

Corporate Social Responsibility

Policy Overview and Implementation
Results (2019/2020)

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	



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, and assure each and everyone that their political and civic engagements have no impact on their career in the company. We provide a healthy, safe, and productive work environment that is free from discrimination or harassment.

2000

DATE OF BIRTH

410+

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

Our commitment to be a responsible employer was additionally confirmed in December of 2019 when we won the award "**HR Brand Belarus**" which is received by companies demonstrating success with their socially important projects in the sphere of HR management.

Also, in August 2020, we launched **QULIX.BY**, our own website dedicated for those who want to join our company and apply for a job.

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.

Work from Home and COVID-19

The reported period is marked by the COVID-19 pandemic, which made many employees work from home. However, we must underline that everybody had a choice — to work at home or to continue working at office premises. Those who don't have the necessary equipment at home could take their work stations with them and were provided with all necessary tools. Many had to learn how to properly and promptly respond to online communication, but we managed through the initial adaptation period successfully.

The office was attended mainly by those who don't have the proper possibility to work at home or whose nature of work does not allow that. For these people, we ensured that all office premises are cleaned on an hourly basis with disinfectants, including door handles and surfaces. What is more, we never pushed anyone to work at the office and have always prolonged the remote period if the official disease statistics were alarming. Hand sanitizers are in abundance at office premises. If employees feel unwell, they are strongly advised to stay at home.

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 responsibility 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.

This year some events were cancelled for safety reasons due to COVID-19. However, we managed to conduct some activities prior to the onset of the pandemic. For example, we arranged training courses for the company's employees together with the Red Cross volunteers. Those who joined the event had the chance to learn how to render first aid and act sensibly in various life situations, with the main focus put on practical exercises.

Informing of all employees about the current events in the company is ensured via corporate email, social media accounts, messenger chats, printouts and the corporate magazine "SUBJ". We try to keep our employees up-to-date and promptly publish news about our achievements, ratings, campaigns, etc.

Surely, during the work from home period, the role of our corporate social media accounts increased. We tried to create the most relevant account for employees and not only inform them about the company's news but to entertain as well.

Some examples of topics of our posts:

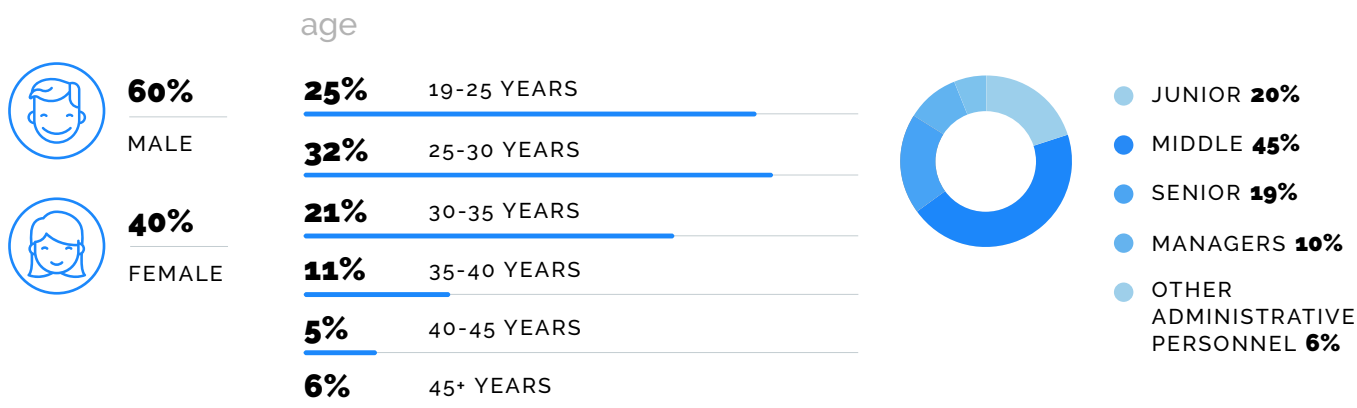
- Tips on how to organize work and stay productive when at home
- Selections of online resources for self-learning and self-development
- Office Song Challenge
- Series of publications related to information security for remote work
- Some fun material

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 14 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 40.64% females in the labor force.



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. The retention rate in 2019–2020 was 88%.

The year 2020 presented certain challenges for businesses all around the globe, and we are no exception. The COVID-19 pandemic and the internal situation in Belarus certainly impacted our company. We had to resort to some crisis response measures to optimize expenses and preserve jobs. Below are some examples:

- The corporate social program was partially suspended. However, this does not concern health insurance and English classes.
- Summer corporate events, team buildings and similar activities were cancelled. This helped us avoid public gatherings and reduce the risk of getting infected.
- We optimized our sales strategy looking for new projects so that our teams would be busy to the fullest extent possible.

The measures were favorably welcomed by the employees, because they fully understand that they are temporary while the main goal is to keep things going. We successfully survived the crises of 2008 and 2014, and are no newbies when it comes to rapid response to the situation. So far we may proudly say that all our efforts have not been in vain.

