

EXPERTISE
BY YOUR SIDE

N-iX

CORPORATE SOCIAL RESPONSIBILITY & SUSTAINABILITY REPORT



Message from CEO

Welcome to N-iX Corporate Social Responsibility & Sustainability Report

At N-iX, we believe that successful companies have a responsibility to develop the communities in which they do business and give back to the society.

As a technology company, we believe that innovations can be used for the common good, and together we can make a difference. As a global business, we feel responsible for the impact that we make both on the global and local levels.

N-iX's corporate social responsibility (CSR) activities reflect our mission and our philosophy of implementing sound business practices. Empathy and openness are among our key values, and we build our policies around them. For N-iX, being responsible means running a sustainable organization, empowering our employees, making a difference in the communities in which we operate, and helping to shape a more sustainable society.

In the current Covid-19 reality, we cannot stand aside while the world and our communities are facing such unprecedented challenges. Our top priority is to keep our employees, customers, and partners safe and support them during these uncertain times.

Sincerely,



CEO and Founder



INTRODUCTION

N-iX is dedicated to the success of our customers, our employees, and the communities in which we conduct business. We act responsibly in providing software development services to our partners worldwide. We contribute innovative technologies, society development programs, fair operating practices, scholarships, and grants to help build a strong community.

The core principle of N-iX social responsibility strategy is “think globally, act locally”.

As a big company (by Ukrainian standards), N-iX supports locally targeted activities to implement and promote socially responsible behavior. We monitor and control our impact on society and environment and follow a set of in-house rules designed for sustainable development.

About this Report

This report covers N-iX initiatives in corporate social responsibility (CSR) governance and practices during 2019-2020. It demonstrates our commitment to our employees, community, environment, and society.

We believe that this information is a faithful representation of our business operations, presented in the context of our social and economic responsibility to our employees, customers, partners, and the communities in which we operate.

Measurable impact in 2019-2020

- 60 educational initiatives supported
- 6 scholarships funded
- 18 tech events supported
- 2,984,441 UAH raised to N-iX Fund for fighting Covid-19
- 8,000 COVID-19 express tests donated
- 150,000 UAH for insurance for healthcare professionals
- 303,780 UAH to supply 2,100 units of medical equipment for healthcare workers in Kyiv and Kyiv region

COMPANY OVERVIEW

ABOUT US

N-iX is an Eastern European software development service company that helps businesses across the globe expand their engineering capabilities and develop successful software products. Founded in 2002, we have come a long way and increased our presence in six countries spanning Europe and the US. With more than 1,100 employees, N-iX offers expert solutions in cloud computing, data analytics, machine learning, business intelligence, embedded software, and IoT, covering a wide variety of sectors including finance, manufacturing, supply chain, telecom, energy, etc.



AWARDS & RECOGNITIONS



PARTNERSHIPS



CERTIFICATIONS



TRUSTED BY



CORE SERVICES

- Team extension
- Software product development
- Big Data & Analytics
- Cloud Native Services
- Software QA & Testing
- Mobile application development
- Game Development & VR
- OpenText & SAP Consulting

COOPERATION MODELS

<p>Solution-based projects</p> <p>Helping large enterprises navigate technology challenges with solution design and practical implementation.</p> <ul style="list-style-type: none"> • Automation of enterprise manual processes • Modernization of legacy infrastructure • Product development from scratch 	<p>Client R&D extension</p> <p>Helping enterprises and tech companies expand development capabilities with high-quality engineering talent.</p> <ul style="list-style-type: none"> • Long-term strategic R&D partnership • Cost-efficient and flexible • Knowledge-based accumulation and retention 	<p>IT Consulting</p> <p>Delivering IT consulting services in the following areas:</p> <ul style="list-style-type: none"> • Application modernization (cloud transformation) • Architecture and code review • Business and technical assessment of projects • Internal audit of the existing projects
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N-iX COVID-19 Response

The global COVID-19 spread has created a new reality for all of us. People, communities, and businesses across the globe are adapting to the new normal and unite to fight the disease.

N-iX took prompt measures in response to COVID-19. Early in March, we introduced new travel and office safety norms to make sure our employees, clients, and other stakeholders are safe. On March 16, we moved almost all of our 1,000 people to work from home and will work in such a setup until the end of the quarantine. As a technology-native company used to working in distributed teams, N-iX has switched to remote work mode smoothly without any significant challenges. Now we are delivering projects and quality service remotely without any disruptions.

