SOFTSERVE SUSTAINABILITY REPORT

2024

softserve

TABLE OF CONTENTS

2024 AT A GLANCE 4

OUR APPROACH TO SUSTAINABILITY 16

BELONGING AT SOFTSERVE 20

IT EDUCATION 46

EMPOWERING COMMUNITIES 58

ENVIRONMENTAL SUSTAINABILITY 72

OPEN EYES CORPORATE CHARITY FUND 84

APPENDIX 95

WELCOME WORD

At SoftServe, our values make us more than just a service provider—they are the driving force behind everything we do, empowering us to lead with purpose and create meaningful, positive impact. We take global challenges like climate change, belonging, and access to education head on - brought to life through our people, our expertise, and our innovative mindset.

WE ANCHOR OUR SUCCESS ON THREE MAIN FOCUSES. THE FIRST IS TO MAKE OUR CLIENTS SUCCESSFUL BY DELIVERING EXCEPTIONAL SERVICES. THE SECOND IS TO MAKE OUR PEOPLE SUCCESSFUL THROUGH GROWTH OPPORTUNITIES AND EDUCATION. AND THE THIRD IS TO KEEP INNOVATING EVERY DAY, BOTH IN HOW WE APPROACH OUR WORK AND IN OUR COMMITMENT TO CREATING A POSITIVE AND LASTING IMPACT.

As SoftServe continues to grow, so does our commitment to driving meaningful social change by embedding sustainability into the core of our business strategy.

We are powering our social purpose through our values and our deep commitment to the UN Sustainable Development Goals, as we work together to combat the most pressing global and local challenges. Our approach to sustainability is structured, strategic, and actionable. We don't just talk about ESG principles—we integrate them into every level of our operation, ensuring that our vision is translated into action.

By adopting sustainable practices, we enhance our long-term resilience, attract socially conscious clients and talent, and meet the expectations of stakeholders who prioritize business operations that are ethical and environmentally responsible. But more than that, we amplify our positive impact—bringing innovation to our clients and the world around us.

Thank you for being part of this journey. Together, we can make a difference.

TARAS VERVEGA
SoftServe Co-Founder and Board Member,
founder and Head of the Charity Fund "Open Eyes"

HARRY PROPPER
SoftServe CEO

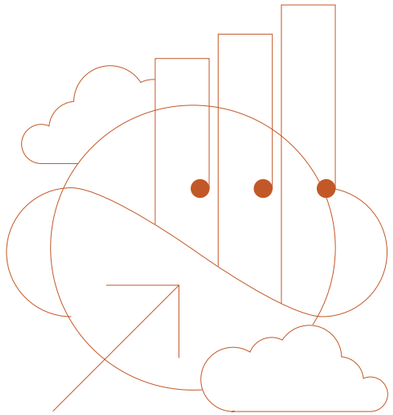
2024 AT A GLANCE

SHAPING THE FUTURE

ABOUT SOFTSERVE

SoftServe is a global IT consulting and digital services provider. Since 1993, we've been helping our clients worldwide to solve complex business challenges and achieve meaningful outcomes. Clients confidently rely on SoftServe to architect and execute mature and innovative capabilities, such as digital engineering, data and analytics, cloud, and AI/ML.

At SoftServe, we see sustainability as integral to client success and our broader responsibility to communities and the environment. We have transparently shared our progress for over a decade, turning commitment into action and building momentum for meaningful change.



17
new partnerships
+17% YoY

1,461
active projects
in 2024

AWARDS

Challenger in 2024 Gartner® Magic Quadrant™ for Custom Software Development Services

NVIDIA's 2024 Consulting Partner of the Year for EMEA

2024 Google Cloud Talent Development Partner of the Year for EMEA

HIGHLIGHTS

84 NPS

71 eNPS
16 points above the technology industry benchmark

10,414
associates around the world

1,373
new teammates welcomed

194
new logos
+19% YoY

54
offices in 17 countries

25
Sustainability and Employer Brand awards

GLOBAL LOCATIONS

HEADQUARTERS:
Austin, TX (USA)

DEVELOPMENT CENTERS:
Ukraine, Bulgaria, Poland, Romania, Mexico, Chile, Colombia

OTHER OFFICES:
USA, Canada, Italy, Malta, Spain, Germany, UK, UAE, Singapore, Sweden

ACCESSIBLE OFFICES

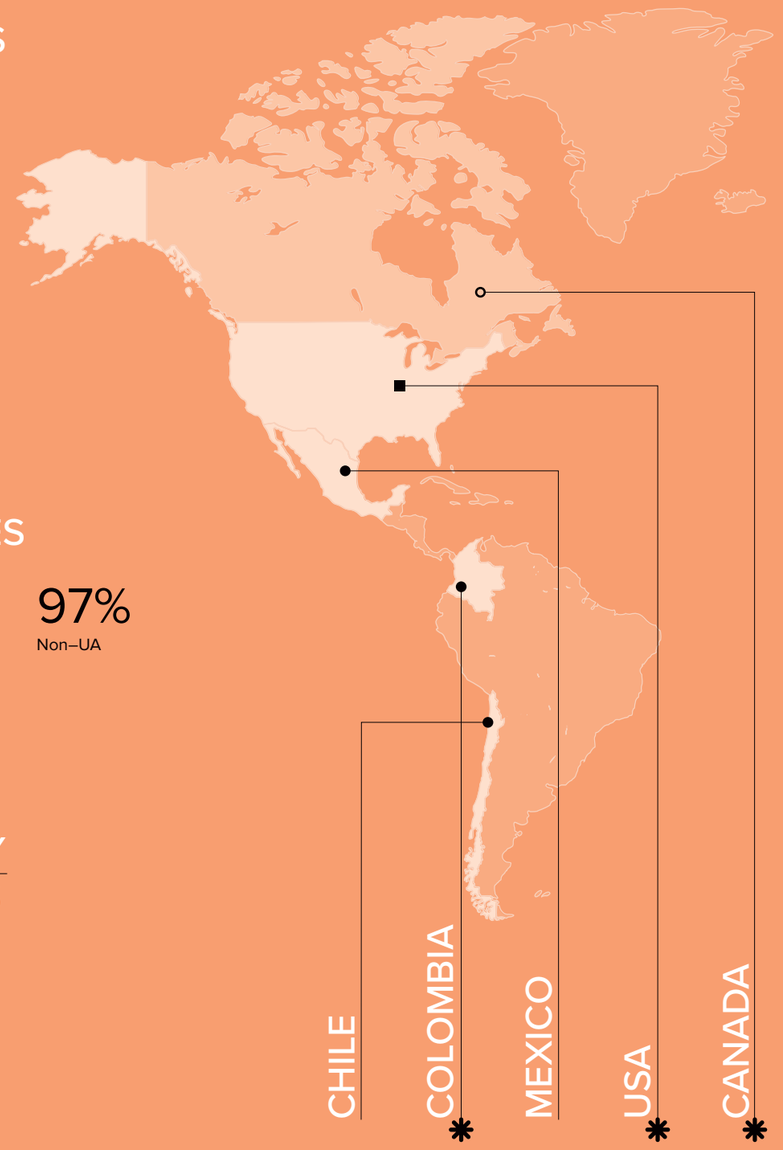
73%
of SoftServe's offices are accessible (+23% since 2020)

39%
UA

97%
Non–UA

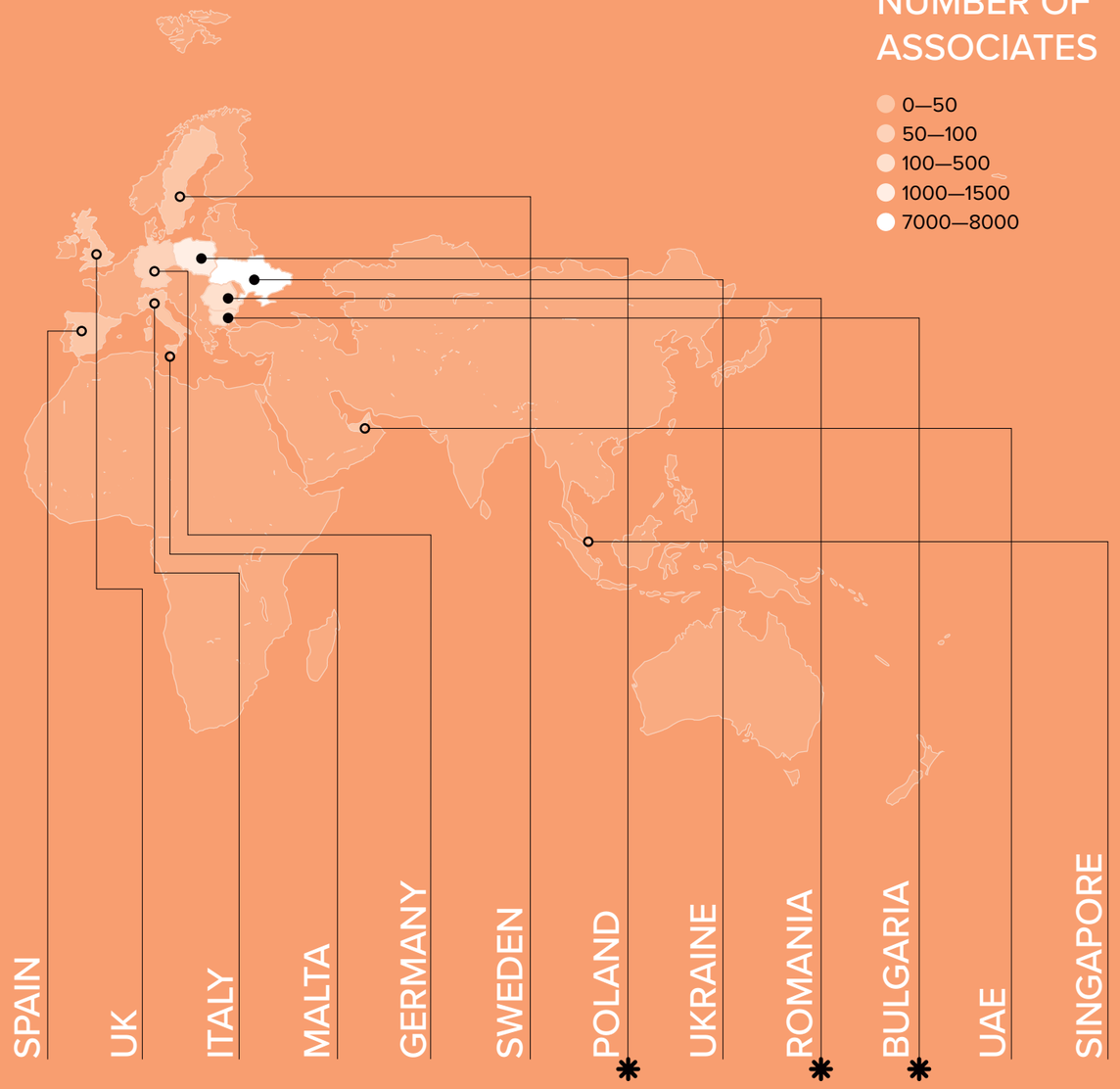
ENVIRONMENTALLY CERTIFIED OFFICES

Poland—6 (+2 YoY)
Bulgaria—1
Canada—1
Colombia—1
Romania—1
USA—1



NUMBER OF ASSOCIATES

- 0—50
- 50—100
- 100—500
- 1000—1500
- 7000—8000



2024 SUSTAINABILITY HIGHLIGHTS

ENVIRONMENTAL SUSTAINABILITY

Each year, SoftServe deepens our commitment to sustainability and climate action through new partnerships, targets and initiatives. In 2024, we joined the Science-Based Targets initiative (SBTi), setting measurable, science-aligned goals to reduce emissions. Our efforts focus on:

- Reducing energy consumption
- Transitioning to renewable and low-carbon energy sources
- Optimizing processes to minimize waste and use resources efficiently
- Promoting remote work and virtual meetings to significantly lower travel-related emissions

Scope 1-3 emissions reduced by

TAKING CARE OF OUR PEOPLE

Since 2020, SoftServe has cultivated a culture where well-being is both a personal responsibility and a shared commitment, supported through our well-being program. This year, we focused on empowering leaders to champion a culture of well-being. With the appointment of an Organizational Wellness Director, we systematically strengthen leadership communities and ensure leaders play a central role in creating a supportive and thriving workplace for all associates.

