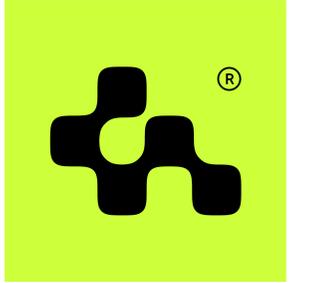


COMPUTOOLS

CORPORATE SOCIAL RESPONSIBILITY REPORT 2025



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CONTACTS

Computools is a global software development and IT consulting company. Computools creates innovative, highly structured software solutions to elevate businesses across industries through IT consulting and software development.

Our expertise covers industries such as retail, logistics, finance, healthcare, travel and hospitality, energy, education, manufacturing, construction, livestock management, and real estate.



OUR PHILOSOPHY IS BASED ON THREE CORE PRINCIPLES

CONSTRUCTIVENESS

With Computools, innovation comes standard. Clients trust us for our clarity, structure, high performance rate, and intuitive functionality across every stage of the software engineering process. Because if it's not worth making perfectly, it's not worth making at all.

FUTURISM

The future is under control. We're a company of visionaries—people who don't just pay attention to what's happening around the globe, but who also provide unique solutions that create real change.

HUMANISM

We're digital humanists at heart. Our platforms, applications, and other IT products have a singular goal: to make it easy for our clients to take care of their clients. That starts with a human-centered approach to everything we do.

COMPUTOOLS INDUSTRIES

RETAIL

LOGISTICS

FINANCE

HEALTHCARE

TRAVEL AND HOSPITALITY

ENERGY

EDUCATION

MANUFACTURING

CONSTRUCTION

LIVESTOCK MANAGEMENT

REAL ESTATE

COMPUTOOLS IDEOLOGY



-
- 01. We focus on the market and the customer** We begin every engagement by understanding the market and the customer's real needs. We prioritize the outcomes our customers achieve, not just the work we do. We aim to understand the customer's pain points, risks, and business context more deeply than they expect. Customer value is our primary compass.
-
- 02. We focus on partnership and long-term results, not just one-time interactions** We build long-term relationships with clients, partners, and teams.
-
- 03. We are result-oriented.** We stay true to our word and always complete our tasks with determination.
-
- 04. We are proactive and driven by initiative** For us, taking initiative means going beyond standards and expectations. We demonstrate this in our work, foster a spirit of mutual support, and always look for ways to contribute and help one another.
-
- 05. We negotiate for mutual benefit** We aim to achieve fair and valuable agreements that foster long-term partnerships and a collaborative, trust-based environment.
-
- 06. We honor our commitments** Guided by the principle of 100% responsibility, we believe that the foundation of any cooperation is an agreement fulfilled with honesty and integrity.
-
- 07. We think from Z to A** We start with the goal, break it down into actionable steps, and then move into execution.

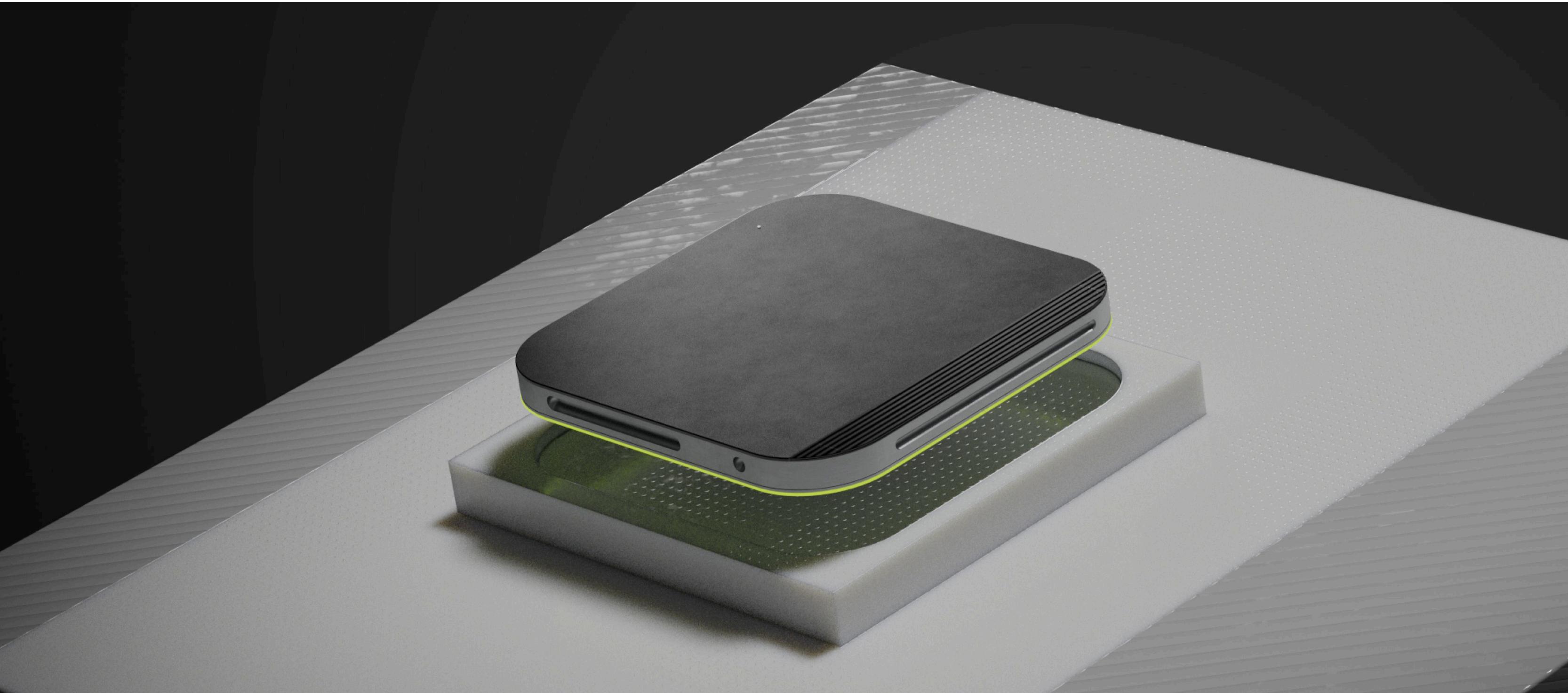
COMPUTOOLS IDEOLOGY



-
- 08. We are reliable** People around us feel secure – as if standing behind a stone wall. We take full responsibility for our actions and the results we influence. Instead of self-pity or excuses, we focus on solutions and continuous improvement.
-
- 09. We are open-minded** We express our views on work matters openly and with respect, fostering dialogue that leads to mutual understanding and consensus. We expect the same openness and respect in return.
-
- 10. We operate with transparency and integrity** We do not hide problems, risks, or complexities. We communicate the real situation early and clearly, even when it is uncomfortable.
-
- 11. We are respectful and lead by example.** We treat others as we wish to be treated – with dignity, respect, and humility.
-
- 12. We enjoy our work.** We are in roles that bring us satisfaction and a sense of purpose.
-
- 13. We develop our intellect and never forget our sense of humor.** To achieve results, we stay focused and battle-ready, and humor helps release tension in teamwork, communication with clients, or life in general. This balance keeps our energy high and our mindset strong.

PART 2

COMMUNITY INVOLVEMENT & DEVELOPMENT



COMMUNITY INVOLVEMENT



Investing in knowledge to shape the future

Computools believes sustainable social progress starts with investment in education, culture, and knowledge. That is why the company actively promotes technology literacy and learning opportunities for clients, employees, and those interested in the IT industry.

Sharing knowledge beyond the company

Computools shares practical knowledge with the broader technology community. On the company's YouTube channel, experts present workshops, lectures, and technology talks on modern frameworks such as React and Flutter, highlighting real-world applications and practical benefits.

