Corporate Soci Responsibility

Qulix

Policy Overview and Implementation Results (2021/2022)

ABOUT US

We are an international software developer with offices in the UK, Poland, and Uzbekistan. Our story begins in 2000 with a small software testing and QA consulting agency, but now Qulix has grown to be an industry giant and a reliable partner with a focus on quality and innovation. Currently, we employ around 500 employees, embracing software developers, QA engineers, business analysts, DevOps engineers, UI/UX designers, and many other professionals.

Our Services

- Custom software development
- Mobile/web solutions
- Back-/front-end development
- Software testing and QA services
- Software integration/migration
- UI/UX services
- AI/ML

Our solutions are successfully used by customers of all sizes — from local startups and small-scale businesses to international corporations.

Domains of Expertise



Entertainment

Advertising

MISSION

Our company's <u>mission</u> is to convert customers' ideas into profitable and innovative solutions, no matter the circumstances. This mission outlines our top priorities within the company's management and defines the overall business strategy.

CORE VALUES

Corporate values are guidelines for employees they are encouraged to follow in their everyday activities, irrespective of job titles and work experience. They define critical aspects in building and maintaining relationships with colleagues, clients, and business partners.

Best Employees	Deliver Value to Our Clients
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.	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 clients successful.
Respect for the Individual	Communication
Qulix values men and women of diverse age groups, religions, and ethnic backgrounds. We value diversity and the unique contribution of all our employees.	The welcoming and friendly atmosphere in the company lies in the foundation of our success. Our communication policy implies no formality. We are on a first-name basis with one another regardless of the job position.
Integrity	Collaboration and Teamwork
For us, integrity means being ethical and honest. We say what we mean, stand behind our words, and take responsibility for our actions.	Our company 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 exceptional individual skills, but instead on collaboration and teamwork.

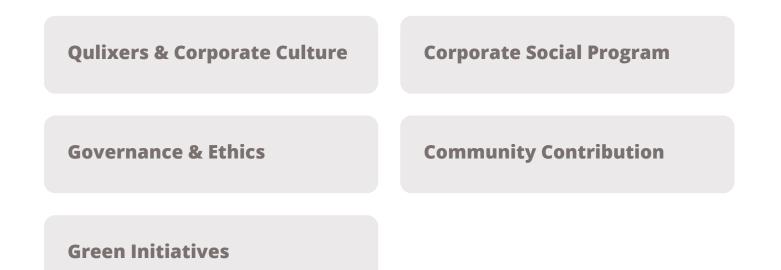
Education and Skills Upgrade

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

CORPORATE SOCIAL RESPONSIBILITY

Our core values manifest themselves most vividly through our corporate social responsibility (CSR) initiatives. We design them bearing in mind that CSR should be beneficial for all parties involved, including employees, local communities, educational institutions, and so forth.

TARGETED AREAS





1 QULIXERS & CORPORATE CULTURE

We are fully aware that as an innovation-driven company, our success immensely depends on hiring the most talented employees in the industry, as well as maintaining and upgrading the overall level of expertise and the motivation to identify with the company and work for the common good.

We are committed to respecting global human rights and labor standards. Likewise, we maintain a corporate culture where all employees and visitors are treated with dignity, fairness, and respect and reassure everyone that their political and civic engagements have no impact on their relationships with the company.

> **2000** DATE OF BIRTH



Our Responsibility as an Employer

- Staff development programs
- Well-adjusted and tested onboarding procedures
- Wide variety of training options
- Employee benefits
- Team-building activities
- Keeping employees updated
- Individual development plans and career paths

Communication of news about current events in the company is ensured via regular corporate **newsletters, social media accounts**, messenger chats, printouts, and the corporate magazine **"SUBJ"**. We try to create the most relevant content for employees and not only inform them about the company's news, but entertain and educate them as well.

What you may find on our social media

- News about the company's life (achievements, activities, projects, celebrations, etc.)
- Tips on how to keep information safe and secure
- Psychological advice on how to handle anxiety

- Interviews with colleagues
- Selections of online resources for self-learning and self-development
- Selection of entertainment resources (series, books, etc.)
- Qulixers' team-building activities
 Employees' travel experience

Job openings

* This year we achieved two landmark figures — the first thousand subscribers to our Instagram account and 5k followers of our business LinkedIn profile. Both events were celebrated at office premises with Qulix employees sharing tasty hand-made cakes. To reiterate the idea that we all are one big team, we dispatch **regular newsletters** congratulating our colleagues on such happy life events as birthdays, weddings, becoming parents, etc. Birthday persons also get a sweet box from the company, which they can share with colleagues or leave for themselves to indulge in the evenings.