71 eNPS
16 points above the technology industry benchmark

5,700+
participants in well-being events globally

Best Company for young talents in Chile (Employers for Youth)

Great Place to Work certified (UK, Colombia)

BUILDING AN AI-READY CULTURE

SoftServe not only supports clients in adopting cutting-edge AI technologies, but we also invest in equipping our associates to adapt to these advancements through our GenAI Lab. Recognizing the cultural shift AI demands, we focus on fostering a mindset that sees AI as an enabler, not a threat.

Embedding Core Values:
Aligning trust and innovation with AI adoption fosters a culture ready to leverage AI.

Gen AI Community:
The GenAI Pathbreakers Community provides resources like digests, demos, and a portal to engage employees on the topic of AI.

Early Employee Involvement:
Including employees early on in AI initiatives, like developing an internal AI assistant, to ensure relevance and ownership.

Practical Learning:
Tailored learning paths equip employees at all skill levels to succeed in an AI-driven workplace.

SUPPORTING UKRAINE

For the duration of the full-scale war in Ukraine, SoftServe has stood alongside defenders, supported communities, and developed technological solutions for social initiatives. As one of the leaders in Ukraine for veteran programs, the company provides comprehensive support for reintegration and ensures ongoing assistance for veterans during their service.

132
ambulances handed over to medics in 2024

1000+
volunteers engaged in Open Eyes fund and OpenTech program

60,192
people evacuated in 2024

Awarded gold for Veterans at SoftServe Program in People Category (Global Compact Partnership for Sustainability Awards 2024)

WE VALUE INNOVATION: OUR BUSINESS EVOLUTION

As SoftServe adapts to evolving business landscapes, we have restructured to deepen customer engagement, strengthen core competencies in software development, digital transformation, and advanced technologies, and ensure sustained client success.

Our core principles are simple: make our clients successful, develop our teams, and innovate daily. These guiding principles have always driven us forward, and now, as we look forward, we recognize an opportunity to keep enhancing our services in line with the evolving marketplace needs.

Volodymyr Semenyshyn, former EMEA president who has been with SoftServe for over 18 years, now leads as Chief Revenue Officer (CRO). His team is focusing on strategic partnerships and business development.

CTO **Alex Chubay** has also taken on the role of Chief Delivery Officer, consolidating Delivery Units and Centers of Excellence to create unified, specialized capabilities in AI, R&D, platforms, and more.

Paolo Emilio Testa joined as Chief People Officer (CPO) to advance our people strategy, bringing 25+ years of expertise to unlock talent, drive innovation, and solidify SoftServe's reputation as a top global employer.

AWARDS & RECOGNITIONS

PARTNERSHIPS ACHIEVEMENTS & INDUSTRY RECOGNITION

- Challenger in 2024 Gartner® Magic Quadrant™ for Custom Software Development Services
- NVIDIA's 2024 Consulting Partner of the Year for EMEA
- 2024 Google Cloud Talent Development Partner of the Year for EMEA
- Inaugural Partner of Amazon Web Services (AWS) for Generative AI launch
- Major Contender in Everest Group's 2024 Lending IT Services Peak Matrix® Assessment
- Partnered with Prefixa to Advance Space Exploration Using Digital Twins Technology
- Earned Services Implementation Specialization from Stripe Partner Ecosystem
- Achieved 2024 SOC 2 Type 2 Report for Enhanced Data Security

GLOBAL

- Gold for Tse Solution Podcast on OpenTech Pro Bono Projects (Globee Awards 2024)
- Silver for Use of AI in Marketing for AInair: Fortune Teller of the Metaverse (Globee Awards 2024)
- Silver for Best Charity or NGO Program (Corporate Engagement Awards 2024)
- Employer Branding Star (Employer Branding Institute)
- Bronze at DaVita Hackathon for Innovative Healthcare and Pediatrics Ideas
- Business Analysis Advancement Award (International Institute of Business Analysis)
- Grand Prix and Two Challenge Wins at NATO TIDE Hackathon 2024 by Team Valkyrie-1
- Highly Commended for Best Use of Training at Engage Awards 2024 for EmpowerU Program

CHILE

- Best Company for young talents (Employers for Youth)

UK

- Great Place to Work certified

BULGARIA

- Diversity and Inclusion for EmpowerU (Employer Branding Awards by b2b Media)
- #TechElite in Technology for Good (DevStyler Awards)
- Winner in the Companies Category (Annual Heroes-2023 Awards by TimeHeroes)

COLOMBIA

- One of the best companies for women at work (Employer For Youth FEM)
- Great Place to Work certified

MEXICO

- Best Place to Code (2024 Ranking of Best Companies to Work for in Technology)
- Top 10 in the 2024 Super Empresas Ranking (Grupo Expansión)
- Recognized as One of the Most Prominent Responsible Companies (Expansión)

POLAND

- White ESG Leaf Award (Polityka magazine)
- Forbes Diamonds 2024: SoftServe Poland Recognized Among Most Dynamically Developing Companies

UKRAINE

- Gold for Veterans at SoftServe Program in People Category (Global Compact Partnership for Sustainability Awards 2024)
- Winner of the Ukraine Charitable National Award for Contribution to Education for EmpowerU and Generation Tech Programs
- Reputational Activists Award 2024 for Corporate Reputation Management (PR League)
- Special Recognition for Veterans at SoftServe Program (HR Pro Awards 2024)
- Social Project of the Year for Drive for Life: Okean Elzy Edition Charity Project (SUP Award 2024)
- Leader Among IT Companies within TOP-50 Employers (NV Magazine)
- Named Best Employer in Support for Veterans and Their Families, Material and Non-Material Motivation, and Employee Well-Being categories (NV Media)

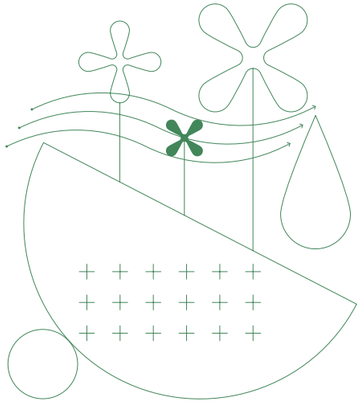
OUR APPROACH TO SUSTAINABILITY

OUR WILLINGNESS TO HELP IS CARING FOR A SUSTAINABLE FUTURE

We approach sustainability through the lens of our values, supported by structured and systematic actions that embed environmental, social, and governance (ESG) principles across our operations. With full leadership endorsement, sustainability is more than an aspiration—it is a core practice woven into every level of our organization.

By adopting sustainable practices, we strengthen our resilience, attract socially conscious clients and top talent, and meet the growing expectations of stakeholders who value ethical and environmentally responsible business practices.

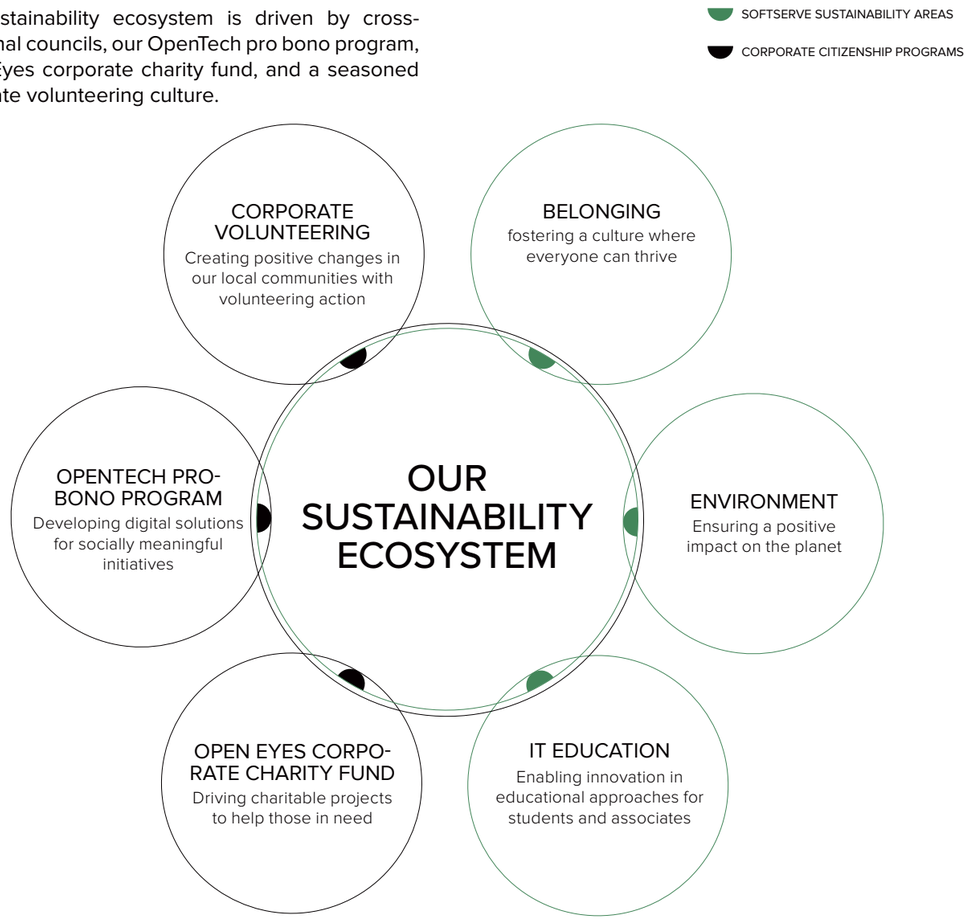
WE AIM TO CONTRIBUTE TO A WORLD WHERE TECHNOLOGY AND SUSTAINABILITY THRIVE TOGETHER.



SoftServe is a member of the United Nations Global Compact, and we contribute to the following **UN Sustainability Goals**

SUSTAINABILITY ECO-SYSTEM

Our sustainability ecosystem is driven by cross-functional councils, our OpenTech pro bono program, Open Eyes corporate charity fund, and a seasoned corporate volunteering culture.



BELONGING AT SOFTSERVE

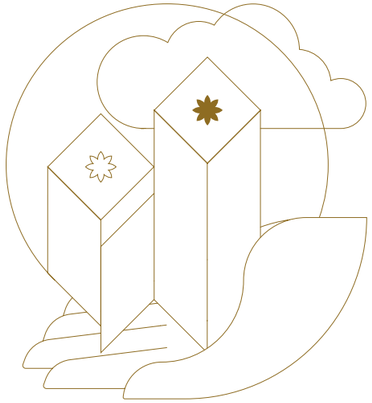
FOSTERING BELONGING AND EMPATHY IN OUR WORKPLACE

At SoftServe, we believe that belonging is the foundation of a thriving, inclusive, and human-centered business environment. It's not just about being present — it's about feeling valued, safe, and supported in all aspects of life and work.

IN 2024, WE DEEPENED OUR FOCUS ON CREATING A CULTURE WHERE EVERYONE CAN BRING THEIR FULL, UNIQUE SELF TO WORK. SOFTSERVE CONTINUED EMBEDDING INCLUSIVE PRACTICES ACROSS THE ORGANIZATION — FROM LEADERSHIP DEVELOPMENT TO INITIATIVES THAT SUPPORT PEOPLE FROM ALL BACKGROUNDS.

Programs like EmpowerU expanded access to education for people from vulnerable groups globally, while strengthening veteran support efforts in Ukraine reflected our care for diverse community needs. We also advanced our well-being strategy by focusing on mental, emotional, physical, social, and financial health, engaging leaders to champion it within their teams.

Belonging is built through daily actions — and at SoftServe, we're committed to fostering an environment where every associate has the tools, support, and trust to thrive.



