



# COMPUTOOLS

CORPORATE SOCIAL RESPONSIBILITY REPORT 2021



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### **CONTACTS**

# INTRODUCTION



Computools was founded in 2013 and today creates the most structured, efficient software solutions to elevate a wide range of businesses. Our steady growth has made us one of the leaders in our region and today we collaborate with hundreds of companies in the USA, Israel, Great Britain, Norway, and other regions.

Computools shapes the future with products, services, and solutions that businesses need to Unlock Tomorrow. We're a worldwide company that generates world-changing ideas.

## COMPUTOOLS VALUES AND GOALS

Our priority is to create the most structured and effective software solutions for a wide range of businesses. That requires a great number of effort. That's why we always develop and complement our values to better suit the client's rational and emotional expectations.

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**WE ARE FOCUSED ON PEOPLE**

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**WE DELIVER ON PROMISES**

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**WE TAKE INITIATIVE IN RESOLVING ISSUES**

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**WE RESOLVE ISSUES OPENLY**

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**WE ARE FOCUSED ON RESULTS**

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**WE ARE EFFECTIVE**

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**WE ARE DISCIPLINED**

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**WE ARE BETTER TODAY THAN WE WERE YESTERDAY**

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**WE NEVER PUT OFF UNTIL TOMORROW WHAT CAN BE DONE TODAY**

## COMPUTOOLS INDUSTRIES

<b>RETAIL</b>	<b>FINANCE</b>	<b>ENERGY</b>
<b>HEALTHCARE</b>	<b>CONSUMER SERVICES</b>	

PART 1



# COMMUNITY INVOLVEMENT & DEVELOPMENT

COMMUNITY INVOLVEMENT • EDUCATION AND CULTURE • EMPLOYMENT CREATION & SKILLS DEVELOPMENT •  
TECHNOLOGY DEVELOPMENT AND ACCESS • WEALTH AND INCOME CREATION • HEALTH



# COMMUNITY INVOLVEMENT



To facilitate education across the country, popularize the IT field, and increase the number of competent developers, we constantly participate in the development of student programming contests in local universities, take part in educational initiatives organized by the Ministry of Education and Science of Ukraine, sponsor programming schools and young developers who are on their way to becoming true professionals.

# EDUCATION AND CULTURE

At Computools every specialist constantly improves his/her skills. Our main principle is “be better today than you were yesterday”. Everyone is on their 10,000 hours way to becoming a world-class professional and entering the top 1% in the world as a professional with the company.

Computools employees are constantly developing and learning new things in the context of their responsibilities. Therefore, an individual development plan is created for each employee of the company, which synchronizes the goals of the company and the goals of the employee.

## INTERNAL LECTURES

Computools organizes lectures (seminars, webinars, etc.) to improve the skills of the company's employees and contractors on professional development topics. Team leads, heads of departments, and simply anyone with an informative topic to cover have an opportunity to arrange offline/online seminars, lectures and share useful insights with colleagues.

## EXTERNAL LECTURES

Computools organizes lectures on technical topics for our potential employees across all the departments. These lectures are open to professionals from and outside of our company. They are free to speak and share their knowledge at the universities, meet-ups, conferences, online meetings, and then receive a performance bonus.

## INTERNSHIP

The company has an internship, where the company trains and certifies new employees or contractors in the various areas in which the company develops. Internships are open to:  
Students from universities at the invitation of recruiters.

## ENGLISH LESSONS

The company has English language courses for employees and contractors of the company. Each employee or contractor of the company may attend these courses if they want to improve their English skills.

Upon completion of a certain level of English, an employee receives a certificate that confirms successful completion.

# EMPLOYMENT CREATION & SKILLS DEVELOPMENT

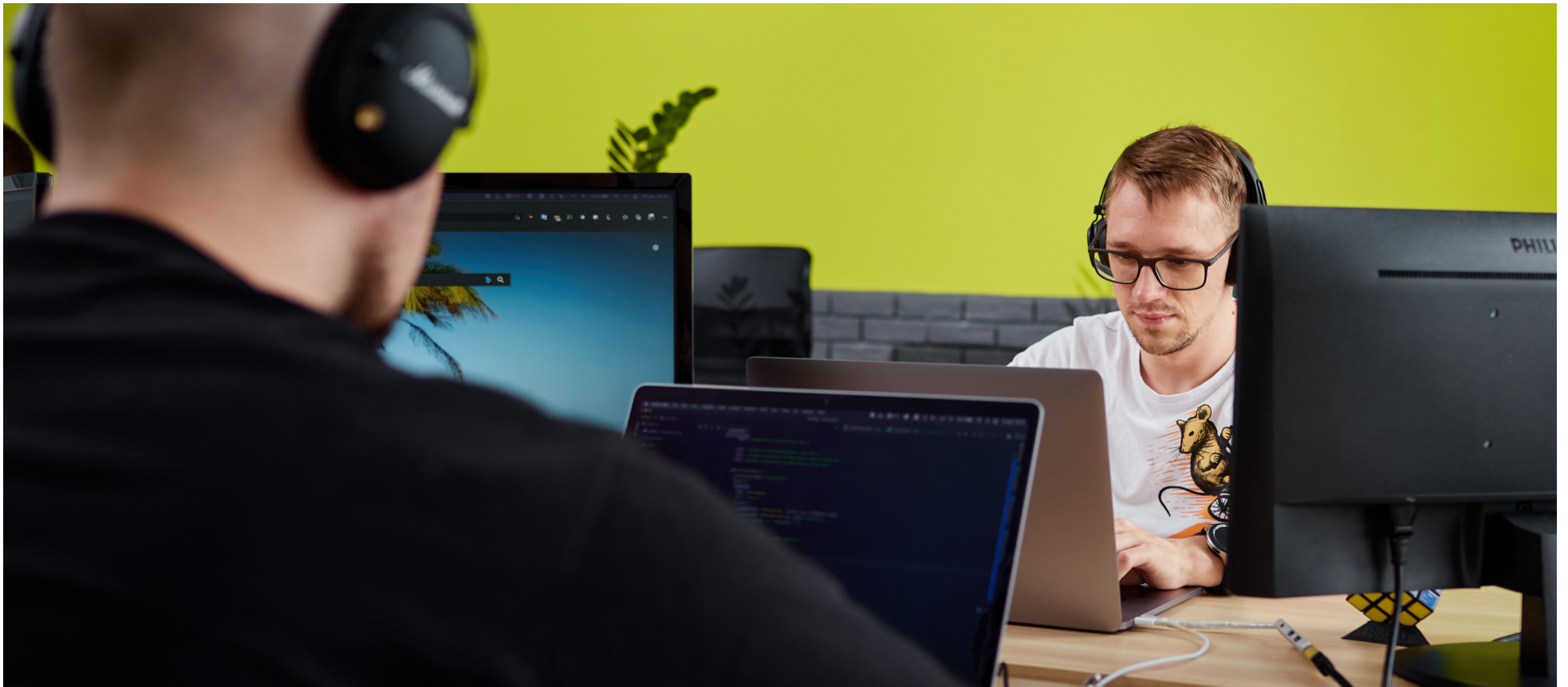


Today Computools employs more than 250 people and the company keeps opening new service centers all over the country. We have offices UK, USA, Germany, Belgium, France, Israel, and Ukraine. At the same time, each employee at Computools gets all the advantages of working for the company: an extended social package, opportunities for training and professional development, participation in corporate programs of health improvement, and sports.

