



CORPORATE SOCIAL RESPONSIBILITY REPORT 2022



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WHO WE ARE

Sigma Software is an IT partner that enables enterprises, startups, and ISVs to fully meet their technology needs within a single delivery organization.

We deliver both IT-related services and turn-key software solutions that make our Clients' businesses smarter and allow them to harness the power of innovation. Our services include software development, integration, support & maintenance, managed services, IT and digital transformation consulting with an emphasis on stable, predictable, and value-adding delivery.

Our success is rooted in the success of our clients, thus we actively contribute to their business growth. As a reliable tech partner, we focus on helping our clients make their businesses smarter, adopt new technologies, and be more competitive on the market. Customers choose us for our timely, quick, and efficient communication, willingness to build long-lasting, sustainable relationships of trust, technical expertise, strong desire & ability to cope with any possible challenges as well as our flexibility.

SIGMA SOFTWARE FAMILY UNITES:

- Sigma Software LLC – our major delivery organization operating software development centers in Eastern Europe;
- Local Sigma Software companies in the US, Sweden, Canada, and Singapore – established to safeguard smooth delivery and strengthen cooperation with our clients locally;
- Sigma Software University – an educational initiative providing IT-related trainings and education;
- Sigma Software Labs – an innovative hub focused on supporting startup community & investments;
- Sigma Software R&D – our R&D organization focused on cutting-edge technologies and innovation projects;
- IdeaSoft – an independent software development partner partially owned by Sigma Software and focused on FinTech, Blockchain, Telecom, and related verticals;
- Eventyr – a gametech development company with one of the main business vectors on Web 3.0, NFT gaming, and Metaverse.

WE TECH THE WORLD

OUR MISSION

Provide premier value IT services, keeping the focus on helping our customers reach their business goals.

OUR PRINCIPLES

No matter what kind of project we undertake, we always listen, question, and deliver what is promised.

OUR DNA

- The involvement of everyone creates a team;
- The basis of unity is the pursuit of a common goal;
- Our task is the perfection of products and services;
- Our tool is high technology;
- Our result is the future of our clients, ourselves, and our country.



VALERY KRASOVSKY

CEO and Co-Founder, Sigma Software Group

STANDING NO MATTER WHAT

In 2022 Sigma Software turned 20!

This year was the time of trial for us, but also the time of learning.

We learned that IT is the great power and that our readiness to help each other is an enormous power, too. Digital solutions proved efficient in the toughest hours, and the world of technology that we create every day turned more resilient than anyone could imagine. Currently, the Ukrainian nation has two main tasks - Victory and the restoration of the country's economy. We are making a lot of efforts to bring our Victory closer.

The entire Sigma Software Group team, our partners, and customers have gathered \$2.5 million to support Ukraine and Ukrainians. On the economic front, we have opened six new offices in Ukraine and several abroad.

We continue to develop our business and involve clients from the USA and Europe in doing business with Ukraine. Before the start of the war, we started the venture fund SID Venture Partners, together with partners – the product company Datrix, the IT consulting company IdeaSoft, and the world-famous best blockchain protocol NEAR. Since the beginning of the war, we have invested in 5 startups that received our approval before the war, and in 5 more new ones. They also raised 5 million dollars from external investors.

Together we`re able to endure all the difficulties to continue working, to keep delivering the best services to our customers, to help our country and our people.

RESPONSIBLE IT PARTNER

The background of the image is an abstract composition of flowing, wavy lines. The top half is dominated by various shades of blue, ranging from a deep cerulean to a lighter, almost white blue. These waves flow from the top left towards the bottom right. The bottom half of the image transitions into a warm palette of yellow and orange, with the waves continuing their flow. The overall effect is one of dynamic movement and a sense of depth, created by the overlapping, three-dimensional appearance of the waves.

PREMIER QUALITY DELIVERY

Despite everything, the mission of our company always remains the same: providing high-quality services to our customers around the world, helping them to achieve their business goals and conquer new heights.

The 2022 year became a true challenge, not only since our country was attacked, but also in terms of persuading our clients that cooperation with a Ukrainian company may still be safe and stable. Our specialists continued working in shelters and in between their stays in the hotels, while evacuating from unsafe areas to ensure in-time and quality delivery. Our experts made regular and transparent communication to make sure our customers were well-informed about the situation on the projects and in the country.

Due to the effort of every single specialist in our big team, all the clients stayed with us, and we managed to get more than 50 new customers since the beginning of the war.

AS A TRUSTED PARTNER, WE ALWAYS KEEP TO THE FOLLOWING PRINCIPLES:

- We adhere to quality assurance policies on every level;
- We strive for perfection and excellence. We do not offer low-quality or incomplete work to clients and colleagues. We always seek for the best-matched solutions;
- We provide honest, transparent, and timely information to our customers;
- We offer training opportunities for our clients;
- Regardless of the circumstances, we do everything in our power to keep our commitments and obligations and deliver as promised;
- We are very accurate in everything concerning the principles of non-disclosure of confidential information and protection of personal data;
- And others.

Many of the customers support our country, helping people, placing new projects and requests.





EVGENIY BACHINSKIY

Quality Director, Sigma Software Group

KEEPING HIGH SCORES ON CUSTOMER SATISFACTION

94%

Every year the Sigma Software Quality Department runs a Customer Satisfaction Survey to detect the level of customer satisfaction with the services and solutions we provide, to define areas of improvement, and to take steps to become even better. Despite the challenges we all faced in 2022, the Survey still has shown high results.

65

We have received the satisfaction score of 94% and a highest ever NPS of 65, which means that clients are willing to recommend us more.

In the recent years, the customer satisfaction constantly remained on a high level, indicating consistent striving of our whole team for improvement of our service delivery approach and everyday processes.

2022 was one the most challenging year in our history, yet we still managed to achieve great results, proving we are a reliable premier level IT service provider. This year customer satisfaction survey registers the highest NPS score ever with an increase by 9 points, indicating that we continue building stronger relationships with our clients!

That being said, there are always areas we could improve on further.

I want to thank every customer who took time to answer the survey, so that we could identify the room for improvement and become even better at delivering the best-in-class services.

UA TECH NETWORK FOR THE SYNERGY OF LARGE AND SMALL BUSINESSES AND ECONOMY SUPPORT

Since the beginning of the full-scale war in Ukraine, Sigma Software has put its efforts to secure its specialists, support the Ukrainian Army and people both in Ukraine and in evacuation.

