

# Sustainability report

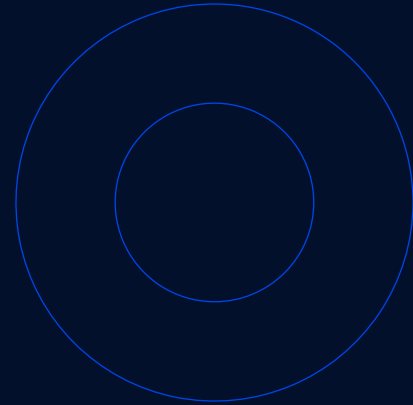
eleks

# 2022

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 in 2022.



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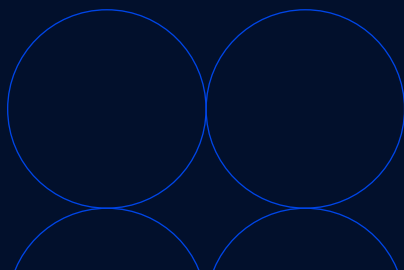
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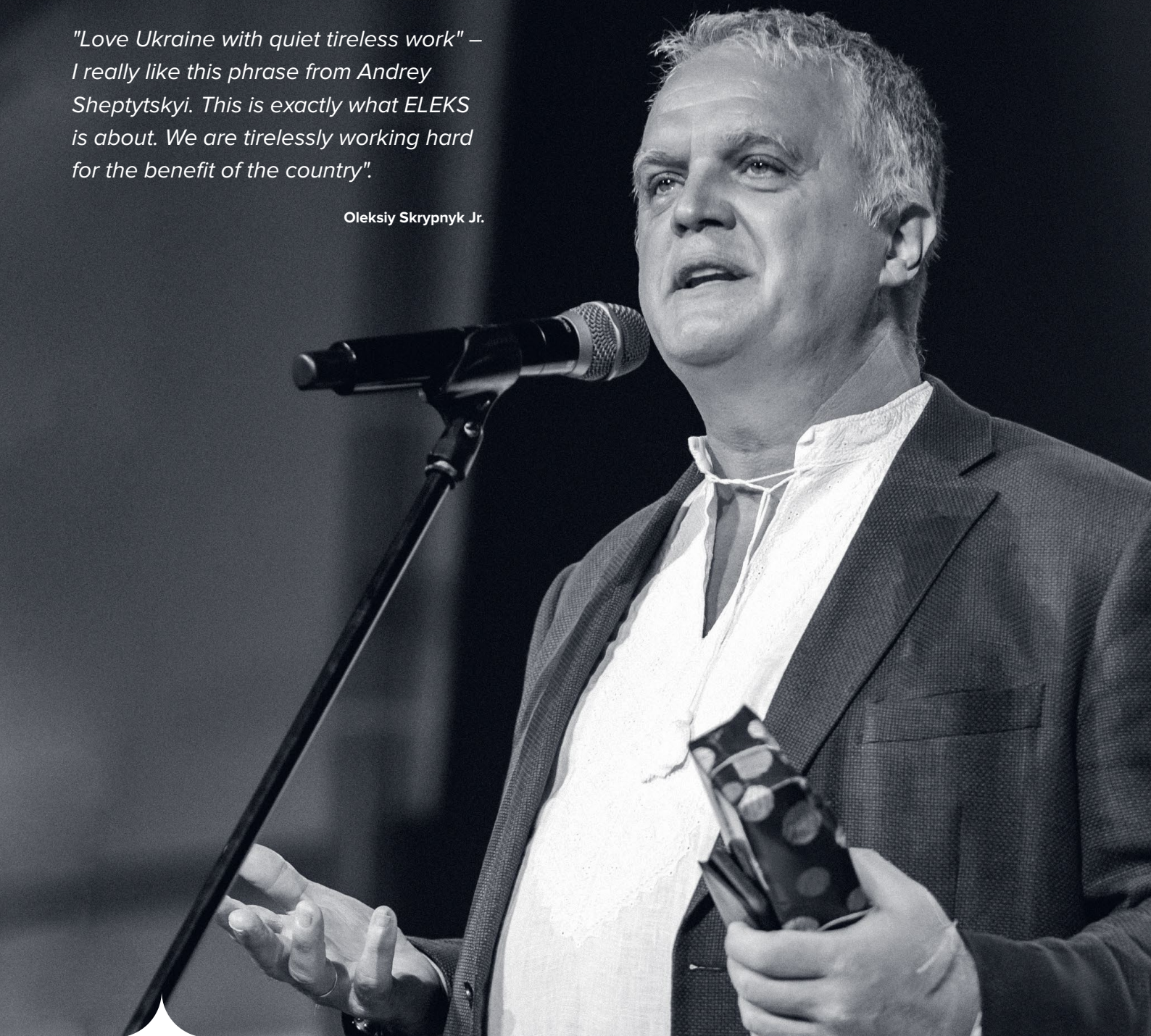
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*"Love Ukraine with quiet tireless work" – I really like this phrase from Andrey Sheptytskyi. This is exactly what ELEKS is about. We are tirelessly working hard for the benefit of the country".*

**Oleksiy Skrypnyk Jr.**



#### **IN MEMORY OF ELEKS CO-FOUNDER, OLEKSIY SKRYPNYK JR.**

On the 23rd of February, 2022, Oleksiy Skrypnyk Jr., ELEKS' co-founder, long-term CEO and Chairman of the Board, passed away. He was a loving husband, a father of five children, a good friend to many of the ELEKS team and someone who was always willing to offer others his support. **He was a dedicated patriot of Ukraine and cared deeply about its future.** His philosophy on life and business will always be a part of ELEKS. He had big plans and strived, continuously, to bring value to his business, his community and his country.

**ELEKS was founded in 1991 as a reflection of Oleksiy's moral values and long-term commitment to business excellence.** Over the years, his managerial genius transformed our company into one of the leading software engineering businesses in Eastern Europe. Oleksiy's multifaceted and passionate personality was central to his success as an inspirational speaker, a respected teacher, trainer and expert in power engineering. In 2014, he left his position as ELEKS' CEO and took up the role of external strategic business advisor.

# Foreword

ELEKS was founded in 1991 as a small, family and friend-run software company. But, from the very beginning, it placed giving back at the heart of its business mission. Oleksiy Skrypnyk Sr., one of ELEKS' co-founders — still programming to this day, at the age of 80 — has always been driven by helping others. **In 2015, ELEKS embarked on a Corporate Social Responsibility (CSR) journey, knowing that, with a little support, our partners and specialists could do a lot of good in the world.** Now, we are collaborating with various organisations such as the Tabletochky and Come Back Alive foundations, as well as the CSR Ukraine Center, to assist orphanages and NGOs focused on youth, ecology and community.

Despite the challenges that 2022 brought, including the full-scale war in Ukraine that began on February 24th, ELEKS has remained resilient and focused on the safety and well-being of its specialists. Our office in Lviv has accumulated tons of humanitarian aid from Poland and other European countries. In addition, we have created various initiatives with our specialists that continue to work towards the common good.

**We believe that our combined efforts during Ukraine's toughest moments are essential in building a strong, united and mindful society.** As such, ELEKS and its specialists will remain diligently focused on creating opportunities for children and youth, supporting Ukraine's healthcare facilities, investing in education, promoting social and environmental well-being and fostering community development.

**Andriy Krupa,**  
Chief Executive Officer



We believe that our combined efforts during Ukraine's toughest moments are essential in building a strong, united and mindful society.



# About ELEKS

ELEKS, a company with Ukrainian roots, is a trusted partner for prominent global enterprises, SMEs and technology challengers.

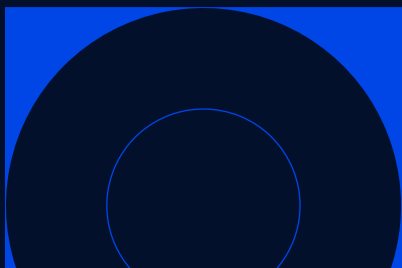
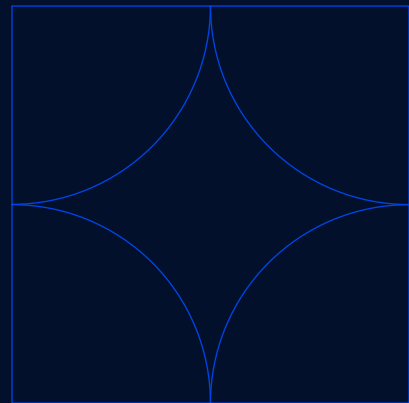
We help businesses **elevate their value** through custom software development, product design, QA and consultancy services. Our commitment to providing our clients with tangible benefits sets us apart, and we take great pride in our team's meticulous approach to quality, which we believe is unparalleled in the industry. We are more than simply a provider of resources. We are **fully invested in our clients' triumphs**, shouldering equal development risks with them so that they can confidently embrace emerging technologies and deliver exceptional products and services.



18  
offices worldwide

2200+  
global headcount

# Our Corporate Social Responsibility Approach and Goals





# What we value

Our company values are rooted in ethical principles, professionalism, responsibility and security, all of which shape our interactions with clients.

We implement risk management, quality assurance and robust information security measures in our internal operations and customer-facing services. Our team comprises innovative thinkers who create daring solutions to complex technology problems. And, moreover, **we firmly believe that technology can bring about revolutionary change for individuals and the planet** when used for social and environmental good.



## 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.



## 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 ground-breaking changes for people and the planet.



## EMPOWERING TALENT

**ELEKS' success is underpinned by our incredible specialists**. 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.



## COMMITMENT AND 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.



## 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.

Apart from providing services to our clients and undertaking our core business, we aim to create a positive social impact and give back to the community as much as we can.

Our specialists regularly volunteer and support various charity projects and sustainability initiatives for education, healthcare, economic empowerment, environmental protection and more.



# ELEKS CSR focus areas

ELEKS' professionals are motivated to create and engage in initiatives that support community development, fundraising or volunteering.



Having been working on CSR at ELEKS since 2015, we concentrate our efforts on certain SDGs to ensure the effectiveness of what we do and **deliver the most benefit to society, local communities and our planet.**

Our Corporate Social Responsibility and sustainability activities for 2022 aligned with the United Nations Sustainable Development Goals, meeting the needs and standards of the following objectives.





