



Corporate Social Responsibility

Policy Overview and Implementation
Results (2018/2019)

ABOUT US

Qulix Systems is an international software developer with offices in the UK, the US, Estonia, Russia and Belarus. We currently employ 400+ software engineers and managers. Initially, we specialized in independent software testing and QA consulting. But as the company expanded, so did the range of our services. Over the years of professional existence since 2000, we have accumulated extensive knowledge in design, software development, analysis and QA, which lets us offer a full range of software-related services to our clients all over the world.

Areas of Business Activities

- **Custom** software development
- **Mobile** application development
- **Software testing** and QA
- **Software** integration
- **Graphic and web** design
- **Website** development

Our software development services address specific needs of a variety of customers from small businesses to enterprise-level corporations.

Our clients come from a wide range of industries:



Finance



Banking



E-Commerce



Telecommunications



Insurance



Health



Social Care



Manufacturing



etc.



MISSION

Our company's mission is to transform customers' ideas into profitable and outstanding solutions. This mission outlines our top priorities within the company's activities.

CORE VALUES

Company values are a set of underlying rules which guide employees in their everyday activities, irrespective of their positions and work experience in the company. Company values define key points in building relationships with colleagues, clients and business partners.

Best Employees

We hire, develop and maintain the best talent for our business. We regularly upgrade our expertise and skill sets to deliver only the best to our clients.

Deliver Value to Our Clients

We are committed to delivering value to our clients. We have a passion for detail and strive to provide result-oriented services to make our customers successful.

Respect for the Individual

Qulix values men and women of diverse age groups, religions and ethnic backgrounds. We value diversity and the unique contribution of all our employees.

Communication

We appreciate the welcoming atmosphere in our company. Our communication policy implies no formality. We are on a first-name basis with one another regardless of the job position.

Integrity

For us, integrity means being ethical and honest. We say what we mean, stand behind our words and take responsibility for our actions.

Collaboration and Teamwork

Qulix is not only a group of professional individuals — we are a team. We encourage an approach of mutual support and cooperation. The results we achieve are based not just on someone's exceptional skills, but rather on collaboration and teamwork.

Education and Skills Upgrade

Here at Qulix, we make every effort to develop educational programs and partnerships. We seek to improve the knowledge base of students using our expertise in technology and aim to develop skills and technological expertise at universities.

CORPORATE SOCIAL RESPONSIBILITY

Corporate social responsibility (CSR) at Qulix Systems ensures social, economic, and environmental benefits for all those involved in its activities or impacted by them and transforms our company values into action.

TARGETED AREAS

Qulixers & Corporate Culture

Corporate Social Program

Governance & Ethics

Community Contribution

Green Initiatives



Qulix
SYSTEMS

Qulix systems CMC

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Dear Mr. Dennis Phillips

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QULIXERS & CORPORATE CULTURE

We consider our employees and their decisive role in meeting our goals to be of high importance. We are fully aware that as an innovation-driven company, our success immensely depends on hiring the most talented employees in the industry.

We are committed to respecting global human rights and labor standards. We maintain a workplace where all employees and visitors are treated with dignity, fairness, and respect. We provide a healthy, safe, and productive work environment that is free from discrimination or harassment.

2000

DATE OF BIRTH

400+

EMPLOYEES

Qulix Systems backs up employees to grow with us via continuous positive self-development. We think that dedicated, motivated employees are vital for sustainable business success. Attractive performance and result-based salaries, a flexible working model and ongoing personal/professional staff development create a constructive environment where Qulixers feel at ease and which contributes to their identification with the company.

Our Responsibility as an Employer

- **Staff development programs**
- **Individual development plans** and career paths
- **New hire training** (comprehensive introduction to all departments)
- **Training options**

Working Conditions

We develop our infrastructure by equipping and upgrading buildings and facilities, including office space, sports and rest and recreation facilities. Our office managers care about the atmosphere at workplaces and employees can always send their requests and proposals on how to improve our offices in general and their workplace in particular.

Health and Safety

Our health and safety policy promotes occupational health, safety and accident prevention to ensure the best possible welfare in every corner of the workplace. Management accepts respon-

sibility for providing a safe working environment and employees are expected to be responsible for performing work in accordance with our safety standards and policies.

Education and Training

We at Qulix Systems follow the idea that knowledge is the only raw material which multiplies when consumed.