And it was also crucial for the company to provide small and medium-sized businesses with the opportunity to successfully overcome the crisis, using the opportunities provided by a large IT consulting company.

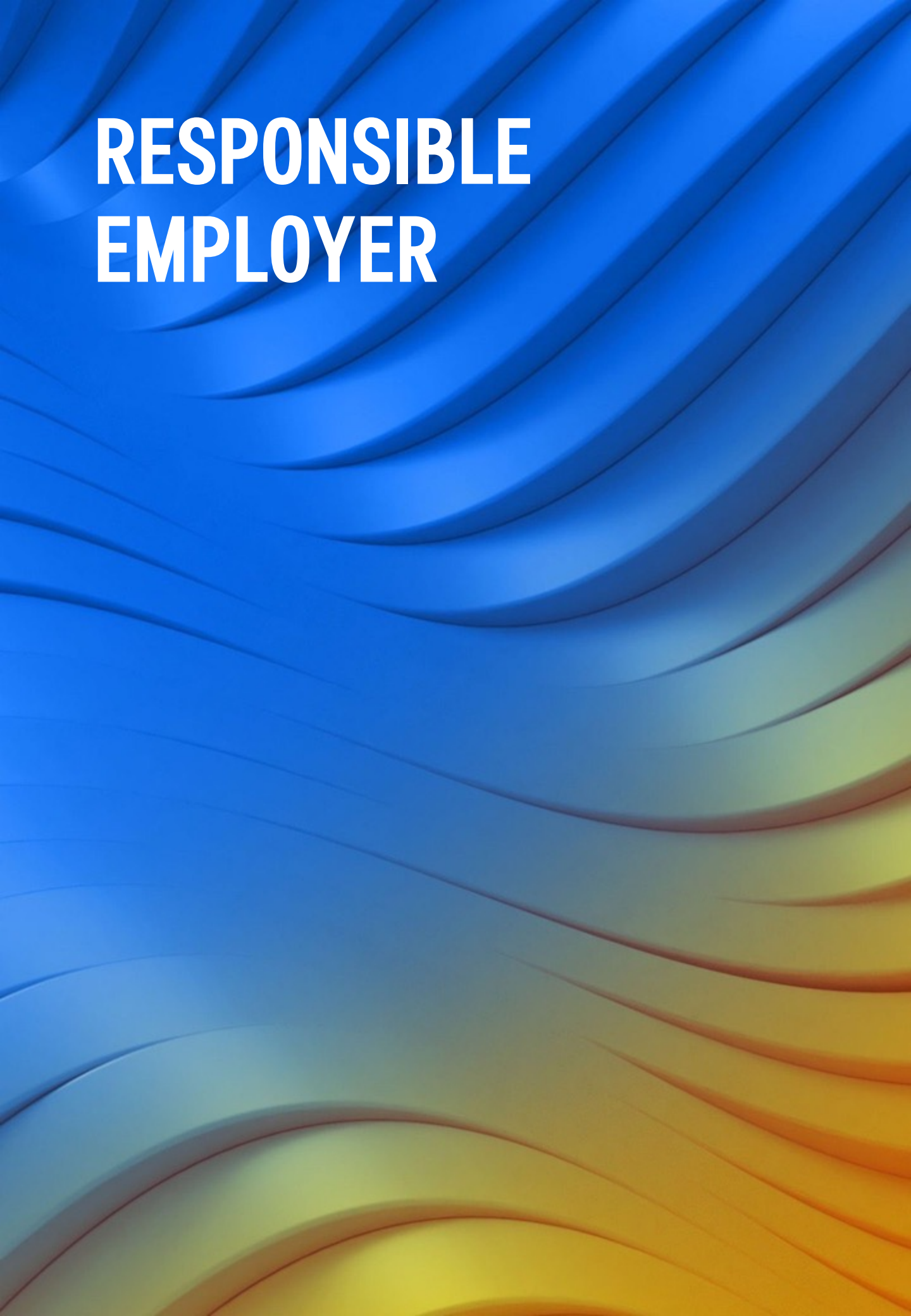
Together with UA Tech Club, the company created a new association UA Tech Network to form a positive technological brand of the country and support the economic front.

With this association, Sigma Software helps small companies get customers from different business domains and provides mentoring support from industry top experts in terms of establishing business processes and business development.

45 companies with a total number of over 7K specialists have already joined the Network and have reached impressive results. Thus, within the scope of UA Tech Network, Unicsoft company involved Whimsy Games, which allowed them to jointly sign a contract for a million dollars.

Consolidation of expertise of the participants makes it possible to offer a full cycle of services "under one roof" that meets global quality standards. The plans include increasing the volume of activity in order to make the industry resistant to crisis situations and to use its potential to the maximum in the post-war reconstruction of Ukraine.

RESPONSIBLE EMPLOYER

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At Sigma Software, we consider our team and our bright people as one of the most important parts of the business. Since its inception back in 2002, the company was intended to become the best place for IT specialists to realize their ideas and potential, while working on the most interesting and complex solutions and engaging cutting-edge technologies. It was important for us back then, and it continues to be one of our priorities nowadays.

Our aim is to protect our specialists' rights and safety as well as ensure they have all and equal opportunities for personal growth and professional development through our corporate continuous education program.

Sigma Software strives to create a favorable corporate climate that encourages creativity and develops potential of our employees. We treat every professional with respect regardless of differences, positions, titles, ages, or other distinctions. We strive to create and maintain the culture of openness where everyone's duties and efforts are valued equally highly.

In our daily work, we follow the principles that help us in reaching our global strategy - to support each employee in their endeavors, show development options, and celebrate employees' success together.

STAND WITH PEOPLE

With the beginning of the war, our main focus was to keep our people safe, provide with health and mental support, help those who were forced to relocate, and those who joined the army.

Within several days from the start of the war, the company has evacuated most of our people from Kharkiv, Sumy, Kyiv, Odesa, Dnipro, and small towns to safe places, along with their families and pets. Our volunteer group, organized in the first hours of the war, did impossible things. The evacuation buses went even on the most difficult days. The company provided everyone, including those who evacuated with their own transport, with temporary housing and everything necessary for work and ensure a normal life.

The company and the teams organized an internal fund to help our specialists. It is funded directly by the company's employees and management, and the fund manages the distribution of funds to our employees in need. The main areas of activity are assistance to our mobilized specialists and their families, as well as assistance to specialists with a low-income level.

