COMPUTOOLS

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CORPORATE SOCIAL RESPONSIBILITY REPORT 2020
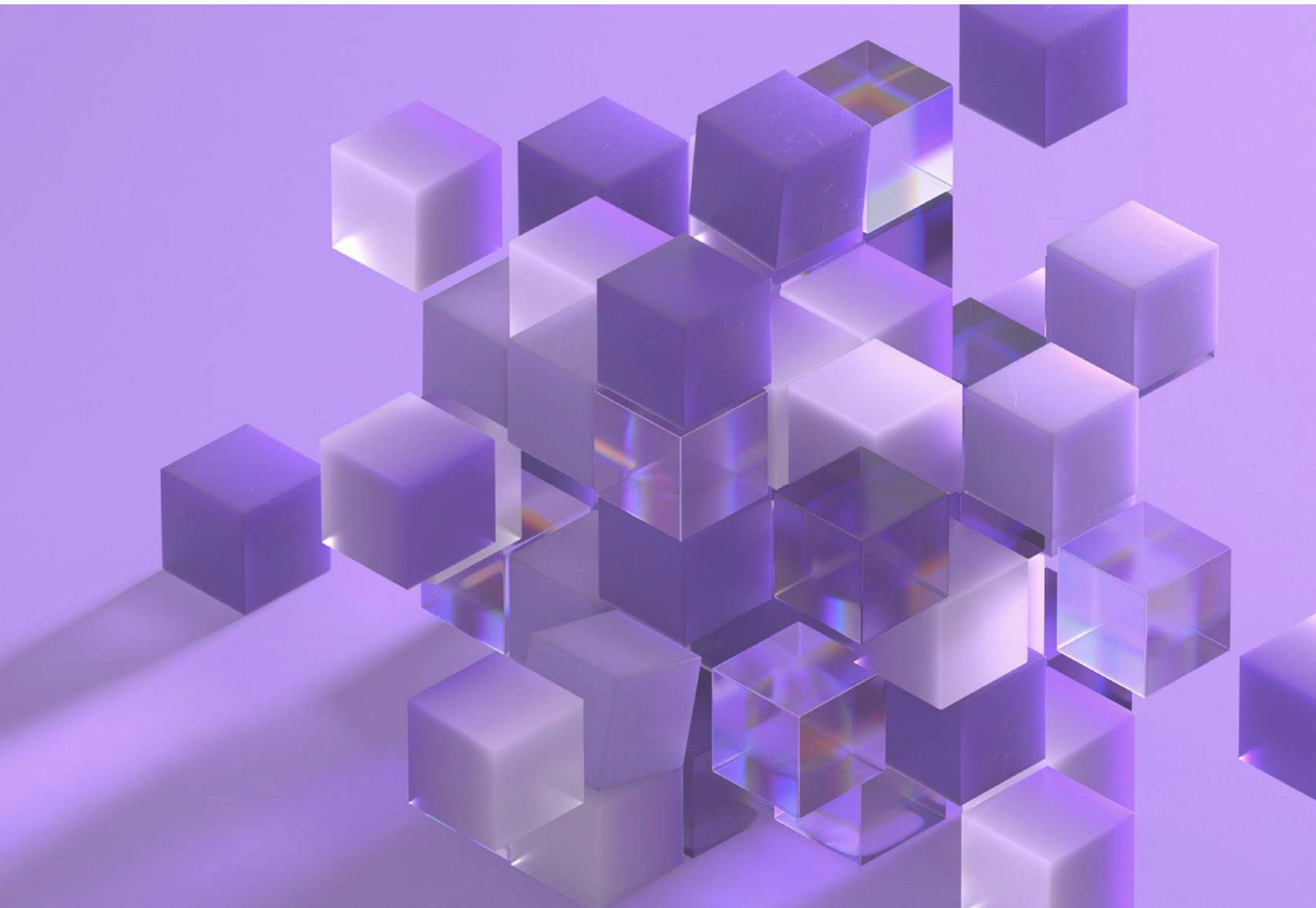
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INTRODUCTION

Let me share with you a Corporate Social Responsibility (CSR) Report that reflects the company's commitment to building a more transparent, kinder, and safer world. In this report, we want to tell you how and what our active actions contribute to the achievement of this goal. Over the past year, we have identified several areas of corporate social responsibility, which are enshrined in the culture and basic principles of the company. Painstaking work allowed us to go deeper in each direction and achieve certain results. The whole world shuddered from the global pandemic and its consequences. For Computools, people are a top priority, so to ensure their safety, all employees of the company were promptly transferred to remote work and provided with everything they needed. This also allowed the company to continue its stable work and fulfill its obligations to customers and partners.

