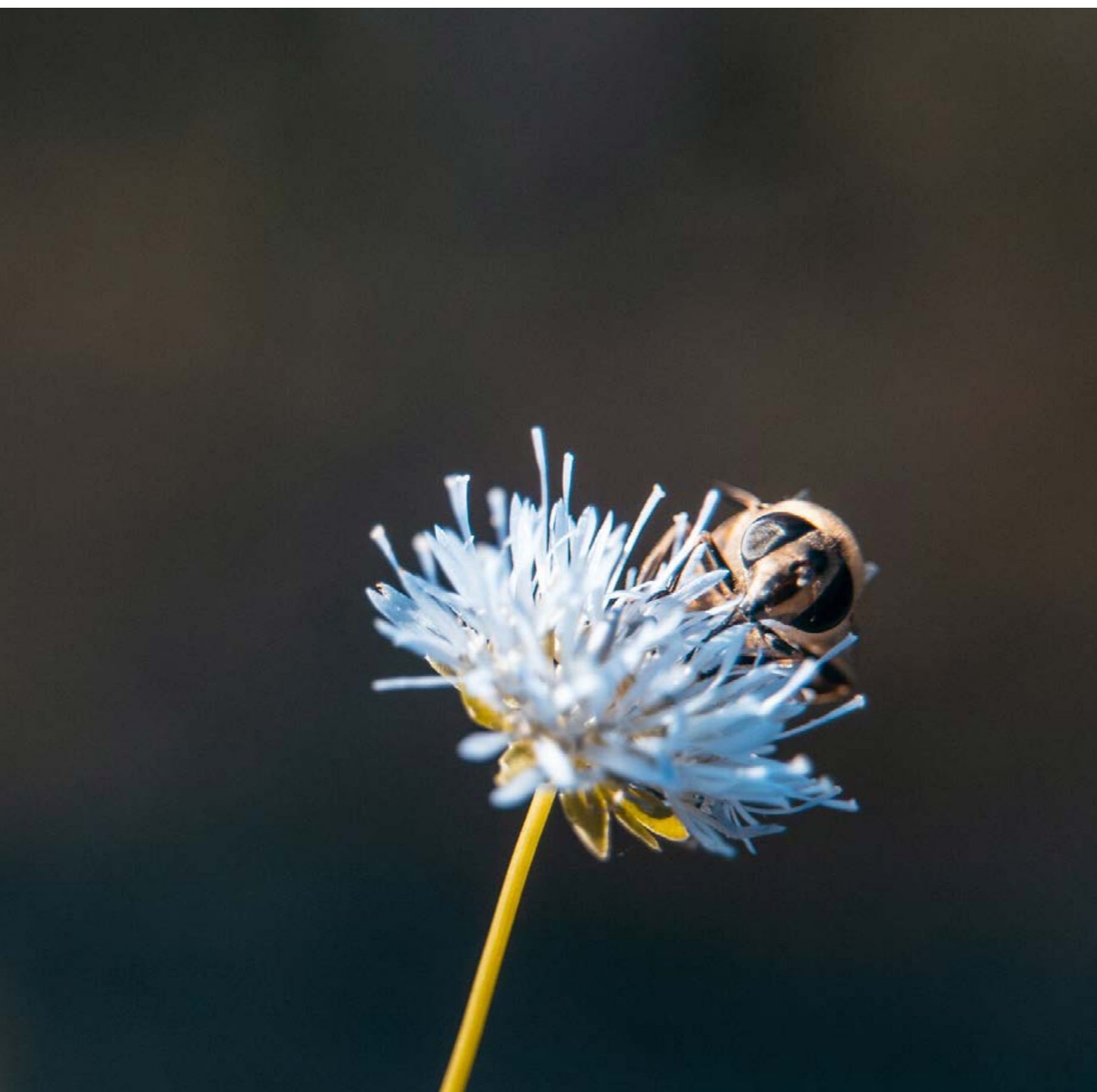
Our main goal last year was to support all our stakeholders in these tough times and provide them with the necessary assistance. In our annual CSR report you can find the information about our achievements, transformations, and responses to the pandemic in 2020, which we have accomplished together.

Yet the last year was not easy, it emphasized our areas of development and proved once again that Infopulse is all of us. Our most important asset is us. We all create its essence and the meaning of existence. The fact that the company has to pass through certain challenges means that we are doing this together. With this approach, we will remember this period as a good life lesson of rallying together and understanding how to act in difficult times.

Our main challenges, lessons learned, and accomplishments you may find in our annual “Infopulse: Socially Responsible Business” report. I hope it will give you a closer look at our company and inspire you for further improvements.

Enjoy!

**Andrey Anissimov, CEO Infopulse**

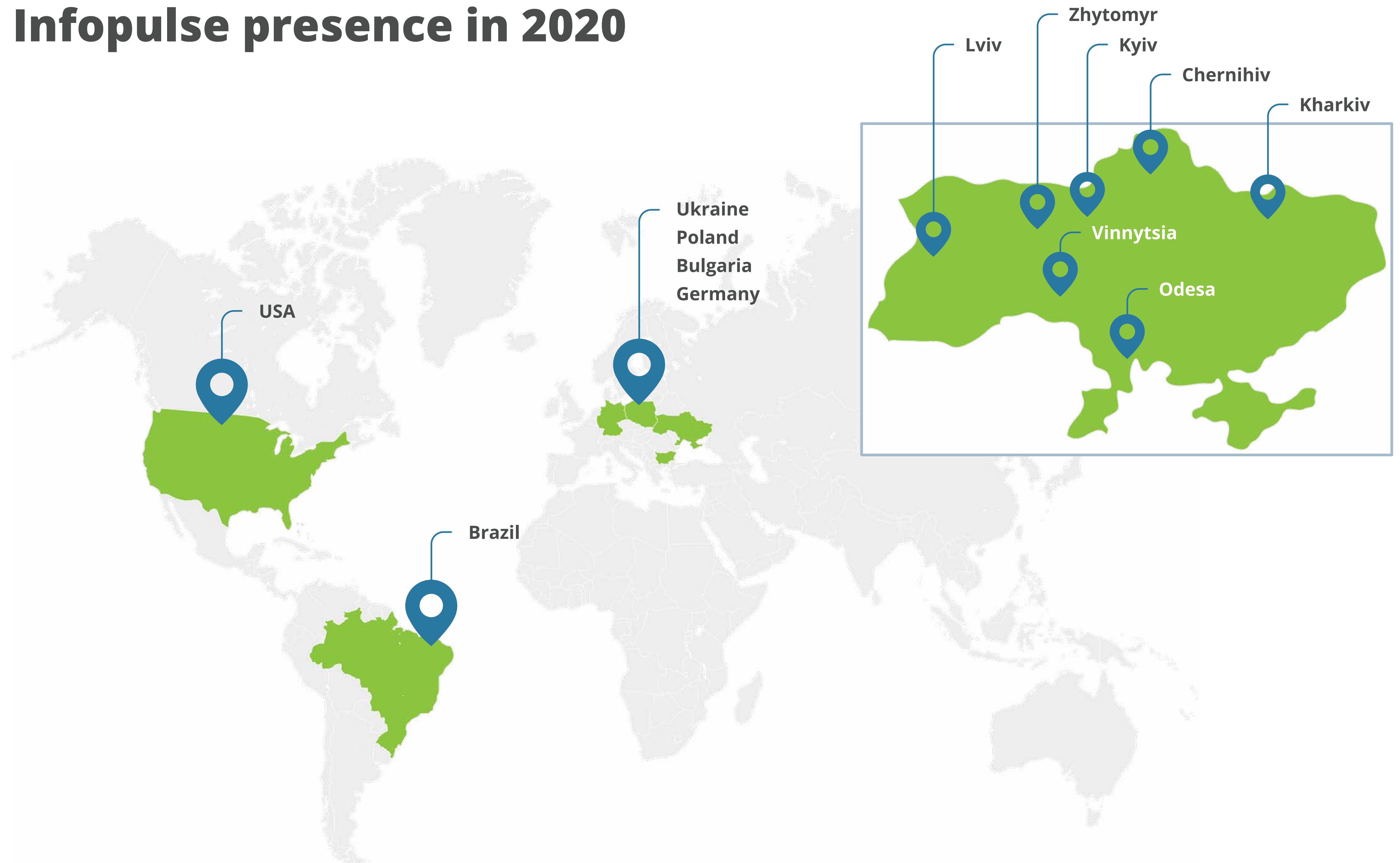


All the photos of nature in this report were taken by Yurii Vinnik, Team Leader, Consultant, Sales and Marketing, within his photo project “The Nature of Values”.

# Introduction

**Infopulse LLC, part of TietoEVERY, a leading Nordic digital services company, is an international provider of end-to-end IT services and solutions, serving SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of more than 1900 professionals and is represented in 7 countries across Europe and North America. Infopulse is a Global Outsourcing 100® company recognized by IAOP® and is trusted by many established brands.**

# Infopulse presence in 2020





# Facts about us



29+ years  
of experience



1900+ professionals



Customers  
in 30+ countries



<11% attrition rate



20% average  
annual growth



30+ loyal customers  
cooperating with  
Infopulse for 5+ years



3500+ completed projects



60% of specialists with  
6+ years of IT experience

# Clients



# Partnership

## Tech Partners



## Business Partners



# Our values

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

- **Flexibility**  
We develop and deliver solutions proactively based on unique customer needs.
- **Innovation**  
Every day we ask ourselves 'What if?' and never stop testing new ideas.
- **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.





## Our Achievements in 2020

- For the third year in a row, Infopulse was included in the list of the 100 best IT outsourcing companies in the world Global Outsourcing 100 by IAOP.
- The list of our customers increased by almost 40 new names.
- We celebrated 10 years of cooperation with our respectful client BICS, one of the leading telecommunications companies.
- We started operations in the field of telecommunications in Brazil.
- The Infopulse project for SAG Gilamlari won the SAP Value Award in the Digital Transformation Leader category.
- Infopulse was included in the Forester report as a certified provider of Microsoft services (Azure Service Provider, Microsoft Business Applications Services).
- Infopulse received 5 Microsoft advanced specializations.
- We became finalists of the European Software Testing Awards 2020 — the annual recognition of companies and specialists in the market of testing and quality control.
- The flagship charity initiative “Health Truck” was launched; this is a project to help medical institutions to fight COVID-19.



- Infopulse received 3 CSR awards: one from the Mayor of Zhytomyr and the Zhytomyr Regional State Administration for being a socially responsible business; “Business that changes the country: for the contribution to the fight against COVID-19” from CSR Ukraine; a finalist in the “Partnership for Sustainability Award”, the UN Global Compact in Ukraine for the digital literacy project for senior people “Smartphones vs Gramophones”.
- Infopulse specialists, together with lecturers and students of the National Technical University “Igor Sikorsky Polytechnic Institute”, completed the project of creating a site of the choir “Shchedryk” and a site for “Inclusive hub” — a platform of educational, resource, and social initiatives of the public organization “Emmaus”.
- The Infopulse Telecom team launched the “Laptops for Rural Education” initiative, which resulted in the transfer of 19 laptops to rural schools.
- The Infopulse Poland volunteer team supported families in difficult life circumstances and took part in the Szlachetna Paczka project.
- Last year, 23 Infopulse cyclists joined the “Kyiv Sotka” bike marathon for the second time.



# Approach to Sustainable Development

Sustainable development is the core element of the company's culture, values and business. We strive **to contribute our expertise and competences to creating a sustainable future for the stakeholders.**

## Our stakeholders



Infopulse specialists



Mother company



Customers



Local communities



Partners



Countries society



Applicants

Our sustainable development strategy is aligned with the principles of the UN Global Compact (UNGC) and the UN Global Sustainable Development Goals.

# Our comprehensive approach to sustainable development is based on three main roles:

## Responsible Service Provider

**Stakeholders:** customers, partners, mother company

- Sustainable supply chain
- Sustainable operating model and value chain
- Sustainable IT-solutions
- Fair marketing
- Anti-corruption and bribery management
- Personnel Data Protection

## Responsible Company

**Stakeholders:** Infopulse specialists, applicants, mother company

- Governance
- Human rights
- HR programs
- People Operations
- Corporate culture and communications
- Professional and personal growth
- Compliance management system

## Responsible Business

**Stakeholders:** communities, countries society

- Society development
- Corporate volunteering
- Charity
- Environment

# Our Strategic Goals



To improve the quality of IT education and professionalism of potential experts on the global market



To develop sustainable digital solutions for partners and customers



To enhance the culture of collaboration in order to contribute to achieving sustainable development goals



To maintain the company's efforts in making a positive contribution to environmental sustainability



Policies and rules

The company’s CSR strategy is defined by and compliant with the following corporate documents:

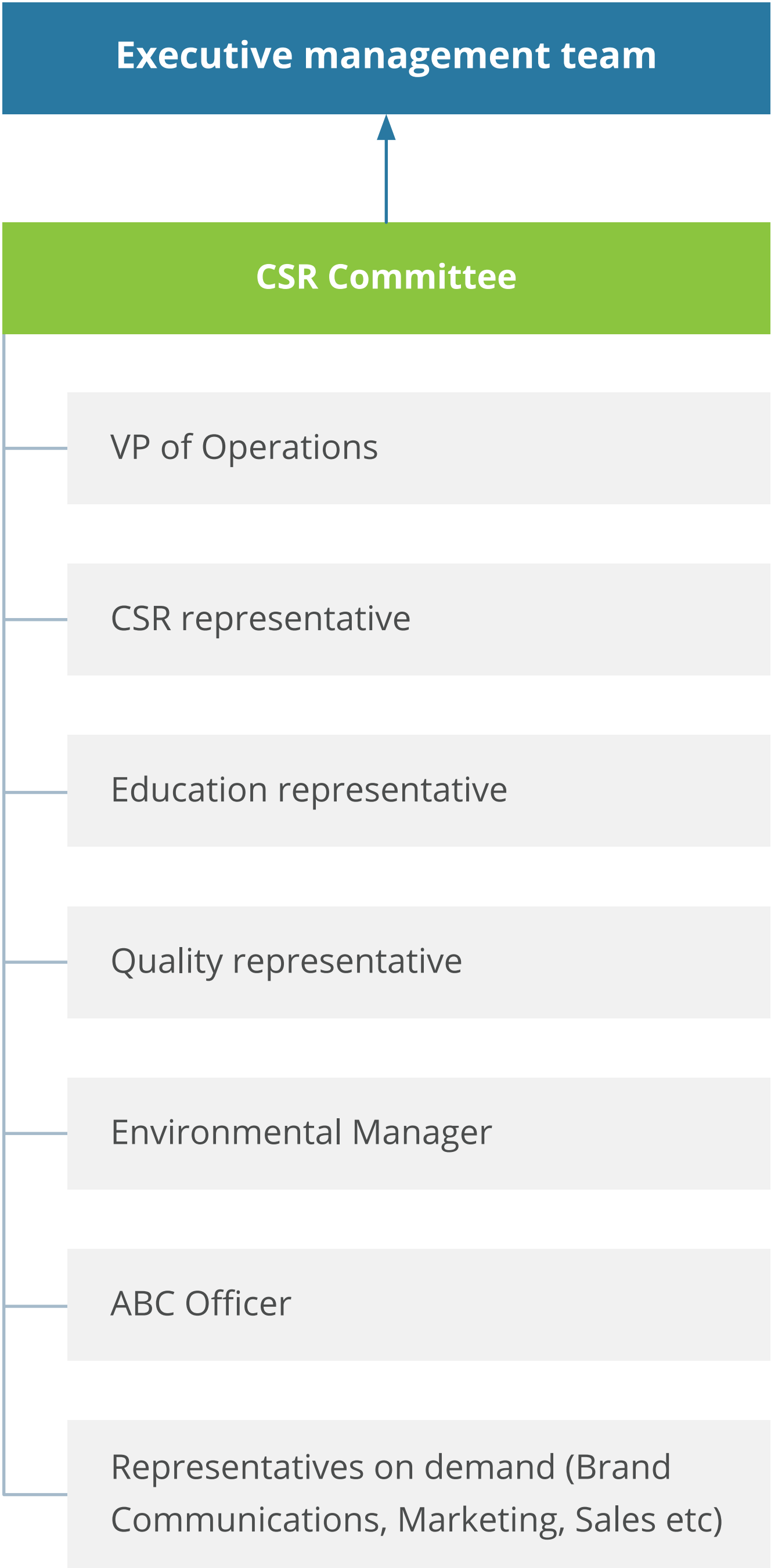
- [TietoEVERY Code of Conduct](#)
- [TietoEVERY Supplier Code of Conduct](#)
- Environmental Policy
- Anti-Corruption Program
- Quality manual
- Security Policy
- Privacy Policy
- Due Diligence procedure

CSR governance

The Infopulse CSR Committee is in charge of achieving the company’s CSR strategy goals, and reports directly to the Executive Management Team.

Responsibilities

- Ensuring that the CSR strategy and activities are aligned with the company’s strategy
- Planning, approving, and monitoring the CSR activities and projects the company’s achievement of sustainable development goals
- Preparing and publishing the corporate sustainable development report annually
- Coordinating the activities of BUs and Local CSR Communities/Volunteering Groups





# Responsible Service Provider



## Our Strategic Goals

Each of these goals is implemented in accordance with the principles of sustainable development, and certain results directly reflect the results of our key sustainable development focuses.

### The aims of the company strategy for 2020 – 2022



Being effective through collaboration



Creating customer advantage through innovations



Creating value for employees, customers & society while increasing revenue and margin



Becoming an industry-focused service provider in the chosen markets



Creating meaningful experience via strong leadership and effective communication in the company



## Our value creation model

Our main role is to enable the success of our customers by providing the end-to-end services and solutions that address our customers' challenges and drive changes in their organizations, meanwhile ensuring that our deliveries are made in a sustainable and robust manner. Our role varies from providing advisory and design services and solutions to building and running systems and solutions from scratch. We align the customers' business objectives with the most suitable technology strategy to drive their smooth journey to digital transformation.

By applying the key principles of our full "value chain" approach, we are able to increase customer value and accelerate innovation. We are looking for sustainable, innovative, and digital transformation assignments.












### Our Client-Focused IT Service

We retain the required levels of efficiency and gain important advantages on the ever-changing global market landscape.









By providing end-to-end digital services and consulting, Infopulse brings in more than 30 years of IT expertise to enable the success of our customers worldwide.

We align the business objectives of our customers with the most suitable technology strategy to drive their smooth journey to digital transformation.

