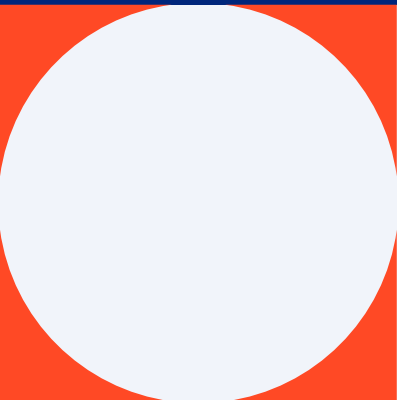


Corporate Social Responsibility Report

eleks



Q2–Q4 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 Q2–Q4 2020.



Contents



Foreword

Here at ELEKS, we're passionate about our cross-functional approach. We help our customers to design, test, build and deliver products. ELEKS' cooperation models offer the flexibility needed to match our services to our customers' goals, resources and timeline. We're proud to contribute to the success of the world's leading brands.

We are also proud of our Corporate Social Responsibility (CSR) activities, which began back in 2015. Since then, we have improved as a company in many ways. We encourage our specialists, who are always willing and able to help each other and the community at large, and to get involved in teaching initiatives or eco-volunteering. We believe CSR is the key to shaping our present, and the future we all want to live in.

At ELEKS, we stand for people, innovation, teamwork, customer focus, excellence and common good. We believe that creating opportunities for children, supporting health care institutions in Ukraine, investing in education, contributing to social and environmental well-being—as well as developing communities—is a must.

As we embark on a new period and consider our achievements during this most challenging time—the COVID-19 pandemic—we invite you to join us on our CSR journey. In taking definitive steps toward becoming more responsible, we will make our communities and wider environment incredible spaces in which to work, live and grow.

Andriy Krupa,
Chief Executive Officer

At ELEKS, we stand for people, innovation, teamwork, customer focus, excellence and common good



Who we are

12
offices

1 600
global headcount

1 287
delivery experts

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.

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
- Data Science
- Cyber Security
- Technical feasibility study

ENGINEERING

- PoC development
- Application development
- Application re-engineering
- Cloud migration
- Smart team

OPTIMISATION

- Software audit
- Quality assurance
- Support

We're passionate about our cross-functional approach. Find out more about [how we work](#)

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 well-being 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:

PEOPLE

ELEKS' success is underpinned by our incredible employees. It's our people who add value to our customers and community. Without our team—our most valuable asset—we wouldn't have achieved the growth that we have today.

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 achieve groundbreaking changes for people and the planet.

TEAMWORK

Our collaborative culture is what enables us to deliver on our commitments and accomplish great things. We nurture a strong sense of teamwork within ELEKS, in our relationships with our customers and in the work we do to help those in need.

CUSTOMER FOCUS

Our client relationships are defined by the highest standards of ethics, professionalism, responsibility and security. Our internal operations and customer-facing services incorporate risk management strategies, quality assurance and robust information security measures.

EXCELLENCE

Quality and excellence underline everything we do; be it the products and services we offer or the many social initiatives in which we're engaged. Continuous improvement and professional growth are values shared and nurtured throughout our organisation.

COMMON GOOD

We aim to create a positive social impact and give back to the community as much as we can. Our employees regularly volunteer and support various charity projects and sustainability initiatives for education, healthcare, economic empowerment, environmental protection and more.

Quality management and information security

ELEKS is transparent and accountable in its relationships with clients and the wider community. We follow strict internal compliance procedures and abide by vendor best practice and the latest rules set by regulators, our customers and specific industries. Working to the highest possible internal standard is written in our DNA.

Our commitment to delivering secure, high-quality services is demonstrated through our professional certifications, including:

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' continual business process improvement, consistency in the delivery of its products and services, commitment to quality and increased credibility and competitiveness.



ISO 27001:2013

ISO 27001 is internationally recognised as the 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 security audit. SOC2 defines criteria for managing customer data based on five trust service principles: security, availability, processing integrity, confidentiality and privacy. The 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 develop and participate in initiatives for community development, fundraising or volunteering.

Throughout 2020, our focus has been 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 personal and professional development. Moreover, it creates a competitive advantage for Ukraine in the global talent market. That's why investing in technology professionals' education 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 continually reinforces the importance of behaving responsibly towards the environment and our communities.

We understand the importance of sustainable 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 proactively 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 have a presence. 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

ELEKS achieves its social responsibility goals by providing the tools and resources to deliver our initiatives.