The company was listed in the TOP-10 Ukrainian IT companies providing excellent working conditions and internships. We care about the well-being of each employee, responsive to their needs, and providing the necessary tools for their individual development and growth. Computools supports the idea of gender equality and provides equal opportunities for self-fulfillment and career advancement for women and men.

The company promotes the popularization of the IT-sphere among the younger generation, supports and sponsors participating teams in various competitions and challenges. We also pay attention to charity, helping animal welfare funds and orphanages in the region. Despite the fact that our main responsibility is the well-being of our clients and partners to whom we provide services at a high level of quality, we also strive to cover other areas of life to become influencers and truly change the world through innovation.

"

One of the company's objectives is to contribute to the development of the IT sector. As leaders in the region, we partner with one of the strongest national technical universities, providing students with the opportunity to enhance their skills and practice on real projects. Our task is not only to prepare highly qualified specialists but also to motivate them to self-development and continuous improvement of their skills through innovative technologies and solutions.
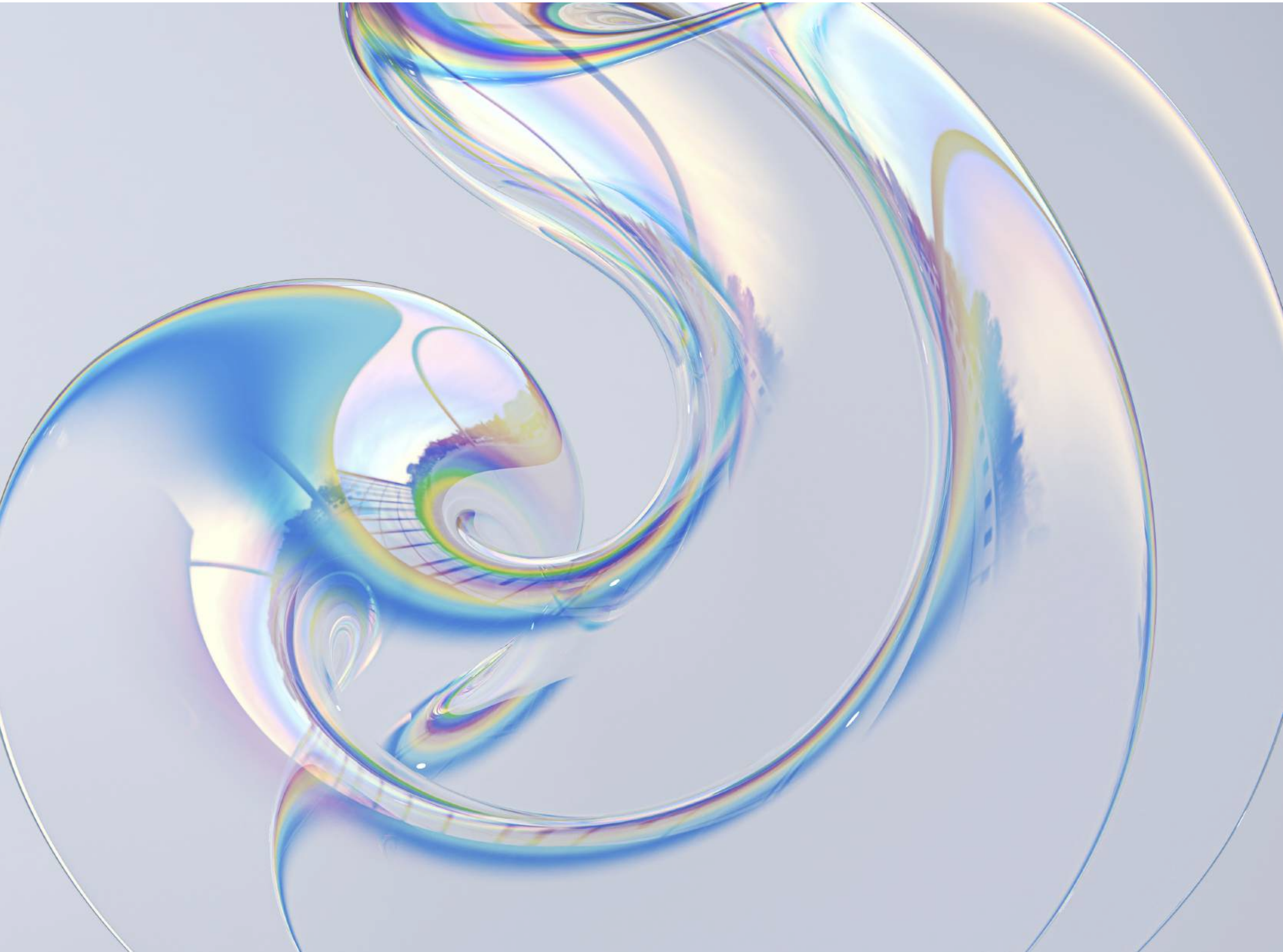
SERGII TYMCHUK | CEO