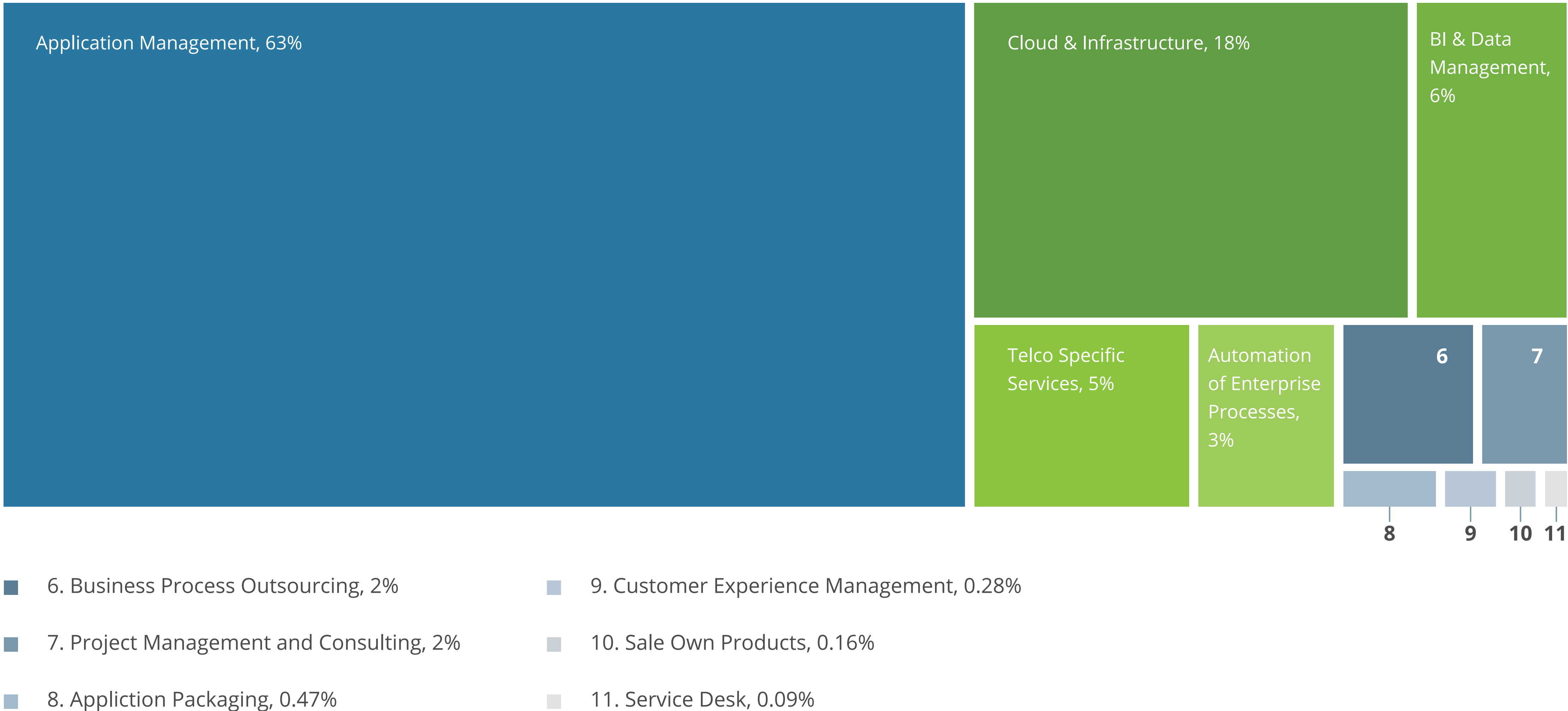
## Our Services

	Digital Innovation		Cloud & Infrastructure Services
	Technology Consulting		Business Process Outsourcing
	Software R&D		SAP, Microsoft & ServiceNow
	Application Services		UX/UI Design
	Quality Assurance		Cybersecurity
	Mobile & Web Development		

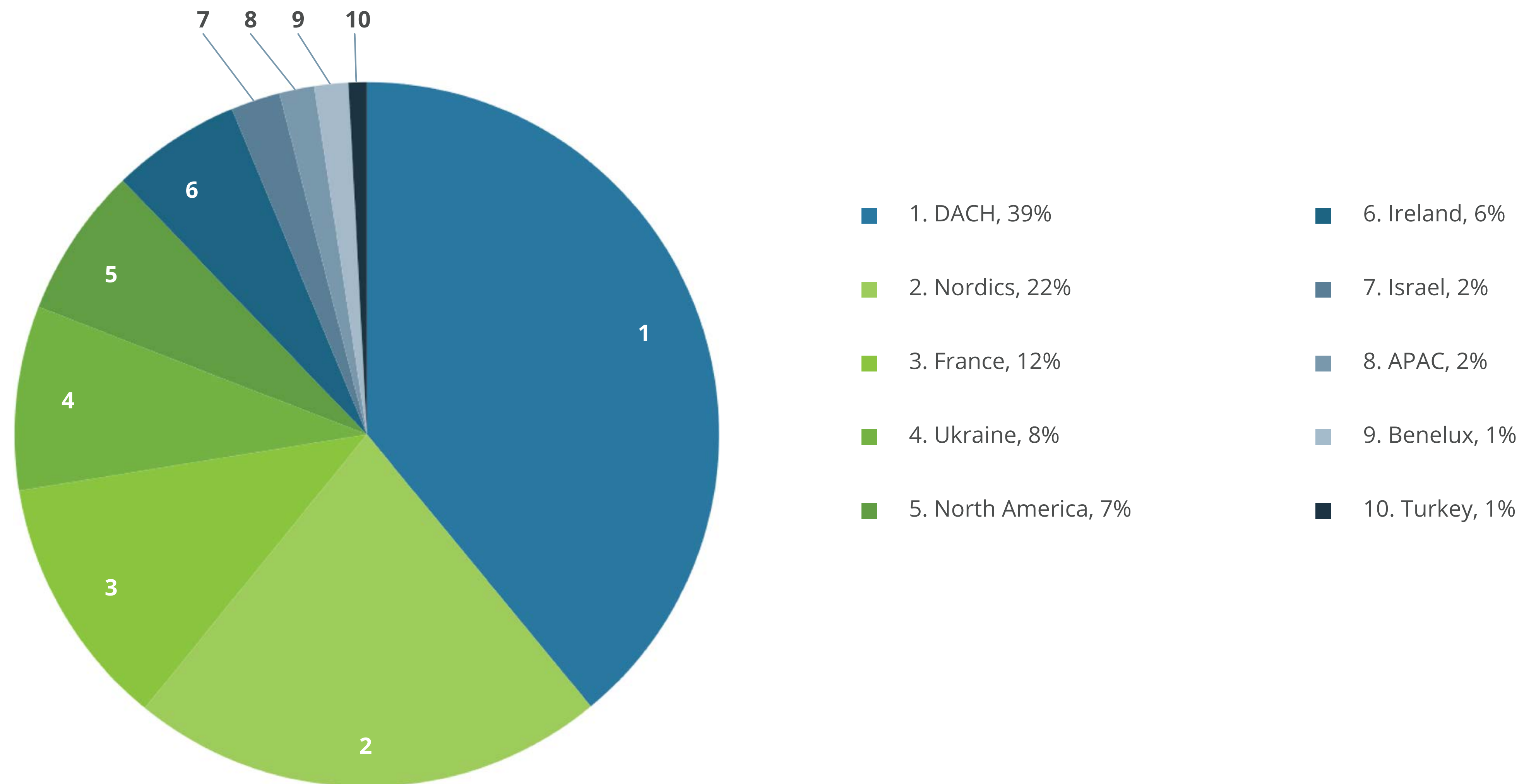
## Our vertical expertise

	Banking and Finance		Retail
	Telecom		Agriculture
	Energy and Utilities		Manufacturing
	Software and Hi-Tech		Pharmaceuticals

# Services Type split, 2020



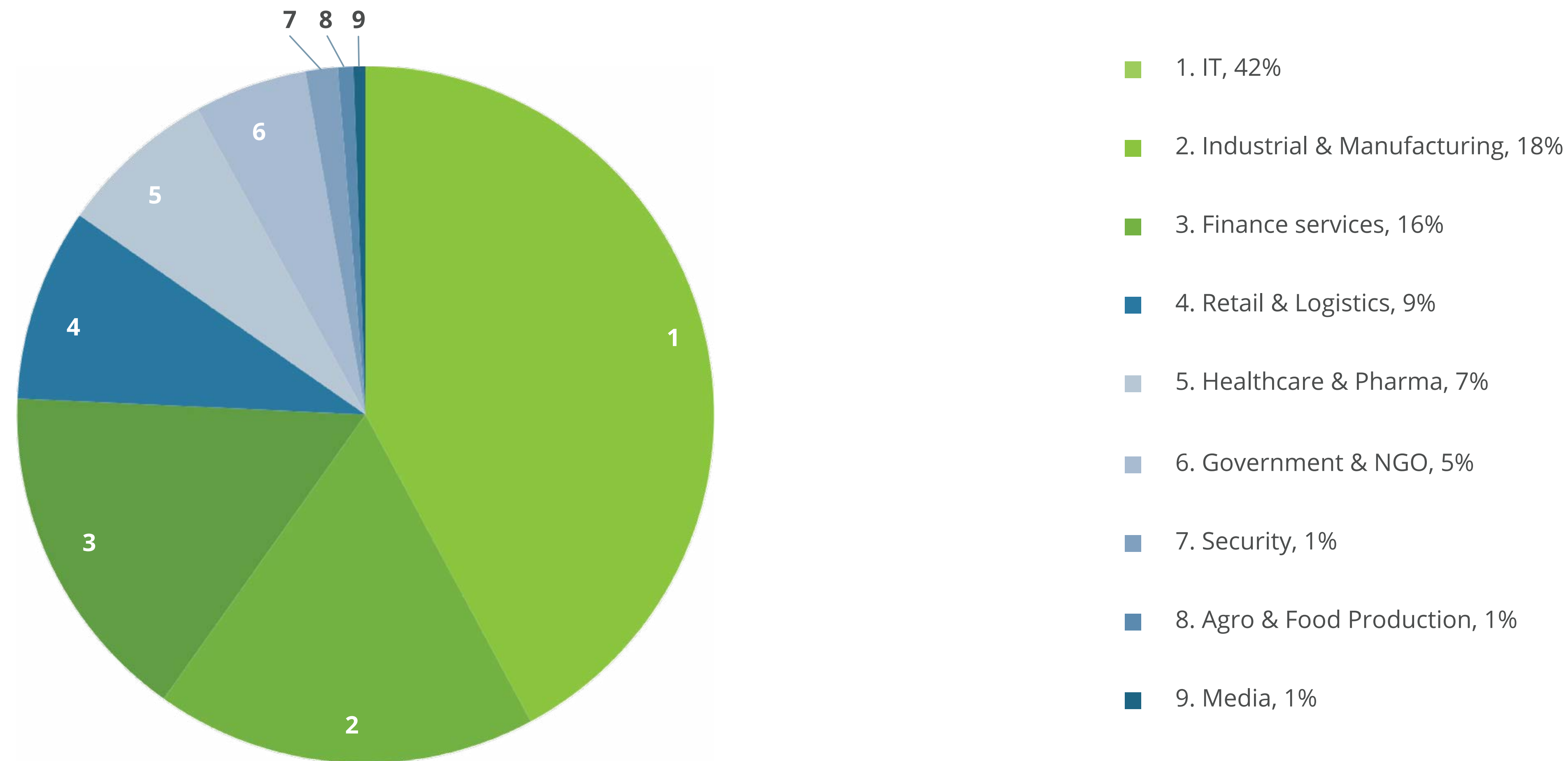
# Customers distribution by region, 2020



# Industry Focus

Efficiently combining in-depth industry knowledge and technological expertise, Infopulse delivers enhanced business value to its customers by providing reliable IT services and solutions. We serve companies ranging from startups and SMEs to Fortune 100 corporations from all across the globe.

## Top Industries, 2020



# Operating model

Infopulse drives their own go-to-market teams of TietoEVERY.

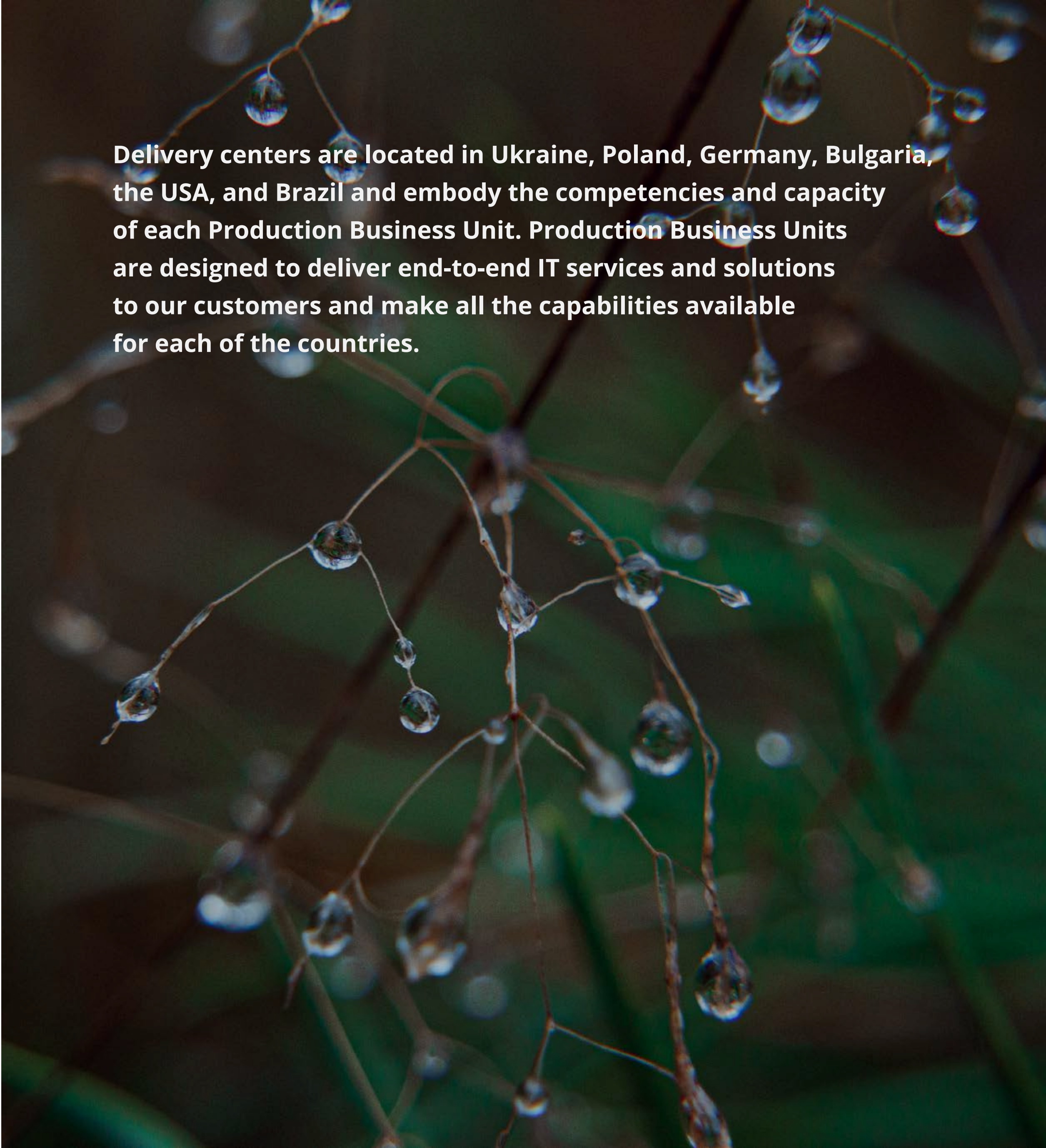
Infopulse's operating model is designed to deliver technology-agnostic end-to-end services and solutions that address our customers' challenges, to consult our customers and drive changes in their organizations, and to bring the added value to our customers across the globe.

The operating model of Infopulse consists of sales offices and delivery centers.

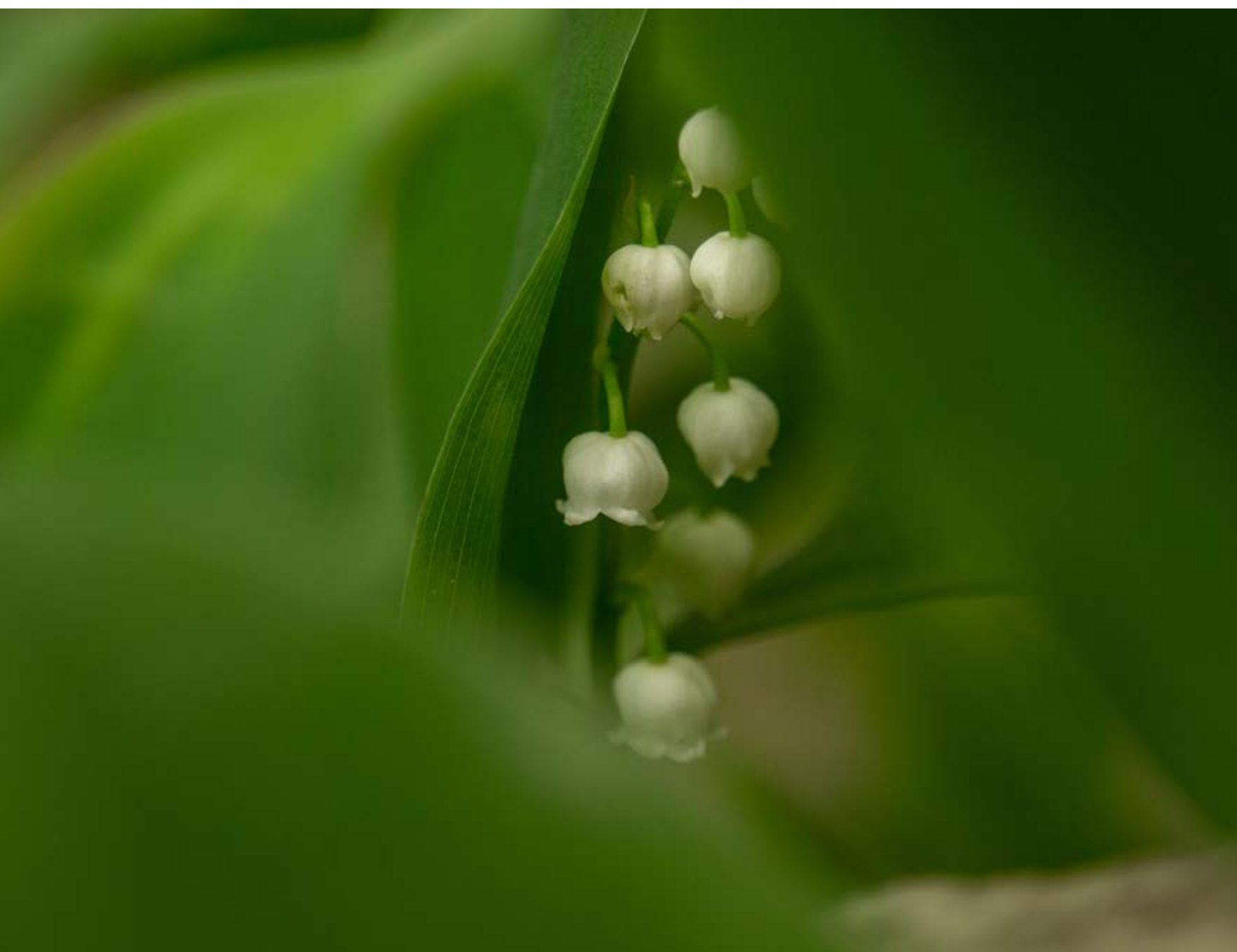
Sales offices operate worldwide and their representatives are located in Ukraine, Germany, Poland, France, UK & Ireland, and the USA.

**Delivery centers of Infopulse are represented by the following Production Business Units:**

- solution- and service-focused Business Units,
- an industry-focused Business Unit,
- 3 customer-dedicated Business Units.



**Delivery centers are located in Ukraine, Poland, Germany, Bulgaria, the USA, and Brazil and embody the competencies and capacity of each Production Business Unit. Production Business Units are designed to deliver end-to-end IT services and solutions to our customers and make all the capabilities available for each of the countries.**



# Customer experience

The key elements of governing information at Infopulse include corporate policies and process models, internal audits, a Corporate Information System (CIS), and an Internal Controls System, built with respect to ISF Standard of Good Practice and ISF Maturity Assessment Model.