We have taken important decisions and significant steps to ensure our business continuity and get through this together as a team. We started working on our contingency plan early, just as the virus got into Europe. All company management works daily on adjusting our strategy to ensure organizational resilience and continued operations for our partners across the globe. Therefore, N-iX is fully prepared for the challenges every business is facing right now, and the outlook for the company's stability is very strong.

As a responsible business, N-iX has joined the global fight against COVID-19, as the threat we are all facing today requires all of us to do our part and help those who need it the most. Our company donated \$70,000 and supplied 10,000 test kits to the communities where N-iX operates. Additionally, N-iX has launched a fundraising campaign among the employees so they can also contribute to the cause.

Even though we are now distanced from our colleagues, we stay in touch, support each other, and continue delivering value to our clients. As it always happens, these uncertain times will pass, together we will come out of this stronger and see a new period of growth and success.

APPROACH TO CORPORATE SOCIAL RESPONSIBILITY

CSR activities address three broad themes with the goal of improving the overall economic, social, and environmental situation in the areas of the company's operation. At N-iX, we dedicate special attention to improving our corporate governance and ethics strategy, talent development strategy, and community development strategy.

Talent Development

Here at N-iX, we focus on the professional development of our employees. We offer a range of professional development tools (PDTs). They include technical evaluation, a mentorship program, internal training, professional certification as well as professional conferences and programs. We also make sure that our employees are proficient in foreign languages to be able to communicate with customers across the globe and offer them partial reimbursement of language courses.

All N-iX employees and their family members have free access to professional medical aid from our corporate in-house doctor. We are a family-friendly company, encouraging employees to invite their kids and spouses to corporate events and celebrations.



Community Development

We understand that the company can't grow without developing local communities. We realize the importance of investing in education, supporting charity initiatives, developing the local infrastructures. In 2018, we started N-iX Charity Fund, so now everyone at N-iX can contribute and make a difference.

Empowering Diversity

At N-iX, we value our applicants, employees, customers, and partners for their diversity. We hire and cooperate with people based only on their professional qualities creating an inclusive work environment.

We are proud that in the predominantly male IT community, at N-iX almost 1/3 of our employees are female. They work both in management and software development departments.

N-iX is a global company that has clients and employees all over the world. And we do our best to bring our business above cultural and geographic boundaries, ensuring that we attract the best talent to help our clients achieve success.

We strive to build diverse teams to deliver value to the client. We gather people with different expertise from different locations based on the client's needs. We also make sure that our employees collaborate and share their knowledge across the organization, helping us stay relevant to our clients.

At N-iX, we pay due respect for the variety of cultures and cultivate meaningful relationships. We aim to create an inclusive culture in the company to make everyone feel welcome.



Improving Education

N-iX cooperates closely with schools and universities, promotes the IT profession among youth, and supports professional training. Our broader goal is to make Lviv, Kyiv and other cities where we operate comfortable places for young engineers to live and work.

The IT sector in Ukraine is going through a transformation from IT outsourcing services to research, innovation, and the transformation of businesses. So IT education demands new skills. We believe that it is our responsibility to support the environment in which people will grow and can independently create new products and services.

GOVERNANCE AND ETHICS

Organizational Governance

At N-iX we are determined to ensure that our businesses operate in an ethical, sound and responsible manner. Our organizational governance is based on principles of accountability, transparency, ethical behavior, respect for stakeholder interests, respect for the rule of law, respect for international norms of behavior and respect for human rights.



N-iX and its management are committed to promoting a culture of integrity and honesty and encourage employees to participate in creating and maintaining this culture. This commitment enables N-iX to advance social and environmental responsibility and business ethics.

Creating Value for the Client

When building relationships with our Clients, we pursue two main goals: we aspire to enable clients become high-performance businesses and create long-term relationships by being responsive, and by consistently delivering value through innovation and relevant technological solutions.

- We strive to help our clients become high-performance businesses. From the start, we seek to understand our clients' underlying interests and tailor our sales strategy and technology expertise to meet clients' business objectives. We focus on developing an individual approach to each of our clients by listening to their needs and understanding their aspirations and diverse cultures.
- We act in a client's best interests, yet we never consent to those client's requirements which may contradict our business ethics policies and we never engage in the projects which assume development of insecure or abusive products.
- We seek long-term collaborative relationships by being constantly responsive and

relevant to clients under changing business conditions and evolving technologies.