AWARDS & RECOGNITIONS

Great Place to Work. certified (Colombia and UK)

Expansión — Top 10 in the 2024 Super Empresas Ranking by Grupo Expansión (Mexico)

NV New Voice — Among TOP-50 Employers in Ukraine by NV magazine (Ukraine)

United Nations Global Compact — Gold Winner at Global Compact Partnership for Sustainability Awards 2024 in Ukraine for Veterans

EFY. Employers For Youth — Best Company for young talent by Employers for Youth in Chile

EFY. Employers For Youth — One of the best companies for women at work in Colombia by Employer For Youth FEM

HIGHLIGHTS

200+
members of Employee Resource Groups globally

166
graduates from EmpowerU courses globally

9.8 NPS
for Veterans at SoftServe program

80
Inclusion score in Peakon
15 points above the tech industry benchmark

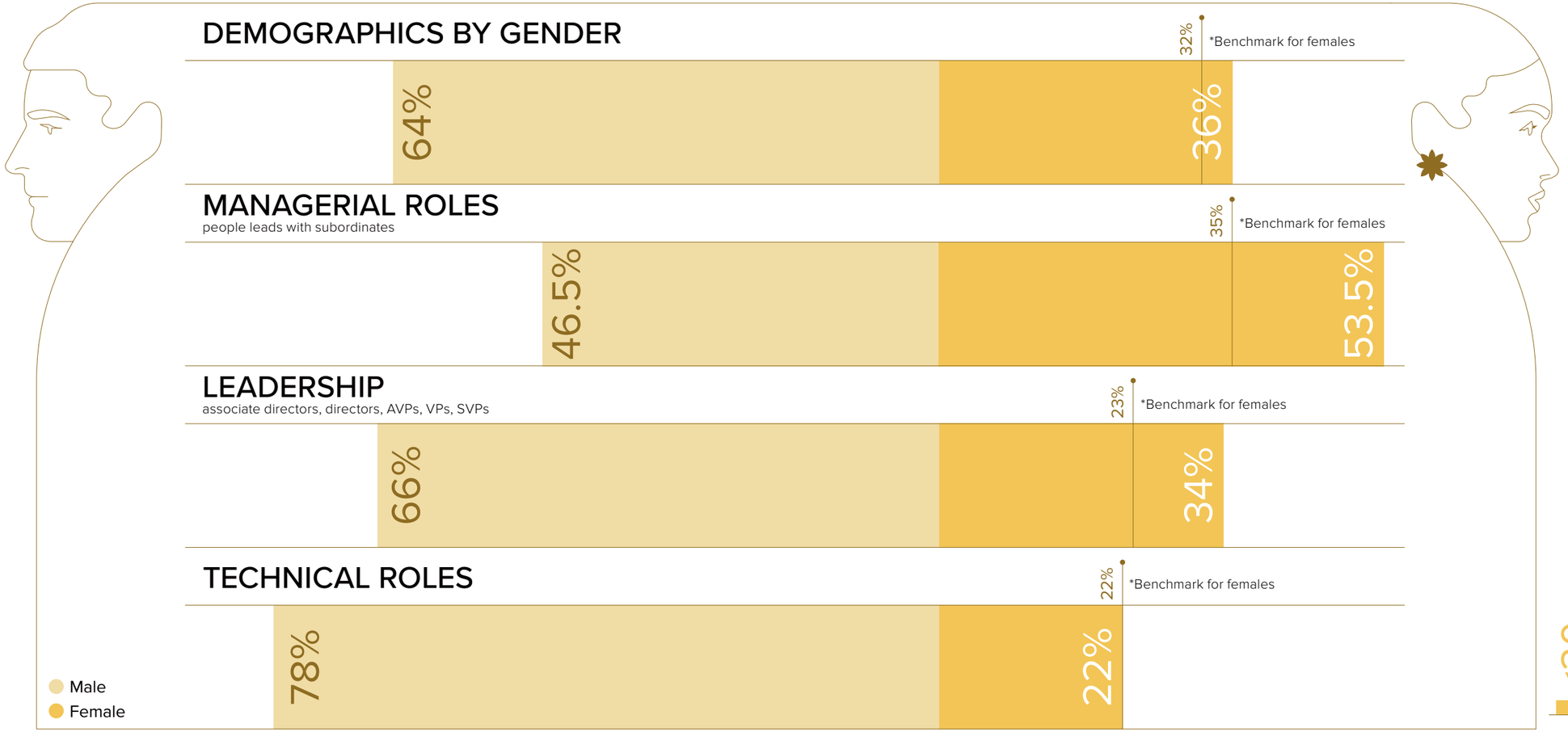
71 eNPS
16 points above the technology industry benchmark

70
Health and Well-being score in Peakon
10 points above the technology industry benchmark

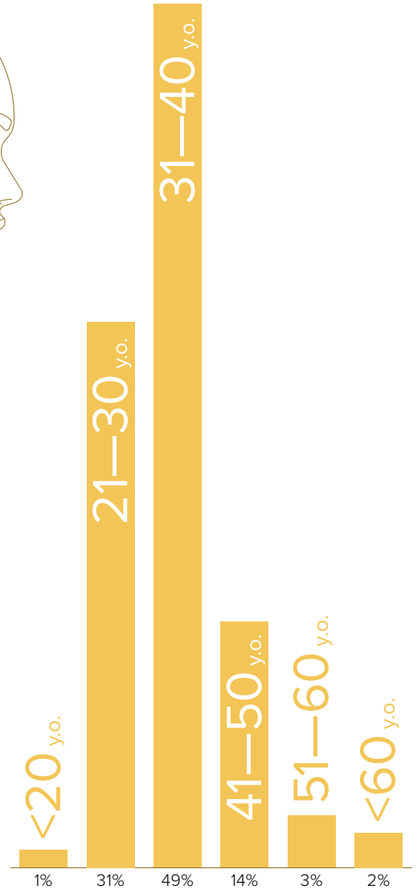
95.8%
retention rate
+ 16.8% YoY

SOFTSERVE DEMOGRAPHICS

DEMOGRAPHICS BY GENDER



WORKFORCE DISTRIBUTION BY AGE



** Benchmarks according to World Economic Forum Global Gender Gap Report 2024

SHAPING A CULTURE OF BELONGING

In 2024, we launched a series of in-house training sessions designed to help our associates strengthen their understanding of inclusion and build everyday habits that reflect empathy, respect, and belonging. These learning experiences provide the foundation for fostering a workplace where everyone feels valued, supported, and empowered to contribute.

INCLUSION FUNDAMENTALS TRAINING

Developed in-house, this training equips associates with practical strategies to incorporate values of inclusion and respect into their daily professional lives

88%

of employees across the organization completed the training

MANAGER DEVELOPMENT

training for managers who are shaping the inclusivity of team dynamics and client relationships, designed to equip them with easy-to-implement strategies to foster healthy, inclusive environments.

57%

managers completed the training since October, 2024

EMBEDDING INCLUSION IN LEADERSHIP DEVELOPMENT

Inclusion is a core leadership skill. That's why our leadership programs feature dedicated live sessions focused on inclusive leadership, building diverse teams, recognizing and addressing bias, and fostering allyship. These sessions offer actionable insights to help every leader at SoftServe create a workplace where all voices are heard and everyone feels valued.

HONORING OUR AUTHENTICITY THROUGH SHARED MOMENTS

We mark key global awareness dates through campaigns and events that bring our global community together and reflect our values. In 2024, we honored International Women's Day, Pride Month, Accessibility Awareness Day, Tolerance Day, the International Day for the Elimination of Gender-Based Violence, and the International Day of Persons with Disabilities — recognizing and celebrating the diverse identities that shape who we are.

FOSTERING A SUPPORTIVE ENVIRONMENT

At SoftServe, we're committed to building a workplace where people from all backgrounds can truly thrive. One principle guides our efforts: nothing about us without us. Inclusion starts with listening — and ensuring that those most impacted by our decisions have a meaningful role in shaping them. By involving our associates directly, we're co-creating an accessible, respectful, and human-centered environment where everyone feels they belong.

FOR WOMEN is a unique way to connect, share, and learn from the brave and incredible women at SoftServe. The inspiring stories we share encourage each of us to keep striving in both our personal and professional lives. Having this openness, empathy, and safe space within the company is incredibly valuable.

Irene Ramirez
HR Senior Manager and member of the Resource Group FOR WOMEN, Mexico

RESOURCE GROUPS FOR WOMEN

These groups are dedicated to cultivating a supportive environment where women can grow, thrive, and achieve their potential. Open to all female employees and male allies, regardless of role or background, the groups serve as a platform for connection, collaboration, and empowerment.

200+
members globally

30+
events held

8 regions
Bulgaria, Colombia, EMEA, Mexico, North America, Poland, Romania, Ukraine

RESOURCE GROUP FOR PEOPLE WITH DISABILITIES

Inspired by enthusiasm and the action-oriented mindset of members of the Resource Group FOR WOMEN, we launched a company-wide Resource Group FOR PEOPLE WITH DISABILITIES and all who care about fostering a workplace accessible to all.

30+
members globally

6
group sessions in 2024

Workplace Without Barriers event held

GLOBAL ACCESSIBILITY AWARENESS DAY AT SOFTSERVE

Every third Thursday of May, the world marks Global Accessibility Awareness Day. To recognize the barriers people with disabilities face every day and help break them down, we hosted two weeks of events focused on accessibility. Six sessions covered disability etiquette, inclusive design, and web accessibility standards, raising awareness and driving change.

The Disabilities Resource Group is a testament to SoftServe's inclusive and diverse culture. Members support one another and illuminate the often-overlooked realities of people with disabilities. Our "Workplace Without Barriers" event, featuring speakers from this group, received very positive feedback. We look forward to making SoftServe an even more inclusive and welcoming company.

Iuliana Tatianina
Communications Specialist and member of a Resource Group For People With Disabilities, Poland

VETERANS AT SOFTSERVE PROGRAM

Since the onset of Russia's full-scale invasion of Ukraine, over 450 SoftServe associates have joined the Ukrainian Defense Forces, and tragically, four of our colleagues have given their lives defending their homeland.

More than 80 SoftServe defenders have been demobilized and returned to civilian life. We are committed to supporting defenders, both during their service and afterward, providing comfortable return and reintegration process for all veterans. We also have a program to support the families of our fallen colleagues, ensuring they receive assistance during difficult times.

In 2024, SoftServe established a dedicated Veterans' community—a safe, welcoming space for those transitioning back to civilian life and those veterans eager to support their colleagues to share experiences. This group also serves as a key focus area for crafting new procedures, launching benefits, and developing initiatives for service members within and beyond the company.

The Veterans at SoftServe program offers comprehensive support, including additional benefits for veterans, training for leaders and teams on working with veterans, educational opportunities in IT, and ongoing support for the Armed Forces of Ukraine. Nearly 1000 actively serving personnel, veterans and their families have enrolled in EmpowerU IT courses. Since the full-scale war began, SoftServe has allocated $53 million to support Ukraine.

9.8 NPS
of the Veterans at SoftServe program

67
participants of the Veterans community

AWARDS

Special recognition of Veterans at SoftServe program at HR Pro Awards 2024 in Ukraine

One of the best employers in Ukraine for the support for veterans and their families by NV media

EMPOWER U EQUAL CHANCE FOR ALL

Launched in 2023, the global EmpowerU program offers free IT courses through the SoftServe Academy, providing career development opportunities to individuals new to IT, regardless of prior experience. The program supports people from vulnerable groups, including women, people with disabilities, veterans, refugees, and others.

In 2024, EmpowerU introduced mentorship as a new feature to enhance career support. Graduates formed 40 mentorship pairs with SoftServe mentors, receiving guidance on career progression, building resilience, professional development, and advancing technical expertise in specialized fields.

"I truly valued the mentoring experience for its collaborative nature, mutual respect, and the invaluable insights provided by my mentor. It was an enriching journey, and I look forward to continuing these mentoring sessions with such excellent professionals.

Marly Dahiana Rodríguez Durango
Colombia

166
graduates from five groups in Ukraine, Poland, Colombia, Romania and Mexico

3
graduates from the EmpowerU groups in Ukraine joined SoftServe

AWARDS

Highly recommended by Engage Awards 2024 in the nomination Best use of Training with EmpowerU program

Diversity and Inclusion Award for EmpowerU program at the Employer Branding Awards by b2b media in Bulgaria

CULTURAL INTELLIGENCE TRAINING 2.0

In 2024, we updated our Cultural Intelligence Training to grow cultural competence at SoftServe. In this interactive training, our associates explored six real-life cases, learning to identify cultural values behind actions, connect meaningfully with people of diverse views, and enhance communication flexibility while respecting their own values.