# TECHNOLOGY DEVELOPMENT AND ACCESS

There is no limit to growth. With the abundance of information in the IT sector, each employee of our company has an access to multiple online educational courses. This can include resources of programming video tutorials for developers, online design and illustration schools, courses, and intensives from leading industry experts. All of this allows our employees to join the professional community, helps them develop technical skills and creative thinking.

**APART FROM THAT, EVERYONE IS WELCOME TO OBTAIN CERTIFICATION AT THE COMPANY'S EXPENSE.  
THE TRAINING AND CERTIFICATION PROCESS IS 100% PAID FOR BY THE COMPANY.**



# WEALTH AND INCOME CREATION



Our employees participate in many initiatives aimed at improving the quality of life, the well-being of society, its citizens, and the company. This includes educational initiatives that help young talents strengthen their technical skills and get into the IT sphere, internships in the company, and support for organizations and individuals who provide the necessary products and services to society.

Besides, a great number of our projects are aimed at improving the environment and solving food waste problems.

We also continuously assist regional centers for children's social and psychological rehabilitation, organize charity events for children with special needs who constantly need medical attention or psychological help.

## HEALTH

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- Computools takes numerous steps to ensure a healthy social and work environment within the country.

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- Through internal seminars, we raise awareness of health risks and serious illnesses within the company, prevent health threats, and provide support to improve access to medical services.

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- The company helps with serious illnesses both financially, by arranging treatment, and by organizing fundraisers, spreading information on the company's internal social networks, and announcing a charity campaign.

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- If someone has an accident, the company provides financial assistance.

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- In the wake of COVID-19, we value the health and safety of our staff as never before. Therefore, everyone is relocated to their homes with all the required equipment provided by the company.

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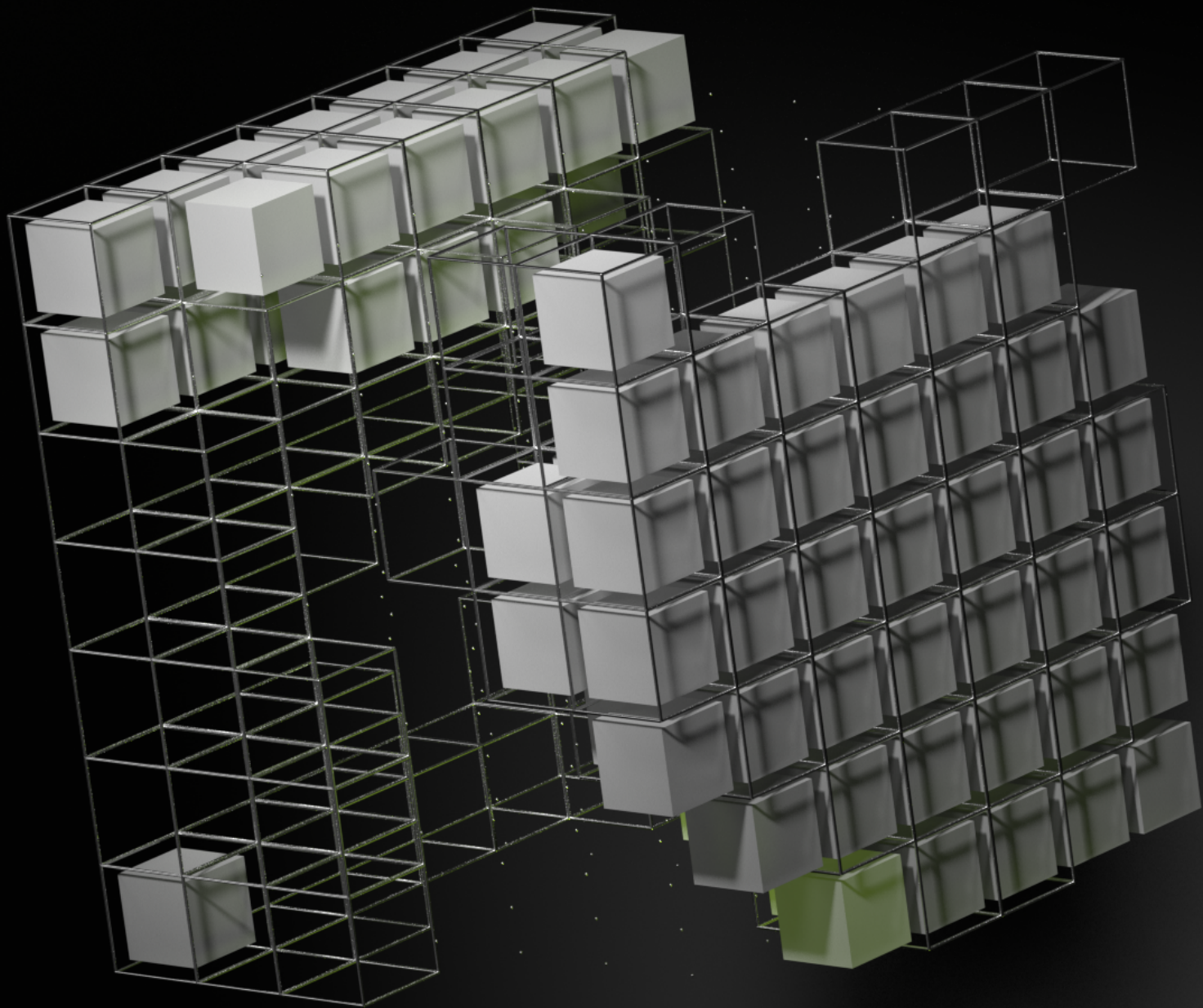
- We also united our efforts and took part in the IT initiative to fight coronavirus pandemic consequences by providing companies with free development support, such as software and application developers to complete their teams with required specialists.

PART 2



# LABOR PRACTICES

EMPLOYMENT AND EMPLOYMENT RELATIONSHIPS • CONDITIONS OF WORK AND SOCIAL PROTECTION •  
SOCIAL DIALOGUE • HEALTH AND SAFETY AT WORK • HUMAN DEVELOPMENT AND TRAINING IN THE WORKPLACE





# EMPLOYMENT AND EMPLOYMENT RELATIONSHIPS



Thanks to the company's clearly defined processes, work relations between employees are as transparent and clear as possible.

Each department has a prescribed list of processes, including agreements (job descriptions), its channels of communication, as well as algorithms for solving certain problems. Thanks to this, each employee always knows when and whom he can turn to in case of any questions.

## CONDITIONS OF WORK AND SOCIAL PROTECTION

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**01.** We always strive to create conditions for career growth, provide opportunities for professional development, offer consultations with experienced colleagues, and conduct training and internship.

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**02.** We provide work in modern offices with infrastructure, lounge areas, and other attributes, which the company is constantly expanding and improving to increase the comfort of each of us.

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**03.** We strongly believe that there should be a proper work/life balance.

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**04.** The work schedule is arranged in a way to facilitate the performance of our team. The company office can be open 24 hours a day, 7 days a week, and employees are free to decide when they want to take a meal or take a break.