- We aim to sustain high performance by being proactive in the relentless assessment of business and development cycles, changes in the global markets and novelties in the technology world.
- We build on our excellent experience across technologies and industries because our people are devoted to their areas of expertise. At N-iX we depend on the innovative spirit of our people to generate improvements—the differentiated architectures, systems, methods and applications that fuel our growth as we reuse and redefine these valuable assets.
- At N-iX we are aware of our capabilities and limits, therefore we commit only to what we can actually deliver and we deliver on our commitments. We also have clear understanding that value of our services and products comes from well-planned and timely executed work, and in front of our clients, we keep being transparent about challenges we may face.

Information Security and Privacy

N-iX pays great attention to data protection, information security, and customer privacy. N-iX Information security management system is certified to meet ISO 27001:2013.

We respect the intellectual property rights of our employees and clients and protect our own intellectual property.

When people join N-iX, they sign an employment agreement in which they accept specific obligations relating to intellectual property. For example, they assign to N-iX all of their rights in certain intellectual property they develop. This intellectual property includes such things as ideas, inventions, software, templates, publications and other materials relating to N-iX current or anticipated offerings, business, research or development. Subject to the laws of each country, this applies no matter where or when—at work or after hours—they create such intellectual property. They must disclose this intellectual property to N-iX and protect it.

When partnering with clients around the globe, we clearly state in the contract that the client has the right for any intellectual property that is created during the execution of the contract when all invoices have been paid in full by the client.



At N-iX, we are careful about not infringing any legal limitations when copying, reproducing, or transmitting protected materials, including writing, artwork, video or photo artefacts, and software (whole or in parts) unless we have the permission or a license.

Data security

All achievements of our business are based on a strong relationship of mutual respect, reliability, and fairness with our clients, partners and suppliers. To keep strong long-lasting relationships we also expect our clients, partners and suppliers to treat us respectfully.

We always strive to present our qualities and professional expertise in authentic and honest way – whether it is our marketing activities or any other communication or interaction with our existing or potential clients.

We protect our clients' and partners' confidential information. When we receive confidential information or sensitive data from a client or partner, we make sure we understand our legal obligations and use and share others' information strictly as permitted. Even after leaving employment at N-iX, our employees are responsible for keeping confidential information (both N-iX's or of our clients) properly protected and none of our former employees may use or disclose it without authorization.

We respect the intellectual property rights of our clients and partners and protect our own intellectual property. At N-iX we are careful about not infringing any legal limitations when copying, reproducing or transmitting protected materials, including writing, artwork, video or photo artefacts, and software (whole or in parts) unless we have permission or license.

We also use electronic technology responsibly and professionally: we secure our technology devices through security software and configurations. We do not install software or modify configurations that may compromise our technology's security.

We expect our independent contractors, consultants, and suppliers to understand and comply with general national laws and regulations applicable to their jobs as well as rules of N-iX Code of Conduct under the risk of termination of their relations in case of legal violations.

Labor Practices

In its employment policies, N-iX complies with all relevant national labor and employment laws and regulations as well as strives to adhere to the best international employment practices.

As a part of social responsibility strategy, we pay a fair wage to your employees, provide a safe and comfortable work environment and maintain a healthy balance between life and work.

N-iX core labor principles include:

- Employment by free choice
- No forced or compulsory labor
- Prohibition of child labor
- Professional and soft-skills development
- Abolition of discrimination
- Observation of legally required employment conditions

All N-iX employees must comply with the Code of Conduct and internal policy requirements and restrictions, including pre-approval requirements, when giving or receiving gifts, entertainment (including meals) or travel to or from a Third Party. We discourage N-iX independent contractors and suppliers from giving any gifts to our employees and appreciate their support on this request.

Any N-iX employee if having some ethical or compliance concern about N-iX or company's Third Party is encouraged to report their concern promptly by providing all possible details, dates, names regarding a particular event or situation. All concerns should be reported by creating a special ticket at the service desk on the company's internal portal which allows to inform of any ethical issues confidentially. After report submitted, objective N-iX team will conduct a prompt review of the issue and take appropriate actions based on the findings.

Fair Operating Practices

At N-iX we are working with company culture and values so that ethical behavior is promoted.

N-iX is an open and transparent company acting with regard to compliance and placing priority on preventing corruption and observing ethical and legal requirements. We pursue fair business practices, which include the creation of mutually favorable business relations with our customers as well as protection of and respect for intellectual properties.

