Corporate and Social Responsibility report

Reksoft®

CEO statement

Alexander Egorov

Since the foundation of Reksoft, we have always been focused on creating products, services and relationships that would benefit society. We don't just operate in the field of technological innovation that creates new business models, raises the standards of customer service and improves the efficiency of work of numerous enterprises. But we also try to ensure that the activities of our company contribute to the development and prosperity of society. We believe that we have the opportunity and responsibility to use our knowledge and capabilities to address various difficulties of today.

Our corporate social responsibility principles shape our global goal of sustainable growth through innovation and reflect our commitment to building long-term and meaningful relationships with our employees, customers and the communities. With this aim in mind, we carry out full-scale work in this direction. Our company has developed Code of business ethics and anti-corruption and Green Policy for the rational use of resources. We also cooperate with the public sector in projects that are important for the future development and improvement of people's lives. We conduct activities aimed to help those in need, cooperating with non-profit organizations, as well as promoting the development of education of schoolchildren and students.

In this report, we share stories of the initiatives we are undertaking beyond our client work, to make a difference in our communities and for our environment. The steps we take in corporate and social responsibility, understanding the importance of adhering to global values and challenges, give us confidence that we are on the right path to become safer, more inclusive and sustainable and ultimately more successful business in the long term.

Alexander Egorov
CEO Reksoft

Our main principles

One of Reksoft's core values is to share our experiences through innovative partnerships and help create solutions that can solve the problems of both our customers and the society.

We are also committed to running our business responsibly. These includes equal opportunities for our employees development, environmental sustainability, ethics, social welfare, and prosperity for our clients.

In this report, we are pleased to share our commitment to supporting corporate and social development. Reksoft is making every possible effort to strengthen all aspects of our social responsibility to improve progress in this direction.

Reksoft strives to meet all ethical, legal and economic requirements, therefore in our work we adhere to the principles defined by the international standard ISO 26000 and the 17 Sustainable Development Goals adopted by the UN members.

About our business

Reksoft specializes in the development of complex software digital products and IT systems and has headquarters in Moscow and delivery offices across Europe. Our company creates future-proof services based on the latest digital advances. We offer a comprehensive digital transformation program that includes several successive stages: digital consulting, creation/development of enterprise architecture, design and development of digital platforms and products, as well as support and development of systems put into operation.

1991
Established

400+
employees

1000+
successful projects

Our licenses and certificates:

ISO 9001:2015

GOST R ISO 9001:2015

Siemens SIMATIC WinCC Open Architecture

We employ transparent processes, reusable frameworks, professional wisdom and reliable infrastructure to produce optimal solutions.

Our services:
- **IT and digital transformation consulting** - we understand that productivity in any business depends on increasing digitalization, therefore our experts support clients, developing the latest solutions to achieve all the clients' corporate goals.
- **Digital design and development** - we provide a full-cycle software development using innovations and smart business solutions.
- **Support, maintenance and operations** - we provide testing, maintenance and technical support for the IT systems we develop, as well as implement training programs for the clients' staff.
- **Dedicated Centres** - we offer extensive experience in deploying and running secure, dedicated software development centers. Reksoft integrates development teams into the enterprises where they perform everything, from technology consulting to maintenance.

Our quality management systems comply with ISO 9001:2015 standards for the design, development, delivery, installation and maintenance of computer systems and software.

Our people

As a provider of high-end software engineering services, our employees are the single most important factor in our business. All employees are encouraged to play an active role in their own career development through progressive human resource and training arrangements. We are committed to equal opportunities and avoiding discrimination.

We have developed a set of rules at the company level - Code of Conduct in which the main dialogue mechanisms with our employees are:

- provision of safe conditions of work;
- provision of policies that cater for the diverse needs of our workforce;
- creating an environment where the employees are able to conduct business with the avoidance of illegal discrimination and harassment of any kind;
- offering our employees secure and confidential means of providing feedback to management without fear of reprisals;
- conducting regular performance and development reviews so that all employees engage in meaningful dialogue with their manager resulting in full development plans;
- continually reviewing our global reward framework to ensure that it remains market competitive, aligns the interests of employees with those of the business and shareholders, and facilitates a 'pay for performance' culture;
- actively learning employees' views and feedback using surveys, focus groups and other appropriate communication channels;
- engagement in collective and individual consultation as appropriate and depending on local conditions;
- provision of specialist advice to enable employees to use professional recruitment and selection techniques;
- encouragement of employees to move across departments to facilitate the sharing of best practices;
- provision of locally adapted frameworks that support staff well-being. This includes a range of work/life balance initiatives, which are regularly reviewed against external best practice;
- encouragement of our contractors and partners to demonstrate the same level of commitment to the welfare of their staff;
- ensuring the compliance with this standard through a process of education, review and audit.

