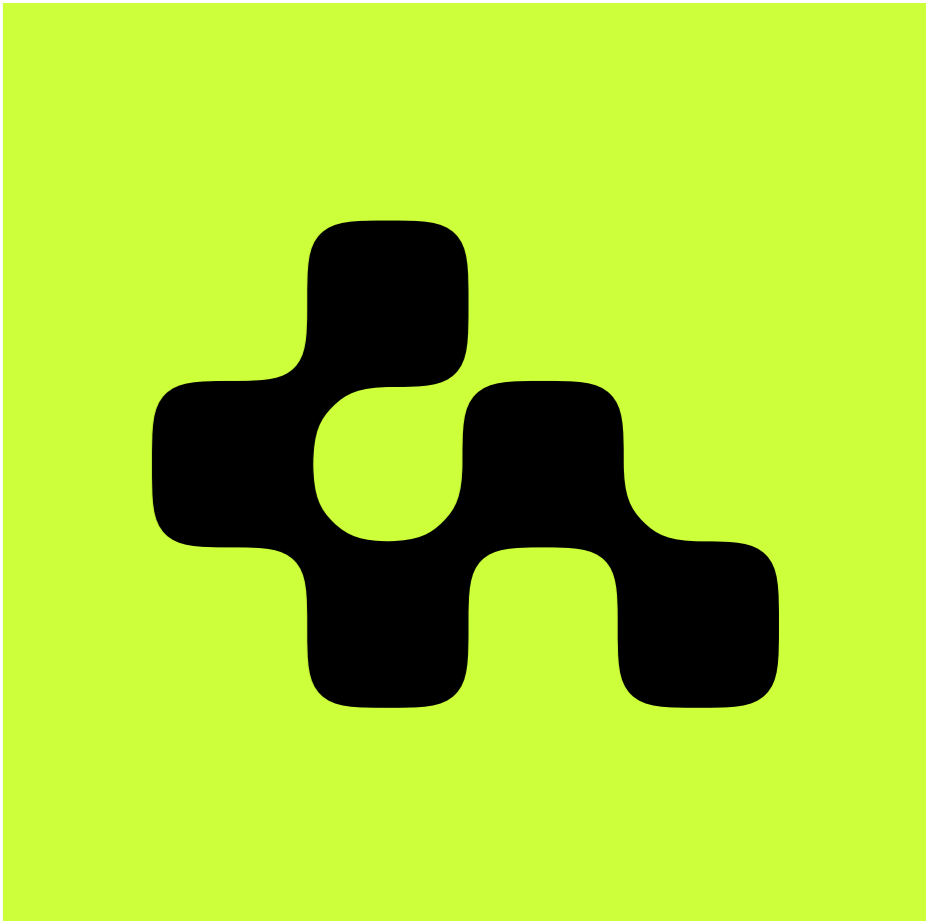


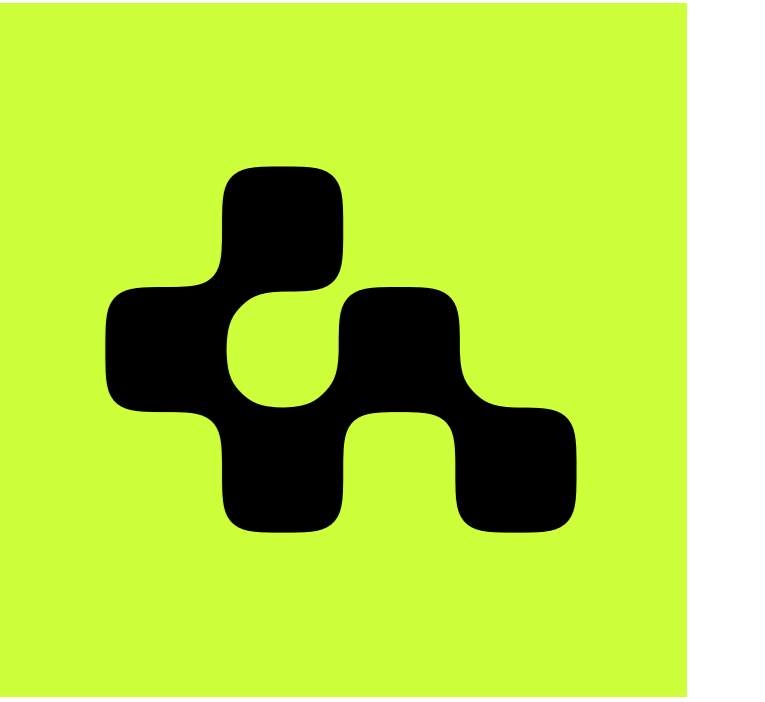
# COMPUTOOLS

CORPORATE SOCIAL RESPONSIBILITY REPORT 2024



# CONTENTS

INTRODUCTION | VALUES AND GOALS



---

PART 1

**COMMUNITY INVOLVEMENT &  
DEVELOPMENT**

---

PART 2

**LABOR PRACTICES**

---

PART 3

**HUMAN RIGHTS**

---

PART 4

**FAIR OPERATING PRACTICES**

---

PART 5

**ENVIRONMENTAL IMPACTS**

---

PART 6

**CONSUMER ISSUES**

---

PART 7

**ORGANIZATIONAL  
GOVERNANCE**

---

PART 8

**SUPPLY CHAIN**

---

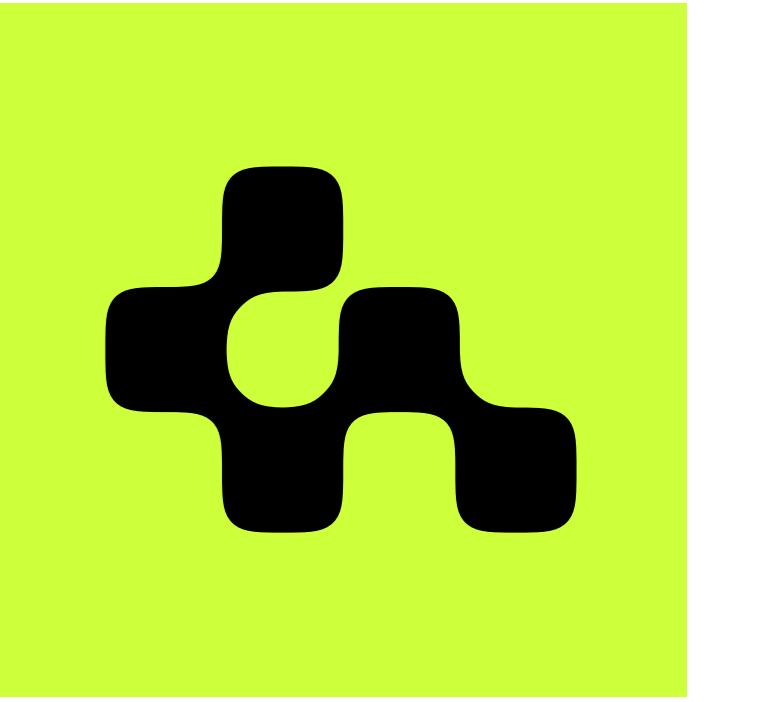
PART 9

**SUSTAINABLE DEVELOPMENT  
GOALS (SDGS)**

---

**CONTACTS**

Computools is a full-service software provider that creates cutting-edge solutions to prepare companies for upcoming technological obstacles. It serves a wide range of clients from the retail, finance, healthcare, consumer service, logistics and more.



## OUR PHILOSOPHY IS GROUNDED IN THREE CORE PRINCIPLES:

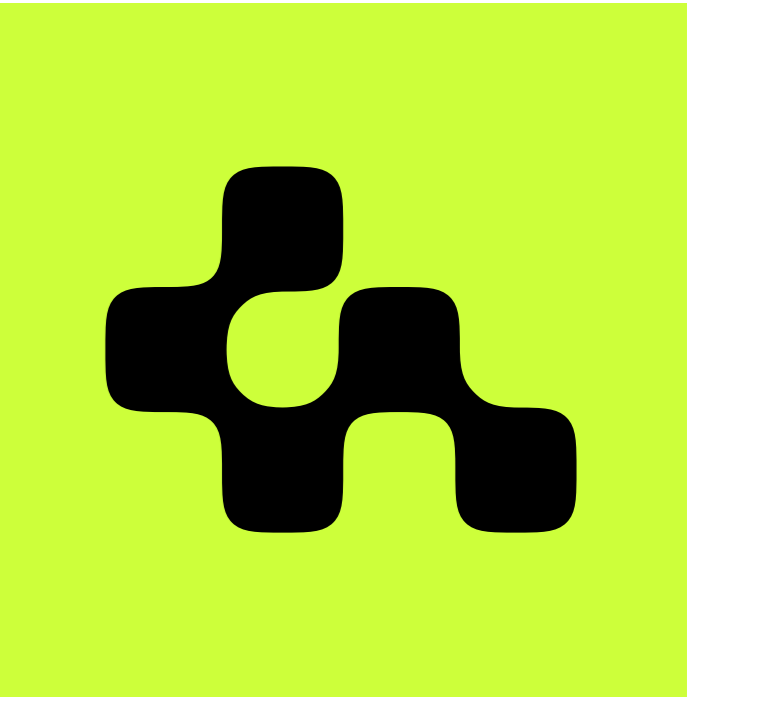
CONSTRUCTIVENESS	FUTURISM	HUMANISM
<p>With Computools, innovation comes standard. Clients trust us for our clarity, structure, high performance rate and intuitive functionality across every stage of the software development process. Because if it's not worth making perfectly, it's not worth making at all.</p>	<p>The future is under control. We're a company of visionaries—people who don't just pay attention to what's happening around the globe, but who also provide unique solutions that create real change.</p>	<p>We're digital humanists at heart. Our platforms, applications and other IT-products have a singular goal: to make it easy for our clients to take care of their clients. That starts with a human-centered approach to everything we do.</p>

## COMPUTOOLS INDUSTRIES

FINANCE	HEALTHCARE	LOGISTICS
RETAIL	CONSUMER SERVICES	OTHER

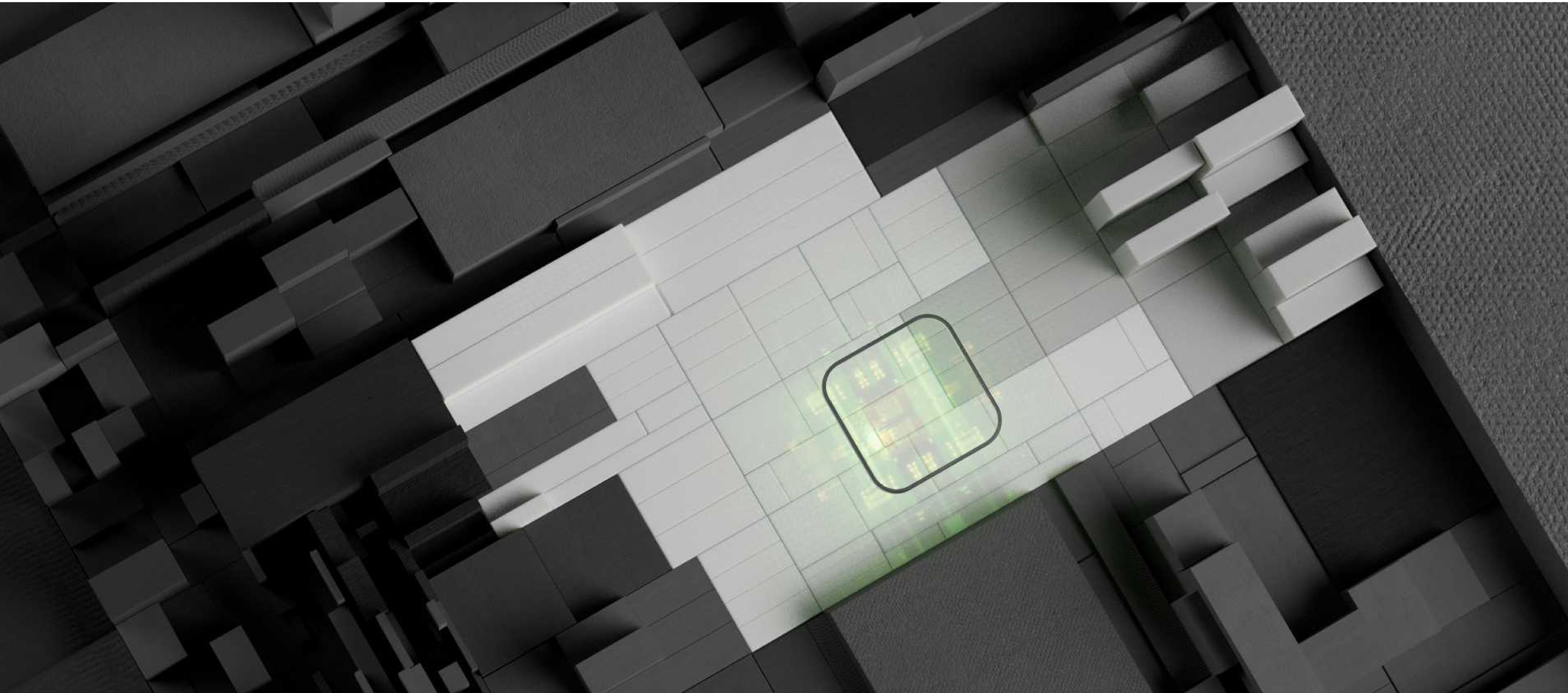
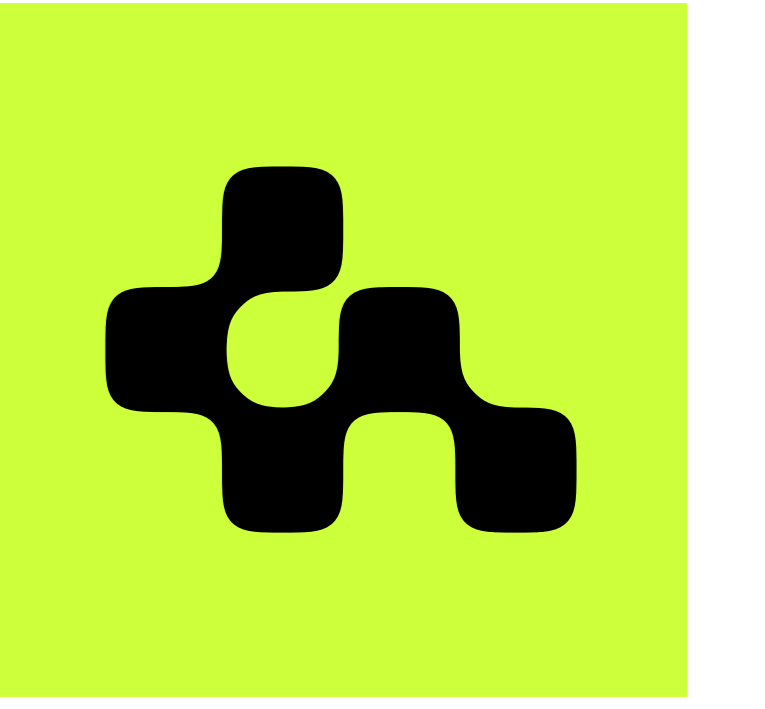
# COMPUTOOLS IDEOLOGY

