Content

Why Symphony Care?

The year 2020 brought about challenges and uncertainties that we faced with joint effort and great resilience. We faced a time of crisis and showed what Symphony values truly stand for. Through the year we changed and grew in our integrity. Practiced our values in new ways. Learned to be more understanding and accommodating. Grew to be more caring and supportive. All this was reflected in our Social Corporate Responsibility Program – Symphony Care.

Symphony Care goes beyond Symphony Solutions as we spread our activities to local communities, support rising talents, provide help to those in need, care for the environment. Furthermore, we do our part in nurturing a new generation of top-of-the line professionals with a wide range of educational courses and events and participate in social initiatives that reflect our values and diverse ideas. Our colleagues enjoy an extensive network of benefits and social programs.

The world is rapidly changing but so are we.

Key Aspect

1

Our Charity Initiatives

We initiate a step forward to those in need

How we care?

Symphony Solutions has made it a long-standing tradition to participate in charity events and hold out a helping hand to those in need. The year 2020 has come as a challenge with the world facing a global pandemic and growing social concern. Symphonians did their part in helping frontline workers as well as caring for those whose needs may have been placed second as we are in crisis. No good deed is too small for us!

This year, we are experiencing a once-in-a-lifetime global pandemic and growing social concern and unrest. Charity has become especially relevant this year, as we have had to respond quickly to public inquiries. Our colleagues have significantly increased their donations to support those who have suffered the most from this difficult environment.

CHARITY INITIATIVES IN 2020

1. Held charity activities in the office to collect money for people who are battling cancer or need urgent surgeries.
2. Donated protective masks and reusable suits, goggles and gloves for the 5th ambulance substation in Lviv. photo
3. Rescued homeless cats and collected money to built a shelter for a cat family living next to the Lviv office.
4. Joined the initiative to donate to a charitable organization "Future of Ukraine".
5. Joined to collecting of the computer equipment and musical instruments for schoolchildren in Lviv and Skopje.

Key Aspect

2

Mental Health Program

We care for the mental wellness and health and build relationships to last.

MENTAL HEALTH PROGRAM

Symphony Solutions takes care of the mental health of our colleagues just as much as physical. Self-care and well-being of Symphonians have always been of the highest value for us. In the last three years, we have had a benefit of 10 free therapy sessions with the corporate psychologist for every Symphonian. Further initiatives were undertaken in 2020 as a response to the strained emotional and psychological atmosphere that people were facing in quarantine.

watch video

SELF-CARE AND WELL-BEING INITIATIVES

1. **Symphony Solutions People office developed a Mental Health program to address the struggles of Symphonians in quarantine.**

2. **Corporate psychologists conducted talks and interviews on importance of self-care and well-being, as well as individual consultaions.**

3. **Symphonians and external speakers were invited to Symphony Talks and SHE. breakfast events to talk about healthy lifestyles, hobbies and dealing with stress.**

4. **November 16-20, 5-day marathon on self-care and well-being "Be You, Do You, For You", developed in cooperation with psychologists.**

5. **Advent Calendar with tasks that had a strong focus on self-care and wellness.**