Aside from personal development of our staff, continuing education, training and knowledge management are other focal points of our sustainable and responsible human resources approach. We implement these principles by the creation and development of IT communities, profile events, and diverse publications both on our website (blog), social media and in external sources (Forbes, Medium, Finextra, TweakYourBiz, DZone, etc.).

When a newbie joins our company, he or she becomes part of the mentorship program, where a senior employee monitors his or her progress and performance and helps in adapting to a project and further developing.

Also, after a certain period of time, we hold Newcomers' seminars which introduce employees to the company, its corporate culture, values, rules and mission.

There are also training programs in effect for certain areas of expertise if the employee wants to swap jobs within our company.

In addition, there is an abundance of internal training courses, programs, meetings, workshops, etc. and professional communities (BA, QA) which creates favorable conditions for further development on the professional track.

Informing of all employees about the current events in the company is ensured via corporate e-mail, social media accounts, messenger chats, printouts and the corporate magazine "SUBJ".

Diversity

We maintain a strict non-discrimination policy and ensure fair and equal treatment to everyone regardless of race, gender, nationality or religion.

Our adherence to the principle of diversity is well-illustrated by our staff. Although our main development offices are based in the Belarusian capital, we employ people from all over Belarus and from abroad, including 15 foreigners.

We strive to achieve a more balanced gender ratio and attract female applicants from the fields of mathematics, IT, science and technology. Currently, our gender distribution shows 40% females in the labor force.



60%

MALE



40%

FEMALE

age

28% 18-24 YEARS

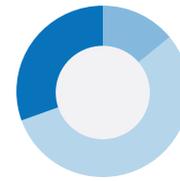
29% 25-29 YEARS

24% 30-34 YEARS

9% 35-39 YEARS

5% 40-44 YEARS

5% 45+ YEARS



● **JUNIOR 31%**

● **MIDDLE 51%**

● **SENIOR 18%**

Work/Life Balance

To maintain qualified employees with the company in the long run, we not only offer a variety of training and further education options, but emphasize a good work/life balance and a family-friendly work situation. Our flexible working hours and home-office option embrace this priority.

Employees Growth and Retention Strategy

We have developed our corporate Staff Retention Processes and Procedures and Internal HR Practices to address the staff development/retention issues. Thus, we achieve low staff turnover and build and sustain meaningful relationships among all our talents.

The retention rate in 2018–2019 was 89%.



CORPORATE SOCIAL PROGRAM

The most vivid manifestation of our care about the wellbeing of our employees is our corporate social program, which covers several major aspects of our staff's social activities.

Health Insurance

We care about our employees' health and provide them with the opportunity to become participants in a corporate agreement on voluntary health insurance. All expenses are covered by the company.



314 insured employees

IN 2018-2019

Monthly Reimbursement of Expenses

Qulix Systems offers a fixed amount of money in reimbursement to each employee on a monthly basis. It can cover three main options:

→ Sports

Being fit means being healthy. We encourage our employees to devote some of their free time to sports and offer compensation for their sports activities, such as gym, swimming pool, carting, football, volleyball, horse riding, yoga, etc.



53 employees

PURCHASED GYM MEMBERSHIP UNDER THE PROGRAM IN 2018-2019

→ Season tickets for public transportation

Travelling to and from work made easy.



272 employees

PURCHASED SEASON TICKETS UNDER THE PROGRAM IN 2018-2019

→ IT Massage Project

For those who want to relieve bodily stress from their neck and spine, we organize massage sessions right on premises.



50 employees

ON THE AVERAGE ATTEND MASSAGE SESSIONS EACH MONTH

Events for Qulix Kids

Family values are one of our company's most important priorities. Throughout the years, we have been organizing various events for kids of different ages, trying to find the perfect balance between activities being entertaining and educational.

New Year

For those aged 6–18, we arrange a traditional family event in the form of a visit to an ice ring, which allows our employees' family members to get to know each other. For younger ones, Qulix Systems arranges a visit to a children's entertainment center.

Spring and autumn holidays are marked by traditional visits to the circus or the theater.

Knowledge Day

September 1 is usually devoted to entertaining and educational activities connected to the beginning of the academic school year.

In September 2018 Qulix Systems held the kids' event "Smart Minsk" where young participants had a chance to learn how to make their own Coca Cola and obtain chlorophyll, while others tested an internal combustion engine or conducted tests with iodine.