## TOP 5 SPHERES WE HAD AN IMPACT ON ARE:

SUPPORTING  
HEALTHCARE  
DEVELOPMENT

The health and well-being of our specialists and wider society are integral to our company values. Our culture of care is at the heart of our CSR efforts, driving us to prioritize the well-being of our employees, stakeholders, and the environment in all our operations. Decent healthcare conditions is a key to wellbeing. We cooperate with a number of healthcare support funds and organization that work for this topic.

Furthermore, the **ELEKS Psychological Centre, established in 2022, provides professional support to our specialists, their children and relatives.**

CONTRIBUTING  
TO SOCIAL AND  
ENVIRONMENTAL  
WELLBEING

**ELEKS continually reinforces the importance of behaving responsibly towards the environment and society.**

We understand how crucial sustainable thinking and environmentally friendly policy are. Thus, mindful resource management and energy efficiency are one of 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.

INVESTING  
IN EDUCATION  
AND TRAINING

For many years, ELEKS has partnered with universities to provide educational and mentorship programs whereby our best experts offer **knowledge-sharing courses and upscale professional initiatives**. We also organise educational camps for youth and beginner-level specialists across various streams — including one of our largest programs, ELEKS Engineering Academy, in 2022 — with the possibility of becoming a part of the ELEKS team.

IMPROVING  
OPPORTUNITIES  
FOR THOSE  
IN NEED

We believe that **every individual 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 future society. Therefore, ELEKS is proactive in supporting and funding people, projects and charities that help children and individuals in need.

DEVELOPING  
PROFESSIONAL  
COMMUNITIES

ELEKS actively contributes to tech and science community through memberships in the industry associations in almost every city and country where we have a presence. These communities **bring together leading information technology companies**, which combine their efforts **to build a strong business ecosystem**.



# Our CSR partners





# Stakeholders

Here is a summary of our stakeholders, interests, and interactions.

| Stakeholder                            | Key interests                                                                                                                                                                                                                                                                                                                      | Interactions                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Clients and business partners          | <ul style="list-style-type: none"> <li>High quality services</li> <li>Information security</li> <li>Legal and ethical business conduct</li> <li>Reliability</li> <li>High quality expertise</li> <li>Loyalty</li> </ul>                                                                                                            | <ul style="list-style-type: none"> <li>Daily communication</li> <li>Social media</li> <li>Emails</li> <li>Status updates</li> <li>Net Promoter Score and other surveys</li> </ul>                                                                                                                                                    |
| Specialists                            | <ul style="list-style-type: none"> <li>Proper working conditions</li> <li>Professional and career development</li> <li>Compensation and benefits</li> <li>Educational opportunities</li> <li>Social activities, charity, and corporate volunteering</li> <li>Corporate Social Responsibility</li> <li>Reliable employer</li> </ul> | <ul style="list-style-type: none"> <li>Daily communication</li> <li>General Online Meetings (town halls)</li> <li>Email communication</li> <li>News digests</li> <li>Corporate and other internal events</li> <li>Performance reviews</li> <li>1-to-1 with the manager</li> <li>Collecting feedback</li> <li>Social media</li> </ul> |
| IT Community                           | <ul style="list-style-type: none"> <li>IT community development</li> <li>Contributing to IT education quality</li> <li>Reliable employer</li> </ul>                                                                                                                                                                                | <ul style="list-style-type: none"> <li>IT community events (conferences, tech talks, etc)</li> <li>Emails</li> </ul>                                                                                                                                                                                                                 |
| Society and local communities          | <ul style="list-style-type: none"> <li>Social activities</li> <li>Supporting people in need</li> <li>Charity</li> <li>IT education support</li> <li>Corporate Social Responsibility</li> <li>Reliable employer</li> </ul>                                                                                                          | <ul style="list-style-type: none"> <li>Events</li> <li>Meetings</li> <li>Collective activities</li> </ul>                                                                                                                                                                                                                            |
| Authorities, governments, and councils | <ul style="list-style-type: none"> <li>Economic development</li> <li>Taxes</li> <li>Business environment support and development</li> </ul>                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>Correspondence</li> <li>Meetings</li> <li>Events</li> </ul>                                                                                                                                                                                                                                   |

# Clients and business partners

ELEKS has championed technological innovation since 1991. Now, with more than **2200 experts** across the world, we help clients overcome business challenges with custom software engineering and consultancy services that add tangible value.

We're passionate about our cross-functional approach, which helps clients **design, test, build and deliver products** faster and more cost-effectively. What's more, our cooperation models offer flexibility, so we can match our services to clients' goals, resources and timeline. We're proud to contribute to the success of the world's leading brands.

140+  
active clients

750+  
end-to-end projects

65  
NPS



# ELEKS service portfolio

## Advisory

01

- Product design
- Data Science
- Cyber Security
- Technical feasibility study

We're passionate about our cross-functional approach.

Find out more about [how we work](#).

## Engineering

02

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

## Optimisation

03

- Software audit
- Quality assurance
- Support



# Certification and awards

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 practices and the latest rules set by regulators, our customers and specific industries. Working to the highest possible internal

standard is written in our DNA, and **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



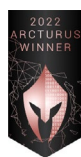
SOC2 is an independent verification of security controls, recognised worldwide as the most detailed and rigorous security audit. SOC2 defines criteria for managing customer data based on five trust service principles: security, availability, processing integrity, confidentiality and privacy. The SOC2 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.

# Development awards

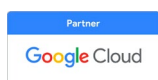
## DEVELOPMENT AWARDS



## DESIGN AWARDS



## BUSINESS PARTNERS



## ASSOCIATIONS



# Business Continuity Process

ELEKS started developing its Business Continuity Processes in 2012. This practice is crucial for maintaining all business needs and corresponding to requirements at a decent level

ELEKS clients, specialists and other stakeholders have certain expectations and it is important to always have a timely response to any critical issue. Risk Mitigation Committee is focused on developing mitigation strategies for the highest level of business risks. As a result of their work, the entire document devoted to different scenarios and responsible actions was created and shared with ELEKS Specialists.

First and foremost is the well-established communication framework that is the key to BCP. Before the full-scale invasion started on the 24th of February, 2022, we held a variety of preparatory events for our colleagues in Ukraine. A number of our colleagues from potentially dangerous regions were taught how to act in case of military actions begin.

When the full-scale invasion started, our top-priority was specialists safety, information system security, and protecting and preparing physical assets in Ukraine.

After the full-scale invasion started on the 24th of February, 2022, we stayed focused on:



## Spealists' safety

Evacuation, accommodation, safety training

## 300+

specialists with relatives moved to western parts of Ukraine;

## Information system security

Network, data storage, development infrastructure, etc. must be always monitored according to certifications needs

## 479

moved outside Ukraine, ELEKSers are currently located in 35 countries;

## Protecting and preparing physical assets

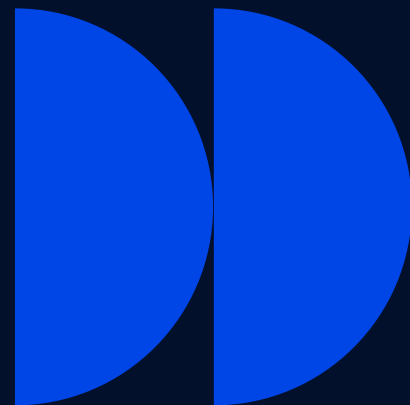
Prepare the offices for accommodating evacuated specialists, ensuring servers, hardware and other equipment is protected, safe and sound, etc.

## 873

people were evacuated outside Ukraine with 19 buses



# ELEKS Specialists



“We're proving that culture, interesting projects and a community of smart engineers who become genuine friends are fundamental to running a truly good business. In times of remote work, this has become even more important. What's more, ELEKS encourages saying “thank you” to its people. Since our father-and-son founders offered our first specialists company shares back in the 90s, we have set out to continue this practice with loyal team members. In this way, we hope to **empower our specialists to feel actively involved** in developing “their” company, not just ours. And by return, they demonstrate care and concern for the welfare of the business”.

**Andriy Krupa**  
Chief Executive Officer

In 2022 we became a company that consists of about **2200 specialists** on staff — 116 more than in 2021. We keep hiring globally, namely in Ukraine, even during the difficult times of a full-scale war in Ukraine.

ELEKS has always been a company built to address the distinct values that are highly appreciated and respected by the people and companies whom we cooperate with. Both business partners and specialists share our values and are a great support when needed. Moreover, we manage to hold various events both online and offline:

- **Self-development**
- **Improving well-being**
- **Professional development**
- **Entertaining events**

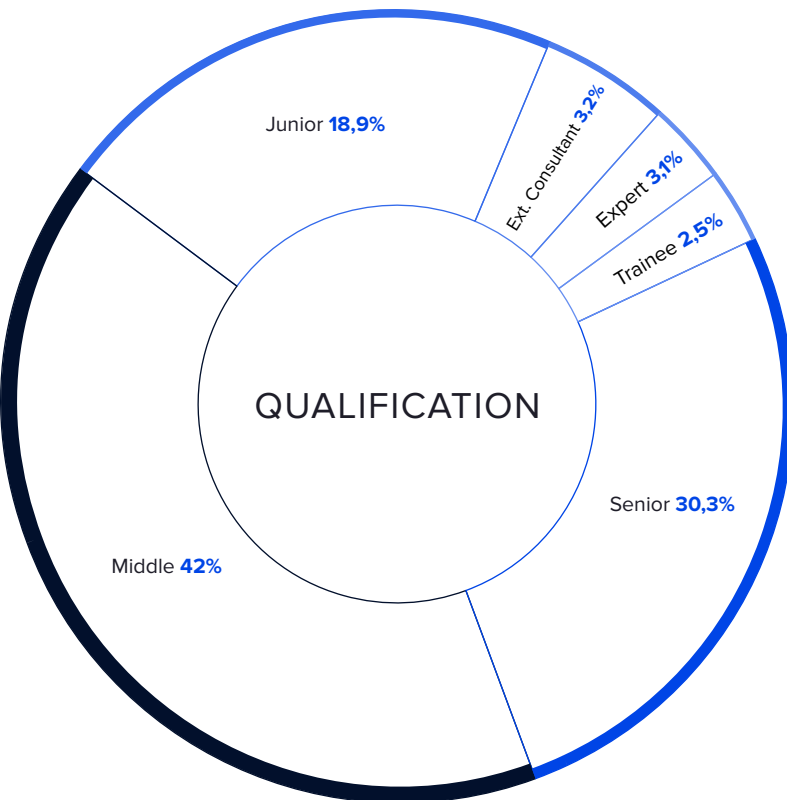
We held more **135 internal and external events** in 2022, including town hall meetings, entertaining lectures on different topics, tech talks, and others. All processes related to our specialists are run by several teams, including:

