Infopulse: Socially responsible business

Sustainable Development Report, 2021
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While we were preparing the CSR report 2021, Ukraine faced the biggest violence since its independence — on 24 February 2022, Russia started a full-fledged war, killing civil people and destroying homes.

At that moment, we thought that it would be untimely to talk about last year’s results. But literally in the very first hours, the company, the community, and partners demonstrated such a unity that a few weeks later we returned to the work we had begun in order to talk about what makes our company special.

Infopulse was created in 1991, the same year when Ukraine gained its independence. Both our country and we were learning to take the first steps. Being a team of just 7 people, we were driven by curiosity and the desire to try something new. Everyone was fully involved, open to new things, and flexibly integrated into the VUCA world, and this became the key to our future growth.

In 2021, we celebrated our 30th anniversary. Our team consists of more than 2 thousand people with offices in 7 countries around the world. The geography of the project portfolio covers almost the entire globe. This year we deepened partnership with one of the largest banks in the world's top 20 & world-leading industrial equipment manufacturer. A Fortune 500 agrochemical company, as well as an Asian energy giant have been added to the list of significant clients of past years and of the present time. The experience of specialists and the growing number of interesting tasks from our clients ensured record high figures in annual revenue at the end of 2021 — more than USD 108 million.

Looking in retrospect at what the company has achieved in the last 30 years, we see that the main driver of Infopulse has been and will always be people. People who are still united by curiosity and passion for new things. People who are involved in common tasks and operate as a team, acting openly, honestly, and flexibly. This is exactly what our values are: Involvement, Flexibility, Openness, and Innovation.

The tragic beginning of 2022 showed that we demonstrate these values under all circumstances and not just in work: the whole Infopulse community united within the first hours after the expanded Russian aggression, providing help to each other, to the society, and to our business partners. People were not waiting for any guidance — everyone chose the field where they could be the most efficient: evacuating people to safe locations (often risking their own lives), joining territorial defense units, etc.
CEOs & President entry letter

raising money, gathering medication, food, and equipment for the UA army and humanitarian needs. Our Polish and Bulgarian members helped with finding new homes for all community members and their families, and Brazilian team backed-up client's service processes during relocation.

To challenge the darkness, a simple spark is sometimes enough. The war has shown that this spark is in the DNA of every one of our community members. And the community of the right kind of people creates a transparent and clear business conduct model. This is the main reason why 2021 has remarkable achievements, which makes Infopulse a reliable business partner for clients, an inspiring community for specialists, and a responsible citizen for the society. And this is the background for our sustainable future.
Infopulse: a trusted international provider of end-to-end IT services

Who we are

Responsible service provider
Responsible partner
Responsible citizen

One of the largest IT Companies in Eastern Europe

30 years in the market

>2,300 specialists (upd. 2022)

60% of specialists have 6+ years of IT experience

280+ active clients in 40+ countries worldwide

Clients from startups to Fortune 100 companies

95% of clients from the EU & the USA

70+ clients have been working with us for over 5 years
Infopulse: European IT outsourcing company with Ukrainian heart, member of international Tietoevry Group

- Company **founded** in Ukraine
  - 7 specialists

- **1991**
  - The company was founded in Ukraine with 7 specialists.

- **1992**
  - **The first contract** with the international company — Bull, France.

- **1999**
  - Partnership agreement with a Netherlands-based company **Infopulse** and adopting their name.
  - 40 IT professionals

- **2004**
  - Partnership with **Microsoft & IBM**.
  - ISO 9001:2000 certification

- **2007**
  - The company became a part of **EDB** (currently known as Tietoevry).
  - 350 specialists

- **2008**
  - Partnership with One of the Big Four

- **2009**
  - Branch office in **Germany**
  - 1000+ specialists

- **2010**
  - Partnership with **BICS**

- **2013**
  - Delivery office in **Bulgaria**

- **2015**
  - **7 cities** of presence in Ukraine

- **2017**
  - Office in **Poland**.
  - **No.1 Best IT Employer** in Ukraine (DOU)

- **2018**
  - EVRY (former EDB) merge with Tieto company. **Microsoft Ukrainian Partner of the year**, 15th years partnership.
  - 2000+ specialists

- **2019**
  - Infopulse opens a new office in **Brazil**. Celebrating **30th anniversary** on IT market

- **2021**
  - Staying strong with Ukraine against the Russian invasion

- **2022**
  - Office in **Poland**.
  - **№1 Best IT Employer** in Ukraine (DOU)
Our Vision