ELEKS provides ongoing support for more than 20 organisations

FINANCIAL ASSISTANCE

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

VOLUNTEERING

Every ELEKS employee is encouraged to get involved in 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 set up and run projects.

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

Q2-Q4 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 children who suffer
from cancer

Spin: crowdfunding for
the greater good

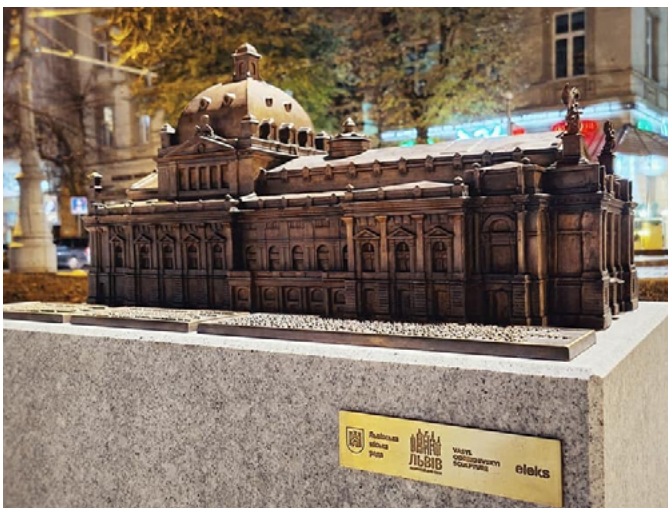
**World Autism
Awareness Day**

**World Down Syndrome
Awareness Day**

Audio description of
movies **for visually
impaired children**

IT Mykolay Kyiv:
donation for medical
equipment

LVIV OPERA HOUSE 3D MODEL



In 2017-2019 **ELEKS printed 7 architectural structures of Lviv** as part of the project for the visually impaired—“Feel Ukraine Through Touch”—with the help of a 3D printer.

It featured Lviv Circus, the House of Organ and Chamber Music, monuments to Adam Mickiewicz and Ivan Franko, the Latin Cathedral, the Church of the Ascension and the Powder Tower. The first 3D model, Lviv National Opera House, was constructed exclusively by ELEKS in 2017. In 2018, it went on to win an educational award in a corporate social projects competition.

In November 2020, a bronze miniature of the theater building was installed for the benefit of city residents and visitors, which is now also available as a limited edition plastic replica.

SUPPORTING HEALTHCARE DEVELOPMENT

ELEKS and its team of specialists have cumulatively donated more than

\$117 000

We provide ongoing support for a number of healthcare initiatives, which has been crucial during the pandemic.

As part of our healthcare support activities, this year, we purchased equipment including:

Neonatal intensive care unit equipment repairing in Ternopil Perinatal Center

Two OLV-10 dual-flow oxygen concentrators for the Military Medical Clinical Center of the Western Region

Two ventilators for Lviv Regional Hospital for War Veterans and the Repressed—named after Yuri Lypa in conjunction with Ufond

More details about healthcare development during the pandemic available in

Video laryngoscope for Kyiv Hospital #5

INVESTING IN EDUCATION AND TRAINING

400+

internal and external educational events and engineering courses

Oleksiy Skrypnyk, ELEKS Co-founder, during the workshop on management for company specialists

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 training.

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
- West Ukrainian National University

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.

We've run more than 400 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.

Major internal programs:

- Digital Acumen Program
- Business Acumen Program
- Soft Skills Workout Program

Some of our external events:

- Project "CBOE — a program for the professional development of youth" ("Svoie" meaning "ours")
- PM course for Lviv Polytechnical University
- Dual Education
- Internship for Computer Engineering, Applied Mathematics and Computer Science Students in ELEKS Ivano-Frankivsk



CONTRIBUTING TO SOCIAL AND ENVIRONMENTAL WELLBEING

ECO ELEKS

eco-friendly energy saving, recycling and waste reduction processes

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 addition to regular waste sorting at our offices, during one of ELEKS' Hackathons, the Ivano-Frankivsk team Zero Gravitats developed an automatic waste sorting machine. The tool that they created is now fully functional and often used as a teaching aid for interns.

ELEKS specialists take part in annual **regional Bike Days** and, as an organisation, we encourage cycling to work—offering cyclists their own dedicated parking space.