All aspects of the Computools's activity are underpinned by the key values and principles which form the foundation of the company and each of us follows them closely and diligently

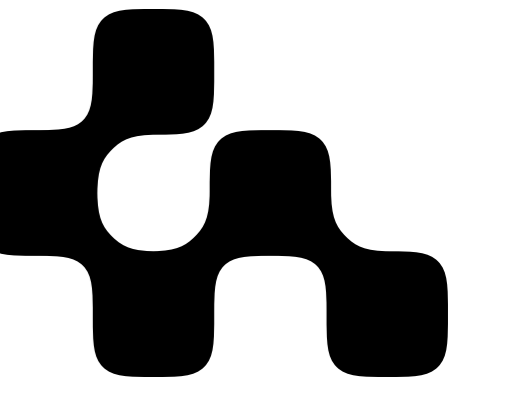


<p><b>01. CREATE WIN-WIN AGREEMENTS</b></p> <p>We forge win-win agreements, ensuring mutual benefit and enduring partnerships.</p>	<p><b>02. BE RESPECTFUL WITH PEOPLE AROUND YOU</b></p> <p>When expressing our views, delegating tasks, or working with team members, Computools do it with dignity and respect, without arrogance.</p>	<p><b>03. BE KIND TO SOCIETY</b></p> <p>We maintain open communication, fostering transparency and honesty.</p>	<p><b>04. BE OPEN</b></p> <p>We strive to be open and respectful when communicating and expressing our point of view on work-related issues to reach a consensus. We are always ready to listen to the other side and politely discuss the question or situation.</p>
<p><b>05. BE PROACTIVE AND TAKE THE INITIATIVE</b></p> <p>The initiative is to exceed standards and expectations. We are proactive in solving work-related issues, supporting teamwork, and offering support to our clients, staff, and partners.</p>	<p><b>06. BE FOCUSED ON THE RESULTS</b></p> <p>We are true to our ideas and words, and we always get the job done thanks to perseverance.</p>	<p><b>07. THINK Z TO A</b></p> <p>We establish goals first, then deconstruct them to build tasks and then execute those tasks. We don't act superficially.</p>	<p><b>08. ENJOY GETTING RESULTS</b></p> <p>We hire people for positions that we know they will enjoy and work well in.</p>
<p><b>09. BE A CHAMPION IN APPLYING NEW TECHNOLOGIES</b></p> <p>Our passion for research and the creation of new technologies goes beyond the risks of failure in this process, which is why we innovate and succeed.</p>	<p><b>10. CREATE NEW TECHNOLOGIES</b></p> <p>Our passion for research and the creation of new technologies goes beyond the risks of failure in this process, which is why we innovate and succeed.</p>	<p><b>11. BE RELIABLE</b></p> <p>At Computools, we believe in the responsibility we share in executing a project. Each team member and partner is important in achieving the end goal. We are always looking to solve problems before they occur.</p>	<p><b>12. DELIVER ON PROMISES</b></p> <p>We believe the most important thing is an honest and conscientiously fulfilled agreement. If we agree on something, we do our absolute best to deliver what we promised on time.</p>

# COMMUNITY INVOLVEMENT & DEVELOPMENT



# COMMUNITY INVOLVEMENT



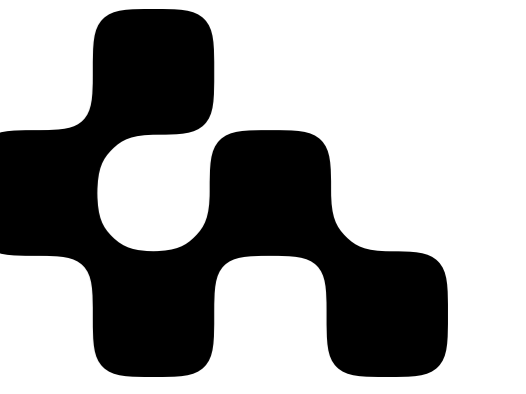
Computools believes that a comprehensive understanding of society's growth stems from fostering education, culture, and other social components. The organization has a strong commitment to advancing technology literacy among its clients, staff, and interested individuals eager to learn more about IT. This commitment goes beyond offering internships for young professionals and disseminating information online—it extends to actively collaborating with leading universities across Ukraine and Poland.

In Ukraine, Computools partners with the University of Artificial Intelligence and Digitalization in Kyiv, the National University Odesa Polytechnic in Odesa, the Ivano-Frankivsk National Technical University of Oil and Gas in Ivano-Frankivsk, and Don State Technical University in Dnipro. In Poland, Computools collaborates with prominent institutions like the Warsaw University of Technology, Wrocław University of Science and Technology, and Lodz University of Technology. Moreover, Computools has established a Software Innovation and Research center at the National University Zaporizhzhia Polytechnic, the largest regional educational institution. This partnership focuses on identifying and engaging the most promising young students, offering them opportunities to build IT careers through Computools' internship programs. This IT-university collaboration takes place annually, with many young professionals transitioning into full-time roles at Computools.

On Computools' YouTube channel, specialists explore technologies like React, Flutter, and more through workshops and informative conferences. To guarantee that information is disseminated widely, they emphasize its uses, advantages, and contribution to project progress. These efforts are designed to bridge the digital skills gap, enabling more individuals to actively participate in the growing tech industry. By nurturing a culture of learning and innovation, Computools fosters an inclusive environment where knowledge-sharing flourishes.



# EDUCATION AND CULTURE



At Computools, continuous growth and improvement are core to our mission. We are deeply committed to fostering both personal and professional development among our employees. Our guiding principle, "Be better today than you were yesterday," reflects our belief in the power of ongoing learning and self-improvement.

To support this, Computools implements tailored individual development plans designed to meet each professional's unique needs. These plans aim to enhance a wide range of competencies, including both hard and soft skills. Employees progress through a structured growth matrix, which outlines the technologies and skills required at each stage of their career, enabling them to steadily elevate their expertise.



A key element of this process is the role of dedicated supervisors who act as mentors. These leaders provide hands-on guidance and support, ensuring that growth is not only encouraged but actively facilitated through mentorship.

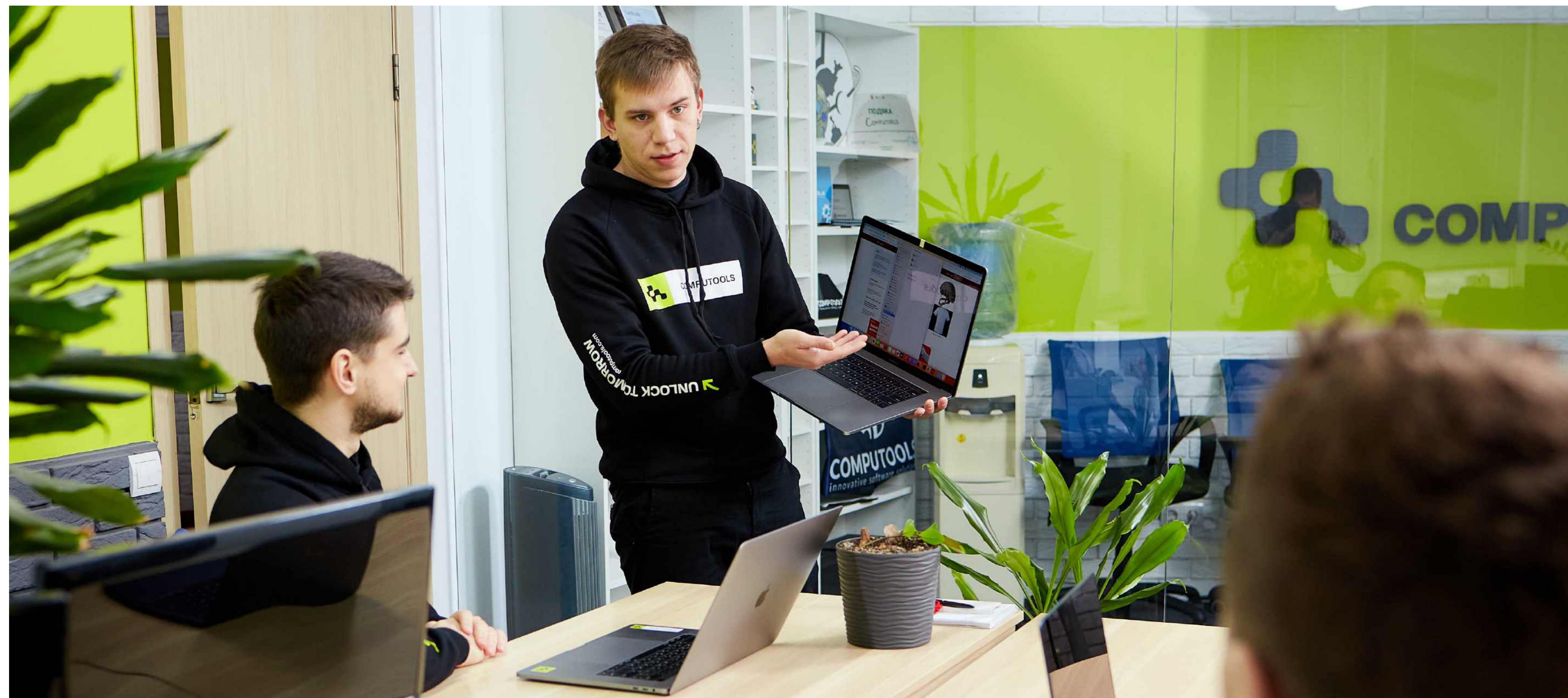
By investing in our employees' professional growth, Computools enhances both individual and collective performance. This commitment to ongoing development strengthens our position as a leader in the industry, while fostering a culture of excellence across the entire company.

## INTERNAL LECTURES

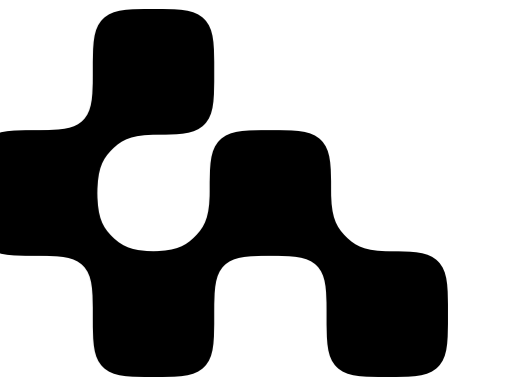
At Computools, we actively promote a culture of knowledge-sharing and continuous learning through regular technical talks. These interactive seminars cover a wide range of specialized topics, with a focus on cutting-edge engineering innovations, tools, methodologies, and other critical project-related elements.

By hosting these lectures, we ensure that our team stays informed on the latest industry trends and technologies, fostering an environment where collaboration and idea exchange thrive. This commitment to ongoing education empowers our employees to remain at the forefront of technological advancements, driving the innovation that fuels our world-class solutions.

As a result, Computools not only stays ahead in the ever-evolving tech landscape but also continues to deliver exceptional value and expertise to clients around the globe.

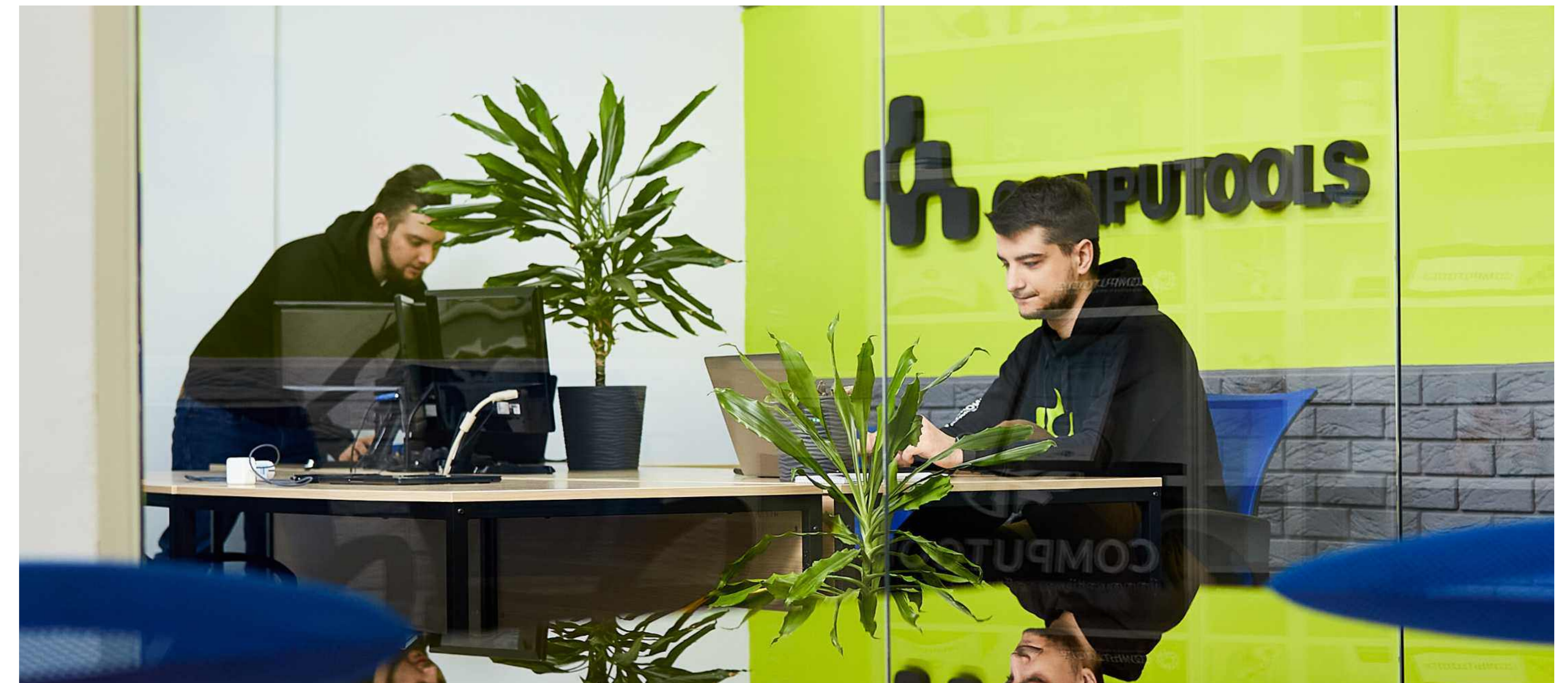


## LEARNING BOOST



At Computools, we prioritize education and strive to inspire and uplift our community. One of the ways we achieve this is by sharing valuable insights and recommendations on our official social media platforms, including [Facebook](#), [LinkedIn](#), [X](#), [Youtube](#) and [Instagram](#). We believe that learning is a lifelong journey, and we regularly provide curated reading materials and resources to support personal growth.