Partnerships with leading universities



Our commitment goes beyond internships and educational content. Computools forms long-term partnerships with leading universities in Ukraine and Poland to support the development of future IT professionals.

In Ukraine, we collaborate with the University of Artificial Intelligence and Digitalization in Kyiv, Odesa Polytechnic National University, Ivano-Frankivsk National Technical University of Oil and Gas, and Don State Technical University in Dnipro. In Poland, our partners include the Warsaw University of Technology, Wrocław University of Science and Technology, and Lodz University of Technology.

Supporting young talent

Computools has established a Software Innovation and Research Center at Zaporizhzhia Polytechnic National University, the region's largest technical university. The center identifies talented students and supports their transition to IT careers through practical training and internships.

Each year, these initiatives help young professionals enter the industry, and many go on to build careers at Computools.

Creating long-term impact

By investing in education and open knowledge sharing, Computools helps bridge the digital skills gap and enables more people to join the rapidly growing technology sector. These initiatives foster a culture of learning, innovation, and opportunity for the next generation of IT professionals.

EDUCATION AND CULTURE



At Computools, continuous growth and improvement are at the core of our culture. We are committed to supporting both the personal and professional development of our employees. Our guiding principle—“Be better today than you were yesterday”—reflects our belief in the power of constant learning and self-improvement.

To support this philosophy, Computools develops individual development plans tailored to each employee’s unique strengths, goals, and career aspirations. These plans help employees build technical and interpersonal skills as they advance through a structured growth matrix outlining the required technologies, competencies, and expertise for each career stage.

Mentorship is a key element of this journey. Dedicated supervisors and team leaders act as mentors, providing practical guidance, feedback, and support to help employees unlock their full potential and grow with confidence.

By investing in our people’s professional development, Computools strengthens both individual capabilities and collective performance. This commitment to growth drives innovation, raises professional standards, and reinforces a culture of excellence throughout the organization.

INTERNAL LECTURES

At Computools, we actively foster a culture of knowledge sharing and continuous learning through regular technical talks and internal seminars. These interactive sessions cover a wide range of specialized topics, focusing on emerging engineering innovations, modern tools, methodologies, and other critical aspects of project development.

These lectures keep our teams informed about the latest industry trends and technologies while fostering open collaboration and idea exchange. Our commitment to learning ensures our professionals remain at the forefront of technological advancement.

As a result, Computools remains agile in a rapidly changing technology landscape and consistently delivers high-quality solutions and expertise to clients worldwide.



LEARNING BOOST



At Computools, we prioritize education and strive to inspire and support our community. One way we do this is by sharing insights, industry knowledge, and curated recommendations through our official social media channels, including [Facebook](#), [LinkedIn](#), [X](#), [YouTube](#), and [Instagram](#).

We view learning as a lifelong journey, which is why we regularly share reading materials, expert perspectives, and educational resources to encourage personal and professional growth.

Our goal is to provide our audience with relevant, up-to-date information that supports continuous development. By sharing knowledge and practical insights, Computools empowers individuals to grow, learn, and succeed in an ever-evolving digital world.



INTERNSHIP



TECHNICAL TRAINING

At Computools, our internship programs help students launch careers in business development. Aligned with university requirements, these programs provide hands-on experience that supports academic success while building practical, job-ready skills.

Through close collaboration with universities, we facilitate the exchange of knowledge and professional insights. This partnership helps students develop real-world competencies while enabling Computools to engage with emerging talent and fresh perspectives.

We support the next generation of technology professionals by actively contributing to the IT Generation initiative. While the program focuses on training testers and does not guarantee job placements, we maintain a structured talent database and offer opportunities as suitable roles become available.

By investing in early career development, Computools helps shape the future of the technology industry, builds a sustainable talent pipeline, and strengthens its long-term talent ecosystem.

We launched a specialized technical course to build expertise in key technologies. Led by Computools engineers, the program provides graduates with practical, industry-ready skills and prepares them to enter the workforce confidently. By integrating hands-on technical training with targeted language development, the course accelerates professional integration and supports long-term career growth.

EMPLOYMENT CREATION & SKILLS DEVELOPMENT

We drive economic growth and empower individuals by creating jobs and developing skills. Through targeted initiatives, Computools bridges the skills gap and prepares professionals for success in a competitive global market.

Beyond professional training programs, Computools ensures that employees benefit from a supportive and rewarding work environment. Our team members receive a comprehensive social benefits package, access to continuous professional development opportunities, participation in company events, and support for health, sports, and wellbeing activities.

Together, these initiatives help create a workplace where people can grow professionally, stay motivated, and contribute to meaningful innovation.



TECHNOLOGY DEVELOPMENT AND ACCESS



The IT industry presents significant opportunities for professional growth. At Computools, we support our employees' development through comprehensive training and by encouraging participation in internal and external conferences to promote continuous learning and knowledge exchange.

We offer online workshops, video tutorials, and specialized courses to ensure learning remains accessible and flexible. These resources help our teams continue developing their expertise, even during challenging times such as global disruptions or conflict.

By providing easy access to educational resources and knowledge-sharing platforms, Computools fosters a collaborative and supportive environment. Our commitment to continuous learning enables our teams to stay ahead in a rapidly evolving digital landscape and supports the company's long-term success.

WEALTH AND INCOME CREATION

Computools is dedicated to improving the quality of life and well-being of people both within our company and across the wider community. We actively support initiatives that advance social inclusion, education, and individual empowerment. By focusing on education and equipping young people with essential IT skills, we help prepare them for success in a rapidly changing technology landscape.

We also collaborate with institutions and organizations that share our vision of using technology to create a positive impact. Through initiatives that support underserved communities, Computools works to bridge the digital divide and expand access to opportunities in the digital economy.

We believe business growth and innovation should generate value for companies and contribute to meaningful, lasting societal progress.