COMPANY OVERVIEW

COMPUTOOLS IS A GLOBAL INNOVATIVE SOFTWARE SOLUTIONS PROVIDER

COMPUTOOLS COMPANY JOURNEY

2013-2015
PERIOD OF COMPUTOOLS COMPANY FORMATION

Computools was founded in 2013 by Sergii Tymchuk and in a short time became a reliable provider of innovative software solutions for IT companies in the USA, Israel, Great Britain, Norway, and other regions. From the very beginning, the company's founder took control of the software development department in order to create at Computools a high level of quality IT solutions for customers.

2015-2017

By the end of 2015, the company employed 34 IT specialists. In 2016, the staff increased to 49 and the company opened another office in Kyiv (Ukraine). The next year, 2017, was a year of breakthrough growth and development of Computools: the number of employees increased to 99, representative offices were also opened in London (Great Britain) and Tel Aviv (Israel).

2017-2018
ERA OF ACTIVE GROWTH AND INNOVATIONS

Large global brands appeared in the Computools customer list, and the range of services has expanded significantly.
In 2018, 137 IT specialists worked at Computools, and in the same year, a representative office was opened in the United States.

2019
ERA OF INTERNAL TRANSFORMATIONS AND
PROGRESSIVE DEVELOPMENT SOLUTIONS

In mid-2019, CMS Games LLC joined Computools to successfully implement joint projects in the field of online game development.
In 2019, the company has more than 180 IT specialists and representative offices, as well as already opened and successfully operating offices in Kyiv, Zaporizhzhia (Ukraine), London (Great Britain), Tel Aviv (Israel).

2020

In 2020, 200+ Computools IT engineers are focused on continuous service enhancement for our clients to turn their costs into a driving force behind revenue generation.

COMPUTOOLS MISSION

The company's mission is creating innovative software solutions to help customers all over the world grow their business.

VALUES ↓

Deliver on Promises

Create Win-Win Agreements

Think Z to A

Be Reliable

Be Respectful

Follow the Principle: One for All and All for One

Be Better Today Than You Were Yesterday

Be Proactive

Speak Concisely and Clearly

Ask Questions Until Everything is Clear

Don't be Evil

Enjoy Your Work

Never Do Today What You Can Do Now

Grow in Intelligence but Don't Lose a Sense of Humor

CORPORATE GOVERNANCE ↓

Our Board of Directors consists of CEO, COO, and CDM. All the processes in the company are divided into 6 departments: Marketing Department, Business Development Department, Delivery Department, People Management Department, Finance Department, Control Department. Strict distribution of responsibilities and functions between these departments ensures the solid and balanced operation of the entire company. The well-coordinated interaction of departments enhances the efficiency of each functional unit to provide our clients with a high level of service under any conditions.

COMPUTOOLS INDUSTRIES

RETAIL	FINANCE	HEALTHCARE	CONSUMER SERVICES

SERVICES

Computools's specialists are competent in providing services in Consulting, Design, Engineering, Operating, and Optimization of a product (application or software solution).

1. Web app development	**2.** Mobile app development	**3.** Windows/Mac/Linux App Development	**4.** IoT solutions development
5. Technologies & Frameworks	**6.** Big Data	**7.** Artificial Intelligence	**8.** Cloud Solutions
9. DevOps	**10.** Unity3D/Unreal Game Development	**11.** VR & AR Software Development	

AWARDS & RECOGNITION

The 2020 Global Outsourcing 100 According to the IAOP	Gold Winner of the 15th Annual Network PG's 2020 IT World Awards	Top Software Development Company Awards by Goodfirms	Top-rated Software Development Company as Stated by Softwareworld

CSR HIGHLIGHTS

CSR HIGHLIGHTS

200⁺	**25**⁺	**100**⁺	**20K**⁺
FREE EDUCATION EVENTS	MEETUPS	STUDENTS PASSED AN INTERNSHIP	VOLUNTEER HOURS
70⁺	**35**⁺	**600**⁺	
SUPPORTED SCHOOLCHILDREN-PARTICIPANTS OF IT TECHNOLOGY COMPETITIONS	FREE WORKSHOPS FOR STUDENTS OF TECHNICAL UNIVERSITIES	CHARITY PACKAGES FOR ORPHANAGES, REHABILITATION CENTERS, AND LARGE FAMILIES	

CSR PRIORITIES

STAKEHOLDER ENGAGEMENT

We treat our stakeholders with great respect, as we value their trust in us. We are fully aware of the importance of quality in the relationships we build inside and outside our company. Our stakeholders are groups or individuals who may be involved or influenced by our activities. We mean both our customers, industry, and government organizations, communities, associations, as well as our employees, partners, and so on.