Our mission is to ensure that our audience has access to relevant and up-to-date information, empowering them to continue their development. We firmly believe that education is the key to success, and we are passionate about sharing our knowledge to help our community thrive.





## INTERNSHIP

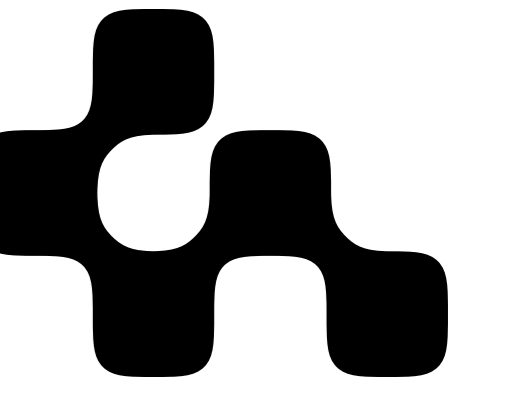
At Computools, we offer comprehensive internship programs designed to help students launch their careers within our Business Development Department. Our programs are carefully crafted to align with academic requirements, ensuring that students gain practical experience while meeting their university curriculum goals.

By fostering strong relationships with academic institutions, we promote an active exchange of ideas and knowledge. This collaborative approach benefits students while providing Computools access to a fresh pool of talent with innovative perspectives.

We are deeply committed to shaping the next generation of professionals, which is why we proudly support the IT Generation initiative. Although this initiative focuses on testers and does not include formal job placements, we actively maintain a database of participants and offer career opportunities as they arise, playing a key role in their professional development.

## TECHNICAL TRAINING

We have launched a specialized technical course designed to enhance proficiency in key technologies. Led by our technical experts, this initiative has effectively integrated graduates into the workforce, emphasizing the importance of tailored language training for professional development.



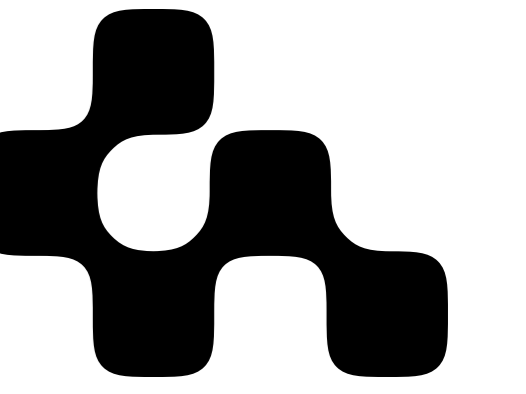
## EMPLOYMENT CREATION & SKILLS DEVELOPMENT

We are committed to driving economic growth and empowering individuals through a multifaceted approach to job creation and skills development. By launching various initiatives, we work to bridge the skills gap and cultivate a workforce ready for success in a competitive market.

Beyond offering comprehensive training programs, Computools ensures that all employees benefit from a wide range of company perks. These include a complete social benefits package, numerous opportunities for professional growth, active participation in company events, support for health and sports activities, and many thoughtful, rewarding extras that enhance the overall employee experience.



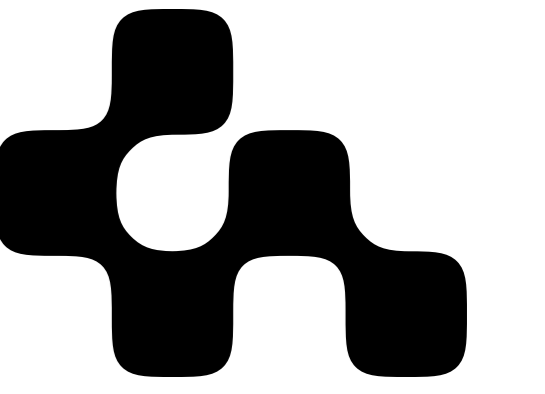
## TECHNOLOGY DEVELOPMENT AND ACCESS



In the IT sector, opportunities for advancement are both abundant and accessible. At Computools, we place great importance on developing our employees' professional skills. We offer comprehensive training programs and encourage participation in both internal and external conferences to facilitate knowledge sharing. Additionally, we make learning more convenient through online workshops, video tutorials, and educational courses, particularly during challenging times like pandemics or conflicts.

By providing easy access to educational resources and knowledge-sharing platforms, Computools cultivates a collaborative and supportive work environment. This seamless integration of technology and professional development enables our team to thrive in the rapidly evolving digital landscape, driving the company's continued success.





## WEALTH AND INCOME CREATION

Computools is committed to enhancing the quality of life and well-being of individuals both within the company and the wider community. Our dedicated team actively participates in initiatives that promote social justice and individual empowerment. By focusing on education and equipping young people with essential IT skills, we help them succeed in the fast-changing tech world.

We also seek collaborations with institutions and organizations that share our vision of using technology to create positive outcomes. Through investments in initiatives aimed at supporting disadvantaged communities, Computools strives to bridge the digital divide and ensure a more prosperous and inclusive future. We believe that wealth and income generation should not only benefit businesses but also serve as a catalyst for meaningful societal change.

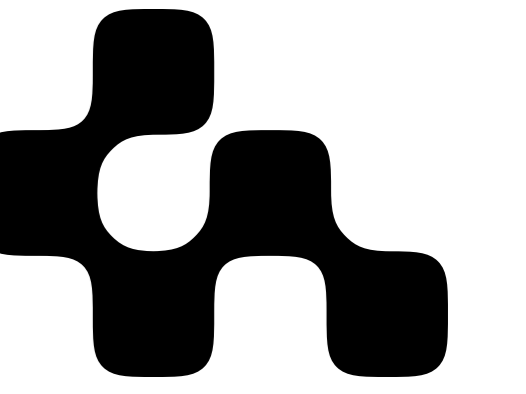
## EMPLOYEES SUPPORT

We provide crucial assistance during challenging times by facilitating the transfer of technology and equipment, ensuring our team has the resources they need to thrive. Our well-established remote work policies allow employees to work from home safely, eliminating the need for daily commutes and promoting work-life balance. We equip our staff with the necessary technology to stay connected, engaged, and productive, regardless of their work location.

Our dedication to fostering a robust and resilient workforce is demonstrated through our continuous focus on employee well-being and support, reinforcing our commitment to their success and satisfaction.



# HEALTH



- **Fostering a Healthy Work Environment:** We are committed to creating a workplace that prioritizes comfort and nurtures positive relationships among our employees. Our goal is to foster a supportive and healthy environment where everyone can thrive.
- **Promoting Health and Wellness:** Our organization supports employee health through access to comprehensive medical services and on-site amenities such as sports facilities and swimming pools. These resources are designed to encourage a healthy lifestyle and overall well-being.
- **Providing Health Information:** We ensure that employees have access to vital health information through various internal communication channels. This empowers our team with the knowledge they need to make informed health decisions.
- **Supporting Employees with Serious Illnesses:** Computools is dedicated to supporting staff members facing serious health challenges. We offer both informational and financial assistance to help them navigate these difficult times.
- **Assisting with Health-Related Accidents:** In the event of an accident leading to health issues, we provide educational resources and financial support. Our aim is to help employees recover and manage the impact on their well-being effectively.
- **Encouraging Telecommuting:** In response to challenging situations, such as geopolitical events like Russia's full-scale invasion of Ukraine, we promote and support telecommuting. We offer financial and technological incentives to facilitate this flexible working arrangement, ensuring the safety and productivity of our team.



## SUPPORT FOR THOSE IN NEED

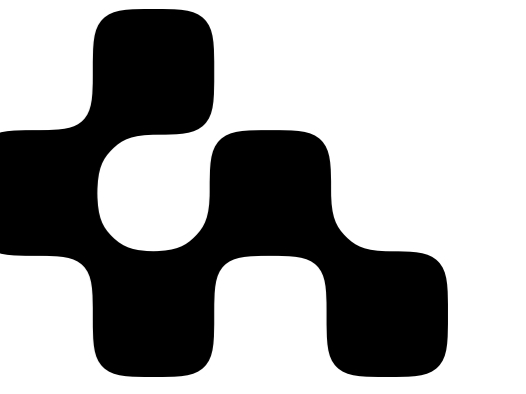
We are dedicated to making a positive impact both within our organization and in the wider community. Our priority is to assist those in need, including animals, through a range of initiatives.

We actively support animal welfare by promoting fundraisers and utilizing our internal resources to find homes for and care for abandoned animals. Additionally, we back various initiatives and fundraisers aimed at helping those in need, including military personnel and other deserving individuals.

Our commitment to supporting the less fortunate not only strengthens our sense of camaraderie and compassion within the team but also reflects our belief in the power of collective effort.



## VOLUNTEERING

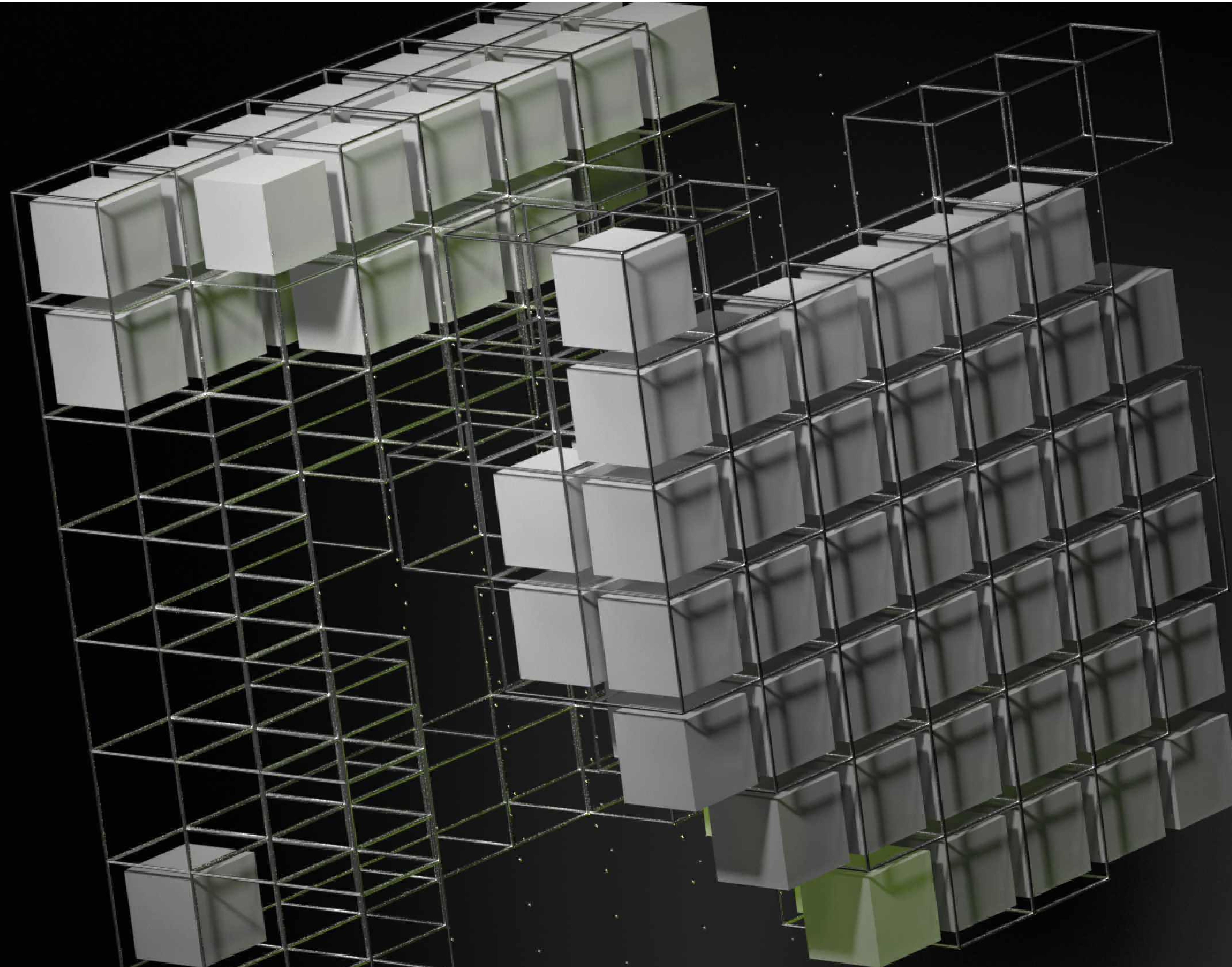
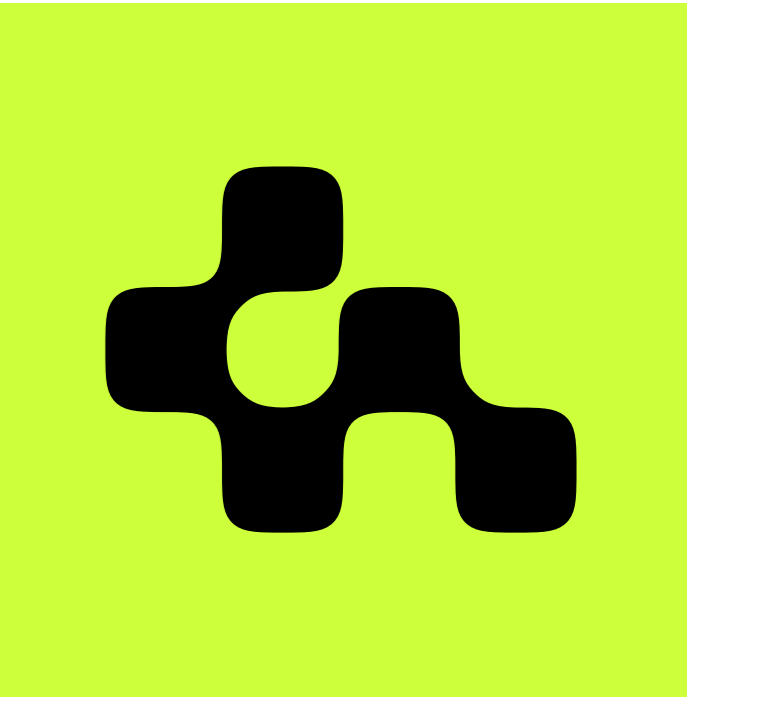


Computools actively supports heroic individuals by expediting the acquisition of essential Army supplies, including SUVs, ambulances, and thermal imaging cameras. We also partner with body armor manufacturers, funding their efforts and equipping defenders with necessary computer technology.

