COMPUTOOLS

COMPUTOOLS LLC
CORPORATE SOCIAL RESPONSIBILITY REPORT 2019
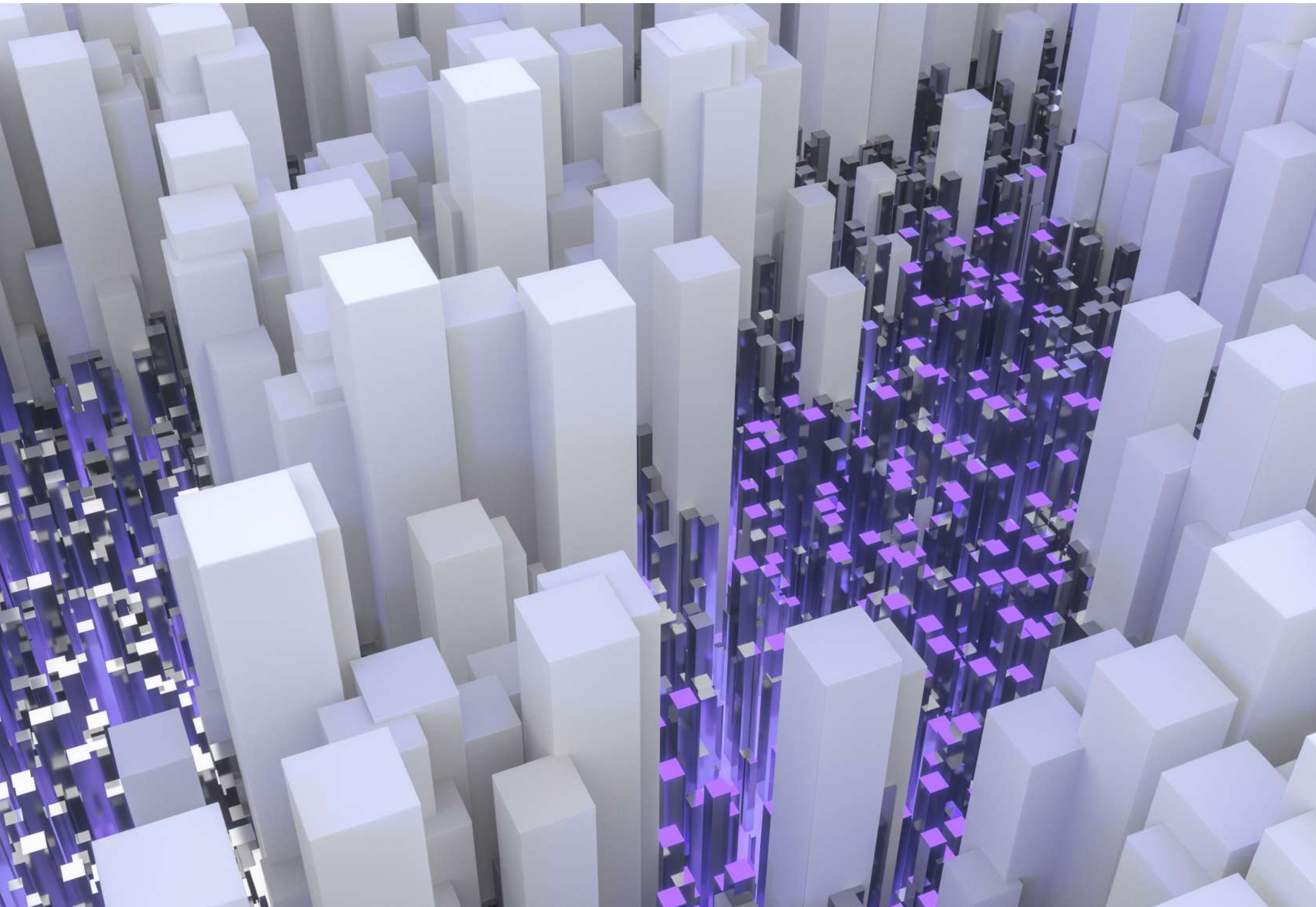
TABLE OF CONTENTS

COMPANY OVERVIEW

COMPUTOOLS LLC IS A GLOBAL INNOVATIVE SOFTWARE SOLUTIONS PROVIDER FOR THE CONSUMER SERVICES, RETAILING, FINANCIALS, HEALTH CARE INDUSTRIES. TODAY, THE COMPANY CONSISTS OF MORE THAN 180 IT PROFESSIONALS WHO DEVELOP AND SUPPORT THE DIGITAL SIDE OF CLIENT BUSINESSES TO SERVE MILLIONS OF THEIR CUSTOMERS AROUND THE WORLD.

THE COMPANY OFFERS SERVICES OF SOFTWARE SOLUTIONS DEVELOPMENT IN THE FOLLOWING AREAS:

1.	2.	3.	4.
Web app development	Mobile app development	Windows/Mac/Linux App Development	IoT solutions development
5.	6.	7.	8.
Technologies & Frameworks	Big Data	Artificial Intelligence	Cloud Solutions

Computools LLC is a full-cycle company, its specialists are competent in providing services from IT consulting, creating architecture and design to the development, launch and maintenance of a product (application or software).

The main work principle is the constant pursuit of excellence. Even at the stage of discussing the project, the company's specialists develop the best way to implement the task, based on experience and turnkey solutions in business domains.

The secret of Computools success and sustainable growth lies in the constant transformation and increase of maturity of internal processes, as well as systematic work with staff (additional training and advanced training of employees).

During its existence, Computools received **IMP³rove Assisted Assessment Certificate** that determines the innovative potential of the company. Also clutch.co as an independent research agency recognized Computools one of the **Top Software Developers**.

IMProve Academy

Certificate ★ ★ ★

Clutch
Firms that deliver

Top Software Developers 2019

COMPUTOOLS BRAND HISTORY

The history of the brand 'Computools' is the path of success, transformation and innovation, which began **in 2000**. **Computools Brand** was bought by Sergii Tymchuk (actual President and CEO of Computools and Computools Global) with all ownership **in 2013**.

Since then was founded company Computools LLC. At the very beginning, it was only a small startup of 4 IT engineers, based in Zaporizhzhia, Ukraine.

Every year the staff of professional developers, sales managers, and marketers increases; the stack of technologies and customer base also expand. But the main engine of development: the delivering of high-quality innovative solutions for customers of various kinds: start-ups and small businesses, medium-sized companies and large enterprises.