- **Employee Relations Team**
- **Talent Management Office**
- **Human Capital Administration**

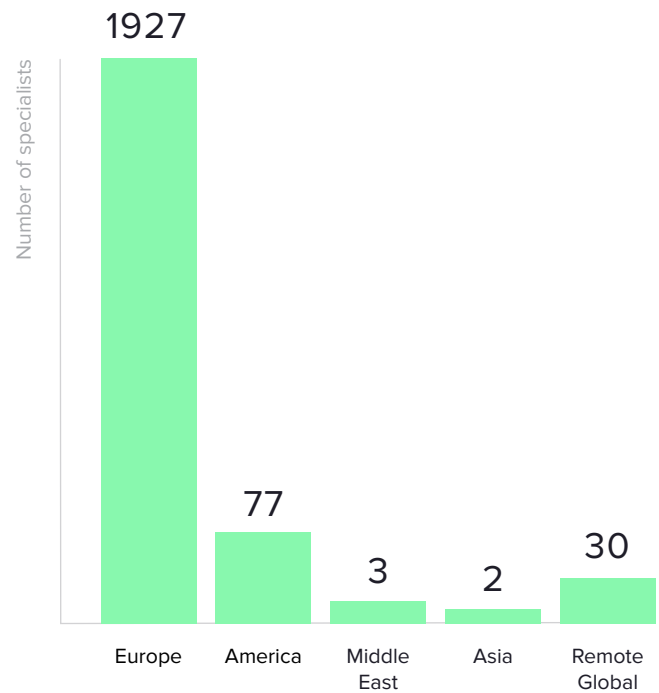
Two teams managed learning, development and professional growth:

- **Centers of Excellence**
- **ELEKS University**

# ELEKS in numbers



## REGION



Total  
**2192**

**2121** | full time  
**71** | external consultants  
or freelancers

Grew by  
**116**  
specialists

Male  
**64,6%**

Female  
**35,4%**

Turnover  
**14,9%**

All data provided based on the  
timeline January 1 – December 31,  
2022

# Working conditions

All ELEKS specialists receive equal opportunities when they join the company unless a difference in approach is required in line with a specific job description — which is detailed in the job offer.



A specialist's remuneration policy, working conditions and benefits are explained at their contract's commencement, depending on their position. All specialists' (apart from external consultants who have separate agreements according to their level of involvement) social packages contain:

- **Time off work**
- **Physical and mental health support programs**
- **Paternal leave**
- **Additional permissions for time off** (paternal leave for newborn babies, compassionate leave for bereavement, blood donation, etc)

- **Sabbatical leave** (up to six months, with all benefits still applicable)
- **Regular performance reviews**
- **Learning and development opportunities**

Apart from the benefits included in the social package, that varies depending on the type of cooperation and region, ELEKS also works to enhance specialists' satisfaction in their various work-related spheres. Thus, we regularly collect feedback using an online tool powered by an independent service.



# Recognition

It's important for us to focus on achieving our goals whilst recognising our team members' individual strengths and contributions.

In terms of becoming true business stakeholders, ELEKS offers its team exclusive opportunities to become a company co-owner and buy company shares.

Currently, we offer four unique incentive programs aimed at developing the talents and professionalism of our people, as well as rewarding loyalty:

## ESOP

Senior managers can buy company shares at a discounted rate, once they have been in a managerial position for 3+ years.

## ELEKS FELLOWS

This program recognises exceptional talent and technical expertise. The current Fellows community elects new members every year.

## ASSOCIATES 1.0

Praises loyalty and talent development with company shares. You can participate in this program once you have been with ELEKS for more than 10 years in a Middle+ position.

## ASSOCIATES 2.0

People in Senior+ positions with more than three years at ELEKS can convert the yearly bonus into company shares every profitable year.

3% of stock  
is owned by more  
than 300 ELEKSers



# Code of conduct and business ethic

We make ELEKS' Code of Conduct available to every specialist. This includes details of what is ethical for ELEKS as a business and which principles should be adhered to at all levels of our organisation, both internally and in relations with our customers, suppliers/vendors, candidates, third parties and so on.

The Code is a comprehensive set of easy-to-understand rules that help our team members interpret how to act in different situations, make the right decisions, find the best ways to implement them and build a successful and fulfilling career within our company.

This document is critical for us in ensuring that **everyone who represents ELEKS acts transparently and ethically**, respects other people and their differences and understands their personal responsibility toward the company, its customers and wider society.

Since we all believe in the principles of transparency, legality and fair partnership in our work, the Code also includes information on how to **raise a concern** and what should be done in case a **conflict of interest** occurs.

In a situation that might be perceived as a conflict of interest, we expect our specialists to act in the interest of ELEKS, as well as to prudently avoid obvious conflicts of interest.





# Wellbeing Program

We all spend a lot of time at work. Work is a part of our life where we express ourselves. In order not to forget that we have one life and not to separate life from work, ELEKS has been doing its best to organize a space where everyone can learn about how to build a life full of well-being, quality and wellness.

The primary purpose of the Well-being Program is to support, educate and empower specialists and teams, so they will have knowledge, skills, and resources they need to support their mental and physical health.

**Well-being program at ELEKS aims at improving mental health, physical health of our specialists and social wellbeing.** In addition we provide different options for healthcare support to our specialists. Options vary depending on the country and/or city the specialists live and work in.

Also, we at ELEKS arrange regular online and offline events of all kinds for our global team to keep our global team united. Some of the offline events we held in 2022 in **Poland, Croatia, the USA, and Ukraine** were:

- Family Days
- Kids Days
- Team Gatherings, etc.

Lots of events are held online to make it possible to join for those specialists who work remotely from other locations.





WELLBEING PROGRAM

ELEKS Psychological Center

ELEKS has always championed the well-being and health of its specialists

We started the 'well-being program' in 2019. Since then the program has developed a lot, and one of the directions that was a great part of it was psychological support to our specialists. In this was we have developed the Psychological Center that works online and provides our specialists around the globe with mental health assistance.

The ELEKS Psychological Center aims to **help stabilise specialists' moral and mental states** so that they can maintain their well-being and performance. In addition, our Psychological Center provides specialists' families and loved ones with support.

THE WORK OF THE CENTER INCLUDES SUCH DIRECTIONS:

01

Education, support:  
Q&A Live streams  
from psychologists

02

Individual psychological  
consultations for  
specialists, relatives, etc.

03

Supporting groups: How  
to cope with different  
emotional states in time.

04

Coverage of medical requests  
when not in the scope of the  
insurance company

The Centre's  
team includes:

11 specialists

10 external psychology experts

They help cover requests for individual and group psychological support and the Q&A live streams. The experts we engage to facilitate this are:

Crisis and trauma psychotherapists

Child psychologists

Psychologists

Art therapists

Psychiatrists

Information security specialists

IN TOTAL,  
DURING  
2022:

200+

requests for individual  
psychological help proceeded

60

groups (about 400 people) received  
help from a psychologist during  
the group therapy sessions

10+

seminars for parents,  
arranged a support group for  
parents and held 2 art-therapy  
sessions with our specialists' kids

40+

supporting Q&A live streams  
were held (80-250 participants  
per each)

≈4400

interactions with individuals  
took place during live streams  
in 2022, including 44% of all  
ELEKS specialists, that is 1020  
unique connections



In addition to online communication, group therapy, etc., each specialist has access to a page on the internal portal with many handy materials on the subject of mental health.



#### KEY ISSUES ADDRESSED:

Anxiety

Panic attacks

Fear for life, for children and for loved ones

Feeling of guilt by those who went abroad

Adapting to the new reality

Protective reactions of the psyche

Love, friendship and acquaintanceship during the war

Conversations about current emotional state, etc.

Apathy and emotional burnout

Living with the loss of loved ones

Patriotism and national identity during wartime

Exacerbation of mental disorders, sleeping disorders and eating disorders

Vicarious trauma

# Employer brand awards

## Friendly Workplace®

ELEKS has been awarded  
the Markapracodawcy global  
**Friendly Workplace®**  
Special Award

Friendly Workplace® is a prestigious award issued by the MarkaPracodawcy.pl editorial office for employers with a modern approach to personnel policy and employee development. The jury **highlighted an advanced approach** to professional development, employee satisfaction, appreciation for work-life balance and commitment to contributing to a healthy, positive work environment in the company.





## EMPLOYER BRAND AWARDS

# Declaration for Gender Equality and Prevention of Domestic Violence

We strive for IT communities in Ukraine to become inclusive and diverse, with equal opportunities, new ideas accepted, and valuable experience respected, as well as promoting innovation and success stories

We want all of our specialists to have information on the best way to provide people with the necessary assistance in certain life situations.

So, in 2021 ELEKS joined the Declaration for Gender Equality and Prevention of Domestic Violence, initiated by the UNFPA, UN Population Fund, and the Center for CSR

Development in Ukraine. We have joined our efforts to support Ukraine in achieving Goals 5 and 8 of the Sustainable Development Goals, particularly through **promoting gender equality, developing company-friendly policies**, ensuring a good balance between work and private life and responding to domestic violence.



## EMPLOYER BRAND AWARDS

## ELEKS as a family friendly company

As a family-founded business, ELEKS has always been a company that places great value on family life.

In 2021, we were awarded the title of 'Top Family-friendly IT Company' in a rating decided by the CSR Centre Ukraine, **in cooperation with The United Nations Population Fund (UNFPA)**.

As of 2022, more than 789 of our specialists were parents, which means that the wider ELEKS family has more than 1227 kids in it! So, every year we try to pay greater attention to the needs of our team parents and their kids, either with the help of events (online and offline) and/or thoughtful gifts. When we are planning events, we do so with **education in mind**, thus we invite language, art and music teachers to participate.

789

ELEKSers have kids

988

ELEKS kids in Ukraine, Poland, Croatia, the USA, the UK, Germany and Estonia received Christmas presents

Arranged Kids and Family Days in Split, Krakow, Lviv, Chicago

1227

kids

69

women were on maternity leave in 2022





## EMPLOYER BRAND AWARDS

# STUD-POINT TOP-25 IT Employers open to young talents 2022

Each year, STUD-POINT recognises 25 Ukrainian companies that engage with young people, under the age of 25.

To be acknowledged, these businesses must proactively cooperate with youths, e.g. organise educational events, participate in career fairs or conferences and invite young people to take up internships and jobs.