Even in the most difficult times, an orderly and procedural approach to work, when everyone at any time understands the company's policy, its processes and approaches, helped us adjust to the new reality faster. At Sigma Software, we were able to fully restore operations and return to pre-war processes within days of hostilities. Immediately after the end of the main wave of relocation of our specialists, we fully resumed work on the professional development of our colleagues, leaving most of the processes that have proven themselves during the years of work unchanged.



STORIES OF OUR TEAMMATES

In Sigma Software, we care about everyone, because every life is precious. The true stories say more than any refined texts.



“My name is Mariia, I`m from Kharkiv. The morning of February 24th started quite early. I was sick and could not sleep because of the coughing. So I got out of bed to take my medicine. It was half past 5, I heard nothing, only saw a lot of people crowding on the streets. I didn't give it much attention, though.

Since I wasn't able to go back to sleep again, I turned on notifications on my mobile and opened my laptop to do some work... And that's when I found out...

My family stayed in Kharkiv for almost a week. The first day we tried to go to a subway station, but staying there for a long time was very difficult, especially with a child. So we ended up hiding in the hall of our flat. I returned to work on Monday, back then me and my family still did not plan to leave the city. It all changed when the serious shelling and airstrikes began. On Tuesday I was already sure we had to leave Kharkiv. It was a difficult decision, and a scary one. My colleagues, who evacuated earlier, supported me with their stories, and so I enrolled my family to the next evacuation list by Sigma Software. We took off on March 2nd.

I'd like to say thank you to the company for being there for me and my beloved ones. Without this support, we probably wouldn't be able to escape. Instead of ever-growing fear, I felt certainty in what was waiting for us. I knew everything was organized: the bus, the safest possible road, the 5-day staying in a hotel in Lviv with food (100% paid by Sigma Software), the further accommodation in the rest complex for a whole month along with the working places and tech support. All the way long the company constantly communicated the statuses, shared good news, sent useful advice, etc. Being locked in your flat or in a hideout, it is so important to have this binding, to feel care and aid.

Thank you, my dear colleagues, who worked 24/7 to ensure our safety. From myself, my husband, and my little daughter, who turned six on February 20.”



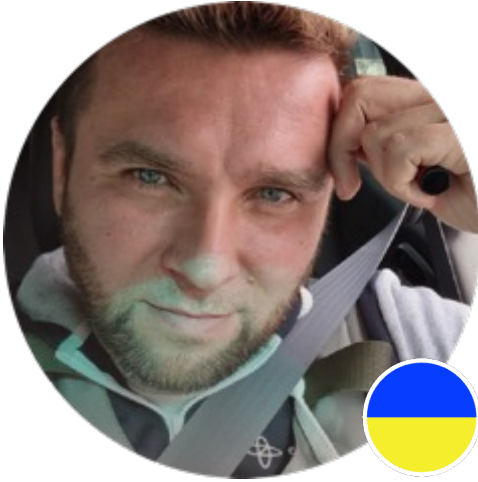
“My name is Kate, I`m from Kherson. For the last five years I have been living in Kyiv. In some way, my story may not seem as dramatic as the stories of my colleagues, who had to escape under shelling. However, deep inside the war leaves the same scars on every one of us - forced to leave their homes and witness their country suffering from invasion.

I decided to leave Ukraine two days before the war started. On February 22nd, together with my family I took a flight to Tbilisi. We were leaving not knowing how many days or weeks we should spend there. It was the morning of February 24th when I realized I did the right thing by persuading my relatives. At least then we considered ourselves being in a safe place. However, it did not last for long. Georgian people have shown much support to Ukraine, gathering for mass protests against the russian aggression. Because of these disturbances it wasn` t safe there anymore as well, so we ended up in Bulgaria.

From the very first day I joined the team of volunteers within the company to help my colleagues evacuate and leave the combat areas. It was a kind of salvation for me - from heavy thoughts and feelings. I knew I should help others, since I was safe, while they were suffering from life threatening things and fear.

The team I joined and coordinated was looking for temporary accommodation for people, who were on the road, evacuating from Kharkiv, Kyiv, Dnipro, and other cities. We have organized a hot line that worked 24/7. Four of my colleagues were available by phone at any time of day or night. A team of 10 people was simultaneously engaged in search of a 1-2 night stay. My task was to coordinate the work of the team and its interaction with people. Within just a week we managed to find the stay for 800 colleagues and their pets - about 120 cats, dogs, hamsters, and other animals.

Despite that I feel sorrow and pain for my country now, I also feel pride and excitement about my co-workers, who joined their efforts and made impossible things to help and support each other. It is only now I realize that Sigma Software truly is a family, since only family can demonstrate such care and attentive attitude.”



“My name is Sergey, I`m from Kharkiv. I`ve spent my whole life there, I was born and grew up in Kharkiv. I considered it impossible for me to leave my beloved city, and so I stayed, receiving full support from my family - wife and a 14-year-old daughter. On the first days I tried to get to the territorial defense.

I am a former military officer, I felt I had to contribute somehow to resist the aggression. However, for some reason I was not admitted. Then I decided that I can be helpful in volunteering work.

I started driving to the nearest checkpoints asking if I can be of help buying and bringing something. At first everyone said “no”, but with time they started to recognize and trust me. The most common request were tea, coffee, energy drinks, and cigarettes. I also visited the subway stations closest to me that became a hideout, volunteer centers, gathering requests from them. People most often needed food, kids stuff like diapers and nutrition, medicine, water. The hygienic stuff was also quite necessary for elderly people, who were forced to stay in hideouts or their homes 24/7. Sometimes I gave a lift to people to help them get to evacuation points, since the taxi service was not as available then as before.

Now my day usually begins early in the morning with some news. Then I drive to find out what should be bought and done today, gather requests, do the shopping, and transfer goods. About 12 PM my working day starts. I am a DevOps engineer, and I continue my work on the projects. Everyone - the customers, the company, the colleagues are very understanding and eager to help. Sigma Software donated money for humanitarian aid, helped to settle the working place and handed over a generator to ensure me and my family have electricity.

The hardest days were the first ones, when the news was overwhelming and my heart was tearing apart from what I saw and heard. With time we get used to the new reality no matter how difficult it is. Altogether I'm sure we should endure to live in a peaceful and beautiful Ukraine again.”



"I`m Nastya, I live in Kyiv. The day of February 24th started for me with a text message from Sigma Software. I don`t remember the details, it was something about explosions and finding a safe place while waiting for further instructions from the company. If not for this message, I'd probably slept further, not knowing the war had started.

One set of spare clothes and some hygienic stuff - that's all I had with me, since I was supposed to be back in Kyiv very soon. Sadly, three weeks later I still couldn't do that.