In addition, updates on Qulixers' **promotions** are also shared with the company employees so that everyone can congratulate his or her colleague on their achievements. Newcomers are also welcome to share some intriguing information about them via our corporate newsletters. Apart from merely stating the fact that a person got promoted, such newsletters contain personal information provided by that very person about his or her background, education, interests, etc., so some may even find like-minded colleagues.

Our new tradition to celebrate **professional holidays** (International Volunteer Day, Lawyer's Day, System Administrator's Day, Day of the Programmer, QA Day, etc.) and other remarkable dates together have grown to become a success, with each professional looking forward to seeing how the company will be praising them. Previously this tradition had the form of a newsletter and a video, but as the holiday season started its circle anew, we invented another form — short and funny comics depicting typical situations employees can find themselves in, with our designers inventing a unique visual style for that.

Apart from that, our employees get **corporate presents** on a regular basis that are sent to everybody, no matter the location. This is another long-term tradition at the company. Usually, it happens three times a year: a traditional T-shirt in summer (attributed to the company's birthday), corporate clothes in autumn (around the time of the Day of the Programmer and the QA Day), and a present box at the end of the year. Also, those who want may get a corporate paper calendar at the start of each year.

This year, we also witnessed a comeback of **St. Valentine's mail**, when employees could send pre-designed Valentine's cards to their colleagues and share some warm words of gratitude with them. The option was available both for office and remote workers.

The year 2022 was not the best time for festivities. However, to keep up our spirits, we held the **Radio Quli**x summer party in an online form. The event was dedicated to the 22nd birthday of the company.

Soon after the party, we released the board game 'Alias. Qulix Edition' for our employees to play after work or during coffee breaks. Each Qulix office received its own copy of the game so that we could play the same game even when divided by distance.

Our **HR Brand** unit that took shape last year has proved its worth and grown to become an operations control centre whom people can approach on a wide range of issues — from getting their presents to hosting a meetup or taking part in an interview for the corporate magazine.



1.1 Working Conditions

We develop our infrastructure by equipping and upgrading buildings and facilities, including office space, as well as sports 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.

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.

1.1.1 New Offices and Relocation

Qulix cannot play outside the global events of 2022, so the company opened two fully-functional offices in new locations — in Poland (Wrocław) and Uzbekistan (Tashkent). Now, our employees can officially work from a safe location of their choice. The company has also assisted in the relocation process when needed, both financially and in information aspects.

In particular, IT Park Uzbekistan (our company is now its member) provides extensive assistance to the residents' employees in terms of finding accommodation, legalisation, and so on. Also, Uzbekistan with its 35-million population has a promising potential to hire new employees for us.

Both new offices are fully equipped, managed, and have all the necessary conditions for comfortable work. We are considering further expansion of our activities and development of the existing locations.

No pressure is exercised on the employees to relocate, since we fully understand that not everybody has such an opportunity. Qulix people are free to work from any location they choose, provided they do so in compliance with local legal and tax requirements.

It is worth underlining that our people are our main asset, and we will not ever fire anybody due to their location.

1.1.2 Work from Home

Everybody at Qulix has a choice — to work at home or to continue working at office premises, or they may even opt for a hybrid option. Those who don't have the necessary equipment at home could take their workstations with them and be provided with all the necessary tools. The previous year proved to be a success in terms of adjusting to the changed reality, so the company leaders made a decision to continue this practice.

For those who work in the office, we ensure that all office premises are cleaned on an hourly basis with disinfectants, including door handles and surfaces in common areas. Hand sanitizers are in abundance at office premises, as are disposable face masks. If employees feel unwell, they are strongly advised to stay at home.

However, there were a couple of new arrangements introduced to the conventional scheme of arranging office workplaces. Since the degree of presence at the office may vary from employee to employee (some work 5 days a week at the office, and some visit office premises once or twice a week), we decided to optimize the availability of physical office desks to cut maintenance expenses in the time of uncertainty and the unfolding global crisis.

Now, those who go to the office less than 3 times a week will have to book a desk via the newly introduced Hot Desk system, with their previous workstations deallocated and sent to the overall balance of the company's equipment. This helps us considerably save money on new office equipment and cut costs in general. Important note: if a person who works from home needs any equipment (laptop, display, or desktop) for work purposes, he or she will undeniably be provided with one.

1.1.3 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.