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

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

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

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

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

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

- Mother company
- Infopulse specialists
- Local communities
- Customers
- Society
- Partners
- Applicants

Who we are
- Responsible service provider
- Responsible partner
- Responsible citizen
We are part of Tietoevry family

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

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

Infopulse, as a part of Tietoevry Group, implements leading digital consulting practices, competitive industry-specific software, and scalable technology platforms to bring more value to its customers using all the gained experience of the leading Nordic digital services company.
Working Globally with Local Presence in Europe, North and Latin America

- **Europe**: Poland, Germany, Bulgaria, Ukraine
- **North America**: USA
- **Latin America**: Brazil

- 5 delivery centers
- 7 countries of presence
6 offices in Ukraine before February 24, 2022
(4 are suspended as of July, 2022 due to war)
4 Infopulse Offices in Poland

Warszawa
Gdańsk
Bydgoszcz
Łódź
Business growth is followed by the rise in the number of professionals with a proper balance of newcomers with fresh perspective and holders of the corporate culture.

### Total number of specialists

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>2,045</td>
</tr>
<tr>
<td>2020</td>
<td>1,978</td>
</tr>
<tr>
<td>2021</td>
<td>2,258</td>
</tr>
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### Experience in the Company

<table>
<thead>
<tr>
<th>Experience</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>up to 1 year</td>
<td>26%</td>
</tr>
<tr>
<td>1-3 years</td>
<td>23%</td>
</tr>
<tr>
<td>3-9 years</td>
<td>37%</td>
</tr>
<tr>
<td>9-15 years</td>
<td>11%</td>
</tr>
<tr>
<td>15-23 years</td>
<td>3%</td>
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Europe is the main revenue driver, followed by North America

Customer Distribution by Region, 2021

- 33.3% Nordics
- 27.4% North America
- 13.3% Benelux
- 11.4% DACH
- 4.7% Ukraine
- 4.1% France
- 2.6% Ireland
- 3.3% Other
Wide range of professional competencies...

Key competence (FTE)

- BPO: 6%
- Business Analysis: 6%
- Delivery Management: 11%
- IT Operations: 9%
- Software Engineering: 48%
- Software Testing: 14%
- Telco&Networking: 5%
- Application Packaging: 2%
... makes leading brands trust our expertise worldwide

80% of our projects are delivered in the EU, Nordics, and the USA.

and others
Strong bonds with key technology partners...

We focus on quality, security, and technological excellence.
...create diverse split of revenue by industries

<table>
<thead>
<tr>
<th>Industry</th>
<th>Revenue Share</th>
</tr>
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<tbody>
<tr>
<td>IT</td>
<td>41%</td>
</tr>
<tr>
<td>Consulting</td>
<td>26%</td>
</tr>
<tr>
<td>Telecom</td>
<td>14%</td>
</tr>
<tr>
<td>Industrial &amp; Manufacturing</td>
<td>6%</td>
</tr>
<tr>
<td>Finance</td>
<td>4%</td>
</tr>
<tr>
<td>Agro &amp; Food</td>
<td>2%</td>
</tr>
<tr>
<td>Retail &amp; Logistics</td>
<td>2%</td>
</tr>
<tr>
<td>Government &amp; NGO</td>
<td>1%</td>
</tr>
<tr>
<td>Healthcare &amp; Pharma</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>3%</td>
</tr>
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</table>
Increasing our expertise and number of clients, we increase revenue year-over-year

**Revenue, K USD**

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenue, K USD</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>86 344</td>
</tr>
<tr>
<td>2020</td>
<td>94 656</td>
</tr>
<tr>
<td>2021</td>
<td>108 820</td>
</tr>
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**Export Revenue, K USD**

<table>
<thead>
<tr>
<th>Year</th>
<th>Export Revenue, K USD</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>82 700</td>
</tr>
<tr>
<td>2020</td>
<td>91 045</td>
</tr>
<tr>
<td>2021</td>
<td>102 907</td>
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**Taxes paid in 2021:** 4 501 K USD
In 2021 we celebrated many professional achievements

Infopulse is ranked among the Top 100 outsourcing vendors in the 2021 Global Outsourcing 100® List by IAOP®

Finalist in 2 categories: «Best Overall Testing Project — Communication» & «Leading Vendor»

Awards Winner in Microsoft Partner Day Ukraine and became an Azure Expert MSP Partner 2nd year in a row