N-iX operating rules:

- We respect confidential information
- We never develop insecure or abusive products
- We support governmental and civil anti-corruption initiatives
- We follow free market competition rules
- We respect our business partners and customers and co-operate in a fair manner.
- We never engage in speculative transactions
- We reject requests from antisocial individuals or organizations

Legal Compliance and Anti-Corruption Policy

As the company that operates on the global markets, N-iX complies with the laws of many countries in which it may conduct its business. We are each responsible for knowing and following all applicable laws and regulations. Also being rooted in Ukraine which is still battling with its Soviet legacy to strengthen democratic institutions, we support all the anti-corruption initiatives of the legitimate government, related NGOs, and interested professional networks.

At N-iX, we prohibit offering or taking anything of value including bribes, facilitating payments, donations, travel, gifts, entertainment, etc. in order to obtain or keep business or to secure some other improper advantage.

We expect our employees to share our commitment to integrity and understand the importance of building and maintaining trust with our customers, governments, representatives, and each other.

At N-iX, we strictly comply with national anti-corruption laws and do not tolerate bribes, fraud or facilitating payment.

N-iX also focuses on transparency and authenticity when it comes to our policy regarding exchange or provision of gifts, entertainment (including meals), or travel. At N-iX, we avoid any situations when presenting or receiving gifts, entertainment (including meals), or travel can be viewed as a bribe or may create a real or apparent conflict of interests under applicable laws or international standards. Therefore, we strictly follow several principles when giving or receiving gifts, entertainment (including meals), or travel. Also, we expect all companies or individuals who act as business intermediaries on behalf of N-iX (“Third Parties”) to comply with our Code of Conduct, in particular regarding gift giving/receiving rules, irrespective of local business practices or social customs:

Compliance with Applicable Law: When giving or receiving gifts, entertainment (including meals), or travel in connection with any business we cooperate with, N-iX or any Third Party acting as an intermediary on behalf of N-iX must comply with applicable local anti-corruption laws and best international anti-corruption practices.

Business Purpose: All gifts, entertainment (including meals), or travel must be for a legitimate purpose, such as to validly promote, demonstrate, or explain N-iX services, products, or policies.

No Improper Influence: Presentation of gifts, entertainment (including meals), or travel must not place the recipient under any obligation. None of N-iX team members or any third party, related to our business must offer or give anything of value with the intention to improperly influence any act or objective business decision of the recipient in N-iX or client’s company favor.

Open act: All gifts, entertainment (including meals), or travel must be given or received in an open and transparent manner.

Appropriate and Reasonable in Value: The nature of the gifts, entertainment (including meals), or travel must be appropriate to the business relationship and local customs, and not cause embarrassment by its disclosure. All the gifts must be reasonable in value and neither lavish nor excessive.

Accurately Recorded: We must record in an accurate and timely manner all the gifts, entertainment, and expenses for travel provided on N-iX’s behalf.

Gift Exchange with Government Officials: None of N-iX employees may offer or provide any gifts, entertainment, and travel on N-iX's behalf to a government official (including employees of government agencies, public institutions and state-owned enterprises) without prior approval from N-iX. Approval will be provided only in limited circumstances and, in most cases, will require the approval of the N-iX Legal department. All gifts, entertainment, and travel provided on N-iX's behalf to a government official must be properly recorded, with appropriate receipts, or accurate documentation.

If an N-iX employee has some ethical or compliance concerns about N-iX or company's Third Party, they are encouraged to report their concerns promptly by providing all possible details, dates, names regarding a particular event or situation. They can create a ticket in the service desk on the company's internal portal which allows informing of any issues confidentiality. After the ticket is submitted, N-iX team of experts will conduct a prompt review of the issue and take appropriate actions based on the findings.

Environmental Sustainability

N-iX is an eco-friendly company and is committed to worldwide leadership in environmental protection. We undertake specific actions to reduce our impact on the environment. Our services are with low environmental impact. As a medium-sized company, we support local initiatives to promote environmentally-friendly behavior of our personnel and follow a set of in-house rules designed to protect the environment.

Our goals are as follows:

- To promote sustainability and environmental awareness at all levels in our company.
- To minimize the carbon footprint (CO₂ emissions) of our business activities.
- To develop waste management strategies that encourage recycling and waste minimization.
- To improve the energy efficiency of our corporate facilities.
- To continue to promote and invest in alternatives to business travel.
- To review our policy on a regular basis, communicate it and encourage feedback.