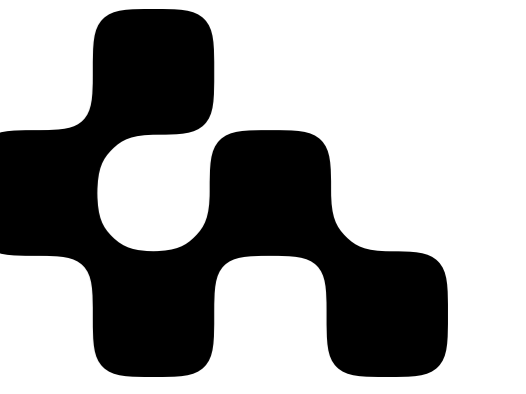
Beyond our corporate initiatives, our employees regularly organize grassroots fundraisers to directly purchase Army supplies. In their spare time, these dedicated individuals volunteer to assist those in need, including the homeless, unemployed, and job seekers, reaching out to those who are struggling and in urgent need of support.



# LABOR PRACTICES



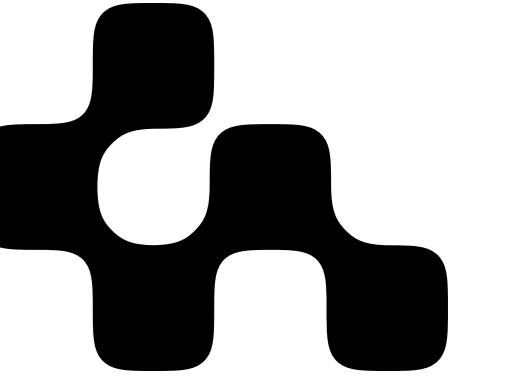
# EMPLOYMENT AND EMPLOYMENT RELATIONSHIPS



The onboarding process is a vital part of our company's commitment to employment and employee relations. To ensure a smooth and efficient onboarding experience, all procedures are meticulously outlined in a comprehensive handbook available on a dedicated website. We foster an open corporate culture that makes the hiring and interaction processes straightforward and enjoyable for our team members. Positive survey results underscore the success of these initiatives in creating a motivating and supportive work environment.

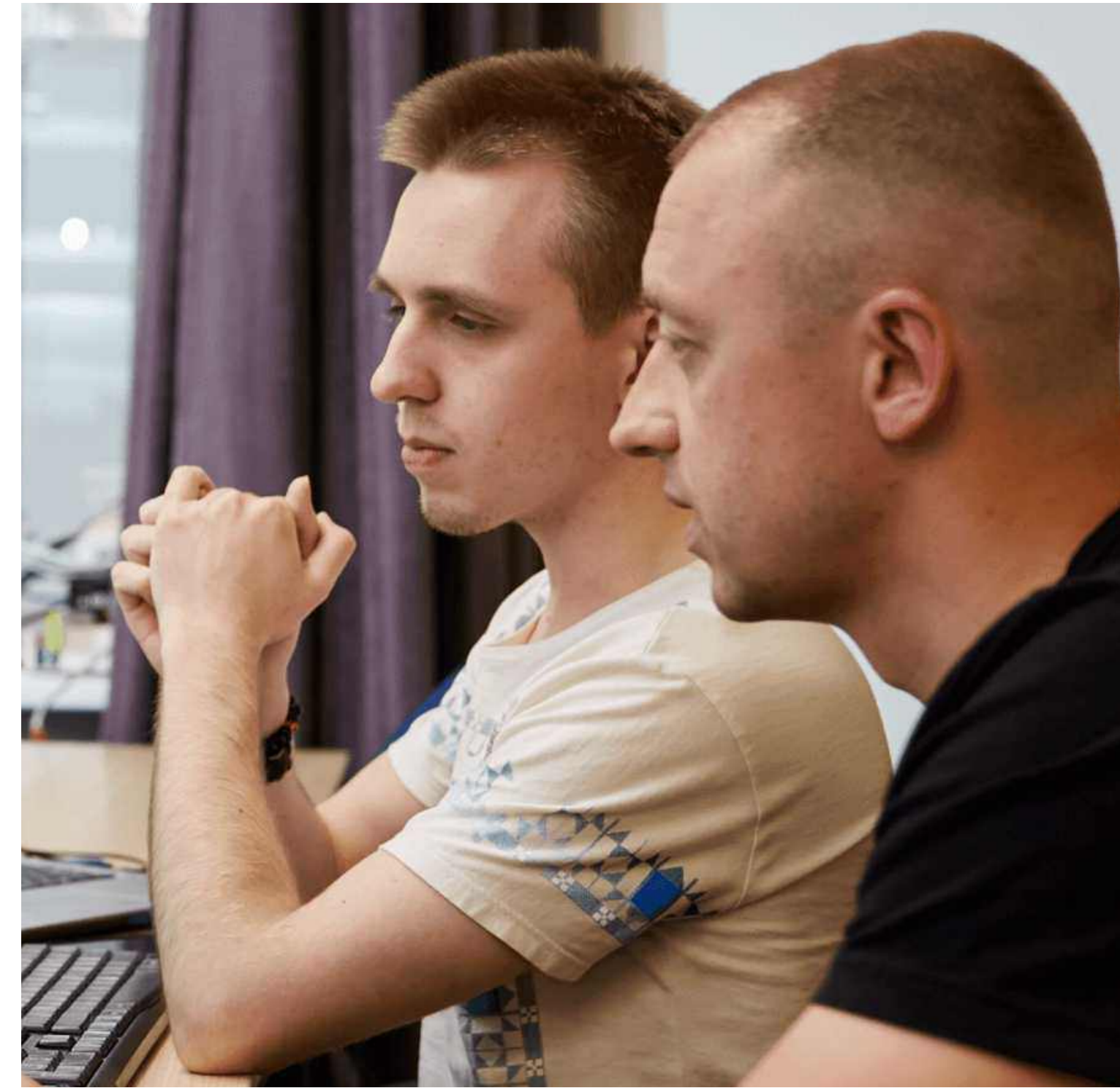
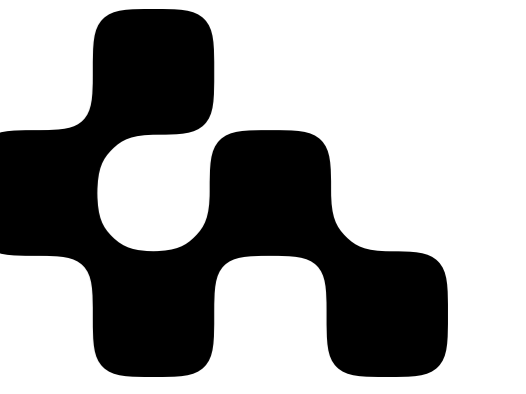


# CONDITIONS OF WORK AND SOCIAL PROTECTION



<p><b>01. PROFESSIONAL DEVELOPMENT AND GROWTH:</b></p> <p>Advancing employees' careers is a key component of Computools' corporate culture. The company leverages its expertise to provide coaching, mentoring, and advisory programs, creating a nurturing environment for personal and professional growth.</p>	<p><b>02. EMPLOYEE-CENTRIC WORKSPACES:</b></p> <p>Computools ensures that its offices are designed not just for productivity but for employee well-being. Dedicated spaces are provided for rest, light exercise, meals, and team-building activities, recognizing that employees spend a significant portion of their day in the workplace. Since February 24, 2022, however, workplaces in Ukraine have operated only during safe hours due to the ongoing conflict.</p>	<p><b>03. WORK-LIFE BALANCE AND WELL-BEING:</b></p> <p>Computools prioritizes its employees' contentment with their work conditions and workload. The company is committed to ensuring a healthy work-life balance, preventing burnout, and fostering overall well-being.</p>
<p><b>04. COMPREHENSIVE MEDICAL SUPPORT:</b></p> <p>Computools provides extensive healthcare support, covering sick leave and offering financial assistance in cases of serious illness or injury.</p>	<p><b>05. SUPPORT FOR DISPLACED WORKERS:</b></p> <p>The company provides comprehensive assistance to employees displaced by war, ensuring they have the necessary resources to continue their work in new locations.</p>	<p><b>06. SEAMLESS RELOCATION ASSISTANCE:</b></p> <p>Computools facilitates the smooth relocation of employees, helping them secure housing and providing the necessary equipment for their roles. This support extends to both internal and international relocations, ensuring continuity and stability for relocated staff.</p>





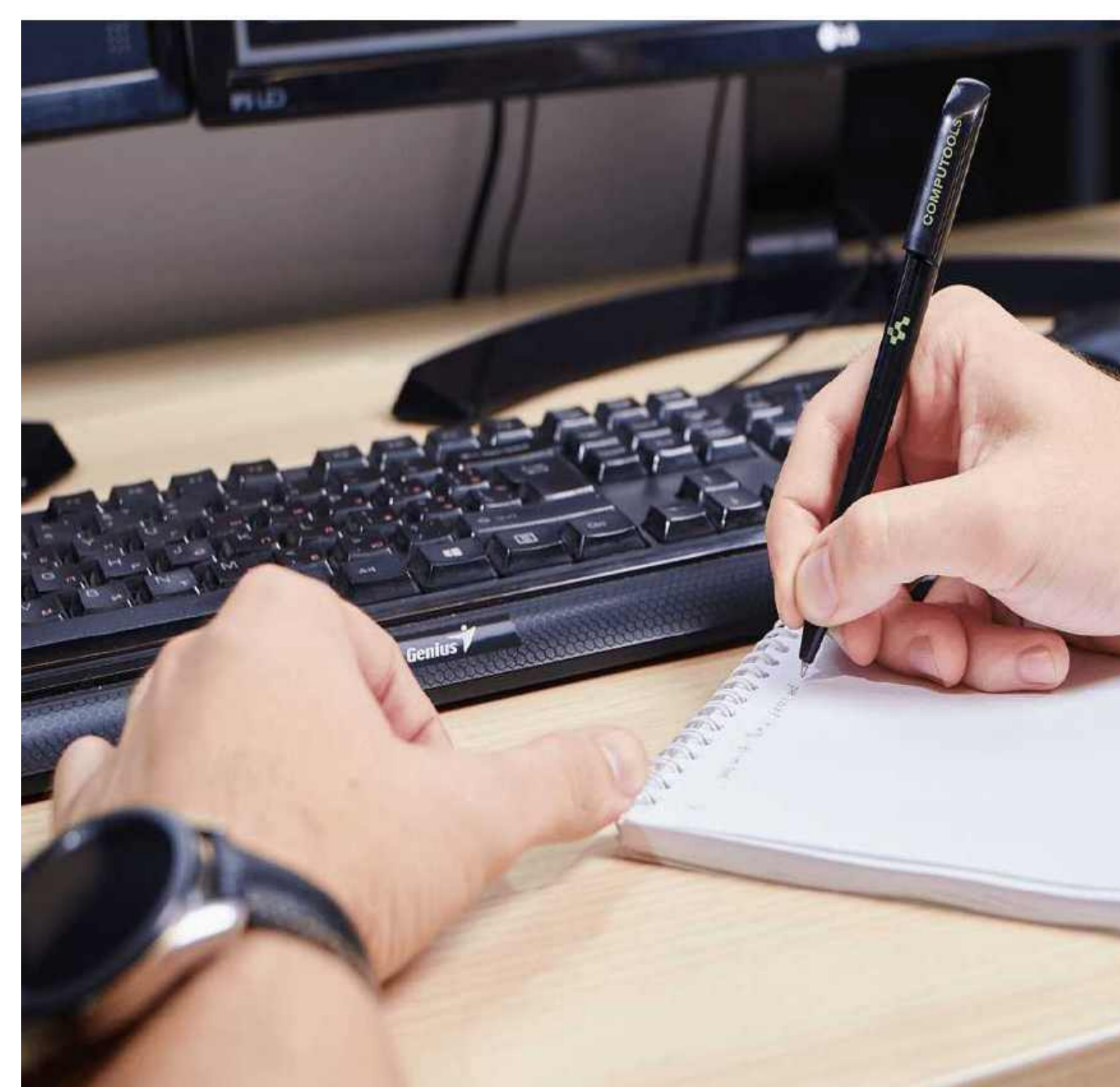
## 01. EMPLOYEE FEEDBACK AND SURVEYS:

Computools regularly conducts surveys to gather insights from employees and contractors on key issues that influence the company's development policies and actions. These efforts are designed to maintain high levels of job satisfaction and promote a positive, supportive work environment.



## 02. VALUING EMPLOYEE SATISFACTION:

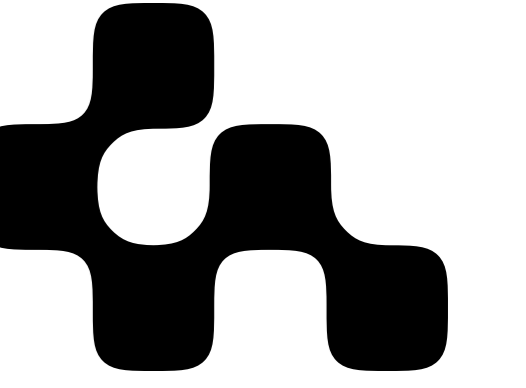
The success of the company is closely tied to the happiness of its workforce. Management is committed to actively listening to team members and thoughtfully considering their feedback and recommendations.