To celebrate the beginning of the new school year in 2019, we arranged a group visit to the cinema, where kids could enjoy the movie "Inside Out" and learn more about emotions and their role in our life.



Birthdays, Family Events

It is an established tradition within Qulix Systems to celebrate birthdays together. In addition, if someone has a baby or gets married, it becomes known to all Qulix members via corporate emails, and those willing to congratulate the respective person are very welcome to do so.

Financial Aid

Provided in case of close relatives' death.

English Classes

Classes are available to all employees, including both those who want to maintain the current level and those who want to see some improvements.



79 employees attended

**ENGLISH CLASSES
IN 2018-2019**

Discounts

Qulix employees are entitled to corporate discounts at a number of partner companies.

- **Cafes and bars**
- **Shops**
- **Services**
- **Gyms**
- **Entertainments**
- **Health care**
- **Training, educational programs**

Paid Time-Off / Personal Days

A Personal Day is a paid day-off for which he or she doesn't have to work on any other day. Employees may choose this option in case of important life situations such as university graduation, short illness, visit to a doctor, etc.

Lunch Delivery

Pre-ordered lunches for employees are delivered to our offices on a daily basis. Menus are changed every day, offering a wide selection of salads, main courses, side dishes and desserts at a fair price.

Rewards for Long-Term Employment at the Company

The company values its long-term employees and issues gifts to those who have been working at Qulix Systems for 5, 10 and 15 years. Gifts are presented at major corporate events in winter and summer.

Bonuses for Vacancy Recommendations

Our company has introduced a reward scheme for employees if they invite applicants for open vacancies. An employee receives his or her bonus if the recommended applicant has successfully passed the trial period.

GOVERNANCE & ETHICS

We are committed to being straightforward, honest, and transparent in our professional and business relationships. We expect our employees to exercise good judgment, act ethically, and abide by the law.

We comply with relevant laws where we do business, including those concerning bribery, money laundering, securities, trade, fair competition, confidentiality and data privacy, intellectual property, employment rights, and immigration, among others.

A central aspect of responsible corporate management is open, transparent, comprehensive and timely communication. The Qulix Systems management team is always open to direct and unbiased dialog with employees, mass media or representatives of the community.

Responsible action is the foundation of how we do business. It defines not only our business conduct towards those outside the company, but our internal work processes as well.

Data Security

As a company that develops software, Qulix Systems considers electronic information to be an extremely valuable asset. Its security is therefore an essential component of our business strategy. Appropriate measures such as meeting legal requirements must be taken to prevent unlawful access to our resources. The purpose of IT security is to protect the accessibility, confidentiality and integrity of all IT-related data.

Our corporate security officer ensures that global security requirements and our security standards are met. These requirements and standards apply to all employees and anyone with access to our intranet or connected systems.

COMMUNITY CONTRIBUTION

Qulix Systems is fully aware that our company and its employees are an inherent part of society and we adhere to the principles of corporate citizenship. To implement our responsibility towards society, we strive to enter into effective partnerships with local authorities, NGOs, educational establishments, etc. and support public initiatives within our possibilities.

Involvement in Professional Organizations, Associations and Communities

Qulix Systems is a resident (since 2008) of **Belarus High Tech Park** which creates a special business environment for IT businesses. We are working with the HTP on several initiatives.

In the same year of 2008, we also became a member of the Science and Technology Association “**Infopark**”. Infopark is a voluntary community of top IT development companies in Belarus created to stimulate the progress by developing favorable environment in the IT sphere.

In addition, our employees are actively engaged in activities of **Analyst.by**, a BA community, where they are responsible for creating expertise content and are regular speakers at the community’s events, with videos available on the website.

Our employee Natallia Iskortseva, QA project manager, is President of **BySTQB** (Belarus Software Testing Qualifications Board) and an active speaker at various events related to the organization’s activities.

Currently, the company is getting ready to be accepted into the **Communication Workers’ Union**.

Partnerships with Educational Institutions

We strongly believe that knowledge is power and one of the most valuable assets of the future. That is why, apart from internal training of our employees, we try to share our expertise with the outer world and support educational initiatives.

In the reporting period, we provided technical assistance to the Belarusian State University of Informatics and Radioelectronics, the Belarusian State University, an orphanage, organized career counselling events at schools, etc.