The software development or consulting services are delivered on time, at the agreed cost, and fully adhere to the customer's requirements under the contract. Moreover, each new service and product undergoes an accurate field-testing of quality assurance, both internal and from the customer's side. In case the product needs changes or updates, we provide the required services to the customer. To ensure the client's confidentiality, NDA is signed before the start of cooperation. Our goal is to ensure customer satisfaction and high-quality products and services, which is why Infopulse maintains an efficient QSMS as a Business Management System, complying with every major international standard. The organizational governance at Infopulse is determined and regulated by the Quality Manual.

**Our business ethics are regulated by the TietoEVERY Code of Conduct, which emphasizes the importance of trust, respect, and responsibility. Infopulse's main principles of corporate governance are:**

- respecting the rights of all stakeholders and ensuring equality;
- keeping the interests of the parent company, customers, communities, partners, employees, and other stakeholders in mind, and working with them in a cooperative manner;
- disclosing company information as appropriate, ensuring transparency;
- defining the responsibilities of all personnel who manage, perform, and verify work affecting the quality of our products and services to ensure transparency of the decision-making process;
- improving the structure of the organization constantly to reflect the customer requirements;
- establishing a monitoring procedure, measuring analysis, and evaluating processes for every working and managing process.

## Customers

Infopulse conducts annual customer satisfaction surveys to better understand and measure the level of our clients' satisfaction with services provided to them by Infopulse. Besides, our customers are always invited to share extended feedback on delivery and Infopulse activities with delivery managers and their contact persons at Infopulse. All this information is thoroughly analyzed to further improve the level of services. Lastly, the marketing and sales team of Infopulse sustain additional communication with clients, sending them important monthly news, occasional communiques with important updates, and collecting feedback through website feedback widgets.

## Specialists

While most feedback from clients is collected by contact persons, all company specialists are more than welcome to contribute their ideas and suggestions on possible improvements to processes or projects they are involved in.

## Partners and subcontractors

When working together on a project, we require that our subcontractors and partners abide by the principles of TietoEVERY Supplier Code of Conduct regardless of the engagement model and roles, and follow the SLAs and standards. This helps to ensure the overall best level of service possible.





## Reports to Executive Management Team

Each week, an internal weekly update report on project statuses is collected and sent to the management team, comprising an overall review of projects, possible issues and bottlenecks, client feedback, changes to schedule, accomplishments, and other matters. The reports and statuses are then reviewed by the EMT committee and quick actions are taken if necessary.

## 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.

Infopulse adheres to every major principle of fair marketing, which include providing unbiased and truthful information based on facts. 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.

Please, find detailed information about our fair marketing principles in the CSR report, 2018 by following the [link](#).

# Finance

To maintain financial transparency and accountability, Internal Financial Controls Project is held, as well as external and internal group audits are conducted.

Internal Financial Controls Project 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 the Group. Infopulse is subject to an annual external audit performed for financial reports according to the International Financial Reporting Standards as well as internal governance, and to anti-corruption audits performed by the internal audit group.

## Revenue, K USD



## Export Revenue, K USD



**Taxes paid in 2020:** 4 800 K

# Certification and standards



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



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



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



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

# Sustainable Supply chain

**Chief Procurement Officer is responsible for the procurement processes and drives them through the changing environment.**

## Supplier Conduct principles

We expect our suppliers to comply with the 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 the responsibility to contractually

mirror all these requirements towards their own first tier suppliers, including service providers, business partners etc.

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

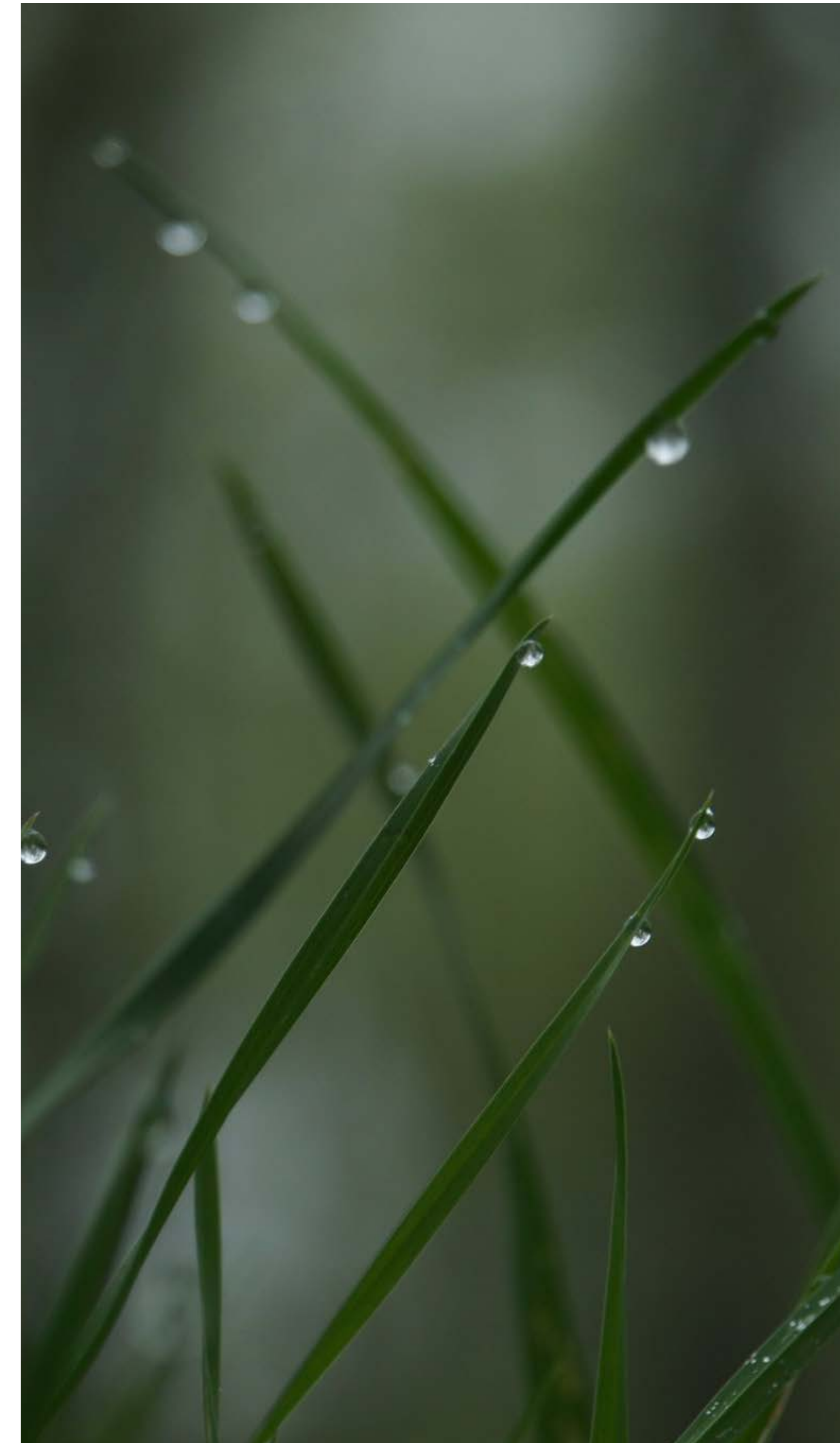
Please, follow the [link](#) to find more information about the procurement organization, tender selection process, and due diligence in our CSR report, 2019.

## 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 Ukraine Anti-Corruption Program, training sessions and other materials are available for all specialists on the internal corporate site. Introductory training is held 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.

Please, follow the [link](#) to find more information about Infopulse anti-corruption and bribery management in our CSR report, 2019.





# Personal Data Protection and Processing Principles

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

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

We have implemented ISO 27001, a certified corporate security management system, that ensures the appropriate security of processed personal data, including protection against unauthorised or unlawful processing and accidental loss, destruction or damage, using appropriate technical or organisational measures.

Infopulse has developed Infopulse Standards Compliance Manager (SCM), a proprietary software system to monitor and manage compliance with international standard 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 go to Infopulse SCM website. You may find more information about our principles of personal data protection and processing in our CSR report, 2019.

# Responsible Service Provider: Our response to COVID-19

Since March of 2020, Infopulse has been actively helping our specialists and local communities to handle the extraordinary situation and adapt to the new conditions we find ourselves in.

Being a Responsible Service Provider, Infopulse's response to COVID-19 encompassed a range of projects and initiatives, intended to contribute to the global effort.

## Remote mode transition

Infopulse quickly and efficiently transitioned all its 2,000+ specialists to remote conditions, embracing the new approach to ensure the continuity of our services and preserve the health and safety of our experts in view of the global pandemic. Based on feedback from our clients, the remote working model had no negative effects on deliveries to our clients and even helped us to further review and improve our approaches and processes.

## Infopulse Mask Wearing Detection solution

Since the COVID-19 pandemic outbreak, personal protective equipment has become mandatory in many countries for everyday use. Business owners and local authorities are now liable for their visitors to conform to the safety rules on their premises, with hundreds and thousands of people passing by every day. Infopulse Mask Wearing Detection solution streamlines and automates monitoring with intelligent detection algorithms eliminating the need for continuous personnel control.

Infopulse Mask Wearing Detection solution is designed to ensure strict adherence to safety measures meant to control/prevent the spread of COVID-19 virus.

If a mask is absent or is worn improperly, the solution sends notifications to the responsible staff to increase health awareness and minimize risks.

Please, read more about the solution in our [brochure](#).

## Solution for secure management of electronic services and credentials

In April of 2020, Infopulse and TietoEVRY joined forces to take part in the all-Ukrainian [#HackCorona hackathon](#), a national challenge organized by the Ministry of Digital Transformation of Ukraine. The hackathon aimed to collect ideas and projects that would improve the lives of businesses and citizens during COVID-19. In just a week, the participants of the hackathon presented more than 899 different ideas for services and tools designed to help fight the coronavirus more efficiently.

Infopulse and TietoEVRY decided to focus on making an electronic services solution for citizens and businesses that would allow getting social, administrative, and other public services that are especially relevant during the quarantine.

[Our eID solution made it to the finals](#), being selected among the 22 best solutions by a jury of 11 independent experts.

The eID solution, suggested by our experts, is designed to provide citizens with digital certificates for travel access control during and after COVID-19 quarantine, consolidated on a single platform.

Discover the project details in [our case study](#).

## 100% Discount for Infopulse SCM and Pace Suite

As a responsible business, Infopulse pays the utmost attention to corporate social responsibility, strives to take care of the world we live in, and contribute to the global effort.

In 2020, Infopulse supported organizations fighting COVID-19 and offered them 2 of our solutions with a 100% discount:

- Infopulse SCM, our GRC product for standards compliance (Grundschutz, ISO, GDPR, etc.).
- PACE Suite, our advanced application packaging solution.



“

Only by joining forces together, can we go through these troubling times. Infopulse expresses our deepest gratitude to all the doctors, nurses, midwives, pharma experts, healthcare professionals, and all those brave men and women who are now fighting for humanity. We all need to do what we can to support people and organizations at the forefront of the worldwide battle against the COVID-19 pandemic.

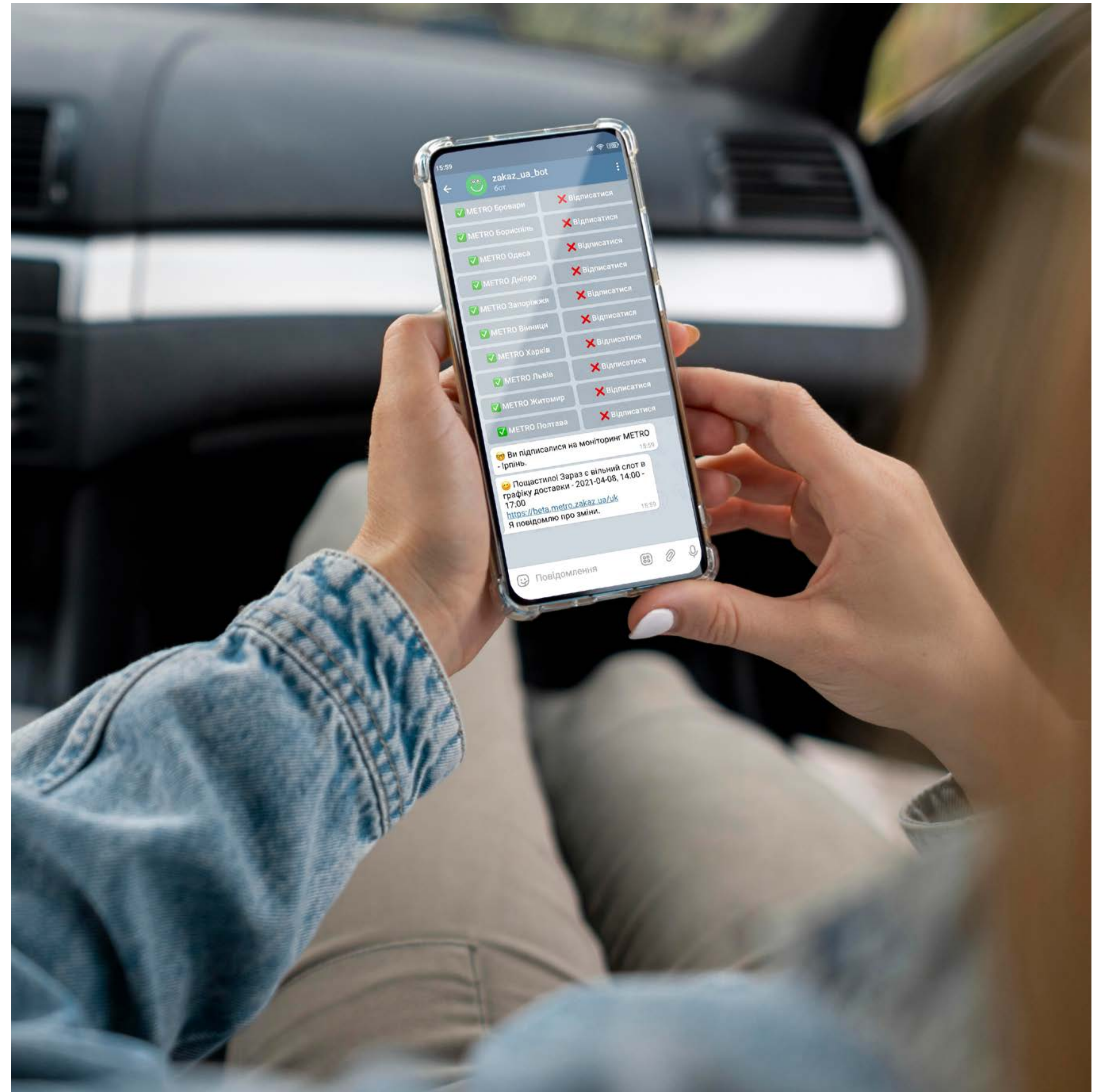
**Alexey Sigov, Infopulse President**

## Free of charge business management tools from Microsoft and ServiceNow

As part of their COVID-19 response, Microsoft and ServiceNow provided free versions of their solutions to support businesses and non-profit organizations. With our extensive expertise in Microsoft and ServiceNow services, Infopulse helped organizations leverage the solutions that help to adapt business processes to the remote working model.

## Telegram Bot

To help Ukrainian citizens adapt to the lockdown, chatbot development experts of Infopulse voluntarily created a Telegram bot to monitor delivery slots in a range of local supermarkets. [@zakaz\\_ua\\_bot](#) helps to organize delivery and notifies about a free slot, which allows to place orders simpler and faster during the time of peak loads at retail stores.





# Responsible Company

# Human rights

Infopulse maintains a 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, racial, gender, sexual, ethnic as well as by age, nationality or disability.

Each specialist helps to keep the work environment free from bullying, harassment, and the like. Infopulse has a set of guidelines entitled Code of Conduct that covers a broad set of ethical issues.

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

## Compliance Officer

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

The Compliance Officer holds an introductory compliance session with all newcomers. All specialists become familiar with the Code of Conduct and sign a document to confirm they accept and understand it. All specialists take Reputation training through which they also certify compliance with the Code of Conduct.

## Whistleblowing channel

The [whistleblowing channel](#) is managed by a third party and BDO Audit.

The channel provides the possibility of an anonymous exchange of information in written form.

The company’s professionals, as well as customers, vendors or other third parties may use the whistleblowing channel to report any concerns or offenses in a confidential manner and under full anonymity.