We also try to ensure the professional and physical development of our employees and their families:
- we conduct free foreign language courses from leading language schools on a regular basis;
- provide benefits for employee training and sports;
- we organize sports family trips to nature;
- we organize friendly sports and intellectual events.

Reksoft became a sponsor of the intellectual game IT-Quiz in Rostov-on-Don: We have become a sponsor of IT-Quiz because we believe that it is important to unite regional IT communities and establish a live communication between colleagues. The organizers of the event are good at that task so Reksoft plans to support this initiative in the future.

The football team of Reksoft from Voronezh met in a friendly match with the team Ava-trade (Voronezh aluminum plant). The Voronezh football team was created in June 2019. Today our colleagues are planning to play in the Business Champions League - a tournament between corporate teams. According to the players, the team is looking forward to interesting games

Corporate Culture

Reksoft is committed to working to protect human rights, upholding international labor standards, and opposing bribery and corruption. To maintain and strengthen a high reputation on the IT market, we strictly adhere to such fundamental principles for a modern international company as legality, integrity, honesty, fairness, confidentiality, efficiency, responsibility and competence. These principles apply to all areas of our activity and are the basis, both when working with clients and when interacting with company employees.
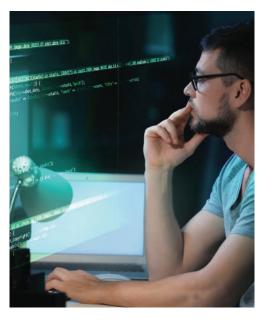
Reksoft opposes corruption and bribery and has a zero-tolerance policy for criminal gains. Company employees are prohibited from either offering or receiving from business partners any gifts that could compromise employees in their ability to make objective and honest business decisions. We also have set out procedures for accounting and record-keeping controls and place responsibility for monitoring and testing on the company's finance departments.

Our anti-corruption policy sets out processes for reporting concerns, ensures their confidentiality, and underscores that all firm members have the right to raise ethical concerns without fear of retribution.

Any company member failing to follow these rules will be subject to disciplinary action, up to and including termination of employment, and may be subject to proceedings brought by government enforcement agencies.

Our community

Reksoft understands the importance of supporting social and environmental projects and initiatives, therefore our company regularly cooperates with non-profit organizations that are addressing some of the world's most pressing social challenges. Through pro bono service, volunteering, and the development and implementation of social initiatives we strive to help solve problems in such areas as education, public health and economic development.

Education

We support Russian educational institutions. Our company is engaged in educational activities and actively cooperates with universities. Reksoft's employees on a regular basis read training courses and conduct elective classes in software development and system architecture at Universities.

- **Reksoft took part in the Baltic science and engineering competition 2020 for schoolchildren organized by the Science Foundation:** The company's experts evaluated the projects of teams of schoolchildren as part of the business jury of the event in the "Programming" stream.

  During the competition our experts evaluated more than 20 projects created by students from different regions of the country and related to a wide variety of topics: neural networks, IoT, 3D modeling, geolocation systems, big data, gamification, artificial intelligence, online training, SmartHealth, virtual reality, etc. All participants were given feedback on their projects in terms of business value and possible areas of commercialization.

- **Reksoft tells students about software development processes and team composition.** As part of the project, we told the students how the software development process works. The main topic of the story was the principles of organizing the software development process and the composition of the project team at various stages, as well as a description of the necessary personal qualities and skills of each of the specialists. Children should be taught about IT professions already at school, this is very important for the development of the future.

- **Our company has launched Reksoft Academy, which has been operating since 2016.** This is the training project organized for students from Universities of St. Petersburg and Voronezh targeting practical experience fields and rare technologies. Starting from 2016, the Academy attracts young IT professionals keen to learn new things and gives them the opportunity to get knowledge necessary for commercial projects and become a part of Reksoft. Twice a year we recruit those wishing to take the course from Reksoft specialists, each time the theme of training changes. For example, at the end of 2019 we conducted Erlang training, and at the beginning of 2020 we launched Testing courses.