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**05.** The company also pays for sick leave and in case of a serious illness where quick financial support is needed the company's managers facilitate help as quickly as possible.

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# SOCIAL DIALOGUE



- The company conducts several types of surveys to collect the opinions of employees and contractors on topics that influence behavior and development policies in the company so that the level of job satisfaction and employee atmosphere is high.
- Department directors, team leaders, and other employees or contractors of the company are always open for dialogue and suggestions.
- In case any of our employees have an idea or suggestion for any improvement to the company, we can discuss this idea with a department director or supervisor.

## HEALTH AND SAFETY AT WORK

Everyone's safety and health condition have the highest priority for us; we thereby follow instructions and guidelines to make sure that no one gets sick.

The company informs its employees about the prevention of all kinds of hazards, from illnesses to emergencies. We also inform our employees about their rights by enclosing a memo from the constitution of Ukraine.

## HUMAN DEVELOPMENT AND TRAINING IN THE WORKPLACE

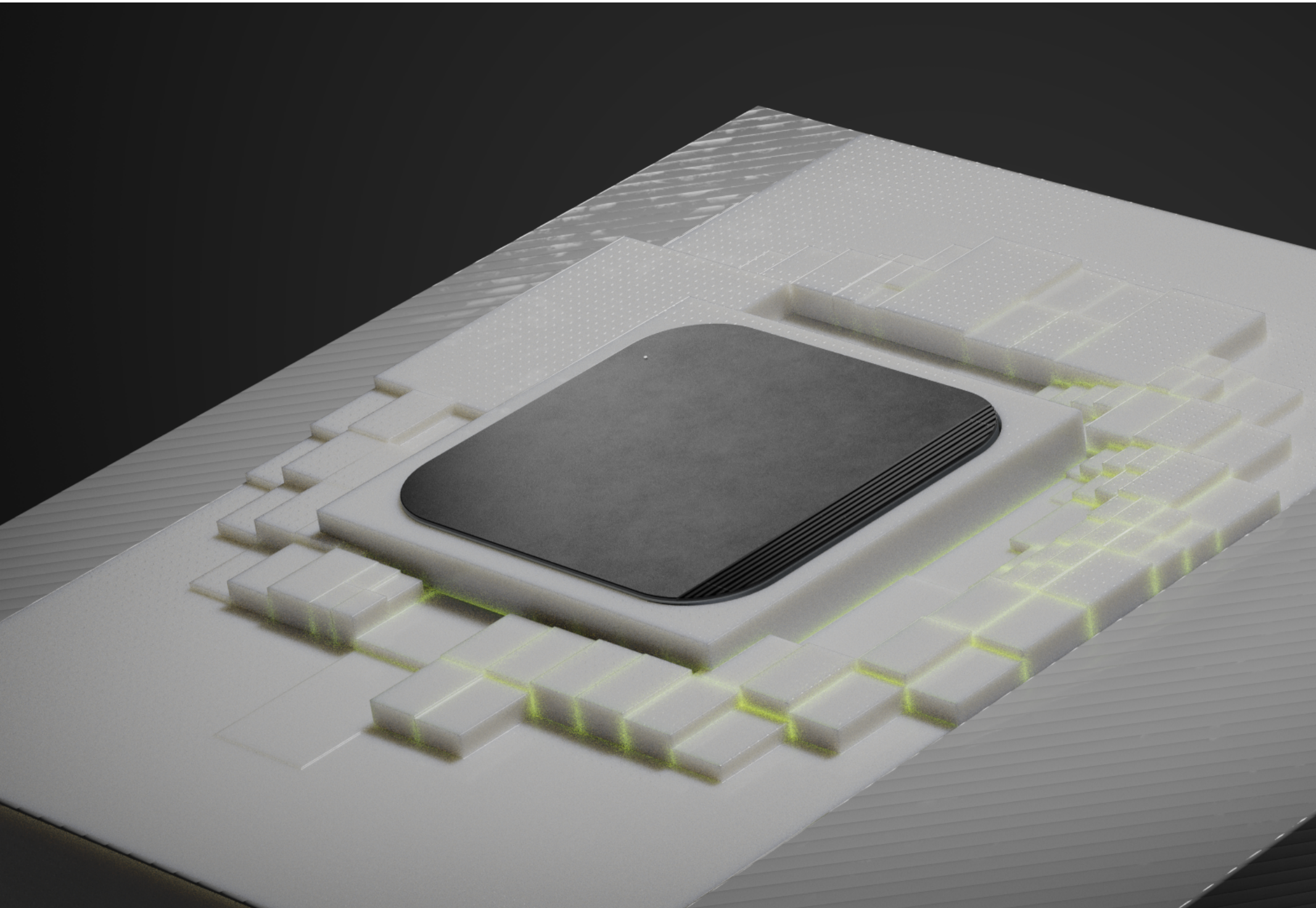


Computools employees are constantly developing and learning new things in the context of their responsibilities. Therefore, an individual development plan is created for each employee of the company, which synchronizes the goals of the company and the goals of the employee. The individual development plan is created together with the supervisor.



# HUMAN RIGHTS

HUMAN RIGHTS AND RISK SITUATIONS • RESOLVING GRIEVANCES • DISCRIMINATION AND VULNERABLE GROUPS • CIVIL, POLITICAL, ECONOMIC, SOCIAL, AND CULTURAL RIGHTS • FUNDAMENTAL PRINCIPLES AND RIGHTS AT WORK



# HUMAN RIGHTS AND RISK SITUATIONS



<b>1.</b>  Our risk situation guidelines are in line with human rights, and these measures comply with international norms and standards of law enforcement.	<b>2.</b>  To ensure safety, our personnel (whether permanently, temporarily, or contractually employed) receive appropriate training, including human rights awareness training.	<b>3.</b>  We also do not provide goods or services to an organization that uses them to commit human rights abuses;	<b>4.</b>  We do not partner with companies that commit human rights abuses in the context of our partnership.
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## RESOLVING GRIEVANCES

- Thanks to the company's clear processes, guidelines, coordinated departments, and various communication channels, every employee can solve any problem as quickly as possible.
  - All questions that arise are addressed to those who can provide competent answers.
  - We share our experiences and provide other informational assistance to our colleagues in their work and training.
- This helps all of us to grow faster and work more efficiently, thereby contributing to growth, satisfaction, and well-being for ourselves and the company as a whole.

## DISCRIMINATION AND VULNERABLE GROUPS

Any restrictions on civil, economic, and socio-cultural rights based on gender, race, class, or religion are considered a violation of citizenship status, which is contrary to the norms of democracy.

The company's processes are set up so that each of us is legally protected and can focus on our tasks without experiencing discomfort.

# CIVIL, POLITICAL, ECONOMIC, SOCIAL, AND CULTURAL RIGHTS



We treat employees, customers, contractors, the company, and ourselves with respect, regardless of age, position, appearance, nationality, race, gender, and a well-established HR department contributes to a pleasant company atmosphere and environment.

In addition, every employee and citizen has the right to liberty and personal inviolability.

