

Business

Ethics

Social Impact

Sustainability

Environment

CORPORATE **SOCIAL** RESPONSIBILITY

2024-2025

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WHO WE ARE

About us

Softengi is a team of enthusiasts deeply excited about innovations.

We are a Digital Transformation Company with more than **30 years of experience in the IT industry**. Having succeeded in the digital transformation of our own company, we are uniquely positioned to transform yours effectively. With **over 2000 projects successfully delivered to our clients**, we understand how to comprehend your business needs, address challenges, and provide tailored solutions.

Softengi leverages best practices and adheres to the highest development standards.

This fact was recognized by our clients, who voted us as one of the top 100 global IT companies ten times, according to IAOP. Our commitment to information security standards has been approved by internationally recognized certification ISO/IEC 27001:2022. We also confirmed our excellence in Quality Management System, verified by ISO 9001 Certification.

People are the cornerstone of Softengi's performance. Our strong and friendly team consists of **300+ dedicated professionals**. Their commitment and inspiration allow for the creation of exceptional new solutions.

Everyone at Softengi is a first-class specialist. QA Engineers, Software Developers, Solution Architects, DevOps Engineers, Team Leads, Project Managers, 3D Artists, Game Designers, UI/UX Designers, Graphic Designers, Quality Control Engineers, and IT Business Analysts have confirmed their competence with certifications and awards.

Mission

Softengi delivers your success. Our mission statement emphasizes the overall success of our clients by allowing them to achieve more. This approach includes optimizing business processes, creating better products, and reaching core goals more efficiently through digital transformation. The client's vision can become a reality through effective and sustainable development.

Softengi in numbers



2000+

Successful Projects



30+

Years in the Industry



300+

Qualified Specialists



10 times

Top 100 Global Outsourcing
List by IAOP



50+

Countries We Work With



Swiss AI

Association Partner



NVTC

Member



Top 30

ML Company in the World



Top App

Development Company
According to SoftwareWorld



Top IoT

Company According
to GoodFirms



Top VR/AR

Company According
to DesignRush



Top AI

Company According
to Clutch



**Microsoft
Partner**

Official Cloud Solution Provider



**Area Science
Park**

Member in Trieste



What Corporate Social Responsibility (CSR) means for us

Sustainable Development Goals (SDGs)

At Softengi, we believe that every digital business is capable of making a difference. We can positively impact the environment, social life, economic growth, ethics, and philanthropy.

We contribute to building a better world. SDGs (Sustainable Development Goals) ratified by the United Nations are an integral part of our business culture. We adhere to Sustainable Development Goals, just like thousands of other businesses that took up the path of corporate social responsibility.

Among the 17 Sustainable Development Goals, Softengi focuses on innovations and infrastructure, responsible consumption, climate change, and gender equality. We apply them as an integral part of our Corporate Social Responsibility.

We joined the **UNDP Global Compact** and now we are happily obliged to follow sustainable goals and apply them in everything that we do.



To emphasize our devotion to sustainable software development, Softengi signed a **Memorandum of Understanding with the Swiss AI Association** to promote AI-driven technologies in the country. As a trendsetter in implementing sustainable solutions based on large language models and computer vision in biotechnology, Softengi helps the Association draw public attention to the benefits of using technological advancements in medicine.

Acknowledging the growing potential of the European IT landscape, the company joined Area Science Park in Trieste - a dynamic community at the intersection of innovation, science, and technology.

As an Official Microsoft Partner and Cloud Solution Provider (CSP), Softengi is now positioned to deliver more comprehensive and personalized services to European customers, with a focus on Poland and Italy.

We recognize the need to maintain and improve the social and environmental conditions around us. Our company is dedicated to supporting positive change in the quality of life and business development.

Environment

By developing digital solutions, we aim to make a significant contribution to improving the environment worldwide. As members of the global community, we recognize our role in implementing corporate social responsibility practices at all levels.

That is why our daily operations are subject to the following principles:

- Maintain a corporate environmental policy and set standards to operate in an environmentally responsible manner, with additional emphasis on minimizing adverse environmental impact.
- Comply with all applicable standards and regulations regarding our operations and products, as well as continually integrate the tech industry's best practices.
- Discontinue technologies and processes that pose an environmental risk, assisting state and public initiatives in their elimination or reduction.
- Preventively identify and evaluate environmental risks, and implement measures to eliminate or control them.