Charity

We are actively involved in charity social projects. Reksoft supports orphanages, charity organizations and regularly organizes fundraising and toys collection for them, as well as the purchase of equipment.

- Reksoft took part in a charity event. Company employees raised funds to help orphan children from the Children's Hospital. The collected money was used to purchase hygiene products, baby food, sweet gifts, as well as several individual gifts for babies. Together with the volunteers of the public charitable organization Obshchie Deti, Reksoft employees went to the hospital and congratulated the children.

- Reksoft organized a children's party in honor of the New Year and raised funds for gifts for children from orphanages. We organized a full-scale charity event for children with invited artists, magicians, as well as gifts and prizes. This initiative was launched in 2019 and after its successful implementation, we decided to make it a regular event.

- Reksoft provides ongoing assistance to the St. Petersburg charitable organization Shag Navstrechu (A Step Towards), which works with children and adults with disabilities. As part of this cooperation, we take part in the following campaigns:

1. Reksoft on an ongoing basis collects funds for help the foundation;
2. We organize charity fundraising events;
3. Our company participates in activities aimed to help children and adults of the foundation;
4. Our employees are freelance volunteers for a charitable organization Shag Navstrechu.

Environment

We make sure that our work contributes to the conservation of natural resources. Reksoft has developed a Green Policy that regulates our impact on the environment. In accordance with its principles, we strive to reduce energy consumption, reduce paperwork, efficiently organize the consumption of heat and water, and also, if possible, reduce the amount of carbon dioxide emissions into the atmosphere. In our offices we installed special boxes for recycling of batteries, equipment and paper.

We strive to improve our environmental performance and participate in innovative projects and activities that reduce costs, increase sustainability and further reduce our environmental impact.

Ecology initiatives at Reksoft events

In the end of summer of 2021, the company has organized three large corporate events. During these gatherings Reksoft employees have supported the initiatives of 'Separate collection' eco-movement, 'Sobirator' eco project and and 'Kind bottle caps' civic movement, all of which were directed to separate garbage and waste collection. Team Reksoft has gathered PET bottles, plastic cutlery, aluminum cans, cardboard, plastic bottle caps, totaling over 130 kilograms of 10+ kinds of litter. The funds received upon processing the waste would be transferred to charity funds: 'Common children' and 'Volunteers helping orphaned kids'.

It's essential for the Reksoft team to keep the world we live in as safe, clean, kind and cheerful as we can. So we are happy to work towards it and light a happy light to the people in need along the way.

Our clients

Reksoft's principles of CSR are integrated across the business, as we strive to deliver solutions that enable both our organization and our customers to manage information in a manner that is environmentally conscious and socially responsible.

We help organizations across the private, public, and social sectors make lasting improvements to their performance and realize their most important goals. Every one of our clients has an impact on society, whether it is through their products or services, their workforce, or their supply chain. Through our work with our clients, we can help them shape their environmental and social impact.

The world is constantly changing, and the speed of these changes is constantly accelerating. So, to achieve economic efficiency and remain competitive in a dynamically changing market, many companies face the need to rebuild their business models, optimize costs, and improve the quality of their services and products. This requires effective tools. One of these tools is digital transformation.

To achieve business goals and help our clients, Reksoft offers a comprehensive digital transformation program that includes several successive stages: digital consulting, creation/development of enterprise architecture, design and development of digital platforms and products, as well as support and development of systems put into operation.

We develop digital multichannel platforms and products, as well as create individual solution modules and ensure their integration with the customer's existing technology. We have extensive experience in implementing a corporate architecture management system (developing a unified digital enterprise model) and creating marketplaces, billing platforms. We also specialize in the digital transformation of the public sector, introducing solutions that increase the efficiency of public administration and interaction between the state and society.

Reksoft applies advanced technologies in software development such as Internet of things (IoT), Machine learning, Big Data, DevOps. We apply Agile software development methods, providing customers with a predictable result at each iteration and the practice of CI / CD (Continuous Integration / Continuous Delivery). The technologies we use and our approach to development help cut IT spend, optimise product launch time and ensures efficiency.

Reksoft takes an active part in initiatives dedicated to the development of the IT industry and the wellbeing of society. For many years Reksoft has been a member of the non-profit professional association Russoft, the largest association of software development companies in Russia the purpose of which is increasing the software industry in Russia, particularly by supporting software products and development services export. We also support projects of social importance, offering our accumulated experience.