### Complaints statistics

	2019	2020
Whistleblowing channel	2	0
Compliance Officer	2	1

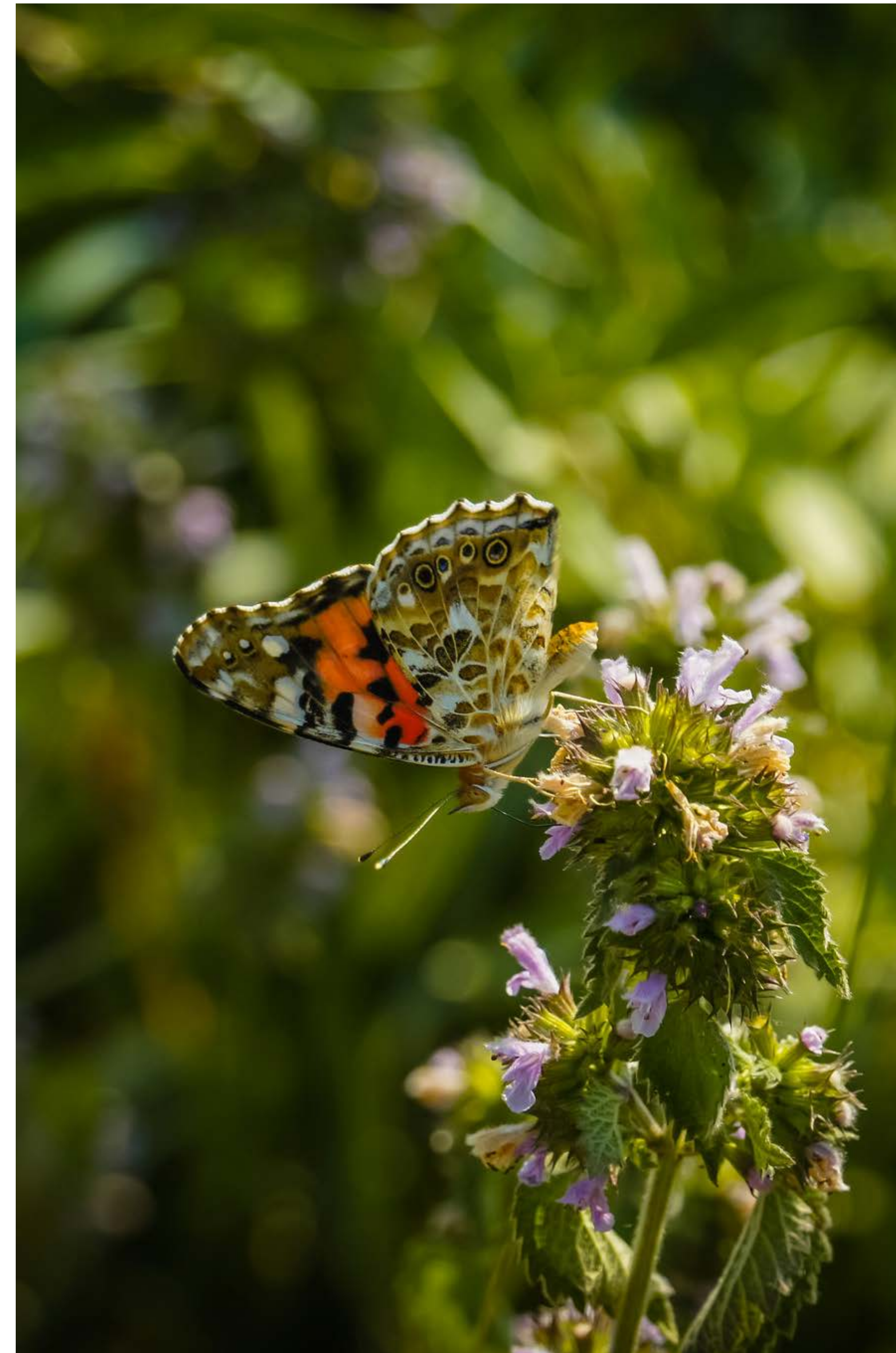




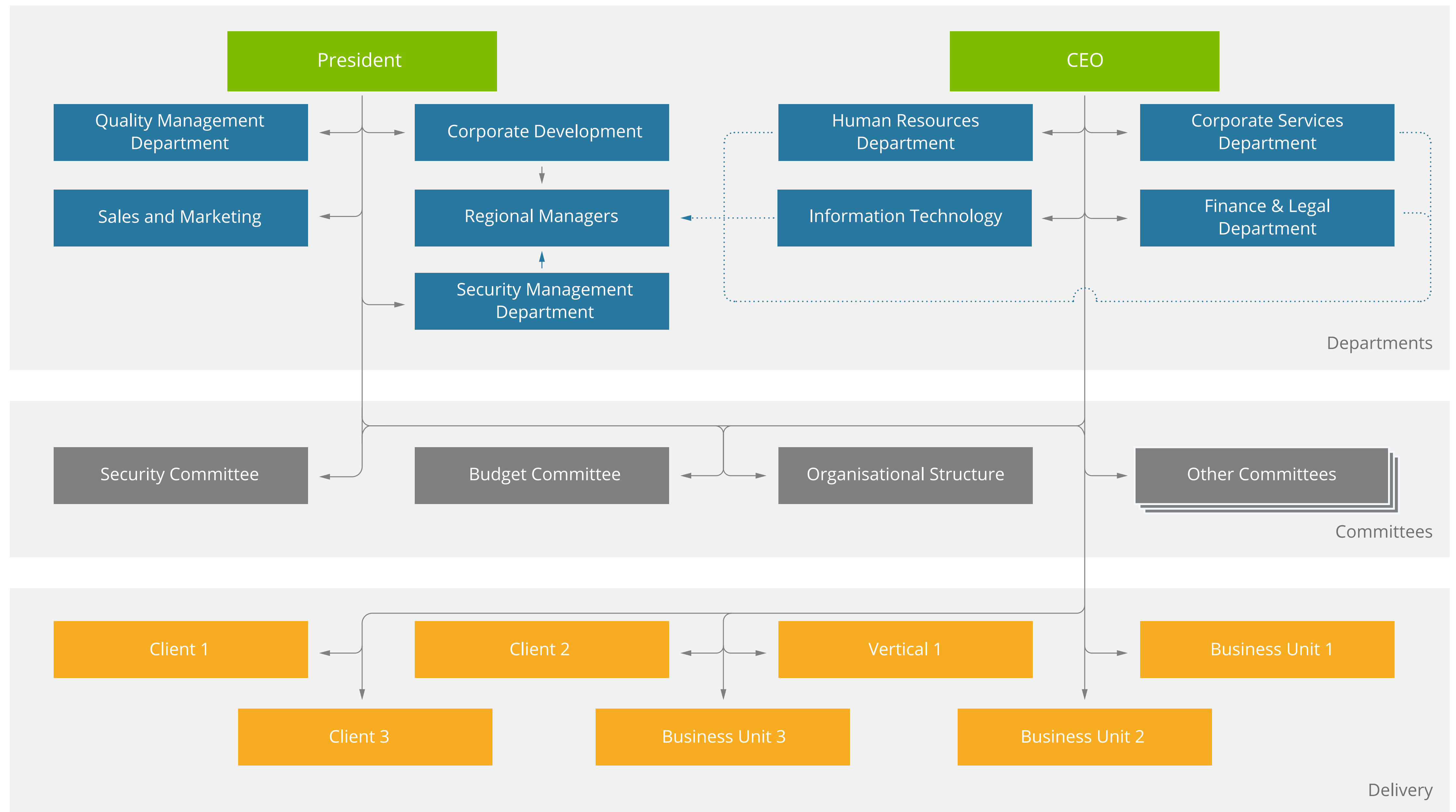
## Organizational governance

Infopulse maintains maximum transparency of governance practices, ensuring interests and rights of stakeholders, and integrating CSR principles across all processes. According to the governance best practices, Infopulse governance is performed by the Executive Management Team.

Please, follow the [link](#) to find more information about organisational governance and key elements of governing information in our CSR report, 2019.

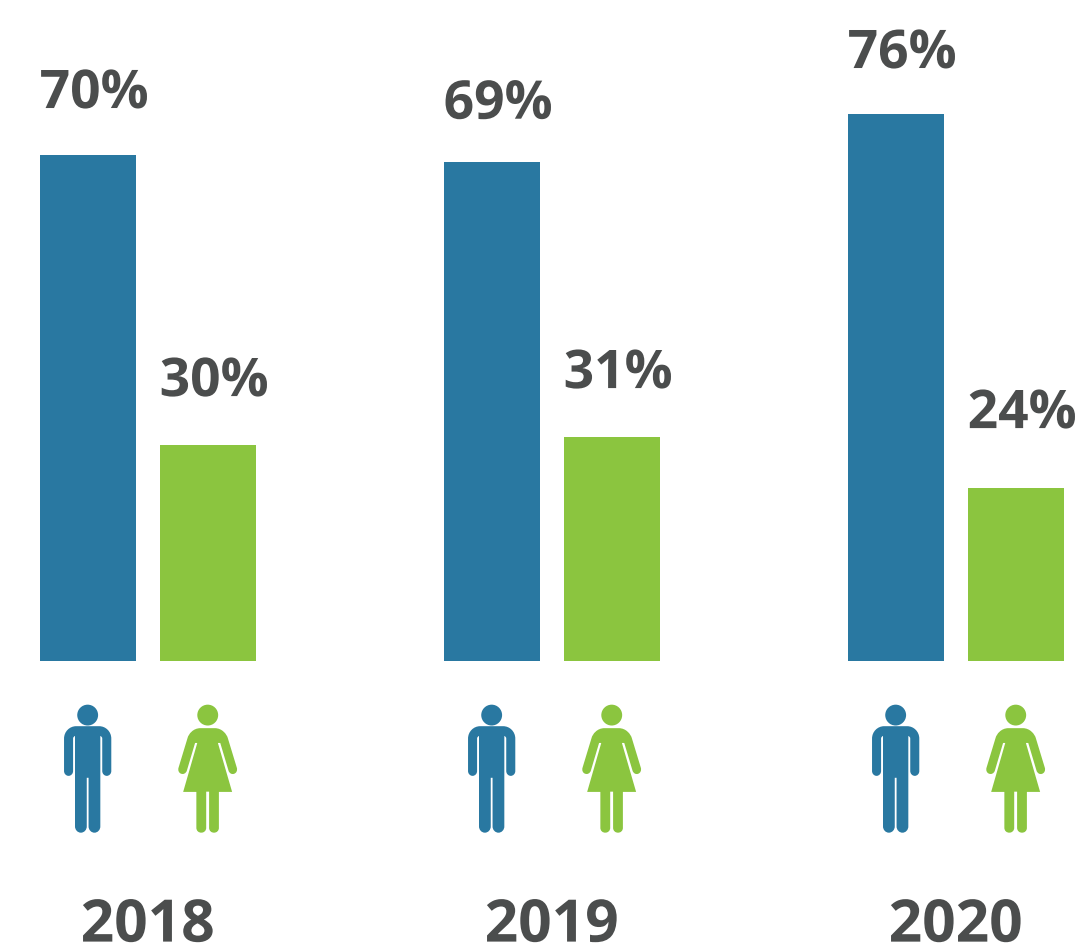


# Infopulse orgchart, 2020

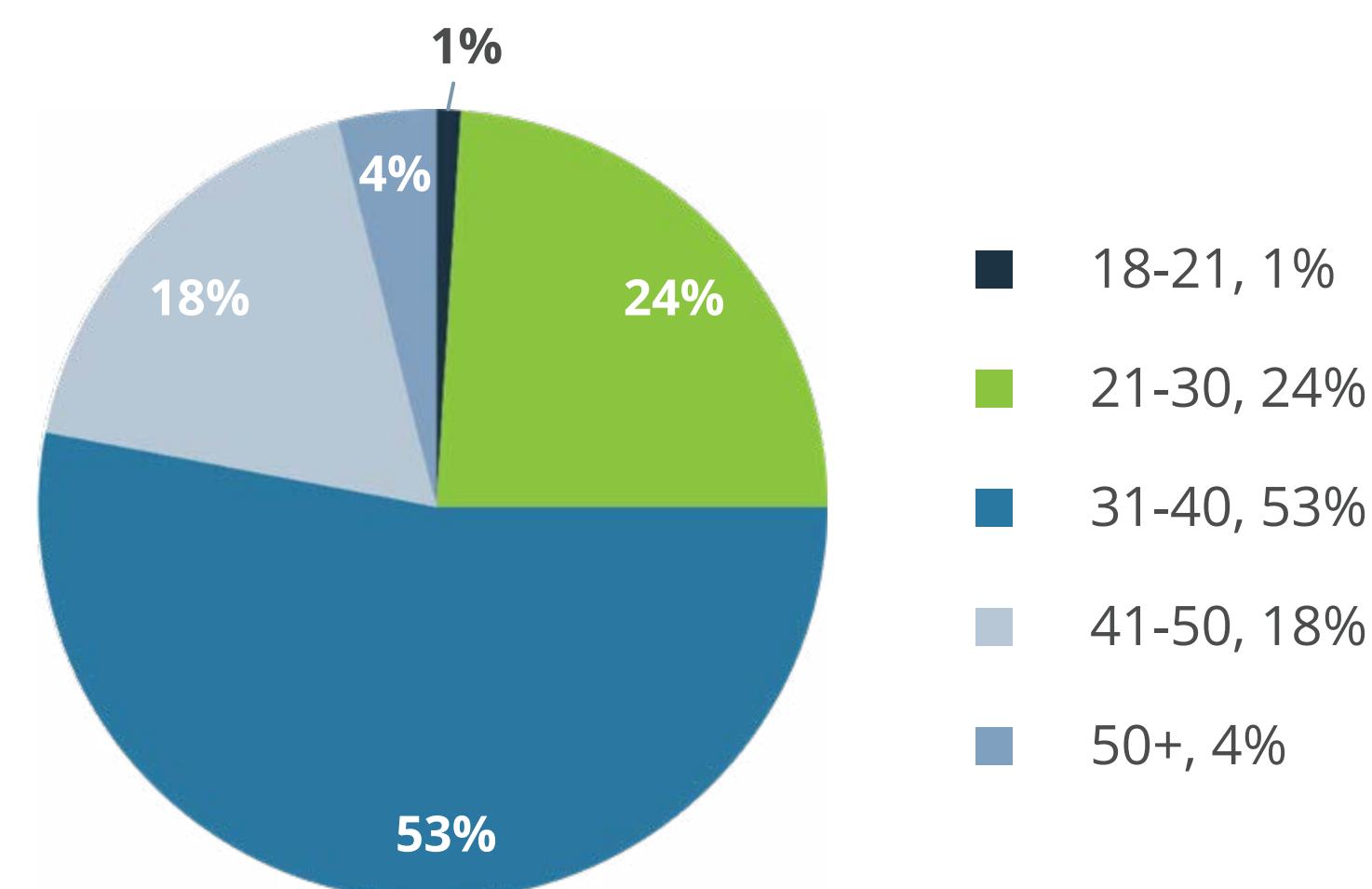


# People operations statistics 2020

## Gender distribution



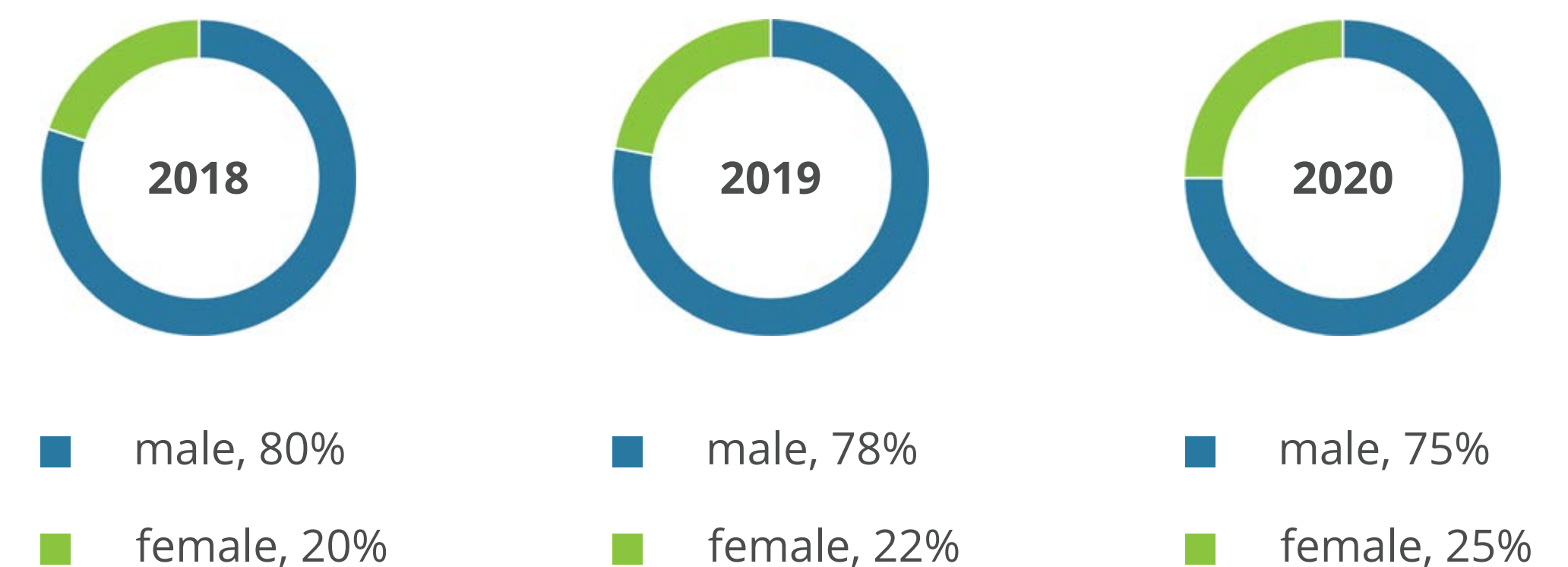
## Age distribution



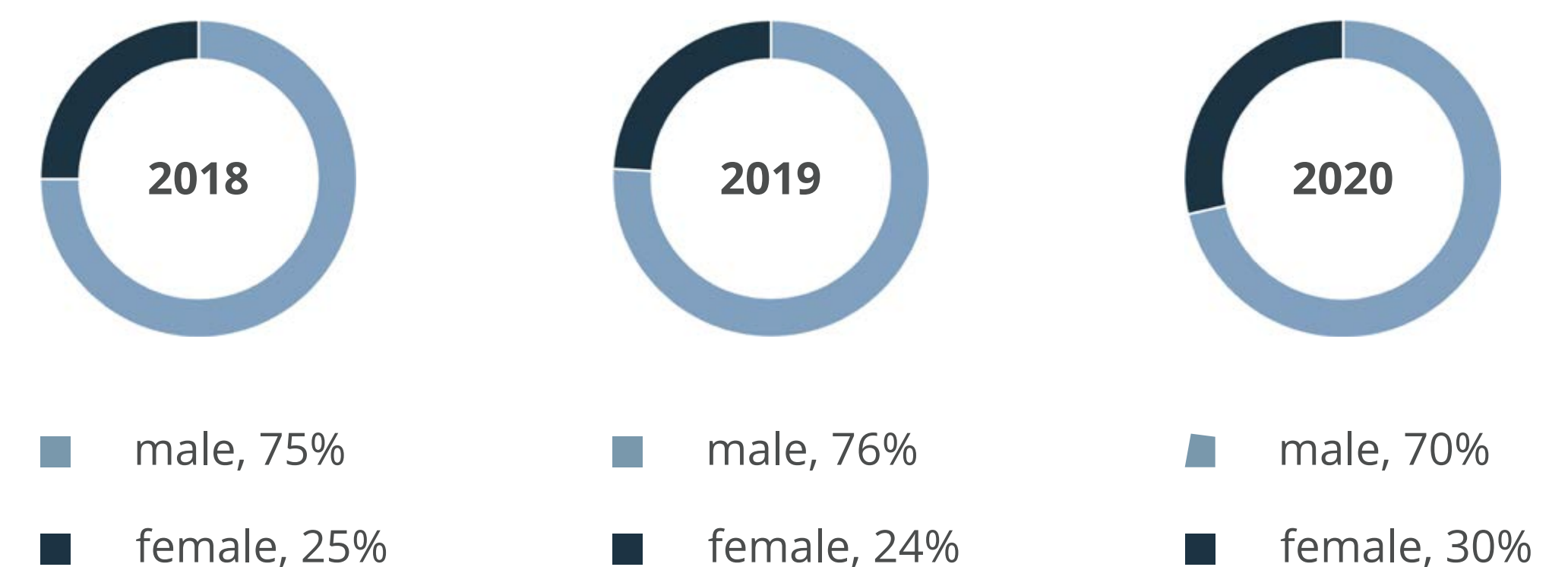
## Total number of specialists



## Top-management gender distribution



## Middle management gender distribution



# Our Concept

Every year, Infopulse announced an annual concept within the framework of which the corporate events, creative workshops, and contests were organised. The concept is necessarily aligned with the business strategy.

Taking into account the new worldwide obstacles the company faced last year, the Upgrade concept was developed.

The Infopulse Upgrade concept is expressed in the Reload wheel, which has three stages: 2020, 2021 and 2022. Even during the times of uncertainty, we have a vision, values, and strategy.

Each one of us already reloaded ourselves when we started working from home and looking for out-of-the-box solutions for communication, planning, and work.

Leadership, communication, and teamwork became the main priorities of the concept. Working remotely, we can clearly see the importance of the managers' roles, their decisions, flexibility and support, the value of a timely email or a call; the power of self-organisation, care and responsibility for others.



**In 2020, we faced a new challenge. The world is reloading and signaling us to change. It was time to redefine, renew, rethink, master new skills and knowledge.**

**To change means to upgrade, and it is the idea of positive changes and development, encoded in the word upgrade, that should be uniting the people at Infopulse.**

**Alexey Sigov, Infopulse President, & Andrey Anissimov, Infopulse CEO**


# Professional growth


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

## Internal education for specialists

Infopulse offers regular internal business and IT educational opportunities provided by both external and internal professionals. The company also reimburses specialists for participation in external training sessions and certifications. Moreover, the corporate compensation package includes a bonus system for mentoring, giving lectures and workshops by the company specialists. Due to the pandemic, all internal educational activities were held online.