The award **aims to promote the development of the listed brands and motivate companies to engage in more outreach with young talent**, thereby attracting them into supportive working environments where they can grow. Securing a rating from STUD-POINT means that a company is recommended to students for successful employment.





# Learning and development

We at ELEKS care for creating an environment for our experts that would encourage them to learn and develop. Centers of Excellence and ELEKS University are the teams responsible for these directions.

**Centers of Excellence** is a team of experts that provide leadership, best practices, research, support, and training in their relevant areas of expertise. The team is using the company's mission of empowering the best talents' continuous development for partners' success through software innovation. So the goal is to make ELEKS a place where people can learn, develop their skills, enjoy technology, and work on something they truly care about.

Centers of Excellence assist in continuous competency development of ELEKS specialists. In total, Centers of Excellence deal with certificate management and skills management.

The services the team provides are divided into **4 general groups**:

01

**Performance management**

02

**Assessment**

03

**Training**

04

**Mentoring services**

## COE AS A DIVISION INCLUDES:

Business Analysis Office (BAO)

Customer Support Office (CSO)

DevOps Office (DOO)

Data Science Office (DSO)

Information Development Office (IDO)

Product Design Office (PDO)

Project Management Office (PMO)

Quality Assurance Office (QAO)

Software Engineering and Development Office (SEDO)

**ELEKS University** merges specialists with community education opportunities. In 2022, many events took place with the help of this Office. These included external and internal training sessions on various soft and hard skills: testing, programming, communication, interviewing, certifications, etc.

The schedule of events is aimed at **growing Ukraine's tech and soft-skills capability**, promoting employers' brands, teaching and hiring new specialists, developing new talent, as well as improving specialists' mental health and securing the well-being of the company as a whole. So far, Learning and Training Office has undertaken:

51

courses, workshops,  
and individual lectures,  
including camps and internships

1191

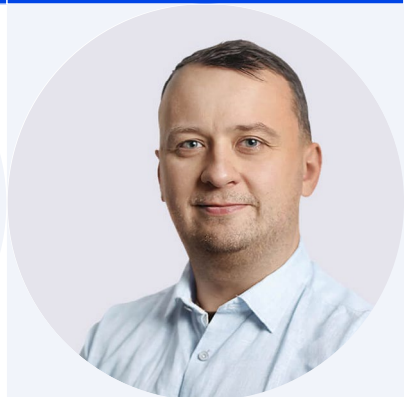
hours of internal and external  
training sessions

1567

students'  
engagement

56

ELEKS specialists'  
participation



**Andriy Skop,**  
CoE Director

“The problem of most higher education institutions, both globally and in Ukraine in particular, is that the curriculum only sometimes keeps up with **scientific and technological progress** and does not adapt to the changing realities of the IT industry. A few private educational institutions can provide the necessary staffing for the labour market, but just a handful are able to meet the demand. Usually, IT companies cooperate with large and smaller educational institutions. Considering these few institutions use the same limited curriculum, effectively teaching the material to guarantee highly qualified personnel at the end of the course is a real challenge. This is one of the problems that IT companies must solve.

A new problem arising with the beginning of the war in 2022 is that many people either lost their jobs or needed help to acquire sufficient skills at their place of residence to apply for IT roles. **ELEKS, with its heritage of support, continued to offer free training for young professionals** and anyone else who wanted to move into the IT industry throughout 2022”.

## One of the most successful events held by ELEKS University in cooperation with Centers of Excellence in 2022 was **Engineering Academy: Java & QA Stream.**

ELEKS regularly provides free training for those who want to acquire new knowledge and skills. We see this as a way to give people the opportunity to potentially start and build a career with ELEKS after completing the course. And it benefits our company, too, since we are able to find qualified specialists for specific requests who already have experience in collaborating with our experts.

**The essence of these academies is to conduct not only a theoretical and technical course but also to simulate real project work using all the tools typical of the industry, project roles and processes (from introductory programs to support the development process to direct demo simulations).** Furthermore, this training approach allows us to prepare specialists to understand their roles in the project and related positions while providing them with communication and teamwork skills. We chose to develop an actual project; the computer game “Who am I”.

In doing so, we allowed all registered participants to undertake the theoretical part of the training in the hopes of passing our entrance tests, regardless of the results.



|      |                                                                                                |
|------|------------------------------------------------------------------------------------------------|
| 854  | registrations                                                                                  |
| 561  | became students                                                                                |
| 500+ | joined the course                                                                              |
| 280  | active participants completed the theoretical part                                             |
| 45   | students completed the practical part                                                          |
| 34   | students received certificates of successful completion                                        |
| 21   | students (15 testers and 6 Java developers) received offers of cooperation with ELEKS          |
| 81   | company experts were involved (Project Coordinators, Business Analysts, Front End specialists) |
| 3    | Business Analysis students from IT STEP, a partner of ELEKS Learning and Training Office.      |

Apart from providing training, ELEKS Learning and Training Office cooperates with several institutions:

- Ukrainian Catholic University
- Ivan Franko Lviv national University
- Lviv Polytechnic University
- Ivano-Frankivsk National Technical University of Oil and Gas
- Vasyl Stefanyk Precarpathian National University
- IT Step University
- Ternopil West Ukrainian National University
- Ternopil Ivan Puluj National Technical University

ELEKS specialists are mentoring the students during their internship, as a result — the best students may receive a job offer.

As well as hard-skills development, all ELEKS specialists are given the opportunity to attend language courses.



# Society and community

ELEKS is an international company with Ukrainian roots and running development centers namely in Ukraine. During the year one of our goals was to support Ukraine and its people, covering as many aspects of ordinary life as possible, sticking to our CSR focus areas. We managed to cover more than 10 Sustainable Development Goals, but some of the initiatives go far beyond these. The following initiatives are a small part of everything ELEKS and our specialists were able to kick off in 2022.

50+  
initiatives

2500+  
involved people  
(not only ELEKSers)

More than  
32000\$  
were donated

# Goal 1: No poverty



## CHARITY INITIATIVE

"GIVE A HOLIDAY TO THOSE WHO NEED IT"

Our partner organisations Starist na Radist and Give a Child a Holiday provided us with 30 letters from people who live in **geriatric boarding houses in Lviv, Ukraine,** and **children** who lost relatives during the war, in which

they indicated their needs and wishes for St. Nicholas Day. 50 ELEKSers took part in this event, so we actually managed to share a little holiday spirit with 50 people, rather than just 30.



# Goal 2: Zero hunger



## COLLECTING MONEY FOR A CAR FOR TARIILKA NGO

**Tarilka NGO**, a food bank, right at the beginning of the full-scale invasion donated their car to the needs of the Armed Forces of Ukraine they used to **deliver the food to people** in need and collect produce from their partners.

We donated

≈2850 USD

for the new car that is daily of great help  
to the NGO volunteers to deliver the food

Since the beginning of war the need in food in Lviv, Ukraine, where Tarilka NGO works, grew since the city became one of the centers where streams of forcibly displaced individuals gathered to seek refuge from the war and required food and assistance. At that moment there were over **3200 people** registered as the ones who need help.





## GOAL 2: ZERO HUNGER



### WINTER FAIR IN ELEKS LVIV

We held the Winter Fair in our Lviv office, Ukraine. A warm Christmas atmosphere, a charity auction and **69,479 UAH** (~2,400 USD) collected!

All funds went towards humanitarian kits for families who live in front-line areas and were forced to leave their homes. Our partner, NGO Tarilka, took over the implementation of the initiative.

At the fair, ELEKSers and their relatives could purchase ELEKS eco-bags, fragrant teas from the Maysternia Mrii, warm socks and stylish eco-bags from the Vbrani Social Enterprise, eco-candles from POLUM'Ya, wooden products from the ElmWood workshop, Author's wicker paper vine items, handmade silver, pearl and natural stone jewellery, figurines, handmade beaded decorations, Christmas decorations and embroidered scrolls.

Each partner of the fair contributed **10–15%** of their total profits. ELEKS merch was also available, with **100%** of profits donated to charity.

### COOPERATION WITH THE UKRAINIAN EDUCATION PLATFORM

We jointly sent more than **seven trucks of humanitarian aid to Ukrainian cities – Kharkiv, Sumy and Mykolaiv**. And our work was fruitful, since the Ukrainian Educational Foundation has many support points. With their help, **ELEKS volunteers quickly and efficiently redirected the necessary cargo** and equipment.





# Goal 3: Good health and well-being



## COURSE ON TACTICAL MEDICAL ASSISTANCE TO CIVILIANS IN LVIV, UKRAINE

Aside from practical knowledge, this course for ELEKSers had a cash goal; fundraising for the needs of Ukrainian Armed Forces.. The course included:

- Completing your own iFAK first aid kit and learning how to use each of its components.
- Assessing the condition of the victim and his evacuation, plus maintaining basic vital functions.
- Learning how to provide necessary first aid and much more.

16 people took part and **24,000 UAH**  
(~810 USD) was collected.





## GOAL 3: GOOD HEALTH AND WELL-BEING



### STAY WELL — CHALLENGE TO SUPPORT OUR DEFENDERS' HEALTH

Our specialist, Aksynia Chesniuk, proposed us to prepare our defenders for the winter cold. So, together with Liky.Help, we collected anti-cold medicines. We collected more than 135 packages of the most necessary medicines and transferred them to the frontline.

#### SOME NUMBERS:

- Anti-cold teas — **17 packs**
- Remedies for the common cold, sore throat, and ear inflammation — **52 packs**
- Cough remedies — **5 packs**
- Antipyretics — **62 packs**
- **15,000 UAH (~510 USD)** of personal donations

### 50 UP TO 150 — CHALLENGE TO SUPPORT OUR DEFENDERS

**ELEKS' specialist, Aksynia Chesniuk, again initiated a collection of medicine** for the military personnel who were at that moment in hospitals. The initiative is so named because all of the medicine cost up to 150 UAH (~5 USD) and 50 packages of each kind of medicine were needed.

- **37,100 UAH** of personal donations (~1250 USD)
- **19 "Nova poshta" parcels** (meaning, some specialists sent medicine directly to Liky.Help)
- Betadine — **63 packs** collected
- Calcium — **60 packs** collected
- Tobrex — **54 packs** collected
- Latren — **52 packs** collected
- Ciprofloxacin — **50 packs** collected
- Omeprazole — **50 packs** collected





## GOAL 3: GOOD HEALTH AND WELL-BEING

### ELEKS CORPORATE FOOTBALL TEAM WON IT LEAGUE FOOTBALL CUP IN SUPPORT UKRAINIAN ARMED FORCES

Our ELEKS football team took home **1st place in the IT League Football Cup that took part in Lviv, Ukraine, in support Ukrainian Armed Forces**. This was a charity as well as a sporting event, which enabled us to collect money to support the needs of the Ukrainian Armed Forces.