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- Promote awareness, accountability, and environmental responsibility among our employees, customers, partners, suppliers, and other stakeholders.
 - Support and invest in research and development of environmentally friendly industry programs.
 - Adopt energy-efficient practices within our offices, such as utilizing LED lighting, encouraging the use of natural light, and implementing smart heating and cooling systems to optimize energy consumption.
 - Promote a culture of recycling and waste reduction, motivating employees to minimize single-use plastics and properly dispose of recyclable materials.
 - Actively support remote work policies, reducing commuting-related carbon emissions.
 - Engage employees in sustainability training sessions to raise awareness about eco-friendly practices both in and out of the workplace.

Our **Climate Change Consulting** service helps our socially responsible clients receive thorough ecological consulting for their businesses. We focus on supporting ecological initiatives, as they are crucial for our prosperity.

We will continually review opportunities to improve our environmental performance by establishing goals and constantly measuring progress. Examples of improvements include eliminating paper-based document workflows, working remotely, and other similar processes.

General data protection regulation

Softengi follows **Personal Data Protection Policy** to preserve the personal data of employees, clients, and suppliers in accordance with applicable requirements of Ukrainian legislation and international laws.

Fundamentals of our Personal Data Protection Policy:

- Personal Data (PD) must be processed legally, reasonably, and transparently.
- It should be collected and processed in the future only for specific and legitimate reasons.
- The amount of Personal Data must be adequate, meaningful, and limited to the purpose for which it has been collected.
- Personal Data must be correct, factual, and original. If Personal Data is not relevant, it must be deleted or corrected immediately.

- Personal Data must be stored in a form that allows the identification of the person, but only during the period that is necessary for processing the Personal Data for such purposes.
- By taking appropriate technical and organizational measures, Personal Data has to be processed in a way that provides the client with safety protection from unauthorized processing, as well as accidental loss and damage.

We apply the same principles to the solutions we develop to meet the **GDPR requirements**.

Anti-corruption policy

To maintain its good reputation, **Softengi adheres** to honesty and decency in management methods and our business relationships. Company staff, officials, directors and participants, representatives and agents, or other persons acting on behalf of and in the interests of the Company in their activities and relationships with business partners, as well as central and local authorities, are guided by the principle of "zero tolerance" to any manifestations of corruption. We take all measures provided by law to prevent, identify, and counteract corruption and related actions.

Softengi prioritizes transparency and accountability in its organizational practices according to ISO 26000 standards. We've enhanced our internal audit procedures, ensuring regular external financial audits to maintain financial transparency with stakeholders. Additionally, we provide open access to financial performance data for both employees and key clients. Our company also launched a leadership training program to ensure all levels of management are aligned with our ethical guidelines.

The Company ensures the development and implementation of activities that are necessary and sufficient to prevent, detect, and counteract corruption in its activities. The Anti-Corruption Policy reflects the commitment of the Company and its management to high ethical standards and principles of conducting transparent and honest business, as well as the Company's desire to improve the corporate culture, adhering to the best practices of corporate governance and maintaining the business reputation of the Company at the highest possible level.

Our practices with clients and partners are guided by fairness, clarity, and innovation. Softengi always seeks feedback from clients who can provide real-time input on ongoing projects. This allows us to adapt to their needs and implement improvements quickly.



Softengi has committed itself to the following objectives:

- Minimizing the risk of involvement of management and employees of the Company in corrupt activities regardless of their position.
- Building a uniform understanding of the Company's policy on intolerance of corruption in all of its forms and manifestations among the counterparties, employees, and other persons.
- Informing all employees about the basic requirements of the anti-corruption legislation, which can be applied to the Company, its management, and its employees.
- Establishing the obligations of the employees to know and respect the principles and requirements of this Policy, the key norms of the applicable anti-corruption legislation, and to participate in activities undertaken to prevent corruption.



ACHIEVEMENTS



Smart office and waste optimization

IoT-powered office space

We see a digital transformation not only as part of our mission but as a core philosophy. That is why we offer clients only those technical solutions that we implement for ourselves.

