



# Corporate Social Responsibility Report

**2019 – Q1 2020**



In this report, we share our vision, values and commitments. It outlines our key areas of sustainability focus as well as our achievements and results for 2019 and Q1 2020.

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# Who we are

**ELEKS is the partner of choice for many of the world's leading enterprises, SMEs and technology challengers. We help businesses elevate their value through custom software development, product design, QA and consultancy services.**

**11**

offices

**1,500**

global headcount

**1,100**

delivery experts

Our belief in creating tangible value for our customers is what we think is different about ELEKS. Our attention to detail and quality is unmatched in the industry. We're not just a resource provider. We value our customers' success as much as our own, sharing development risk so that they can be bold in their adoption of new technologies.



## ELEKS Service Portfolio

### ADVISORY

Product Design  
Technical Feasibility Study  
Software Audit  
Security Compliance

### DEVELOPMENT

PoC Development  
Application Development  
Application  
Re-engineering

### QUALITY

Test Automation  
Performance Testing  
Independent Testing  
Security Testing

### MAINTENANCE

L2 Support  
L3 Support

### CAPACITY

Engineering team  
Smart team

# What we value

**ELEKS operates with integrity, transparency, mutual respect and cooperation – across all stakeholders, team members, clients, vendors and local community groups. We consider the legal, social and business wellbeing of our employees to be the cornerstone of our enterprise.**

At ELEKS, we are passionate about driving technology innovation. We aim to put technology to work where it can best serve people and the environment.

**ELEKS is continuously committed to:**

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## People

It's our employees who stand behind the success of the company. Our people drive the value that we deliver to our customers and the community. We recognise ELEKS' people as the enablers of the company's growth and as our most valued asset.

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## Innovation

We're a network of innovators. We devise bold solutions to the most intricate technology challenges. We believe that when put to work for social and environmental good, technology can bring groundbreaking changes for people and the planet.

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## Teamwork

We believe that collaborative culture is what enables us to deliver on our commitments and to accomplish great things. So, ELEKS continuously nurtures the culture of teamwork and collective efforts inside the company, in our relationships with customers and in helping those in need.

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## Customer focus

We maintain the highest standards of ethics, professionalism, responsibility and security in relationships with our customers. All of our operations and services incorporate risk management strategies, quality assurance activities and information security measures.

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## Excellence

We focus on incorporating quality and excellence in everything we do, be it our service or a social initiative. Continuous improvement and professional growth are values shared and nurtured among all employees in our organisation.

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## Common good

We aim to create a positive social impact and give back to the community as much as we can. Our employees are frequent volunteers and supporters of various charity projects and sustainability initiatives for education, healthcare, economic empowerment, environment protection and more.



# Quality management and information security

**ELEKS follows the principles of transparency and accountability in our relationships with our clients and wider society. Our strict internal compliance procedures make sure we follow the rules set by regulators, our clients, the industry we operate in, vendors' best practices and our own culture. We continuously set and follow very high internal standards.**

We are committed to delivering high-quality, secure services to our clients. To demonstrate our accountability and effectiveness, **ELEKS has achieved the following certifications:**



## ISO 9001:2015

ISO 9001 certification ensures that the quality management systems (QMS) adopted by ELEKS work to improve the business. ISO 9001 certification confirms ELEKS' improved efficiency in its business processes, consistency in the delivery of its products and services, commitment to quality and increased credibility and competitiveness.



## ISO 27001:2013

ISO 27001 is the internationally recognised best practice framework for an information security management system (ISMS). 27001:2013 certification confirms that ELEKS' ISMS provides high-level security and that all confidential data is processed according to the strictest security practices.



## SOC2 Type II audit

SOC2 is an independent verification of security controls recognised worldwide as the most detailed and rigorous type of security audit. SOC2 defines criteria for managing customer data based on five trust service principles: security, availability, processing integrity, confidentiality and privacy. SOC2 Type II certification helps ELEKS operate more efficiently, avoid any non-compliance issues and breaches and most importantly, ensures that clients' sensitive data is duly protected.

# Our CSR focus areas

**ELEKS employees are encouraged to offer and participate in the initiatives for community development, fundraising or volunteering.**

Throughout 2019, we have been focusing on the following areas:

## Improving opportunities for children

**We believe that every child deserves a safe, stable and nurturing environment in which to live a happy and healthy life.** Every step we take today to change the lives of disadvantaged children and those growing up in high-risk environments will make a huge difference to society as a whole in the future. ELEKS is proactive in supporting and funding people, projects and charities that help children and young people in need.

## Supporting healthcare development

**Quality, timely healthcare services should be available to everyone, regardless of social status or level of income.** ELEKS is committed to making this happen. We also support healthy lifestyle and wellness community events and run regular charity initiatives to support local hospitals and healthcare organisations.

**To help improve the efficiency and precision of patient care, we have donated licenses for our Doctor ELEKS medical information system to a number of hospitals around the country.**

## Investing in education and training

**High-quality education is crucial for the personal and professional development of people.** Moreover, it creates a competitive advantage for the country in the global talent market. That's why investing in the efficient education of technology professionals is among our top priorities.

ELEKS provides ongoing support to universities and schools, including the Ukrainian Catholic University, Lviv Polytechnic University, the Ivan Franko National University, Lviv Physics and Mathematics Lyceum and Lviv Academic Gymnasium. We also offer annual scholarships to the best students of the UCU Computer Science Program.

## Contributing to social and environmental wellbeing

**As a business, ELEKS constantly emphasises the importance of responsible behaviour towards the environment and our communities.**

We understand the importance of sustainability thinking and environmentally friendly policy. Mindful resource management and energy efficiency are ELEKS' major environmental CSR goals. Also, we regularly initiate and support smart urban projects, such as the construction of smart infrastructures and innovative recreation areas, as well as sports, recreational and cultural events.