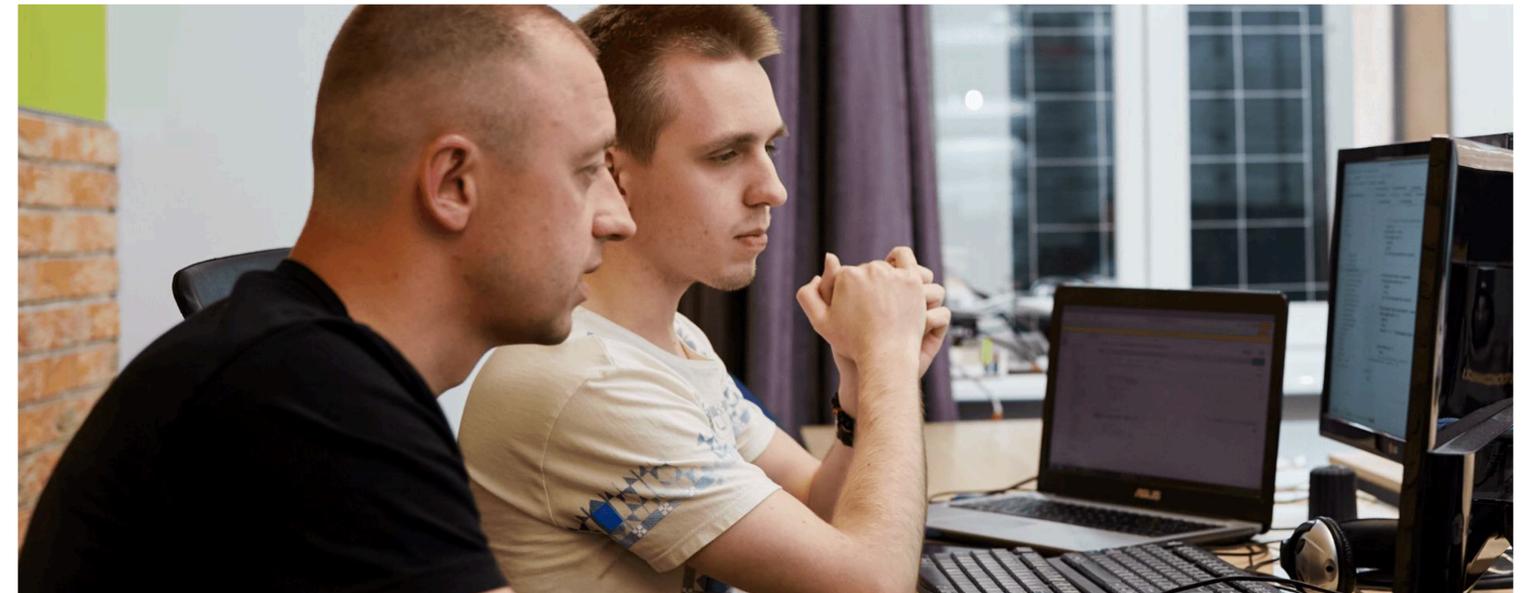
EMPLOYEES SUPPORT



During challenging times, Computools ensures employees have the resources and support they need to stay productive and secure. We supply essential technology and equipment so our teams can work efficiently and stay connected from any location.

Our remote work policies enable employees to work safely from home, reducing commutes and supporting a healthy work–life balance. With the right tools and digital infrastructure, we ensure seamless collaboration and consistent productivity across all locations.

Our commitment to flexibility, stability, and employee well-being builds a resilient workforce and reinforces our dedication to supporting our people in any circumstance.



HEALTH



Healthy Work Environment

We are committed to creating a workplace that prioritizes comfort, respect, and positive relationships among employees. Our goal is to build a supportive environment where everyone can grow, collaborate, and thrive.

Employee Health & Wellness

Computools supports employee well-being by providing access to comprehensive medical services and wellness amenities, such as sports facilities and swimming pools, encouraging a healthy, active lifestyle.

Health Awareness & Information

Employees have access to important health information through internal communication channels, helping them stay informed and make responsible decisions about their well-being.

Support During Health Challenges

Computools provides support to team members facing serious health conditions by offering informational guidance and financial assistance during difficult times.

Accident Assistance

In cases of health-related accidents, we provide educational resources and financial support to help employees recover and manage the impact on their well-being.

Flexible & Remote Work

During challenging periods, including geopolitical crises such as Russia's full-scale invasion of Ukraine, we actively support remote work. Computools provides the financial and technological resources needed to ensure employees can work safely, flexibly, and productively.



SUPPORT FOR THOSE IN NEED

We are committed to making a meaningful impact both within our organization and in the wider community. A key priority for Computools is supporting people and causes that need help the most, including initiatives that protect and care for animals.

We promote animal welfare by supporting fundraisers and using our resources to help abandoned animals find homes and receive proper care. We also contribute to charitable initiatives and fundraising campaigns that assist those in need, including military personnel and other vulnerable groups.

Our commitment to helping others fosters solidarity and compassion within our team and demonstrates our belief in the power of collective action.

Computools supports Ukrainian defenders by expediting the procurement of essential Army supplies, including SUVs, ambulances, and thermal-imaging equipment. We partner with body armor manufacturers, provide financial support for production, and supply defenders with critical computer technology.

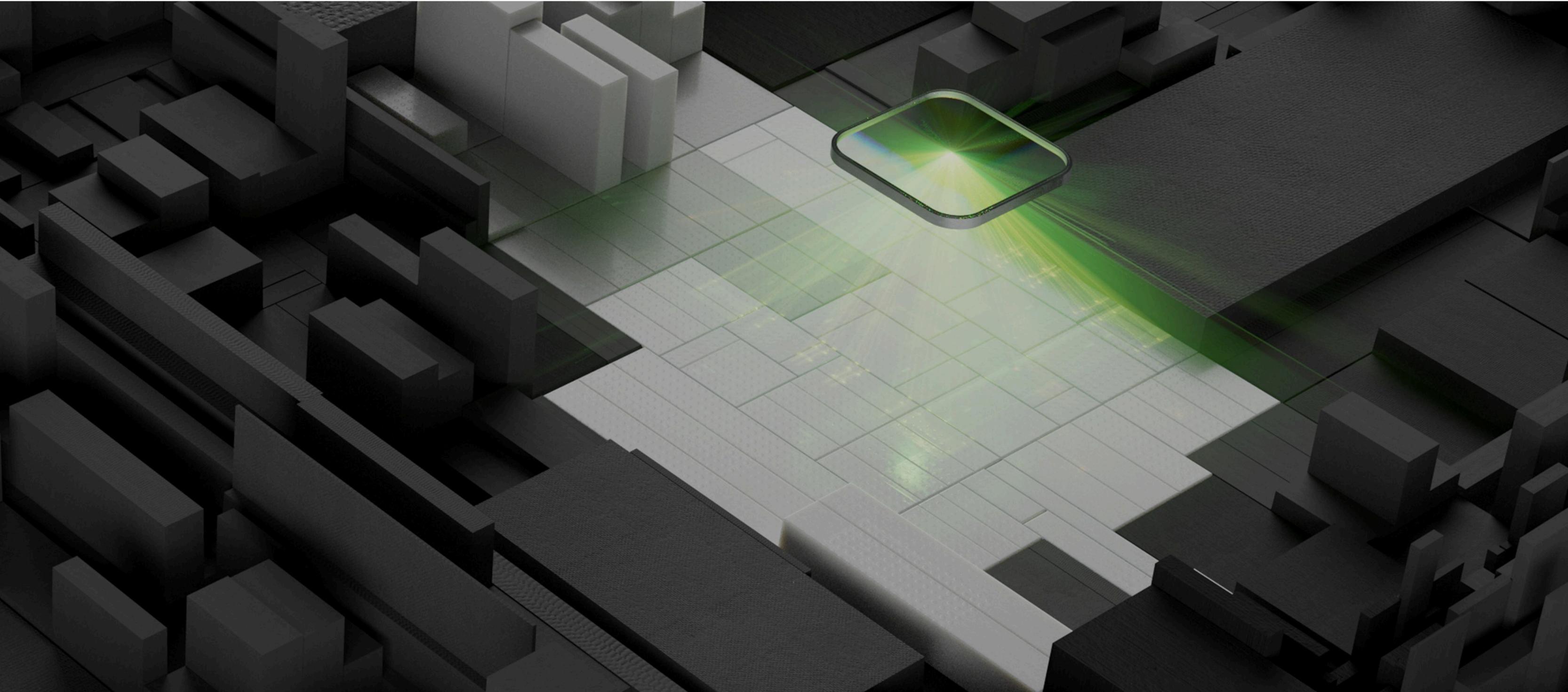
VOLUNTEERING



Beyond corporate initiatives, our employees regularly organize grassroots fundraising campaigns to purchase supplies for the Ukrainian Army. Many team members also volunteer their time to support individuals in need, including the homeless, unemployed, and job seekers.

PART 2

LABOR PRACTICES



EFFECTIVE ONBOARDING AND EMPLOYEE INTEGRATION



Our onboarding process is designed to ensure fast integration, clear expectations, and a consistent employee experience from day one. All procedures are clearly documented in a handbook available on our internal platform to ensure a smooth start.

At Computools, we promote an open corporate culture that makes the hiring and integration process transparent, accessible, and welcoming for all team members. Positive employee survey results confirm this approach creates a motivating and supportive work environment.

CONDITIONS OF WORK AND SOCIAL PROTECTION

01. Professional Growth & Development

Supporting employee career advancement is central to Computools' culture. The company offers coaching, mentoring, and advisory programs to foster both personal and professional growth.