## FUNDAMENTAL PRINCIPLES AND RIGHTS AT WORK

At Computools, everyone has the right to work under safe and hygienic conditions and get a fair reward for the work without discrimination of any kind. In addition, our company guarantees the equality of human and civil rights and freedoms regardless of gender, race, nationality, language, origin, property and official status, place of residence, attitude to religion, beliefs, or membership in public associations.

**EVERY EMPLOYEE IS GUARANTEED BY LAW WORKING HOURS, DAYS OFF AND HOLIDAYS, AND PAID ANNUAL LEAVE.**

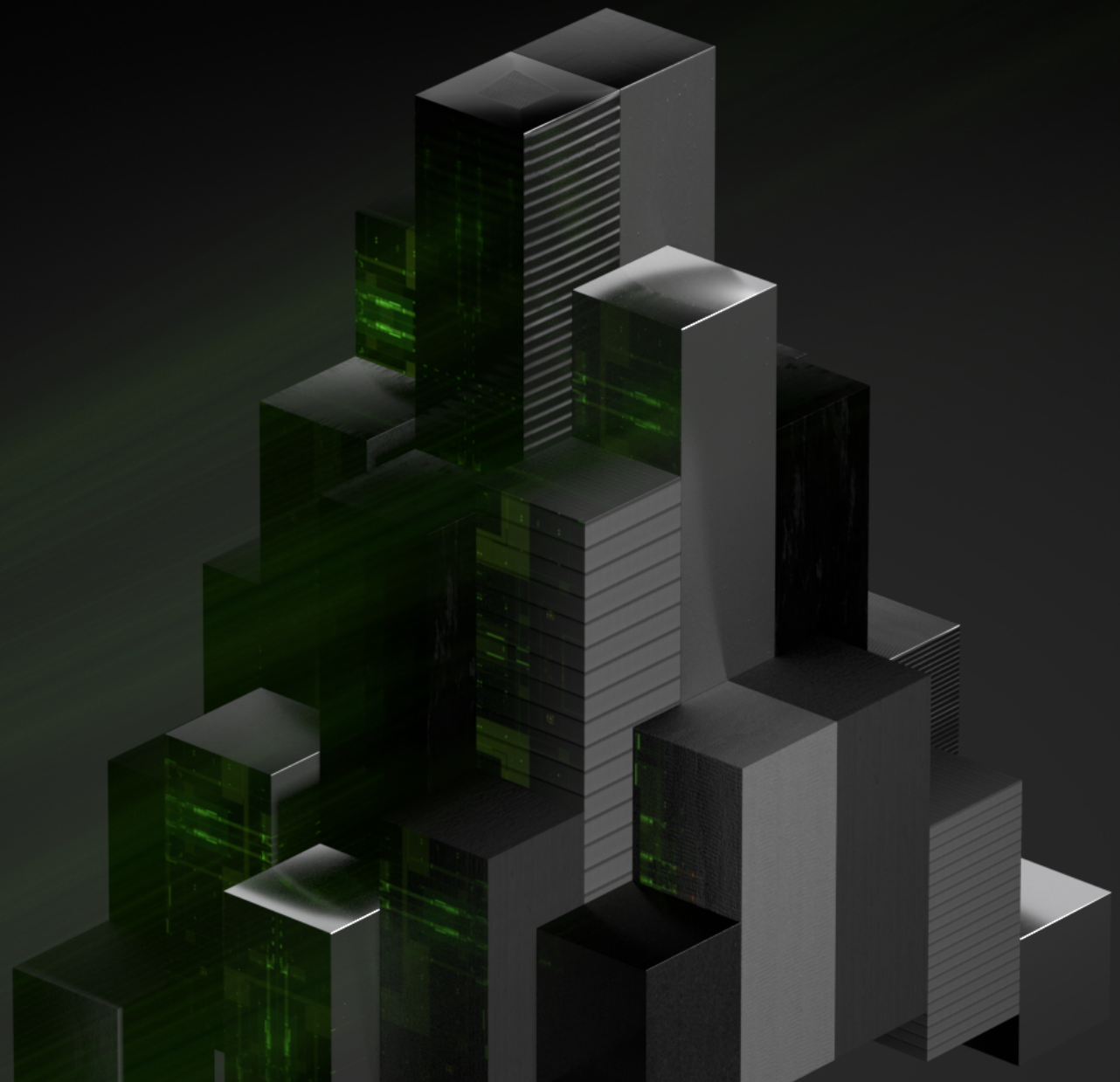


PART 4



# FAIR OPERATING PRACTICES

ANTI-CORRUPTION • RESPONSIBLE POLITICAL INVOLVEMENT • FAIR COMPETITION •  
PROMOTING SOCIAL RESPONSIBILITY IN THE VALUE CHAIN • RESPECT FOR PROPERTY RIGHTS



# ANTI-CORRUPTION



## ANTI-BRIBERY AND CORRUPTION LAWS

The Company, employees, and contractors are subject to the anti-bribery and corruption laws in other countries that prohibit companies and their intermediaries from bribing government officials to conduct business or otherwise obtain favorable treatment.

## COMPLIANCE WITH THE LAWS OF DIFFERENT COUNTRIES

The Company, employees, and contractors are subject to the laws and regulations of Ukraine, the United States, and other countries in which we operate, including export restrictions, economic sanctions, the FCPA, and similar anti-corruption laws.

## RESTRICTING OUR INTERNATIONAL ACTIVITIES

The Company, employees, and contractors are subject to numerous laws and regulations that restrict our international activities, including laws prohibiting activities with restricted countries, organizations, entities, and individuals that have been determined to be illegal entities or subject to EU, U.S. sanctions.

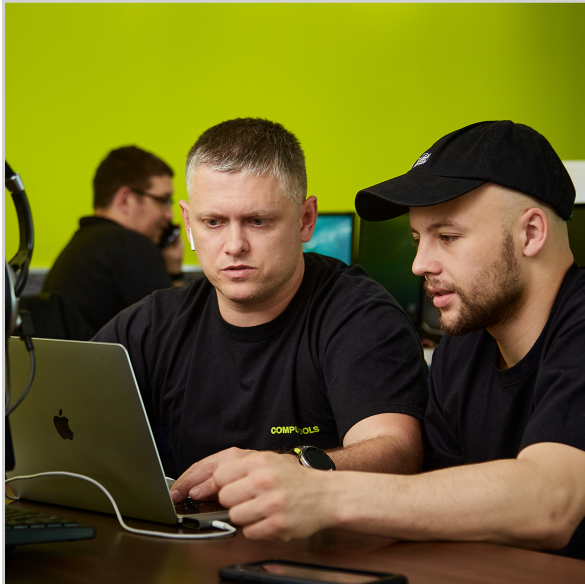
## RESPONSIBLE POLITICAL INVOLVEMENT

Computools do not in any way interfere with employees' political views. Political activities, however, are governed by the Criminal Code and must not lead to misinformation, misinterpretation, threats, or coercion.

## FAIR COMPETITION

- The Company operates under copyright, trademark, patent, unfair competition, and trade secret laws, as well as intellectual property and confidentiality agreements and other methods of protecting intellectual property rights.
- We rely on our trademarks, trade names, service marks, and trademarks to distinguish our services and solutions from those of our competitors.
- The Company has registered and continues to register many of these trademarks.