**In 2020:**


**57**   
internal trainings were held


**625**   
specialists took part in both internal and external trainings

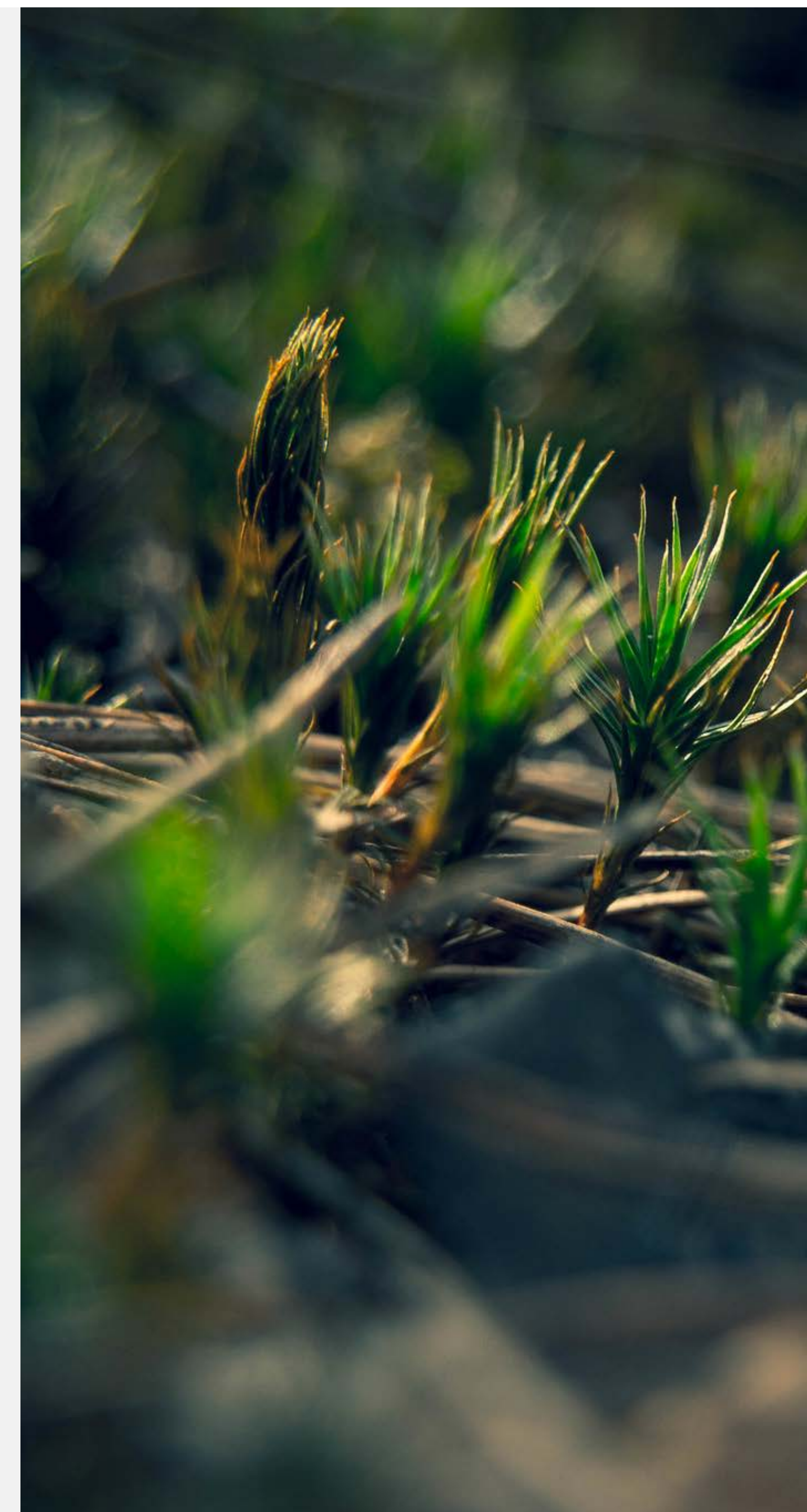
**9**   
groups of specialists participated in training sessions with external experts

**34**   
specialists received 53 certificates in total

**23**   
Infopulsers became speakers of internal educational programmes

**40**   
Infopulsers became mentors

**13**   
internal courses were developed and launched (both in soft and tech skills)



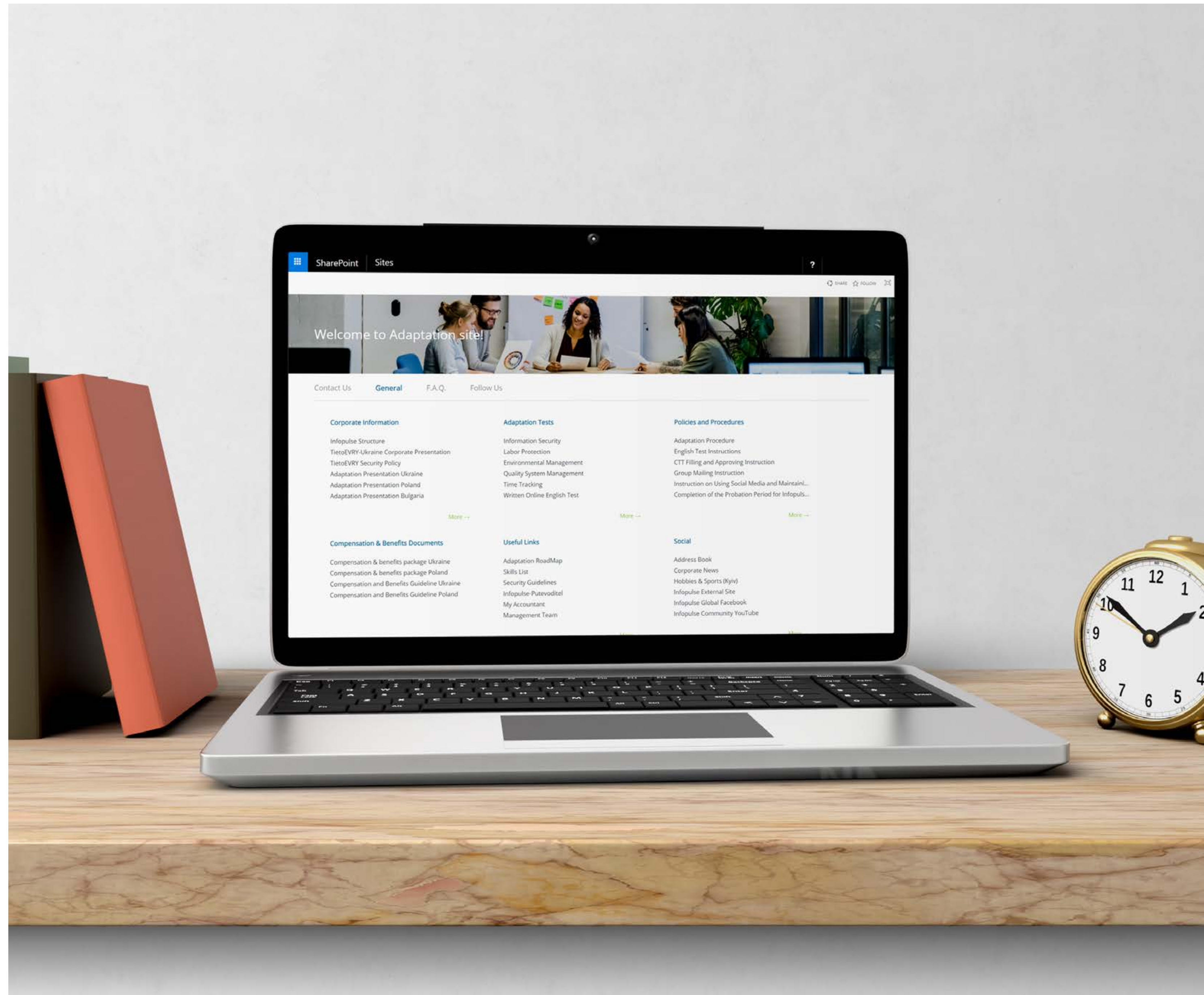
## Adaptation training

Online adaptation training “Closer Look at Infopulse” was developed for newcomers in order to provide new Infopulsers with smooth integration into the company’s culture and processes.

### The training programme consists of 4 parts:

- Values and history;
- Company services;
- Structure and policy;
- Compensation and corporate culture.

In addition to this, Infopulse CEO and Compliance Officer give a welcome speech to newcomers. Depending on location and the type of newcomer’s contract, the training programme might differ.



# Leadership programmes

## Infopulse Upgrade Leadership

Infopulse Upgrade Leadership for the Executive Team (L1 and L2 managers) started in 2018.

The programme is aimed at exploring strengths and potential not only in the personal context but also in a team, where the best qualities and abilities of each participant could strengthen the team as a whole.

The programme started with a large-scale evaluation of executives and was followed by personal coaching sessions aimed at finding leaders' strengths and areas for development.

In 2021, the second wave of Infopulse Upgrade programme will be run for L2 managers. It will be aimed at increasing and promoting the overall leadership maturity level throughout the company.



## Leadership Effectiveness Programme

Leadership Effectiveness Programme for L4 managers started in 2019.

**In 2020, the second wave of the programme was completed:**

**11** 

graduates presenting programme projects to the Executive Management Team

**48** 

hours of the programme training

**144** 

total personal hours of coaching sessions for the programme participants

**12** 

workshops with HR managers

Before the programme was launched, all participants underwent the assessment of their leadership skills in the Development Centre, a business simulation tool to evaluate corporate leadership competences, and received detailed personalised reports made by the company's assessors. The results

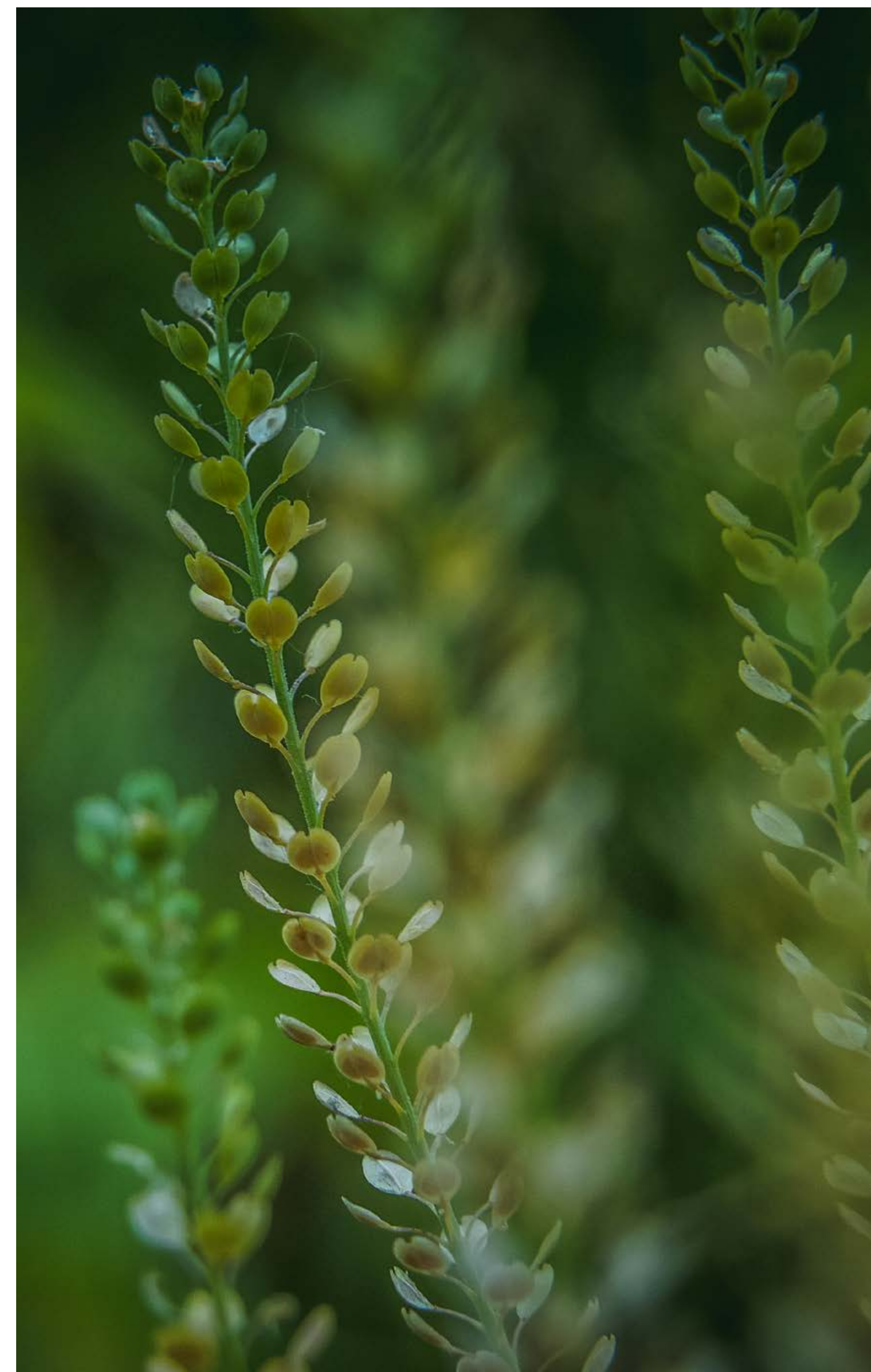
of the reports were used by the programme members to design their own development plans to follow during personal coaching sessions.

The programme covered the following topics: feedback culture, conflict management, cross-cultural cooperation and teamwork, competence management and development plans, tasks and risks management, situational leadership, team and culture evolution through spiral dynamics, negotiation skills, decision-making, and P&L approach. The third wave of the programme started in December, 2020.

In 2021, we will run waves 3 and 4 of the Leadership Effectiveness programme for L4 managers (the programme is aimed at providing managers not only with theoretical knowledge but also practical instruments to work with in their teams as well as to carry out self-reflection).

Infopulse will also launch a development programme for L3 managers based on the integral development approach and the Leadership Circle Profile tool, an international framework of assessing and developing leadership effectiveness.

The development programme for L3 managers is aimed at researching participants' individual leadership styles and exploring ways of creative leadership expression to support their development objectives.





# Language courses


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

- General language courses develop basic language skills such as listening, speaking, writing, and reading;
- 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;
- Movie club sessions involve discussing the content of a film over refreshments;
- Special events are usually closely related to the cultures of the foreign languages that are taught.


At the beginning of the quarantine, it took LCC specialists two weeks to switch all offline groups to the online format and acquire all the competencies of teaching foreign languages online.


## As a result, in 2020

**51**  general language courses were delivered

**6**  movie club sessions in English, French, Ukrainian, Polish, and Swedish were held

**32**  general language courses were launched

**8**  specialised courses in English were launched and delivered

**4**  language events in Polish, Ukrainian, French, and German were organized and conducted

# Corporate Culture and Communications

**The company seeks to build a relationship with professionals based on the principle of meaningful experiences. That is why the focus of motivational activities and additional incentives is laid on the programme of long-term cooperation.**

## Loyalty Club

Infopulse annually recognises the anniversaries of those who celebrate 5, 10, and 20 years of cooperation with the company. In 2020, the company introduced the new motivation programme “Loyalty Club”. The Loyalty Club members are specialists who have been with the company for more than 5 years. As part of this programme, the set of gifts for the anniversaries was reviewed and expanded. In 2021, special events will also be held for the club members.



## Infopulsers (company ambassadors)

Infopulsers are a team that view the company as something more than just professional cooperation. Being an Infopulser is a win-win cooperation in which both a specialist and the company gain new experience, receive new project proposals, and make new friends.

Infopulsers are ready to share the company values and news with colleagues, enthusiastic enough to initiate activities that promote change and development in the company, ready to promote the company brand, give open feedback, and share knowledge with other people.

## Communications

According to the Company Strategy, the Leadership & Communications direction was chosen as the key one for the company development in 2020-2022. Since we switched to the remote working mode in 2020, the leaders' role has become especially important, and communications from the company management moved to a new level.

**To keep all specialists updated regarding the company news, the following levels of communication were established:**

1. **All-Company level:** the launch of the regular New reality e-mails (caused by the pandemic) from Executive Management Team.
2. **Country level:**
  - **Ukraine:** the launch of regular online all-hands meetings held by Infopulse President, Infopulse CEO, and EMT representatives.
  - **Poland:** the launch of regular online all-hands meetings held by the Infopulse Poland country manager, company top management, and EMT representatives.
3. **Business Unit Level:** personal commitment of all business unit managers to play a key role in the company concepts and initiatives was announced as one of the main results within the Leadership & Communications strategic direction.





# Corporate events and initiatives

## Cultural diversity preservation

Since Infopulse is an international company with its offices in different countries, we try to preserve cultural diversity.

## Martenitsa making workshop in Bulgaria

At the end of February 2020, our experts from Varna greeted spring by participating in a workshop on making Martenitsa: a traditional red and white amulet which is customary in Bulgaria to be given as a present and worn as a symbol of good fortune and health.

It is important to make Martenitsa before March 1, when, according to Bulgarian traditions, a new agricultural year begins.

## Tłusty czwartek in Poland

Every February, Poland celebrates the donut holiday — Fat Thursday (pol. Tłusty czwartek). The last Thursday before Ash Wednesday and the beginning of Lent is one of the main holidays when you can afford to eat an unlimited amount of this delicacy. Infopulse Poland specialists celebrated this holiday sharing their donut time together.

## Vyshyvanka Day in Ukraine

Vyshyvanka is an ancient embroidered shirt that is a part of the Ukrainian national costume. The annual celebration of this day is our way to demonstrate that we always remember and respect Ukrainian roots and culture.

In 2020, during an online meeting, Infopulsers put on their vyshyvankas and read a poem about Ukraine.



## Infopulse annual corporate event

The annual corporate event has become a good tradition for Infopulsers. Every year, our corporate event has its central idea aligned with the concept. Taking into account the quarantine restrictions in 2020, our online event was held in a radio format. It was an exclusive Infopulse FM broadcast which we organised to create a festive mood! For one day, our local celebrity TV hosts, Michel Saikali and Nika Konstantinova, became leaders in the world of great music and news and interviewed special guest stars. In addition, the KAMTUGEZA hosts on Radio ROKS, Sonya Sotnik and Sergey Kuzin, held online activities; a workshop about positive thinking by Alla Klymenko was conducted, and the famous Ukrainian traveller, Kolya Serga, gave some tips on travelling in the pandemic conditions.

We also managed to save our corporate tradition of recognising specialists for their outstanding contribution to corporate development with the Infopulse Award and of rewarding our volunteers with the Infopulse CSR Award. Our top managers personally delivered the awards to the specialists who were in Kyiv, and the company delivered them via postal service to the specialists in other locations.



# Personal development

## Infopulse Grow Up

In the quarantine conditions, parents and children spend even more time together, and we are interested in preventing burnout and providing parents with resources. Therefore, Infopulse launched the Grow Up initiative in 2020: meetings where we talk to experts about alternative schools and kindergartens, learning and its psychological aspects. This programme is aimed at developing the community of Infopulse parents, supporting them in their efforts to create conditions for their children's development, and adding awareness to parenthood.

During the online meetings, parents had the opportunity to attend workshops as well as meetings with certain schools' representatives (Papaya school, Patsorki children's club, Sapiens new format school, Kiterra schools, and DEC life school), develop their children's educational strategies, and engage their kids in different activities.



## Activities for kids

On June 1, Children's Day, little Infopulsers took part in the pre-premiere online reading of Kuzko Kuzyakin's (Dmytro Kuzmenko) book "Everyone Can Name a Princess". The children, together with the author, read about the fascinating stories from the life of a little active child, solved royal problems, and created wonderful illustrations based on the book. As Mr. Kuzko says, 'A programmer's job is to programme,' so we made the princess and her cheerful family come to life with animation.

## Infopulse Creativity Club

Infopulse Creativity Club was founded in 2013 by the company's initiative group. It is a unique creativity space for the implementation of creative ideas. All events are organised and conducted by the company's professionals themselves.

There were workshops (both regular and charity ones when parts of collections were donated) on painting, yoga, and meditation. Please, find more information about the Infopulse Creativity Club activities in our [report for 2019](#).