02. Employee-Focused Workspaces

Computools designs its offices to support both productivity and employee well-being. Dedicated spaces are provided for rest, exercise, meals, and team activities, acknowledging the significant time employees spend at work. Since February 24, 2022, offices in Ukraine have operated only during safe hours due to the ongoing war.

03. Work-Life Balance & Well-Being

Computools actively monitors workload balance and working conditions to maintain sustainable performance and prevent burnout. The company also promotes a healthy work-life balance to support overall well-being.

04. Comprehensive Medical Support

Computools offers comprehensive healthcare support, including paid sick leave and financial assistance for serious illness or injury.

05. Support for Displaced Employees

The company provides comprehensive support to employees displaced by war, ensuring they have the resources to continue working from new locations.

06. Relocation Support

The company provides relocation, equipment, and operational support to employees displaced by war to ensure uninterrupted work. This includes both internal and international moves, helping relocated team members maintain stability in new locations.

SOCIAL DIALOGUE



01. EMPLOYEE FEEDBACK & SURVEYS

Computools regularly conducts surveys to gather insights from employees and contractors on topics that impact company policies, workplace practices, and strategic decisions. These surveys help leadership understand team needs, identify areas for improvement, and support job satisfaction. By collecting and analyzing feedback, Computools ensures employees have a voice in shaping the company's culture and work environment.

02. VALUING EMPLOYEE SATISFACTION

Computools recognizes that long-term success depends on employee well-being and satisfaction. Management listens to employees, reviews their feedback, and considers their ideas in decision-making. This approach improves retention, engagement, and internal alignment across teams.

03. ENCOURAGING EMPLOYEE INITIATIVES

Computools encourages employees to share ideas and propose initiatives that improve team collaboration, internal processes, or projects. Management supports these contributions and sees employee initiative as a key driver of innovation and continuous improvement.

VOLUNTEERING

At Computools, employee health and safety are top priorities. The company enforces strict safety standards in all offices, implements comprehensive fire protection systems, and ensures full compliance with legal and regulatory requirements.

In Ukraine, underground parking facilities have been converted into secure bomb shelters to provide additional protection during emergencies. These measures ensure compliance with safety standards and provide reliable protection during emergencies.

Through strong safety procedures, continuous monitoring, and emergency preparedness, Computools fosters a secure environment where employee safety is systematically monitored and managed through defined protocols and infrastructure.

HUMAN DEVELOPMENT AND TRAINING IN THE WORKPLACE



Computools supports team members' growth at every level, from interns to top managers. We value personal and professional development and foster a learning environment where employees can continuously build their skills and expertise.

Each employee follows a structured development path aligned with role requirements, performance expectations, and career progression stages. Computools invests in certifications and external training to maintain technical expertise aligned with market demands.

Computools offers free internship programs that provide hands-on experience and practical skills for aspiring professionals. For employees interning outside the company, we assign experienced tech leaders as mentors to guide and support their ongoing learning and professional growth.



PART 3

HUMAN RIGHTS





HUMAN RIGHTS AND RISK SITUATIONS

01. COMPLIANCE WITH INTERNATIONAL STANDARDS

Computools integrates human rights standards into its operations, risk management, and decision-making processes in line with international frameworks, regulatory requirements, and global standards. These principles are embedded in company practices to ensure responsible conduct and reduce the risk of human rights violations.

02. COMPREHENSIVE PERSONNEL TRAINING

Computools ensures a safe, ethical, and responsible workplace by providing mandatory training on human rights, ethical conduct, and compliance for all employees, including contractors and temporary staff. These programs enable employees to identify risks, follow compliance procedures, and act in accordance with company policies.

03. ETHICAL SUPPLY CHAIN MANAGEMENT

Computools upholds strict ethical standards throughout its supply chain and partnerships. The company evaluates suppliers and does not engage with organizations linked to human rights violations. This ensures all suppliers meet defined compliance and ethical requirements before engagement.

04. RESPONSIBLE PARTNERSHIP SELECTION

Computools applies structured due diligence processes to assess potential partners against legal, ethical, and compliance standards. By prioritizing responsible partnerships and avoiding those linked to violations, the company reinforces its commitment to sustainable, transparent business relationships.

RESOLVING GRIEVANCES

01. STREAMLINED PROBLEM SOLVING

Computools uses defined procedures and internal communication channels to ensure issues are reported, reviewed, and resolved efficiently. These channels enable employees to ask questions quickly, coordinate with colleagues, and foster a productive work environment.

02. ACCESS TO EXPERT GUIDANCE

We prioritize efficient communication by directing questions and requests to the most knowledgeable specialists. This approach fosters transparency and knowledge sharing, ensuring employees receive accurate, timely information to support informed decisions.

03. DRIVING PROGRESS AND EFFICIENCY

Computools encourages sharing experiences and best practices across teams. By providing comprehensive resources and professional support, we enable faster issue resolution and improve operational efficiency.



DISCRIMINATION AND VULNERABLE GROUPS

Computools upholds democratic values and prohibits any restriction of civil, economic, or socio-cultural rights based on gender, ethnicity, social background, or religion. All such cases are handled in accordance with established internal policies and procedures.

The company maintains an inclusive workplace with clearly defined policies that protect employees from discrimination, harassment, and unfair treatment. By upholding these standards, Computools strengthens its culture and reinforces its commitment to human rights, diversity, and equal opportunity at all levels.

FUNDAMENTAL PRINCIPLES AND RIGHTS AT WORK

Computools is dedicated to upholding equal human and civil rights throughout its operations. We treat every individual with fairness and respect, regardless of gender, race, nationality, language, heritage, property status, official position, place of residence, religious beliefs, or affiliations. By fostering a diverse and inclusive workplace, we enable people to develop their talents and achieve professional success.

Computools believes every employee has the right to a safe, healthy workplace and fair compensation based on their contributions and performance, free from bias or discrimination.