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. In the reporting period, some of its components were reduced or cancelled due to the work from home mode and the COVID-19 pandemic.

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.



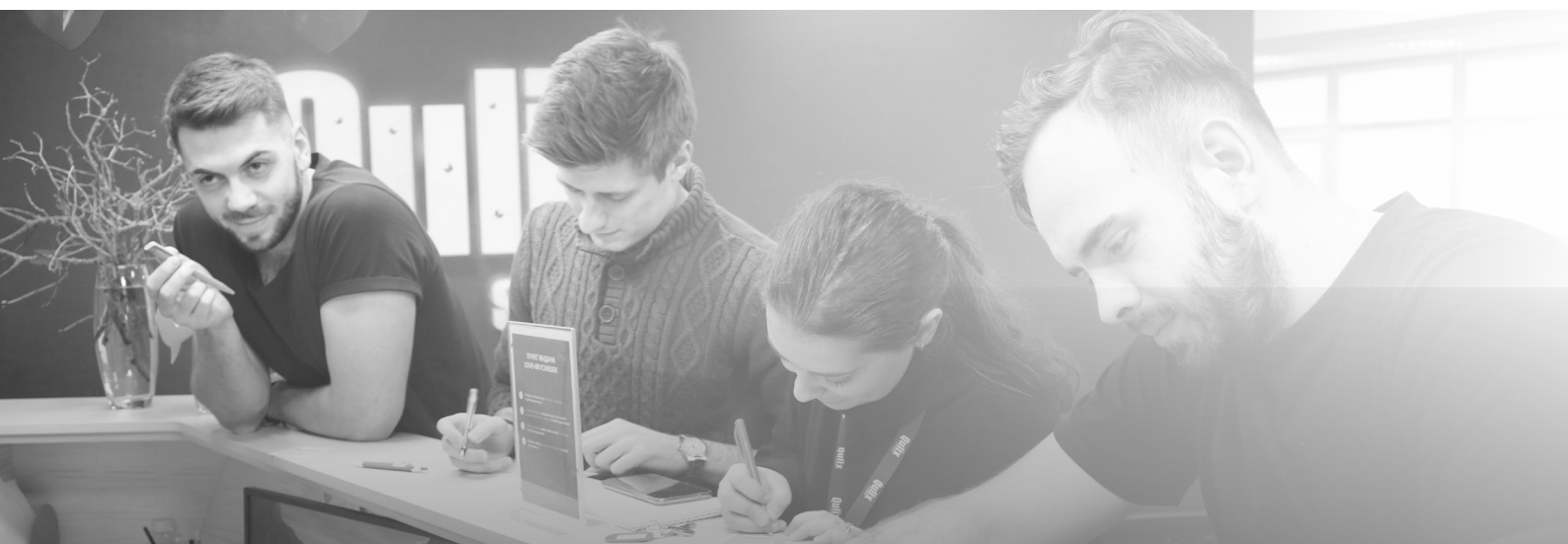
349 insured employees

IN 2019-2020

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**
Canceled for the work from home period.
- **Season tickets for public transportation**
Canceled for the work from home period.
- **IT Massage Project**
Mainly cancelled due to the COVID-19 situation.



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.



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.

However, in the reporting period this tradition was considerably down, and we congratulate our colleagues in the virtual world.

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. During the pandemic, the mode of teaching switched from offline to online to enable our employees to continue education while working from home.



54 employees attended

ENGLISH CLASSES
IN 2019–2020

Financial Aid

Provided in case of close relatives' death.

Discounts

Qulix employees are entitled to corporate discounts at a number of partner companies, with the number of options constantly rising:

- 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 were delivered to our offices on a daily basis. But this year this option was cancelled mainly because most of our employees switched to the WFH mode and did not visit office premises.

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.

We treat our clients with care, try to be flexible in response to their situation and maintain the high quality of work and good relations. We think that in the current global crisis we all should do a bit more than usual for clients.

Data Security

We are a company that develops software, and no wonder that electronic information is an extremely valuable asset for us. Its security is therefore an essential component of our business practice. Our information security manager ensures that global security requirements and our in-house security standards are met. These requirements and standards apply to all employees and anyone with access to our intranet or connected systems.

To prove our commitment to a cyber safe environment, we engaged in the process of obtaining a **certificate of assurance** under the **Cyber Essentials information assurance scheme**, which was granted to our company on February 5, 2020 by Capula, a British certification body with years of experience in developing, engineering and implementing advanced systems and integration solutions. The Cyber Essentials scheme covers such key areas as effective management of internet gateways and boundary firewalls, secure configuration of software and hardware, strict control of access to data and services, protection against viruses and malware as well as patch management. As we are certified in accordance with this scheme, our clients can rest assured that basic cyber security controls have been implemented correctly.

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.