Our interaction with stakeholders is a sophisticated ecosystem of polls and feedback, business correspondence, open and individual reports, participation and organization of events, and more. The core interaction principles are enshrined in the company's key differentiators:

TRANSPARENCY

Security in knowing that you never have to question where you're at or what's happening in the development process.

LONG TERM PARTNERSHIP

Gain stability with a partner who believes in long-term relationships and views it as a fundamental value.

ON THE SAME PAGE

Work with teams that have your business goals in mind. Each step is a step towards improving your overall business processes.

TURNKEY SOLUTIONS

Access to niche expertise and solutions that focus on quality, efficiency, and saving time.

PROFESSIONAL ENGINEERS WITH NICHE SKILLS

Utilize experienced engineers with the skills to deliver quality results on time and on budget.

INTERNATIONAL PARTNERSHIPS

A number of International association memberships allow us to understand your needs no matter where you're located in the world.

OUR CSR STRATEGY IS DEFINED BY THE KEY STAKEHOLDERS WHO HAVE A DIRECT IMPACT ON OUR BUSINESS:

clients	employees	industry associations & communities	media

SUSTAINABLE DEVELOPMENT GOALS

THE 17 SUSTAINABLE DEVELOPMENT GOALS (SDG)

have been identified in the United Nations plan to improve the quality of life and achieve a better future for all humankind by 2030. It is actually a universal plan that can be adopted by any country or organization joining the community of concerned people.

The innovative business has a significant impact on global development and the achievement of the goals of this plan. Therefore, within the framework of the CSR, Computools have identified several priorities, including good health and well-being; quality education; gender equality; industry innovation; partnerships for the goals.

These goals were aligned with the culture and values of the company and were chosen because these are the areas where we can do the most benefit.

3	**4**	**5**	**9**	**17**
GOOD HEALTH & WELL-BEING	**QUALITY EDUCATION**	**GENDER EQUALITY**	**INDUSTRY, INNOVETIVE & INFRASTRUCTURE**	**PARTNERSHIP FOR THE GOALS**

GOOD HEALTH AND WELL-BEING

ENSURE HEALTHY LIVES AND PROMOTE WELLBEING FOR ALL AT ALL AGES

COMPUTOOLS RESPONSE TO THE CORONAVIRUS PANDEMI

PUTTING OUR PEOPLE FIRST

Computools is following the advice of the World Health Organization (WHO) and country-level Government recommendations taking an effort to reduce the impact of the Coronavirus (COVID-19). We value the health and safety of our staff and since Monday (March 16th), the majority of Computools's employees transitioned to remote work from home.

The company provided all the employees working remotely with the necessary equipment, tools, and items for comfortable and productive work. For those few who remained in the offices due to production needs, we created the safest conditions possible: regular cleaning and surface treatment, and additional disinfectants for individual use. All mass events (team-building, corporate trainings, etc.) were canceled for the entire quarantine period, and meetings were transferred online to avoid large groups. Overseas trips were canceled to avoid contacts with virus carriers; for those employees who were already on vacation abroad, a mandatory two-week quarantine was organized.

STAY ON TRACK

Complying with quarantine, Computools remains a productive, efficient, and reliable partner on the path to achieving your business goals. We remain motivated to develop creative and industry-changing solutions. The well-coordinated work of each team allows us to build useful, cost-effective, and user-friendly software solutions. We continue to do the work needed for our clients so that even in times of crisis they receive the services they need for their businesses.

Even during these uncertain times, it's extremely important for everyone to stay on track and push through the hard times.

VOLUNTEER IT INITIATIVE

Computools concurs with YouTeam's IT-initiative to help fighting coronavirus pandemic. The idea is to provide companies that develop products and services to fight COVID-19 with competent developers on volunteer terms.

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Offer: 5 developers with PHp, Angular, React, Flutter, Python skills. Must be looked 4 business days in advance. Up to 30 hours per week per developer. Offer valid until June 1

SPORTS AND HEALTHY LIFESTYLE

Employee wellness can encourage better teamwork, increased productivity, and reduce sick leave and workplace accidents.