The first day was full of despair and heartbreaking news. However, I realized I should stay in Ukraine and help those who needed help. There were thousands of them, every effort was precious. The men of my family went to defend the country, so I could not stay aside and volunteered to aid my colleagues, who were in trouble. I received and made hundreds of calls coordinating the evacuation process, looking for accommodation, searching for medicine, answering so many very different questions.

The Sigma Software team is a team of incredible people, who did impossible things on a daily basis. It was the essence of the team work, a pure friendship and people care. I swear, I was ready to hug everyone, even though I barely knew some of the colleagues, when we were able to collect and transport to Kharkiv a car full of medicine, including the ones non-available in Ukraine. What also impressed me greatly was the position of the company's management, who put the lives and safety of people above everything, letting everyone take their time and get back to work when people were ready. With Sigma Software I now feel like I have a family of two thousand members. You are an amazing team. Team of open, kind, and sympathetic people.”

EQUAL OPPORTUNITIES

DIVERSITY

Sigma Software unites 2200+ specialists. The age ranges from 19 to 60, with the average of 35. No barriers exist in our company, nor for older candidates, nor for students. The trend of the recent years shows that IT professionals are getting more mature; age groups of 25 to 30 and of 31 to 40 being the largest ones. Ratio of women remains on the amount of 30-35% with 50% of women in management and the core business team.

EDUCATION

At Sigma Software, we were able to return to pre-war processes within days of hostilities. Just as before February 24, we pay a lot of attention to the onboarding of newcomers. Everyone who joins the Sigma Software team has a mentor who helps them adapt and build a career development map. Despite the war, Sigma Software provides the opportunities for education to all employees, regardless of their age, gender, position, or views.

WORK-LIFE BALANCE

During the stressful and challenging time is it even more important to keep a healthy work-life balance. Sigma Software keeps all the days off and holidays (even though some of them were cancelled by the government). The company provides employees with a healthy work-life balance through a flexible schedule and opportunity to work part-time, possibility to work remotely or from any Sigma Software location. Paid vacations and holidays, sick and maternity leaves give Sigma Software specialists wide opportunities to spend more time with their families and friends.

EXPANDING PRESENCE TO PROVIDE BEST WORKING CONDITIONS

For many years, Sigma Software has been actively developing its presence around the world. Latin America, where we've opened offices in Argentina, Mexico, Brazil, and Colombia, became a new continent for us. Immediately after entering these markets, our experts started participating in industry conferences to exchange knowledge and identify areas where we can bring value to local IT industries.

This year, in addition to Poland, Sweden, and Canada, where our software development offices have functioned for a long time, we've set up our teams in the Czech Republic, Bulgaria, Hungary, and Portugal. Thus, our specialists who were forced to relocate get comfortable working conditions, community, and support.

In the Western regions of Ukraine, six new permanent development offices were open. The cities of Lutsk, Chernivtsi, Ivano-Frankivsk, Uzhgorod, Ternopil, are cultural and historic locations with established IT communities and prominent educational institutions preparing IT specialists. Our company works to contribute to the activities of local educational institutions and industry associations, provide knowledge-sharing opportunities, and offer career options for specialists in those regions.

KEEPING PEOPLE INFORMED

During hard times, it is most crucial to keep in touch with people and give them the information they need fast and efficiently. On the first days of the war we used secure corporate chats to manage the evacuation issues and share important information about the current situation in the country and in the company. When all our specialists were relocated to safe places, Sigma Software switched to the channels that proved their efficiency and were highly appreciated by our people.

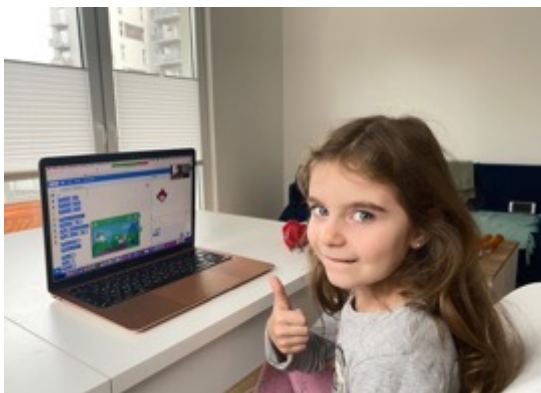
- Facebook Workplace. This internal social network is available from any device and any location. According to the latest statistics, almost 100% of employees have created accounts in Workplace, while over 800 people are using it on a weekly basis;
- Fika. The company follows a good Swedish tradition to gather over a cup of coffee. Traditional Fika takes place every three months online. During these meetings, company's management shares main achievements, enlightens the plans for further development, listens to our specialists' wishes, ideas, comments. This meeting becomes even more important this year, since many people had to leave the country, work remotely, and they really need to be in touch with the team and understand the company develops and is ready to support and help them;
- Mail deliveries and news digests are also widely used to keep people informed about the latest business news and how the situation unfolds in Ukraine.

INTERNAL EVENTS

Corporate online events became an opportunity for our people to network in conditions when they were forced to shelter at homes, relocate, or leave the country. In 2022 we paid a lot of attention to the mental health of our people and adapting to the new reality. The company also ran the events for kids of our specialists to cheer them up and distract them from the significant changes they experienced.

EVENTS FOR KIDS

73 children of our colleagues from 6 to 14 years old took part in programming and design workshops Code Week for Kids, where they were able to create their first web pages and first working applications. Kids and their parents were super positive and had a great time along with learning the basics of IT professions. Sigma Software also held an art workshop for children gathering about 40 participants and several quizzes for kids from 6 to 12 years old with over 80 children joined.



MENTAL HEALTH AND FIRST AID FOR ADULTS

During the year, the company has organized several online workshops on the first aid for more than 760 participants. The webinars on child support during the war were held by an experienced psychologist who shared advice on how to behave in order to make it easier for children to adapt to new reality.

The emotional adaptation for the grown ups was also a hot topic.

The series of the lectures were held by psychologists online and offline in different locations.

KEEPING TRADITIONS ALIVE

A little bit of festivities are also important to distract from the current situation and meet colleagues. Thus, Sigma Software gathered people for networking and goodies during the year. We have kept our traditions alive, celebrating Sigma Software Birthday in our Ukrainian and foreign offices, meeting each other for Ice Cream Day and Cinnamon Bun Day, a traditional Swedish holiday with yummy pastries.