When facing complex operational issues, **we solve** them by relying on our extensive technical expertise. For example, we created **an augmented office solution** that combines the best modern technologies – IoT & XR – to provide our employees with a comfortable and safe working environment. This solution was created for all our team members who were forced to work remotely due to the war in Ukraine.

A smart office is essentially **a digital twin**, which is a 3D replica of a facility created in augmented reality. It means a user can see a 3D model of the whole office using a smartphone or a tablet. Softengi's **IoT-powered** smart office implies having a physical workspace enhanced by sensors that collect vital information such as visitors, temperature, humidity, and CO2, transforming this data into analytics.



Office sustainability

We believe that **smart meters** should eventually be installed in every premise on the planet. Resource consumption optimization is how we, as a digital transformation consulting company, can invest in achieving sustainable goals.

Leading by example, we have installed smart meters in our office. They are created for **reading, accumulating, and storing information in real time, warning about energy losses, and even monitoring the quality of utility resources.**

Microcontrollers with autonomous power supply for 5-10 years are a distinctive feature of smart meters. In addition, radio channels are used to transmit information unidirectionally and bidirectionally (transmission and reception) via the Internet or in other ways.

Electricity and water smart meters have a pulse output that sends the information to a smart home application. It is a more outdated version of meters, which only sends yes/no signals after consuming a certain amount of electricity and water. **Some clients prefer more up-to-date smart meters that require an Internet connection to process the data.**





Volunteering

Ukrainian army support

Since the beginning of **Russian military aggression against Ukraine** on February 24, 2022, Softengi has been making an ongoing effort to financially support the Ukrainian people, its army, and our employees affected by the war.

In partnership with volunteer organizations, our company has been helping frontline hospitals with medical equipment and supplies. This support is crucial for providing first aid to Ukrainian soldiers and saving the lives of the gravely injured before transporting them to safer locations for further medical treatment.

Softengi is constantly in touch with those of our **team members who moved to the front** to fight for the future of an independent and prosperous Ukraine. Fundraisers are held to collect the money needed to purchase vital military equipment and transportation for our brave defenders.



Charity initiatives

Supporting education and animal kindness

Softengi continues to contribute to meaningful causes by providing computer monitors and system units to the Dnipro Academy of Music, supporting both the educational process and the institution's administrative needs. At the same time, our team extends care beyond the classroom by helping with donations for the treatment and feeding of stray animals. These initiatives reflect our commitment to fostering both knowledge and compassion within the communities we serve.



Corporate gatherings that inspire, connect, and give back

Softengi introduced a new type of corporate event that broadens the horizons of a traditional social gathering, strengthening culture, inspiring coworkers, and creating lasting impact. The event incorporated charitable initiatives aimed at supporting the Armed Forces of Ukraine. This blend of team building and social responsibility highlights our belief that corporate activities should not only foster stronger collaboration but also contribute to the community. For Softengi, projects that merge exploration of Ukrainian culture with shared business values and social impact reinforce our commitment to building workplaces where engagement, responsibility, and purpose move hand in hand.





Quality management

We adhere to **ISO 9001:2008, 9001:2009, ISO/IEC 27001:2022**, and other quality assurance standards as a part of sustainable development and corporate social responsibility.

Softengi provides a wide range of services in the IT industry.

The key competence of our company is software development. We aim to achieve leading positions among Ukrainian and Eastern European companies in the sphere of high-tech software development and IT services provided for customers worldwide. Geographical coverage of our top-priority markets includes the USA, the Middle East, Italy, and European countries.



QA Policy reflects our company's goals. It is defined by the following key statements:

- We live up to the business expectations of our customers.
- We provide the full cycle of software development, from assessing our clients' business needs to the implementation of their tasks.
- We build transparent relationships with our clients and partners, ensuring process manageability and controllability at all stages.
- We take responsibility for the quality of our solutions and services.
- We constantly examine and apply modern technologies in the IT industry.
- We meet the requirements of project management (PMBOK) and agile development (SCRUM).
- We support and follow international standards of quality ISO 9001:2008 and national standards ISO 9001:2009.
- We organize and support the Company Information Security System in accordance with the ISO/IEC 27001:2022 standard.
- We have highly skilled teams and take care of the continuous professional growth of our employees through further education and certification.
- We provide an opportunity to fulfill the creative potential of our employees in terms of clients' projects and personal initiatives.
- We support, follow, and extend general working principles and QA Policy of our business holding, Intecracy Group.