"This is a great initiative and I'm proud to be part of it. In the time of quarantine, it was crucial to shift the focus to caring for oneself, your loved ones, and the people who need it. I'm grateful to Symphony for this opportunity,"
- Anna Ruda, Advent Calendar Winner
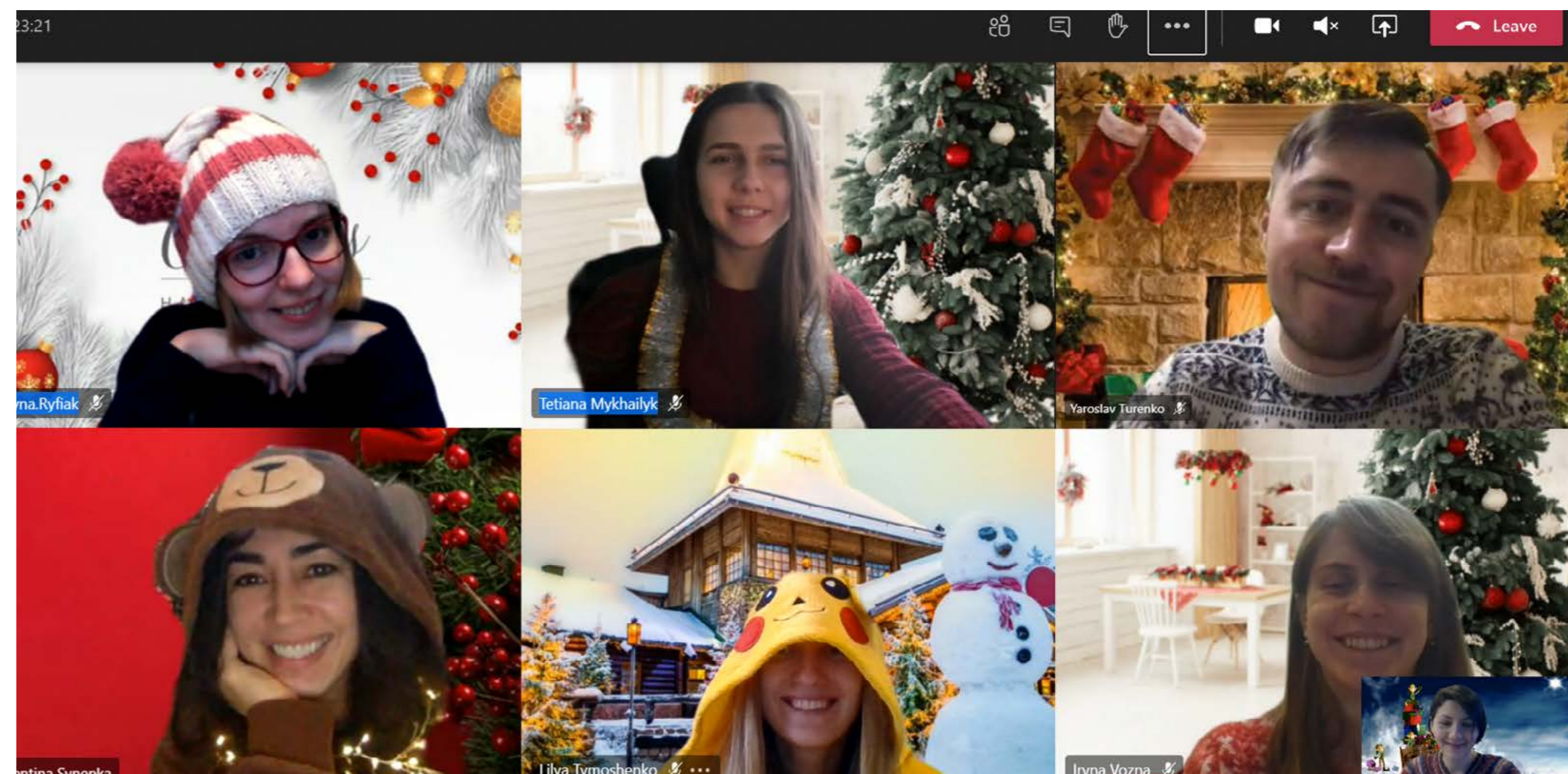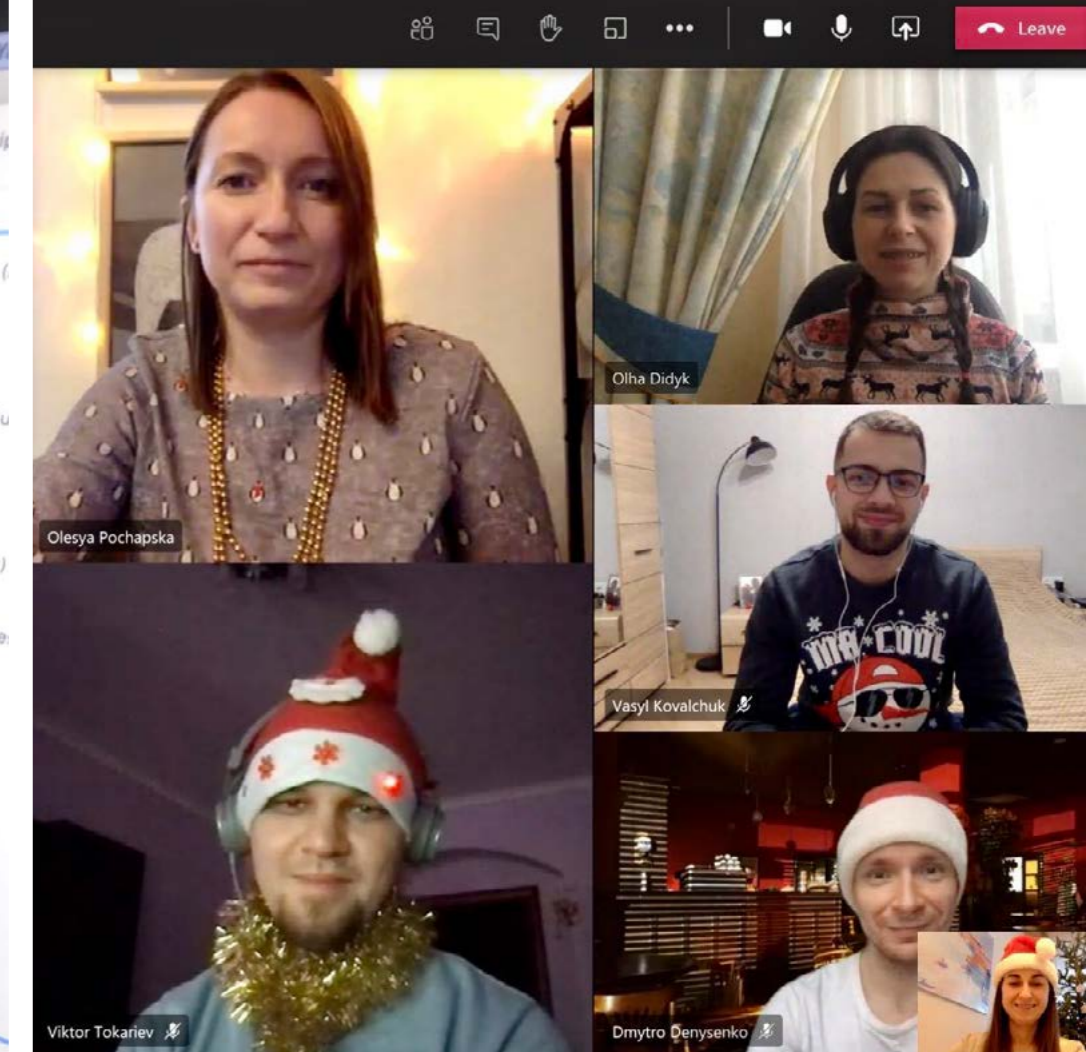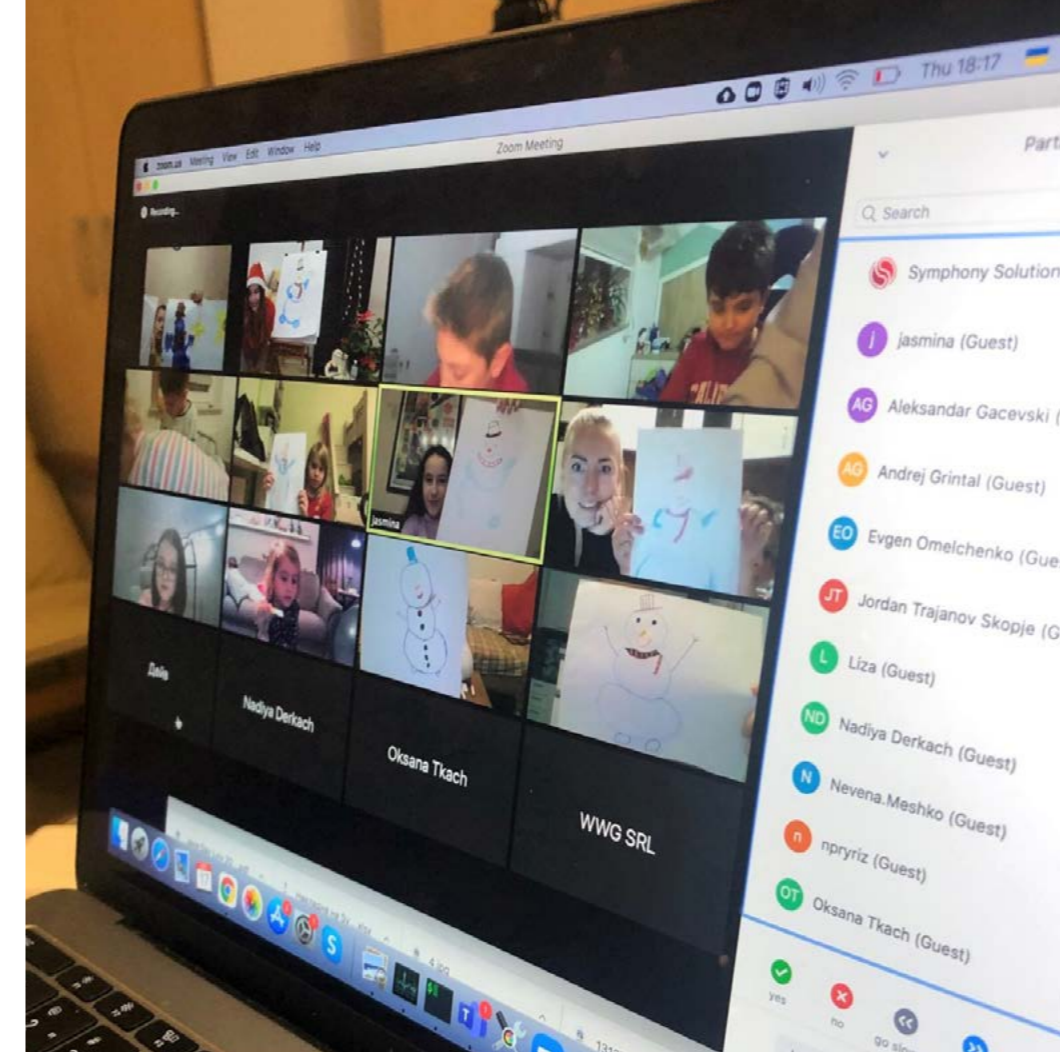
Key Aspect