## Developing professional communities

**ELEKS actively contributes to the country's tech community.** We are an active member of the Lviv IT Cluster and a number of other industry associations in every city where we are present. These communities bring together the leading information technology companies, who combine their efforts to build a strong business ecosystem. We are dedicated to promoting Ukraine as a top business destination.

# How we help

**At ELEKS, we are meeting our social responsibility goals by providing instruments and resources to deliver on our initiatives.**



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## Financial assistance

We run internal fundraising campaigns or donate funds directly to charities, nonprofits, community initiatives and people in need.

**ELEKS provides ongoing support for more than 20 organisations.**

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## Volunteering

Every ELEKS employee is encouraged to help with existing social projects or initiate new ones. Our people are welcome to participate as mentors to educate and share knowledge, or as managers or assistants to help setting up and running projects.

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## Technology

At ELEKS, we focus on bringing the benefits of technology to people and communities. We design, develop and enhance software products that improve people's lives. ELEKS also runs software development initiatives for the Ukrainian government and grants Doctor ELEKS software licences to support the nationwide e-health transformation.

# CSR results

## 2019 – Q1 2020

Our belief in creating tangible value for our customers is what we think is different about ELEKS. Our attention to detail and quality is unmatched in the industry. We're not just a resource provider. We value our customers' success as much as our own, sharing development risk so that they can be bold in their adoption of new technologies.

### IMPROVING OPPORTUNITIES FOR CHILDREN

**Tabletochki Fund** – for childhood cancer

Welfare Foundation **'Wings of Hope'** – specialist children's medical equipment

**Regional organisation for children with down syndrome**

**Oranta Orphanage** in Drohobych city

**'IT St. Nicholas'** – purchasing equipment for cancer diagnostics

**Medical City Children's Hospital**

**'Winter shoes for kids'** initiative

**'St. Nicholas will not forget you'** project – presents for children in Lviv orphanages

**'The Workshop of Goodness'** campaign – helping children with autism

**'Easter Fun'** – a camp for children from the towns that were affected by the military conflict

**World Autism Awareness Day**

**Charity book fairs**



In 2019, we sponsored the printing of Braille fairytale books and created subsequent audio versions, for children with poor sight.

Also, we ran the **'Touch the Greatness'** project – 3D printing 10 miniature versions of Ukrainian monuments to allow those with visual impairment to interpret some of our greatest architectural feats. The project was commended by the Centre for CSR Development Ukraine.



## SUPPORTING HEALTHCARE DEVELOPMENT

We provide ongoing support for a number of healthcare initiatives:

**We've donated our Medical Information System Doctor (Dr ELEKS) licenses to all Ukrainian military hospitals and a number of civilian healthcare institutions.**

Rehabilitation treatment for Ukrainian servicemen

Targeted donations for those in need of treatment

Ternopil Oncology Clinic – purchase of ultrasonic scalpel

Caritas Ukraine – helping people with disabilities

'Gift from the Heart' fund – purchase of cardiologic equipment

Charitable Health Marathon

Lviv Geriatric Hospital

## INVESTING IN EDUCATION AND TRAINING

**500**

**internal and external educational events and engineering courses**

We understand that a good education is crucial to Ukraine's future. It allows us to compete on the global stage, so we actively invest in technological education.

**We support a number of schools and universities, including:**

- The Ukrainian Catholic University
- Lviv Polytechnic University
- The Ivan Franko National University
- Lviv Physics and Mathematics Lyceum
- Lviv Academic Gymnasium

**We offer annual scholarships to the best students of the UCU Computer Science Program** and reward our employees' high educational performance via a corporate bonus scheme.

We believe in lifelong learning and shared knowledge. In 2019, we've facilitated two **IT Camps for more than 30 Ukrainian ex-combat veterans**, allowing them to gain the knowledge and skills required to become IT specialists.

We've run more than 500 internal and external educational events and engineering courses, and our experts take part in meetups and industry events, in the Ukraine and abroad, to share their knowledge. They volunteer as lecturers, author new ELEKS' educational courses and serve as ambassadors for learning and development.



## CONTRIBUTING TO SOCIAL AND ENVIRONMENTAL WELLBEING

### ECO ELEKS

Energy saving,  
recycling, waste  
reduction

We know the planet is facing increasing pressures. That's why we've adopted – and constantly expand – the **ECO ELEKS model**: eco-friendly energy saving, recycling and waste reduction processes. We don't just want to maintain the status quo. We want to restore natural balance and leave behind a better environmental legacy for future generations

In the spring of 2019, ELEKS' Ivano-Frankivsk office sponsored the **creation of a magnolia alley in one of the city parks**, and our employees volunteered to plant the trees.

In 2019, we started ongoing **cooperation with the 'Myloserdya' charity fund** that provides care to homeless animals.



## DEVELOPING PROFESSIONAL COMMUNITIES

**200+**

networking,  
business and  
educational events

For six consecutive years, ELEKS has been the **sponsor and co-organiser of IT Arena** – the biggest international IT conference in Ukraine and one of the greatest tech events in Eastern Europe.

In addition to IT Arena, we have organised and participated (as speakers, moderators, experts, sponsors, volunteers and more) in more than 200 networking, business and educational events.



# Your technology partner for software innovation and market-leading solutions

We deliver high tech innovations to Fortune 500 companies, big enterprises and technology challengers, improving the ways they work and boosting the value they create for the modern world.

Our 1,500+ professionals located in the Delivery Centers across Eastern Europe and sales offices in Europe and the US, provide our clients with a full range of software services. These include dedicated teams, Data Science, QA, UX/UI, R&D, IoT, product development and technology consulting.

For more information, visit [www.eleks.com](https://www.eleks.com)