### CHARITY HIKE ALONG THE ARSHYTSIA RIDGE, GORGAN ILEMSKYI AND YAIKO ILEMSKE MOUNTAINS (WESTERN GORGANY, UKRAINE)

In the summer of 2022, our colleague Volodymyr Katynskyi, Senior Customer Support Engineer, organised — at his own expense and undertaking — two mountain hikes for colleagues in the Western Gorgans, namely on the Arshytsia Ridge, Gorgan Ilemskyi and Yaiko Ilemske mountains. He conceived the idea, and we helped him make it happen.

The goal was to **help colleagues benefit from the relaxation of spending time in the mountains whilst also collecting charitable contributions for our partners, the Come Back Alive Foundation**.

In total, we collected **30,000 UAH** (~1010 USD) for the two hikes, with Volodymyr guiding 14 colleagues from different departments on this journey into nature. Colleagues sent money for the opportunity to join the group, and we transferred the donations to the Come Back Alive Foundation account.



### "ELEKSERS FOR UKRAINE"

Charity auctions, musical accompaniment, stand-up performances, net and kikimora (camouflage) weaving, making energy bars, children's room with animators, quizzes — these were the plethora of **activities awaiting ELEKSers, their kids and relatives in three of our Ukrainian offices; Lviv, Ivano-Frankivsk and Ternopil**. More than 250 people attended in total, and we collected funds for three mobile surveillance complexes for the Armed Forces of Ukraine, together donating more than **282,000 UAH** (~9,600 USD).

Our results:

- **500 energy bars**
- **10 masking nets**
- **282,000 UAH** (~9,600 USD) were collected and donated





## GOAL 3: GOOD HEALTH AND WELL-BEING

### CHARITABLE STICKERS SALE

To celebrate Independence Day, we launched our own ELEKS stickers in hardcopy, on Instagram and via Telegram, to help raise funds to support the Ukrainian war effort.

In our offices in Poland, Croatia, USA, Estonia we collected money and transferred it to the international charity fund Come Back Alive.

**160+** people took part in the initiative  
**60,000+ UAH** (~2,025 USD) UAH collected  
**338** hardcopies sold



### CHARITABLE BOOK SALE IN KRAKOW, POLAND, AND SPLIT, CROATIA

We launched charity bookstores in Krakow and Split, with the multiple aims of supporting our specialists that had moved abroad, promoting Ukrainian publishing and Ukrainian authors, and, in return, the Ukrainian army! 100% of the money raised in these stores was transferred to the international charity fund Come Back Alive.

In total, **ELEKS** bought more than **100** children's and adult books to be sold through the stores in Krakow and Split.

**30** colleagues purchased the books  
**50** books were  
**26,700 UAH** (~900 USD) were collected



## GOAL 3: GOOD HEALTH AND WELL-BEING



### CHRISTMAS BOXES FOR OUR COLLEAGUES IN THE ARMED FORCES OF UKRAINE

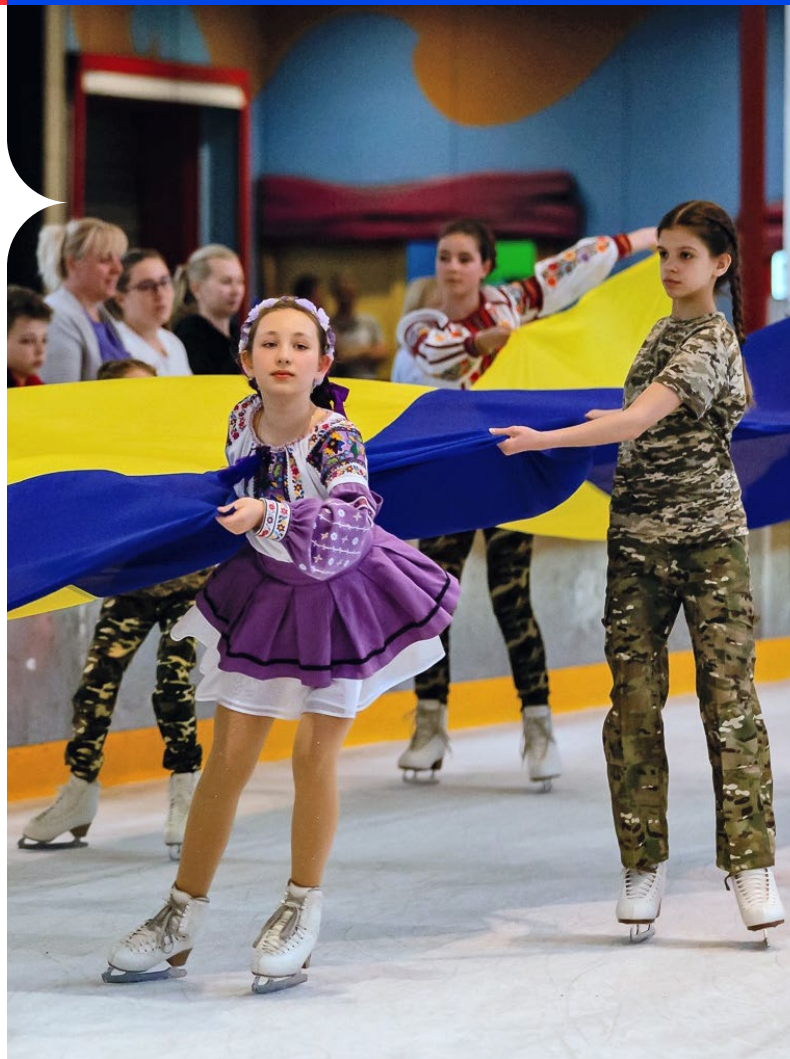
**46 Christmas boxes** went to different parts of the country for our colleagues in the Armed Forces, who left ELEKS momentarily to take on the incredible task of protecting our peace. The boxes were filled with useful items and goodies.

### ELEKS DONATED 100,000 UAH (~3,400 USD) TO THE BAUER FIGURE SKATING SCHOOL

The Bauer Figure Skating School was founded in January 2020 and currently has more than 100 athletes aged 2 to 15 years. Since opening its doors, numerous winners of all-Ukrainian figure skating competitions have developed their craft in the school.

Today, Bauer has athletes from all over Ukraine who were forced to stay in Lviv because of the war. The school is poised to provide its students with the training and care needed to become champions, but it requires significant funds to give every child the opportunity to do so. It needs to buy sports clothes, skates and equipment and fund specialised training.

**ELEKS donated 100,000 UAH (~3400 USD) for the team's trip to international competitions in Slovenia** and for the transportation of students so that they could train in the ice arenas of Kalush, Ivano-Frankivsk region, and Novoyavorivsk in Lviv, Ukraine.





# Goal 4: Quality education



## “UKRAINIAN HERITAGE MONTH: UNBREAKABLE”

Our team grows in size and geographical spread, making us incredibly happy and proud. So, **understanding cultural characteristics** is key in ensuring that we can communicate effectively across our locations and facilitate productive team interactions. As we grow, we view the opportunity to learn about cultural differences as a strength, helping us build a diverse team that really understands its different locations and people. Therefore, we held series of events on cultural features at ELEKS.

**Ukrainian heritage month: Unbreakable took place in August, when Ukraine celebrated its Independence Day. We scheduled meetings, lectures and other internal events, spotlighting heroic stories.** Our aim with these events is to give people the chance to share their experience, which could involve giving a talk about their country, sharing tips for travelling or revealing national treasures, for example.

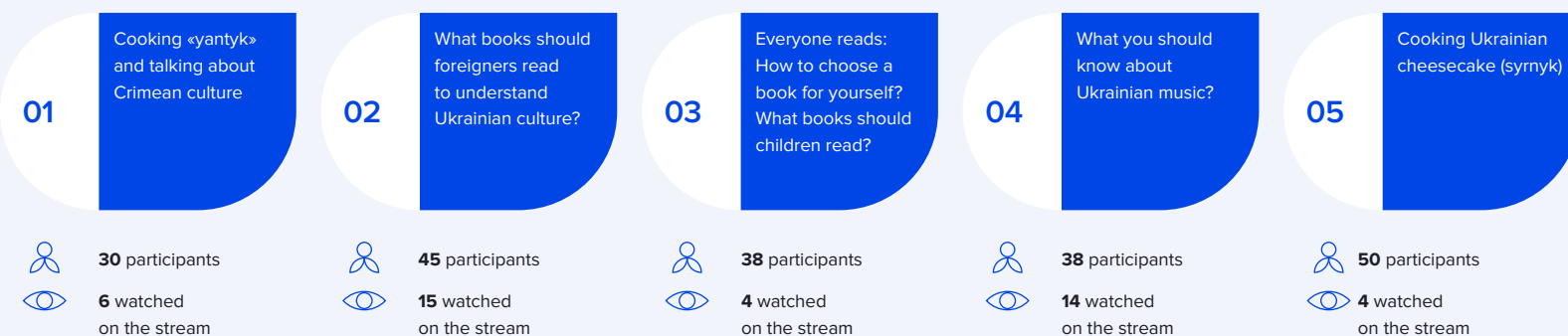
During the Unbreakable events, we covered language-related topics, literature, history and music. Plus, as a bonus, we arranged some Ukrainian cooking master classes.