3 SHE. Charity work and awareness

SHE. COMMUNITY

is the movement towards the encouragement of the dialogue about equal rights and possibilities in modern society that has been initiated by our company. In 2020, SHE. community hosted numerous events and actively participated in awareness initiatives to support women.

- <u>Conducted SHE. Talks and Breakfast with SHE. events throughout the year</u>
- <u>Supported NO MORE initiative to bring light to the issue of domestic violence against women</u>
- <u>Supported Ukrainian charity center Misto Dobra that provides social services to women with children who are in need</u>

watch video

NO MORE

Symphony Solutions together with SHE. community addressed the issue of domestic violence and a surge in reported cases of abuse since the start of the quarantine.

NO MORE is a social awareness initiative that amplifies the voices of victims of abuse. The collaboration with NO MORE campaign was a highly anticipated step that brought light to issues of home violence and women's rights.

- **Company leaders recorded a video message in collaboration with the NO MORE**
- **Foundation**
- **Fundraising to help NGO Centre "Women's Perspectives" with the rent of the apartment for social needs. 16300 UAH raised**
- **Social media brand awareness campaigns**

SHE. EVENTS

Symphony Solutions continues active participation in events aimed at women. One such event is the SHE. Series, which features prominent women in varied fields and their struggles and successes. All costs gathered at SHE events are donated to charity organizations supporting either women or other important causes.