Bestselling Publisher Award for 2021

Became member of AHK Ukraine

Outsourcing Stars 2021 award
Every year, we confirm our certification to ensure high standards observance

Certifications

- ISO 9001: Quality Management
- ISO 14001: Environment care
- ISO/IEC 27001: Information security
- ISAE 3402 TYPE II: Internal control
Partnerships in Ukraine

**European Business Association (EBA)**
European Business Association is a non-profit organisation, which aims to build a strong business relationship between Ukraine and Europe, uniting 800+ companies. Infopulse has been a member since 2011, getting reliable partnerships, information, and support in legal, business, and multi-cultural topics. This also gives the opportunity to participate in discussions and solve important matters at an EU level.

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

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

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

The association supports the development of the Ukrainian software development and IT outsourcing services industry helping Ukraine to become one of the most acknowledged and attractive outsourcing destinations.

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

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

Strategic directions:
- Education
- Kharkiv region — top IT location
- Infrastructure of the city
- Legal support and protection
- IT community and values for it
- IT4Life
Partnerships in Poland

**SoDA**

Software Development Association Poland (SoDA)

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

**The Pro Progressio Club**

The organisation deals with the development of the Modern Business Services (BSS) sector. The main activity is to run the Pro Progressio Club associating companies that are market leaders in this sector and its environment, publishing professional industry media, thematic and investment reports, and the organisation of substantive events.
Responsible service provider

Honest business conduct, built on principles of transparency, openness, and respect to all stakeholders
The company strategy is defined and regulated by a set of rules and policies

- Tietoevry Code of Conduct
- Tietoevry Supplier Code of Conduct
- Environmental Policy
- Anti-Corruption Programme
- Quality Manual
- Security Policy
- Privacy Policy
- Due Diligence Procedure
Supply chain code of conduct

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

- respect **human rights**
- be compliant with the **health and safety** standards
- maintain **high labour standards**, including freedom of association, non-usage of forced and child labour, non-discrimination, and proper employment conditions
- take a precautionary approach towards **environmental challenges**
- comply with applicable **laws and regulations** concerning bribery, corruption, fraud, and any other prohibited business practices
- undertake the responsibility to fulfil the contractual management of **anti-corruption and bribery** according to Infopulse Anti-Corruption and Bribery Management System, which is a part of Corporate Integrated Management System, compliant to the requirements of ISO 9001, 14001, 27001
Any supplier undergoes a standardised tender procedure

1. Responsible procurement manager prepares a tender request form/purchase request
2. At least 3 commercial offers are considered from different suppliers
3. Value and conditions verification process
4. Comparison of commercial offers
5. Due diligence check-up
6. Supplier's selection based on criterion summary
7. Tender selection records are documented and filed
8. Tender results are approved based on Authority Matrix
Financial transparency and accountability is supported by clear and regular actions

Financial controls project

Based on the best practices, such as Sarbanes-Oxley Act of 2004, International Standards for the Professional Practice of Internal Auditing, International Standards on Auditing, and the requirements of the Group.

External & internal financial audit

Infopulse is subject to an annual external audit performed for financial reports according to the International Financial Reporting Standards as well as internal governance.
Every new supplier undergoes due diligence assessment to decrease financial & reputational risks

Clear, step by step check-up procedure in place.
Infopulse anti-corruption and bribery management stands on several pillars

On December 15, 2021 Infopulse Ukraine was fined by the Antimonopoly Committee of Ukraine, along with six other companies. The fines, were imposed due to allegations of anticompetitive action in connection to a government tender in 2017. Infopulse did not win the bid, and the tender had a very limited value. Based on the findings of the independent investigation conducted by an external auditor, the assignments of responsible persons have been terminated. In addition, the company has initiated improvements in areas of management supervision and control as well raising awareness on the competition law.
Principles of personal data protection and processing

GDPR principles introduced 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 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.

**Integrity and confidentiality**
Infopulse has ISO 27001-certified corporate security management system implemented that ensures the 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.
Principles of personal data protection and processing

GDPR principles introduced into the corporate environment.

Infopulse Standards Compliance Manager

A modern user-friendly GRC solution for ISMS, data protection, and risk management all in one place.

Infopulse has developed Infopulse Standards Compliance Manager (SCM), a proprietary software system to monitor and manage compliance with international standards requirements and regulations, such as ISO 27001, ISO 27002, BSI IT-Grundschutz series, GDPR, etc.