Striving to provide the best service to customers, **Computools is constantly developing and growing experts within the company**: employees undergo the necessary training and staff are complemented by new specialists. Large global brands are among the customers of Computools, and the range of services has been significantly expanded.

The company completed the **2018** year with 137 developers. **In 2019**, the company has 180+ engineers and a local presence in Philadelphia, San Francisco (USA) and Melbourne (Australia) in addition to already opened and successfully functioning offices in Kyiv, Zaporizhzhia (Ukraine), London (the UK), Tel-Aviv (Israel), Wyoming (USA).

COMPUTOOLS MISSION

The company's mission is creating innovative software solutions to help customers all over the world grow their business.

COMPUTOOLS VALUES

All aspects of the Computools's activity are underpinned by the key values and principles which form the foundation of the company and each of us follows them closely and diligently.

DELIVERING ON PROMISES	WIN-WIN	OUTCOME-BASED THINKING	100% RESPONSIBILITY PRINCIPLE
Honest and thorough execution is paramount. If Computools agreed on something, the only way forward is to deliver or renegotiate and never break a promise.	Computools makes agreements to be mutually beneficial.	Computools establishes the goal first, deconstruct it into tasks and only then execute.	Computools is responsible for our actions and their outcomes. We seek solutions and ways to execute and deliver and don't seek excuses or wallow in self-pity.
RESPECTFUL AND DEMANDING	**REAP WHAT YOU SOW**	**INITIATIVE**	**SIMPLICITY**
Computools expresses our views on work topics respectfully and openly. We do not allow ourselves to accumulate negative thoughts; Computools knows that constructive discussion leads to	Computools Team treats the others as we wish to be treated: with dignity and respect.	Each employee of Computools is proactive in his or she works and offers their support to other peers.	Clarity and specifics are Computools motto. Best outcomes are achieved with clarity which does not require additional explanations.
KINDNESS (DO NOT BE EVIL)	**ENJOYMENT**		
Computools gives back to the society which allowed us to achieve success.	Computools employees are in a place where they truly enjoy the work they do.		