With the beginning of the quarantine, a video workshop on painting was held. Also, our former specialist Viktor Minailo, whose public art exhibition was organised by Infopulse in 2019 and whose art catalogue was published in 2018, developed his online art gallery page on Facebook. 10% of the money raised by selling his paintings, Viktor donated to the company volunteer project "The Truck of Health".



## Responsible company: our response to COVID-19

### Governance

After the beginning of the worldwide lockdown, the dedicated BCP (Business Continuity Planning) Committee was established. It included the representatives of all the main business directions (HR, Marketing, Security, Communications, Corporate Development, Country and Local managers, etc.). Also, to provide specialists with a fast response, the Contact Team was established.

Based on the recommendations of the TietoEVERY mother company and National health service, an instruction for the prevention and control of the COVID-19 infection was developed. The document regulates the main business processes and rules during the pandemic.

The Committee keeps a record of illness statistics and reports on it to the Executive Management Team.

### Remote work model

Days after the quarantine announcement in March 2020, Infopulse prepared its internal IT infrastructure ensuring the continuity of our services and transitioned more than 2,000 specialists to the remote work model. As we value our experts' comfort, health, and safety, Infopulse assisted them in creating efficient home workspaces and embraced work from home as a long-term approach.

What is more, to help businesses successfully shift to the remote work model, Infopulse transformed our own experience into a dedicated service offering a comprehensive checklist with a step-by-step guide on how to organise the transition efficiently. For those who could not follow this model due to the project specification, the shift-work schedule was developed.

To reduce the risk of disease for these specialists,

- a flexible schedule was developed,
- the number of workplaces in workspaces was reduced in order to maintain permissible distance,
- the cleaning frequency was increased, and
- the number of specialists present in the kitchen was limited: one kitchen — one specialist.

As for the end of 2020, Infopulse decided to extend the remote work regime until the end of spring 2021.



## Transparent communications

We kept our specialists updated on a regular basis. To ensure that everyone was informed, we shared relevant information through our corporate group in the Telegram messenger, MS Teams group, and on the corporate website. In addition, everything important was discussed during our regular all-corporate and BU all-hands meetings.

For those working in the office, we designed animated reminders about the company rules.



In order to ensure that all of our specialists are aware of the action plan in case of having COVID-19-like symptoms, we designed a road map. It includes a clear set of actions based on the information provided by Ukrainian Ministry of Healthcare and the company rules with useful links and contacts.

Having collected feedback from our specialists, we developed the COVID-19 Forum platform where our co-workers could share their experience related to the COVID-19 treatment, discuss important questions, and receive instant BCP notifications.

To maintain specialists' involvement in the corporate life and keep them updated regarding plans and activities, all-hands meetings with Infopulse CEO and Infopulse President were held on a regular basis.

All related information including the illness statistics is located in the corporate documents.



## Taking care of specialists' physical and mental health

With the beginning of the pandemic, Infopulse paid utmost attention to the psychological state of specialists. To evaluate specialists' mental health condition, a daily survey on their mood was launched.

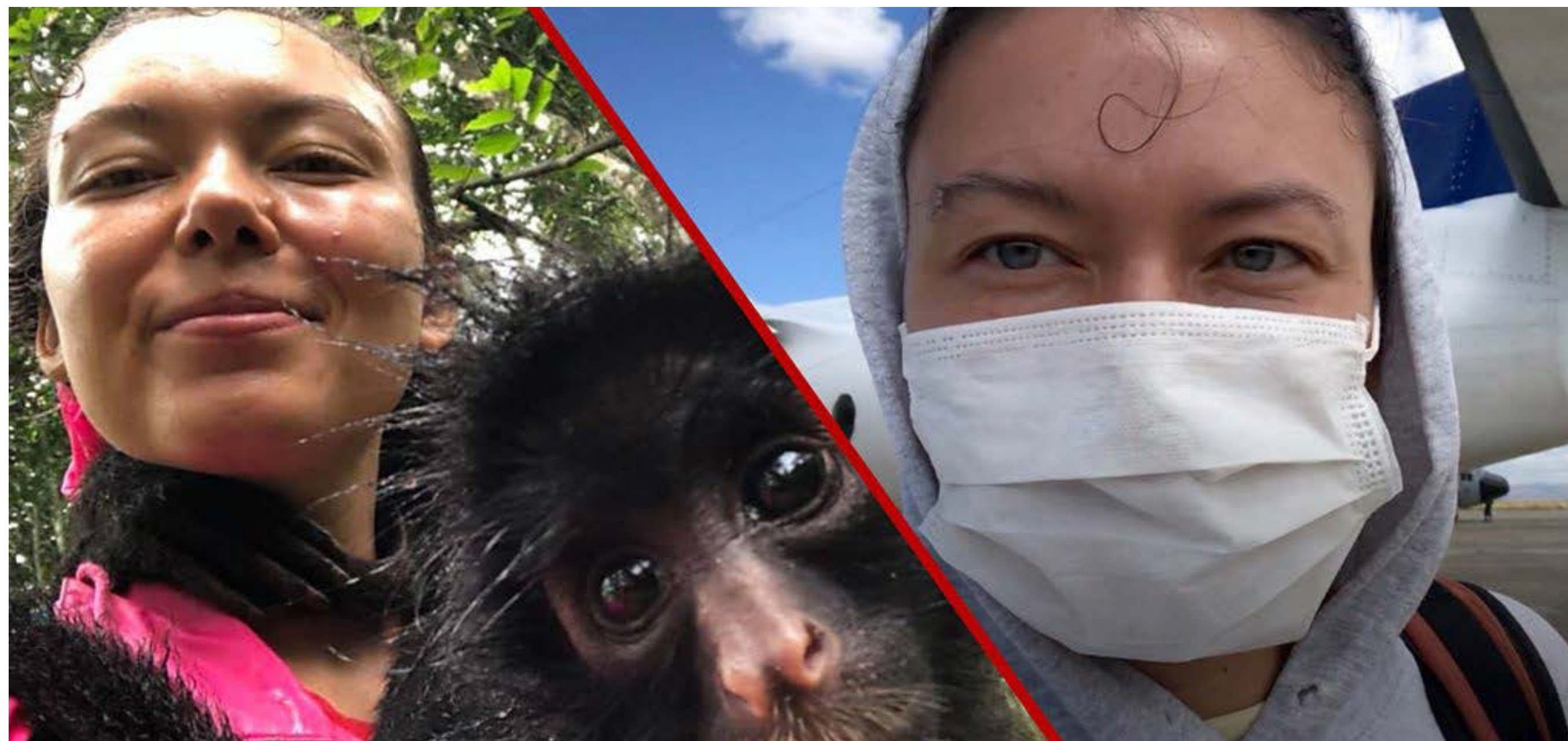
During the pandemic, the HR team launched regular (weekly and bi-weekly) one-on-one meetings with all levels of managers to provide additional support and availability to address any team issues connected with the remote work and team spirit.

A guideline with tips and tricks for remote work was designed by the HR team and distributed to the company's specialists.

Weekly online coffee breaks were launched for remote locations as well as a number of projects to create additional communication platforms for the specialists across units.

A series of internal training events on communication and feedback were launched in the administrative departments.

To ensure that our specialists with COVID-19 and their family members had proper treatment, 5 oxygen concentrators were provided with the help of the company's volunteers. Specialists have the opportunity to take them for temporary use.



## Returning Infopulse specialists home

The official quarantine announcement in Ukraine caught a number of our Infopulse experts abroad. In a matter of a week, 30 of our colleagues were brought back home from business trips in the US, Japan, Poland, and Norway.

In addition, the Infopulse Travel Desk service organised the urgent return of seven specialists that struggled to come home from their holidays in distant locations, including Nepal, Bolivia, and the Seychelles (original stories are available in Ukrainian and Russian).

Travel Desk specialists kept in touch with the colleagues abroad 24/7 and communicated with the State Migration Service and the Ministry of Foreign Affairs of Ukraine to accelerate the process. Thanks to their dedication, all Infopulse experts came back home safe and sound within the shortest time possible.



# Responsible Business

**Social responsibility is not just a company process, it is in our DNA. We strive not only to maintain our business in compliance with the ESG (Environmental, Social and Governance) practices but also to create meaningful experiences for all our stakeholders and to put effort into the development of society.**



## IT Education

Since Quality Education, the UN Sustainable Development Goal 4, became our strategic focus, we have been striving to improve the quality of IT education and professionalism of potential experts on the global market. Our aim is to align future specialists' skills with the requests of the IT market. Thus, the following projects and activities have been implemented in the company:

### Infopulse Internship Program

To share our knowledge and experience and to help specialists to gain relevant experience, in 2016, Infopulse launched an internship programme. Participants have the opportunity to communicate with the company's experts and join our real project development. During internship, students attend English movie clubs, workshops on time-management and public speaking, learn how to write a good CV, and participate in professional quizzes.

The pandemic affected a number of planned internship programmes in the company but did not change the goal to train young promising professionals to take part in real projects. In a very short time, we adapted our programme to the online format and changed our approach to the candidates selection process. At the end, we added the psychological test method to the process.

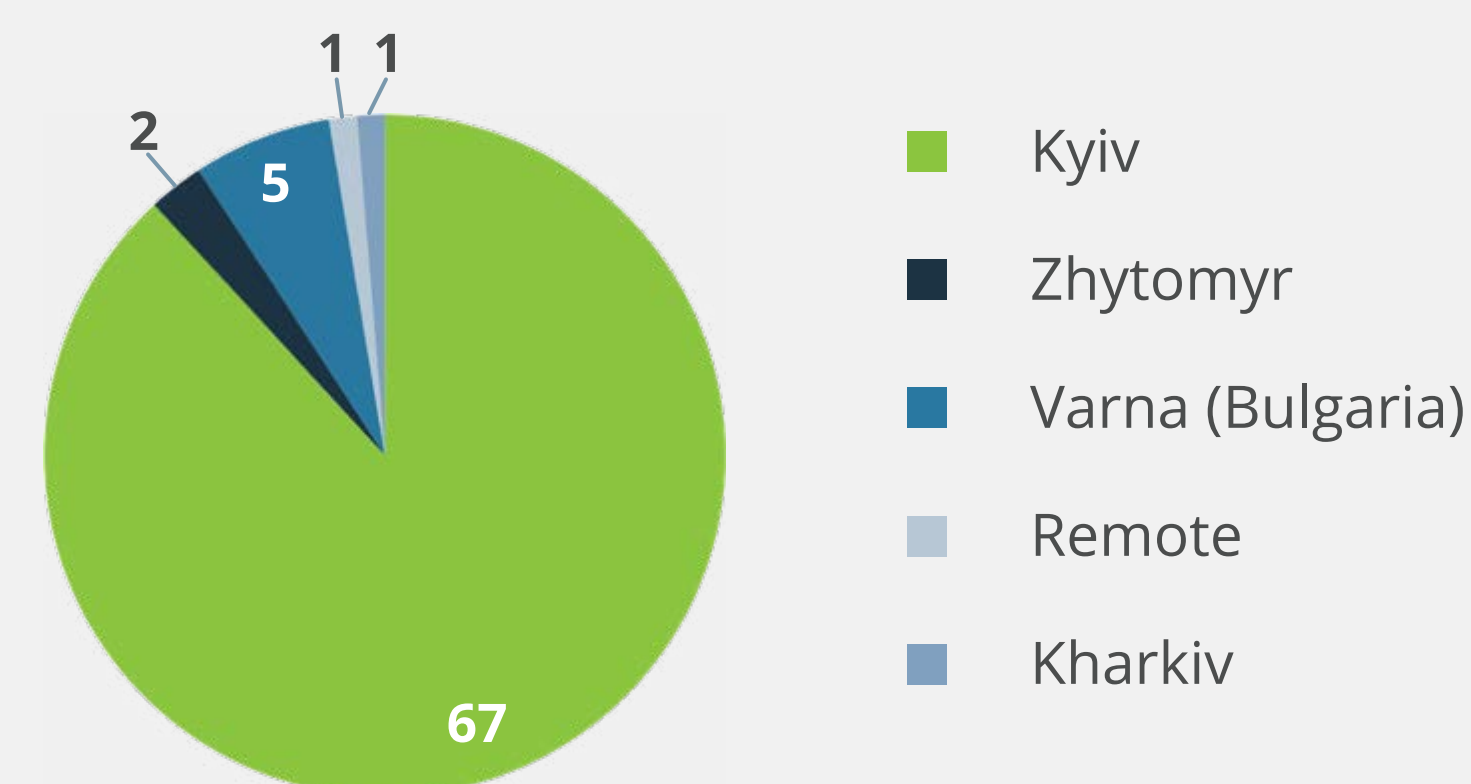
In 2020, we launched three internship groups and kept the number of interns on the same level as the previous year. What is more, eight interns joined the Infopulse team after the end of the programme.

### Internship programme results in 2020

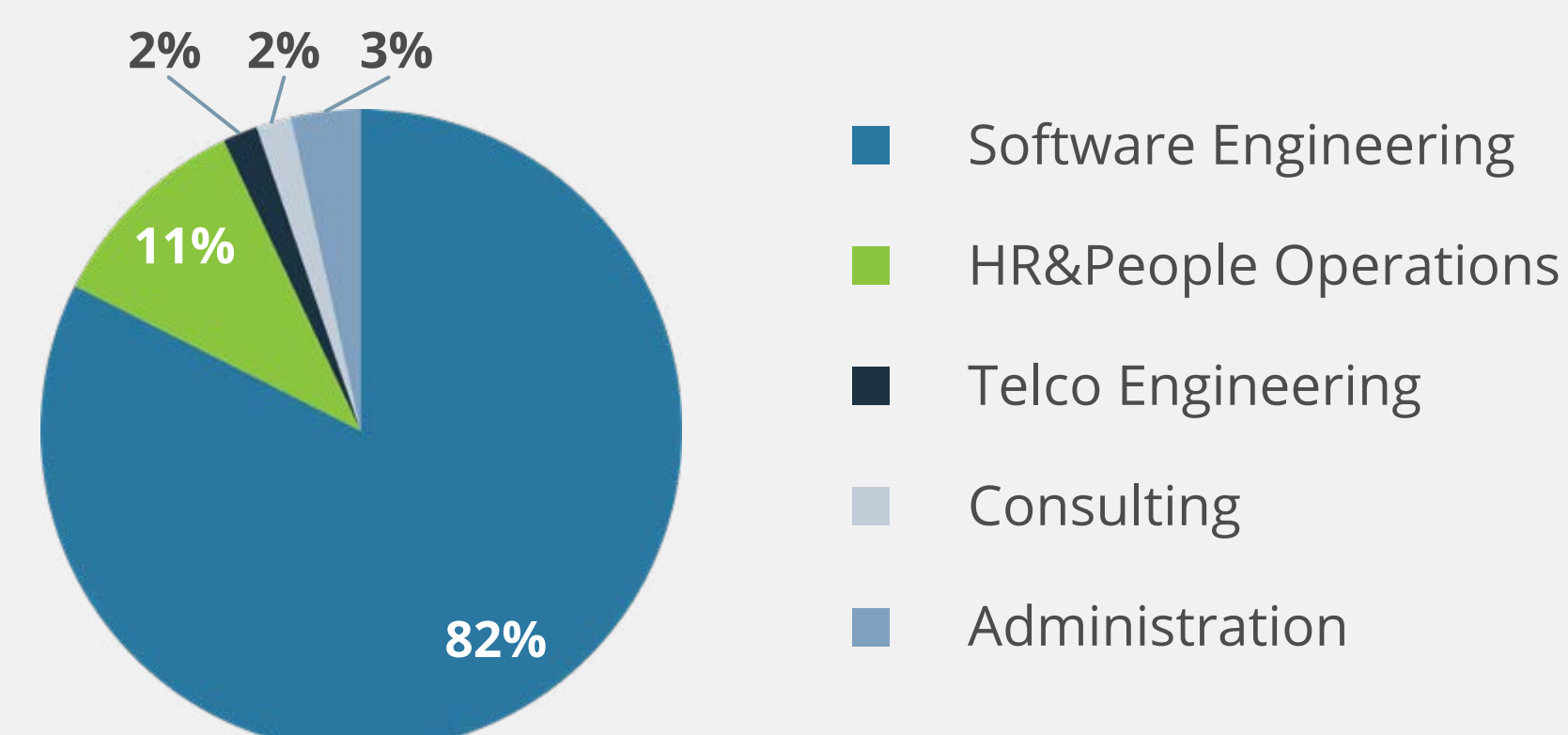
#### Total amount of interns/year



#### Internship locations



#### Interns' specialities



## Participation in job fairs, conferences, and hackathons

Infopulse regularly participates in job fairs, conferences, and hackathons. Despite the pandemic, last year, Infopulse had a chance to participate in eight events: DevOps Fest 2020, VinnytsiaJS 2020, JS fwdays online, .Net fwdays online, Simplicity Day, Devovx Ukraine conference online, Java Fest online, Highload fwdays online.

In addition, Infopulsers participated as mentors and judges in IT Nation Hacks-2020 in the final activities of the IT Nation programme for residents of the Donetsk and Luhansk regions. The programme is implemented by the Global Compact Network in Ukraine with the help of the USAID project “Economic Support of Eastern Ukraine”.

## Collaboration with universities

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

Since 2018, a group of our experts have conducted their individually developed courses for the Kyiv Polytechnic Institute. In 2020, they launched a software testing course and a business analysis course and successfully moved to online education after the pandemic started.





## Digital solutions

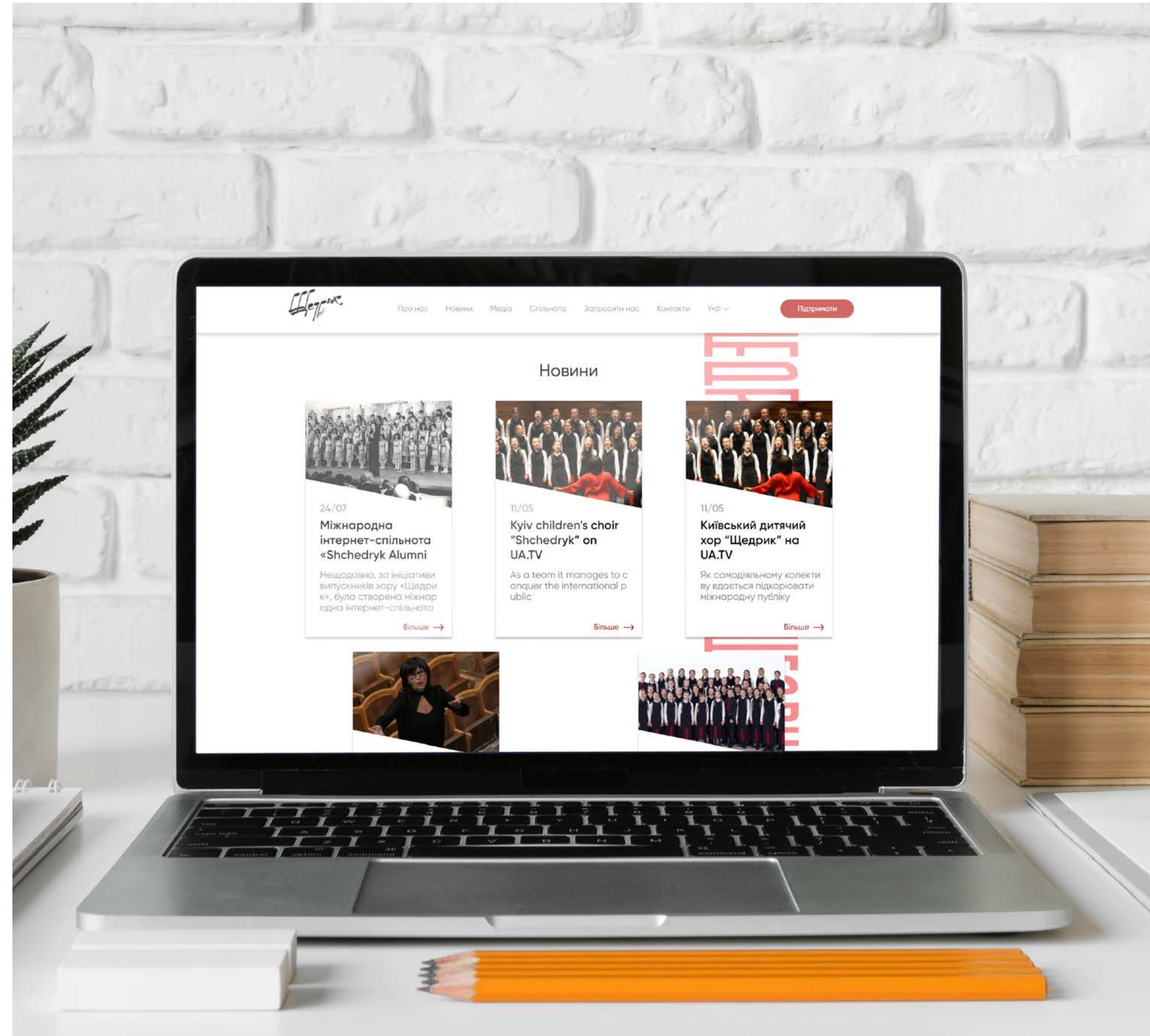
The main criterion for innovation projects is their viability. The real value of resources invested in the development of a country is revealed when a project remains productive and relevant for many years to come.