In addition, our HR specialists invited some students to have a tour around our offices and get first-hand information about our IT projects, IT professions and feel the vibe in general (**Insiders Day**).

Our activities include:

- **Technological support** for universities, classrooms and laboratories
- **Organization of internships**
- **Participation** in university programs of Qulix partners
- **Teaching and holding** seminars at universities
- **Participation** in and sponsorship for conferences, workshops, student meetings, university events, career days, and vacancy fairs (OPEN Vacancies in HTP, Career Forum at the BSU, TechWeek)
- **Partnerships** with training centers

Hiring Young Talents

To promote IT professions, our HR Department has undertaken several initiatives to engage a younger audience and to help students get ready for future careers.

Scope of activities:

- **Interview trainings**
- **Specialized seminars** at universities
- **Career** counselling for students (**Breaking the Ice**)

What is more, we hire young professionals after university graduation, thus providing them with a legal guarantee that they will have a job place according to university qualifications. Our company welcomes young professionals to have their first job at Qulix Systems, provides them with the required introductory training and creates all the necessary conditions for them to start a successful IT career.

Participation in IT Events

Our company's employees are frequent visitors at various local and international conferences, seminars, training courses and other IT events. We are not merely attendees but active speakers as well with the most bright example being our employee's presentation at **ComaQA Spring** 2019 and **ComaQA Autumn** 2019. Providing assistance to IT events, we seek to support talented IT students and help them in choosing their career.

Sponsorship:

- **OpenIT Conference**
- **{Minsk} JSON**
- **Competitive Programming Championship** at the BSUIR

Volunteering and Charity Work

Qulix cares. That's the motto of our approach to social activities and now the name of our social volunteering project. We adhere to the principle that no company should be a self-contained unit but rather be always ready to reach out to those in need and provide assistance within the realm of possibility. Social problems do not disappear if we ignore them.

The Qulix Cares project encompasses our volunteering work with an **orphanage** and an **animal shelter**.

Within their possibilities, Qulix volunteers provide help to children residing at an orphanage in our care. We collect money to arrange New Year celebrations and make their wishes come true. Traditionally, we also organize events dedicated to various holidays or no special occasion and try to make our shared activities both inspiring, socializing and recreational. It can be football, bowling, board games, drawing lessons, or just warm talks — all will do for a real team building event.

In 2018, we launched cooperation with the animal shelter “Koshkin Dom”. Our work first started from visits to the shelter and help on the premises. Later it evolved into the full-scale flashmob #приютитьсчастье and two charity photo exhibitions, with all funds and resources obtained during these events handed over to the shelter. Currently, Qulix Systems is administering the social account of the shelter on Instagram ([@qulixcares](#)) and is working on the website for finding owners for our animals. Visits to the animal shelter are organized on a regular basis, with the number of volunteers constantly increasing.



50 active volunteers

ENGAGED IN OUR ANIMAL SHELTER PROJECT



25 active volunteers

ENGAGED IN OUR ORPHANAGE PROJECT



GREEN INITIATIVES

Our vision of a better tomorrow includes a healthy and vibrant environment. Through various campaigns within the company we try to inspire our employees to become eco-aware and adhere to green thinking. Annual awareness campaigns across Qulix Systems offices help us reduce waste, save paper and take care in general.

Eco-Friendly Offices

As part of our environmental goals, we are trying to encourage our employees to reduce plastic consumption and switch to a more eco-friendly option when it comes to disposable cups and dishes. For that purpose, we have fully-equipped kitchens where employees can enjoy their food and use quality glass and ceramic kitchenware.

Furthermore, we constantly remind our employees to save paper and use printers only if that is absolutely necessary.

We try to limit the consumption of paper through workflow automation and installing common printers for several rooms. We use the existing equipment efficiently and replace outdated hardware with new and more effective.

We also collect used batteries for further recycling in accordance with applicable practices.

In addition, we encourage our employees to ride a bicycle to work and provide them a bicycle parking lot near the premises.



For us, being a successful company means being responsible.

How we define success:

- **We deliver** success to our clients globally.
- **We research and develop** our own solutions.
- **We are a recognized** credible and reliable partner.
- **We grow** and make profit.
- **We deliver** benefits to our society.
- **We maintain** exemplary values and social standards in our daily business operations.
- **We promote** education and innovation.
- **We help** Qulixers grow together with the company.



Qulix
SYSTEMS