**10** events

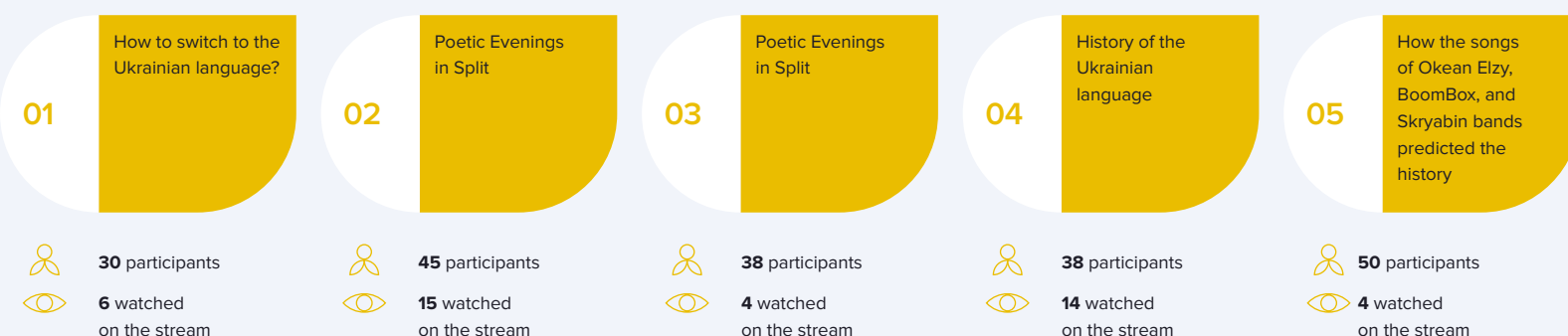
**70+** watched on the stream

**400+** participants online

### ENG EVENTS:



### UKR EVENTS:



## GOAL 4: QUALITY EDUCATION



### COLLECTION OF UKRAINIAN-LANGUAGE LITERATURE IN ELEKS OFFICES

One, perhaps unexpected, product of the war was that more and more Ukrainians became conscious of the importance of our Mother language and began to speak Ukrainian. So we launched a **collection of Ukrainian-language literature at ELEKS offices in Lviv, Ivano-Frankivsk and Ternopil, Ukraine in order to deliver it to Kiel, Germany**. There, Ukrainians have organised a volunteer movement to gather humanitarian aid for our warriors on the frontlines, for the hospitals, for people under occupation and for all those who need it. This aid includes Ukrainian books, of which we collected more than 300 across our sites.

### BOOKS FOR CHILDREN FROM THE FRONTLINE AREAS

Together with the NGO Tarilka, we handed over 758 books to 379 children from the frontline areas.



### FOUR CHARITABLE EXCURSIONS IN UKRAINE

We organised fundraising excursions in Lviv, Ivano-Frankivsk and Ternopil to help our people get to know the cities better, as well as allowing them to take some time out with their teammates and families while raising funds for the military.

As a result of these excursions, we collected more than 5,000 UAH (~170 USD), which we donated to the Ukrainian Armed Forces.

**62** people (13 of them are our specialists' children) visited the excursions;

**5,350 UAH (~180 USD)** collected;

walked through the dozens of charming streets and learned their mysterious stories.



# Goal 5: Gender equality



## ELEKSERS AS BE PLATFORM MENTORS

BE Platform is a tool that helps Ukrainian women find careers in the IT and creative industries. Mentors from the best Ukrainian and global companies support women in their job search, and **six of our specialists**

**joined the initiative.** INSCIENCE implements BE project.

This is an organisation that promotes science and increases its value for society, business and institutions through popular science projects.



**Yuriy  
Bregman**

Senior Software  
Engineer



**Iuliia  
Tomyn**

Project Manager



**Yana  
Halaburka**

Business Analyst



**Khrystyna  
Yelyseieva**

Software  
Developer



**Olena  
Kliushnyk**

Senior Test  
Engineer



**Oleksandra  
Sukhoruchko**

Senior Experience  
Designer



**Tetiana  
Fedoriv**

Project  
Manager



**Inna  
Shymkiv**

Operating Director  
of Doctor ELEKS  
Medical Information  
System



# Goal 10: Reduced inequalities



## SCHOLARSHIPS FOR TEN CHILDREN WHO LOST THEIR PARENTS IN THE RUSSIAN INVASION OF UKRAINE

ELEKS has set up a fund to finance annual scholarships in Yaskrava doShkola, Bright Preschool for ten children whose parents died in the war.

Speaking about the project, a representative of NGO Bright Education said, "We are impressed and thank ELEKS and its management team for providing such an important partnership and social initiative.

This support is significant for our project. **ten children who lost their parents in the Russian invasion of Ukraine will have the opportunity to attend the wonderful Bright Preschool for free!**" The organisation launched the charity project Bright Education for the Children of the Defenders of Ukraine to support preschool children from families where one of the parents (servicemen/servicewomen from the Armed Forces) died in combat.





## GOAL 10: REDUCED INEQUALITIES



### ELEKS HELPS VISUALLY IMPAIRED PEOPLE GET INVOLVED IN WORLD CULTURE WITH THE HELP OF THE NGO USI

Each and every person wants to be able to experience our world to its fullest. But for visually impaired people, pleasures such as enjoying great works of literature and watching favourite movies can be a challenge. Now, thanks to the USI NGO project, this is a possibility!

This year, ELEKS provided **162,000 UAH** (~5,500 USD) to go towards the publication of Braille books and the adaptation of films for the blind by creating audio descriptions.

Currently, USI is working on the publication of **500 copies** of **11 different books** in Braille format.

- "White Christmas. Works of the classics of world literature"
- Lucy Maud Montgomery — "Christmas Stories"
- Louise May Alcott — "When Christmas Comes"
- Lesia Voronyna — "Taïemne tovarystvo boiahuživ", "Taïemne tovarystvo brekhuniv", "Taïemne tovarystvo botaniv"
- Kateryna Mikhalitsyna — "Yakiv i mokryi vechir", "Pro drakoniv i shchastia"
- Oksana Saiko — "Kaviarnia na rozi"
- Olha Rusina — "34 soniachni dni ta odyn pokhmuryi"
- John Tolkien — "The Hobbit"

### COOPERATION WITH CHILDREN OF HEROES CHARITY FUND

We became partners with the Children of Heroes Charity Fund. The fund's goal is to provide long-term assistance to children who have lost one or both parents due to the full-scale war in Ukraine. Many children will be left homeless because of the Russian hostilities and rocket fire. The children also require psychological support and humanitarian assistance to maintain an adequate standard of living. We donated **1,000 USD** to the Fund.





# Goal 11: Sustainable cities and communities



## TOLOKA — TEAM CLEAN UP — IN SLAVSKE, LVIV REGION

We regularly arrange team clean up events. In 2022 one of such events took place in Slavske, a town in the Lviv region, Ukraine, where 36 ELEKSers had great time during two team gathering events and cleaning up a defined territory in the mountain area.





# Goal 12: Responsible consumption and production



## PROVIDING IT EQUIPMENT

ELEKS has always consciously purchased, used and disposed the equipment. Thus, we prefer to donate the equipment that is no longer used for the business needs. In 2022 we donated for the needs of the Armed Forces of Ukraine:

- **38 laptops**
- **33 desktops**
- **54 screens**
- **6 printers**

Besides that, we received other charity requests and covered the needs in:

- **22 desktops**
- **2 laptops**
- **17 screens**



# ELEKS Stands for Ukraine

“Through this initiative, we unloaded trucks and distributed assistance according to the needs of our military. And, in doing so, we realised that we wanted to help the Armed Forces more systematically”.

**Petro Konovalov**

Board Member at ELEKS, Director of Doctor Eleks,  
coordinator of the working volunteer group Help Ukraine







On February 24th, 2022, Russia began its full-scale invasion of Ukraine. ELEKS' specialists didn't hesitate in seeking to help colleagues and their loved ones, the community at large and any individuals who needed support.

The demand for assistance was unprecedented. As the invasion began, **our specialists were located in offices all across Ukraine, including those regions, cities and towns that were occupied and/or under fire.** Many of our team, including their loved ones, relatives, children and pets needed help in safely moving to the western regions of Ukraine or relocating abroad.

Since as far back as 2014, ELEKS has been supporting the Ukrainian army as part of our company mission to work for the good of the country and its people. Some of our

team members opted to defend Ukraine by joining the ranks of the territorial defence troops and the Armed Forces of Ukraine or retraining as military doctors, etc. So, when the full-scale war began, our colleagues and **partners in Poland and other European countries began sending tons of humanitarian aid to ELEKS' Lviv office.** And we began to receive and facilitate support requests from the military seeking technical assistance.

Because there was a huge amount of requests for help and as many people willing to come to the support of our military forces, it was **necessary to regulate this flow, identify responsible people, track requests and ensure timely responses.**

Therefore, we created a single centre for coordinating everything, run by a working group, the participants of which were the company's specialists: from top managers to developers to HR managers and financial and legal specialists.



## TECHNICAL AND FINANCIAL ASSISTANCE

ELEKS transfers to the Armed Forces of Ukraine both software and equipment, cars, drones, etc. In addition, the company allocates a monthly budget for charitable contributions and transfers these funds, daily, to the accounts of charitable foundations and also directly to the Armed Forces of Ukraine. In eight months, the charitable funds generated totalled **more than 2,000,000 USD from ELEKS alone** — excluding contributions from specialists.

## VOLUNTEER COMMUNITY

ELEKS Volunteer Community is very strong and lots of our specialists are involved. **We created a chat group, joined by about 400 colleagues in the first few days, which now has more than 1400 active colleagues.** The Ukrainian part of the ELEKS team collects applications for things to be purchased there, and colleagues from Europe and the USA help to find, buy and send them to Ukraine. In this way, since the start of the invasion, we have managed to acquire cars, military equipment and more, and deliver them to where they are needed — at a **total cost of more than 1,600,00 USD.**

In addition, some specialists, despite their assistance in the company's volunteer initiatives, created their own projects or joined international organisations to support the war effort.

## WORKING GROUP HELP UKRAINE

This ELEKS team provides targeted assistance to the Ukrainian military. Among the company's specialists, more than **50 people joined the Armed Forces of Ukraine.** Help Ukraine provides them with everything they need, from bulletproof vests and helmets to high-quality first-aid kits.

**The working group consists of five specialists who make key decisions, and a further 20 team members** who help to implement the decisions, provide legal and financial support and search for the necessary equipment, procurement, etc. Since we do not have a corporate charitable foundation, we decided to create a working group that can partially perform the functions of such a fund.

**Some of the projects initiated by our specialists with our firm backing include:**

- First aid kits for the military from Olga Klok, Customer Success Director
- OperationAid, an organisation that deals with food packages and humanitarian aid, joined by Natalia Starak, Language School Manager
- Humanitarian and medical volunteering from Aksynia Chesniuk, Junior Experience Designer, who co-founded the organisation Liky.Help, and Liubomyr Matsekh-Ukrainsky, Head of Consulting Practices, who helped with the search and delivery of medicines from Germany to eastern Ukraine
- Production of kikimoras, camouflage nets, unloading and collars with Ksenia Vetoshkina, Middle Software Engineer, and Taras Datsyuk, Middle Software Engineer
- David Capelo, Account Manager (North America), who returned from North America to his native Spain and helped house colleagues who left Ukraine for Spain because of the war





FINANCIAL  
SUPPORT

Targeted financing of the needs of the Armed Forces, charitable foundations and our defenders from the company's assets.