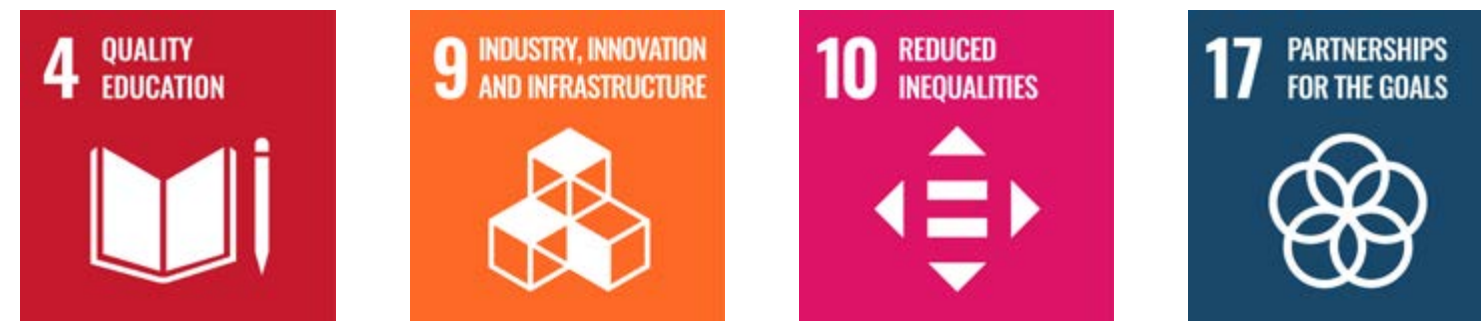
At Infopulse, we are convinced that tight cooperation is the key to achieving sustainable development goals. That is why every year, we develop digital transformation solutions for our non-business partners and actively engage our interns in this process so that they can gain this vital IT experience.

### National children choir “Shchedryk” website

Infopulse specialists, together with lecturers and students of Igor Sikorsky Kyiv Polytechnic Institute, developed a [website of the choir “Shchedryk”](#).

The site facilitates the process of choir management, simplifies the organisation of auditions and concert performances, and helps to increase charitable assistance for the choir.





## Inclusive Hub website

Since 2018, Infopulse Kharkiv has been a partner of the NGO “Emmaus”, an organisation that helps graduates of boarding schools and young people with disabilities. In 2018, Infopulse specialists supported the Dante Fest charity festival; in 2019, the organisation opened the first inclusive hub in the city, a place to conduct adaptation classes for people with disabilities and adolescents growing up without parents. In 2020, a group of KPI students,

the company's interns, university professors, and Infopulse mentors developed a [site](#) for the Hub to announce its projects, publish news, collect donations, etc. Vitalii Prytula, a student of Kharkiv Polytechnic Institute, took part in the development of the site, which was more than just a graduation project for him as Vitalii is also a boarder of Emmaus. In recent years, Vitalii has sought to learn how to design sites and become better at it. As part of his collaboration with Emmaus, he made it to the internship at Infopulse and worked in a team of professionals for the first time. For Vitalii, the project became his graduation work. He successfully defended it and received higher education. Vitalii tells his story in this [video](#).



## Virtual museum of National University of “Kyiv-Mohyla Academy”

The Infopulse team has developed a [virtual museum](#) of the NaUKMA history, which was presented during the Science Days at the National University “Kyiv-Mohyla Academy”.

On the site, you can find many historical sources, archival documents, manuscripts, printed publications, art objects that reflect the history of the Academy, and the activities of the people connected to this institution.

‘This is a wonderful and incredible project that will present the Kyiv-Mohyla Academy to the world,’ says Taisiya Mykhalchuk, the director of the NaUKMA Museum. ‘Thanks to our partner, Infopulse Ukraine, that developed the Virtual Museum website, we started a big project together.’

# Corporate volunteering

## Our response to COVID-19

Infopulse has always been a platform for people to unite and to address socially important issues. Our specialists are the main driver force of positive changes, and we are proud to have built this socially responsible community of Infopulsers. Therefore, the company pays special attention to the development of corporate volunteering, and we cherish our volunteers' initiatives.

2020 caused a high demand on volunteering, so our plans for 2021 are to increase the number of our CSR Community members and implement social activities in every location and business unit of the company.



### The Truck of Health volunteer project

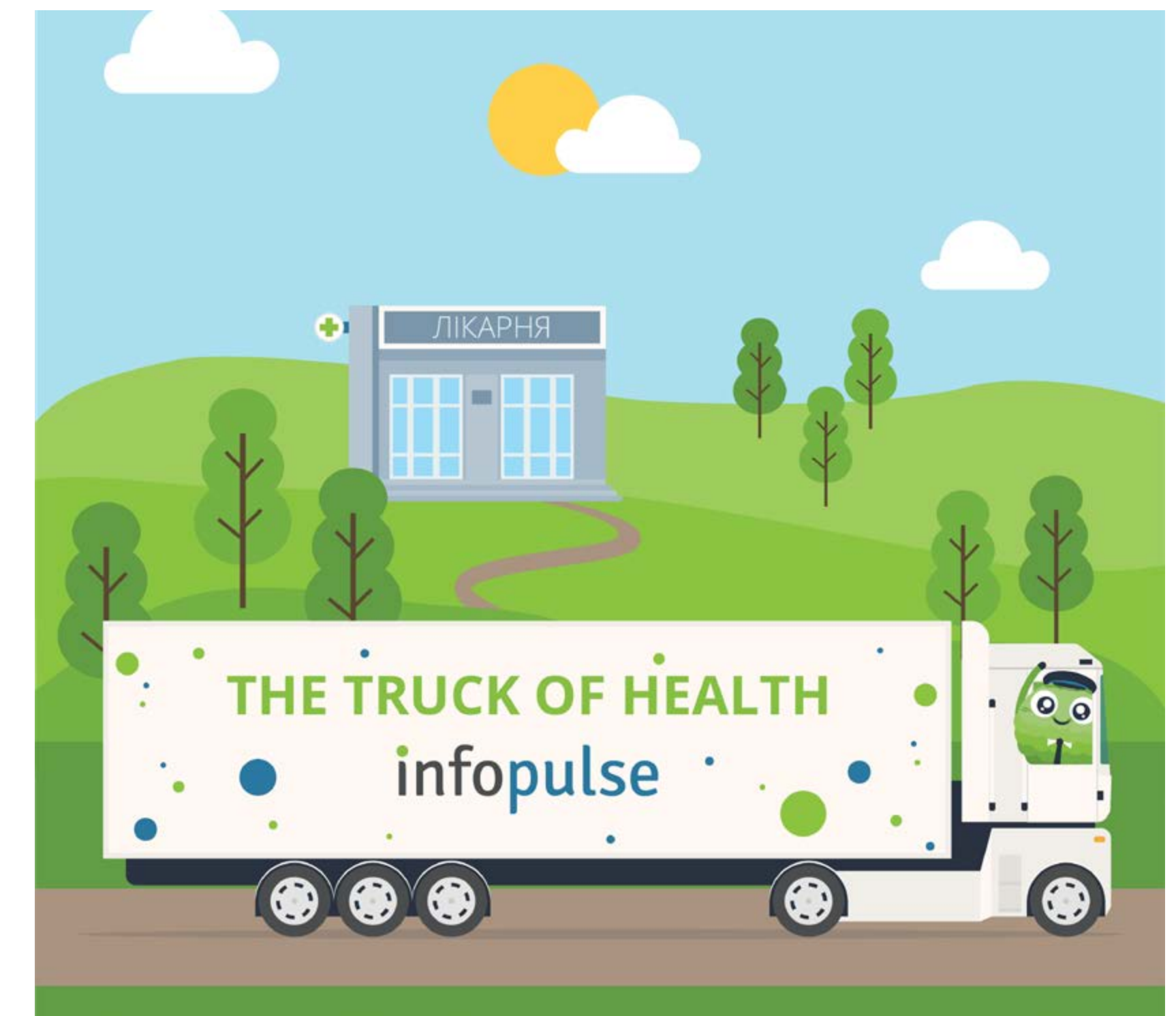
This project is aimed at helping Ukrainian hospitals fight COVID-19. At the initiative of the company's CEO Andrii Anisimov, a committee was formed and a charity project was launched to raise funds

to help medical institutions. The call to unite and join the project was announced to the company's specialists, and soon our volunteers got involved in the initiative. Very soon, this initiative turned into our flagship company volunteer project.

Though having partnered with the charitable foundation '[Children of Hope and Love](#)', the distinctive feature of the Truck of Health project is that all its stages are carried out exclusively by the company's volunteers: from reviewing the needs to keeping control over putting the received items on the balance sheets of medical institutions.

#### Project principles:

- We buy equipment that hospitals will be able to use after the pandemic
- We buy only certified medical products from trusted suppliers
- We make sure that the needs of medical institutions are real
- Hospitals put the received items on their balance sheets and confirm this with documents to avoid transferring goods to third parties



#### Project accomplishments:



19 cities



2 140 652 UAH collected (approximately 50% were allocated from the company's budget, the rest were donations)



2 084 515 UAH worth of purchases: personal protective equipment for healthcare workers (face masks and shields, respirators, gloves, suits, etc.), non-invasive ventilators, oxygen concentrators, and patient monitors

Please, watch our [video](#) about the project annual results.

Moreover, through the joint efforts of Kharkiv IT Cluster and our volunteers, Infopulse helped to conduct [oxygen pipeline and ventilator repairs](#) in the Kharkiv Regional children's infectious diseases hospital.

For the significant contribution to the fight against the coronavirus pandemic on a national level, Infopulse was honoured with two CSR awards: from [the Mayor of Zhytomyr and Zhytomyr Regional State Administration](#) for being a socially responsible business and from [CSR Ukraine](#) for being a business that changes the country.

Furthermore, nine active volunteers received Infopulse CSR Awards for providing vital support in times of need, and the project also supported our specialists' children with pictures.





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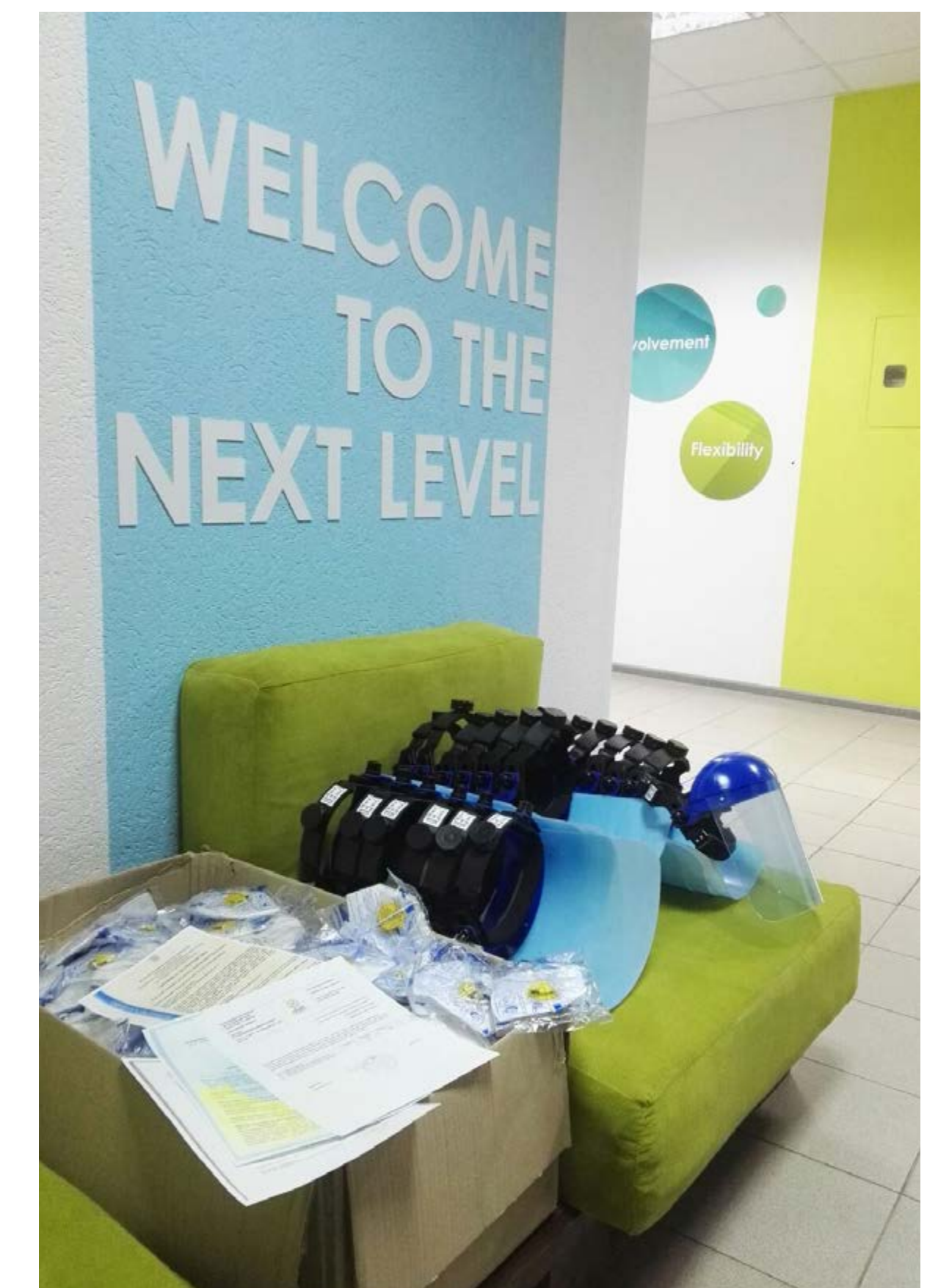
I want this project to bring as much benefit as possible and help those institutions that really need it, so that the people who implement it and those who support it feel part of a great cause. Unfortunately, the pandemic is not over, everything is still ahead, and I am sure that the project will help to save people's health and dozens of lives.

**Natalia Positko**, Consultant, project volunteer

“

We strive to provide help that will still be relevant after the end of the pandemic and will benefit hospital patients in the future. We hope that the repairs of this equipment that is critical for treatment will help save many lives.

**Lyubov Yudenko**, VP of Operations





## Laptops for rural schools

Together with CSR Ukraine, a group of volunteers in one of the business units implemented the Laptops for Rural Schools project and donated laptops to schools in remote parts of the country so that children could continue their education remotely. The project was announced in the company, and specialists could donate the equipment they no longer used. As a result, 21 laptops in total were given away to kids.



## Supporting the elderly

Since elderly people are especially vulnerable to COVID-19, Infopulse volunteers provided them with the necessary support during the lockdown. With the help of the Lifelover charitable foundation, nine volunteers of a business unit delivered grocery sets for 60 elderly people in Kyiv.

A volunteer group of another business unit delivered grocery sets with the help of the charity foundation "Starenki" before the winter holidays. Through the joint efforts of 20 Infopulsers and the Starenki fund, 110 lonely elderly people received food packages for their New Year's Eve table.



## Supporting people in need

Together with Stowarzyszenie Wiosna, Infopulse Poland volunteers joined the [Szlachetna Paczka](#) project and became a Good Wizard for a family in need. Altogether, they raised money and delivered food for family members and nutritional supplements and hygienic means for the wound treatment of a family member.





## Charity

### Providing support for the Childhood Cancer Foundation “Krab”

In the last few years, Infopulse has adopted a new practice of a more CSR-oriented festive season communication with our clients, where instead of sending small holiday gifts to our clients, the company conducts charity activities.

Taking into account the 2019 achievements and positive feedback on our [charity initiative “Dream Library”](#), in 2020, we decided to implement another charity event. In the times of COVID-19 when all the attention is drawn to fighting the pandemic and children with cancer are left completely unprotected, we decided to support the [Childhood Cancer Foundation “Krab”](#). Infopulse has a long-term history of collaboration with this charitable organisation. Our internal [Creativity Club](#), a creativity space for the implementation of creative ideas, has conducted numerous workshops and events for the company’s volunteers, and the raised funds were donated to the Krab foundation.

Three infusion pumps were purchased for the total amount of \$5,000. This charity foundation was established by parents whose children were treated in the Department of Pediatric Oncology of the [Ukrainian National Cancer Institute](#). Since 2008, the Krab foundation has been part of [Childhood Cancer International \(CCI\)](#).

Before the pandemic, we also organised the Charity Cookie Sale activity, where the foundation held a charity sale of cookies and tea for Halloween, St. Nicholas Day, and 8th of March: all the money raised from the sale was transferred to purchasing medicine that children with cancer lacked to fully undergo a course of medical treatment.



# Environment

**We believe that through our corporate business and actions we can influence the use of natural resources and prevent possible detrimental effects on the environment caused by hazardous materials. We also believe that we will make a positive contribution to environmental sustainability through the innovative development of our business as a solution and information service provider, as well as through collaboration with our clients.**

## Reporting

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

The annual report "Environmental Management" to the CSR Committee includes

- the results of internal audits in deliveries, status of corrective and preventive actions (reported by Quality Auditors);
- the evaluation of the compliance of Infopulse's environmental work with national laws (reported by the Legal Team);
- the results of the fulfilment of environmental tasks, the evaluation of achieved environmental objectives; and
- specialists' feedback on the company's eco-activities and suggestions for improvement.