SUPPLIER DIVERSITY PROGRAM

In addition to ensuring that all our suppliers are environmentally sustainable, having a diverse supply base, including small, minority-owned, women-owned, disadvantaged/disabled, and veteran-owned businesses, plays a vital role in driving entrepreneurship, strengthening communities, and fostering representation.

To expand our diverse supplier base, we launched training programs for internal buyers, equipping them with the knowledge and tools to engage effectively with diverse suppliers and appreciate their impact. Our commitment is embedded in the Supplier Code of Conduct, which sets clear expectations for ethical practices and regulatory compliance.

6,445
associates have completed Cultural Intelligence 2.0

4.6/5
rating (based on 1,925 reviews)

60%
growth of the number of diverse suppliers

71%
growth of the spend with diverse suppliers

OPENTECH PROJECTS FOR INCLUSION

OpenTech is SoftServe's crowdsourcing program where associates can volunteer their skills to develop pro bono tech solutions

SUPPORTING PEOPLE WITH DISABILITIES IN POLAND

SoftServe developed a website designed and tested in accordance with accessibility standards for the Ładne Historie Foundation to support its mission of empowering communities and people with disabilities. The foundation's flagship project, The Mountains Connect Us, organizes inclusive mountain trips, fostering connection and adventure for individuals with disabilities and their families.

COMBATING GENDER-BASED VIOLENCE IN MEXICO

SoftServe partnered with Centro-i to develop an innovative safety app that combats gender-based violence. The app will feature an AI-powered chatbot that identifies types of violence, assesses risks, offers practical precautions, and provides educational resources tailored to the user's situation. It integrates Centro-i data for accurate, timely responses and includes a directory of professional assistance by location. Additional features include a panic button for emergency SMS alerts and secure access to digital services, even on shared devices. To protect women's digital privacy, the app features a camouflage function to discreetly hide its true purpose.

SHAPING ORGANIZATIONAL WELLNESS

Work plays a key part in our overall well-being, and creating an environment that supports it is a leadership responsibility. In early 2024, we introduced a new role of Organizational Wellness Director within the HR department to strengthen leadership communities and promote a leader-led approach to creating a better workplace for SoftServe associates.

Additionally, a new well-being platform was launched in 2024, providing associates with tools, resources, and benefits to manage life balance, boost focus and productivity, promote an empathic and healthy atmosphere, build resilience, and foster engagement and peer relationships.

EMPOWERING ASSOCIATES TO PRIORITIZE SELF-CARE

FREE PSYCOLOGICAL SUPPORT

For three years, we've offered free psychological support to our associates and their families in Ukraine and Poland. In the face of global disruption, political instability, and the ongoing war in Ukraine, this service has become a necessary resource for supporting the mental health of thousands of our associates since it was launched.

750+
associates use psychological support each month

ACTIVITIES TO FOSTER WELL-BEING

Wellness and mindfulness activities were organized across offices, offering practical skills and spaces for employees to focus on well-being.

259
online and offline well-being activities

5,700
associates joined to prioritize well-being

TELL ME MORE: LEADERS SHARING THEIR PERSONAL STORIES

Balancing work, life, and personal well-being is often challenging. That's why we invited leaders to openly share how they cultivate well-being skills and balance different aspects of their lives.

The 'Tell Me More' series is designed for everyone, featuring short videos from company leaders and opportunities to connect live with our leaders and discuss meaningful topics. The initiative provides our associates a safe space to reflect and gain the necessary skills. This collective well-being practice helps us foster an environment where everyone can thrive.

15

leaders engaged in the first series of the project

DARE TO CARE MONTH

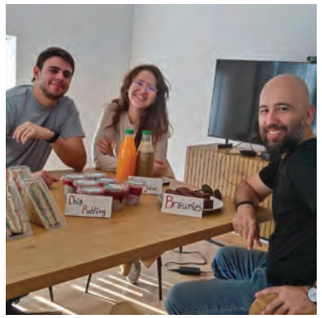
Each October, SoftServe marks Dare to Care Month. Dedicated to well-being, it is packed with activities empowering associates to embrace healthier habits and thrive personally and professionally. While we prioritize wellness initiatives throughout the year, October is a dynamic wellness sprint!

In 2024, Dare to Care month centered on healthy relationships and reconnection, inspired by associates' feedback, HR insights, input from CSR, Global L&D team, and external psychological support partner research.

88

events engaging over 2,900 associates globally

BULGARIA



HEALTHY BREAKFAST

The Dare to Care initiatives gave me the knowledge and confidence to help foster a culture of care and responsibility—both for myself and those around me.

Vasil Kaludov
Talent Management Senior Specialist

CHILE

MEDITATION SESSION

It was a perfect chance to pause, step back from our busy routines, and reconnect with ourselves through simple, powerful techniques we can easily use every day.

Daniel Rojas
Employer Brand Specialist

COLOMBIA

ART THERAPY SESSION

Everything I did this month was awesome! Thanks for bringing those kinds of spaces to the company. It provides you with needed tools and practices to use daily.

Ana Arias
HR Operations and Payroll Specialist

MEXICO

MOUNTAIN HIKES

Thanks so much for all the activities you have brought in the Dare to Care month. I really enjoyed them and learned a lot while sharing moments with others. Once again, thanks for taking care of us.

Gabriela Servin Carbajal
HR Operations Lead

POLAND

BUILDING HEALTHY RELATIONSHIPS WEBINAR

I always find it useful to attend well-being related events organized in our location. Many insights and practical tools to be used in our work and personal spheres.

Marta Jastrzebowska
Health & Safety Officer

ROMANIA

FIRST AID TRAINING

At the first aid course, I appreciated the hands-on approach and the clear, practical demonstrations, which made the techniques easy to understand. I learned how to perform CPR effectively, handle choking situations, and use a defibrillator safely. The focus on quick decision-making and staying calm in emergencies was particularly valuable. It was empowering to gain skills that could potentially save lives.

Valentin Giman
Senior Project Manager

UKRAINE

STRETCHING YOGA CLASS

Offline has become so rare and therefore valuable. So, looking forward to having more opportunities to see colleagues face-to-face in company initiatives and events.

Lesia Yatsiuk
PM Candidate

SUPPORTING MANAGERS IN A DEMANDING WORLD

A manager's role extends beyond overseeing tasks and projects – they are trusted to create a culture based on SoftServe's values where individuals feel empowered. However, this responsibility can lead to added stress and burnout.

In 2024, we conducted an internal study to identify areas for improvement, such as access to information, onboarding, and development resources. Based on these insights, we introduced targeted initiatives to equip managers with the tools and support needed to lead confidently and effectively.

SOFI AI ASSISTANT
Added an AI-powered tool to give managers quick access to internal content, enabling informed and efficient decision-making.

MANAGERS' SPACE
Created a hub with essential resources, templates, and guidance for managers in one centralized location.

MANAGERS' ONBOARDING CAMP
Enhanced onboarding with a structured and practical program to equip new managers with the tools they need from day one.

LEADERSHIP DEVELOPMENT
Designed programs to build critical skills like collaboration and business acumen, with a focus on applying knowledge in real-world scenarios.

100%
of SoftServe associates have access to SOFI – SoftServe's AI Assistant

91%
of SoftServe's managers stated that they have the right materials and tools to complete their work

THE FUTURE OF WORK CONFERENCE

In December, we united 377 leaders, HR professionals, and innovators to discuss the evolving workplace at the two-day Future of Work Conference. Featuring 28 speakers from SoftServe and global organizations like McKinsey, Microsoft, Degreed, and Aviva, the conference covered culture shifts, transformative strategies, and effective HR tools across 10 sessions. Our leaders gained ready-to-use approaches and practical tools to drive meaningful change and lead with confidence.

degreed
Microsoft
Prodapt
McKinsey&Company
Aurubis
AVIVA

28
speakers across 10 sessions

377
leaders participated

THE CONVERSATIONALIST PODCAST

In late 2024, we launched The Conversationalist, SoftServe's global internal podcast, addressing employee feedback for more engaging conversations with leaders about our culture and values, our business and it's strategy, and current events — breaking the routine of back-to-back virtual meetings. The podcast quickly found its core audience, drawing listeners in with insightful discussions, actionable strategies, and stories from industry leaders.

EMBEDDING VALUES INTO DAILY WORK

This year, we took a bold step to make our core values not just words on a page but lived experiences for every associate. By embedding our values into key talent processes, we've made them an integral part of how we attract, onboard, assess, reward, and develop our people.

Through these intentional efforts, our values have become concrete and measurable elements of our talent processes, reinforcing our organization and ensuring that every associate's experiences are grounded in the principles that define us.

RECRUITMENT

Our values shape job descriptions and interview questions, ensuring candidates connect with our ethos from the start

ONBOARDING

New hires engage with our values through interactive learning, mentorship, and value-focused orientation

PERFORMANCE REVIEW

We evaluate technical skills and how employees embody core values, recognizing behaviors that reflect accountability, integrity, and collaboration

+4 points
to eNPS

+3 points
to Sense of Belonging Driver

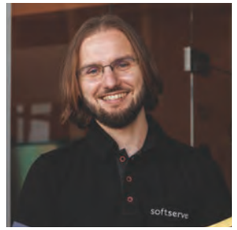
87%
of SoftServe associates attended one or more value-related event

100%
of SoftServe recruiters have attended training on embedding values in the hiring process

FLEXIBILITY THAT FUELS SUCCESS

At SoftServe, trust, flexibility, and choice define our modern workplace. Our digitally distributed model empowers associates to choose how and where they work—be it from home, a SoftServe office, or another location that best supports their productivity and well-being.

This approach fosters innovation, work-life balance, and greater employee satisfaction while our offices remain available for collaboration, teamwork, and connection. By prioritizing employee choice, we enhance the work experience, attract top talent, and align with the evolving needs of a modern workforce. When our people thrive, so does our business.



Remote work and flexible work-mode allow me to be more involved in raising children, because I can plan my day so that I can do all the necessary work and pick up the children from kindergarten or spend more time with them during the day when someone is sick.

Taras Skyts'kyi
Experience Design Lead

85%
of associates are satisfied with the amount of flexibility they have in their work (Top 5% Tech Companies, as per benchmark)

9
out of **10** associates believe they work effectively with their colleagues and collaborate well to deliver quality outcomes

GROWTH THROUGH CONTINUOUS LEARNING

SoftServe University, our corporate educational platform, stands as a pillar of our commitment to continuous learning and development. At SoftServe, we build a community that learns and evolves together.

In 2024, nearly every associate embraced opportunities for personal and professional growth through mentoring, training, coaching, specifically tailored educational solutions, and certification programs.

10,223
unique learning solutions provided

11,571
unique learners engaged

90 NPS
of learning activities (average)

1,343
associates promoted in 2024

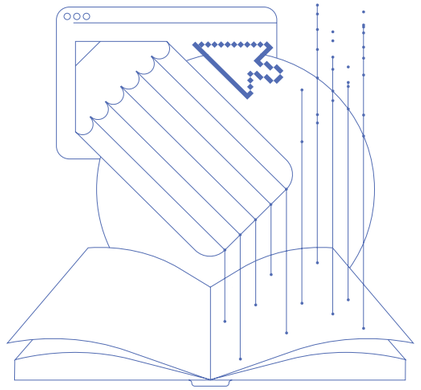
IT EDUCATION

WE VALUE GROWTH:
PAVING A FUTURE FOR BRIGHT TALENTS

We work closely with educational institutions worldwide to enhance learning and prepare specialists for real-world challenges.

IN 2024, WE PARTNERED WITH NEW UNIVERSITIES AND PROVIDED TEACHERS, LECTURERS, AND PROFESSORS WITH ESSENTIAL SKILLS AND NEW CONNECTIONS.

We are strongly committed to supporting underrepresented communities, ensuring equal opportunities for all to thrive in the digital era. In 2024, we expanded access to tech education for students, women, indigenous groups, and academic institutions, fostering inclusion and growth. At SoftServe, we believe quality education drives the growth and innovation of the IT industry.