FIGHTING BURNOUT AT IDEASOFT AND EVENTYR

As members of Sigma Software Group, IdeaSoft and Eventyr are also responsible businesses that pay significant attention to health and wealth of their people.

The transition to the remote work format, which was caused first by the Covid-19 pandemic, then by the war in Ukraine (for Ukrainian specialists), led to a new global problem - remote work burnout.

IdeaSoft and Eventyr consider burnout to be one of the biggest issues the employees face at work. To prevent burnout, the companies are taking a number of measures.

- Separation of personal and work time. In our company, letters and calls to colleagues outside of working hours are prohibited (with the exception of force majeure). This helps employees to quickly switch from work to personal life;
- Each employee tracks the time spent on a particular task and in general how many hours a day he or she worked. In this way, we monitor efficiency and prevent people from working overtime;

- After the start of the war in Ukraine, the problem of the psycho-emotional state of workers became obvious. Therefore, we contacted the mental health clinic and organized a psychotherapy program for all interested employees. More than 40 people have joined the program. As it turned out, several people needed medical assistance;
- Twice a week, our company holds free yoga classes for all employees. The classes are held online and are aimed at maintaining physical and mental health;
- We also plan to conduct training on burnout and teach people to plan their schedule in such a way as to avoid burnout.



EDUCATION DEVELOPMENT

The background of the image is an abstract, fluid design consisting of overlapping, wavy bands of color. The top half is dominated by various shades of blue, ranging from deep cerulean to lighter, airy blues. These blue waves flow downwards and towards the right. The bottom half of the image transitions into warm, golden-yellow and orange tones, also in a wavy, undulating pattern. The overall effect is one of dynamic movement and organic growth, which visually complements the 'Education Development' theme.

SIGMA SOFTWARE UNIVERSITY

Sigma Software has been involved in IT community development since its inception. In 2016 we launched an educational platform, which covers the following areas:

1

Continuous
education

2

Work with
educational institutions

3

Courses and trainings
for advanced audience

In 2022, Sigma Software University also got a new focus – helping people, who lost their jobs and had to move because of the war, providing them with free educational courses and programs to master new professions that are wanted in IT segment.

We launched several free courses for switchers and relatives of company`s specialists, who lost their job because of the war. Programs gathered more than 2,000 applications.

Despite the war, we continue cooperating with universities and educational centers all over Ukraine and now also in Europe. There are over 40 universities and colleges among our partners. Together we polish the education programs to bring them in line with actual needs of the market, take part in professional staff growth, support students` events and contests, as well as students` startup movement, etc.

IT GENERATION

In 2022, Sigma Software University became a partner of the free IT education project — IT Generation, launched and supported by the government of Ukraine. The main goal of the project is to help talented Ukrainians find themselves in one of the most promising fields.

Sigma Software University was shortlisted together with 22 other best IT schools to take part in this big project. Our educational experts received more than 10.5 thousand applications and selected about 200 candidates who are studying on one of the tech and non-tech trending areas:

- Java
- JavaScript
- Python
- Business Analysis
- Software Testing
- Recruiting in IT
- HR in IT

26 trainers of Sigma Software University take part in the IT Generation project. The courses last from 2 to 4 months and are aimed at giving basic knowledge on the chosen track.

SWITCHING CAREERS INTO IT BY IDEASOFT

The number of Ukrainians who lost their jobs since the beginning of the war reached 39%. Many people who left Ukraine need to look for a new job in a new country, which is quite difficult without knowing the local language. Or find a job online for the Ukrainian market.

In order to make it easier for people to learn IT professions, IdeaSoft, a member of Sigma Software Group, launched Career Booster, a platform that provides free training in blockchain technology for developers, with the subsequent possibility of interviewing and receiving job offers from IT companies. The company experts also regularly share experience at various webinars and courses. The talented people are also welcomed to join the team.

IT_EUREKA STARTUP CONTEST

The IT_Eureka startup contest has been a good tradition for over six seasons, and this year was no exception. In 2022, the contest expanded to European countries for the first time in its history.

The contest provides the participants with a rich program for boosting their startups:

- Opportunity to improve and validate a business idea;
- Learning the basics of a successful startup project on the lectures by top representatives of the European IT industry, founders of startups, partners of international venture funds;
- Preparation for participation in global accelerator programs;
- Individual team coaching;
- Money prizes and a possibility to get new partners for further work on the startup.

In 2022, IT_Eureka gathered almost 100 applications from Ukraine, Poland, Spain, Portugal, and Nigeria. The winner will received EUR 3,000 no-equity grant to develop their project.



TEACHERS` SMARTUP

Professional growth of teachers is one of the key components of education development in the country. At Sigma Software University, we decided that it is necessary to systematically approach not only the education of students, but also the education of teachers.

To begin with, the company's specialists, experts in the field of education, created a special communication channel for teachers, where they regularly share news from the IT world, the latest trends in education, the best practices, and other interesting and useful information.

Seeing the high level of interest, we decided to go further and make an intensive course, where everyone who wants to grow professionally would have the opportunity to gain experience and communicate with practicing specialists. So, at the end of 2021, the Teachers' Smartup project was born. The course included five days of lectures and presentations on hard and soft skills that are important and necessary for teachers. Sigma Software specialists joined the course as speakers.

The first course was successfully completed at the end of January 2022. When planning the project, we started from the fact that effective training should be regular, and therefore decided to hold these courses at least once every six months. Despite the war, the Sigma Software University team, seeing great interest, was able to prepare and conduct another intensive course in the summer. Each of the courses gathered more than 500 participants and covered both technical and non-technical topics, useful for organizing the educational process and working with students.

The first course program included lectures on current trends in the IT market, the evolution of outsourcing and service IT business in Ukraine, on project management, emotional intelligence, working with customers, and others. The second course was prepared with stronger technical focus and took into account the wishes of the audience. It covered such technologies as Java, JS, .NET, Python, Mobile, and PHP, which are currently in demand both in business and among students.

We plan to continue with such intensives and considering the possibility of holding additional meetings on various technologies that are currently in high demand and on the rise.

COMMUNITY DEVELOPMENT

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TECH COMMUNITY DEVELOPMENT

United we succeed, and that is what Sigma Software truly believes in. Along with the supporting guilds inside the company, we see our mission in developing external tech communities from the smallest to the biggest one. By creating these synergies and using our expertise, we thrive to build a new tech generation and new presence of Ukraine on the local and international markets.

Sigma Software organizes and actively participates in a number of Ukrainian and international conferences, summits, forums in Ukraine and abroad through sponsoring, speaking, and promoting. The support is provided to many job-related and business-centered events.