Policy implementation actions

In order to meet our goals of becoming ever more environmentally friendly, we take the following actions:

- We minimized the use of paper in our everyday workflow by leveraging mobile apps and online tools.
- We recycle paper and purchase recycled paper and green office stationery.
- We implement default double-sided printing.
- We encourage cycling to work by providing secure bike parking.
- Instead of meeting in person, we travel less and get meetings done more by leveraging VoIP technologies (e.g. Google Meet, Skype, etc.).
- We ensure that boilers, AC units and radiators are properly maintained through annual service.
- We participate in the Ukrainian voluntary initiative for used batteries utilization (<http://batareiky.in.ua/>) placing containers for used power elements collection in every office facility.

The company has internal feedback policies that engage our people on a regular basis to help identify ways in which N-IX can improve its work in the local communities to minimize our environmental impact. Based on the regular feedback from the personnel, we frequently revise and improve our policy implementation action list.

To promote environmental awareness the company also holds internal events, such as tree planting.



N-iXers planting trees near Lviv HQ office.



TALENT DEVELOPMENT

N-iX is one of the fastest-growing technology companies in Ukraine. Over the past two years, the company grew from 700 to 1,000 people.

The success of our company is driven by the knowledge, skills, integrity, and engagement of our employees. At N-iX we believe people are best able to take on challenges when they are part of a diverse and creative environment, with infrastructure in place to readily support their needs.

N-iX operates with respect to human rights set by the International Bill of Human Rights and principles of diversity and equality. We treat each other with respect, maintain a safe and non-threatening workplace and do not tolerate harassment or disrespectful behavior of any kind.

We are a family-friendly company, encouraging employees to bring their kids and spouses on corporate events and celebrations. One of the great traditions - St. Nickolas Day aimed to help parents working at N-iX to share the magic of the holiday with their kids.

Professional Development

We believe in providing employees and leaders with the opportunities to grow both personally and professionally. Thus N-iX offers its employees access to education and training, as well as exposure to new opportunities.



Project Assignment



Opportunity to switch to the different project



Business Trips



Performance Appraisal



Individual Development Plan

The company also provides partial financial support to the executive's managers enrolled in MBA program of LvBS.

The company supports our employees in earning domestic and international professional certifications. 25% covered by the

Company by default for all other trainings/conferences indirectly contributing to professional growth, e.g. soft skills training, specific language trainings etc. Company share costs of training with employee on 50/50 basis if training directly refers to one's job role (Delivery Director/Manager or Department Director approval required). 75% is applicable for training/education programs recommended by the Company. N-iX covers 100% of successfully passed certification of such vendors as Microsoft, ISTQB, Linux, Sun, Scrum Alliance by default or 75%, if certification you are about to pass is not in the list.

We also focus on serious investment in the professional development of our employees by offering internal professional training options, supporting their further education, participation in the professional advanced workshops, conferences, etc. We also make sure that our employees are proficient in current global key languages of communication by offering internal language courses coverage.

Mentorship

At N-iX, we believe mentorship is a powerful tool to help people grow. Like many companies, we have mentorship within a project when more experienced professionals coach and mentor less experienced ones. Still, there are many cases when the person's needs and interests go beyond the collective expertise available on your project.

For this purpose, we have launched a personalized cross-company mentorship to help anyone in the company address their biggest challenges and benefit from working in a large company with over 1,000 specialists.



Piloted several months ago, with over a dozen alumni, the mentorship program addresses the key milestones in anyone's career when help is most needed.

Yurii Mysak and Volodymyr Tatsakovych – N-iXers who took part in the mentorship program.

Benefits

Healthcare & Sport Program

Healthcare and Sport Program consists of 2 packages which person can choose from during a year: medical insurance or healthcare and sport compensation.

Medical Insurance program at N-iX includes:

- Ambulatory care
- Stationary care
- Ambulance
- Medicines
- Ophthalmology
- Massage recommended by a doctor (10 sessions per year)

Sport & Healthcare Compensations

The company reimburses all sport activities and medical services, including doctor visits, surgery, hospital care, dentistry, massage.

Once the employees complete the trial period, they become eligible to use Healthcare & Sport Compensations.

Language Courses

N-iX encourages you to continue developing your English skills through **Regular Courses** and **Individual Lessons**, face-to-face and by phone or Skype. Also the company offers English speaking club with the native speaker.