AWARDS & RECOGNITIONS

Ukraine Charitable National Award for Contribution to Education for EmpowerU and Generation Tech Programs (Ukraine)

HIGHLIGHTS

95
partner universities in 7 countries +2 YoY

30,300+
students engaged globally
+21% YoY

6,900
tech teachers engaged globally

8,821
SoftServe Academy graduates
6,011 unique graduates

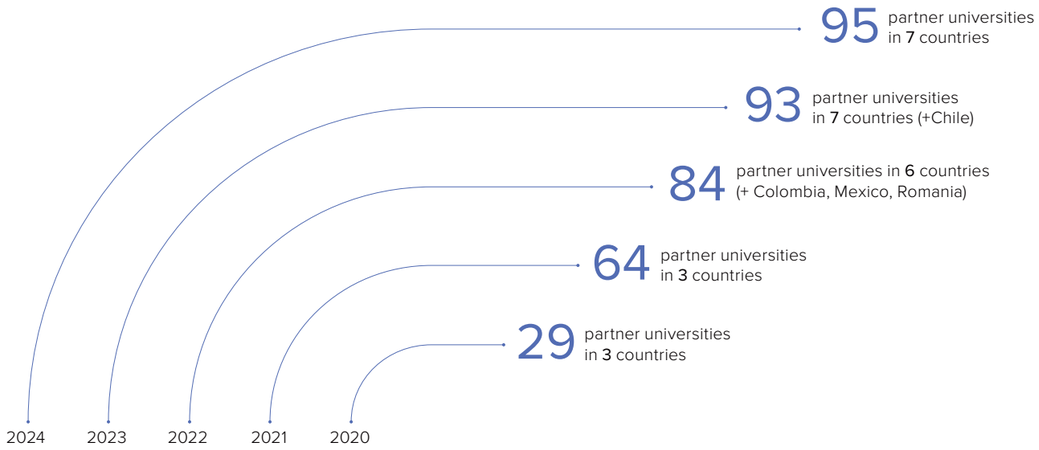
237
SoftServe Academy graduates hired

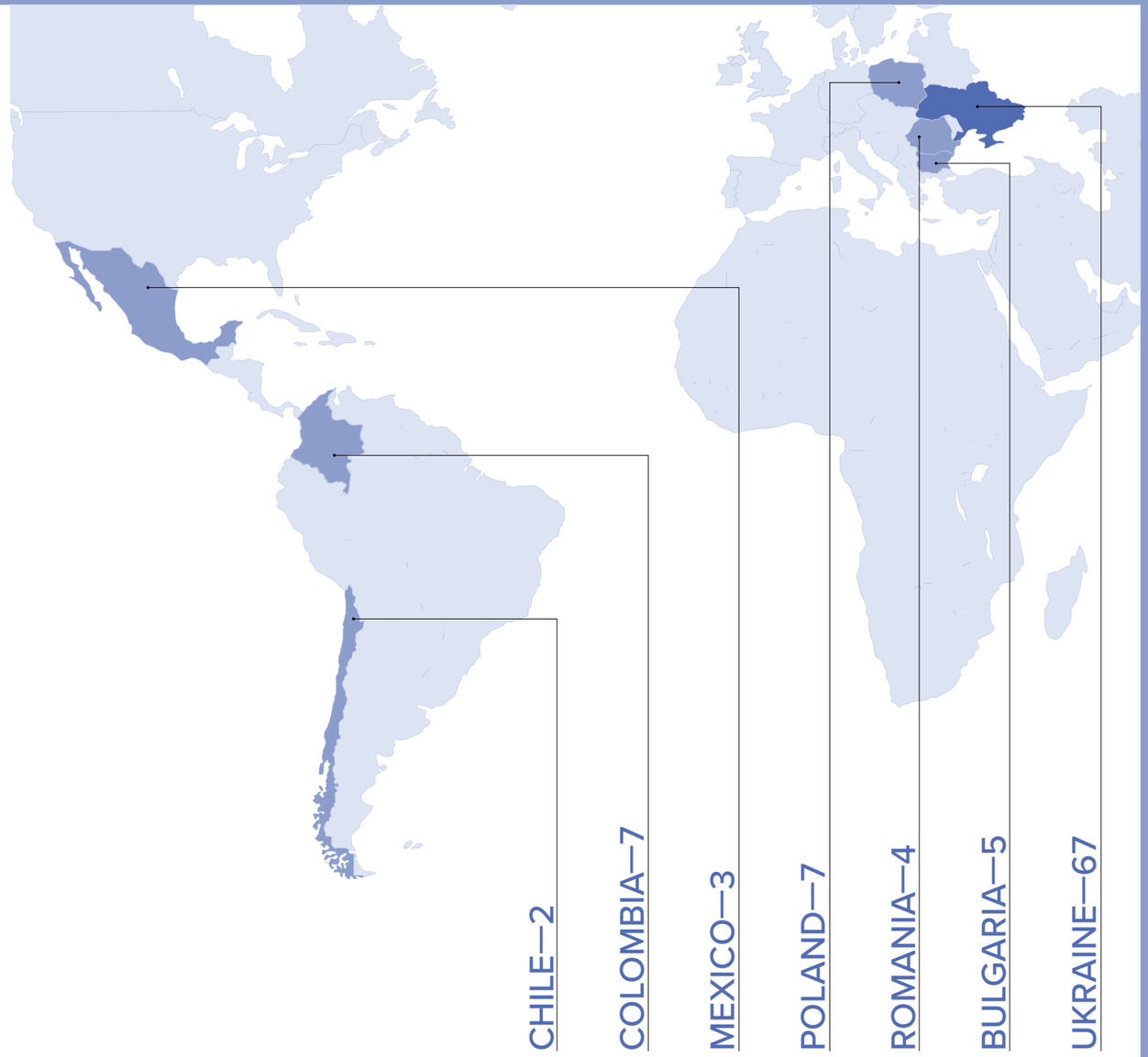
400+
students' events

GROWING TALENT WITH UNIVERSITIES

The Talent Acceleration Center has built a strong foundation of collaboration with universities, colleges, and private IT schools, aligning academic programs with industry needs. By sharing expertise, we help reduce the training gap for entry-level specialists, ensuring a smoother transition from the realm of education into the world of work.

Our experts contribute to modernizing bachelor's degree programs with the latest technological advancements and support educators worldwide through knowledge sharing and collaboration.





DUAL STUDY PROGRAMS

Dual Study is a unique benefit for SoftServe associates pursuing technical degrees—whether junior bachelor's, bachelor's, or master's—while gaining real-world experience on the job.

Balancing a full-time job and academics isn't easy, so Dual Study is designed for professionals advancing their careers alongside their education. Through partnerships with educational institutions, we help associates convert project work and SoftServe University courses into academic credits, making degree completion more accessible.

The program reduces classroom requirements to just a few weekly sessions, supplemented by a personalized development plan. Workplace tasks and business courses are seamlessly integrated, allowing associates to earn credits while working toward their degrees. In this way, Dual Study supports both individual success and organizational development.

120
associates from Ukraine, Bulgaria, and Poland joined the program

28
universities and **29** educational programs partnered Dual Study program in 2024

EDUPRO PROGRAM: ADVANCING TEACHING EXCELLENCE

EDUPRO is a global educator proficiency program launched by SoftServe in 2024 to advance teaching excellence. Focused on refining educators' soft skills—critical for personal and professional growth—the workshops offered practical strategies guided by top SoftServe speakers to elevate teaching quality.

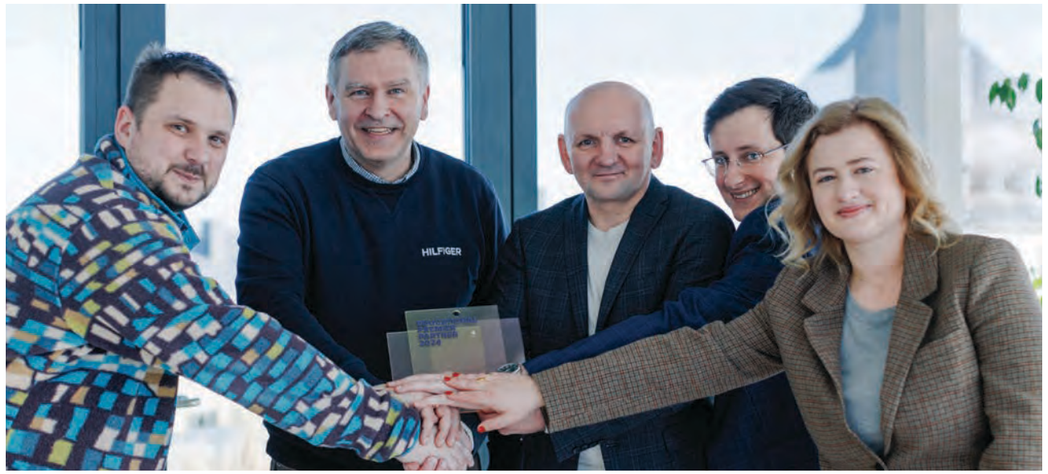
EDUPRO also fostered global collaboration, connecting educators from different regions to strengthen the educational community and build lasting professional networks. Participants' dedication was celebrated with certificates of completion, marking their commitment to continuous improvement.

"I was impressed with the workshops held in scope of EDUPRO. Now, I'll use different approaches to attract students' attention more effectively and avoid previous teaching mistakes. This experience is invaluable because it has synthesized so much information that takes years of experience and skills to convey.

Nadezhda Dimova
Associate Doctor at New Bulgarian University

7
workshops in two months

1,200+
participants from **15** countries and **274** educational institutions.



BUILDING THE FUTURE OF TECH TALENT

Since its launch in 2005, SoftServe Academy has been shaping the next generation of tech professionals, providing accessible learning opportunities for junior candidates, young professionals, and career switchers. As part of SoftServe University's Talent Acceleration Center, it equips learners with practical skills and industry knowledge, bridging the gap between education and real-world careers.

In 2024, SoftServe Academy trained 6,011 first-time students across 441 groups, with many graduates completing multiple courses. By investing in talent development, SoftServe Academy fuels workforce growth, fosters innovation and strengthens the global tech ecosystem.

8,821
total graduates across seven counties

29.2%
retention rate

237
SoftServe Academy graduates hired at SoftServe

OPENTECH PROJECTS FOR EDUCATION

OpenTech is SoftServe's crowdsourcing program where associates can volunteer their skills to develop pro bono tech solutions.

SUPERHEROES SCHOOL

Superheroes School is a non-profit organization providing educational support to children receiving medical treatment in hospitals. SoftServe volunteers are developing a platform that allows these children to continue their education remotely while supporting teachers and tutors in delivering the learning opportunities students need during treatment.

FROM GLOBAL TO LOCAL

BULGARIA

OPEN DAYS FOR STUDENTS

In Bulgaria, we welcomed 450 first-year students from the Technical University of Sofia to our office, building connections with the next generation of IT talent. Over two weekends, SoftServe mentors hosted introductory sessions, offering students an inside look at real projects, workplace dynamics, and life in an international IT company.

COLOMBIA

STEM EDUCATION

SoftServe supported Guardianes Ancestrales, training nearly 100 children from Indigenous Communities (ages 8–12) in Colombia's La Guajira Department. The workshops introduced technology, fostering creativity, leadership, and active learning. The project also provided library and school supply kits for Wayú children and their communities.

ROBOTICS COMPETITION FOR STUDENTS

Launched in 2022, the Odyssey competition has become a cornerstone in the promotion of robotics and space sciences, generating interest and excitement about this area of education. High school and university students work together to develop robotics rovers and perform simulated space missions with experts' support. The Odyssey universe unites universities, government, civil society, and companies to develop talent and technology in LATAM. SoftServe sponsored this program, which impacted more than 120 young students.

ROMANIA

TECH NIGHTS

Nearly 100 students have gained insights into advanced tools and real-world applications during Tech Nights, a series of technical workshops organized by SoftServe in Bucharest.

MEXICO

TECHNOVATION GIRLS

Technovation Girls empowers young girls with entrepreneurship and coding skills to tackle real-world challenges through technology. In 2024, SoftServe sponsored the program in Mexico, mentoring and judging 485 participants from 15 states as they created innovative tech solutions and built confidence as future STEM leaders.