To implement company objectives and QA Policy, a Quality Management System is applied and constantly improved within the company. It meets corporate business needs and complies with state and international quality management standards. Softengi directs all efforts to provide advanced and high-quality services continuously.



Personnel, diversity, and inclusion

Softengi adheres to the best practices of **the European Union, UN, and various international and internal regulations**, providing equal opportunities for all employees, regardless of gender, age, or affiliation with specific ethnic or religious groups. We respect human rights, diversity, and inclusion.

Softengi is engaged in promoting equal **economic independence for men and women, closing the gender pay gap, advancing gender balance in decision-making, and promoting gender equality beyond the EU.**

Workplace equality starts from recruitment and is implemented exclusively by searching for the necessary qualifications (without specifying any age, gender, or other limitations). Women make up **about 23%** of candidates, whereas salaries correspond to the average rates adopted by the company for the position held. **About 40%** of managers at all levels are women. In general, **35% of Softengi employees** are women. We aim to empower both men and women equally to make a significant impact in the IT world. **We believe that only through gender equality can ambitious development goals be achieved.**



The company recruits candidates with special needs or belonging to **vulnerable groups** (in particular, immigrants from the east of Ukraine and war veterans). In addition, the company participates in the implementation of social projects. For example, we are helping people with HIV and orphans.

Moreover, Softengi provides the necessary vacation days and other compensated non-working days related to religion, medical treatment, or other reasons specified by law. Key employees, including at least one project team representative, undergo additional specialized training to ensure equal chances and compliance with the EU recommendations.

We initiated **regular online meetings** and conducted surveys to gauge our employees' mental well-being. Those team members who require any kind of support, mental (e.g., psychological consultation) or financial (relocation to another country or a Ukrainian city), receive it promptly.

In the framework of Corporate Social Responsibility, our company focuses on the following areas:

- **Employee Well-Being.** We've introduced enhanced health insurance plans covering not only employees but also their families, including those working remotely or internationally.
- **Client Partnerships.** We've partnered with several of our clients on joint impact initiatives, such as providing technological support to create a Mental Well-Being Clinic.
- **Family Support.** Softengi also offers flexible work arrangements, allowing employees to better balance work and personal life, which has significantly improved employee retention and satisfaction.

We will continue delivering customer success and helping our clients reach their business goals. As long as we satisfy the needs of our clients in terms of quality of services and project delivery, our employees can enjoy a flexible working schedule that makes them feel motivated and safe.