EMPLOYEE WELFARE

EQUAL OPPORTUNITIES FOR EVERYONE

Corporate social responsibility aimed at developing a comfortable working environment and ensuring the well-being brings significant results no less than external programs. Therefore, Computools pays great attention to this. For **the period 2017 – 2019**, the company **almost doubled** the number of employees. Salaries in identical positions are equal for men and women. The same goes for career growth. Each employee has the right to rely on career advancement, based only on the level of his competencies, experience and contribution to the company. **The company guarantees equal opportunities for everyone, regardless of gender, age, or nationality.**

Computools has also been working with a tour operator for many years, which offers the best prices on tours around the world, cheap flights, the best flight connections and **excellent service**. Therefore, **all employees of the company can use these services**.
All that you need, without being distracted from the workflow, is to write in the internal system of the company to the persons in charge a request for any movements within and outside Ukraine, to any hotels and they will help, pick the best option and book everything.

EQUAL OPPORTUNITIES FOR EVERYONE

The company attaches great importance to sports and a healthy lifestyle. Employees have the opportunity to purchase gym memberships. Football training takes place every week. In the office, there is a special room with a trainer. Each employee can use it at any time. In the summer, the company organizes collective trips, river rafting etc.

01   **WE BELIEVE THAT NOTHING BRINGS PEOPLE TOGETHER MORE CLOSELY THAN THE PRACTICE OF SPORT.**

02   **COMPUTOOLS FOOTBALL TEAM ON FANTASTIC RESULTS FOR THE FOOTBALL COMPETITION BETWEEN 3 IT COMPANIES. OUR GUYS CAME HOME WITH SILVER MEDALS!**
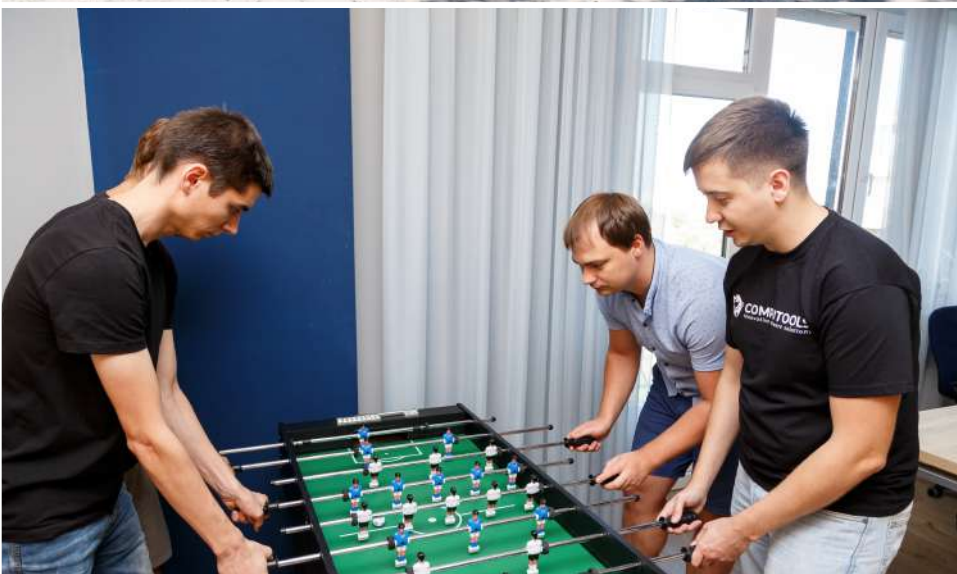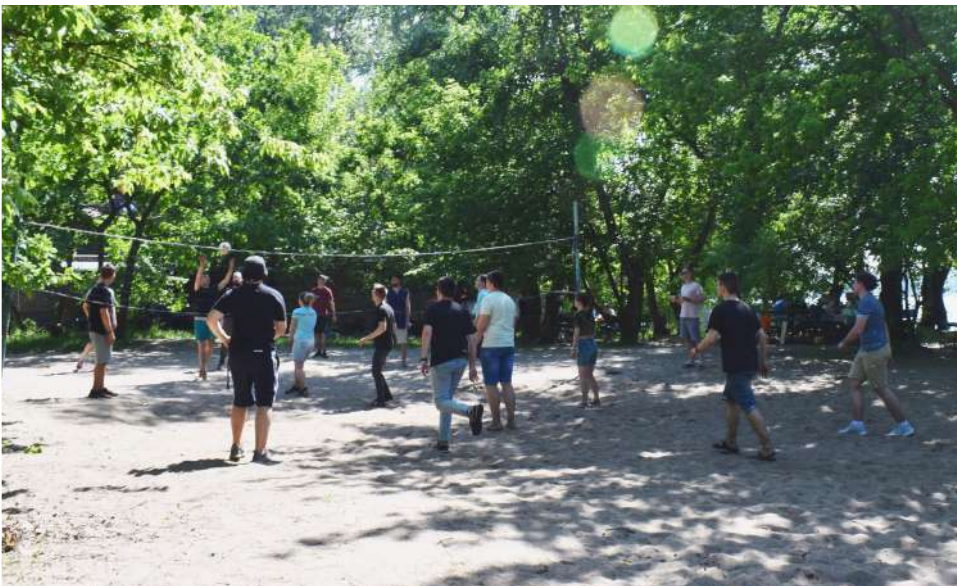