The solution is aimed at assisting security officers, DPOs, and compliance managers to control and manage the compliance status of their companies. For more information, please refer to the Infopulse SCM website.
Responsible partner

Building a long-term relationship with Infopulse community professionals; believing that personal satisfaction, empowerment, and joy of every member leads to overall success of the company.
Infopulse governance based on clear roles and responsibilities

- President
  - Sales and Marketing

- CEO
  - Operations
  - Information Technology
  - Corporate Services Department
  - Finance & Legal Department

- Departments
  - Anti-crisis
  - CSR Covid
  - IT Technical
  - Security
  - BCP
  - Financial Controlling
  - Organizational Structure
  - Space Management
  - Budget
  - GDPR
  - Petitions Implementation
  - Compensation Management
  - Process
  - Compliance and ABC
  - Innovation
  - Profit and Loss

- Committees
  - Tietoevry Sweden BU
  - Tietoevry Norway BU
  - Telecom BU
  - Software Engineering & Consulting BU
  - One of the Big 4 BU
  - Enterprise Applications (EA) BU
  - Managed Services & Solutions (MSS) BU

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

Responsible service provider

Responsible partner

Responsible citizen

Code of Conduct: values, openness, trust, and diversity create long-term success

Being part of Tietoevry, we have a common Code of Conduct which sets clear expectations for our business conduct and provides ethical standards that will help us make the right choices every day.

The Code of Conduct applies to everyone throughout the organisation, subsidiaries, hired consultants, and others acting on behalf of the company.

All specialists and representatives are expected to be familiar with and to comply with the Code of Conduct.

Each specialist helps to create the environment free from any discrimination: religious, racial, gender, sexual, ethnic, as well as by age, nationality, or disability. Each specialist helps to keep the work environment free from bullying, harassment, and the like.
Human rights: zero tolerance to violation of human rights at the workplace

**Grievance resolution**
Infopulse enables specialists to express their opinions, thoughts, and concerns. We encourage our specialists to raise work-related issues, ethical questions, and concerns through our established processes for reporting. Multiple reporting channels are maintained for specialists to ask questions or report ethics or compliance concerns.

**Compliance officer**
A designated specialist promotes honest and ethical conduct and compliance with applicable laws, rules, regulations, and standard processes among all specialists within the company.

**Whistleblowing channel**
The whistleblowing channel is managed by a third party, BDO, and a consulting firm. The channel provides the possibility of a dialogue in writing, including the anonymous exchange of information. 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.
Compensation and benefits package for our specialists covers multiple needs

**Monetary compensation**
All specialists are rewarded according to the grade system (Trainee, Junior, Middle, Senior, Expert) and their exact role in the project. Extra working hours are paid for additionally or compensated with days off.

**Bonus system for every specialist**
If 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.

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

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

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

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

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

Additional compensation for specialists who qualify for it
Every year, additional compensation for health improvement is given to those specialists who qualify for it.

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

Sick leave
If confirmed documentally, the company offers paid sick leave. Additionally, 5 days per year for healthcare are available.

Sport
Office premises have bicycle parking. Football, volleyball, and hockey teams are organised among specialists. Bike lovers annually participate in marathons, like «The Kyiv 100km Cycling Marathon».
Development-nurturing culture provides steady growth both for the company and for the specialists

Training

Through training opportunities we help our specialists reveal their talents and strengths. We give equal opportunities for career growth providing access to a set of training events on business, leadership, and IT. Training sessions are held both by internal and external professionals. The compensation plan includes a bonus system for providing tutorship, lectures, and training. Because of COVID-19, all events were held online.

Foreign language courses

Working with foreign clients, it is important to help employees improve their language skills. English, French, German, Swedish, Norwegian, Polish, and Ukrainian are available for specialists in an online format.

In 2021, the team of Foreign Language Courses and Consulting placed a lot of importance on eliciting the needs of production business units and creating specialised courses targeting them.

Presentations in English, English for Non-Professional Talks, and English for Business Discussions have proved to be the most in-demand.