Total support:

3 654 034 \$

1 577 572 \$

for direct purchase of additional equipment by the working group "Help Ukraine"

1 466 791 \$

for the needs of the Armed Forces of Ukraine

609 671 \$

to the International Charitable Foundation "Come Back Alive"

|                    |                                                         |                                                       |
|--------------------|---------------------------------------------------------|-------------------------------------------------------|
| ADDITIONAL CHARITY | 10 570 \$<br>to the Charitable Foundation "Tabletochky" | 5200 \$<br>to the Charitable Foundation "Kryla nadii" |
|--------------------|---------------------------------------------------------|-------------------------------------------------------|

GOLDEN AND  
STRONG HANDS

All our colleagues who help with their strength and "free hands".

50 trucks of humanitarian aid were loaded and sent:

900+ shipments by Nova Poshta were loaded and sent:

→

Cherkasy region, Chernihiv region, Dnipropetrovsk region, Donetsk region, Kharkiv region, Kyiv, Kyiv region, Luhansk region, Lviv region, Mykolaiv region, Odesa region, Poltava region, Sumy region, Vinnytsia region, Zhytomyr region.

18 500+

energy bars have been produced

38+

large camouflage nets woven

150+

bags are sewn

"HELP UKRAINE"  
WORKING GROUP

The internal initiative group, which is actively looking for the necessary equipment and things for our defenders, selects reliable suppliers and directs the company's funds for their purchase (including funds donated by the team through internal systems).

920+ internal requests

690+ requests have been processed

- 452

1321

160

29

39

293

6
- special military backpacks

medical tourniquets

tactical military first aid kits

drones

devices based on Android

military combat unloading system

bulletproof vests and military plate carriers

- 13

2

295

13

322

14

3
- Starlink systems

surveillance drones sets

shoulder strap systems

gasoline generators

ballistic glasses

charging stations

weather stations

|                  |                                                         |                                                       |
|------------------|---------------------------------------------------------|-------------------------------------------------------|
| OUR MAIN FOCUSES | 10 570 \$<br>to the Charitable Foundation "Tabletochky" | 5200 \$<br>to the Charitable Foundation "Kryla nadii" |
|------------------|---------------------------------------------------------|-------------------------------------------------------|

# Our volunteers

Our community of volunteers is great and numerous, more than 1400 people. Here we share only a couple of our volunteers' stories.

## SVITLANA YURCHUK

Senior HR Manager

“We processed over 750 direct requests from our soldiers”



Svitlana Yurchuk, HR Manager, works in the Help Ukraine administrative team. When the war unfolded, she had a broken clavicle, making it hard for her to take shelter in a bunker. So Svitlana went to Poland on February 25th.

*“I was struggling to decide whether to leave Ukraine because I wanted to help bring our victory closer. Then I thought about where I personally would be effective. So, on February 26th, when the ELEKS volunteer group was founded, I joined it, too”.*

Svitlana created a work chat group, and 20 of her colleagues joined it. **They processed requests and researched what goods were needed.**

In the beginning, it was a mess — everyone did everything. Then the responsibilities were split into categories: collecting requests, searching for goods, purchasing, logistics, distribution, accounting and finances.

## OLHA KLOK

Customer Success Director

“We purchased medical kits for 3,000,000 USD”



*“I began volunteering a long time ago. For the last ten years, I have helped those who cannot help themselves — children with serious illnesses, older people and homeless animals. But after February 24th, I changed my focus. I started to aid our soldiers”,* says Olha Klok, Customer Success Director.

**During the first days of the full-scale Russian invasion, she contacted her relative, a paramedic in Romania. As a result, she organised the delivery of unique meds and military equipment.** For this, she was personally honoured by the company commander and received a colourful printed document that you can now see at the entrance of the ELEKS office in Lviv.

After that, Olha decided to concentrate on medical kits with certified tourniquets. In February, they were still available in Ukraine, but in the next month and the following months, they became harder to find, and the volunteers decided to import them.

**“For the last eight months, we have bought several thousand medical kits amounting to over 3,000,000 USD.** Now I can recognise them in pictures and videos sent by soldiers from all areas of our long frontline. I got many messages from them confirming that our kits saved a hand, a leg or even someone's life. Is there anything more important?”, Olha said.



## NATALIYA STARAK

Head of Language School Office



“We made and distributed over 3,600 food packages”

When the full-scale war began, Language School Manager, Nataliya Starak, went to her father in Poland with her daughter, niece and dog. In March 2022, her father's car was accidentally hit by an ambulance car with a Swedish registration plate. Two women were inside; the man understood only the word “Ukraine” and asked Nataliya to speak with them.

*“It appeared they were volunteers from Sweden. They knew what was happening at the Ukrainian-Polish border and rushed out of their homes to help the refugees. Some people had only a few bags in their hands and didn't know what to do next. So, they needed everything”, Nataliya explains.*

The language barrier was the biggest problem for Swedish volunteers. The Ukrainians very often don't speak English. So, at that very car park, Nataliya had to work as an interpreter for the first time in her life. **She talked to a Ukrainian family over the phone, explaining everything to the Swedes.**

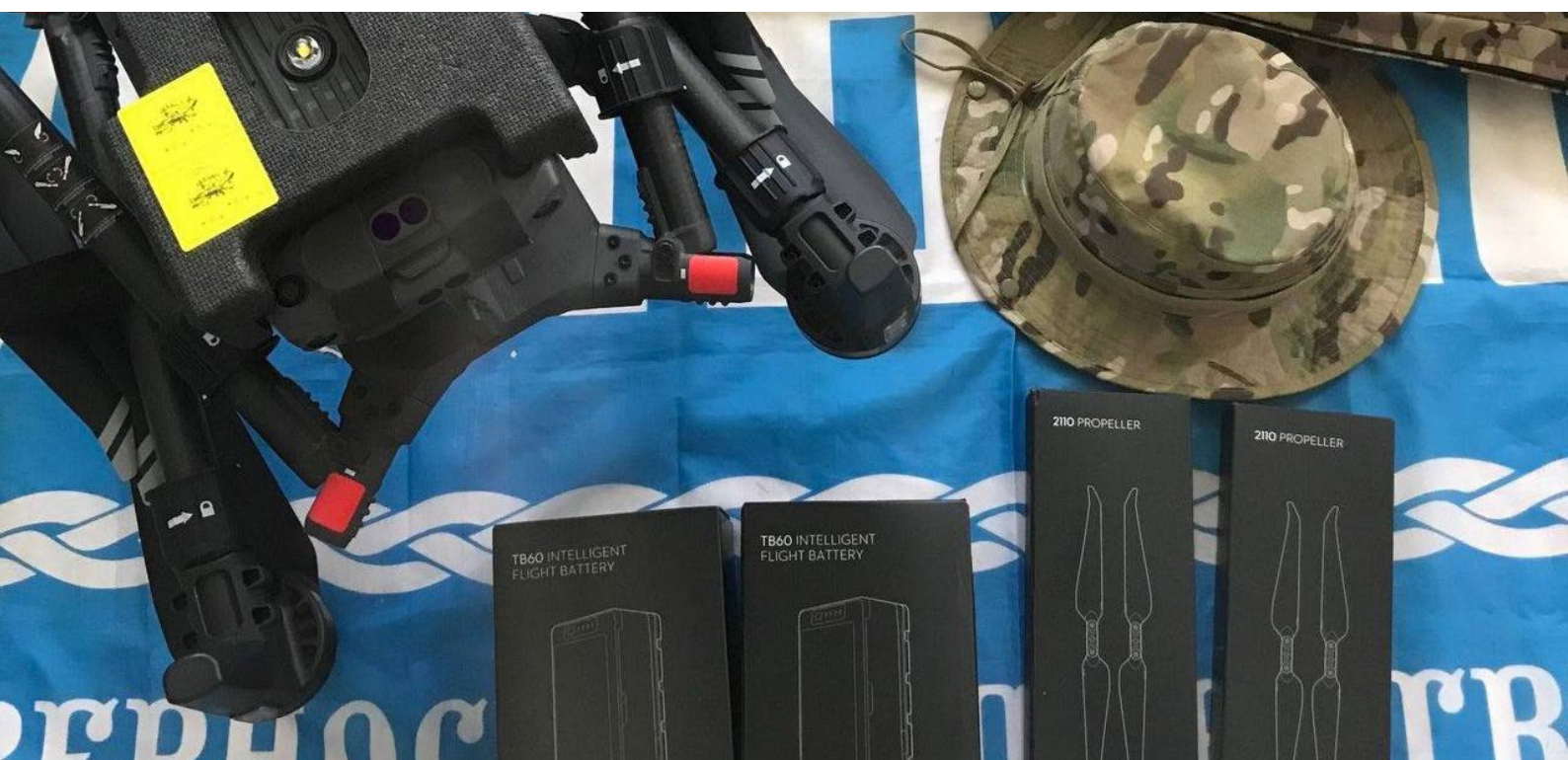
The next day, she met the rest of the Swedish team and joined the volunteers. Together they visited refugee camps in Poland and distributed food, meds, essential goods and toys for the kids.

The volunteer group has also organised **shuttle buses from Przemyśl to Stockholm**. Nataliya informed people in camps and shelters about shuttle transfers and helped with bus departures from Poland. **In total, they made 57 tours with 2,234 people on board.**

After that, the volunteer team **founded the OperationAid organisation**. However, the refugee flow has significantly decreased since mid-May last year, so Nataliya returned home in June. She started to help internally displaced Ukrainians who lost everything due to shellings.

*“We at OperationAid launched Food Boxes — food packages for victims of the Russian aggression. For this purpose, we raise funds in Sweden. Then, our teammate purchases groceries in Poland. He possesses a campus that was transformed into a refugee shelter this spring. He and shelter inhabitants, women and children, pack the food. There are 19 different items: grains, canned food, coffee, sweets, etc.”, Nataliya told us.*

Next, the volunteers deliver the boxes to Lviv. And from Lviv, they are distributed through towns and villages **in the Kharkiv, Donetsk and Mykolayiv regions. Since July, they have distributed 3,608 packages.**



## VITALIY TABAKA

Senior Software Developer

“We buy equipment at 30–40% lower prices”

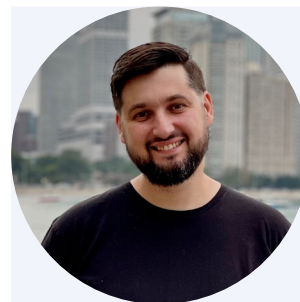
Vitaliy Tabaka, a Senior Software Developer, has lived and worked in Chicago since 2021.