FEMMEENGINEERING

In 2022, Sigma Software boosted the Femmegineering project and scaled it to emerging European tech markets: Poland, Bulgaria, and Portugal. Founded by Sigma Group in Sweden, Femmegineering aims to contribute to a more equal technology industry by making female role models more visible and creating an inclusive environment where they are equipped with the tools and resources to build successful careers in the tech sector.

Since most of the refugees who fled from Ukraine are women and are sole breadwinners for their families, we practically help families affected by the war by creating job opportunities and navigating women on the start of their career paths. Starting from June 2022, we launched free educational technical meetups, IT courses by Sigma Software University and became a part of the program of the Perspektywy Women in Tech Summit which gathered 8500 participants from 100 countries. All career stories of female engineers are published to a Femmegineering platform.

HACK FOR PEACE

The unprovoked russian aggression against Ukraine pushed us as a tech company to look for innovative products that can help solve the problems associated with the war. We believe the most effective way to implement that is to bring together the best talents across the continents and collectively brainstorm ground-breaking tech solutions.

Together with House of Europe and Tech Nation, we united developers, startup founders, project managers, designers, investors, and partners over the 'Hack for Peace' hackathon. The initiative was supported by numerous partners and attracted interest from the governmental structures.

During 3 days, online and in five offline hubs - Ukraine, the UK, Sweden, Poland, and Portugal participants were working on solutions within one of the following tracks:

- Cybersecurity, Information Hygiene, and Media Wars
- Mental Health
- Kids Education
- Logistics in Terms of War

As a result, Hack for Peace gathered 50+ mentors, 500+ participants who contributed to the creation of 22+ anti-war tech solutions to power peace across the continent. The best 3 products attracted the partner's investments for further implementation.





REPRESENTING THE UKRAINIAN TECH ECOSYSTEM ON WEB SUMMIT 2022

2022 was the second year in a row when Ukraine was represented at Web Summit with a national stand, and for the second time, Sigma Software Group co-organized it together with government and business organizations. The Ukrainian tech industry participated with 70 startups, dozens of VC funds, IT service and product companies, government institutions, and local ecosystem organizations.

At least 30,000 people visited the Ukrainian national stand, including such honorable guests as the First Lady of Ukraine Olena Zelenska, the Mayor of Lisbon Carlos Moedas, Minister of Digital Transformation of Ukraine Mykhailo Fedorov, the US Under Secretary of Commerce for International Trade Marisa Lago, and world heavyweight champion Oleksandr Usyk. With our help, our partners and related companies Sigma Software Labs, Black Snow Games, UA Tech Network, and SID Venture Partners put forward investment opportunities, tech expertise, and startups in Ukraine.

A large delegation of speakers from Sigma Software highlighted major events in the Ukrainian tech ecosystem and VC world in the last 12 months, explained how startups were adapting their product and investment strategies, and shared lessons based on a unique experience of running business during the wartime.

The Ukrainian IT sector has shown incredible resilience and determination even in the country's darkest hours. The unity and mutual aid of the tech world members help us solve new issues and grow. The export volume of computer services for the first half of 2022 has reached €3.75 bln, which is 23% more than for the same period in 2021.







SUPPORTING STARTUPS COMMUNITY WITHIN SIGMA SOFTWARE LABS

Sigma Software Labs, established in 2019, is a separate investment wing of Sigma Software. Its main goal is to create an ecosystem for young businesses and startups by using the power of a world-class IT consultancy brand.

We use the synergy of a network of Customers and Partners – world-known brands, product businesses, enterprise companies, and more – to scale innovative product solutions and portfolio startups, also helping our clients to solve their business needs in a more efficient manner. Having proven expertise in different business domains, advanced skills, and ample resources to create large-scale solutions, we guide startups from an idea to a successful business, providing ongoing support and advice.

Despite the war, Sigma Software Labs announced a new portfolio company Coaty, which was created by three Sigma Software developers. Starting as an advisor and boosting Coaty up to the first results. Coaty now is a part of Human Guild and also took part in Web Summit.

Datrics became the first successful investment of the Labs. In August, NEAR Foundation stepped in with a strategic investment to jointly ensure data-driven ecosystem growth backed by Datrics technology. The aim of the partnership was to accelerate growth and expand analytical solutions in Web3 and NEAR ecosystem particularly. For Sigma Software Labs, the strategic partnership between Datrics and NEAR is a great success case for the first portfolio investment in the venture history of the company's investment wing.

In March, the Labs announced #StandwithUkraine initiative with the main goal to provide Ukrainian teams with a free mentorship from Sigma Software Labs' experts to help them adapt to the war changes in a more efficient manner. 29 teams sent their applications and got 18,5 mentoring hours for free.



DARIA YANIEVA

Investment Director at Sigma Software Labs

CONTRIBUTE TO STARTUP ECOSYSTEM GROWTH

On behalf of Sigma Software Labs, we convey the idea that technologies are in continuous development and demonstrate it with our startups' new products. Nowadays it is even more important than ever.

We clearly understand that our experience in providing premier IT solutions to world-known brands, as well as a strong venture story can help Ukrainian tech ideas to go beyond the standard progress orbit and achieve huge results in the international arena. And that is the goal for us — support creative ideas and contribute to startup ecosystem growth.



CONTRIBUTING TO SOCIAL INITIATIVES

The background of the image is an abstract, fluid design consisting of overlapping, wavy bands of color. The top half is dominated by various shades of blue, ranging from a deep cerulean to a lighter, airy sky blue. These blue waves flow downwards and towards the right. The bottom half of the image transitions into a warm palette of yellow and orange, with the waves continuing their fluid motion. The overall effect is one of dynamic movement and a sense of depth, with the waves appearing to rise and fall like liquid or smoke.

HELP KHARKIV

On February 24, the lives of people in Ukraine changed. The top priority of Sigma Software and IdeaSoft (member of Sigma Software Group) from that day on was safety of our people. In line with our Business Continuity Plan (BCP), we began evacuation of our people and their families to the West of Ukraine and abroad.

First, the BCP team included about 20 people. They arranged evacuation buses and accommodation for people in transit. In just several days, the team organized overnight stay for 800 colleagues and their pets – 120 cats, dogs, hamsters, and other animals. When the information spread, many requests for help started coming from outside Sigma Software circle. We helped everyone we could. Over 15 hundred people not related to Sigma Software or IdeaSoft were evacuated to safer places from Kharkiv and Kyiv.