03   **WE DON'T FORGET ABOUT THE WARM-UP! COMPUTOOLS SUPPORTS EMPLOYEES AND PROVIDES THE POSSIBILITY FOR SUCH ACTIVITY.**

TEAM BUILDING

We believe that team building brings people together **by encouraging collaboration and teamwork**. A successful team building activity will surely mean a more comfortable, successful workplace environment for any company. Fun activities that help people see each other in a different light allow them to connect in a different setting. Through team building events, employees build skills like communication, planning, problem-solving and conflict resolution. That's why our company allocates funds every two months for collective recreation such as **quest rooms, theatres, cafes, outdoor activities, etc**. In addition, our HR specialists provide different board games that we play every Friday.

EDUCATION AND TRAINING

IT is a very high-tech field that is developing rapidly. Therefore, we all must constantly study. Every employee has the right to training and development. **The company organized internal training** - lectures that are conducted by our specialists for company employees. This allows to exchange experiences, discuss problems and methods for solving them.

In addition to internal training, **the company has the possibility of external training**. Any employee can increase their level of knowledge by participating in certification. Obtaining a certificate that confirms the skills of a specialist in work is paid by the company.

The company also provides **English lessons** 2 times a week. Since our company cooperates with customers from different countries, English is a must for our employees. In addition to the fact that teachers come directly to the office, the company also pays half the cost of classes.

NEWBIE ADAPTATION

The company practices **a friendly form of interview**. After successfully passing the interview and completing the test task, the candidate becomes a full-fledged employee of Computools. During the trial period, the company takes care of his adaptation. **On the first working day**, HR introduces the newcomer to the office and the rules of office life. He obtains access to the corporate internal site and corporate mail. **After a trial period**, an interview is held with the employee to understand his needs and expectations.

Also, **our company provides an internship**. This is a great opportunity to start a development career and become a part of the Computools team. Our HR and Tech-Leads work carefully to help, coordinate and train our interns. Computools team strive to provide interns with the necessary knowledge, challenging tasks and comfortable working conditions.

EMPLOYEES & INFORMATION

At Computools, all employees have **access to information**. Each important decision is made by discussion and voting. Employees are aware of the processes taking place in the company, which ensures a healthy microclimate in the team, gives a sense of involvement and security.