WOMEN TECHMAKERS

The Women Techmakers initiative supports women in technology through skills development and knowledge-sharing. In 2024, SoftServe joined Google to host workshops and conferences in Monterrey, Cancún, and Mexico City, covering topics like Android development, DevOps, and Diversity in Tech. This collaboration equipped over 250 women with valuable skills to thrive in the industry.

TECH QUIERO

Tech Quiero builds a strong, inclusive community for women in technology. In 2024, SoftServe hosted the program's main event—a first-of-its-kind conference at our offices. The event welcomed 50 women to sessions on technology, diversity, marketing, and soft skills, creating a platform for sharing knowledge, experiences, and opportunities for growth.

UKRAINE

RENEWED TECH LABS AT UNIVERSITIES

For over a decade, SoftServe has donated technical equipment to support education and social institutions in Ukraine. In 2024, we contributed to opening a scientific and technical hub at Dnipro Polytechnic, updating a computer lab at Oles Honchar Dnipro National University, establishing a systems analysis lab at Ivan Franko National University, and upgrading equipment at the Robotics Lab of Lviv Polytechnic.

POLAND

MENTORING IN BIOMECHANICAL ENGINEERING

Two SoftServe associates guided 30 biomechanical engineering students across 6 groups at Wroclaw University Of Science And Technology. Together, they were developing software engineering projects using AI and emerging technologies.

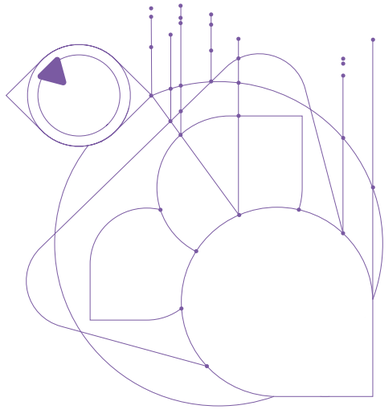
EMPOWERING COMMUNITIES

WE VALUE INNOVATION: DELIVERED THROUGH OUR OPENTECH PRO BONO PROGRAM

Technology holds the potential to transform communities and tackle pressing global challenges. At SoftServe, we channel this potential and our love of innovation into supporting local professional communities, sharing knowledge, and fostering technological collaborations that drive positive change.

IN 2024, WE CONTINUED SUPPORTING SOCIAL INITIATIVES THROUGH OPENTECH, OUR PRO BONO PLATFORM, USING TECH-DRIVEN SOLUTIONS TO ADDRESS REAL NEEDS—FROM VETERAN REINTEGRATION AND REFORESTATION TO CONNECTING INVESTORS WITH STARTUPS.

Our volunteers contributed their time, skills, and expertise to create practical, community-focused change.



AWARDS & RECOGNITIONS

Silver for Best Charity, NGO or NFP Program (Corporate Engagement Awards 2024)

Gold for It's a Solution Podcast on OpenTech Pro Bono Projects (Globee Business Awards 2024)

Winner in Companies Category (Annual Heroes-2023 Awards by TimeHeroes, Bulgaria)

#TechElite in Technology for Good (DevStyler Awards, Bulgaria)

Grand Prix and Two Challenge Wins at NATO TIDE Hackathon 2024

HIGHLIGHTS

5
years of OpenTech driving positive community impact

18
pro bono technological solutions released

590
contributors of OpenTech pro bono program

25,606+
pro bono hours reported by SoftServe associates in 2024

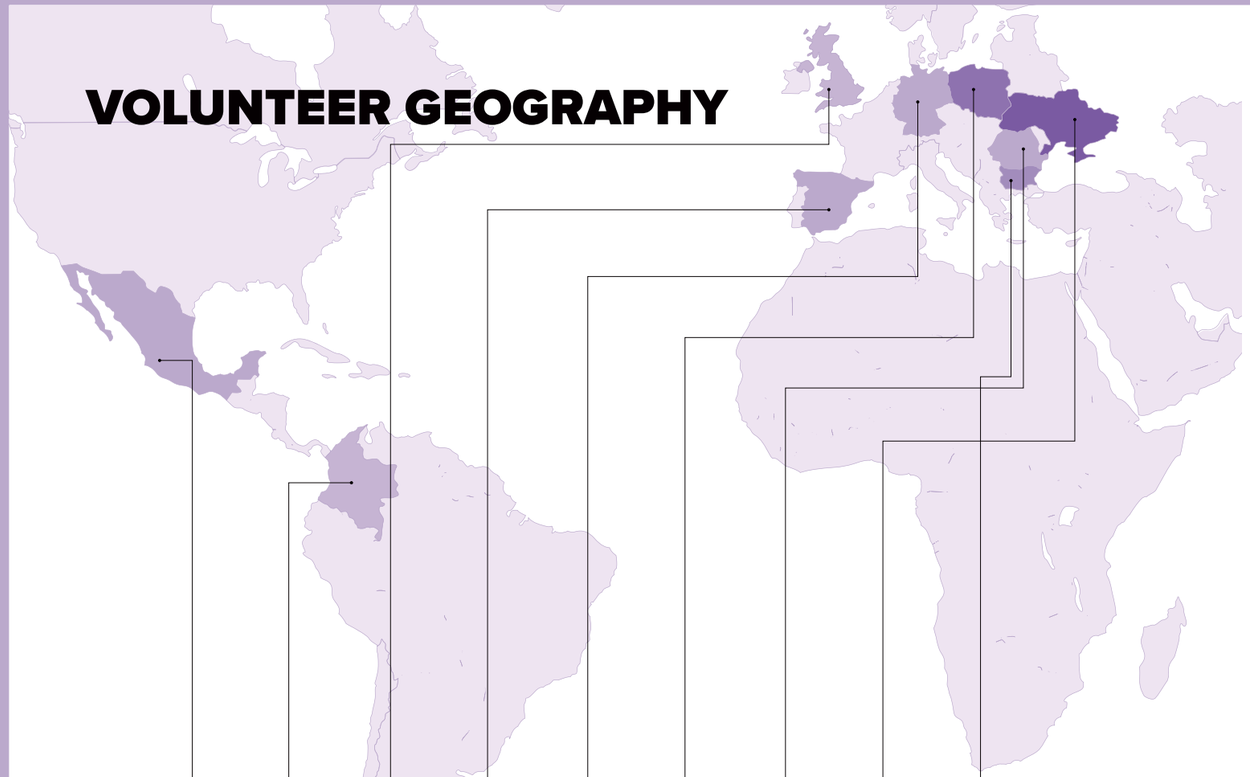
6,350+
tech professionals engaged in tech communities' events globally

3,000+
associates engaged in community volunteering & charity initiatives

100+
volunteering & charity projects organized

11,400+
people from vulnerable groups supported though volunteering initiatives

VOLUNTEER GEOGRAPHY



MEXICO—8 (+7 YOY)

COLOMBIA—7 (+4 YOY)

UK—2

SPAIN—1

GERMANY—1

POLAND—82 (+33 YOY)

ROMANIA—1

UKRAINE—463 (+100 YOY)

BULGARIA—25 (+3 YOY)

* number of volunteers in locations

OUR NEW 2024 PARTNERS

Spółdzielnia Socjalna Mniej Wiecej Foundation

The National Museum of the History of Ukraine

Fundación Justicia Para Todas

Fundacja Różowa Skrzyneczka

Consultative Center for Crisis Situations “Illiotropion”

SCALE OF OPENTECH SOLUTIONS

18
pro bono technological solutions developed

590
contributors of OpenTech pro bono program

38
active projects as of the end of 2024

5 YEARS OF OPENTECH: MORE TECH FOR GOOD

In September 2019, SoftServe launched OpenTech, a pro bono program driven by our volunteers' passion and commitment to using technology for social good. Over five years, OpenTech has become a transformative initiative, supporting NGOs and organizations worldwide in areas such as education, healthcare, environmental protection, and inclusion.

To celebrate OpenTech's 5th anniversary, we launched Open Call 2025, seeking impactful initiatives to support through tech-driven solutions. The call attracted 66 applications from NGOs, charities, social enterprises, media organizations, and government bodies across five countries: Ukraine, Poland, Bulgaria, Colombia, and Mexico.

Each project was evaluated on its scale, relevance to societal needs, community or environmental impact, and alignment with OpenTech's expertise. Eight winners were selected to begin their initiatives in 2025, continuing our mission to drive positive change through technology.

1,441
volunteers across five countries engaged in five years

64+
projects accomplished in five years

66
applications from 5 countries

8
initiatives chosen to support through tech solutions

PLATFORM FOR FOREST RESTORATION IN UKRAINE

Since 2023, OpenTech and WWF have been developing a platform with data on tree planting areas, guidance on techniques, and long-term preservation strategies, empowering sustainable reforestation.

Step by step, we are bringing a future closer together, where people and nature coexist in harmony. We are sincerely grateful to our partners — SoftServe — for your dedication, contribution and belief in our common cause. By uniting, we create tools that inspire action and help build a sustainable future for our planet.

Bohdan Vykhor
Executive Director of WWF-Ukraine

WWF Ukraine

3,330
trees planted on 10,000 m^2 in Ukraine as a part of collaboration

A NEW HOME FOR ABANDONED PETS

The platform connects war-abandoned animals and people looking to open their home to a new companion animal. Supporting Kormotech's mission to transform adoption culture, it offers hope and loving homes to pets in need.

Kormotech

500
animals found new homes

SUPPORTING VETERANS' REINTEGRATION

OpenTech specialists created a website for Veteran Hub (Ukraine) to simplify access to services for veterans and their families. The platform offers a comprehensive guide to ease their transition to civilian life. This initiative is part of the Veterans Reintegration Program, supported by IREX and the U.S. Department of State.

Thanks to the careful work of the volunteer team, which laid the foundation for flexibility and capacity at the very beginning, for veterans and their loved ones an additional opportunity appeared to receive a contactless information service relevant to each stage of their path.

Galina Alyomova
Director of Communications, Veteran Hub

VETERAN HUB

Veteran Hub

126,000
people used the website in 2024

MAKING STATE SERVICES SIMPLE

We developed an updated version of the Kherson Regional State Administration's website to improve navigation between departments and administrative services. Amid the ongoing fighting in the region, the platform ensures quick and efficient access to vital resources for affected residents. The release is planned for 2025.

Херсонська обласна державна адміністрація

Kherson Regional State Administration

CONNECTING STARTUPS AND INVESTORS

This platform enables craftsmen and artisans to connect with investors, sharing ideas, resources, and experience. Startups can present their plans, seek investment, and gain industry support. With no similar product available, the platform stands out as a unique space for collaboration.

We are sincerely grateful to the team of SoftServe professionals from the OpenTech program for their joint work on the project. This is a source of knowledge and community of like-minded people where you can get access to exclusive information, trends, and innovations.

Iryna Andrushkiv
Initiator and head of platform development, Associate Professor of the Lviv Polytechnic National University

SCF

Smart Craft Forum

MAKING NATIONAL HISTORY ACCESSIBLE

In 2024, OpenTech volunteers completed a modern website for the Ukrainian National History Museum. With rising interest in national history as a result of the war, the site offers user-friendly access to information and virtual experiences of exclusive exhibits that are currently being preserved in shelters to protect them from possible shelling.

The museum's website is an important component of the public face of the institution. The new website, created by the SoftServe team, demonstrates the museum's desire to become more modern, convenient, and accessible to visitors and all people in Ukraine and abroad who are interested in the history of Ukraine.

Valentyna Yanchuk
Head of the Information and Technical Support Sector of the National Museum of History of Ukraine

ICT

The National Museum of the History of Ukraine

65,000+
unique website visitors

EMPOWERING TECH COMMUNITIES

DIVE INTO DATA COMMUNITY EVENTS

In 2024, we hosted 45 events for 525 participants, featuring 30+ speakers sharing insights in AI, Big Data, and Analytics. These events fostered knowledge-sharing, sparked collaborations, and inspired innovation within our vibrant community.

QUALITY MANAGEMENT IN ACTION

Our Quality Management Office organized five educational sessions in 2024, engaging 254 participants and strengthening the QA community through learning and collaboration.

CYBER SECURITY TALKS VARNA 2.0

On October 22, we took to the stage at Nikola Vaptsarov Naval Academy and shared critical strategies for securing AI in modern organizations.