However, many people could not or didn't want to evacuate, but they still needed support with humanitarian and safety needs. In a struggle to meet as many requests as possible, our Business Continuity Plan turned into something bigger, the team of helpers grew to 40 people due to volunteers from our specialists and their family members. Some of our specialists delivered food and medicine in Kharkiv.

To structure and unite all these initiatives, we decided to use a charity fund that we created earlier for other purposes. The top tasks defined for the fund were to provide targeted help for transportation, accommodation, medicine, food, and protection means with a focus on Kharkiv and Poltava regions.

In total, the fund has spent 773 thousand US dollars by now for food, medicine, goods, and other humanitarian help.

In terms of finance, the fund is supported by Sigma Software and IdeaSoft as well as our past and current clients who show the highest possible level of sympathy and compassion with real deeds. Together with this, other funds, looking for transparent and targeted initiatives, also transfer costs to our charity fund.

STAR FOR LIFE

In 2022, Sigma Software together with the "Voices of Children" charitable foundation, the IDF school, and Sigma Software University launched Star for Life Ukraine project. The project aims to teach schoolchildren computer literacy and the basics of programming, if necessary, provide them with psychological help and motivate them for learning and personal development.

A year ago, when our CEO Valery Krasovsky and Swedish entrepreneur Dan Olofsson came up with an idea to create a branch of Star for Life in Ukraine, no one could imagine how much it would be needed. Launched in 2005 by Dan Olofsson together with his wife Christin, originally, Star for Life project was intended for teaching IT skills and raising self-esteem in schoolchildren. The Ukrainian edition of the project was launched to target children living in Ukrainian villages and towns. The project team established contacts with state educational organizations and defined their approach and programs.

An important role, as seen by the team, had to be given to the psychological aspect of the education to help kids overcome difficulties and reach their own life goals. For that, Voices of Children charity fund uniting 50 psychologists partnered with the project. Another partner, IDF School provided its Java teaching programs and expertise.

The pilot course on Programming in partner schools was planned for March, but obviously could not be implemented. In May, the team started to receive requests from state educational organizations. Based on those requests and considering the changed conditions, they began making a new version of Star for Life Ukraine project using the existing developments – IT skills as an educational component and working through the war trauma as a psychological component.

We have started with two initiatives. The first one, which is already up and running, is an IT Summer Camp intended to teach Java skills to children in a healthy and calm location.

The second initiative marks the full-scale deployment of Star for Life Ukraine programs. A Start for Life Lab opens in Verkhovyna, a small town in the west of Ukraine that accommodates many temporarily relocated children. The Lab is intended to provide opportunities for out-of-school education for children and adolescents in the places of residence of internally displaced persons.



ART THAT INSPIRES CHANGES

UNITED BY VICTORIES

This autumn Sigma Software partnered a unique art project that united muralists from every region of Ukraine. 25 street artists from all 25 regions of Ukraine created a mural on a 400 sq.m. wall at the territory of Lviv's biggest mall Victoria Gardens. This unique art project "United by Victories" was co-organized by Sigma Software together with art platforms Volunteer Project "To warriors from artists," Farbovany Lys, charity fund "Always Ukraine," and Victoria Gardens mall.

"The idea has come to us several months ago, when we realized how much people needed support and the feeling of unity. We strived to inspire Ukrainians – citizens of Lviv and visitors from other regions – to create a common vision of the event that we all are waiting for. Moreover, this project engages artists from every corner of our country, providing them a space to express their ideas," tells Oksana Nazarkevych, co-organizer of the project and PR Manager at Sigma Software.

FLOWERS FOR HOPE

Flowers for Hope is an initiative of volunteer artists painting sunflowers around damaged Ukrainian cities near Kyiv. Their aim is to remind people about resilience and restoration as well as to raise money for local humanitarian projects via NFTs minted from the art.

Initiated by the artist and activist Trek Thunder Kelly from Los Angeles, the Flowers for Hope project unites a group of resilient and stellar artists working as volunteers. During the fighting in Ukraine, artists have had few opportunities to earn a living, so Trek Kelly called for sponsors to finance wages for artists and to invest their time and talent in the project. Sigma Software Group decided to cover a part of the required amount to support the artists.

“Sunflower, the national flower of Ukraine, is a symbol of power and life that overcomes everything. It is painful to see destroyed homes and cars, especially for those who have to stay in the damaged cities and relive those events again and again. Artists who turn the remains of the occupation into creative pieces of work, help people find hope and psychological support,” says Vera Soldatova, Head of PR at Sigma Software and a driver of the company’s CSR Program.

Works created by the artists in terms of the project are turned into NFTs and can be found via:

[@flowers4hopeNF](#)

The funds raised from NFT sales will be transferred to the Woman and War charity fund to help women who have lived through occupation.



SWEDES FOR UKRAINE: PLATFORM TO CONNECT SWEDISH HOSTS AND UKRAINIAN REFUGEES

In the spring of 2022, the number of Ukrainian refugees in Europe reached almost a million, which made finding accommodation extremely difficult. People in many countries were ready to help families from Ukraine find a place for living. Sweden, as a country with strong connections with Ukraine, was one of such countries.

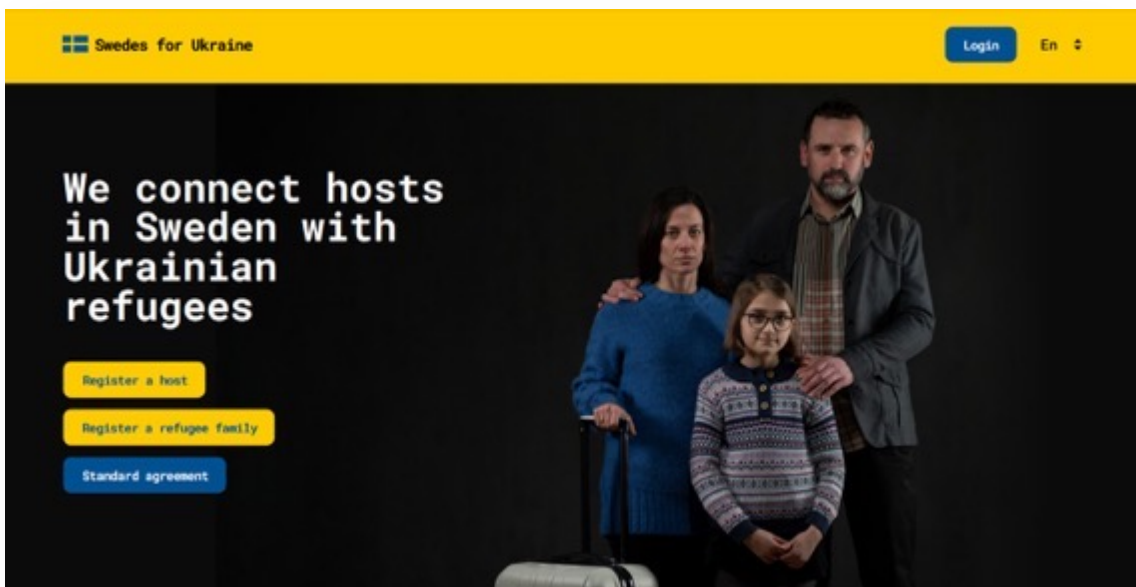
Swedes for Ukraine, a platform intended to match Swedes willing to invite Ukrainian refugee families to stay in their flats and houses with refugees looking for accommodations, went live in April. It was launched by Dan Olofsson, a well-known Swedish entrepreneur and philanthropist, and Danir Group, owner of Sigma Group. Sigma Software team took over the development and design of the platform.