INFORMING AND STUDYING THE OPINIONS OF EMPLOYEES OCCURS IN VARIOUS WAYS:

01. Internal website of the company	02. Through Email
03. The company's internal chats by topics: politics, sports, board games, travel, etc.	04. The management conducts formal and informal questions on various topics: from the comfort in the office to new technologies in work.

EACH EMPLOYEE HAS THE OPPORTUNITY TO ASK A QUESTION, INITIATE A TOPIC. VOTING AND OPINION POLLS ARE HELD ON IMPORTANT ISSUES.

RESPONSIBILITY TO PARTNERS AND CUSTOMERS

QUALITY AND DUTY

The results of the company depend on successful interaction with customers. In this regard, the company's policy is aimed at studying the current and future needs of customers, fulfilling their requirements and striving to exceed their expectations.

The company represented by the project manager constantly monitors the fulfillment of the conditions agreed with the customer at all stages of the project. **The company management** takes measures to create the working environment necessary to ensure the quality of work performed in accordance with established requirements, including the creation of safe and comfortable working conditions.
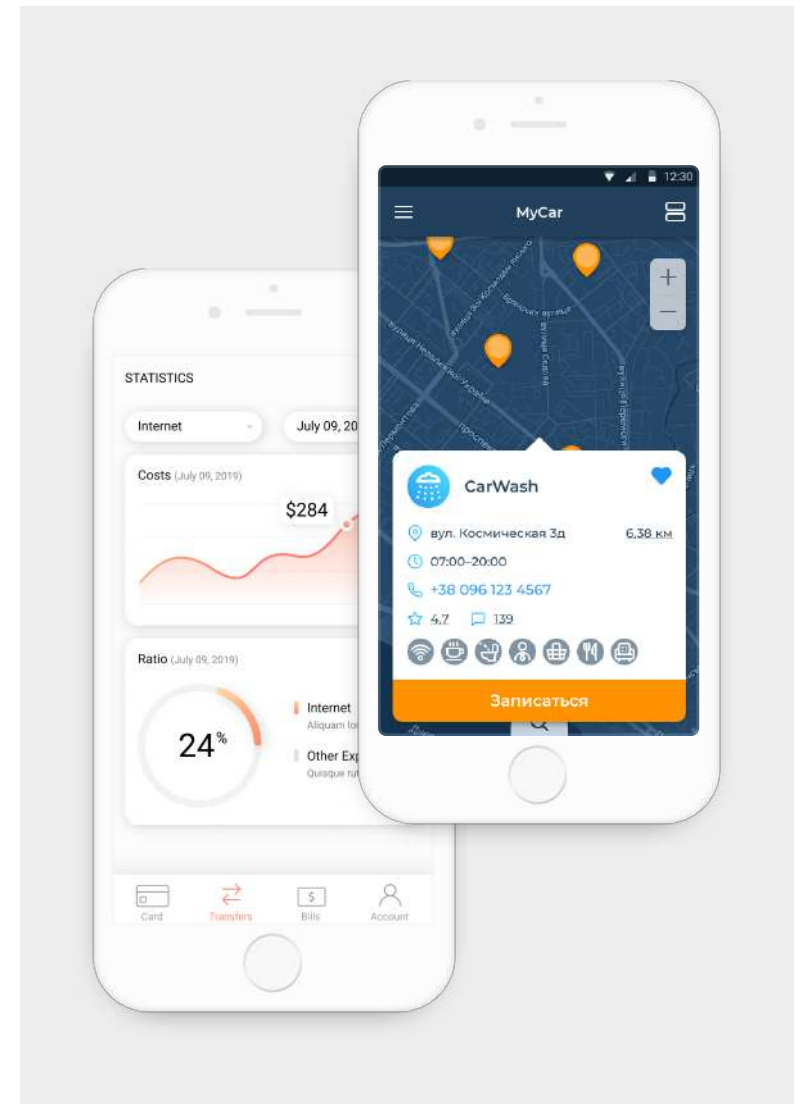
INNOVATIVE POTENTIAL

One of the company's activities is providing software development services for organizations working in the field of Customer Services, Retailing, Financials, Health Care industries. Computools team applies accumulated expertise in projects that make a significant contribution to the development of companies in these industries.