*“On February 24th, we were shocked like all Ukrainians and followed the news the whole day. During the next two days, we cooperated with other specialists from the Chicago office and purchased vests and helmets. We learned about local volunteers who founded a charity fund and sent them goods for Ukraine”, Vitaliy said.*

Then, Vitaliy and two of his ELEKS colleagues decided to get directly involved. They helped Ukrainian specialists

who joined the army, which is how they started to ask friends who flew to Ukraine to take suitcases with them containing sought-after items.

*“We also offered our Ukrainian colleagues to come to Chicago, if possible, and take some bags with goods for guys in Ukraine. And people took 50 to 60 suitcases at once. Our record was 92 suitcases. We always feel international support. Our American partners and customers aren’t indifferent, either: they always wonder how we are doing and make donations. Volunteering unites people”.*



## OKSANA BRYNDZAK

Employee Relations Specialist

“During the first two months, we just unloaded trucks, made nets and cooked energy bars”

*“On the morning of February 24th, I went to the volunteer kitchen in Prosvity Street in Lviv. That whole day I spent peeling garlic. I had to apply myself to something and accept a new reality. In that kitchen, I met several friends who asked why I was there. They said I must do what I can do best — unite people”, Oksana recalls.*

So, on February 25th, she went to the ELEKS office. There was already a shelter for colleagues and their families from other Ukrainian cities. Oksana decided to be a coordinator: she helped displaced persons settle in the city and receive humanitarian aid from Poland and other countries.

**On February 28th, she created Telegram chats: humanitarian aid for volunteers who helped by unloading the buses and Autohelp** for people who could help with logistics.

Then, on March 1st and 2nd, in the ELEKS office, Oksana and her colleagues launched an open space where people made camouflage nets. Every day, 15–20 people worked there. These were IT specialists, their family members and friends.

*“Simultaneously, I coordinated another project — energy bar production for the military. A friend of mine made them, and I helped her find volunteers for her kitchen. The guys from the Autohelp chat provided us with the required ingredients on a daily basis”, she says.*

**And the office “base” continued receiving foreign humanitarian aid.** Several times, trucks full of food and hygienic items arrived between 2 and 3 a.m. So they had to rapidly coordinate people who lived in the office shelter and could unload the trucks.





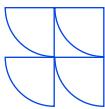
VOLUNTEER  
MOVEMENT

Specialists who independently conduct volunteer fundraising within ELEKS, purchase the necessary items and transport them for transfer to our defenders and all those who need it.

+31  
470 requests fulfilled



MILITARY GEARS  
104 (+6) requests



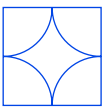
EQUIPMENT  
165 (+12) requests



HUMANITARIAN AID  
48 requests

IN PARTICULAR, PURCHASED

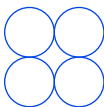
- 91 (+1) Thermal imagers
- 288 Radio stations
- 1800 (+1) Bulletproof vests
- 90 Helmets
- 122 Tablets and smartphones
- 49 (+8) Drones
- 11 Weather stations
- 16 150 Medical tourniquets
- 83 (+9) Cars
- 161 Car batteries
- 5 (new) Anti-drone rifle
- 150+ (+4) Power banks
- 32 (+4) Sights (different types)
- 10 Range-finder
- 4 Ambulance car
- 26 Active headphones
- 105 Tactical military backpacks
- 16 Heaters
- 60 Sleeping bags
- 177 Winter military footwear
- 2 (new) Starlink systems



MEDICATIONS  
46 (+2) requests



PHYSICAL ASSISTANCE  
8 (+1) requests



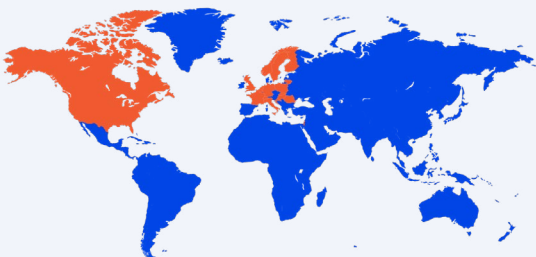
OTHER  
99 (+10) requests

Total funds raised +118 853  
1 584 295 \$

Humanitarian aid  
430 tons

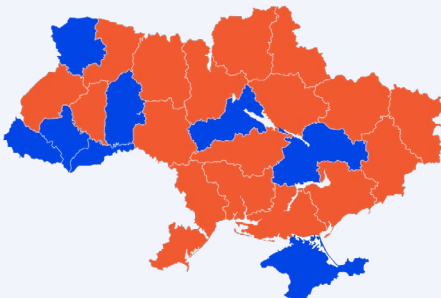
ASSISTANCE FROM ABROAD

- |                |             |                   |
|----------------|-------------|-------------------|
| Belgium        | Hungary     | Poland            |
| Canada         | Israel      | Romania           |
| Croatia        | Italy       | Sweden            |
| Czech Republic | Lithuania   | Switzerland (new) |
| Finland        | Netherlands | United Kingdom    |
| France         | Norway      | USA               |
| Germany        |             |                   |



COVERAGE OF THE REGIONS OF UKRAINE

- |            |            |            |
|------------|------------|------------|
| Kyiv       | Kirovohrad | Poltava    |
| REGIONS:   | Kharkiv    | Rivne      |
| Chernihiv  | Kherson    | Sumy       |
| Chernivtsi | Luhansk    | Ternopil   |
| Donetsk    | Lviv       | Vinnytsia  |
| Kyiv       | Mykolaiv   | Zaporizhia |
| Kirovohrad | Odesa      | Zhytomyr   |



# Cooperation with partners

## MINISTRY OF DEFENCE OF UKRAINE

ELEKS' contribution to Ukraine's defence has been marked by the multiple awards from the Minister of Defense of Ukraine, presented to us by Colonel Oleksandr Pravdyvets – head of expert group Directorate of Digitalisation, Digital Development, Digital Transformations and Cybersecurity in the Defense

Sector of the Ministry of Defense. This award is a symbol for us of what's possible if organisations are galvanised to bolster Ukraine's incredible military, and we will continue to **strengthen our financial and technical support of our home country** as far as we can.

In 2022 ELEKS donated  
**668,920 USD** to the Ministry  
of Defence of Ukraine

*ELEKS' IT specialists have provided expert consultation, services and equipment that have strengthened our country's defense. This kind of partnership is priceless for Ukraine's military department.*

Colonel Oleksandr Pravdyvets





## COME BACK ALIVE FOUNDATION

Two years ago, we began working with the Come Back Alive Foundation. And, since the Russian invasion began, we've targeted resources at up-scaling its development. We believe that these efforts, along with our continued support of the Armed Forces of Ukraine, will help to secure our nation's victory and a bright future for its people.

In total, in 2022 ELEKS donated **686,000 USD** to the Foundation.





## HEROIAM SLAVA, ESTONIAN NGO

When Estonian NGO, Heroiam Slava, initiated a purchase of two high-quality Threed EOS C VTOL surveillance drones for the Special Operations Forces, ELEKS donated 252,000 EUR, covering the biggest part of its costs. The balance of 133,000 EUR was raised by Estonia's incredible citizens and businesses.

Jaak Ennuste, Co-founder of Heroiam Slava and IT entrepreneur, explains, "Ukraine needs eyes in the sky to expel its occupiers. Threed is one of the world's leading surveillance drones, and it has already proven itself on the battlefield for 7–8 years".

The balance of **133,000 EUR** was raised by Estonia's incredible citizens and businesses.

*The sincerest thank you to the whole ELEKS team and the people and businesses of Estonia, who've supported the purchase of Estonian Threed surveillance drones for the Ukrainian Special Operations Forces. We named our 'birds', which have the power to disclose our enemies' coordinates, Elvy and Ay Petri. Elvy in honour of Elvy Kalep, the first Estonian female pilot, and Ay Petri, a significant landmark in Crimea. We know they will return home soon!*

**HEROIAM  
SLAVA**

**Jaanika Merilo, Head of ELEKS Tallinn Office  
and Co-founder of the NGO Heroiam Slava**





# Environmental Sustainability



We at ELEKS understand that our activities have both direct and indirect environmental impacts and see the protection of the environment as an integral part of good business practice.

**We are committed to improving the company's environmental sustainability performance for the benefit of our specialists and community.** For this reason, we have been committed to the "ECO Eleks" initiative since 2017, the objective of which is to improve ELEKS' environmental performance by various means.

## ENERGY SAVING

---

ELEKS Specialists are asked to turn off their PCs and all other electrical devices if possible as they are leaving the office, to save energy during the non-working time.

## PAPER SAVING AND RECYCLING

---

ELEKS Specialists are encouraged to exchange information in a digital mode, to avoid overusing paper for printing purposes. All wasted paper is collected into separate boxes located next to printers for its further recycling and reuse. We also encourage people to use less napkins and paper towels.

## WATER SAVING

---

Faucet aerators and low-flow shower heads are used at offices to ensure the most efficient and thrifty water use within the company buildings.

## BATTERY RECYCLING

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Eleks provides facilities for ELEKS Specialists to bring in their waste single-use batteries so they can be collected for further recycling.

## MAKE UKRAINE CLEAN

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We take part in cleaning events every year in spring. All our Ukrainian offices take part in cleaning/litter removal of public spaces.

## PLANTING TREES

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Every year ELEKS Specialists are involved in tree planting activities in the local community.

## WASTE SORTING

---

We have waste sorting boxes in all Ukrainian offices since June 2017. We encourage people to sort plastic, glass and paper that enables us to utilize the waste more carefully. We regularly arrange events dedicated to sorting rules and have posters with sorting tips.

## KNOWLEDGE SHARING

---

We regularly hold events and lectures on the topic of waste sorting, recycling, and sustainable consumption.

# About the report

This report represents key sustainability initiatives and results based on data for the period from January 1, 2022, through December 31, 2022.

ELEKS has reported the information cited in this GRI content index for the period stated above with reference to the GRI Standards.

Please address questions regarding this report and corporate social responsibility to Employee Relations Team by addressing the enquiries to [employee.relations@eleks.com](mailto:employee.relations@eleks.com).

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# About ELEKS

ELEKS is a global software engineering and technology consulting provider. For more than 30 years, we have built custom software solutions that support the business growth of our clients.



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