## Certification

- ISO 14001 Environmental Management Standard
- Compliance with the Energy Star, CE, and TCO standards

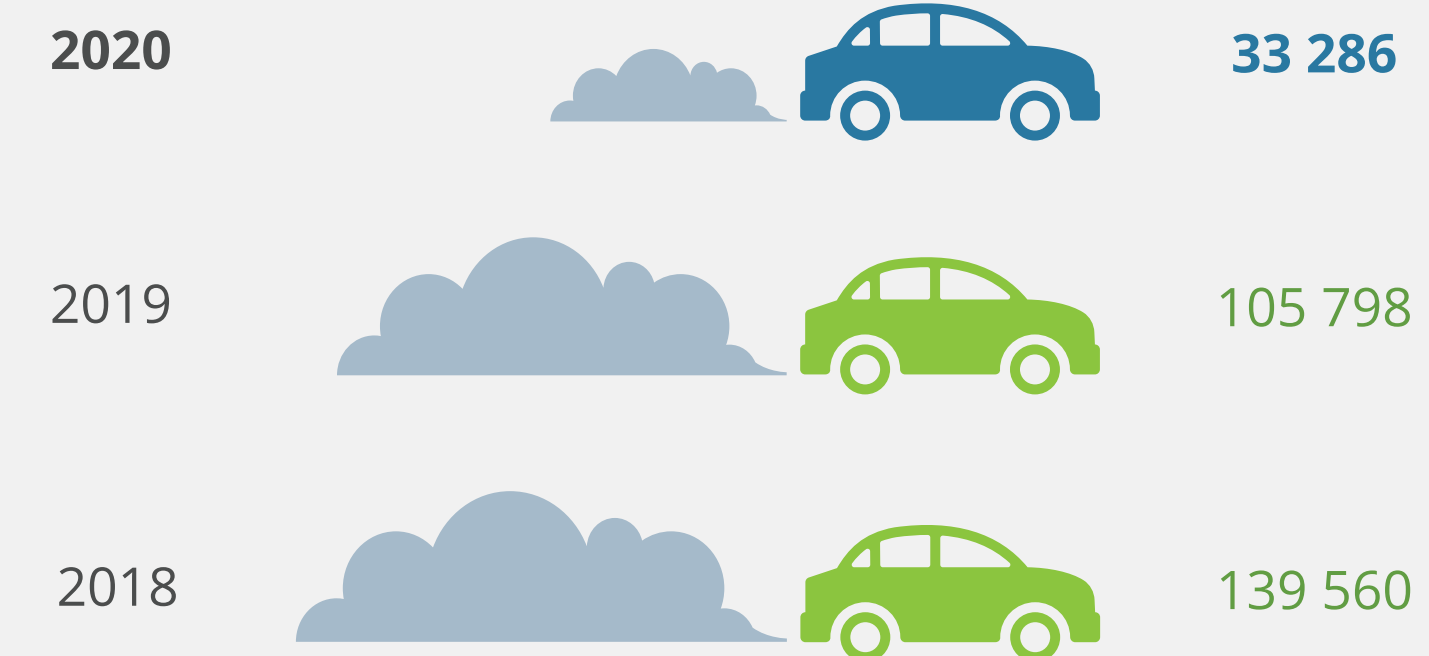
# Infopulse Resources Consumption Statistics, 2020

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

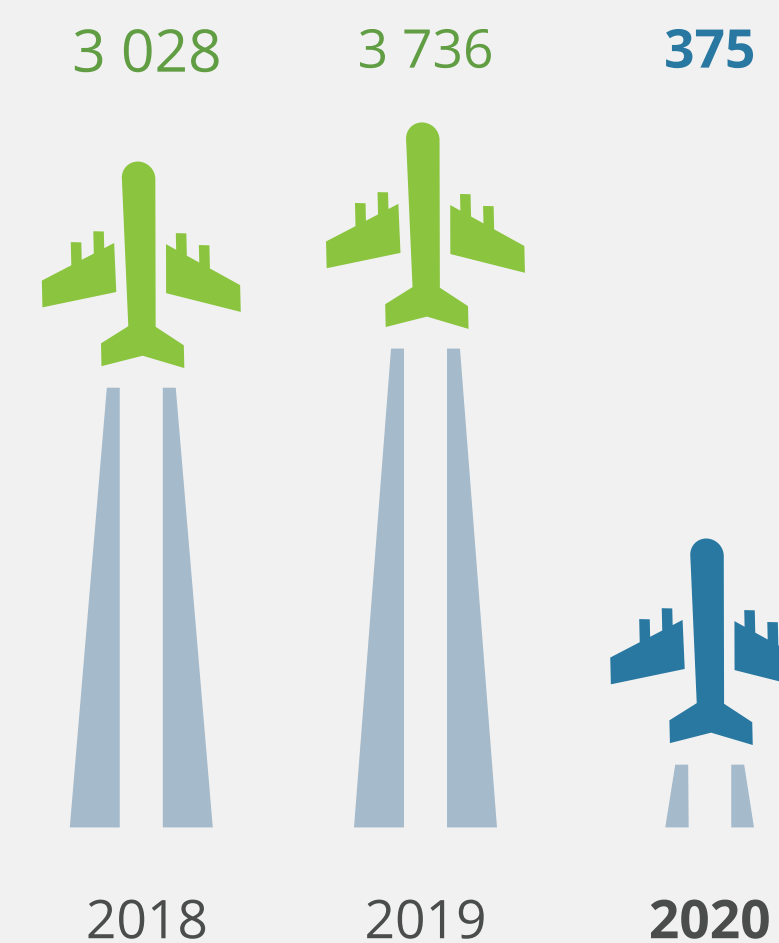
## Environmental aspects significant for Infopulse:

- Electricity consumption
- Paper consumption
- Waste
- Selection of suppliers

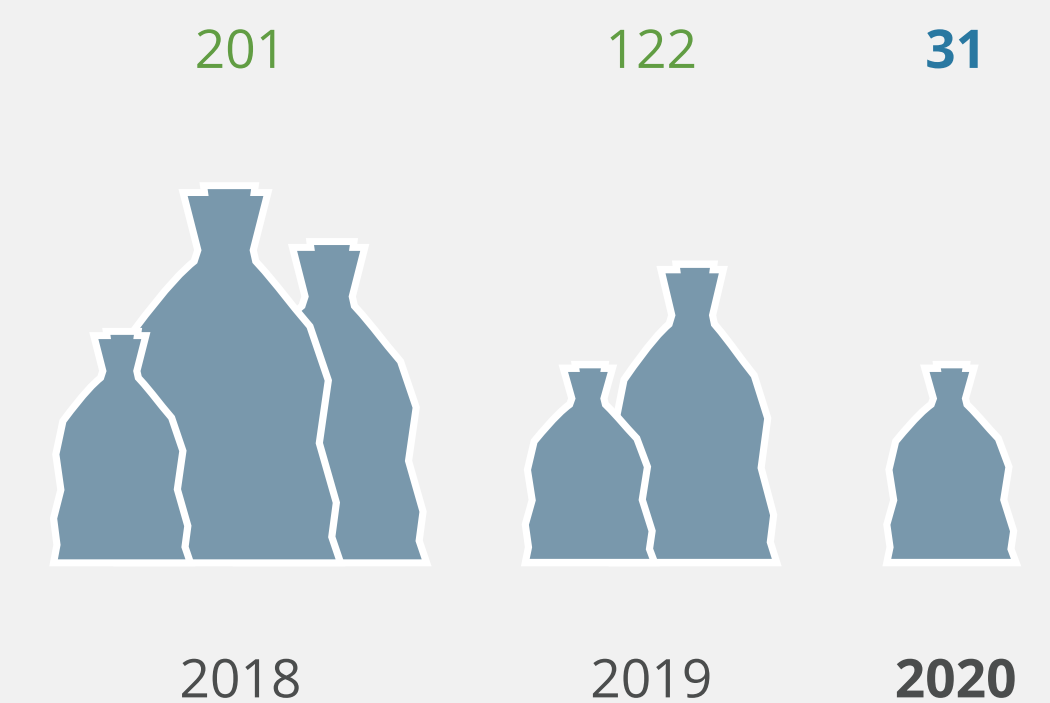
### Business trips by car, (mileage allowance)



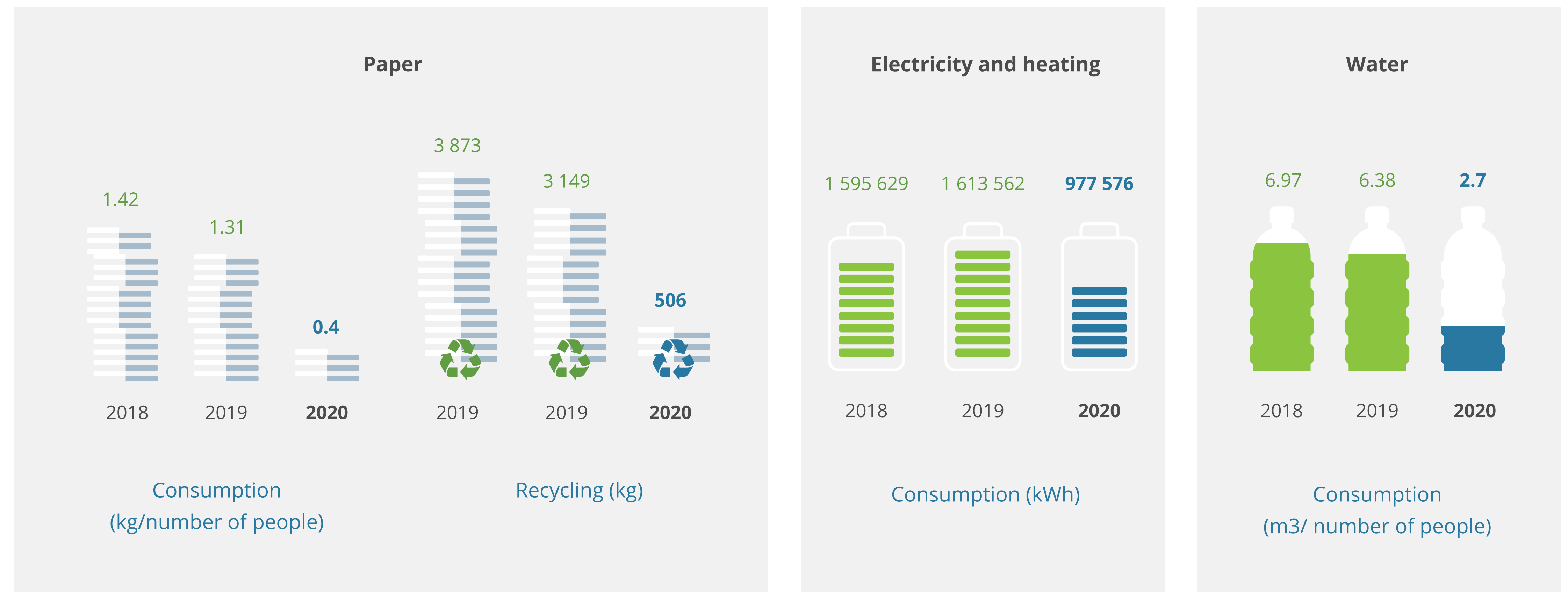
### Business trips (air) (nr of flights)



### Plastic waste (kg)



# Infopulse resources consumption statistics, 2020





## Environmental projects



### The Kyiv Sotka cycling marathon

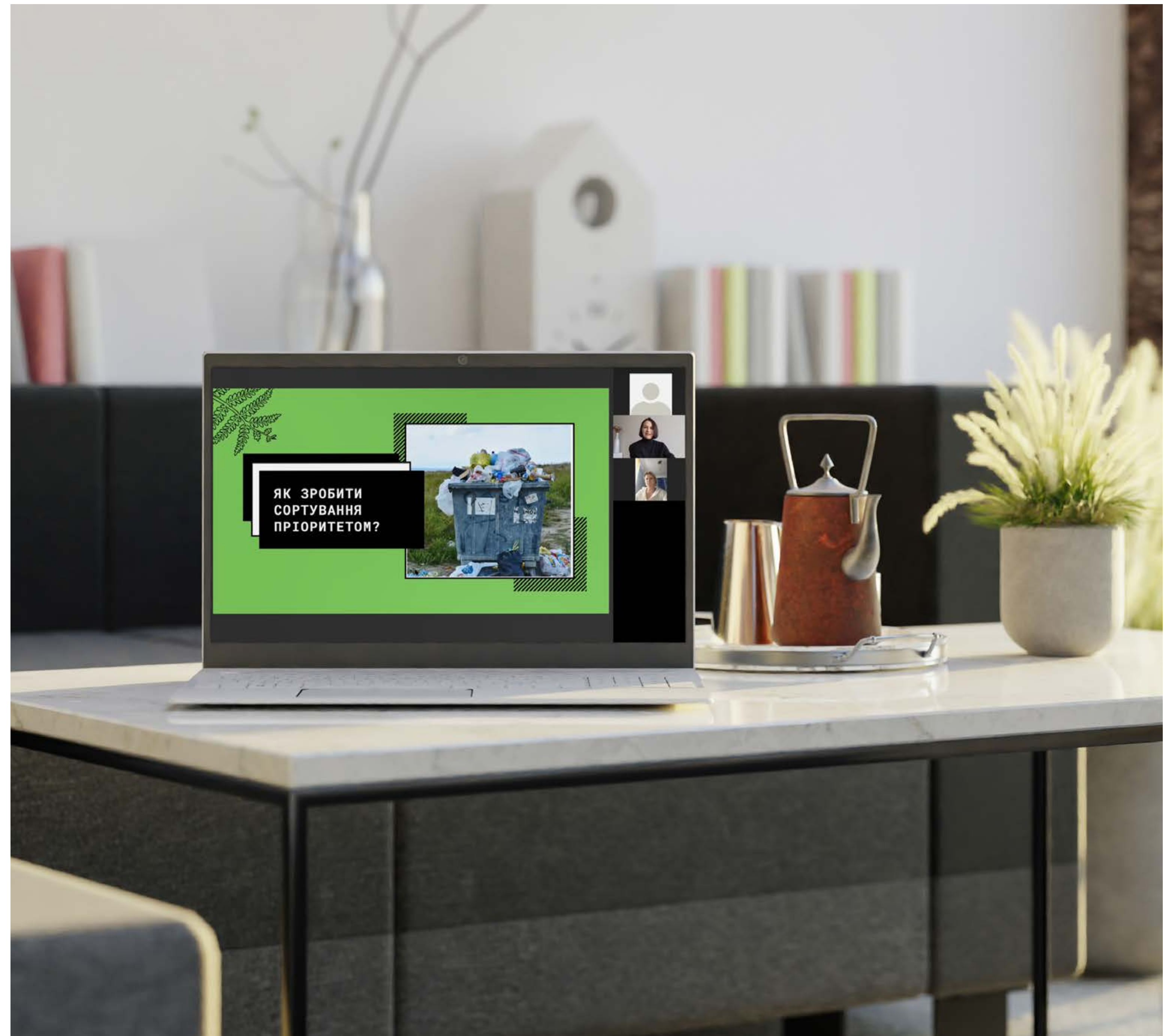
Cycling has become a tradition for our Infopulse cycling community. This kind of sport does not only help to maintain health but also promotes the usage of eco-friendly transport. By the way, in 2019, Infopulse became the winner of the contest “Bicycle-Friendly Employer of the Year” by U-Cycle.

In 2020, for the second time in a row, Infopulsers joined the amateur cycling marathon “Kyiv Sotka” with its 50 km and 100 km distance.



## Eco-webinar with No Waste Ukraine

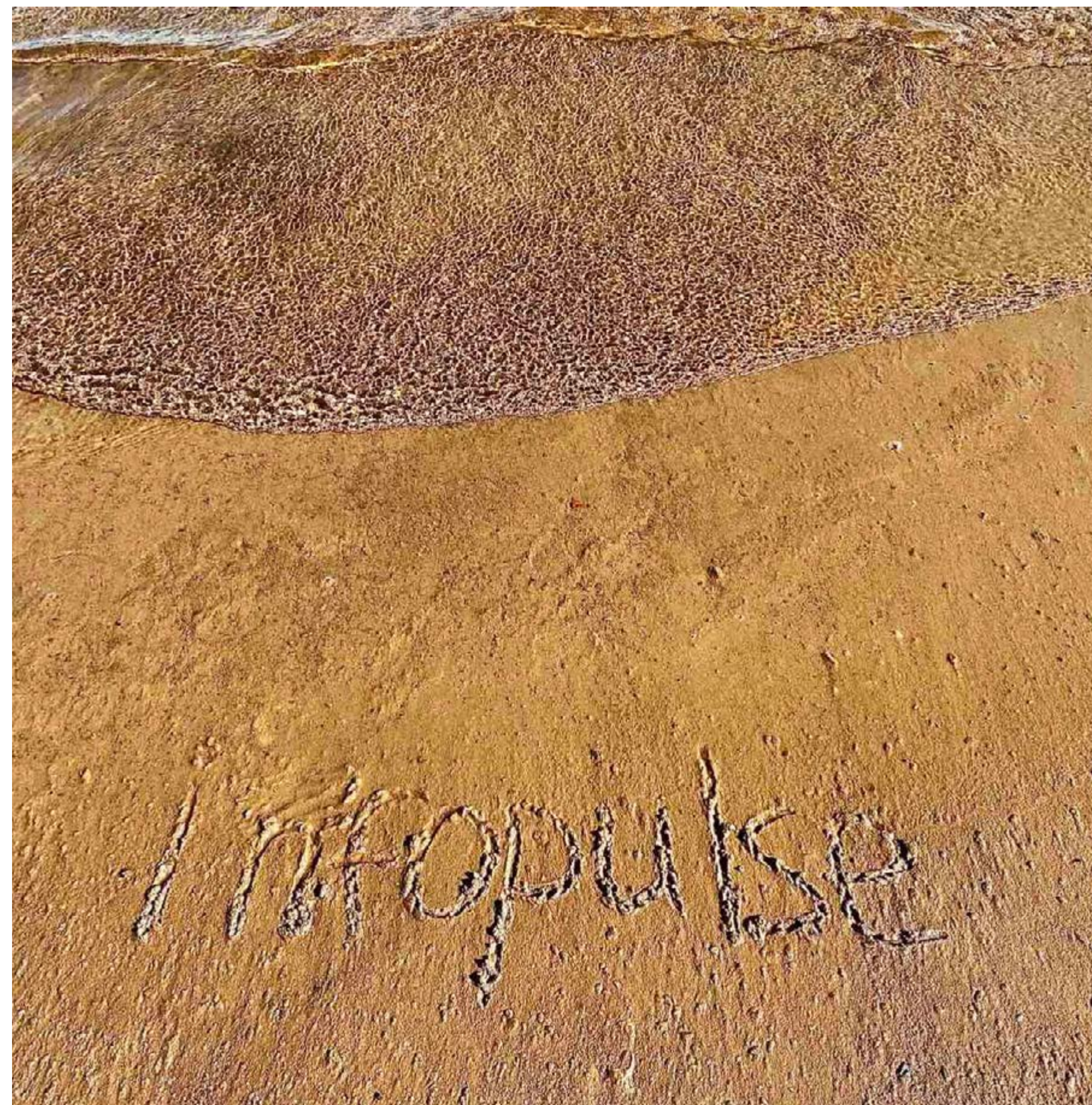
In order to define what waste segregation is, we invited the CEO of our partner NGO “No Waste Ukraine” to conduct a relevant webinar. During the meeting, she shared information about the waste recycling infrastructure in Ukraine and provided tips on how to begin an environmentally responsible lifestyle.





## Volunteer activity

At the beginning of autumn, volunteers of one of the business units and their families united to clean up a part of the Obolon embankment.



# Acknowledgments

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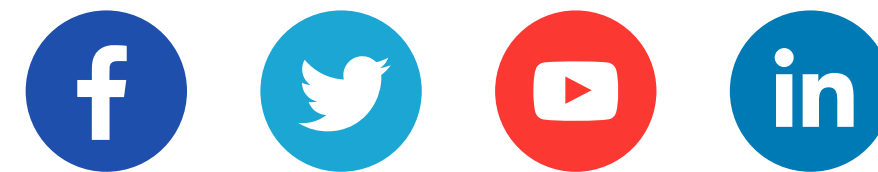
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