THE HR DEPARTMENT ORGANIZES VARIOUS ACTIVITIES WITH THE PURPOSE TO:

Improve mental health: playing board games, e-sports, visiting concerts, exhibitions, organizing chess tournaments etc. Encourage more physical exercise: playing mini-football, football, tennis tournaments, have a special room with a trainer, play volleyball, organize collective trips

We're very proud of how well we've all managed to create a cohesive work community. Teams are always organized according to what-works-best practices and at least once every three months we come together for informal team building. Just about weekly, we get together for leisure activities according to interests. We believe that healthy employees are the foundation of a successful company!

QUALITY EDUCATION

ENSURE INCLUSIVE AND EQUITABLE QUALITY EDUCATION AND PROMOTE LIFELONG LEARNING OPPORTUNITIES FOR ALL
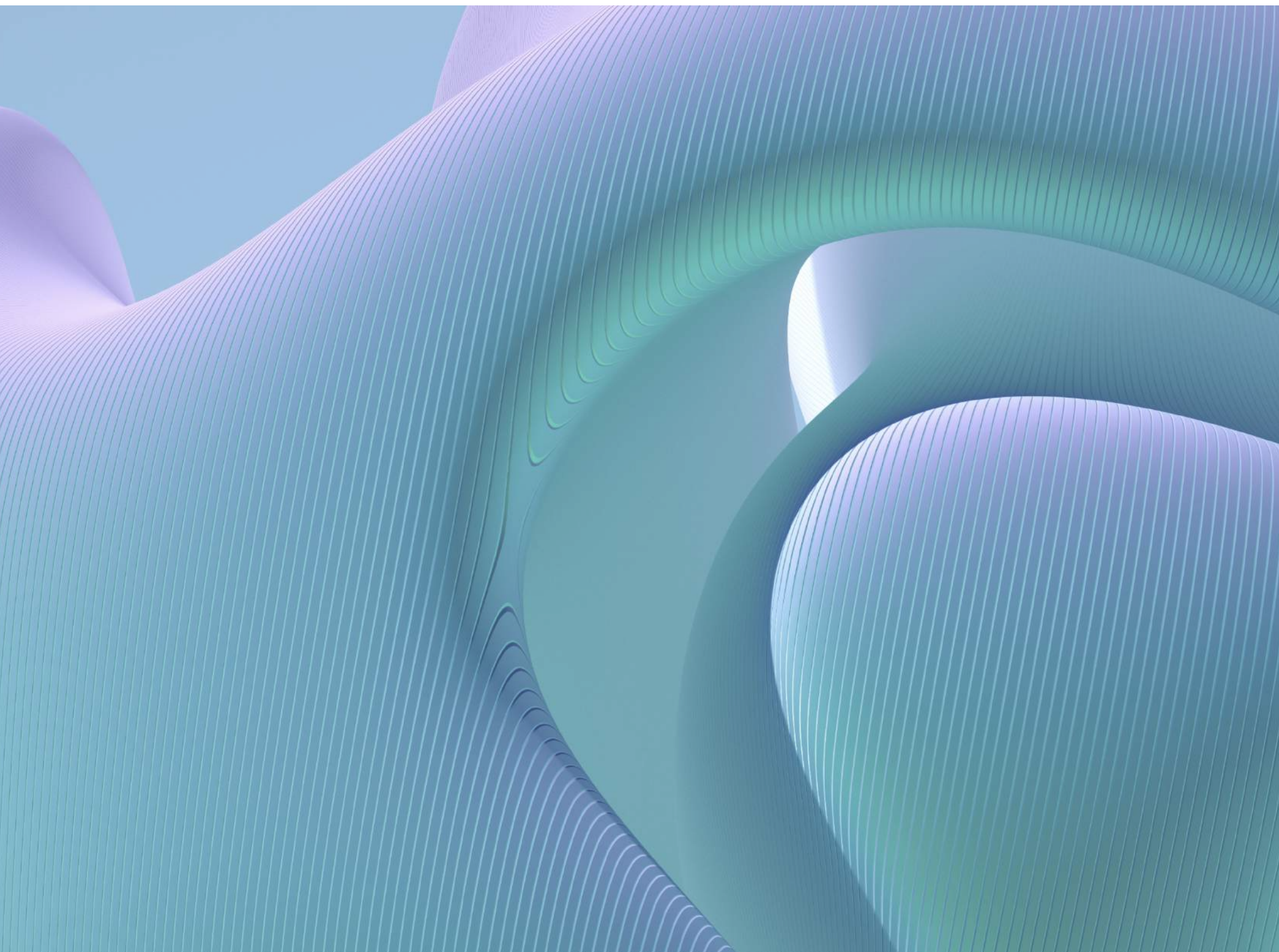
EMPLOYEES - EDUCATION AND TRAINING

Today employee education and development are the most-desired benefits that a company can offer.