Career growth plan

There is a culture of creating a career development plan by a specialist under the guidance of their manager and team-lead. The plan is based on actionable approach — with clear goals, steps, and terms. If needed, mentor’s help and HR-manager’s consultation can be provided.
2021 Development results

Training

- **562** specialists participated in training events
- **60** internal + **60** external training sessions with experts
- **53** specialists received **62** certificates
- **18** internal professionals conducted training events
- **48** specialists were assigned as mentors for newcomers

Foreign language courses

- **34** general language courses delivered
- **5** movie club sessions hosted in English, French, German, and Swedish
- **39** general language courses launched
- **9** specialised courses in English launched and delivered
- **4** language events hosted in English, Polish, Ukrainian, and French

Career growth plan

- **58** Trainee → Junior
- **94** Junior → Middle
- **122** Middle → Senior
- **27** Senior → Expert
- **42** Specialist level → L5 Team Leader
- **7** Specialist level → L4 Delivery Manager
- **18** L5 Team Leader → L4 Delivery Manager
- **7** L4 Delivery Manager → L3 Portfolio/Section/Engagement manager
- **41** horizontal shift w/o seniority change

* L = Level

Foreign language courses

- **34** general language courses delivered
- **5** movie club sessions hosted in English, French, German, and Swedish
- **39** general language courses launched
- **9** specialised courses in English launched and delivered
- **4** language events hosted in English, Polish, Ukrainian, and French
Several training programmes were launched in 2021

Effective decision-making initiative
Series of workshops for DMs about:
- written communications
- mediation techniques
- meetings 1-to-1
- Agile

Scrum without drama
Series of informal meetups where participants discuss their own cases:
- 3 meetups in 2021
- 50+ participants

Leadership effectiveness and leadership development
are regular Infopulse programmes for Level 3-4 Managers that allow participants to:
- receive practical management approaches
- apply effective communication methods
- be more competent in development of their teams
Recognition of specialists for long-term partnership

We celebrate the long-term contributions to the business of those specialists, who continue their careers together with Infopulse. In 2020 we launched the Loyalty Club programme with branded gift sets and monetary awards, and added special events for club members in 2021.
Bright international 30th anniversary «Molodist-30»

On August 28, 2021 we celebrated the 30th anniversary of Infopulse.

The event, which was named «Youth» as the renowned annual Ukrainian film festival for young, gifted and promising film directors, was held as a festival of corporate retrospective films.

We recollected our first gains and pains, significant achievements and challenges, recognising the efforts of all specialists, who helped to write success story of Infopulse.
The event was aired online, so that colleagues from Poland, Brazil and Bulgaria could join the celebration.
Numerous entertainment venues created a real festive mood and involvement

Infopulse museum

Hot air balloon

Raffle

Temporary tattoo studio with company values

Interviews with guests who shared their best birthday wishes and their vision of the future in 30 years' time
For Vinnytsia and Zhytomyr offices there was a double celebration: 10 and 15 years since delivery centers were opened.
Numerous entertainment venues created a real festive mood and involvement
Year-end awards recognition day 2021

Celebrating a year full of interesting projects, bright achievements and valuable days, on December 21, 2021 Infopulse Ukraine, Poland, Bulgaria and Brazil gathered online for a live broadcast of international Infopulse Recognition Day. Mission 3.0 was truly breathtaking: an interactive game of 6 stages, full of drive, interesting questions and virtual competition. COVID measures were respected — all in-studio participants had green COVID certificates.
Who we are

Responsible service provider

Responsible partner

Responsible citizen
The event was full of emotions

Watch our video to feel the vibe.
Office facilities

COVID-19 had a significant impact on work routine, replacing office space with home offices.

As COVID restrictions eased, specialists interested in working in the office were given this opportunity, with strict adherence to the precautionary measures.
Office facilities — pilot project «15 minutes to the office» in Poland

What

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

Why

After COVID-19 people didn’t want to spend 40-60 minutes in transport to the office premises.

How

By finding a network of co-working spaces that will be secured for Infopulse specialists.

Results

There are currently more than 20 spaces with the potential for growth. 30% of additional specialists started using office spaces, and additional offices can now be used during business trips in 8 cities.
Responsible citizen

Environment, Society, Governance — basic pillars of sustainable growth and core directions to ensure better future for the world.
2021 CSR Achievements

«Business that changes the country: for the contribution to the fight against COVID-19»

«Partnership for sustainability Award»

Infopulse has received 2 awards from EBA: Digital Friend & Business Hero
## 2021 CSR Achievements