Corporate Doctor

Corporate therapist conducts individual receptions in the office. It is recommended that the employees address with the following issues:

- consultation need due to bad health condition
- recommendations regarding peculiar specialist' contact, or applying to specific medical institution
- health problem with family members (they can come to the office)

Massage Room

Massage request is based on a preliminary agreement with massage therapists according to their work schedule.

Discounts

N-iX LLC is a member of the IT-BPO cluster, which brings its dividends to staff. IT-BPO cluster has developed a loyalty program for employees of companies-members – IT-BPO Club. Since N-iX is an active member of the cluster, every contractor receives a Member IT-BPO club card.

Human Rights

N-iX operates with respect to human rights set by the International Bill of Human Rights and principles of diversity and equality. All N-iX employees are treated equally in recruitment, job assignment, training, promotion, compensation and termination of employment with no regard to gender, race, religion or political preferences. Workplace discrimination is strictly prohibited at N-iX.

We provide all employees and applicants with equal opportunities. We do not discriminate against people on the basis of their race, age, marital status, gender identity, religion, political affiliation, or any other characteristic. Workplace discrimination is strictly prohibited at N-iX. We also create reasonable accommodations for disabled people and applicants in our workspace.

All N-iX employees and their family members have free access to professional medical aid from our corporate in-house doctor. We are a family-friendly company, encouraging employees to invite their kids and spouses to corporate events and celebrations.

Diversity

At N-iX, we value our applicants, employees, customers, and partners for their diversity. We hire and cooperate with people based only on their professional qualities creating an inclusive work environment.

We are proud that in the predominantly male IT community, at N-iX almost 1/3 of our employees are female. They work both in management and software development departments.

N-iX is a global company that has clients and employees all over the world. And we do our best to bring our business above cultural and geographic boundaries, ensuring that we attract the best talent to help our clients achieve success.

We strive to build diverse teams to deliver value to the client. We gather people with different expertise from different locations based on the client's needs. We also make sure that our employees collaborate and share their knowledge across the organization, helping us stay relevant to our clients.

At N-iX, we pay due respect for the variety of cultures and cultivate meaningful relationships. We aim to create an inclusive culture in the company to make everyone feel welcome.

Use of the company's equipment

N-iX provides its employees with a variety of valuable assets to help them perform their work on behalf of N-iX at the highest level. These assets include computer equipment, mobile devices, communications platforms and equipment, software, office and electronic equipment, and facilities. N-iX personnel are expected to use these assets with care in the manner intended. N-iX assets are the property of the company and are provided for business use. While we recognize that personal use occurs, it should not be excessive and should not interfere with the performance of your business duties.

Anti-harassment policy

At N-iX, we strongly disapprove and do not tolerate harassment and disrespectful behavior. Harassment can take many forms, including abusive and bullying behavior, inappropriate comments and unfounded criticisms, retaliation, excessive

swearing or shouting, repeated and blatant disregard for employees' personal time and commitments, or unwanted physical touching.

If N-iX employee believes they have experienced or witnessed harassment or other disrespectful behavior, we encourage them to raise their concerns. They should create a ticket in our service desk on the company's internal portal (this allows you to inform of any ethical issues confidentially) or report an issue to their direct manager, supervisor, or an HR Business Partner.

Non-retaliation policy

N-iX doesn't tolerate threats or acts of retaliation against employees who report an issue or participate in the investigation of a possible violation of our Code of Conduct. If you believe you are being retaliated against, please contact our HR and Legal departments.

Consumer Issues

N-iX follows general social responsibility standards regarding consumer issues using fair, transparent and helpful marketing information, transparent contractual processes and protecting data and privacy.

We are not engaging in any deceptive, misleading, fraudulent or unfair business practices both with or partners and customers.

Our contracts are written in clear, legible and understandable language, in accordance with Ukrainian international legal standards and do not include unfair or ambiguous contract terms, hidden costs or volatile conditions.

We inform customers about the possible risks and any issues that can influence our contractual obligations.

Constant workplace environment improvements

N-iX conducts the Employee Satisfaction Surveys on a regular basis, to provide the best working conditions.

Health and safety

At N-iX, we are committed to the health and safety of our employees and everyone who is assigned to perform work or services for N-iX. Protection of employees from injury or occupational disease is a major continuing objective of

our company. We strive for continuing accident-free workplace through effective administration and training.