GROWING THE JAVASCRIPT COMMUNITY IN COLOMBIA

In partnership with the Medellín JS Tech Community, SoftServe Colombia hosted a Campus JS event at Universidad de Envigado, teaching JavaScript fundamentals to over 100 enthusiastic learners.

DEVOPS TECH TALKS

Our DevOps community continued its knowledge-sharing platform in 2024, hosting three sessions for over 900 experts. These talks featured SoftServe CoE Critical Services experts discussing cutting-edge tools, technologies, and methodologies to solve complex challenges.

TECHCOMM COMMUNITY

Our technical communication community grew steadily, increasing our Medium blog audience by 132% through expert articles. In 2024, we hosted 19 internal TechComm events with SoftServe and external speakers, fostering knowledge exchange and strengthening our community.

OUR LOCAL COMMUNITIES IMPACT

BULGARIA

CHARITY RUNS

SoftServe Bulgaria joined the IHB Business Run Varna, contributing 30% of entry fees to the Karin Dom Children's Fund for therapy and rehabilitation for children with special needs. Colleagues also participated in The Tech Run 2024, supporting the "Trotoara 2020" foundation, which fosters growth and collaboration for students and volunteers.

MEXICO

SUPPORTING DOG SHELTERS

In 2024, the Impact Makers initiative in Mexico focused on supporting dog shelters in Guadalajara and Mexico City. Twenty associates organized donations and volunteered to improve living conditions for over 400 dogs.

POLAND

ANIMAL SHELTER AID

In November, SoftServe associates in Poland volunteered at animal shelters, helping to organize and improve the facilities. Twenty-five team members from five locations worked together to create better environments for the animals.

UKRAINE

BLOOD DONATION

SoftServe's blood donation initiative in Ukraine continued to grow in 2024, engaging over 800 participants. Quarterly blood donation days across offices resulted in 350 liters of blood donated to support medical institutions. These contributions were directed to children's and military hospitals, directly helping to save the lives of defenders and children affected by the war.

> *I enjoy participating in volunteering activities because I feel that, even in small ways, I'm contributing to making things better for everyone. Whether it's speaking at events, helping with reforestation efforts, or even painting schools, each opportunity reminds me of the positive impact we can create together.*
>
> **Joceline Perez**
> Cloud DevOps Engineer, Mexico

OPENTECH SOLUTIONS TO SUPPORT COMMUNITIES

OpenTech is SoftServe's crowdsourcing program where associates can volunteer their skills to develop pro bono tech solutions

GIFT A MEAL PROJECT

SoftServe volunteers collaborated with Spółdzielnia Socjalna Mniej Wiecej Foundation to create a solution that combats hunger and prevents food waste. Focused on supporting those at risk of social exclusion, the Gift a Meal Project website will simplify donation processes to fund meals for seniors and individuals in need.

ENVIRONMENTAL SUSTAINABILITY

WE VALUE GOING THE EXTRA MILE: FOR OUR SUSTAINABLE FUTURE

Each year, we deepen our commitment to a sustainable future and tackling climate change. Our approach combines measurable, systematic actions as a company with fostering eco-awareness among our associates. This empowers them to lead more sustainable lifestyles both at work and at home.

IN 2024, SOFTSERVE BEGAN SETTING MEASURABLE, SCIENCE-ALIGNED EMISSION REDUCTION GOALS WHILE CONTINUING TO PROMOTE SUSTAINABILITY THROUGH LOCAL INITIATIVES.

Together, we're making meaningful progress toward a greener future.

HIGHLIGHTS

-15.45%
of Scope 1 emissions compared to the base year (2020)

-63.14%
of Scope 2 emissions compared to the base year (2020)

Science-based target initiative commitment

Onsite renewable energy generation

Elimination of all single use plastics

Carbon reduction plan release

Renewed ISO 14001:2015 certification

SCIENCE-BASED TARGETS INITIATIVE (SBTI)

We are taking decisive action to address climate change by partnering with the Science-Based Targets initiative (SBTi) to establish measurable, science-aligned emission reduction goals. SBTi is a global organization that supports companies in combating the climate crisis, reinforcing our commitment to impactful, timely, and science-backed actions.

As part of the Business Ambition for 1.5°C campaign, we are dedicated to achieving net-zero emissions by 2050 and aligning with the global objective of limiting warming to 1.5°C.

CARBON REDUCTION STRATEGY

Mitigating climate change is a strategic priority for SoftServe, focused on two key areas: reducing greenhouse gas emissions and building resilience to a changing climate.

This commitment is already shaping our actions. We are cutting energy consumption, prioritizing renewable and low-carbon energy, and optimizing processes to minimize waste and use resources wisely. Solar panels were installed on the roofs of three Ukrainian offices, now providing renewable energy that covers approximately 13% of their total consumption.

Remote work and virtual meetings are encouraged to reduce travel, significantly lowering our carbon footprint.

At the same time, we're preparing for the physical impacts of climate change by assessing risks to our operations and supply chains. Adapting business strategies to address extreme weather, shifting regulations, and evolving markets ensures our long-term resilience. By taking meaningful steps today, we're contributing to a sustainable future for generations to come.

-35.77%
of carbon footprint per associate compared to the base year (2020)

-22.40%
of Total Energy Consumption compared to the base year (2020)

3
solar power stations installed in Ukraine

-32.22%
of natural gas consumption compared to the base year (2020)

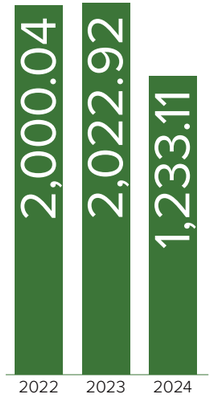
LIVING A SUSTAINABLE LIFESTYLE

Reducing environmental footprint starts with deliberate actions, no matter how small. Sustainability is about conscious choices in daily life, and at SoftServe, we're turning awareness into action. In 2024, we launched initiatives encouraging associates to embrace eco-friendly habits, such as minimizing digital footprints, eliminating single-use plastic cups in offices, and leading by example.

EMISSIONS BY SCOPE

Scope 1

Scope 2



Scope 3

WE PLANT TREES

Attending regularly makes the experience even more rewarding, as I get to see the trees I planted months or years ago thrive and grow. There's nothing more fulfilling than witnessing the results of your actions come to life.

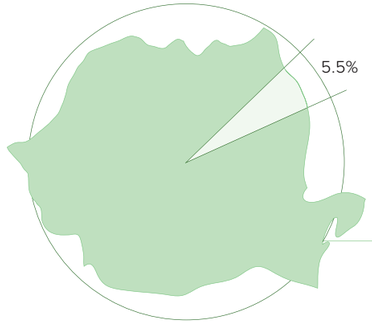
Daniela Voleanschi
Senior Office Administrator (Romania)

400

TREES PLANTED IN ROMANIA
in three cities as a part of six reforestation activities (From 2001 to 2023, Romania lost 433 kha of tree cover, equivalent to a **5.5%** decrease in tree cover since 2000)*

3,300

TREES PLANTED IN UKRAINE
as part of the collaboration with WWF Ukraine and work on reforestation (From 2001 to 2023, Ukraine lost 1.26 Mha of tree cover, equivalent to a **11%** decrease in tree cover since 2000)



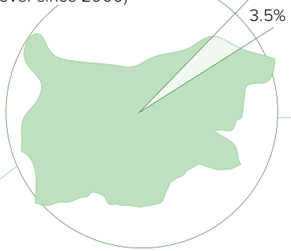
Source: Global Forest Watch

300

TREES PLANTED IN MEXICO
(From 2002 to 2023, Mexico lost 785 kha of humid primary forest, making up **17%** of its total tree cover loss in the same time period)*

105

TREES PLANTED IN BULGARIA
(From 2001 to 2023, Bulgaria lost 145 kha of tree cover, equivalent to a **3.5%** decrease in tree cover since 2000)*



Planting and caring for the trees is more than just giving back to nature; it's about creating a legacy of care and responsibility. I'm proud to be part of SoftServe, where sustainability isn't just a goal—it's a way of life. Together, we're nurturing a greener future for generations to come.

Akseniya Dolashkova
Middle Salesforce Consultant (Bulgaria)

WE EXCHANGE PLASTIC FOR GOOD

In Colombia, the SoftServe team collected 16 kilograms of plastic bottle caps and donated them to the foundation La Casa de las narices frias, setting a record in Medellín in 2024. Each cap helps the foundation raise funds to care for 60 dogs and five cats.

WE CLEAN-UP

The SoftServe Poland team combined team bonding with caring for the planet by heading outdoors near Wroclaw: they picked up multiple bags of litter on Ślęża Mountain, one of the most popular tourist destinations in that area.

OPENTECH PROJECTS FOR ENVIRONMENT

OpenTech is SoftServe's crowdsourcing program where associates can volunteer their skills to develop pro bono tech solutions

UKRAINE WITHOUT WASTE

SoftServe Academy students together with mentors and OpenTech volunteers are working on an application to help users call a Ukraine Without Waste (UWW) courier and send plastic by post, which will greatly simplify the sorting of garbage, while increasing confidence that the plastic went to recycling, not a landfill.

UGW states that there are more than 30,000 landfills in Ukraine and the NGO has spent years improving the recycling process.

OPEN EYES CORPORATE CHARITY FUND

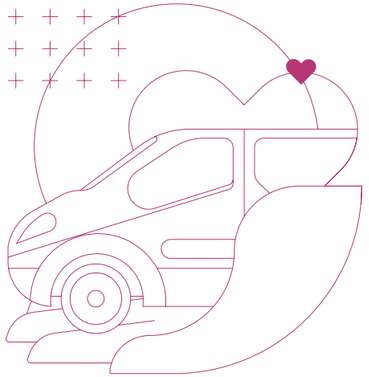
WE VALUE WILLINGNESS TO HELP: HERE FOR YOU

For 10 years, the Open Eyes corporate charity fund has been driving meaningful change, empowering associates to take action. Each year, it strengthens its approach, making initiatives more strategic and impactful.

IN 2024, THE FUND CONTINUED ITS FLAGSHIP DRIVE FOR LIFE INITIATIVE, SUPPORTING UKRAINIAN MEDICS WHILE ALSO ENCOURAGING OUR GLOBAL TEAMS TO ENGAGE IN CHARITABLE EFFORTS.

We partnered with iconic Ukrainian rock band Okean Elzy during their world tour to raise funds for 30 additional ambulances—and to share a clear message with hundreds of thousands around the world: help save more lives in Ukraine.

Thanks to the dedication of associates, external partners, and company support, Open Eyes turns compassion into real, lasting impact.



AWARDS

SUP Union of Ukrainian Entrepreneurs

Drive for Life recognized as The Best Social Project of The Year (SUP, Ukraine)

HIGHLIGHTS

132
ambulances donated to Ukrainian medics in 2024 alone

500+
volunteers engaged in Drive for Life

60,192
people evacuated

4,775
medics helped

558
medical items donated

OKEAN ELZY

Partnered with Okean Elzy to fundraise for 30 ambulances

DRIVE FOR LIFE

In 2024, the Open Eyes corporate charity fund continued its structured support for Ukrainian medics on the frontlines by providing fully equipped ambulances. With much of Ukraine's medical infrastructure — especially in the eastern parts of the country — severely damaged, timely emergency response is critical. Each ambulance provided by Open Eyes is stocked with essential medication and equipment, enabling medics to deliver lifesaving care and safely transport the injured, increasing their chances of survival and recovery.

An ambulance is a kindred fortress on wheels, and its importance is hard to overestimate. The vehicle must be equipped, otherwise it takes time, money, and effort to find this equipment. We often use the ambulances received from the Open Eyes fund as an example of everything we need

Yaroslav (call sign 'Brother')
ambulance unit member

Since February 2022

292
ambulances delivered

1,460
items of medical equipment donated

1000+
volunteers engaged

191
medical units supported

133,152
people evacuated

DRIVE FOR LIFE: OKEAN ELZY EDITION

To amplify the impact of Drive for Life and help medics save more lives, the fund partnered with iconic Ukrainian rock band Okean Elzy during their Help for Ukraine 2024 world tour. United by shared values and a common mission, they travelled across Europe, North America, and the UK, raising awareness about the situation in Ukraine and inspiring people to support frontline medics. The partnership continues in 2025.