CHANGING INDUSTRY PARADIGMS WITH NEW DATA-DRIVEN EXPERIENCES AND BUSINESS MODELS

NEW PARADIGM
✓ Personalized experiences
✓ Data-driven value
✓ Cross-industry ecosystems
✓ Agile and adaptive

PROGRAMMES
✓ Digital Economy of the Russian Federation
✓ Europe - 2020

DIGITAL LOGISTIC · DIGITAL BANK · SELF-DRIVING CARS · E-LEARNING · DIGITAL PLANT · MARKETPLACES AND DIGITAL RETAIL · DIGITAL MEDICINE · SMART HOME · DIGITAL SHIPYARD · DIGITAL ENERGY · DIGITAL FARM · DIGITAL TRANSPORT

Stories of success in this field:

Reksoft has joined Autodata.Rus:

The multi-sector project consortium is a non-profit partnership created by the Global Navigation Satellite System, Russia's analogue of GPS, to promote the development and use of telematic technologies.

The consortium's mission is speeding up the introduction of smart transport and communication solutions, meeting mobility and transport safety needs as they evolve, creating a national array of big automotive data through the Autodata navigation service and telematic platform. This will collect, store and process automotive and transport data from existing digital systems. This information relates to human health, car production and the external environment, including road quality, weather conditions and geography.

Reksoft has been involved in the Autodata project since the first phase, formulating the general requirements for the platform, followed by the concept and its preliminary architecture.

Implementation of the Safe city:

The main objective of the project for the implementation of the Safe city hardware-software complex was to increase the level of public safety and to ensure law and order in large cities.

The Reksoft experts have developed Helios system software. The introduction of Helios system software in various regions of the Russian Federation has increased the level of public safety, reduced the number of accidents. For instance, in the Vologda region, the mortality rate due to road accidents has decreased 1.5 times. In the Tyumen region, the system contributed to solving 315 crimes and to prevention of 1,351 administrative offences.

Today, Helios system software is widely used in various regions of the Russian Federation. The geographical scope of applying the system expands every year.

Reksoft took part in the IT-breakfast at St. Petersburg International Economic Forum (SPIEF) 2021:
It was dedicated to Digital Transformation of the Economy: International and Russian Experience in Digitizing the Transport Sector. The event brought together representatives of the leading domestic and foreign IT companies. Reksoft was represented by Alexander Egorov (CEO). He told about two digital platforms developed by the company for the Transport Sector.

Reksoft has developed international freight forwarding marketplace:
AgoraFreight.com is an innovation on the multimodal transportation market. The joint team of AgoraFreight.com and Reksoft has created the first Russian general logistic services aggregator and one of the first systems in the world to combine our years of experience of freight forwarding with modern technologies. Currently AgoraFreight.com has millions of rates for a range of transportation. Dozens of companies around the world enter their proposals directly into the system, and online calculation is already in operation for transportation between China, Vietnam, the USA, India, the EU and Russia. AgoraFreight.com is now actively involved in transforming international transportation.

Reksoft rolls out an enterprise architecture management system for one of largest Russian bank:
This project is one of Russia's first full-scale implementations of the iServer platform from Orbus Software. Within the project framework, Enterprise Architecture management system encompassing all architectural domains such as Business-Data-Applications-Technologies was created.

As a result of the implementation, out of 700 legacy applications 215 information systems were recommended for further development, which has significantly reduced the bank's IT expenses without loss of the necessary functionality.

In addition to that, the correct description of the operating IT landscape enabled savings of up to 15% of the cost of IT projects only due to cost reduction on IT infrastructure data collection.

Reksoft testers contributed to the publication for the web site of the Russian Software Testing Qualifications Board for the certification of software testers ISTQB:
A new publication has appeared on the website of the Russian Software Testing Qualifications Board (the Russian office of the international organization for certification of software testers ISTQB), in the preparation of which Reksoft testers took part. A group of testers participated in the translation and adaptation for the Russian-speaking community of testers of the book "Basic Level - Tester in the Field of Agile Methodologies".

Cooperation with RSTQB allows Reksoft to constantly evolve together with the association and to take part in various initiatives to develop testing in general. Also, within the framework of cooperation, it is planned to improve the processes of creating training programs for testers in all areas, conducting training for testers in English, as well as adapting training programs for the Russian-speaking community of testers.