<table>
<thead>
<tr>
<th><strong>CSR Activities</strong></th>
<th><strong>Achievements</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>infusion pumps for chemotherapy</td>
<td><strong>3</strong></td>
</tr>
<tr>
<td>trees planted in Kyiv</td>
<td><strong>30</strong></td>
</tr>
<tr>
<td>trees planted in Lviv region</td>
<td><strong>1000</strong></td>
</tr>
<tr>
<td>charity marathon participants</td>
<td><strong>150</strong></td>
</tr>
<tr>
<td>bike marathon participants</td>
<td><strong>40</strong></td>
</tr>
<tr>
<td>older adults have received help</td>
<td><strong>115</strong></td>
</tr>
</tbody>
</table>
8 UN strategic goals: 4 are included into Infopulse strategic agenda, with additional focus on 4 more

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

Take urgent action to combat climate change and its impacts by regulating emissions and promoting developments in renewable energy.

Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.

Strengthen the means of implementation and revitalize the global partnership for sustainable development.

Indirect impact via activities on other goals.
Improve the quality of IT Education, develop and grow potential experts worldwide, adjusting future IT specialists’ skills to the market needs

Collaboration with Ukrainian universities
Infopulse specialists supporting IT and Telecom curriculum upgrades.

Microsoft Power Apps Developer Program
200+ people involved, 4 of whom became part of Infopulse team.

Internship 2021
Program for 45 interns, 26 of which (58%) became Infopulse members.

Inclusive Hub
Portal for social adaptation of young people with disabilities, developed by students (inclusive team).
We aim at improving the quality of IT Education, training and educating potential experts worldwide, adjusting future IT specialists’ skills to the market needs

Pulse Time YouTube project with IT experts

Short interviews with IT experts, from internal and external perspectives, disclosed topics on QA, Java, Telecom, Agile, JavaScript, and CRM.

The Pulse Time project was aimed at demonstrating expertise as well as showing the personal side of Infopulse specialists in order to inspire the viewers to plan their further career development.

The project also had a gamification approach, where experts answered questions, and then the gained score was converted into money. All the collected money was donated to the residential shelter Little Mom caring about the girls who fell victims to domestic violence.
Sharing and gaining knowledge on various external professional meetups is a source of new IT perspectives

Warsaw Informatic Days
Speaker at one of the biggest IT events in Poland, covering 10K participants.
Infopulse gave a speech on the topic «From a smartphone and an intelligent refrigerator to full automation of everyday life — is it a vision of the future or the everyday life that surrounds us?».

Hack Summit Conference
Infopulse was a member of the discussion about the ways of implementing cybersecurity rules in work and private life.

Polish IT industry webinars
Infopulse presented two topics:
1. New taxes in Polish IT sector, both from the point of view of employers and employees.
2. Sharing experience about «Communication and management in multinational teams».
Each webinar had over 14 000 views.

IT conferences in Lodz
Infopulse Poland shared experiences related to cybersecurity and presented case studies that showed how easy it is to hack any person.
Each of the 100 participants left the conference with the knowledge of how to protect themselves against such threats.
We strive to replace manual processes with technological modern tools, launching the next-generation job platform Talent Marketplace

**Talent Marketplace** — tool for managers and specialists across organization to post opportunities for open positions, temporary assignments, time projects, mentorships, or any other initiative that requires talents within the organisation.

Using AI and smart algorithms, the Talent Marketplace can match relevant opportunities to specialists’ skills and allows the organization to benefit from the untapped ambitions and abilities of the people it collaborates with, regardless of the original hiring purpose.
Modern Data Management & Data Driven Transformation was launched to meet the organisation’s end-to-end data needs

An integrated set of technologies that enables the acquisition, storage, preparation, delivery, and governance of your data, as well as a security layer for users and applications.
Whatever we do, we always think HOW we do it, to keep the world a better place

We use modern technologies, replacing where possible, traditional meetings with webinars, online conferences, meetings, etc. This helps us save time and costs on traditional infrastructure, as well as reduce our ecological impact.

**Business travel (air), nr of flights**

<table>
<thead>
<tr>
<th>Year</th>
<th>Flights</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>3736</td>
</tr>
<tr>
<td>2020</td>
<td>375</td>
</tr>
<tr>
<td>2021</td>
<td>131</td>
</tr>
</tbody>
</table>

**Business car travel, (mileage allowance), km**

<table>
<thead>
<tr>
<th>Year</th>
<th>Miles</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>105 798</td>
</tr>
<tr>
<td>2020</td>
<td>33 286</td>
</tr>
<tr>
<td>2021</td>
<td>18 112</td>
</tr>
</tbody>
</table>
Whatever we do, we always think HOW we do it, to keep the world a better place

We carefully treat natural resources, calling all specialists to spend them thoughtfully.