- **SHE & HE Talks | Parents. Quarantine Survival mode, online, April 2**
- **SHE. & HE. Talks | Level up your at home well-being practices, online, April 22**
- **SHE & HE Talks | Home well-being practices 2.0. Ayurveda edition, online, May 8**
- **Dream job: search instructions, online, September 23**
- **Breakfast with SHE. | The way to yourself, Lviv, October 22**
- **Breakfast with SHE. | Building Stress Resilience, Skopje, November 4**
- **Breakfast with SHE. | Mental & Physical Health, Lviv, November 24**
- **Breakfast with SHE. | Live life to its fullest, Lviv, December 16**
- **Breakfast with SHE. | Dream, act, achieve, Lviv, December 23**

"The best way is not to turn your life into a game "Who will break faster"- it is good to explore your own needs and start from them."

- Nataliia Sahaidak, Corporate Psychologist

Key Aspect

4

# Education rediscovered

Learning together how to learn in 2020.

SYMPHONY ACADEMY

SYMPHONY ACADEMY

Symphony Academy is the educational initiative at Symphony Solutions that creates a space for learning and development. One of the greatest challenges of 2020 were restrictions on real-life gatherings and social distancing. Symphony Academy switched overnight to online mode introducing distance learning solutions and continued conducting events in various formats throughout the year. Over one hundred events were provided by Symphony Academy in 2020.
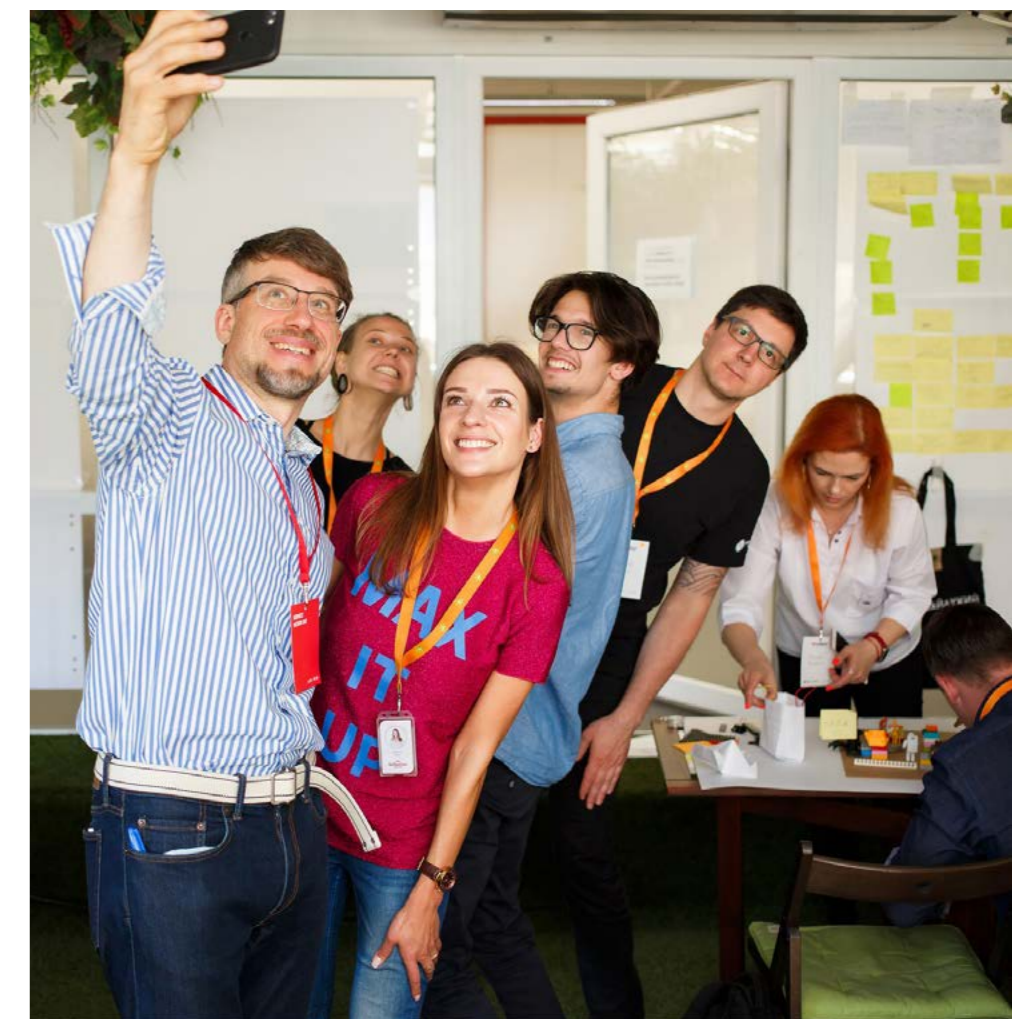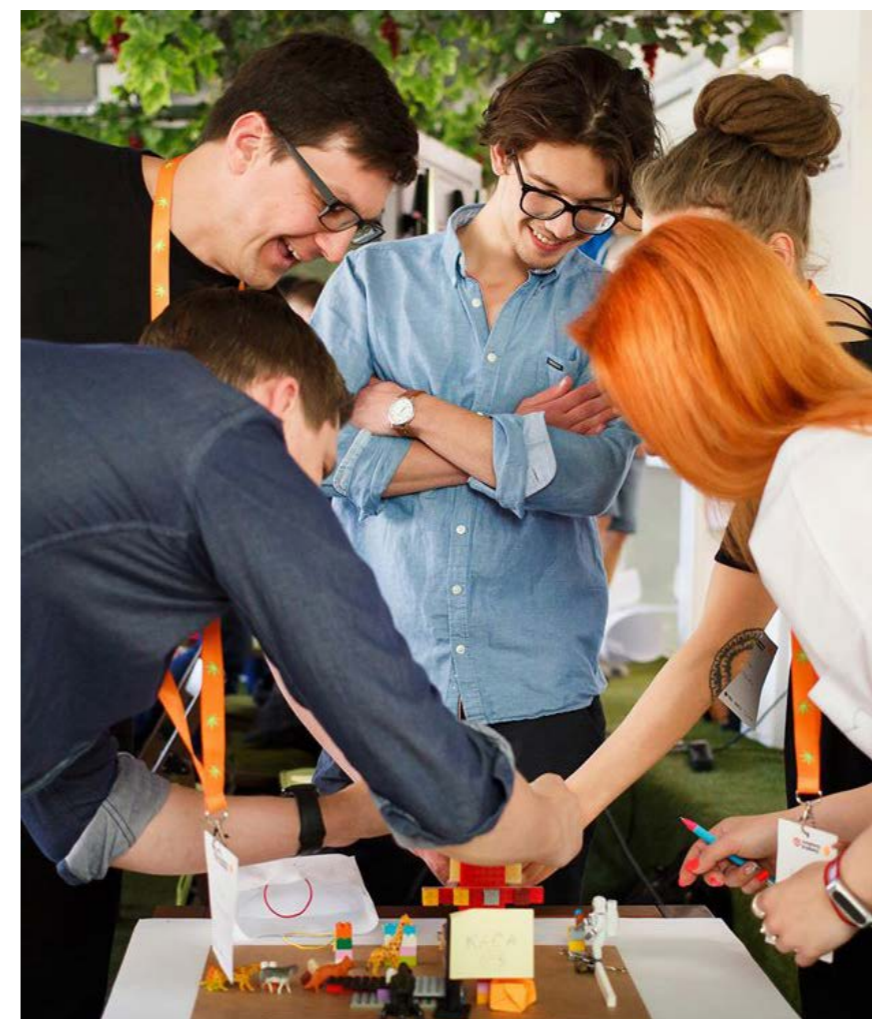
Agile Space