## 03. ENCOURAGING EMPLOYEE INITIATIVES:

Computools fosters a culture where employees are motivated to contribute ideas and proposals for improving teams, departments, or ongoing projects. Management fully supports these initiatives as part of the company's continuous drive for progress.

# HEALTH AND SAFETY AT WORK



- The well-being of its employees is Computools' top priority. The company has implemented comprehensive safety protocols in all offices, including fire safety measures and strict compliance with legal requirements.

- In Ukraine, subterranean parking lots have been repurposed as fully operational bomb shelters, providing additional security during emergencies. This preparedness ensures that employees feel safe, knowing the company is ready to manage unforeseen situations with care and diligence.

- By maintaining rigorous safety standards, continuous monitoring, and emergency preparedness, Computools fosters a secure work environment where employees can confidently focus on their work, knowing their health and safety are protected.

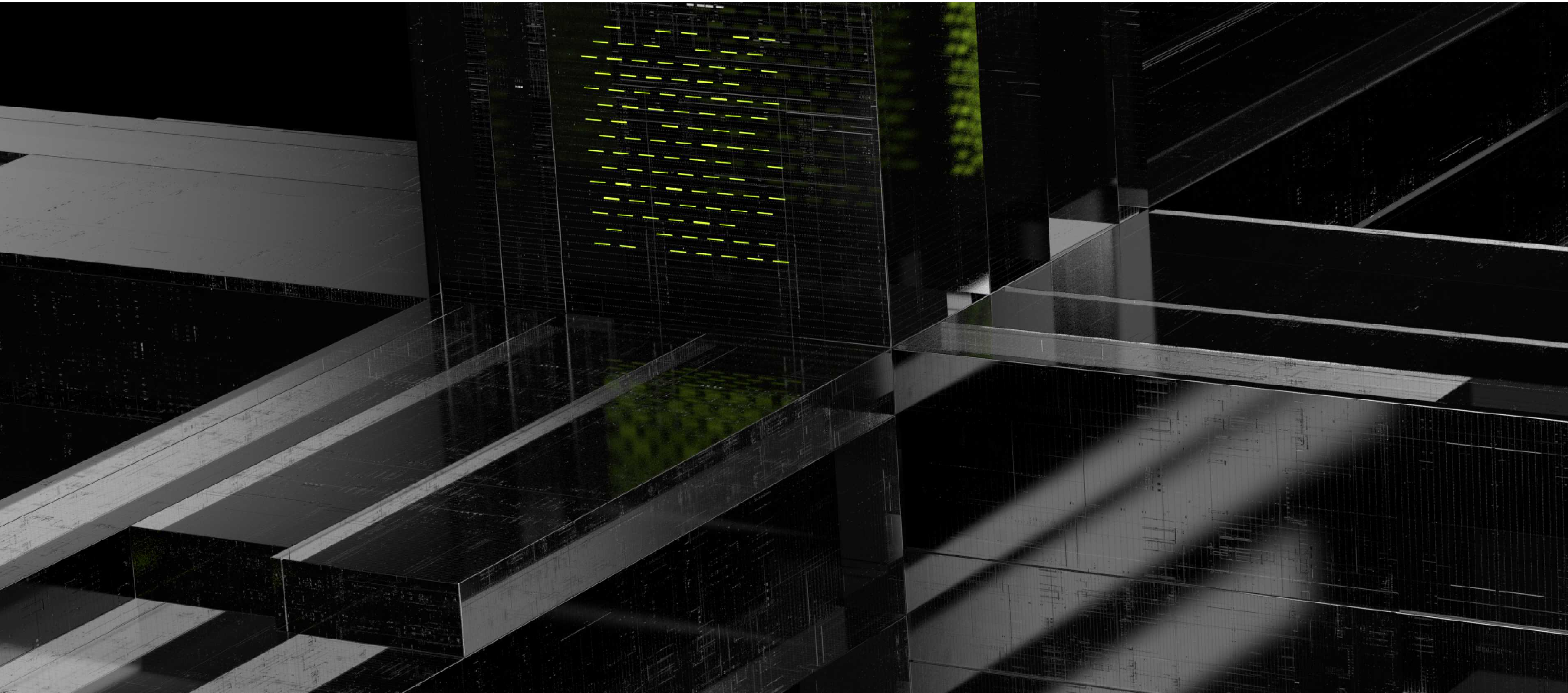
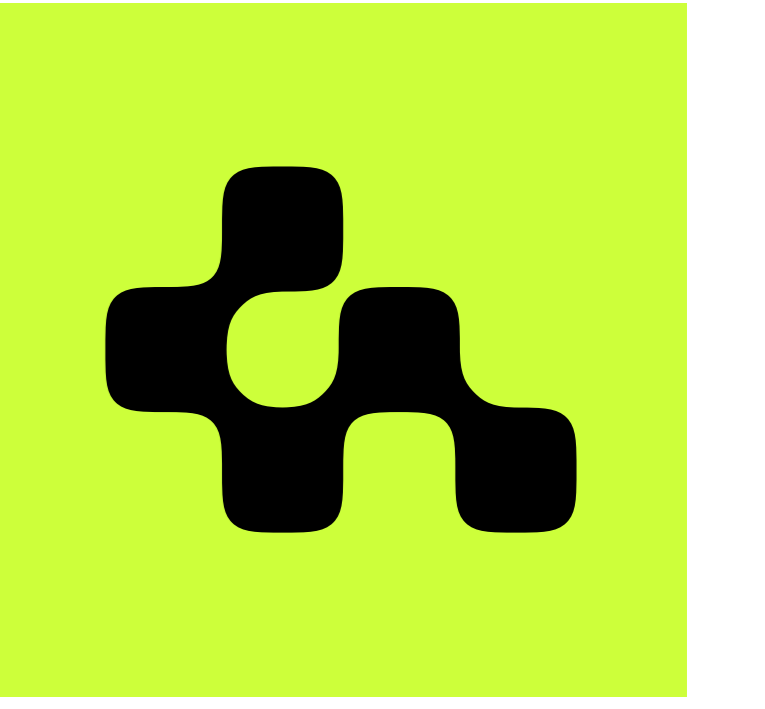
# HUMAN DEVELOPMENT AND TRAINING IN THE WORKPLACE

Computools focuses on helping its team members grow and develop, supporting them from interns to top managers. The company values both personal and professional development and works to create a learning environment that helps each employee build their expertise.

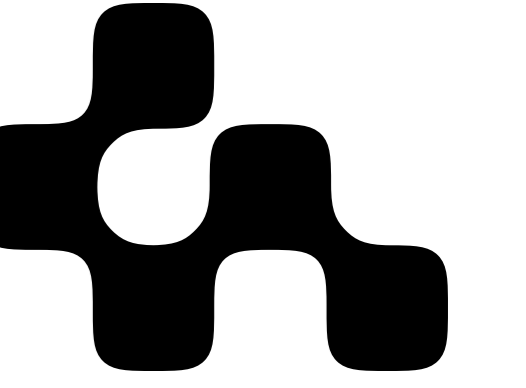
We design personalized development plans for each employee, recognizing that everyone's journey is different. The company covers the costs of certifications and encourages staff to attend relevant conferences to support their growth.

We also offer free internship programs that provide hands-on learning and practical skills. For employees doing internships outside the company, Computools assigns tech leaders as mentors to guide them and ensure they continue to learn and grow effectively.

# HUMAN RIGHTS



# HUMAN RIGHTS AND RISK SITUATIONS



<p><b>01. COMPLIANCE WITH INTERNATIONAL STANDARDS:</b></p> <p>Computools prioritizes human rights, ensuring that all risk management practices align with international conventions and legal requirements.</p>	<p><b>02. COMPREHENSIVE PERSONNEL TRAINING:</b></p> <p>To ensure safety, we provide thorough training to all employees, whether permanent, temporary, or contractual. This training includes human rights education, equipping staff with the knowledge and skills needed to protect these rights.</p>	<p><b>03. ETHICAL SUPPLY CHAIN MANAGEMENT:</b></p> <p>Computools firmly avoids supplying goods or services to companies known for human rights violations. We are committed to maintaining ethical practices and refusing any association with such firms.</p>	<p><b>04. RESPONSIBLE PARTNERSHIP SELECTION:</b></p> <p>We carefully evaluate potential partners to ensure they uphold human rights standards. We avoid collaborations with companies that have a history of human rights violations, maintaining our commitment to ethical conduct and respect for human dignity.</p>
---	--	--	--

## RESOLVING GRIEVANCES

**01. STREAMLINED PROBLEM-SOLVING:**

At Computools, we use clear processes, guidelines, and strong departmental collaboration. Our various communication channels help staff quickly handle any issues that come up, ensuring a smooth and productive work environment.

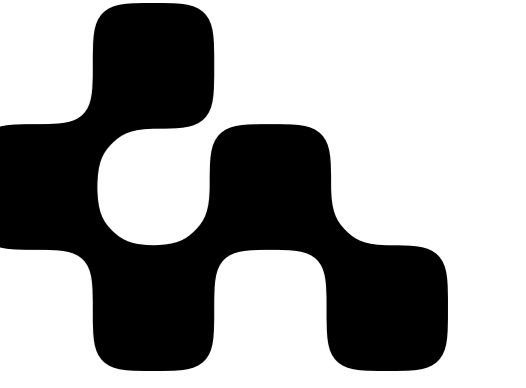
**02. ACCESS TO COMPETENT ANSWERS:**

We focus on efficient communication by directing all inquiries to the right people. This approach promotes a culture of knowledge sharing and ensures employees receive accurate and timely information, helping them make informed decisions.

**03. CULTIVATING PROGRESS AND EFFICIENCY:**

Computools supports experience sharing and provides thorough informational resources to encourage faster professional development and greater efficiency. This approach benefits both individual satisfaction and the overall success of the company.

## **DISCRIMINATION AND VULNERABLE GROUPS**



The company strongly upholds democratic values and believes that restricting civil, economic, or socio-cultural rights based on gender, ethnicity, class, or religion goes against the principles of citizenship. We are committed to creating an inclusive and fair workplace where all employees are legally protected and can work without discomfort or harassment.

Computools ensures that every team member works in a supportive and safe environment, allowing them to fully engage in their professional duties. By following these principles, we strengthen the organization and support our commitment to human rights, diversity, and equality at all levels.

## **FUNDAMENTAL PRINCIPLES AND RIGHTS AT WORK**

The company is proud to promote and protect equal human and civil rights. We ensure that everyone, regardless of gender, race, nationality, language, heritage, property, official position, residency, religious beliefs, or affiliations, is treated fairly and with respect. We are dedicated to creating a diverse and inclusive workplace where everyone can grow and succeed.

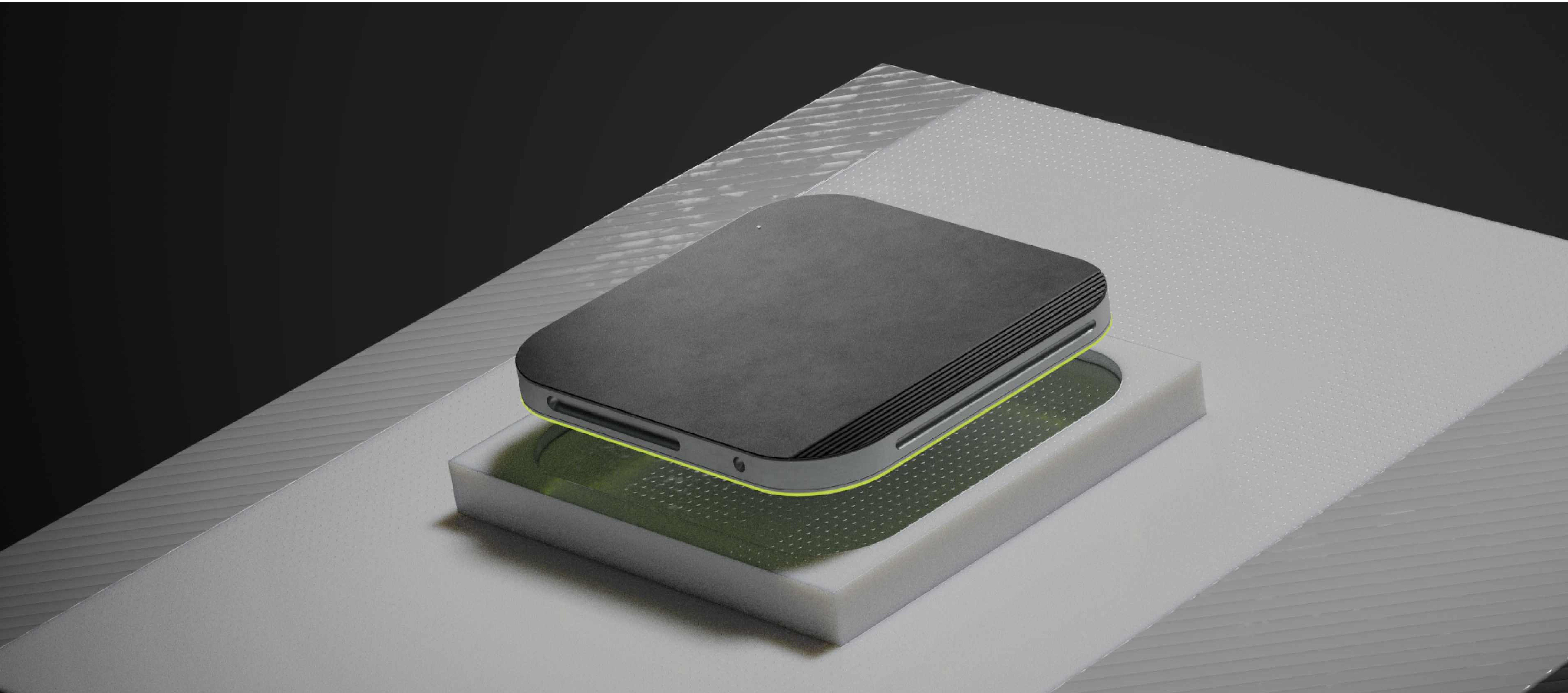
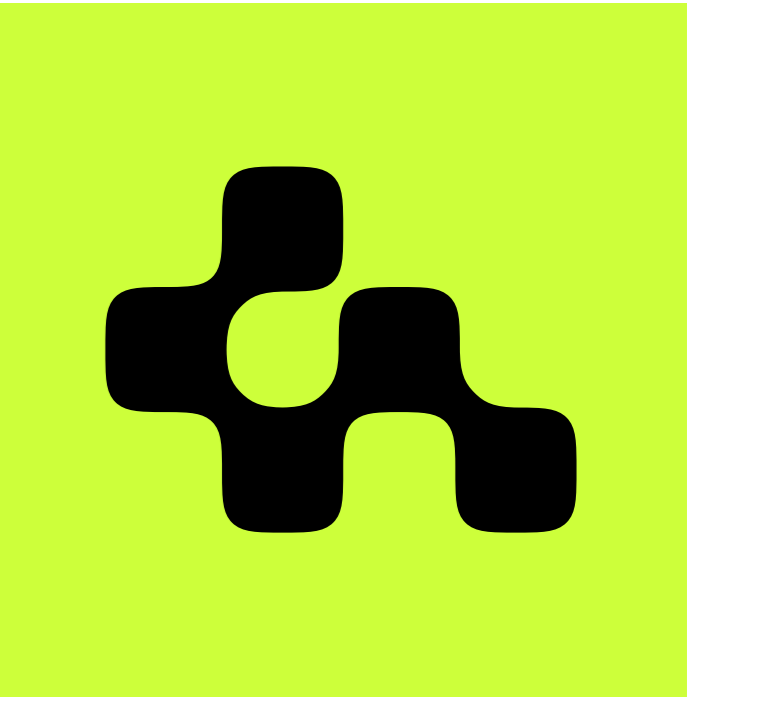
Computools firmly believes that every employee has the right to work in a safe and clean environment and to receive fair compensation without bias or discrimination.