**Paper consumption, kg**
- 2304,5 (2019)
- 804 (2020)
- 887,5 (2021)

**Water consumption, m³**
- 11260,4 (2019)
- 5005 (2020)
- 1817 (2021)
Whatever we do, we always think HOW we do it, to keep the world a better place

We recycle the resources, where appropriate, in order to create healthy turnover.

<table>
<thead>
<tr>
<th>Electricity and heating consumption, kWh</th>
<th>Paper waste for recycling, kg</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019: 1,613,562</td>
<td>2019: 3,149</td>
</tr>
<tr>
<td>2020: 977,576</td>
<td>2020: 506</td>
</tr>
<tr>
<td>2021: 667,638</td>
<td>2021: 719</td>
</tr>
</tbody>
</table>
To minimize the impact of climate change ecological initiatives are in place in addition to ecology policies

30 trees for the 30th Infopulse anniversary
Symbolic celebration of the 30th Infopulse birthday, planting 30 trees in the park Nyvky in Kyiv, uniting 200 specialists.

Watch video

«Greening of the planet» global project support
Lviv Infopulse community planted 1000 trees together with ecological partner Dobrodiy.
We unite together with strong partners to promote ecological lifestyle and support healthcare of other people.

**Kyiv «sotka» (hundred)**

Bike marathon with 100km & 50 km distances

Promoting healthy transport, 42 athletes from Infopulse participated in the annual bike marathon, where Infopulse was recognised as one of corporate leaders fourth year in a row.

**Kyiv Chestnut Run**

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

Due to COVID restrictions, the run was held in the individual format, yet uniting 150 Infopulsers who ran the distance on their own on the same day.
To build a better world, we need to be supportive, empathetic, inventive, passionate, and above all, cooperative

Borodyanka shelter support
Food, medicine, and dog ammunition were donated by the Infopulse community.

«SOS Animals» shelter support
Infopulse members helped with daily routine at the shelter and donated funds for medication, vaccination and food for animals.

«Sirius» shelter support
Infopulsers frequently visited the shelter to clean open-air cages, repair equipment, and feed the animals. They also donated pet toys, food, and sanitary goods.
To build a better world, we need to be supportive, empathetic, inventive, passionate, and above all, cooperative.

«Crab» foundation partnership
Since 2012, Infopulse has been partners with charity foundation Crab that helps fight cancer in children. In 2021, a series of charity events were held, including a cookies fair, creative masterclasses which helped to purchase 3 infusion pumps vital for cancer patients.

«Starenki» (older adults) foundation partnership
Infopulse Telecom team has been helping the foundation to finance and deliver food packages to lonely older adults for several consecutive years. 115 people have received help from the buisnes unit.
At Infopulse, we always stand for non-discriminatory society and peace

World Down Syndrome day support
On March 21, 2021, World Down Syndrome day, Infopulse launched «Lots of Socks» flashmob to collect funds, which were later donated to the Ukrainian Down Syndrome organisation.

Gifts for children from war frontline border
In 2021, Infopulse community collected $1500 to set up a summer camp for children from the areas affected by war hostilities. However, due to COVID-19, the camp was postponed and the money collected was used to buy New Year’s gifts for those children.
Uniting efforts to eradicate poverty and evolve as a society

«Szlachetna Paczka» — project for low-income families
Two years in a row, Infopulse Poland has been helping families overcoming adversity by participating in the project Szlachetna Paczka. The collected money was used to purchase a fridge, a washing machine, and detergents.

Partnership to foster critical thinking in SMM
Infopulse donated funds to publishing a tutorial for schoolteachers How to Avoid Becoming a Deadhead. The book teaches basic information hygiene, how to filter information, recognise manipulation, protect personal data in SMM, search for verified sources, etc.
Uniting efforts to eradicate poverty and evolve as a society

«Little Mom» project support

The project helps women who suffered from domestic violence, had to flee from the occupied territories, and don't have appropriate conditions to take care of their children. To keep families together and prevent orphanhood, the foundation Pilgrim created shelter for such victims. Infopulse community purchased home appliances (laptops, vacuum cleaners, kettles, etc.) as well as first aid kits.
Two-year showpiece project «Health Truck» which helped fight COVID-19

In partnership with charity foundation Children of Hope and Love, Infopulse community and volunteers developed the program of medical clinics’ support, providing equipment, oxygen concentrators, and medication.