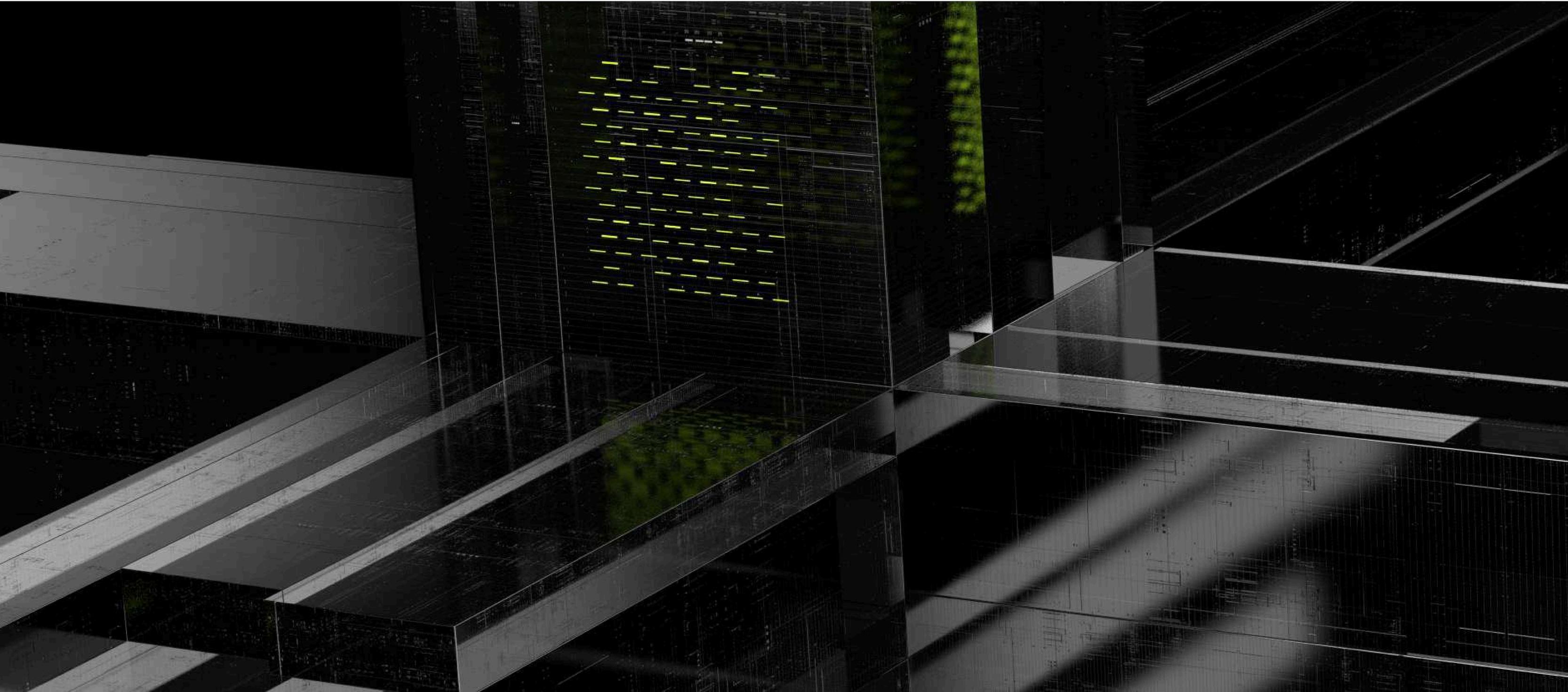
CIVIL, POLITICAL, ECONOMIC, SOCIAL, AND CULTURAL RIGHTS

Computools promotes a professional and respectful environment for employees, clients, partners, and contractors. We are committed to fairness, dignity, and mutual respect for everyone, regardless of age, social status, appearance, nationality, ethnicity, or gender.

A strong, well-structured human resources function is essential to maintaining this culture. Clear HR policies and responsible management practices help support this environment.

PART 4

FAIR OPERATING PRACTICES



ANTI-CORRUPTION



01. ANTI-BRIBERY AND CORRUPTION COMPLIANCE

Computools enforces anti-bribery and anti-corruption policies across all operations. All employees and contractors are required to comply with these standards and conduct business with integrity and transparency.

The company does not tolerate attempts to bribe government officials or seek preferential treatment in commercial activities. All operations comply with international anti-bribery and anti-corruption laws, ensuring responsible and ethical practices throughout the organization.

02. COMPLIANCE WITH INTERNATIONAL LAWS AND REGULATIONS

Computools, together with its employees and contractors, is fully committed to complying with the legal and regulatory requirements of Ukraine, the United States, and all countries where the company operates.

This commitment includes strict adherence to export control regulations, economic sanctions, the Foreign Corrupt Practices Act (FCPA), and other relevant anti-corruption and compliance laws. By upholding these standards, Computools ensures responsible international operations and demonstrates its dedication to lawful and transparent business practices.

03. RESTRICTIONS ON INTERNATIONAL ACTIVITIES

As a global organization, Computools ensures that its operations comply with international regulations governing cross-border activities by closely monitoring all relevant legal requirements.

Computools strictly adheres to laws and directives restricting interactions with sanctioned countries, organizations, entities, and individuals. The company complies with sanctions and regulatory requirements set by the European Union, the United States, and other relevant authorities to ensure responsible and lawful international cooperation.

RESPONSIBLE POLITICAL INVOLVEMENT

Computools respects employees' right to hold their own political views and does not interfere with personal opinions. The company expects political activities to be conducted responsibly and in full compliance with applicable laws and regulations.

Employees should avoid spreading misinformation, making threats, or applying undue pressure in political discussions or actions. While respecting individual perspectives, Computools emphasizes that all interactions must comply with the law, demonstrate professionalism, and uphold ethical conduct.



FAIR COMPETITION

01.

The company strictly adheres to the legal frameworks established to safeguard intellectual property rights. These include copyright, trademark, patent, unfair competition, and trade secret laws, as well as intellectual property agreements and confidentiality provisions.

02.

Our business strategy focuses on differentiating our services and solutions from competitors through distinctive trademarks, trade names, service marks, and logos. These elements strengthen our brand identity and ensure that Computools' offerings remain recognizable and distinguished in the marketplace.

03.

To protect its intellectual property, Computools has registered and continues to register many trademarks. These efforts strengthen the company's brand assets and help ensure long-term security.

PROMOTING SOCIAL RESPONSIBILITY IN THE VALUE CHAIN

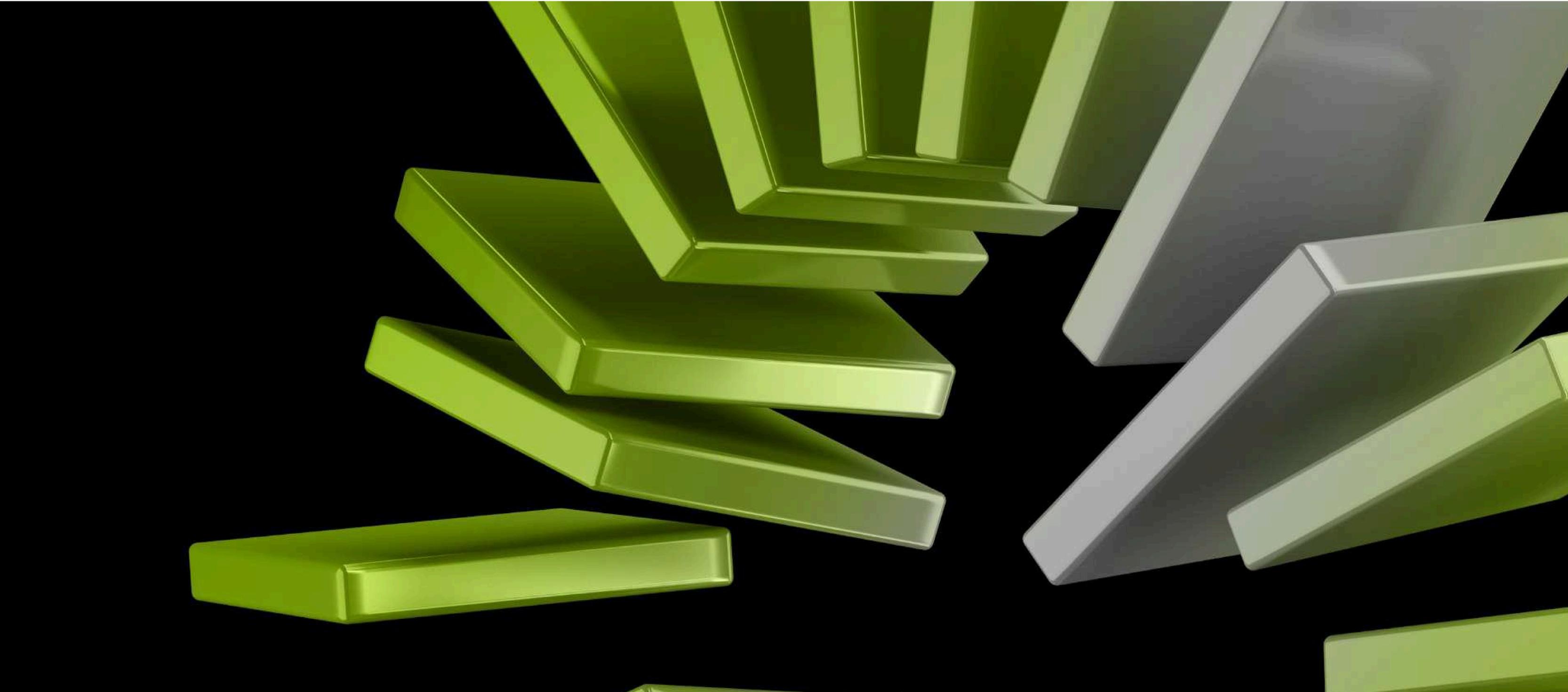
Computools designs its rules and processes for the value chain, distribution, and contracting with ethical, environmental, and social considerations in mind. We prioritize the health and safety of our employees and expect the same responsibility from our partners. When establishing partnerships, we ensure our commitment to social responsibility aligns with theirs, so our principles are upheld across the value chain.