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

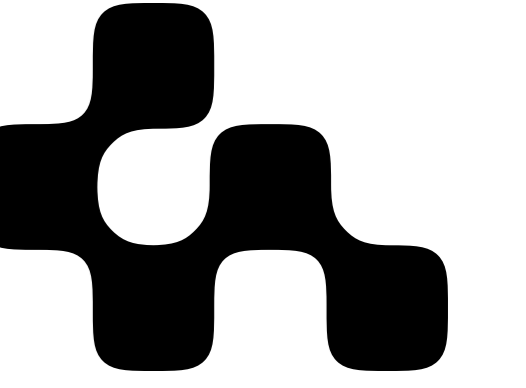
We foster a professional and respectful workplace for all stakeholders, including workers, customers, and contractors. We emphasize decency and fairness for everyone, regardless of age, status, appearance, nationality, color, or gender.

A well-organized and effective human resources department is essential for maintaining a positive business culture.

# FAIR OPERATING PRACTICES



# ANTI-CORRUPTION



## ANTI-BRIBERY AND CORRUPTION LAWS

The company ensures that all employees and contractors strictly follow policies against bribery and corruption. We prohibit any involvement in bribing government officials or seeking preferential treatment in commercial transactions, in line with international anti-bribery and anti-corruption laws.

## COMPLIANCE WITH THE LAWS OF DIFFERENT COUNTRIES

Computools, along with its employees and contractors, is fully responsible for complying with the legal frameworks and regulations of Ukraine, the United States, and all other countries where we operate. This includes adhering to export controls, economic sanctions, the Foreign Corrupt Practices Act (FCPA), and various anti-corruption laws.

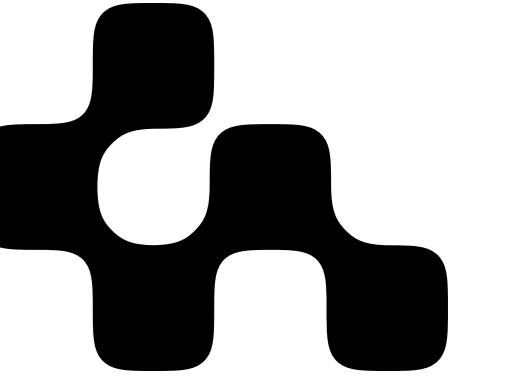
## RESTRICTING THE INTERNATIONAL ACTIVITIES

As a global organization, the company, its employees, and contractors must navigate a complex set of legal regulations governing international operations. We adhere to laws and directives that prohibit interactions with restricted countries, organizations, entities, and individuals, especially those subject to sanctions imposed by the EU or U.S. authorities.

# RESPONSIBLE POLITICAL INVOLVEMENT

Computools strictly does not interfere with employees' political opinions. However, we emphasize that political activities must comply with the Criminal Code and be conducted properly. This means avoiding the spread of misinformation, misunderstandings, threats, or undue pressure. While we respect individual political views, we also expect all interactions to adhere to legal and ethical standards.

## FAIR COMPETITION



**01.** The company strictly follows various legal procedures to protect intellectual property rights, including copyright, trademark, patent, unfair competition, trade secret laws, intellectual property agreements, and confidentiality clauses.

**02.** Our business strategy focuses on setting our services and solutions apart from competitors by using unique trademarks, trade names, service marks, and logos.

**03.** To proactively protect intellectual property, Computools has registered and continues to register a significant number of trademarks to enhance our protection efforts.

## PROMOTING SOCIAL RESPONSIBILITY IN THE VALUE CHAIN

Computools designs its rules and processes for the value chain, distribution, and contracting to include ethical, social, environmental, and societal considerations. We prioritize the health and safety of our dedicated staff. When forming partnerships, we ensure that our commitment to social responsibility aligns with that of our partners, so we both uphold our principles.

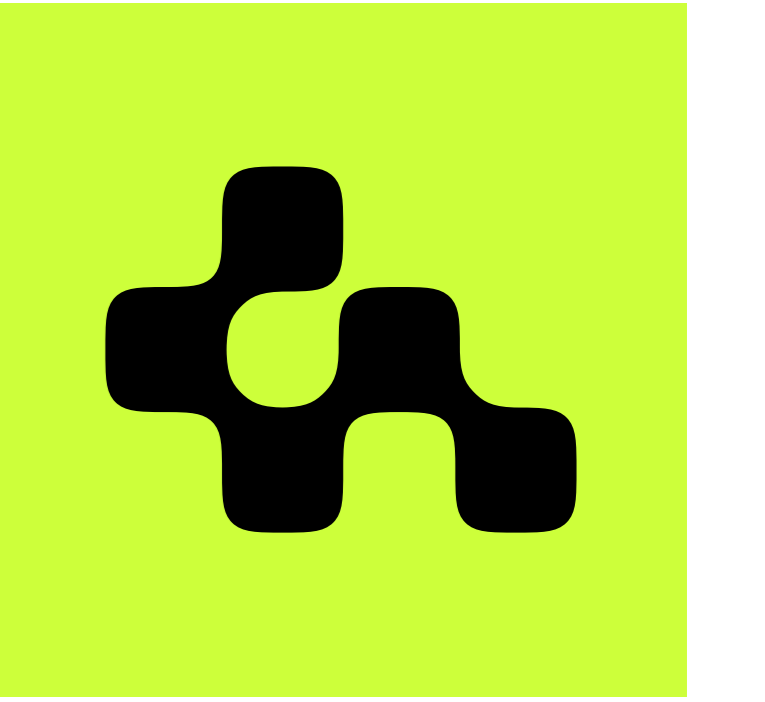
## RESPECT FOR PROPERTY RIGHTS

During onboarding, each new employee receives a detailed introduction to the "Statement of Trade Secrets" and must sign a Non-Disclosure Agreement (NDA) to protect sensitive information.

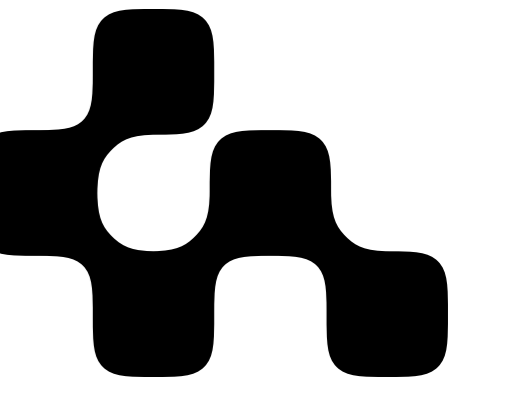
Additionally, the company and its employees comply with the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA). These regulations impose strict requirements on handling personal and property data while safeguarding privacy rights.



# ENVIRONMENTAL IMPACTS



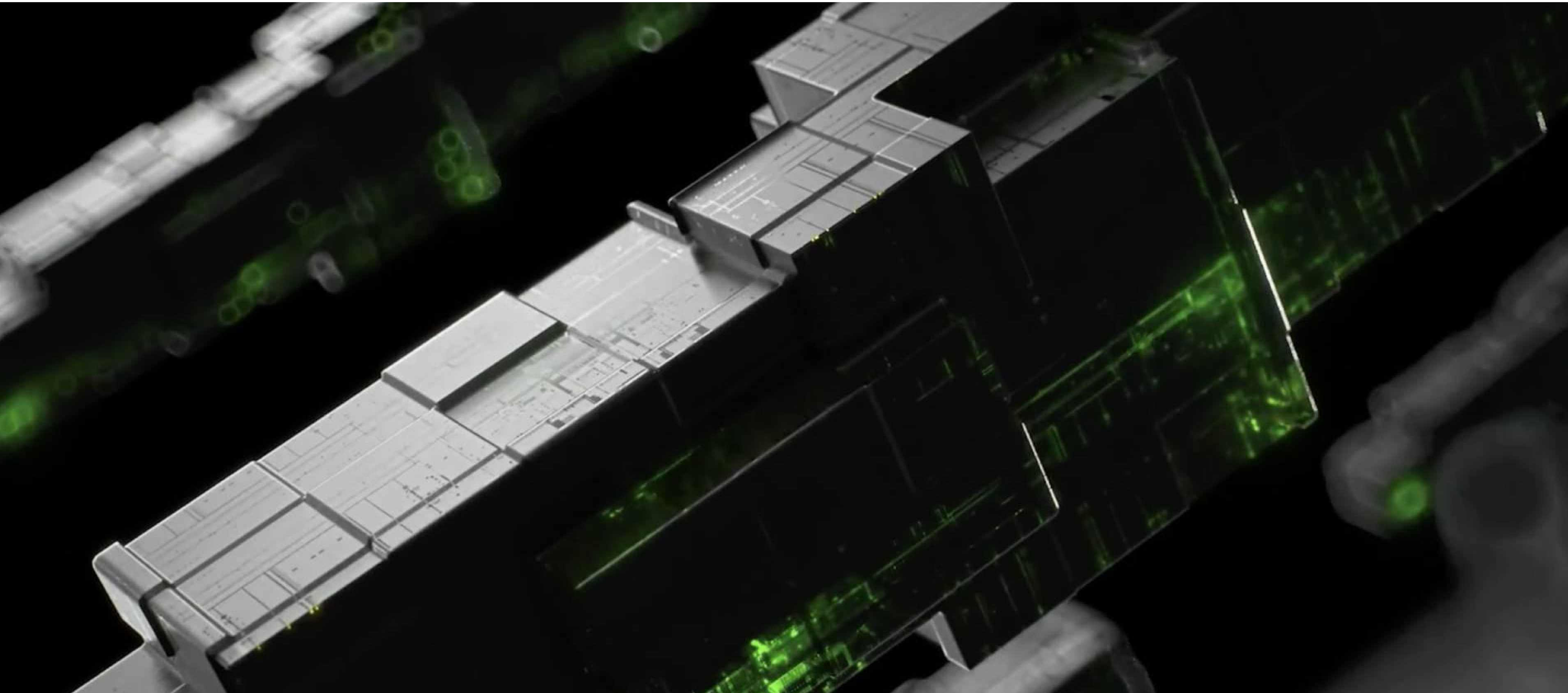
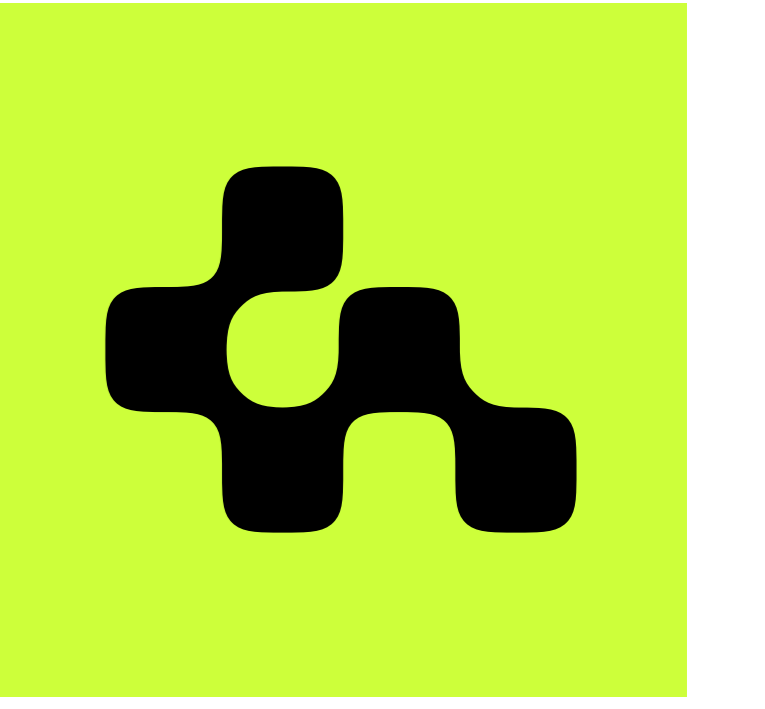
# PREVENTION OF POLLUTION AND SUSTAINABLE RESOURCE USE



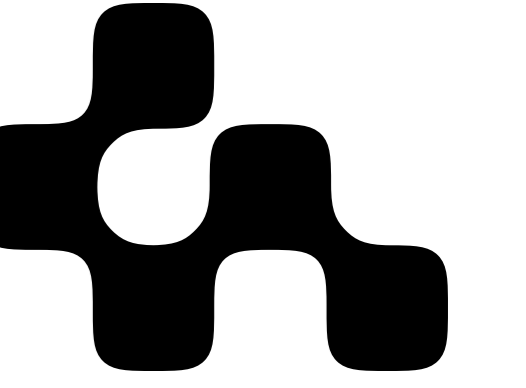
Computools is committed to environmental sustainability. Our proactive approach includes raising awareness about key environmental issues and investing heavily in ecological programs like waste segregation and air pollution reduction. We also encourage our employees to get involved by offering volunteer hours for local environmental activities, such as tree planting and recycling efforts.