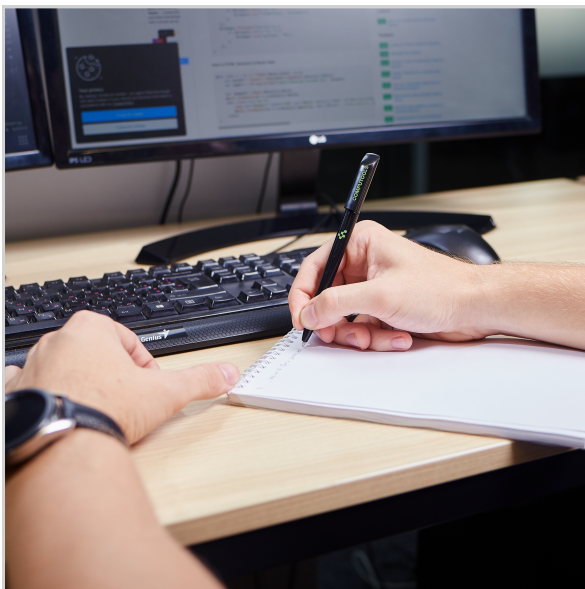
# PROMOTING SOCIAL RESPONSIBILITY IN THE VALUE CHAIN



Our policies and procedures for the value chain, distribution, and contracting take into account ethical, social, environmental, and societal aspects as well as the health and safety of our employees.

Before cooperating with companies, we are careful to ensure that their and our social responsibilities are not compromised.

## RESPECT FOR PROPERTY RIGHTS



Upon hiring, each employee is familiarized with the "Statement of Trade Secrets" and enters into a "Non-Disclosure Agreement" (NDA) with the company. In addition, the company and its employees are subject to the GDPR and the CCPA, each of which imposes significant restrictions and requirements related to the processing of personal and property rights and data.