1.2 Diversity

We maintain a strict non-discrimination policy and ensure fair and equal treatment to everyone regardless of race, gender, nationality, or religion. Discrimination and harassment have no place at Qulix.

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 43.37% females in the labor force.



1.3 Education and Training

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

When new hires join the company, they become part of the **mentorship program**, where a senior employee monitors their progress and performance and helps in adapting to a project and further development.

Also, after a certain period of time, we hold **Newcomers' seminars** which introduce employees to the company, its corporate culture, values, rules, and mission. Also, we have a tradition of newcomers' interviews when they share some personal information available for Qulixers.

Surely, there is an abundance of internal training courses, programs, meetings, workshops, etc., and professional communities (BA, QA), which creates favourable conditions for further development on the professional track within the company. There are also training programs for specific areas of expertise if the employee wants to swap jobs within our company.

This year also saw a new addition to educational resources shared among Qulix employees. At one of our major offices, we have a **book library** installed with resourceful professional literature as well as board games to play with peers after work or during coffee breaks. The collection of books is listed on the company's internal resources, with the possibility to order books remotely or have them delivered to the employee's office of choice. Those who want to share books with colleagues can leave them in the bookcase (**book sharing**).

Also, to promote the Business Analysis movement among our peer colleagues, we made an inspiring **interview with business analysts** from our company where they provided intricate details from behind the curtains of their work, its significance for projects and favourite aspects, described their career path, and shared advice with novice business analysts.

Aside from the personal development of our staff, sharing knowledge with a broader audience is another focal point of our sustainable and responsible human resources approach. We implement these principles by creating and developing IT communities, profile events, and diverse publications both on our website (blog), social media, and external sources.

More info is in the **4.3 Participation in IT Events** section.

1.4 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 2021–2022 was **89.4%**.

The year 2022 continues to pose certain challenges for businesses all around the globe, as did its predecessor. The global events have certainly impacted our company, and we still maintain some crisis response measures to optimize expenses and preserve jobs. Below are some examples:

• We optimized our sales strategy, looking for new projects so that our teams would be busy to the fullest extent possible. Our sales specialists are actively searching for new opportunities for cooperation so that no one is in standby mode in the company.

• We paid for all business trips of our employees so that they could feel comfortable and do their job. Due to travel limitations, the range of countries was not so impressive, but many negotiations and meetings took place online.

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.

1.5 Awards and Recognitions

Nothing keeps team spirit alive better than knowing that your team is really the best. And nothing contributes to that knowledge more than being recognized by a third party.

Team members always share with each other positive feedback from clients, interns, colleagues from other departments, etc. Of special pride for us are our recognition and awards from the international community and global organizations. Below are some examples:

- Included in the list of Top .NET Development Companies by TopDevelopers.co
- Included into Top Java Developers by TopDevelopers.co
- Recognized by TopDevelopers.co as one of the best Fintech Providers
- Included in the 2022 Global Outsourcing 100 List by IAOP
- Rated as one of the **best developers** by SoftwareWorld
- QA services from Qulix are named one of the best in Poland, according to Clutch
- Shortlisted for the 2022 Banking Tech Awards finalists



2 CORPORATE SOCIAL PROGRAM

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

2.1 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.

Qulix employees can choose between four medical insurance programs and insure their relatives at an additional cost. The coverage also includes treatment for COVID-19.



382 insured employees

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IN 2021-2022
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2.2 Monthly Reimbursement of Expenses

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

→ Education

Covers online courses of various professional domains, participation in conferences, workshops, and IT webinars that help enhance skills for work tasks. We offer a list of resources to choose from. However, an employee is free to select anything else that is similar in nature.

→ Sports

This year, we have restored gym memberships to our corporate program. Now, our employees can choose between the AllSports membership or visiting a gym next to our office at a discount price.

→ English classes

Were canceled during the COVID-19 period, but are now restored. Employees can choose between classes with our in-house teachers or enroll in online courses.

2.3 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.

Due to the pandemic concerns, we limited our usual engagement to sending corporate presents for kids instead of organizing visits. This year's activities were dedicated to the new year's holidays and Knowledge Day.

2.4 Financial Aid

Provided in case of close relatives' death.

2.5 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. There is an option of visiting classes hosted by our in-house teachers or Qulix employees can sign up for SkyEng courses and enjoy all the benefits of our partnership with this platform.