In 2019, we began a partnership with homeless animal charity Myloserdya



Our specialists taking part in Lviv Bike Day

DEVELOPING PROFESSIONAL COMMUNITIES

200+

networking, business and educational events

We have organised and participated (as speakers, moderators, experts, sponsors, volunteers and more) in more than 200 networking, business and educational events. **This includes hackathons and dual education events in cooperation with West Ukrainian National University.**

Hackathons



Design course for designers: **inclusive design** (visually impaired people) by our specialists Slava Shestopalov and Yevgen Shykiriavyi

Ternopil West Ukrainian National University – **Dual education**

Series of **Science picnics** in Lviv

Girls STEM Series of events (Girls' and womens' education in science, technology, engineering and mathematics)

Project "CBOE" – a program for the professional development of youth"

Hackathons: Eastcode and Hack for Locals

Response to COVID-19

SUPPORTING HEALTHCARE DURING PANDEMIC

4400

masks and respirators

4200

protective suits
for doctors

2000

express tests

10

oxygen generators

6

oxygen concentrators
KSNOC-5N

11

hospitals

Since the global pandemic began in March 2020, ELEKS has taken an active role in various charitable initiatives, alongside the IT Ukraine Association, Lviv City Council and Lviv IT Cluster. Furthermore, during this time the team here at ELEKS has **donated more than \$117,000, cumulatively, to Ukraine's medical institutions.**

In addition to equipment (two OLV-10 dual-flow oxygen concentrators, two ventilators, neonatal intensive care unit repairment, and video laryngoscope), we have supplied specific laboratories with PCR reagents for **over 18000 USD. We've also provided charitable assistance to the insurance program for Ukrainian doctors.**

So far, we've collaborated with five organisations during the pandemic: **two charity funds, Lviv City Council, Lviv IT Cluster, and the IT Ukraine Association.** We're also proud to have served **11 of our nation's hospitals** by lending support at company and individual level.



SUPPORTING EMPLOYEES



20+

morning Coffee meetups, where colleagues are able to share work and non-work experiences. ELEKS' CFO, for example, shares his insights on the world of finance once or twice a month

7

ELEKS Stories meetups—to keep colleagues in touch with one another and enable story sharing and interaction.

Launched Centers of Excellence Safety Fund aimed at providing stable income for our specialists turbulent industry periods

Helped arrange **home workstations** to provide all the necessary technical equipment specialists need to work efficiently

Biweekly General meeting with all employees (twice a month), starting from March

March safety kit: gloves, masks and antiseptic spray for the first period

Weekly Management meeting

Initiated **immediate WFH** for all specialists

WELLBEING AND WELLNESS PROJECT

Since March 2020, we've held more than **60 meetings** and online training sessions, aimed at supporting the wellbeing of ELEKS' specialists. These include psychotherapist meetings, online yoga and meditation, sessions with scientists, doctors and nutritionists—plus advice on, and supply of, **immunity-boosting multivitamins** to keep our team healthy. In addition to this, our Talent Management Team (HR) holds a biweekly online HR Talk to offer mental health support to participants.

SPORT

As soon as WFH kicked in, we encouraged—and still do—our team to take part in sports. In October, we held an online challenge where **more than 200 colleagues told us about their daily sports routine.**

BACK2OFFICE

In March 2020 a Back to Office committee was assembled. This team worked to improve and adapt the operational model for 2021 and, so far, we've managed to maintain **a low 10% office attendance.** Our R&D developers have also been busy creating a program that will allow staff to book safe working spaces; called Places.

SOFT SKILLS WORKOUT

In April-May 2020, when the pandemic first started, our corporate education department, ELEKS University, held a series of events about soft skills. There were **seven meetups in total, aimed at the support of development of essential soft skills**—necessary for effective working that produces quality results. Trainers covered subjects including communication, cooperation with dispersed teams, how to give good feedback, maintaining motivation, handling stress and more.

ELEKS KIDS



ONLINE SUMMER CAMP

In 2020 we transformed the traditional summer holiday—ELEKS Kids—into a whole month of events and surprises for the children of our specialists. We dedicated June 2020 to ELEKS Kids, held master classes, English lessons, and even online quests themed around the five senses. The children attended **more than 55 sessions, classes and workshops online, plus a two-week IT camp.**

ECO-AWARENESS PRESENTS FOR KIDS

In 2020 ELEKS Kids received presents that were aimed at eco-awareness. Children were learning how to grow microgreens at home in June, and in December they received bird feeders for the traditional Ukrainian holiday of St Nicholas. This included a set of acrylic paints so that the kids could decorate them with their parents, and bird food—along with tips on which foods were the best for winter birds.

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