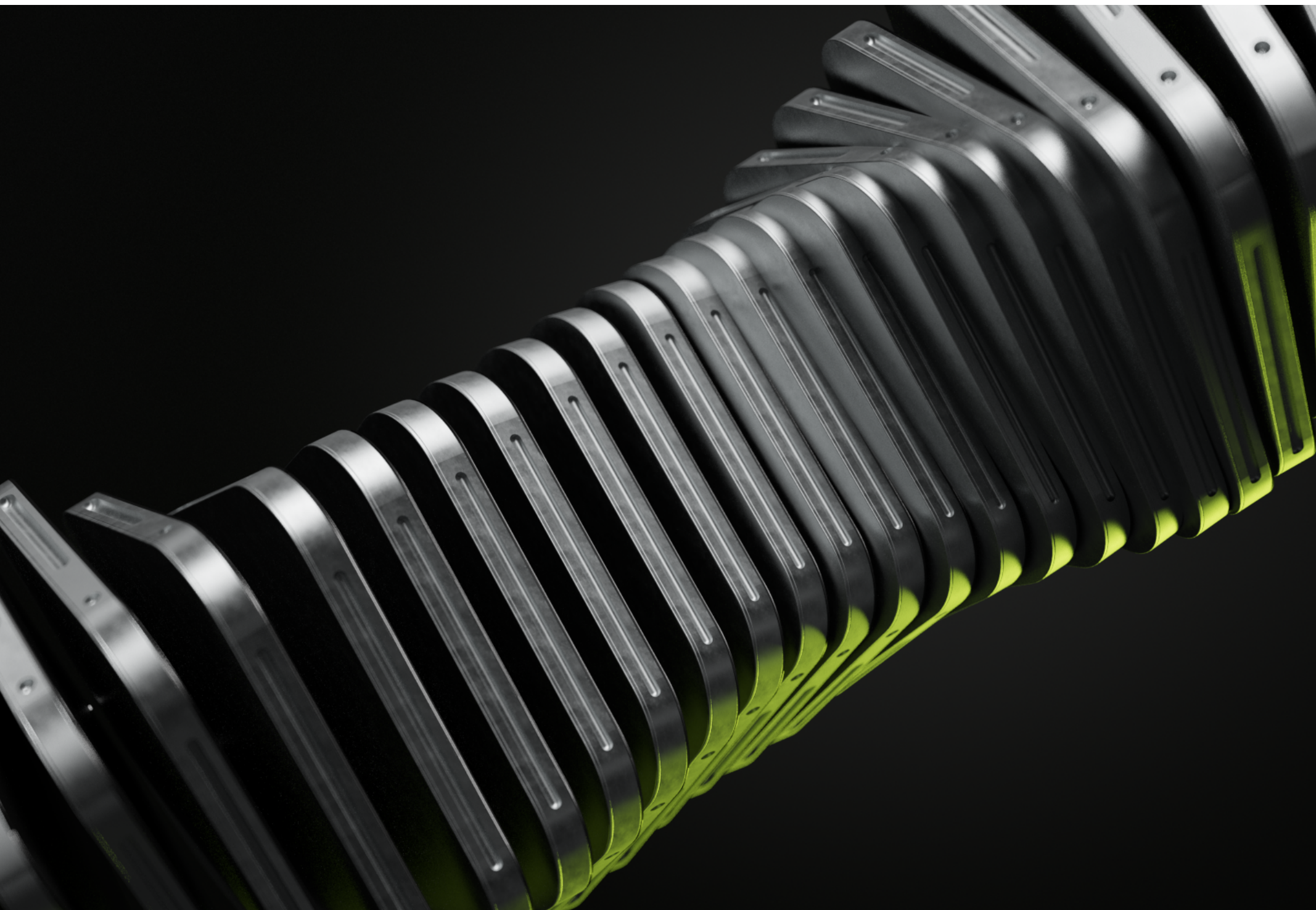


PART 5



# ENVIRONMENTAL IMPACTS

PREVENTION OF POLLUTION AND SUSTAINABLE RESOURCE USE



# PREVENTION OF POLLUTION AND SUSTAINABLE RESOURCE USE

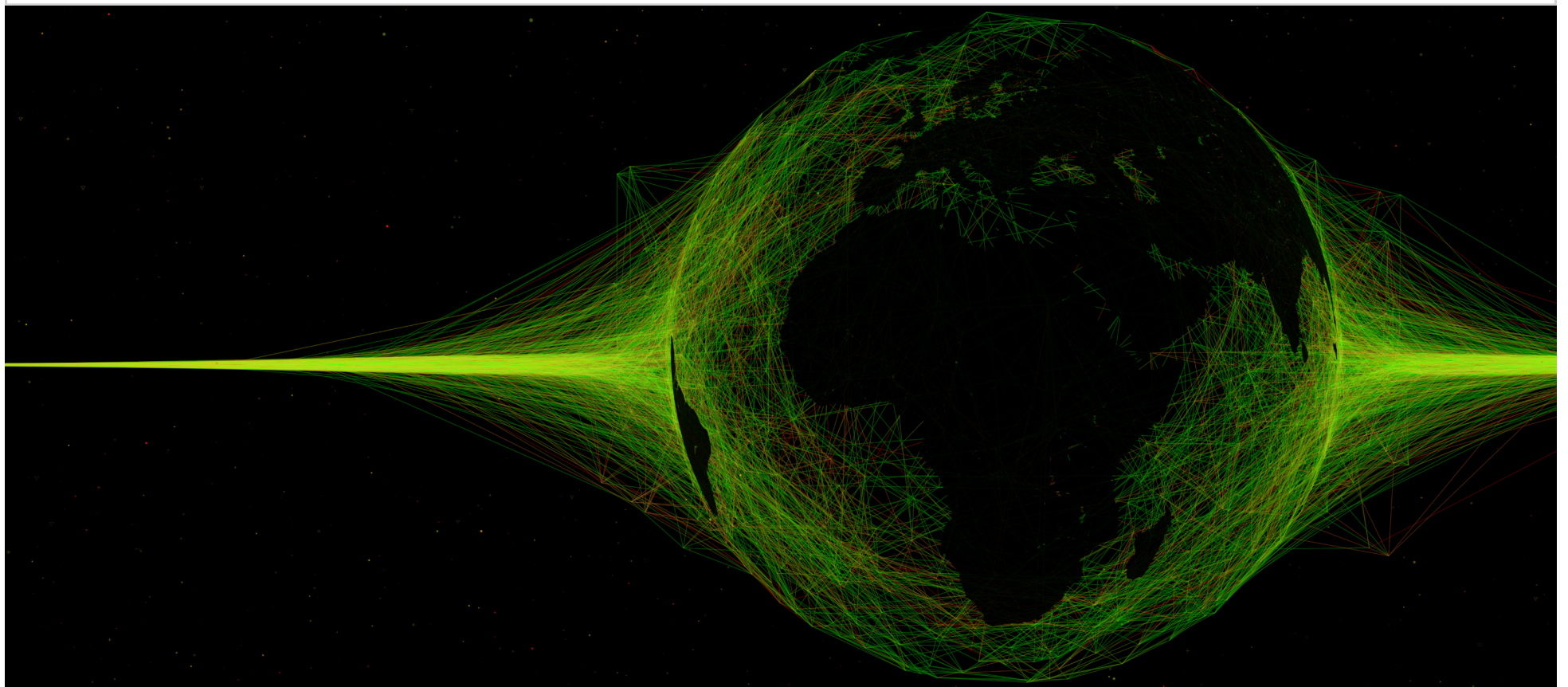


Environmental protection plays no small part in our social responsibility. We protect the environment from pollution by waste, air emissions, water pollution, chemical emissions, noise, light pollution, infectious substances, or biological hazards.

We constantly conduct volunteer hours where everyone is welcome to gather in local parks and join tree-planting activities and trash recycling programs to keep plastic out of our landfills.

## 20000+

THROUGHOUT OUR BRAND HISTORY, MORE THAN 20000 HOURS WERE SPENT ON ENVIRONMENT PROTECTION AND NATURAL HABITAT RESTORATION

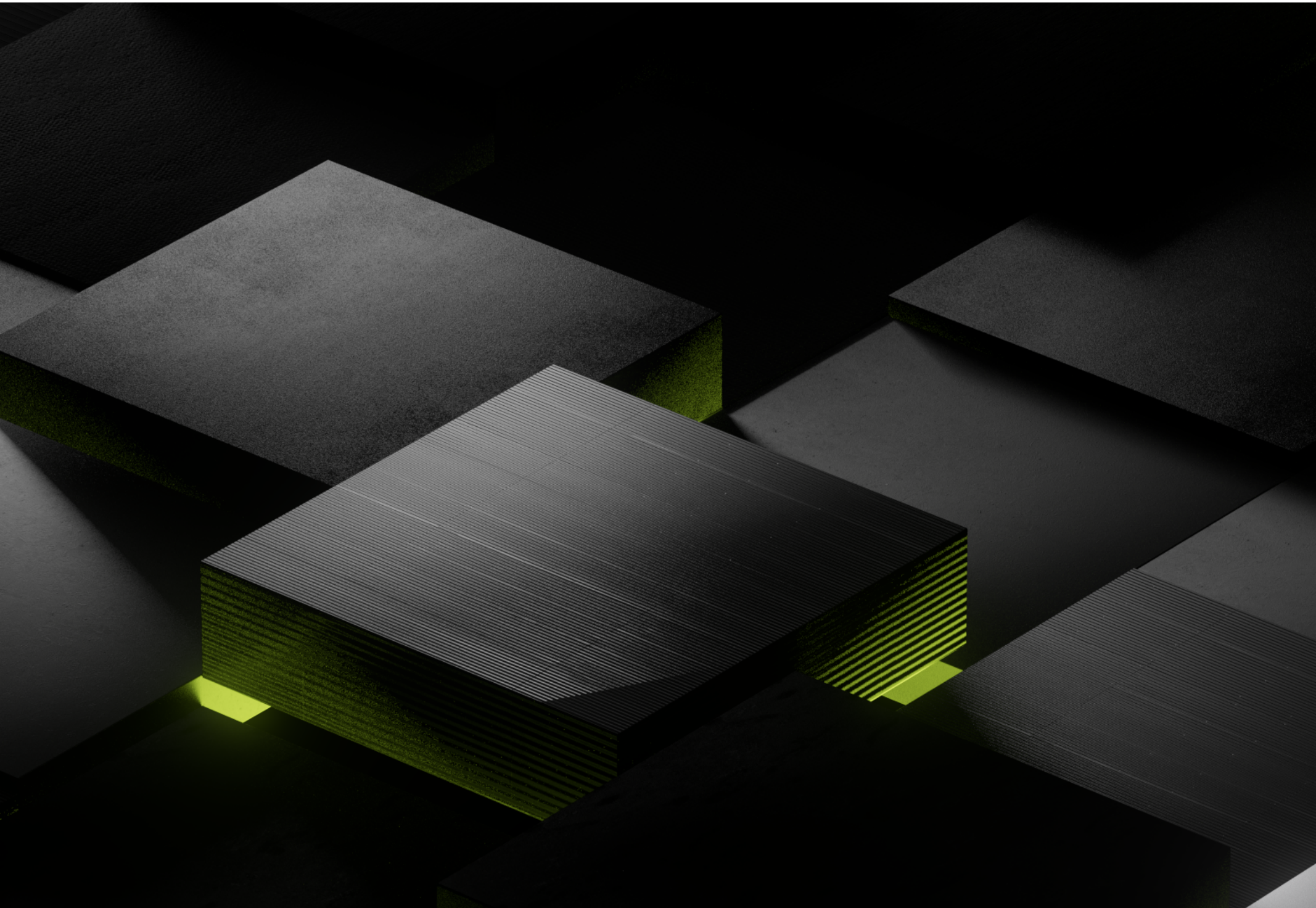


**PART 6**



# **CONSUMER ISSUES**

**FAIR MARKETING AND CONTRACTUAL PRACTICES · CONSUMER SERVICE, SUPPORT, AND COMPLAINT  
AND DISPUTE RESOLUTION**



# FAIR MARKETING AND CONTRACTUAL PRACTICES



The client is always at the center of our work. To ensure fair contractual practices we have detailed processes that make development clear to the client, without surprises. These processes eliminate chaos and provide the kind of work mechanism that will solve a particular client's request in the best possible way.