# CONSUMER ISSUES



# FAIR MARKETING AND CONTRACTUAL PRACTICES



Computools is committed to client transparency. From the initial contact to the final results, we prioritize clear communication and reporting to ensure smooth cooperation and build long-term partnerships.

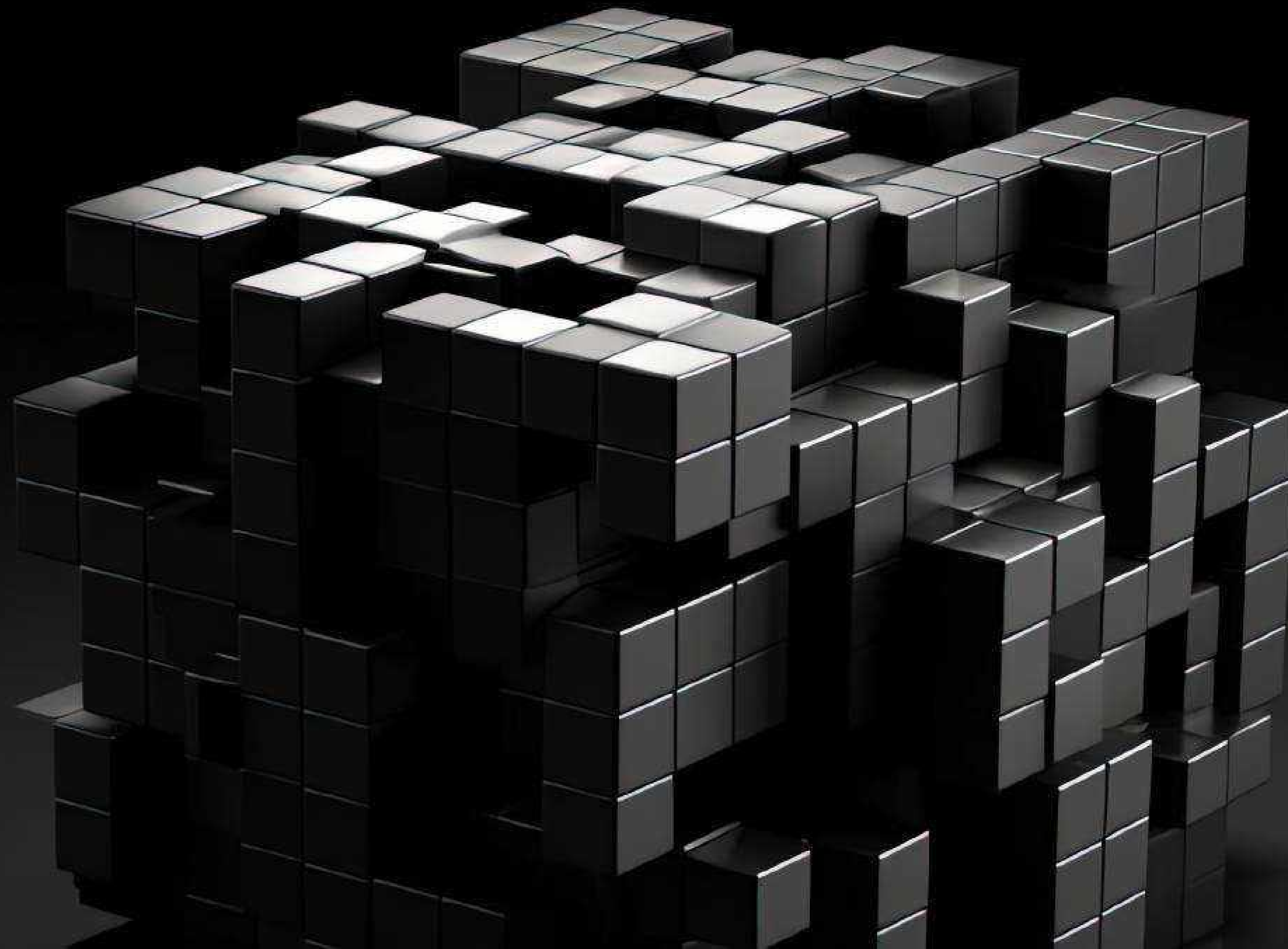
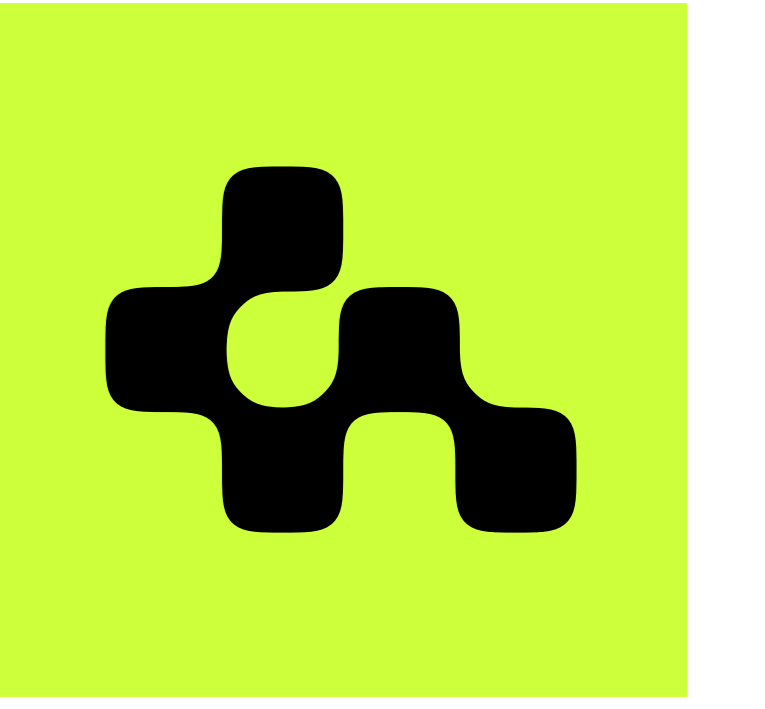
## CONSUMER SERVICE AND SUPPORT

<p><b>01. DEDICATED TEAMS WITH PERSONAL MANAGERS:</b></p> <p>Computools assigns each customer to a specialized team, supported by a personal manager, to ensure effective communication and collaboration. This approach forms a proactive group of experts, delivering high-quality solutions tailored to client needs.</p>	<p><b>02. TIMELY RESPONSES AND DEADLINES:</b></p> <p>Our staff meets deadlines and responds promptly, which results in excellent feedback from clients who appreciate our dedication and reliability.</p>	<p><b>03. CREATIVE PROBLEM-SOLVING:</b></p> <p>We use a creative approach to explore new ideas and discover the best possibilities, continually seeking innovative solutions to achieve outstanding results for our clients.</p>	<p><b>04. POSITIVE WORK ENVIRONMENT:</b></p> <p>Computools focuses on fostering a cheerful and productive environment within our teams. We understand that a positive attitude enhances work and relationships, and we extend that optimism to our clients.</p>
--	---	--	---

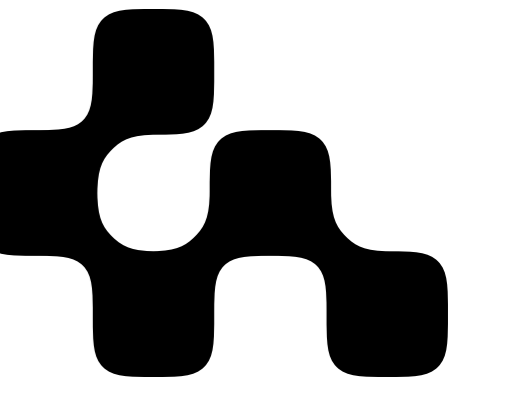
## CUSTOMERS' FEEDBACK AND DISPUTE RESOLUTION

Computools uses a data-driven approach to gather valuable insights before implementing solutions to boost efficiency and productivity. Our team follows a win-win philosophy, effectively resolving issues through skilled negotiation to achieve the best results for everyone involved.

# ORGANIZATIONAL GOVERNANCE



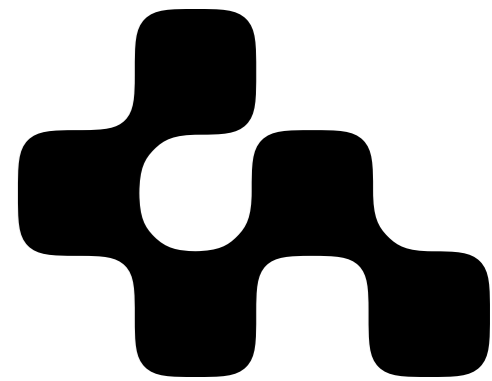
Computools has a diverse staff of approximately 250 people from all genders, age groups, and cultures, and it has a global reach with clients worldwide. This one-of-a-kind setting encourages people from many cultures, nationalities, and religious backgrounds to mix their interests. As a result, the organization prioritizes the development of engagement mechanisms that carefully examine the interests of all stakeholders, including workers, partners, investors, and consumers.



## **COMPUTOOLS USE A GOVERNANCE OPERATING MODEL TO TRANSLATE THE CORPORATE STRATEGY INTO THE COMPANY'S DAY-TO-DAY OPERATIONS:**

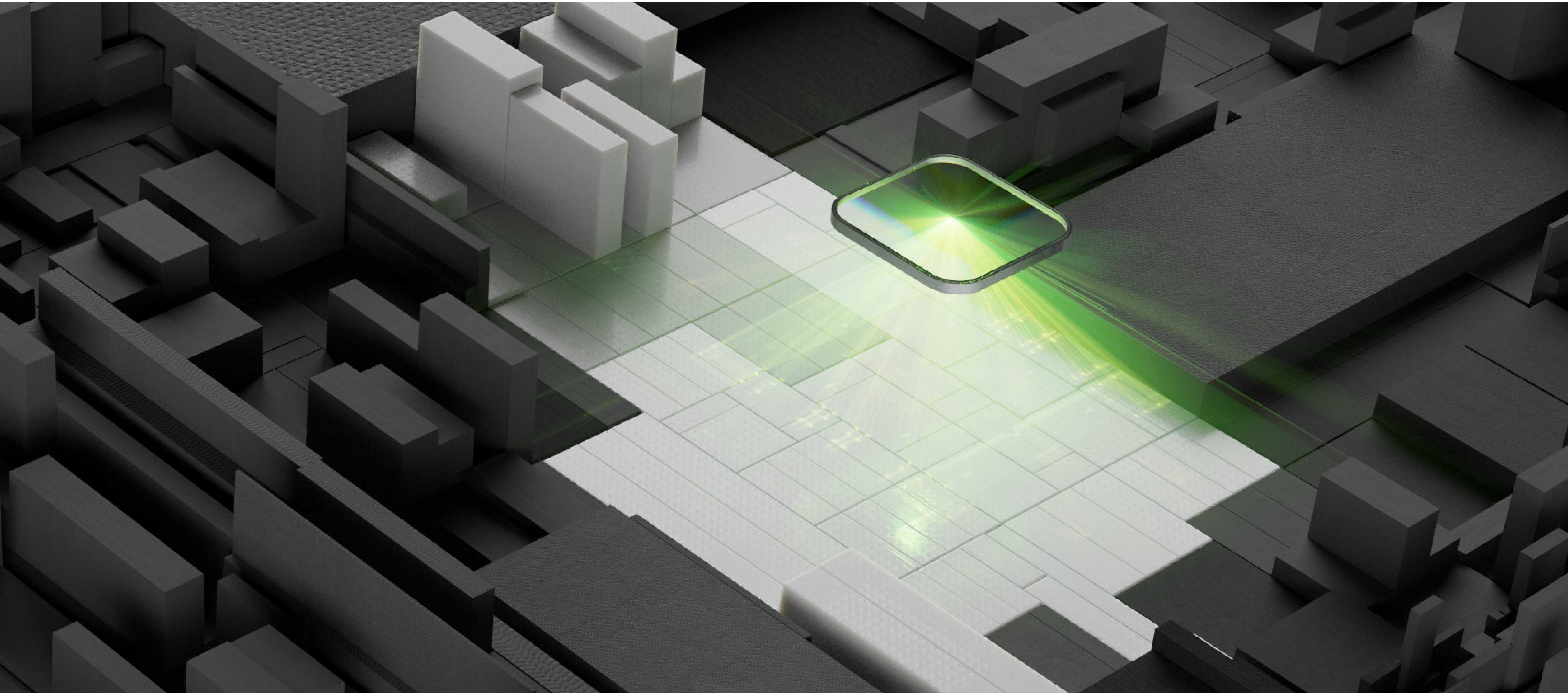
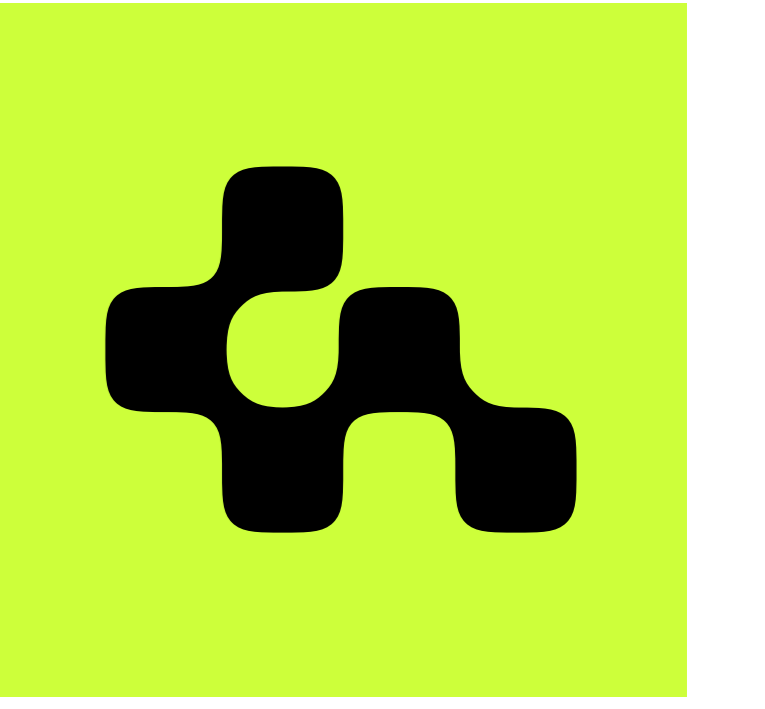
<p><b>01.</b></p> <p>By aligning operational and financial procedures with regulatory standards, our management has improved the flow of information, ensuring efficient data gathering, analysis, and alignment with strategic objectives.</p>	<p><b>02.</b></p> <p>We have bridged the gap between operational goals and reality by clearly defining roles, responsibilities, communication channels, and reporting structures. This setup promotes smooth collaboration across the business.</p>	<p><b>03.</b></p> <p>We addressed conceptual challenges from a lack of understanding of end goals by appointing skilled leaders who communicated the importance of these objectives to all staff members.</p>	<p><b>04.</b></p> <p>To remain agile in response to business needs, Computools implemented an advanced management feedback system that quickly identifies and addresses emerging issues.</p>
---	---	---	--