OFFERING EDUCATIONAL OPPORTUNITIES HAS A WIDE VARIETY OF ADVANTAGES FOR BOTH EMPLOYEES AND COMPANIES. WE KNOW ABOUT IT AND PROVIDE POSSIBILITIES FOR EMPLOYEES TO DEVELOP THEIR SKILLS.

01. First of all, we create a personal growth plan for every employee. It contains the list of information for study and the deadline for this. After the deadline, we discuss the results and give some benefits. Such things allow employees to develop, keep abreast of new trends, and grow professionally.

02. We organize participation in the webinars, lectures, different trainings, etc. It helps to know some new things or other points of view from different specialists.

03. The company always supports specialists if they want to obtain some certificates. Certification is a complex process so Computools helps with organizational questions and pays for the certification.

04. The company also provides English lessons 2 times a week. Because English is a must for our company.

YOUTH WORK

THE FUTURE OF IT-INDUSTRY IN UKRAINE BEGINS WITH SCHOOL

One of Computools's ambitious goals is to help to develop and spread the IT industry in Ukraine. The company understands that the future is in the hands of young minds and seeks to support and motivate them. An example of such an activity is helping students of the Bohdanivs'ka School of the Zaporizhzhya region.

Computools helps the school to realize the boldest designs and projects. In 2018, the company paid for a team trip to the tournament in Kyiv, and this year the company purchased a field to further participate in the First Lego League.

Computools's educational initiative aims to support young developers looking to expand their IT capabilities. That's why Computools sponsored the NUZP_Neverhood & ArtFC team from Zaporizhzhia Polytechnic National University participated in Uzhgorod summer programming school organized by Uzhgorod National University. This year, amid a pandemic, the V International Summer Student Programming School was held remotely from July 31 to August 7.

It is exciting teamwork that brings together young minds in programming, empowering them to show their skill in building complex algorithms and developing applications.
The company helps the team in this event as its rich training program brings learning software development to a new level, pushing and motivating students to apply or develop ingenious solutions.

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GENDER EQUALITY

**ACHIEVE GENDER EQUALITY AND EMPOWER ALL WOMEN AND GIRLS**

GENDER EQUALITY

The main goal of gender equality in the workplace is to achieve equal outcomes for women and men, including salary, workforce involvement, and growth opportunities. Computools's employees have no limits on the basis of gender. Our employees are the one big professional team that is not divided into men and women.

We choose the specialist by their professional skills and not by their gender. Our company has approximately the same number of specialists, both women, and men. All of them occupy their positions according to skills and their preferences. Every employee has a plan of growth and has the possibility to develop in the company and change the position. Both women and men have access to all occupations including leadership roles. We strive to eliminate discrimination on the basis of gender, particularly in relation to family and caring responsibilities.

We believe that gender equality is achieved when all people are able to access and enjoy the same rewards, resources, and opportunities, and we do everything to provide it.

EMPLOYEES BY GENDER IN 2020

MEN 56%

WOMEN 44%
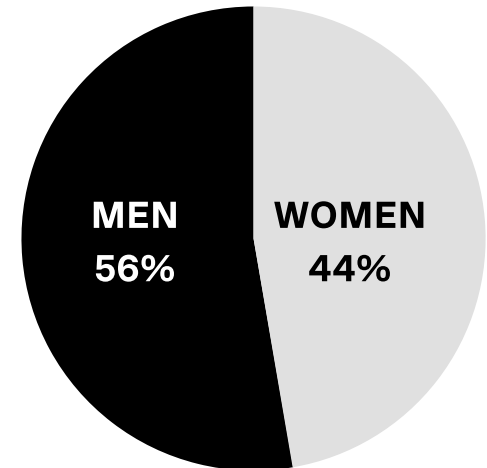
INDUSTRY, INNOVATION & INFRASTRUCTURE

BUILD RESILIENT INFRASTRUCTURE, PROMOTE INCLUSIVE AND SUSTAINABLE INDUSTRIALIZATION, AND FOSTER INNOVATION

STAYING AHEAD OF THE TECHNOLOGY CURVE

Computools designs and develops products and platforms that give customers all over the world a distinct digital advantage. Since we are an innovative software development company, some of our key success factors are precisely aimed at researching best practices from both a technological and management point of view. Computools prides itself on using those best practices and approaches to create innovative products for our clients.

COOPERATION WITH A PROGRESSIVE TEAM

Also, we cooperate with the professional team for the best results. For example, Computools & CMS Games LLC have consolidated to successfully collaborate and carry out joint projects according to the partnership plan.