## CONSUMER SERVICE, SUPPORT, AND COMPLAINT AND DISPUTE RESOLUTION



Thanks to our structuring, everyone involved knows their objectives, indicators of success, and expected results, and the consumer is properly informed of all relevant rights and responsibilities before entering into a contract. This includes disclosure of all final budgets, protection, and confidentiality of customer data, ensuring that consumers are informed about the proper use of the product, and general terms and conditions of operation and use.

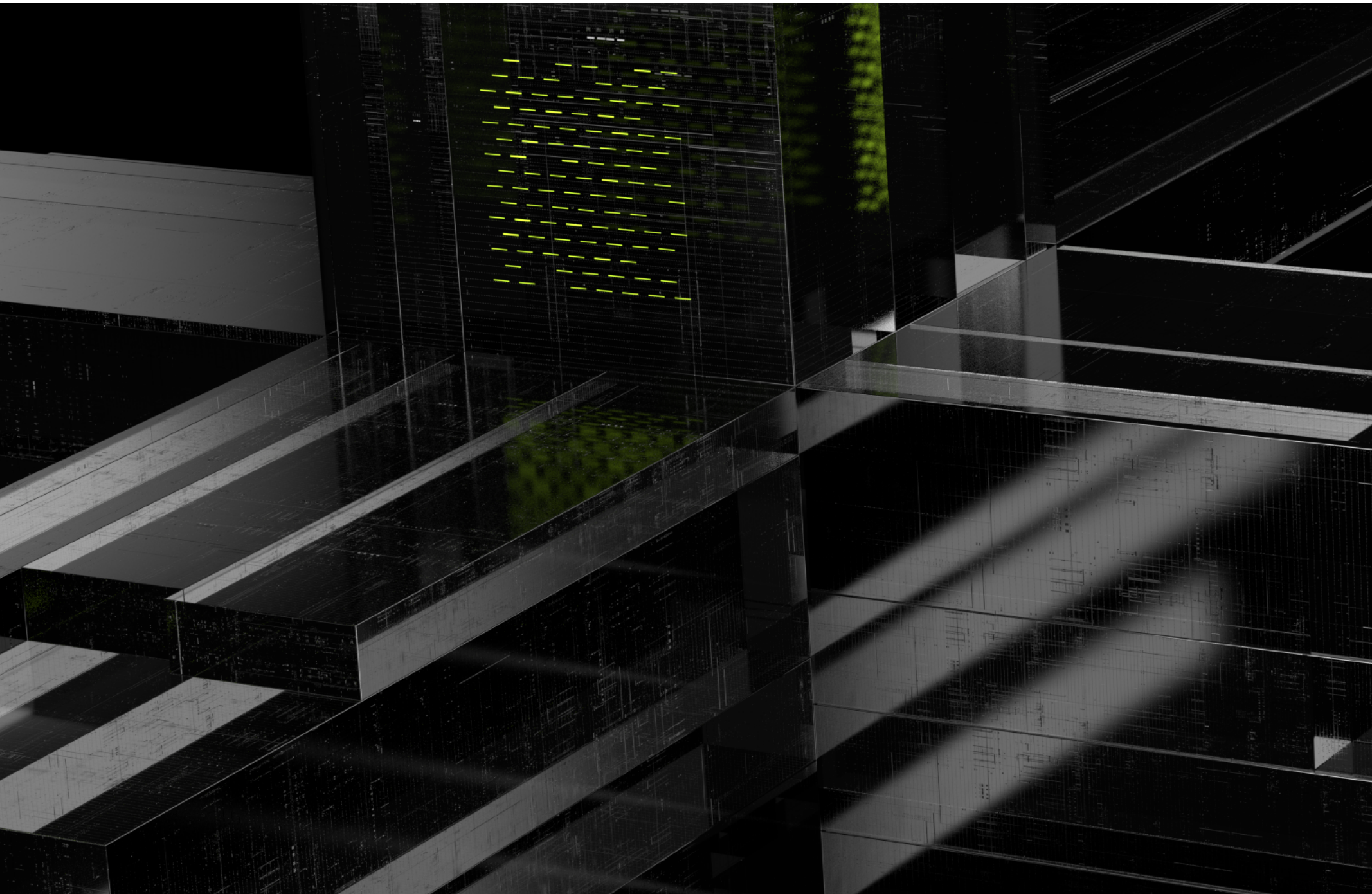
At the same time, efficiency and performance tracking are continuously integrated into existing processes for continuous improvement.

## PART 7



# ORGANIZATIONAL GOVERNANCE

IN OUR WORK, IT IS IMPERATIVE THAT WE RECOGNIZE AND TAKE INTO ACCOUNT A COMMUNITY'S CULTURE, RELIGION, TRADITION, OR HISTORY. ALL PROCESSES ARE SET UP IN A WAY TO MEET THE INTERESTS OF EMPLOYEES OR CONTRACTORS, CUSTOMERS, INVESTORS, AND THE LAWS OF THE COUNTRIES IN WHICH WE DO BUSINESS



## PART 8



# SUPPLY CHAIN

TO ENSURE A HARMONIOUS SUPPLY CHAIN AND OPEN RELATIONSHIPS WITH OUR CLIENTS, WE ESTABLISH CLEAR AND CLOCKWORK PROCESSES. OUR PRIMARY FOCUS IS TO DEVELOP SOLUTIONS RATHER THAN EXPERIMENT WITH CLIENTS' BUSINESSES AND INVESTMENTS. THAT'S WHY WE ALWAYS SPEAK CLEARLY AND PRECISELY, WE DON'T HIDE BEHIND OBSCURE TERMS AND TRY TO BE ON THE SAME PAGE WITH OUR CLIENTS. A SYSTEMATIC APPROACH IS A PRINCIPAL INSTRUMENT IN OUR RELATIONSHIPS WITH CLIENTS