All supervisors, employees, and subcontractors must protect their own and fellow co-workers' health and safety by working in compliance with the National Occupational Health Regulations and all applicable safety practices established by the company. We make sure that every new employee has received necessary safety introductory training and is aware of safety rules at the company before they start their work with the company. Supervisors are responsible to ensure that equipment and other technical devices required for use by each worker are safe and that each employee works in compliance with established safe work practices and procedures for each piece of equipment.

We clearly understand that the success of our company is dependent on the health of our employees and safety of our workforce. The company ensures that necessary precautions will be taken for the protection of all employees under any circumstances. No job is to be regarded so urgent that time cannot be taken to do it in a safe manner.

At N-iX, we promote healthy lifestyles for our employees and offer an insurance program as well as a good compensation package for sport and health. Also, the company initiates regular first aid training and fire drills. Besides, N-iX offers in-house massage service and sports training to add to the well-being of our employees.

COMMUNITY INVOLVEMENT AND DEVELOPMENT

N-iX has a good reputation as a responsible organization, and we constantly try to improve our standing by exploring new social opportunities, especially in education and environmental sustainability as well as by supporting local charity initiatives.



N-iX is deeply involved in educational initiatives:

“We don’t only have to provide students with knowledge in IT, but also the ability and skills needed on the market. We also need to create an environment where people can grow independently and create new products and services.”

Andrew Pavliv
N-iX CEO and Founder

For over 10 years, N-iX has actively participated in the development of a local tech community and our primary focus is to develop the human capital. The projects include close cooperation with schools and universities, promotion of IT professions among youth, professional training, etc.

The IT sector in Ukraine is going through a transformation from IT outsourcing services to research, innovation, and the transformation of businesses. We believe that it is our responsibility to support environment in which people will grow and can independently create new products and services.

Key Projects N-iX Contributed to in 2019–2020

N-iX Innovation Labs

In 2020 N-iX has opened Innovation Labs at two Ukrainian universities – National University of Kyiv-Mohyla Academy (NaUKMA) and Ivan Franko National University of Lviv. This is the second Innovation Lab opened by the company at the Ivan Franko National University of Lviv. The first one, equipped with 24 workplaces, has been running since September 2017. Prior to that, N-iX has

equipped two Innovation Labs at Lviv Polytechnic National University. First, the company sponsored the creation of the Artificial Intelligence Lab.



Another N-iX Lab at Lviv Polytechnic opened in 2019. In addition to that, N-iX joined Lviv IT Cluster to open IoT Lab in 2018. The lab functions within the IoT program, which was organized by Lviv IT Cluster in collaboration with N-iX and other local IT companies. Also, the Faculty of Applied Sciences at the Ukrainian Catholic University launched a GameDev and VR club and we supported them in this initiative by providing the VR equipment.

N-iX Fund for Fighting COVID-19: supplying local communities with SARS-COV-2 test kits and supporting healthcare professionals

- March - N-iX created a charity Fund for fighting Covid-19 with 50/50 contribution from N-iXers and the company.
- April - donated 8000 SARS-COV-2 express test kits in Lviv and Kyiv regions.
- May - supported the United for Health project by Lviv IT Cluster and donated UAH 150,000 to fund the insurance for healthcare professionals in Lviv and the region.
- May - helped Lviv Regional State Administration and Lviv City Council to develop an interactive map of Covid-19 spread in Lviv and the region.
- June - joined the #AntiVirus project of the IT Ukraine Association and donated UAH 303, 780 to order 2,100 units of PPE for three medical institutions in Kyiv.
- 1 489 424 UAH was donated by N-iX employees. N-iX and its founders doubled the raised funds to 2,984,441 UAH in total.

Join IT

N-iX joined educational initiatives for promoting the IT-industry among children and teenagers. Association IT Ukraine organizes meetings of professionals with high-school students around the country. Our goal is to tell young people about the benefits of working in this sphere, so they become motivated to work in the industry.



N-iX Charity Fund: changing lives and society by expanding access to quality education.

- N-iX Charity Fund=50% donated by N-iXers+50% added by the company.
- Fundraising campaigns among N-iXers during company events + the company and its N-iX CEO Andrew Pavliv double the raised funds.
- N-iXers donated more than 250,000 UAH to support education development

Scholarships for UCU Students

- Supporting the best students at the Computer Science Program of the Ukrainian Catholic University.
- 4 students got scholarships in 2019.
- Preparation courses for External independent evaluation



Preparation courses for External independent evaluation

N-iX collected funds for orphan teens and teens from families that cannot afford preparation course. With N-iXers help we covered the teens' training at the Ukrainian Catholic University.