Using the latest technology, the CMS Games develops cross-platform Desktop, Mobile, AR, VR, WebGL games. Besides, the company offers other products that solve the main customers' issues. Services include the development of interactive native or hybrid mobile applications, web development, UX/UI Design, 3D design, and animation.

Usually, business consolidation is applied to improve operational efficiency by reducing redundant personnel and processes. Computools LLC & CMS Games LLC decided to unite their teams to provide more reliable options and services to the customers. Both companies also plan to increase the efficiency of employees by providing them with more complex tasks and projects.

SOLUTIONS KIT

As proof of using innovative technologies Computools released The Object Detection Solutions Kit that uses advanced artificial neural network and computer vision algorithms to detect objects in video/photo. Detect and identify physical or image-based objects in real time using your device's camera. Detected objects will automatically be categorized.

Object detection is a generic term used to define and identify an object and all its boundaries. It's used in many areas of computer vision, including image search and video surveillance. The process includes recognition (categorizing the physical or image-based object). Object localization is a generic term used to define the process of locating/determining the main (or most visible) object in an image.

INNOVATIVE POTENTIAL

Innovation is the core success factor in the fast-changing business world.

Computools has successfully passed the assisted IMP³rove Assessment compliant with the European standardization documents and got an appropriate certificate. The main goal of this assessment is to determine the innovative potential of the company, to predict its success and capabilities.

Computools Innovation Strategy gives the firm direction and focuses on all innovation management activities for maximum impact concentrating on ensuring that the most promising innovation projects are pursued. To implement the set goals, the latest technological developments are constantly being studied, new solutions based on them are being developed. Computools always stays relevant and thinks a few steps ahead.

PARTNERSHIP TO ACHIEVE THE GOAL

STRENGTHEN THE MEANS OF IMPLEMENTATION AND REVITALIZE THE GLOBAL PARTNERSHIP FOR SUSTAINABLE DEVELOPMENT
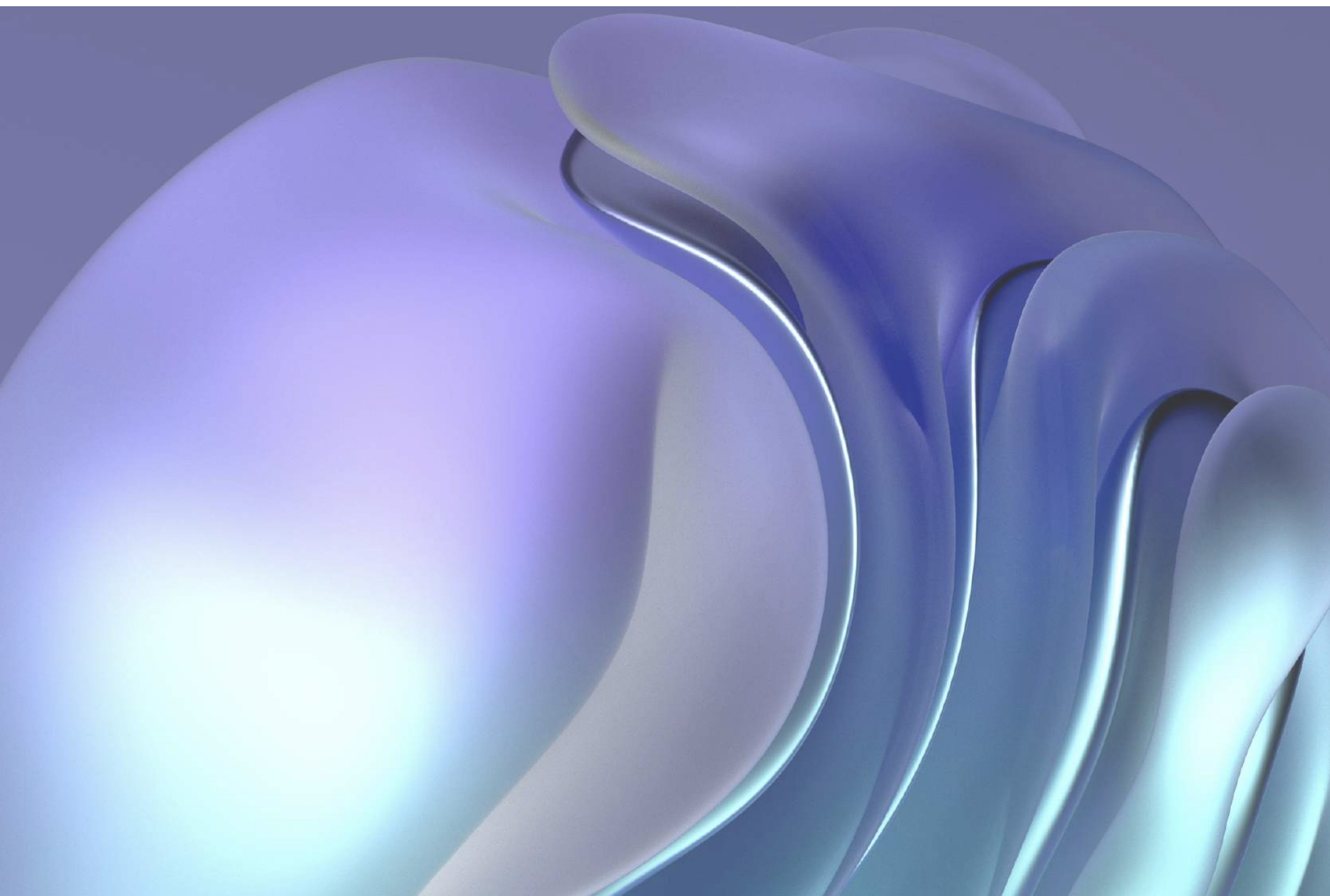
PARTNERSHIP TO ACHIEVE THE GOAL