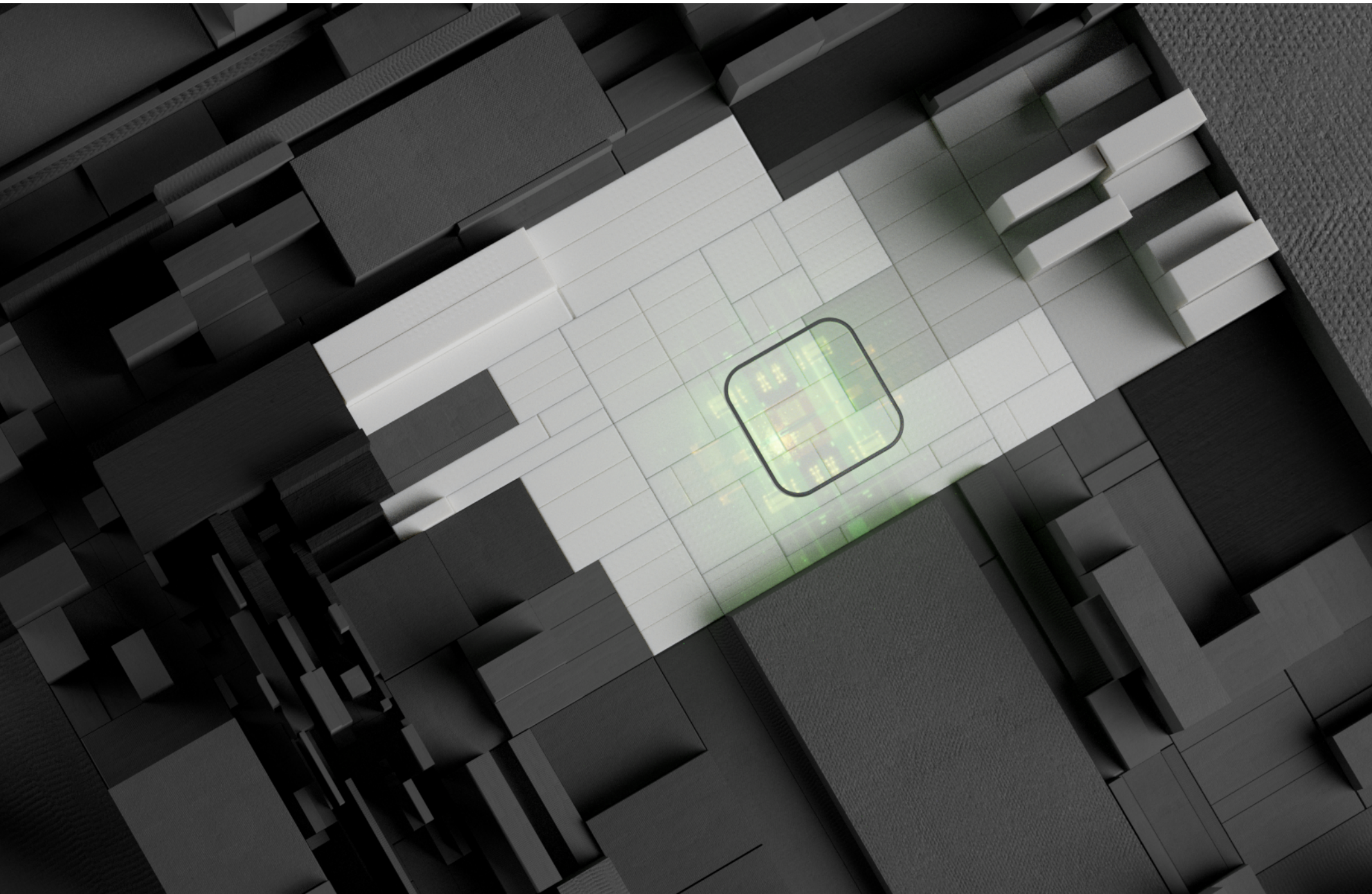


PART 9



# SUSTAINABLE DEVELOPMENT GOALS (SDGS)

ENSURING HEALTHY LIFESTYLES AND PROMOTING WELL-BEING FOR ALL AT ALL AGES • ENSURING INCLUSIVE AND EQUITABLE QUALITY EDUCATION & PROMOTING LIFELONG LEARNING OPPORTUNITIES FOR ALL • GENDER EQUALITY AND SUPPORT FOR PEOPLE WITH DISABILITIES • BUILDING SUSTAINABLE INFRASTRUCTURE AND FOSTERING INNOVATION



# ENSURING HEALTHY LIFESTYLES AND PROMOTING WELL-BEING FOR ALL AT ALL AGES



Our corporate social responsibility aims to bring good to the society and environment around us. Computools strives to support and promote the IT sphere, develop IT education in Ukraine, preserve the environment and the health of our employees and contractors.

**WE HAVE A RATHER LARGE AND RESPONSIVE TEAM THAT IS READY TO HELP PEOPLE IN NEED. ON A REGULAR BASIS, WE HELP INSTITUTIONS SUCH AS:**

<b>ORPHANAGES</b>	<b>CHILDREN'S REHABILITATION CENTERS</b>	<b>BOARDING SCHOOLS</b>
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The company, together with its employees, organizes assistance to animals through various institutions that are involved in this area.

## ENSURING INCLUSIVE AND EQUITABLE QUALITY EDUCATION & PROMOTING LIFELONG LEARNING OPPORTUNITIES FOR ALL

As for the educational direction, we develop IT programs in educational institutions, provide financial support for educational and competitive events, create educational programs and courses for future IT specialists, organize lectures for schoolchildren and students, conduct educational training for the Ministry of Education and Science of Ukraine.

Computools regularly recruits interns with the possibility of future employment. Traineeship takes place in the office under the guidance of the best specialists of the company, who share their knowledge and experience.



# GENDER EQUALITY AND SUPPORT FOR PEOPLE WITH DISABILITIES

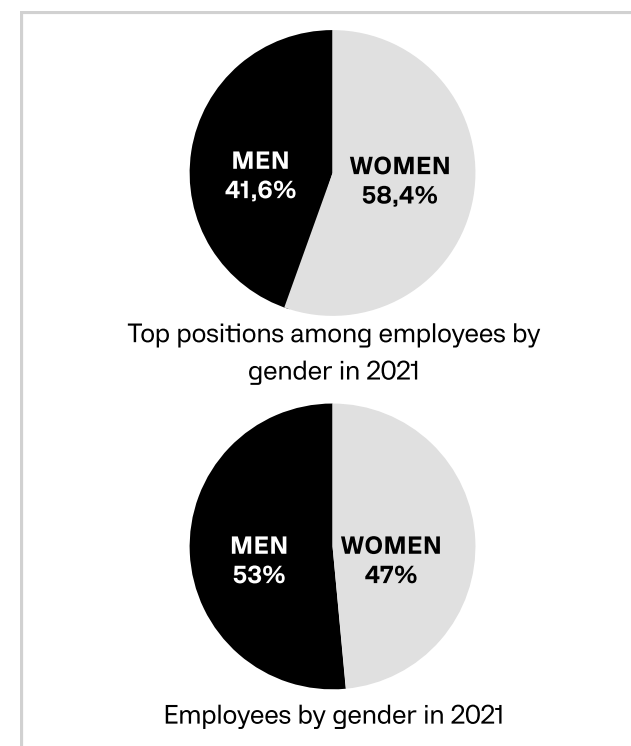


• Since 2013 Computools has made a huge leap towards gender equality. By 2021 the percentage of women in top management positions is 58,4% and 41,6% of men.

• Computools pays great attention to gender equality. We are strict believers that a company should choose employees based on their skills and experience. That approach enabled us to reach an outstanding man/women ratio in our company, which is 47/53% in women's favor. As of today, we have a fairly equal number of both men and women across different departments.

• Everyone has a chance to carry out leadership and technical positions and work on tasks and projects that match their skills and development goals.

• Apart from that, we are open to attracting and selecting candidates with disabilities and offer flexible rules for their adaptation to the company.



## BUILDING SUSTAINABLE INFRASTRUCTURE AND FOSTERING INNOVATION

**1.**

The infrastructure in the company is set up to provide employees with a comfortably designed office.

**2.**

Every office has a cozy kitchen, launch and sports zone with table tennis, creative break-up open spaces, clutter-free offices, and dedicated collaboration spaces, restrooms - all of that makes the work more productive and happier.

**3.**

There's also a PlayStation and an avalanche of tabletop games. We can use them during the lunch breaks or stay back after work. In case people need something else, they can use our suggestion box and get everything fixed shortly.

# COMPUTOOLS

Contact us for information



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