Results:

$100k
Collected:
50% — specialists’ donations
50% — investment of Infopulse

28
Clinics equipped

24
Ukrainian cities covered
Unity, integrity, passion, engagement across all Infopulse community — the qualities, which allowed to celebrate 2021 success and face the challenges of 2022...
... February 24, 2022 — the day, that changed the World: Russian aggression against Ukrainian democracy, freedom & national identity.
Infopulse immediately showed its international integrity, people care and customer-oriented approach.

**Business continuity plan**
was prepared in advance after the first signs of war risk.

**IT infrastructure** migrated to safe environment in advance.

91% of specialists & their families relocated to safe places.

**Relocation compensation**
packages for all.

**Polish and Bulgarian**
offices organised the logistics to host specialists’ families.

High customer satisfaction with the productivity of delivered work.
Infopulse also united in donation and volunteer service support

**EUR 315k**
*collected* by specialists to cover requests in informal mail channel

**EUR 30k**
to equip the Infopulse specialists on military duty

**EUR 100k**
*donation* to UA army from Infopulse

5 Starlinks
*given* to UA armed forces

170 pcs. of IT *equipment* for armed forces

Cyber IT army
support with resources
Acknowledgments

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

Andrey Anissimov, CEO Infopulse
Alexey Sigov, Infopulse President
Lyubov Yudenko, VP of Operations
Oryna Ignatieva, CSR Team Leader, Operations
Viktoriia Slobodiuk, Junior Communications Manager, Operations
Anna Vlasyuk, Senior Communications Manager, Operations
Oksana Hordienko, Designer (Graphic), Information Technology
Oksana Sytnyk, Head of Section, Operations
Olena Korniichuk, Team Leader, Operations
Anastasiia Kolbushkina, Senior Communications Manager, Operations
Yana Trehub, Communications Manager, Operations
Maryna Pankrusheva, Communications Manager, Operations
Alina Blyzniuk, Delivery Manager (Education), Operations
Anastasiia Rohovska, HR Manager (Education), Operations
Daryna Kovenko, Junior HR Manager (Education), HR

Anna Nefodova, Team Leader, Sales and Marketing
Anton Blotskyi, Head of Section, Sales and Marketing
Vadym Kovalevskyi, Team Leader, Sales and Marketing
Artur Siebert, VP of Sales and Marketing
Olga Konovalova, Head of Section, Quality, Operations
Oleksiy Anisimov, Expert Process Manager (Privacy Management), Operations
Kristina Osipova, Head of Section, Operations
Iryna Araslanova, Senior Administrator, Operations
Valerii Boiko, Delivery Manager, Operations
Iryna Tsekhmistro, Senior Analyst (HR Reporting), Operations
Evgeniya Tonkonog, VP of Finance & Accounting
Maryna Shamonina, Expert Financial Controller, Financial Legal
Nataliya Kotsiura, Senior Accountant, Financial Legal
Svitlana Kucher, Senior Accountant, Financial Legal
Kristina Nemish, Senior HR Manager (Compensations & Benefits), Operations
Illia Zavialov, Senior Communications Manager (BU Level), Telecom BU
Natalya Sytnyk, Accountant, Financial Legal
Oksana Gryshchenko, Senior Financial Specialist Telecom BU

Alekseandra Wojtowicz, Communications Manager, Operations
Lukasz Olechnowicz, Country Manager, Operations
Oleksandr Kononenko, Head of Section, Language Courses & Consulting, Operations
Anastasiia Zlobenets, Head of Section, Operations
Oksana Kyrylenko, Junior HR Manager, Operations
Blythe Victor, Senior Foreign Language Consultant, Operations
Kateryna Illina, Senior Foreign Language Consultant, Operations
Galyna Boiko, Expert Foreign Language Consultant, Operations
Igor Nikityuk, Expert Foreign Language Consultant, Operations
Nataliia Laptyk, Expert Foreign Language Consultant, Operations
Sergii Topachevskyi, Senior Foreign Language Consultant, Operations
Denys Kostyk, Head of Section, Operations
Maksym Kovalov, Marketing Manager, Sales and Marketing
Andrii Chetvertak, Team Leader, Sales and Marketing
Kyrylo Kuzub, Senior Designer, Sales and Marketing
Nataliia Kanivets, Marketing Manager, Sales and Marketing