15
ambulances specifically funded by the tour

2,061
donations from concertgoers

20
cities of the tour

viktoriia_haid (Instagram)

DRIVE FOR LIFE: OKEAN ELZY EDITION

*OKEAN ELZY CONCERT LOCATIONS WHERE WE TOGETHER RAISED FUNDS FOR MEDICS

$ 426,658

collected together with Okean Elzy in 2024 during the concerts and other fundraising efforts

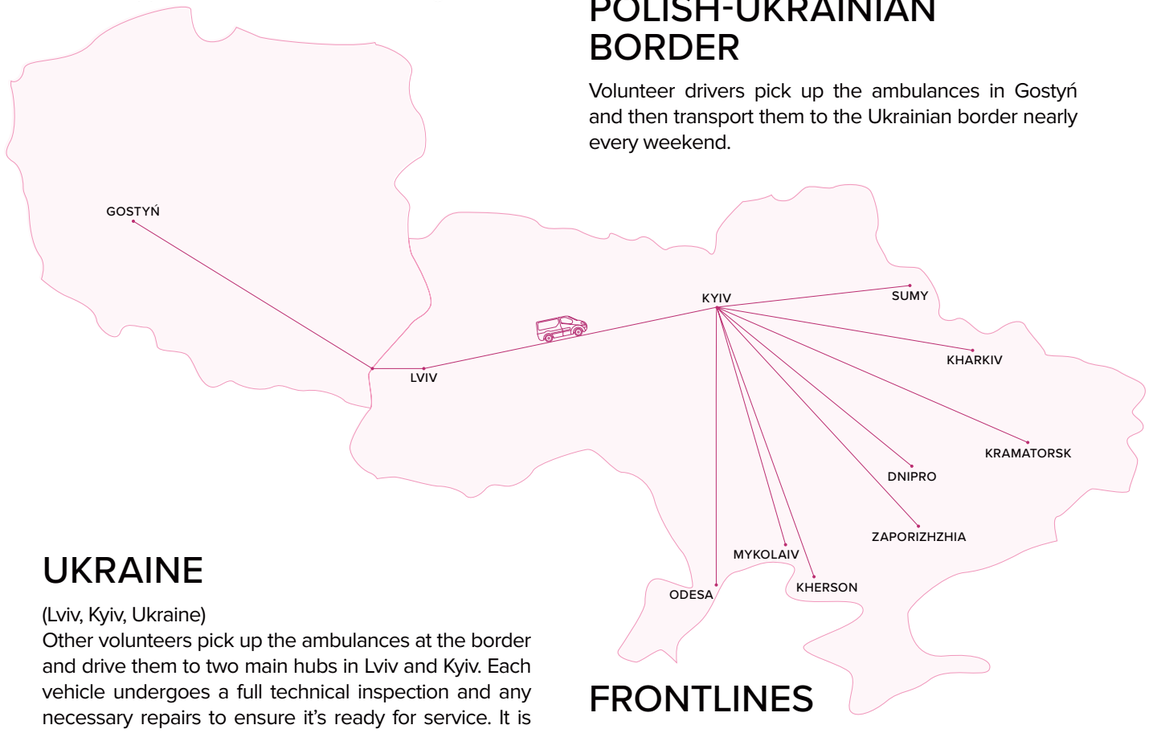
THE JOURNEY OF OUR AMBULANCES

POLAND

Since 2022, the Open Eyes fund has procured ambulances across Europe — including the UK, France, Austria, and Poland. Currently, the fund works with a trusted supplier in Poland to streamline logistics.

POLISH-UKRAINIAN BORDER

Volunteer drivers pick up the ambulances in Gostyń and then transport them to the Ukrainian border nearly every weekend.



UKRAINE

(Lviv, Kyiv, Ukraine)
Other volunteers pick up the ambulances at the border and drive them to two main hubs in Lviv and Kyiv. Each vehicle undergoes a full technical inspection and any necessary repairs to ensure it's ready for service. It is then equipped with medical supplies tailored to the specific needs of frontline medics.

FRONTLINES

From our hubs in Ukraine, volunteers deliver the ambulances directly to medics on the frontlines.

OUR MAIN IMPACT:

60,192
people were evacuated in 2024

OUR VOLUNTEERS IMPACT:

52
volunteer drivers from Ukraine and Poland

13,464
hours of volunteering

488,265 KM
driven to deliver ambulances

TOGETHER, WE HELP MEDICS SAVE MORE LIVES

292 Ambulances purchased as of the end 2024

29 Our first commitment due to 29th SoftServe anniversary

2024 2022

OPEN EYES WORLDWIDE

HEALTH DRIVE MISSION IN UKRAINE

In 2024, SoftServe launched Health Drive Mission in Ukraine to equip mobile clinics with vital medical tools for border regions where attacks have disrupted healthcare access. In 2024, through the collective efforts of Open Eyes and personal fundraising by dozens of Ukrainian colleagues, $50,000 was raised to purchase equipment in 2025. This initiative ensures urgent care for vulnerable groups facing isolation and medical shortages.

1,780
people received protective uniforms

5,675
uniforms and pairs of boots handed over to defenders

100%
associates on military service received fund's support

558
medical lifesaving equipment donated

JOINING EFFORTS TO SUPPORT UKRAINE

Since 2022, SoftServe associates worldwide have stepped up to support Ukrainian colleagues—offering shelter, aid, and vital resources. In 2024, our Romania team, together with SoftServe non-hubs, launched a fundraiser to help purchase an ambulance as part of Drive for Life, ensuring emergency medical care reaches those in need.

Meanwhile, associates in Colombia, Mexico, and Chile joined efforts to equip this ambulance with essential medical supplies. Together, we are turning compassion into actions, joining efforts to make a real difference.

GENERATION TECH

POLAND

SoftServe provided 10 orphaned and low-income children from Poland and Ukraine with a two-week summer camp at Nowy Dworek. Through kayaking, bike trips, and dance classes, the camp offered adventure and care under expert supervision, ensuring a safe and enriching experience.

UKRAINE

In 2024, 47 children of active or fallen defenders in Ukraine learned IT fundamentals through Generation Tech, a two-month course by SoftServe and lead by 17 internal mentors. Participants explored Python basics, coded a small game, and developed leadership, teamwork, and self-presentation skills to prepare for future careers.

APPENDIX

STAKEHOLDER ENGAGEMENT

SoftServe interacts with a wide range of internal and external stakeholders to understand their concerns and priorities. Our leaders consider them within the scope of our strategic priorities, operations, CSR activities, and decision-making.

STAKEHOLDER	KEY INTERESTS	ENGAGEMENT METHODS
Associates	Professional and career development Compensation and benefits Organizational sustainability Working conditions Well-being and work-life balance Innovation development Social activities Charitable and corporate volunteering	All-staff meetings Email announcements Workplace social platform Employee satisfaction and other surveys Manager-employee dialogue Corporate celebrations Internal events
Clients and partners	Professional experience Quality of projects and services Reliability Ethical business practices Data protection and privacy	Website Social media Business events Surveys Correspondence Direct engagement
IT communities and IT clusters	IT industry development, promotion, and the creation of a favorable business environment Innovation development IT education improvements	Direct engagement Meetings, industry-related events Conferences Partnership events CSR and charity projects Correspondence
Local governments and organizations	Sustainable economic development of the region Favorable business environment Taxes Educational opportunities in the region Innovation development Pro bono support	Direct engagement Meetings County-level and city-related events Local business events
Professional tech and business industry communities	Industry development Business environment Innovation development Educational opportunities	Direct engagement Meetings Correspondence Conferences and industry/business-related events
Educational institutions	Professional expertise Support of educational projects Scholarships Financial, technical, and pro bono support Career opportunities for graduates	Direct engagement Meetings Correspondence, conferences, and education-related events Sponsorships
Policymakers and regulators	Economic development Organizational sustainability New jobs Ethical and legal business practices	Participation as panelists at business and economic events Political gatherings Correspondence
Suppliers	Organizational sustainability Ethical and legal business practices	Direct engagement Correspondence
CSR communities	CSR practices and processes UN sustainable development goals Partnerships CSR practices popularization Pro bono support	Participation in and hosting CSR-related events Correspondence, direct engagement Community gatherings
Non-governmental organizations	Charity, corporate volunteering Financial, material, pro bono support	Direct cooperation on environmental, educational, and social projects Correspondence Events
Media	Communication of important industry trends and news CSR practice popularization	Direct engagement Correspondence Events

GRI INDEX DISCLOSURE

This report has been prepared in accordance with the GRI Standards. The following sections include the most relevant topics to the respective GRI disclosure.

INDEX	DISCLOSURE	LOCATION
2-1	Organizational details	5-8
2-2	Entities included in the organization's sustainability reporting	7-8
2-3	Reporting period, frequency and contact point	99
2-6	Activities, value chain and other business relationships	2, 5, 9-11, 13
2-7	Employees	6-8, 22-24
2-9	Governance structure and composition	11, 17-18
2-11	Chair of the highest governance body	https://www.softserveinc. com/en-us/about-us/boardof-directors
2-14	Role of the highest governance body in sustainability reporting	17-18
2-15	Conflicts of interest	Sustainability Report 2019- 2020 [p.34]
2-16	Communication of critical concerns	9-11, 21-22, 25, 27-30, 33-34, 39-40, 47-53, 73-77
2-22	Statement on Sustainable Development Strategy	17-18
2-23	Policy commitments	Sustainability Report 2019- 2020 [p. 24-25, 34], 21, 73
2-24	Embedding policy commitments	21, 23-31, 33-34, 42-43, 47-53, 73-82
2-25	Processes to remediate negative impacts	75-82
2-26	Mechanisms for seeking advice and raising concerns	Sustainability Report 2019- 2020 [p.34]
2-28	Membership associations	https://www.softserveinc.com/en-us/corporate-social-responsibility/empowering-communities
2-29	Approach to stakeholder engagement	95-96
3-2	List of material topics	18
3-3	Management of material topics	17-18
203-1	Infrastructure investments and services supported	7, 10, 29-30, 34, 39-42, 51-53, 59-69, 76-80
302-1	Energy consumption within the organization	76
302-2	Energy consumption outside of the organization	76
302-3	Energy intensity	76
302-4	Reduction of energy consumption	76
305-1	Direct (Scope 1) GHG emissions	77
305-2	Energy indirect (Scope 2) GHG emissions	77
305-3	Other indirect (Scope 3) GHG emissions	77
305-4	GHG emissions intensity	76
305-5	Reduction of GHG emissions	74
401-1	New employee hires and employee turnover	6, 22
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Sustainability Report 2023 [p.118]
403-5	Worker training on occupational health and safety	Sustainability Report 2023 [p.42]
403-6	Promotion of worker health	33-38, 43
404-1	Average hours of training per year per employee	44
404-2	Programs for upgrading employee skills and transition assistance programs	11, 35, 54-56, 58
404-3	Percentage of employees receiving regular performance and career development reviews	44
405-1	Diversity of governance bodies and employees	23-24
413-1	Operations with local community engagement, impact assessments, and development programs	11, 47-49, 54, 57-61, 68-75, 84-87, 90-99
418-1	Customer Privacy	Sustainability Report 2019-2020 [p.24-25]

This report has been prepared in accordance with the GRI Standards. It represents SoftServe's key sustainability results based on data from SoftServe's 2024 calendar year (January 1, 2024, through December 31, 2024), unless otherwise stated. The last sustainability information regarding SoftServe was published in June 2024 as part of SoftServe Sustainability Report 2023.

NORTH AMERICAN HQ
201 W 5th Street, Suite 1550
Austin, TX 78701 USA
+1 866 687 3588 (USA)
+1 647 948 7638 (Canada)

EUROPEAN HQ
30 Cannon Street
London EC4M 6XH
United Kingdom
+44 333 006 4341

APAC HQ
6 Raffles Quay #14-07
Singapore 048580
+65 31 656 887

info@softserveinc.com
www.softserveinc.com

CONTACTS
website
blog
LinkedIn
Facebook
Twitter