In December 2019, we joined the **United Nations Global Compact** to confirm our commitment to sustainable development. The UN Global Compact Network in Belarus is part of the common framework managed by the headquarters in New York. Signing the Compact signifies Qulix Systems's maturity and our voluntary contribution to society development. It demonstrates that we are guided by world standards in the domains of corporate sustainability and social responsibility and carry out systematic activities both at the local and global levels.

Also, this February we entered the **Agreement on the Cooperation of Socially Responsible Companies**, which is a public invitation to a company to join initiatives and implement projects useful to society. By signing this agreement, the company declares that it develops areas of corporate social responsibility and corporate sustainability, exchanges experience and positively affects the development of society and the improvement of the environment in Belarus.

In addition, we are always proud if our project goes beyond the mere financial goals and cover tasks which can bring even more benefits for society. For example, this year we have launched a joint project with a telecommunications operator aimed at enhancing safety and security of construction sites, road structures (e. g., bridges, masts, antennas) and other facilities in our home country.

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.

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 Day, and vacancy fairs (OPEN Vacancies in HTP, Career Forum at the BSU, TechWeek, BIT-Cup at the BSUIR)
- Partnerships with training centers

In addition, our HR specialists invite 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). In winter, our HR specialists participated in the campaign "Spend Your Winter Holidays at the HTP". Students from various regions of the country visited both the HTP and offices of HTP resident companies, including, of course, ours. Our HR specialist not only organized a tour around our premises but told students about information technologies and IT professions providing some useful pieces of advice.

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. During the reporting period, many of them were unfortunately cancelled or postponed with an indefinite date. However, some of the organizers resorted to the online mode, which found wide support among those who strove for such things, since work from home should not stop us from self-developing and communicating with peer specialists.

Below are a few examples of the event activities our employees attended whether online or offline:

- An interview of our HR Manager with the famous blogger **ITBeard** on how to enter the IT sphere;
- **Firstner IT Sales Meetup #3** where our sales specialist shared some insights on how to "sell" expertise and IT specialists for outsourcing;
- **QA Battle**, an active event for QA engineers comprising competitions, presentations and quizzes, with our QA specialist being one of the speakers;
- **Women IT Week**, an event for those who want to develop their skills in the IT sphere. Our HR Manager hosted a webinar for those who want to enter this line of occupation;
- **HR Breakfast**, an online event at which our HR specialist shared her opinion about corporate culture, our internal projects, etc.;
- **Online Prof IT** organized by IT Academy in Minsk and dedicated this time to frontend development. The event was attended by our speaker who told the audience about peculiarities of the frontend developer's job.
- **Lead/Manage IT 2020**, a conference for IT managers, team leads and all those who work with people in the IT sphere.
- **iOS Meetup**, organized by our company this autumn, was hosted both in the online and offline modes. Two of our iOS developers shared their expertise in developing iOS apps with the audience, which included developers, QA engineers, BAs, etc.

And a few conferences worth mentioning:

- **IV International Banking Forum** "Digital Economy: Sustainable Banking" held on November 6–7, 2019 in Baku (Azerbaijan). Our Deputy Director for Business Development delivered the report "Digital Banking: How to Create a Hybrid Team for Development of Innovation Projects";
- **"AUTOMATION. ELECTRONICS–2020"** held in Minsk on March 17–19, 2020. It is the only exhibition in Minsk where electronic components and automation equipment are presented. We had our own stand dedicated to our proprietary hardware solutions in the IoT domain.

Volunteering and Charity Work

Qulix cares. That's the motto of our approach to social activities and the name of our social volunteering project, which 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. Currently, Qulix Systems is administering the social account of the shelter on Instagram ([@adopt_happiness_by](#)), and the website for finding owners for homeless pets. In the reporting period, we managed to find home for almost 25 cats and 20 dogs.



50 active volunteers

ENGAGED IN OUR ANI-
MAL SHELTER PROJECT



25 active volunteers

ENGAGED IN OUR
ORPHANAGE PROJECT

Our QulixCares project enabled us to join another one called **Make IT Social** which is aimed at the development of corporate social responsibility in the IT domain. The first meetup within the framework of this project was attended by our PR specialist who shared our experience of launching a volunteer project and its results.



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. Since most of our employees worked from home this year, we managed to save much more paper in offices, limit the amount of consumed paper cups and waste in general and reduce car emissions since much less Qulixers rode their cars to work.

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.

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 on schedule.

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

Our Campaigns

On November 6, 2019, we joined the **World Paper Free Day** and expressed our point of view in social media sharing advice and life hacks on how to contribute to safer environment both when in office and at home.

In autumn 2020, we conducted our own **Eco-marathon** to encourage the employees to check out their wardrobes and get rid of the things we no longer need. But we did not simply throw them away. On the contrary, we cautiously collected them in the company's playroom and transferred all good clothes, footwear, toys, etc. to a child orphanage, where they all found new owners who were more than happy to have them for free.

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.