# THE BENEFITS THE COMPANY GAINED FROM USING THE GOVERNANCE OPERATING MODEL:



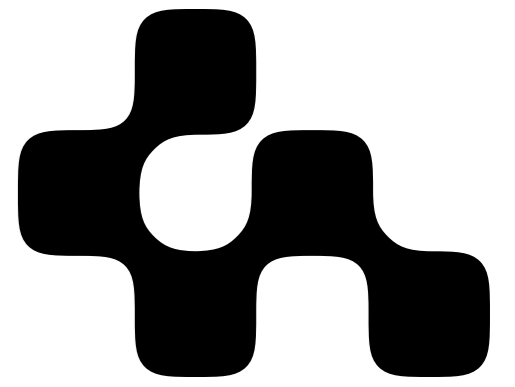
CLARITY	TRANSPARENCY
<p>Applying the governance operating model presented some challenges. However, leadership took a proactive approach by defining methods, duties, and responsibilities clearly, leading to successful outcomes.</p>	<p>Implementing these principles involved setting clear limits for decision-making and risk management. The administration established well-defined boundaries for investments, transactions, and risk exposure, ensuring that these areas are transparently reported.</p>
COORDINATION	EFFICIENCY
<p>With management spread across multiple cities and countries, effective coordination is crucial. We ensure smooth operation across divisions, including operations, customer service, compliance, and legal matters.</p>	<p>Computools developed a strong feedback system that includes input from customers, departments, employees, and contractors. This system helps monitor performance effectively and improves overall efficiency.</p>

# SUPPLY CHAIN

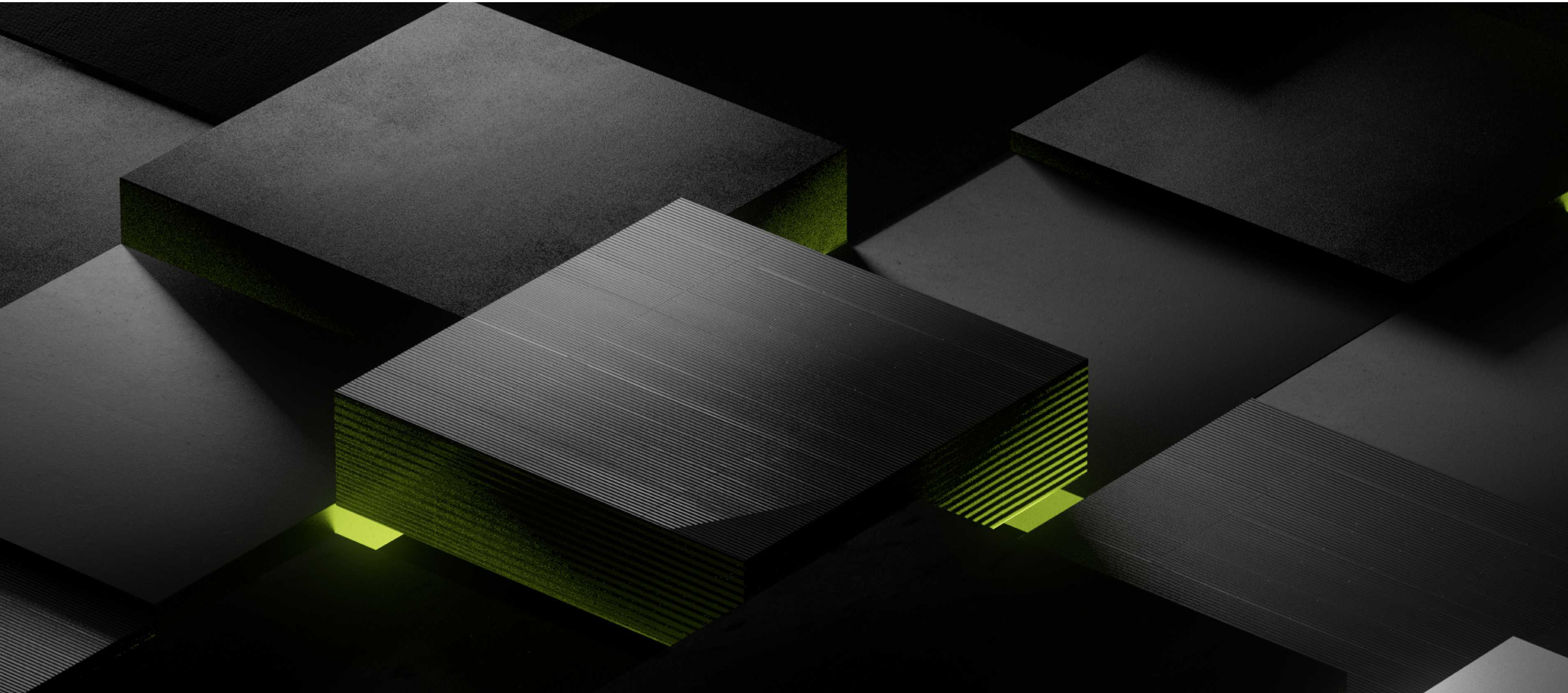
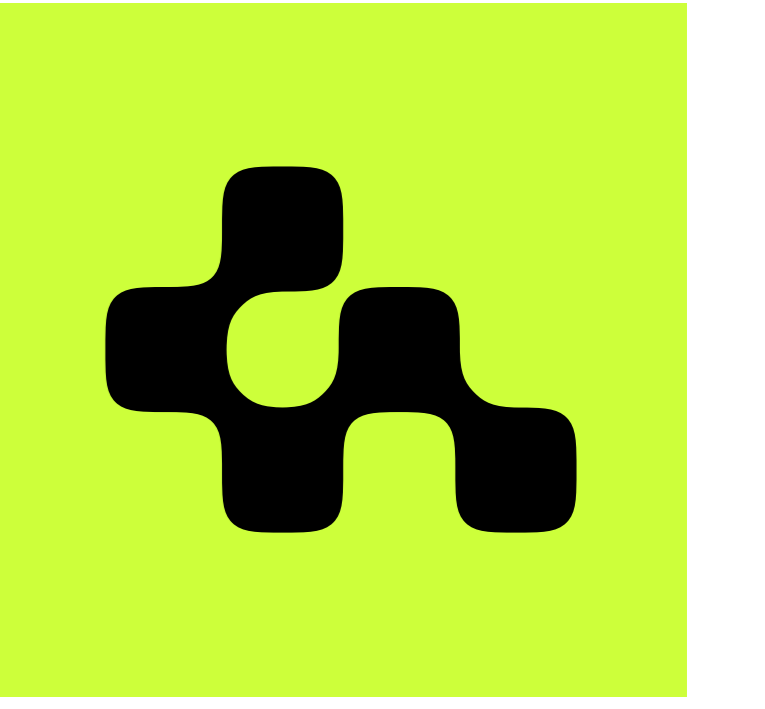




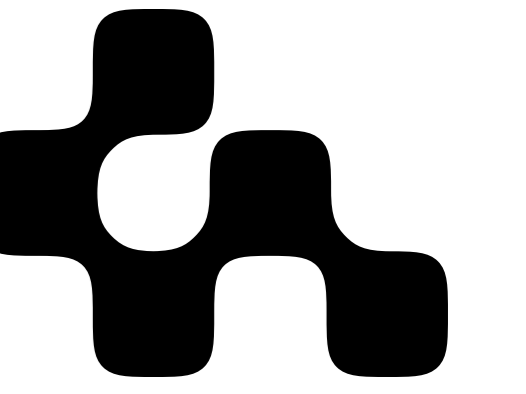
Computools aims to deliver highly effective solutions that offer the best value for clients. To achieve this, our teams prioritize open communication, ensuring that all information is accessible to address clients' inquiries thoroughly. We use a systematic approach in client interactions to facilitate excellent collaboration with customers and partners. Additionally, our well-established supply chain enables us to maintain strict quality control over the solutions we produce.



# SUSTAINABLE DEVELOPMENT GOALS (SDGS)



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



Computools is committed to benefiting employees, the environment, and society through its corporate social responsibility efforts. Our workforce actively supports vulnerable groups, including children's rehabilitation centers, orphanages, and animal shelters. We not only donate to charitable organizations but also participate in social charity events with our employees. Our management prioritizes employee well-being, advocating for a healthy lifestyle and a positive work-life balance. We provide special office rooms for exercise and games, fostering a healthier and more enjoyable work environment.

We also collaborate with sports clubs and swimming pools to offer staff discounts on fitness and swimming facilities. Many employees have transitioned to remote work to focus on their health and safety. During Russia's extensive invasion of Ukraine, we continued remote work arrangements and assisted many employees in relocating to safer areas.



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

Computools believes that educated young people shape the future. We actively support education by introducing technology to schools and offering university lectures and specialized courses for aspiring IT professionals. We also provide mentorship and potential job opportunities upon course completion. Until February 24, 2022, we engaged high school students by hosting school visits to our company.

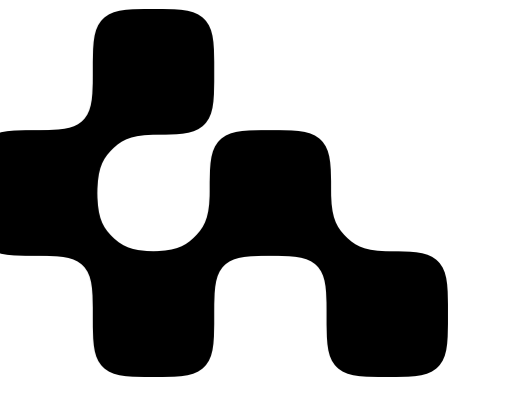


# GENDER EQUALITY AND SUPPORT FOR PEOPLE WITH DISABILITIES

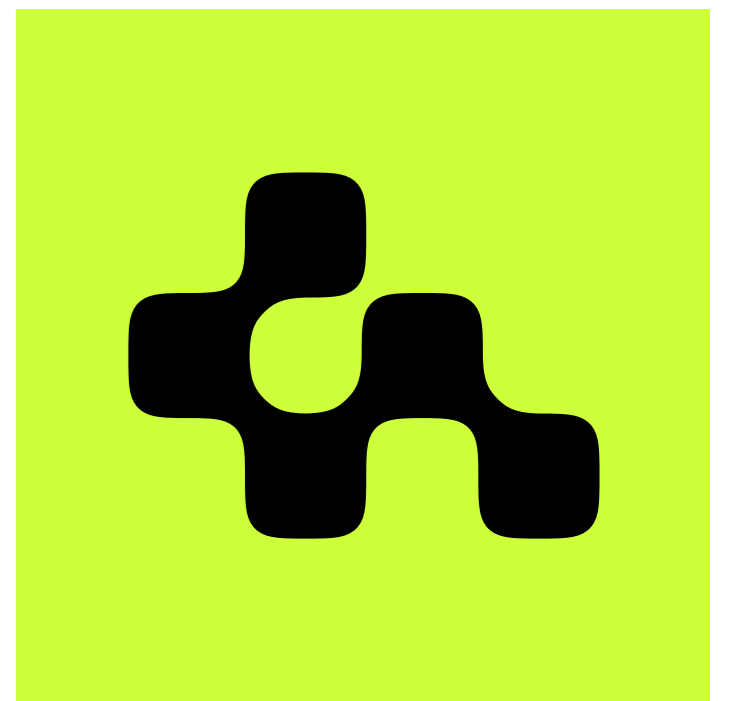
Our commitment to human values includes a strong focus on gender equality. As of 2024, women hold about 59% of managerial positions within the company. We emphasize merit-based hiring, selecting individuals based on their skills and expertise. We maintain a balanced gender ratio among all employees and ensure equal opportunities for advancement and leadership in technical fields. Additionally, we actively recruit individuals with disabilities, offering flexible working arrangements tailored to their needs.

# BUILDING SUSTAINABLE INFRASTRUCTURE AND FOSTERING INNOVATION

We carefully design our workspaces to meet employees' needs, including areas for work, relaxation, dining, meetings, and exercise. We recognize the importance of fresh air for well-being and productivity, so our offices feature open spaces. We maintain clean and organized workstations to promote a healthy and productive environment. For relaxation and entertainment, we provide PlayStations and a wide range of board games for employees to enjoy during breaks or after work.



# CONTACTS



<b>POLAND (HQ)</b> Warsaw, Grzybowska 62, 00-844 info@computools.com	<b>USA</b> New York, 430 Park Ave, NY 10022 info@computools.com	<b>UNITED KINGDOM</b> London, Second Floor Office, 10 St Bride Street, EC4A 4AD info@computools.com
<b>NORWAY</b> Oslo, Haakon VII's Gate 5, 0161 info@computools.com	<b>AUSTRIA</b> Linz, Promenade, 4020 info@computools.com	<b>JAPAN</b> Nagoya , 4-60-12Hiraikecho, Nakamura-ku, 453-6111 info@computools.com
<b>POLAND</b> Lodz, Piotrkowska 157A, 90-440 info@computools.com	<b>UKRAINE</b> Kyiv, Antonovycha Street, 172 info@computools.com	