The hosts, willing to provide a room, an apartment, or a house to Ukrainian families for free for at least three months, can register at the portal and specify the details of the accommodation. Refugees looking for a place to live in Sweden need to register and apply for accommodation they find suitable for their families.

Since the start of the project, over seven hundred Swedes registered on the portal to offer accommodations. More than 70 volunteers joined to project.

One of the refugees who had found a place to live with the help of the portal, Nataliia, became Swedes for Ukraine's personal assistant and helps hosts and refugees find each other.

With hundreds of Ukrainians finding help, we think the portal is meeting its goal and helps create stories with happy endings. You can read some of [them here](#).



UKRAINIAN VERSION OF BEZYL: MENTAL HEALTH SUPPORT APP

The Bezyl app is a platform where people can ask for help and also provide it. It builds mental strength and furnishes resources for assistance. Initially aimed at support of U.S. military Veterans and first-responders suffering from PTSD, the app now has a much wider audience. With the brutal war continuing in Ukraine, people experience extreme events and need others who have had similar experiences and can understand their feelings.

The Bezyl team, which includes specialists from Sigma Software, [released the Ukrainian version](#) of the app in May 2022 to offer digital avenues for people to build personal networks of support and find access to much-needed humanitarian relief.

CHATBOT FOR THE CITY OF KHARKIV

From the very first day, the city of Kharkiv located just about 30 kilometers from the border with Russia has been under attack and being shelled. Many residential houses were damaged or completely destroyed. Thousands of residents of the city who left their homes in February and March, are now considering coming back home and are looking for information about the state of their houses.

Sigma Software originated in Kharkiv, so the Kharkiv City Council contacted Sigma Software directly to help create a tool where people could find the requested information. A team of volunteers from our company created a chatbot that allows city residents to find out about the status, availability of electricity, and water supply of their houses.

In four days after the chatbot became available for users, over fifty thousand people sent over 167,500 requests and got over 92,300 detailed responses about the state of specific residential buildings.

TOP HOTEL'S VOLUNTEER-DRIVEN PROJECT THAT HELPS REFUGEES FIND ACCOMMODATION IN UKRAINE AND OTHER COUNTRIES

In April 2022, Sigma Software received a proposition to contribute to a social project from Top Hotels, a unique international tourist social network of Ukrainian origin. The network provides information about hotels, travel agents, and touristic locations together with their independent ratings, compiled on the basis of reviews of real tourists and travel agents.

Top Hotels were looking for a software development team to implement a special section for refugees in terms of a social initiative. Sigma Software decided to support this idea and assigned a team of four IT professionals. The implementation of the section for refugee accommodation search took about two weeks. The team worked with desktop & mobile versions and applied all measures to seamlessly integrate the new functionality into the existing platform following its design principles.

GREEN INITIATIVES

Sigma Software constantly improves its environmental performance to protect nature for future generations and resist pollution as the most threatening environmental issue. Through compliance with laws and regulations and following company's Go Green Strategy, we work towards conservation of the Earth's environment and contribute to the protection of the environment.

Sigma Software offices are gradually reconstructed to comply with eco standards and follow the best green practices. We work to optimize water and energy use through efficient heating, ventilation, and air conditioning equipment as well as eco-aware practices. With the remote work option, our employees can avoid driving to the office and thus corresponding emissions, while if they choose to go to office, it's easy to find a fellow traveler in a dedicated Telegram channel.

Office workflows cover a lot of processes that can be moved onto eco rails. From providing reusable utensils to purchasing green cleaning products, from reducing paper usage to installing in-motion-activated light switches, the area for eco-initiatives is huge. We reassess our workflows from time to time to see what else we can improve.

Helping people understand the impact of their everyday habits is one of the directions of Sigma Software activities. To raise awareness about environmental issues, we support eco-events in all our locations.

TREE PLANTING: THE WAY TO TAKE CARE OF THE ENVIRONMENT AND UNITE PEOPLE

Sigma Software launched its first tree planting in the spring of 2021 when the news broadcasts were full of reports about Covid. Firstly, we wanted to say no, but after thinking about the idea, we understood: this is an action in the fresh forest air, where people should work in pairs: one digs a hole, and the other plants a young tree. People had to get to the spot independently, by their cars. We were still worried about how people would react to the idea but decided to offer it.

We still needed to guess that such an initiative in such times has another very great value. In fact, at that time, people had already been in isolation for a long time. And such an opportunity - to gather in the forest - closed the need to communicate with colleagues and create new shared emotions. By the way, the main organizer that came up with the idea had the aim to plant 1 million trees worldwide in 2021. Spoiler: we succeeded. And spoiler again: the organizer also repeated it in 2022.

This year, we did not have to look for such an initiative because those who joined the previous time became tree-planting ambassadors who were looking for an opportunity to repeat it. So when such an initiative appeared, they came to us.

We usually invite colleagues with families, pets, friends, and couples to participate, because this is a great opportunity to make a big contribution to the environment together, unite as a team, get to know your colleagues' relatives, and involve children in good deeds.

As a result, we have: hundreds of trees planted in the neighborhood near our offices, team buildings with a meaningful goal, strengthening relationships among colleagues, and time spent together in the fresh air.

We are proud that such a corporate initiative is popularized among colleagues; it is a bright example of how a company can motivate its community to be socially responsible. We look forward to seeing more young Ukrainian forests and new participants in this initiative in 2023!







THANK YOU!