RESPECT FOR PROPERTY RIGHTS

During onboarding, each new employee is introduced to the Statement of Trade Secrets and signs a Non-Disclosure Agreement (NDA) to protect confidential and sensitive information.

The company and its employees comply with major data protection regulations, including the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA). These frameworks set strict standards for handling personal and proprietary data and protect individual privacy rights.

ENVIRONMENTAL IMPACTS



PREVENTION OF POLLUTION AND SUSTAINABLE RESOURCE USE



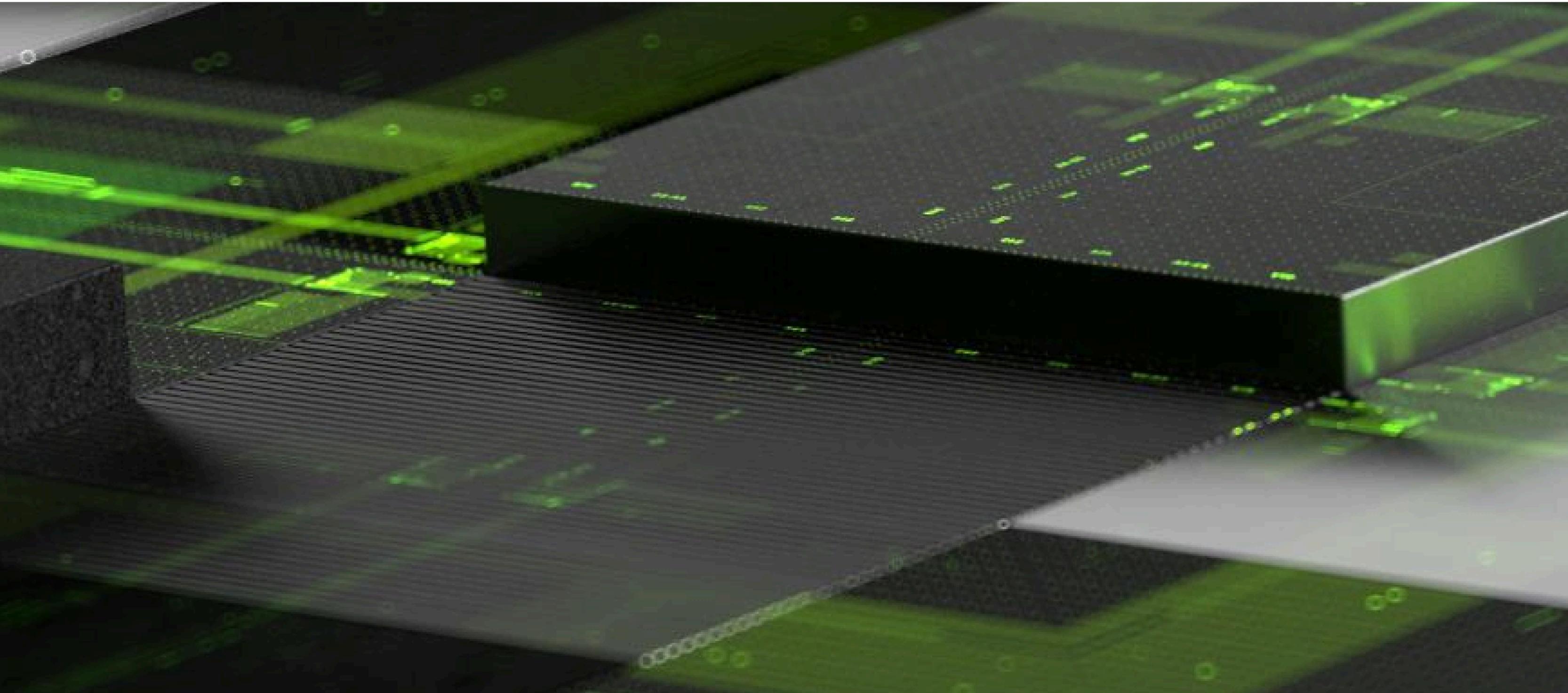
Computools is committed to supporting environmental sustainability and responsible resource management. The company actively raises awareness of key environmental challenges and implements initiatives to reduce environmental impact, including waste segregation and efforts to minimize air pollution.

In addition to internal initiatives, Computools encourages employees to take part in environmental activities by offering volunteer opportunities for local sustainability projects. These include tree-planting campaigns, recycling programs, and other community efforts that contribute to a cleaner, healthier environment.



PART 6

CONSUMER ISSUES



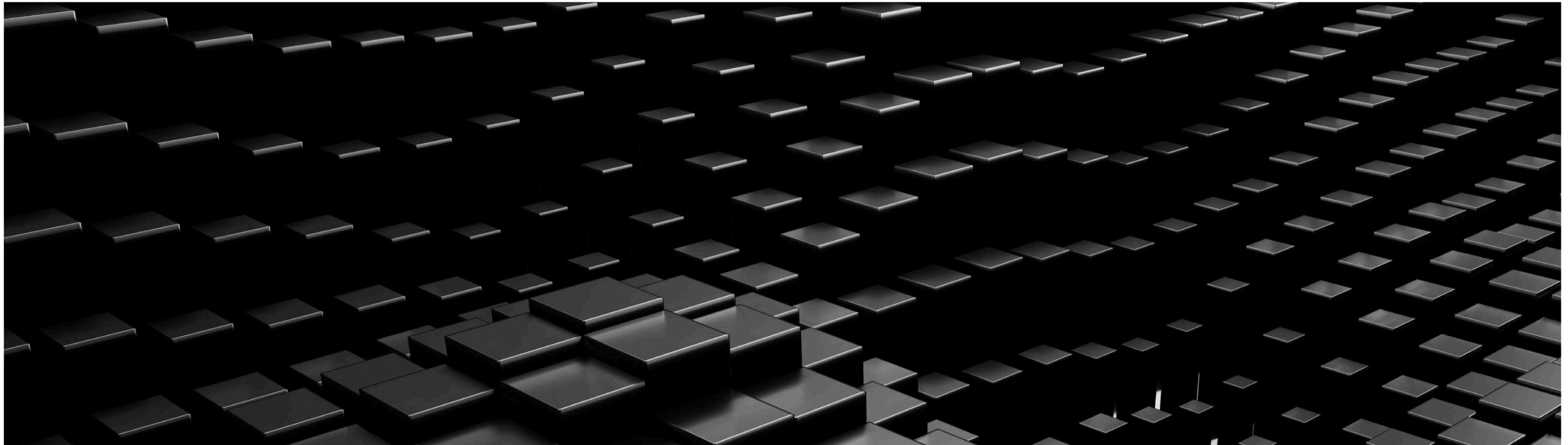
FAIR MARKETING AND CONTRACTUAL PRACTICES



Computools is committed to transparency and fairness in all client interactions. We prioritize clear communication, accurate reporting, and well-defined expectations from initial contact through final delivery to ensure effective collaboration.

We follow responsible marketing practices and provide clients with honest, reliable information about our services, capabilities, and project outcomes. Our contractual processes are transparent and mutually beneficial, ensuring all parties clearly understand and respect agreements.

Through open dialogue and ethical business practices, Computools builds long-term partnerships based on trust, accountability, and clear mutual expectations.



CONSUMER SERVICE AND SUPPORT



01. CLIENT-FOCUSED TEAMS WITH DEDICATED CLIENT MANAGER

Computools assigns each client to a specialized team and a dedicated personal manager to ensure clear communication and effective collaboration. This approach enables our experts to respond quickly to client needs and deliver high-quality solutions aligned with specific business goals.