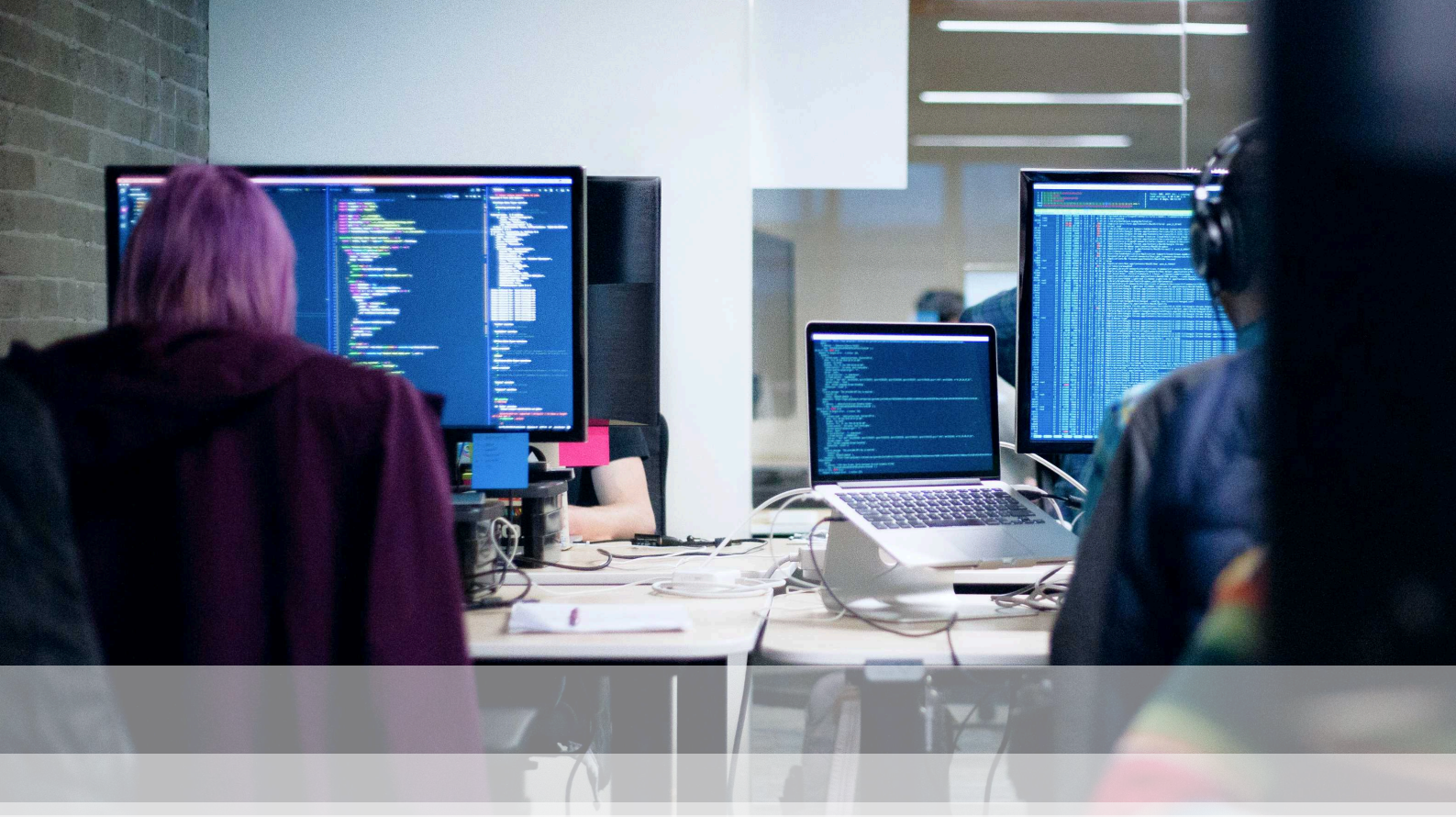


Other initiatives

Softengi is an international company with **strong bonds to our Ukrainian heritage**. As a socially responsible company, we support the Ukrainian people in an incredibly difficult time for the country.

Our company is actively engaged in developing and supporting the community. Softengi continued to actively support charitable fundraising and donations, including contributions to assist colleagues' relatives who are serving in the military. The company remains committed to aiding those in need through collective contributions and continuous support in difficult times.

Softengi will continue to **raise public awareness** about the situation in Ukraine, provide humanitarian aid, and donate money to charitable organizations.



Partners and continuing education

Employee education and training

Softengi expanded its STEM education programs, providing software development workshops for youth and offering scholarships for IT courses.

Our company offers English courses to its employees, helping them enhance their language skills for more effective communication with international clients. This initiative ensures smoother collaboration and strengthens the company's global relationships.

Softengi streamlined its onboarding and employee assistance processes with the help of a knowledge base powered by a GenAI chatbot, providing answers to the most common questions and getting the necessary information quickly and effortlessly.



In addition, Softengi increased its participation in international conventions and meetings by enabling more employees to represent the company on a global stage. This helps foster stronger partnerships and keeps the team at the forefront of industry trends and innovations.

Educational partnerships

We are very proud to take part in educating the new generations. This year, we continue cooperating with the [Taras Shevchenko National University of Kyiv](#). It is important for us to share our extensive IT knowledge and contribute to the education of the new generations of students.

At Softengi, we are convinced that **our best practices and expertise** can induce a change. We can make a positive impact on the entire industry by sharing our expertise with talented students. This is why we participate **in the post-graduate program of Information Technologies** for students pursuing their Master's and Doctorate degrees. We are honored to be one of the companies where promising specialists can make their first steps in software development as trainees, gaining new practical insights into their future careers.

Thank you for your attention

Softengi will continue to create innovative applications and products that **deliver the success of our clients.**