Computools has a strong and durable association with tech leading companies, sharing knowledge and experience to deliver effective software solutions for businesses.

- Enterprise Europe Network
- International Federation For Information Processing (Ifip)
- World Information Technology And Services Alliance (WITSA)
- The Canada-Ukraine Trade And Investment Support (CUTIS)
- The Norwegian Ukrainian Chamber Of Commerce (NUCC)
- The Australia-Ukraine Chamber Of Commerce (AUCC)
- The British Ukrainian Chamber Of Commerce (BUCC)

- IT Ukraine Association
- Artificial Intelligence Business Directory By American Data Processing, Inc.
- Export Promotion Office Of Ukraine
- IClub
- Deso Club
- VR Business Club

COOPERATION WITH YOUTEAM

Computools Volunteers in IT-Initiative to Help Fight the COVID-19. Computools concurs with YouTeam's IT-initiative to help fighting coronavirus pandemic. The idea is to provide companies that develop products and services to fight COVID-19 with competent developers on volunteer terms.
In this difficult time of the global pandemic and crisis, Computools supports such IT-initiatives to help fight the coronavirus and minimize the economic consequences of the pandemic. Participating in such IT volunteering activities is a part of Computools's social responsibility and fully complies with the key and ideological principles of the company.

GRI CONTENT INDEX

We do not base our report on the GRI guidelines, but we have produced a GRI index below to show which elements of the GRI Standards are covered in our 2020 Corporate Social Responsibility report.

GENERAL STANDART DISCLOSURE

DISCLOSURE	ASPECT	SECTION/RESPONSE
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102-2	Activities, brands, products, and services	Company overview, pp. 5-7
102-3	Location of headquarters	Company overview, pp. 5
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102-8	Information on employees and other workers	Company overview, pp. 5
102-9	Supply chain	Company overview, pp. 5-7
102-10	Significant changes to the organization and its supply chain	Company overview, pp. 5
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102-12	External initiatives	Part 3: CSR Priorities, p.10
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STRATEGY		
102-14	Statement from senior decision-maker	Message from Our CEO, p. 3
ETHICS AND INTEGRITY		
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GOVERNANCE		
102-18	Governance structure	Company overview, p.6

GRI CONTENT INDEX

General Standart Disclosure

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102-42	Identifying and selecting stakeholders	Stakeholder Engagement, p. 11
102-44	Key topics and concerns raised	Stakeholder Engagement, p. 11
Reporting practice		
102-48	Restatements of information	In the report
102-50	Reporting period	Jan-October 2020
102-51	Date of most recent report	10/1/2019
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	Contacts, p. 30
102-54	Claims of reporting in accordance with the GRI Standards	GRI Content index, pp. 26-29
102-55	GRI content index	GRI Content index, pp. 26-29

GRI CONTENT INDEX

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	401-1	New employee hires and employee turnover	Company journey, p.5
Occupational Health and Safety	103-1	Generic disclosures on Management Approach	Goal 3: Good Health & Well-being, pp. 14-15
	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Computools response to the Coronavirus Pandemic, p. 14
Training and Education	103-1	Generic disclosures on Management Approach	Goal 4: Quality Education, pp. 17-18
	404-2	Programs for upgrading employee skills and transition assistance programs	Youth work, p. 18
	404-3	Percentage of employees receiving regular performance and career development reviews	Employees - Education and Training, p. 17
Diversity and Equal Opportunity	103-1	Generic disclosures on Management Approach	Gender Equality, p. 20
	405-1	Diversity of governance bodies and employees	Gender Equality, p. 20

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Contact us for information