02. TIMELY RESPONSES AND RELIABLE DELIVERY

Our teams consistently meet deadlines and respond promptly to client requests. This reliability and clear communication support efficient collaboration and keep each project stage on schedule.

03. CREATIVE PROBLEM SOLVING

Computools fosters creative problem-solving, empowering teams to explore new ideas and assess various options. By combining technical expertise with innovative thinking, we deliver solutions that help clients overcome challenges and achieve strong project outcomes.

04. POSITIVE WORK ENVIRONMENT

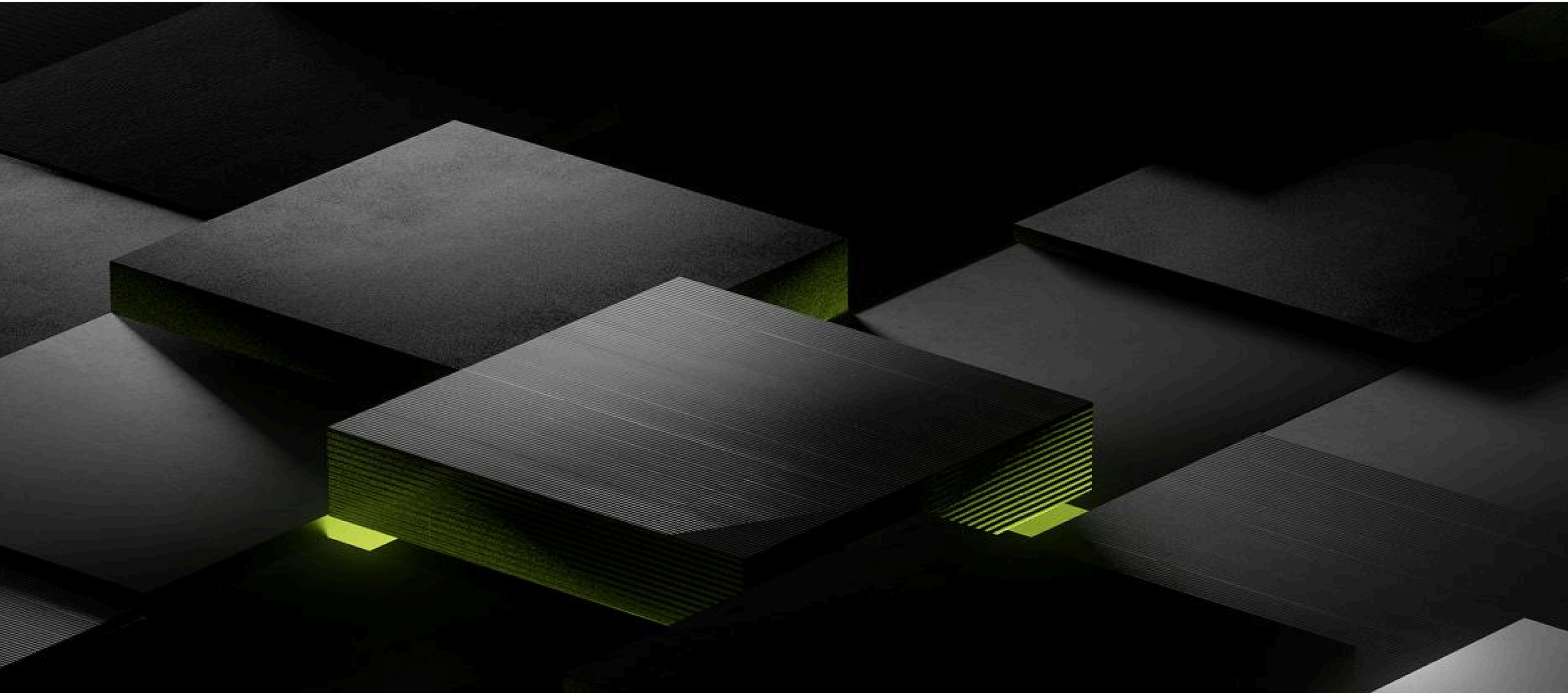
Computools creates a supportive, productive environment that enhances collaboration and team performance. This culture strengthens internal teamwork and supports long-term client relationships built on trust and open communication.

CUSTOMERS' FEEDBACK AND DISPUTE RESOLUTION

Computools uses a data-driven approach to identify actionable insights and implement solutions that enhance efficiency and productivity. Guided by a win-win philosophy, our team resolves challenges through strategic thinking, clear communication, and skilled negotiation to achieve balanced outcomes for all parties involved.

PART 7

ORGANIZATIONAL GOVERNANCE



Computools brings together a team of around 250 professionals representing different genders, age groups, and cultural backgrounds while serving clients across global markets. This international environment encourages collaboration among people with different perspectives, experiences, and traditions, strengthening the company's ability to innovate and adapt.

Computools prioritizes engagement practices that address the interests of all stakeholders, including employees, partners, investors, and clients. This approach supports balanced decision-making and sustainable long-term relationships.



COMPUTOOLS APPLIES A GOVERNANCE OPERATING MODEL TO ALIGN CORPORATE STRATEGY WITH DAILY OPERATIONS

01. Alignment with Regulatory Standards

Aligning operational and financial procedures with regulatory standards has improved information flow across the organization. This ensures efficient data collection, analysis, and alignment with strategic objectives.

02. Clear Organizational Structure

Computools has strengthened the link between operational goals and implementation by clearly defining roles, responsibilities, communication channels, and reporting structures. This framework supports effective collaboration and coordination across teams.

03. Strong Leadership and Strategic Clarity

To address challenges caused by unclear objectives, Computools relies on experienced leaders to communicate strategic priorities and ensure all employees understand the company's long-term goals.

04. Responsive Management Feedback System

To stay agile and responsive to changing business needs, Computools introduced an advanced management feedback system. This system identifies potential issues early and enables quick, effective responses.

KEY BENEFITS OF THE GOVERNANCE OPERATING MODEL



CLARITY

Implementing the governance operating model posed several challenges, which leadership addressed by clearly defining processes, roles, and responsibilities. This approach improved organizational clarity and supported more effective decision-making.

TRANSPARENCY

Implementing governance principles established clear frameworks for decision-making and risk management. Leadership set defined boundaries for investments, transactions, and risk exposure, ensuring careful monitoring and full transparency.

COORDINATION

With teams and management spread across multiple cities and countries, effective coordination is essential. Computools facilitates seamless collaboration among operations, customer service, compliance, and legal divisions, supporting efficient cross-functional work across locations.

EFFICIENCY

Computools implemented a robust feedback system that collects input from customers, departments, employees, and contractors. This ongoing feedback loop tracks performance, identifies opportunities for improvement, and enhances operational efficiency.

PART 8

SUPPLY CHAIN



Computools delivers solutions that create lasting value and support clients' long-term goals. Our teams prioritize open communication, ensuring that information is accessible and that client inquiries are addressed promptly and thoroughly.