137 employees attended

ENGLISH CLASSES IN 2020-2021

2.6 Discounts

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

- Cafés and bars
- Shops
- Cleaning services
- Delivery

- Car services
- Gyms
- Entertainments
- Health care
- Training, educational programs
- Housing development
- Beauty services
- Travel and insurance

2.7 Paid Time-Off / Personal Days

A Personal Day is a paid extra day-off. Employees may choose this option in case of important life situations such as university graduation, short illness, visit to a doctor, etc.

2.8 Fruit in the Office

Fresh fruit is regularly delivered to the office and distributed among employees to boost their immune system and promote healthy food.

2.9 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 for 5, 10, and 15 years. Gifts are presented at major corporate events in winter and summer.

2.10 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.

3 GOVERNANCE & ETHICS

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

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.

We treat our clients with care, try to be flexible in response to their situation, and maintain a 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.

This year, after the events of February 2022, we introduced a new form of timely delivery of updates on the unfolding events. The management of the company communicated all the latest info on the progress with the opening of new offices and the state of affairs with the clients in the form of a video newsfeed where our CEO concisely and to the point explained every little detail regarding the future of Qulix.

3.1 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 obtained a **certificate of assurance** under the **Cyber Essentials information assurance scheme**, which was granted 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 cybersecurity controls have been implemented correctly.



4 COMMUNITY CONTRIBUTION

Qulix is fully aware that our company and its employees are an integral 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.

4.1 Involvement in Professional Organizations, Associations, and Communities

In 2022, we became residents of **IT Park Uzbekistan** and are now actively partnering with the establishment. Also, we are gaining weight in the **Polish business community** to become a full-stack member of the IT industry there.

In the year 2008, we became a member of the Science and Technology Association "**Infopark**". Infopark is a voluntary community of top IT development companies created to stimulate progress by developing a 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.

We are also proud signatories of the United Nations Global Compact and the Agreement on the Cooperation of Socially Responsible Companies.

4.2 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 the 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, etc.
- Partnerships with training centers

We collaborate with leading technological universities and **hire young professionals after graduation**, invite students to have their internship period with us, and participate in their competitions as a sponsor or part of the judging panel.

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**). This year, we welcomed students who showed special interest in .NET, Android, and QA services.

4.3 Participation in IT Events

Our company's employees are frequent visitors to various local and international conferences, seminars, training courses, and other IT events.

Where we were:

• A software developer from the CS Department delivered a **seminar** entitled '**Basics of Working** with Apple ARKit'. The recording is uploaded onto our YouTube channel and is openly available.

• Another Qulix employee (this time a software testing engineer) held a **webinar** dedicated to **test analysis and test design**. The webinar recording is stored on the internal server of the company and is available for all employees. In addition, this project has its own Telegram channel where the speaker published additional materials.

• The same speaker delivered lately another **webinar** explaining **decomposition** with the use of the practical approach.

• Two other QA meetups were held covering the topics of '**Test Analysis and Test Design: Atomic, Minimal, and Exhaustive Enumerations**' and '**Pairwise Testing**' with the recordings accessible by all company's employees.

• The series of QA meetups ended with round-up webinars entitled '**Test Analysis and Test Design: Decision Tables**' and '**QA Techniques**'.

• Another colleague of ours hosted an online **workshop** dedicated to **NodeJS** ('Introduction to NodeJS. Simple Web Server').

• Two of our employees took actively participation in **BSUIR Bit Cup**, a competition on programming among universities. The mission of this event is to encourage students' professional growth. Our guys were responsible for the .NET development part creating tasks for students and judging the winners. Those students who exhibited the best results received corporate presents from Qulix and were invited for a job interview.

• At **Open IT Conference**, our speaker delivered the presentation 'System Analyst. Who Is That?' where she told about the difference between a system analyst and a business analyst, the required skills, and who can join such a career. Also, this conference was a good chance to present our company to young talents, share info about job openings, and consult them on the issue of possible applications.

• In Autumn, our **business analyst** also visited the Belarusian State University for Information and Radioelectronics and the Belarusian State Economy University, where she delivered a speech to students explaining the **intricacies of her profession**.

• On November 24, the head of our RDI Department took part in **ICTWEEK 2022** in Uzbekistan where he delivered a presentation about AR and its use cases.

• This year, we also launched a series of **webinars** designed to answer the question '**How to build a neobank in 6 months?**'. This was hosted by our Director of Business Development and targeted potential clients primarily. However, the info presented in it was of interest to a broader audience.

4.4 Volunteering and Charity Work

Two major directions of our charity activities are orphans/children from dysfunctional families and an animal shelter.