Support for UCU students participating in Queen's challenge

The team of students of the MS in Computer Science with specialization in Data Science of the Ukrainian Catholic University (UCU) won the first place in the international competition 2017 Queen's International Innovation Challenge. The students' trip to the Queen's International Innovation Challenge was supported by the Ukrainian Catholic University and N-iX (for the second year in a row).

IT Challenge Competition

This is a school IT competition for talented students organized by Lviv IT Cluster, Lviv City Council, and Lviv Polytechnic National University. For 3 years in a row, Lviv IT Cluster has granted scholarships for the winners and new computer labs for the winning schools.



IT Mykolay

IT Mykolay is the annual charity initiative of tech companies dedicated to the St. Nicholas Day, aimed to help young cancer survivors and children with special needs.

Already seven years in a row the charity fund "Kryla Nadiyi" is organizing IT-Mykolay together with Lviv IT community. Every year, the fund is

fundraising money to buy medical equipment for the Western Ukrainian Specialized Children's Medical Centre to improve the quality of medical services, the chances of timely diagnostics, adequate treatment and fast recovery of little patients. Besides, our employees give Christmas presents to orphans every year.

Easter Eggs Workshop

For this masterclass the company has invited craftsmats from "Plast". All the money raised were transferred to Plast development.



Vyshyvanka Day

In 2019, N-iX organized a market with Ukrainian brands. The brands donated from 10% to 50% from the profit for scholarships for talented UCU students who can't afford the education in this university.

Infrastructure projects

N-iX also contributes to local infrastructure projects. One of them is IT House - [the first infrastructure project](#) developed by Lviv IT Cluster. In order to raise living standards of tech professionals, Lviv tech companies together with the City Council are building a new residential area for local IT professionals. It is a unique case for Ukraine, and IT House could inspire similar projects in other regions. The initiative drives attention to the needs of IT professionals and brings important social changes by providing comfortable and affordable accommodation.



IT Arena

In 2018 and 2019, N-iX was an exclusive partner of IT Arena, the biggest tech conference in Ukraine. During the IT Arena 2019, the company organized seven meetups with N-iX experts sharing the insights about the company's projects and latest tech trends.

Garage 48 Hackathons and startups support

N-iX together with the Estonian Partners hosts Garage 48 hackathon five years in a row, bringing world-class mentors to Lviv. The winners of the last hackathon received a special prize from the N-iX Fund. The winner team got awarded with €1,000 as well as all-inclusive travel to Estonia, supported by Archimedes and Study in Estonia. Also, we had a special prize for the Most Educational Solution and the winning team was awarded with \$1,000 from N-iX Charity Fund.



Supporting tech events

In 2018-2019, N-iX took part in and supported a number of conferences, such as JS Fest, Dot NET Fest 2019, Games Gathering, Engineering Job Fair, EduHack, UCU Job Fair, etc.

SQLSaturday Lviv 2019

SQLSaturday is the largest free data conference in Western Ukraine that covers 3 lecture streams and 15 experienced speakers from Europe. N-iX supported

SQLSaturday Lviv 2019 as a silver sponsor.



Data Science UA

Data Science UA conference brought together enthusiasts and experts passionate about Data Science. N-iX was glad to attend the conference as a Silver Partner and talk about our projects. Also, our expert Ihar Rubanau gladly shared his experience and discussed best practices with the community.

IT Awards

Two N-iXers got in the finale of 2019 Ukrainian IT Awards! This independent award chooses the best professionals in the Ukrainian IT industry. Our experts have made it to the final stage of the selection in the Project Management nomination and in the DevOps nomination.

Hack the New World hackathon

N-iX has supported Hack the New World hackathon organized by IT Arena in cooperation with Lviv Tech Angels, Lviv City Council, and other partners. The hackathon took place online on May 15-17 when software engineers, designers, innovators, and entrepreneurs tried to solve the most urgent problems of the new post COVID world.

Hack the New World hackathon brought together 181 participants, 24 mentors, and 16 judges united by the idea of finding tech solutions that could help people, businesses, and local communities in the post-quarantine period. The teams addressed such issues as maintaining business continuity, safe interaction and social distancing, logistics difficulties, to name a few.