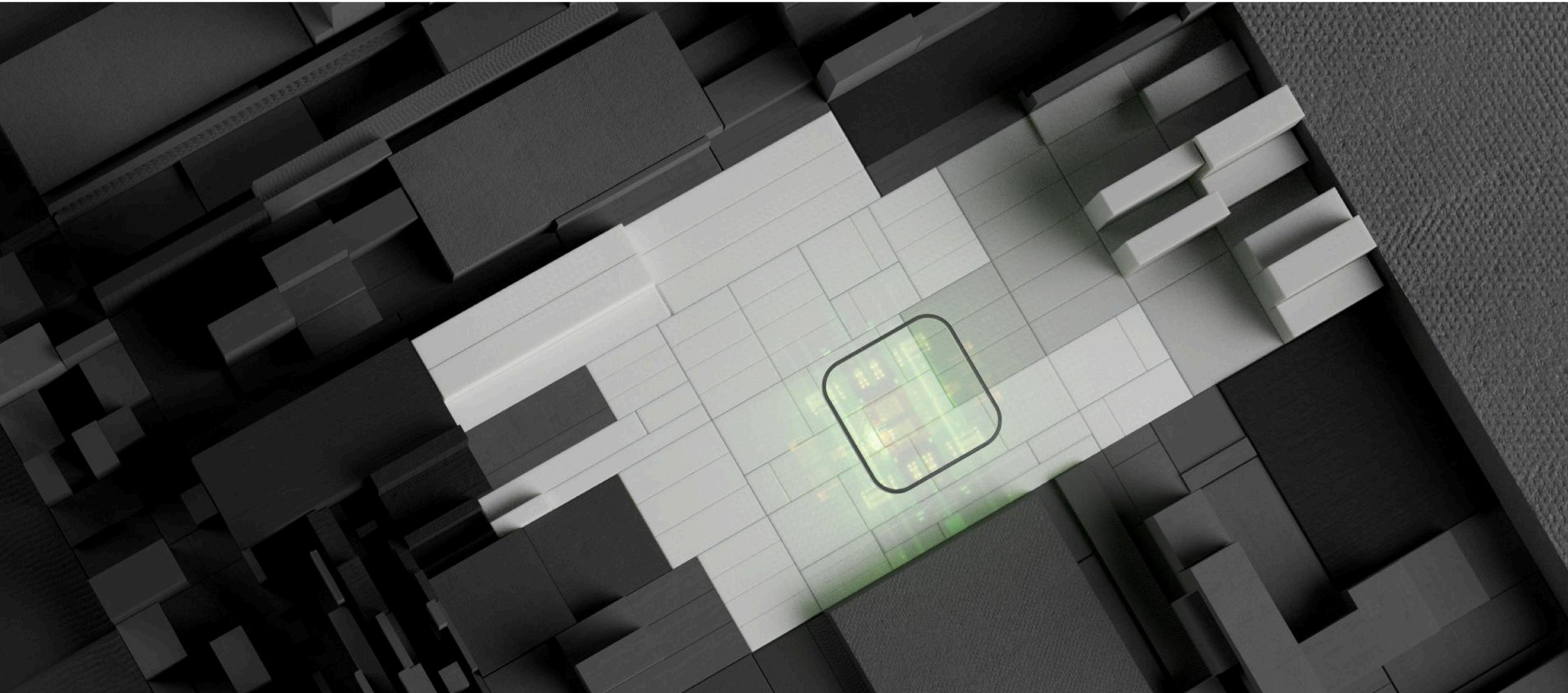
We use a structured approach to client interactions to set clear expectations, improve coordination, and strengthen collaboration across the project lifecycle. This enables our teams to adapt quickly to changing requirements while maintaining consistent quality.

Our established supply chain and internal quality processes ensure consistent control across every stage of solution development. Through defined operational standards, reliable partnerships, and continuous monitoring, Computools ensures all products and services meet high technical and performance standards.



PART 9

SUSTAINABLE DEVELOPMENT GOALS (SDGS)



ENSURING HEALTHY LIFESTYLES AND PROMOTING WELL-BEING FOR ALL AT ALL AGES



Computools is dedicated to making a positive impact on employees, the environment, and society through corporate social responsibility initiatives. Our team supports vulnerable groups, including children’s rehabilitation centers, orphanages, and animal shelters. Alongside financial contributions to charitable organizations, employees regularly participate in social initiatives and volunteer events that strengthen community engagement and support.

The company prioritizes employee well-being and a healthy work–life balance. Management fosters a culture that supports physical and mental health by providing office spaces for exercise, relaxation, and team activities, creating a healthier and more engaging work environment.

To support an active lifestyle, Computools partners with sports clubs and swimming pools to offer employees discounted access to fitness and swimming facilities. The company also expands flexible work options, enabling many employees to work remotely and prioritize their safety and well-being.

During Russia’s full-scale invasion of Ukraine, Computools maintained remote work arrangements and provided additional support to employees relocating to safer regions. These efforts ensured team stability and allowed the company to continue operating responsibly during challenging times.

ENSURING INCLUSIVE AND EQUITABLE QUALITY EDUCATION & PROMOTING LIFELONG LEARNING OPPORTUNITIES FOR ALL



Computools recognizes the importance of educated, motivated young people in shaping the future. The company supports educational initiatives by bringing modern technologies to schools and organizing lectures, workshops, and specialized courses for university students pursuing IT careers.

These programs offer participants practical insights into the technology industry and learning opportunities from experienced professionals. Computools also provides mentorship and, for top participants, potential career opportunities upon course completion.

Until February 24, 2022, the company engaged high school students through educational visits to Computools’ offices, giving them the chance to experience a technology work environment and explore IT career paths.

GENDER EQUALITY AND SUPPORT FOR PEOPLE WITH DISABILITIES



Computools is committed to human values, with a strong emphasis on gender equality and inclusive workplace practices. In 2025, women hold about 57% of managerial roles, demonstrating our dedication to equal opportunities in leadership and professional growth.

The company uses a merit-based hiring process, selecting candidates for their skills, expertise, and potential. We work to maintain balanced gender representation across teams and ensure equal access to career advancement and leadership, including in technical roles.

Computools supports workplace inclusion by recruiting individuals with disabilities and offering flexible work arrangements to meet their needs. These efforts help create a diverse and supportive environment where every employee can succeed.

BUILDING SUSTAINABLE INFRASTRUCTURE AND FOSTERING INNOVATION



Computools designs its workspaces to enhance productivity and employee well-being. Our offices feature dedicated areas for focused work, relaxation, dining, meetings, and light exercise, providing a balanced environment that supports comfort throughout the workday.

We understand that fresh air and open spaces are essential for energy, creativity, and well-being. Our offices feature open layouts and comfortable shared areas that foster collaboration and a positive work environment.

We maintain clean, organized workstations to support a healthy and efficient environment. To help employees relax, our offices offer entertainment options like PlayStation consoles and board games, encouraging team members to unwind during breaks or connect after work.

CONTACTS



<p>USA (HQ) New York, 430 Park Ave, NY 10022 Email: jv@computools.com Phone: +1 917 348 7243</p>	<p>USA Miami, 78 SW 7th St, FL 33130 Email: vv@computools.com</p>	<p>UNITED KINGDOM London, Second Floor Office, 10 St Bride Street, EC4A 4AD Email: os@computools.com Phone: +44 (0) 793 9311 355</p>	<p>NORWAY Oslo, Haakon VII's Gate 5, 0161 Email: pa@computools.com</p>
<p>GERMANY Berlin, Kemperplatz 1 Mitte D, 10785 Email: ob@computools.com Phone: +43 67 764441977</p>	<p>AUSTRIA Linz, Promenade, 4020 Email: ob@computools.com Phone: +43 67 764441977</p>	<p>ISRAEL Tel Aviv, Shoken St 23, 1st Floor, 69016 Email: ab@computools.com</p>	<p>POLAND (ENGINEERING OFFICE) Warszawa, Al. Jerozolimskie 81, 02-001 Email: os@computools.com Phone: +48 572 407 017</p>
<p>POLAND (ENGINEERING OFFICE) Lodz, Piotrkowska 157A, 90-440 Email: os@computools.com Phone: +48 572 407 017</p>	<p>UKRAINE (ENGINEERING OFFICE) Kyiv, Antonovycha Street, 172 Email: info@computools.com Phone: +38 073 100 0020</p>	<p>UKRAINE (ENGINEERING OFFICE) Zaporizhzhya, Sobornyi Avenue, 160, 69005 Email: info@computools.com Phone: +38 073 100 0020</p>	