Visiting children at a social shelter has grown into a good tradition for our employees. With each trip to the facility, we try to bring something new to its residents — both in terms of material help and educational activities. Qulix employees collect used bud good clothes and toys for the children and money to get the children ready for school and buy some basic equipment, personal hygiene items, and clothes within the limits of our financial possibilities. We arrange celebrations dedicated to particular holidays (New Year, Christmas) or to no reason at all. This year, we launched a series of cooking master classes and tried to teach children to cook some new dishes. In addition, we brought some unusual food for the children to try (exotic fruits, smoothies, hand-made sweets).

Surely, we play with them, show films, sing along, etc. This time, there was even a live performing ukulele, which was a huge success among children. And we tried yoga classes with a professional fitness trainer! Also, we conducted a seminar designed to educate children on how to behave when a stranger approaches them with vague intentions (Safe Kids Seminar).



On top of that, we communicate with them as with our friends, so the children eagerly share their thoughts, dreams, and intentions and see that life can be better. These activities are both socializing, recreational, and inspiring for all parties involved.

No wonder that kids are always looking forward to seeing us again.

As for the **animal shelter**, our CSR coordinator arranges regular trips to the premises where Qulixers can walk and play with animals, feed them, help volunteers with cleaning and other tasks. Apart from that, we try to raise money and buy medication, accessories, and food for pets residing in this shelter.

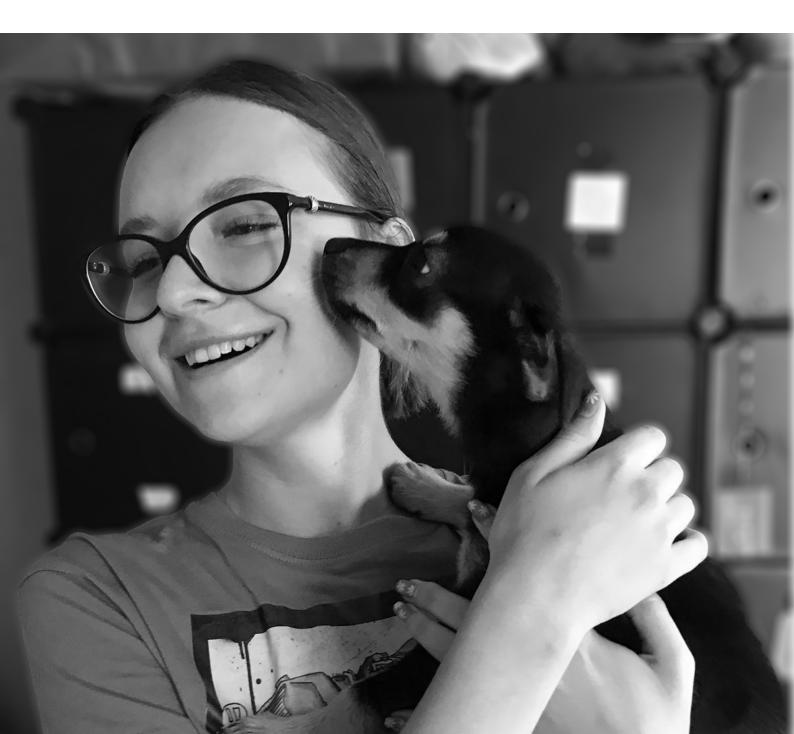


24 active volunteers ENGAGED IN OUR ANIMAL SHELTER PROJECT



21 active volunteers

ENGAGED IN OUR ORPHANAGE PROJECT



5 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.

5.1 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.

Additionally, we also collect used batteries for further recycling in accordance with applicable practices.

5.2 Our Campaigns

On November 6, 2021, we joined the **World Paper Free Day** movement. In our post on social media, we provided detailed insights into how we all can contribute to a safer environment by cutting down on paper consumption. In the office, a campaign was arranged for one day when we removed all disposable paper cups from the office premises, encouraging our employees to try their reusable alternatives such as corporate ceramic cups.

Our work with the project '**A New Life in Exchange for Plastic Caps**' (Kryshariki) continued successfully. The idea is to collect plastic caps at office premises (or you can collect them at home and bring them to the office once a month, for example) which are then sent to a dedicated processing organization. Money received in exchange for the collected plastic waste is sent for the rehabilitation of ill people in need.

In April 2022, we joined the **Earth Day** movement and launched a campaign at office premises to collect old batteries, charge cables, and small electric devices, which after the campaign was over were sent for proper utilization.



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 a profit.
- We deliver benefits to our society.
- We maintain exemplary values and social standards in our daily business operations.
- We promote education and innovation at our locations.
- We help Qulixers grow together with the company.