For the Customer Services we created **MyCar - an app for car wash owners and their customers.**

Thanks to in-depth analysis and developed strategy, MyCar and Computools created ways to solve car wash owners problems, such as automation and optimisation of the process of maintaining the customer base, a queue at a car wash, inconvenience with booking place at a car wash, car cleaning and washing quality. During the work on the application, Computools took as a basis the best technologies, taking into account the specifics of the services offered and the target audience.

Also, **we created a medical equipment tracking application using RFID tags**. We used the latest technologies and solutions, which allowed us to develop an intuitive, useful application for hospitals that allows tracking medical equipment.

In the financial industry the client turned to Computools team for a rehaul of an outdated online banking mobile application. Upon analyzing the client's requirements, Computools selected experienced software engineers to assist the in-house IT department with updating the mobile app features, developing new microservices and integrating them with VISA API.

QUALITY AND DUTY

The most valuable thing in the modern world is information. Association provides comprehensive answers to many questions on international cooperation between the two countries, as well as contacts of decision-makers in various industries. Association experts constantly conduct research and update data on key business topics.

That's why **Computools LLC is a member of international associations:** IT Ukraine Association, Enterprise Europe Network, Canada-Ukraine Trade and Investment Support project – CUTIS, Norwegian-Ukrainian Chamber of Commerce (NUCC), Australia-Ukraine chamber of commerce.

Also, the search for reliable business partners is one of the key factors for successful business development. **Computools joined the Deso Club** - a private business community. And now our company has got an exclusive opportunity to contact already verified companies.

SOCIAL RESPONSIBILITY

YOUTH WORK

The company has many students and young professionals who have completed IT courses. The future of IT lies with the younger generation, which is why the main areas of corporate social responsibility of the company are training and work with young people.

The company provides everything for a person daily improvement! We strive to grow and take part in the development of the whole IT field. As well as help university students to follow the same principle.

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01.   COMPUTOOLS LAB

We opened Computools Lab - the center for Software Innovation Research hosted in National Technical University - one of the biggest university in Zaporizhzhya.

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02.   SMART KIDS CAMP

Computools was welcoming children from the Smart Kids camp from the School of Robotics and Programming. We hope that the desire of children to work in the IT-sphere will be fulfilled.

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03.   CAREER IN THE IT-SPHERE

Computools is always open to mutually interesting and productive communication. We are actively expanding our horizons, reaching people of different ages. We talked with the Department of Software Tools students. We were motivating and helping them to choose the right path to build a career in the IT-sphere.

CHARITY

Computools as an innovative company strives to support and popularize IT and educational IT events in Ukraine. That's why we support **The Summer Programming School in Uzhgorod.**

Computools become a sponsor of **ZPNU_Deja_Vu and ZPNU_CBrains teams**, that participated in the programming challenge.

A special place in social responsibility takes childcare. Deprived of parental warmth for various reasons, they need more attention and care than others. Recently, Computools visited the Orekhov Regional Center for Children Social and Psychological Rehabilitation. Here children of different ages receive the necessary psychological assistance after occurring in difficult situations. Psychologists and mentors take care of them 24/7. The Computools team gathered the necessary clothes and shoes for children. Toys, an inflatable pool and a bicycle so that they can play and spend time carefree were also brought. Besides, money was also raised that allowed to buy stationery for school and art.

ANTI-CORRUPTION

OUR BUSINESS IS "TRANSPARENT"

Our business is "transparent". Company information is publicly available on the site: **https://computools.com**. We support the fight against corruption, bribery and extortion. We build honest long-term relationships with our partners and customers.

Computools was founded with the idea that it is possible to provide quality software development solutions for enterprises of all sizes. At present, our team works for a considerable number of globally known companies solving their business puzzles. **This is a confirmation of our honest and high-quality work.**

COMPUTOOLS

Contact us for information