As the Agile-driven company Symphony Solutions initiated the creation of Agile Space, which is a platform for Agile believers, who unite to create a regular space for meetings, collaboration and learning for like-minded people. In 2017 Agile Space became international by spreading its events to Poland and Macedonia. In 2020 we had ... Agile events provided in different locations

15 Agile Dojo events (all locations)

3 Scrum Master Academy courses (offline, 1,5 months duration)

Agile Scrum Basics

Agile Design Thinking

Agile Facilitation Course

SERVICE DESIGN

- **Service Design lecture**
- **Agile Service Design Thinking and Doing**
- **Service Design Lviv 2020 - Conference** (2 internal, 2 external speakers) 21-22 February, 2020
- **Service Blueprinting Workshop with an external speaker**
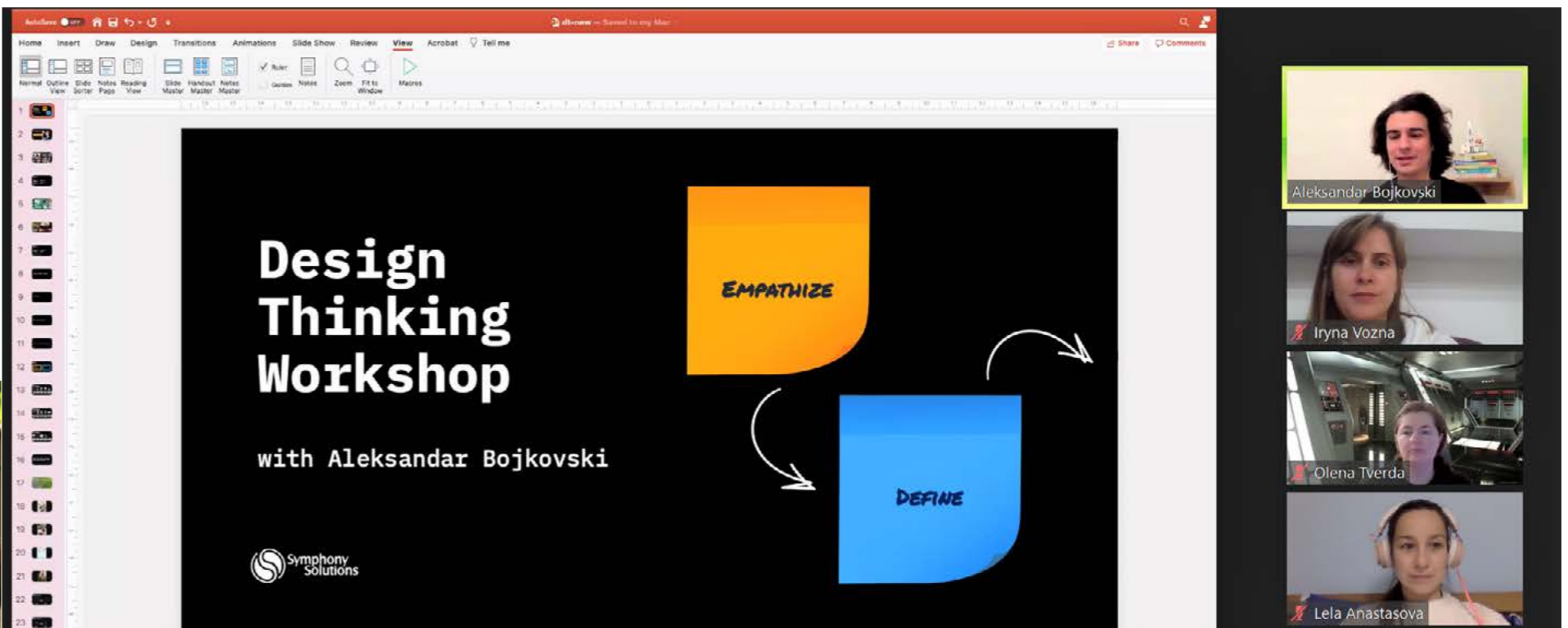
EVENTS WE SPONSORED

- **GDG Dev Fest Ukraine, October 2020**
- **Java Day, February 2020 - external conference**
- **AWS re: Invent, Nov-Dec, 2020**

SYMPHONY ACADEMY EVENTS

21
Soft-skills trainings

7
Tech Hubs with internal speakers

14
Tech Courses
(Solution Architecture, React
Courses, ISTQB Course)

3
Symphony Talks

Specific trainings for bench upskilling

Key Aspect

5 Sustainable office

We are the integral part of our planet and
need to do the right thing for it. Healthy
business environment is another aspect
we take responsibility for

SUSTAINABLE OFFICE

We are the integral part of our planet and need to do the right thing for it. Healthy business environment is another aspect we take responsibility for. Eco initiatives are something that most of us refer to as green activities and respectful attitude towards natural resources of our planet.

During the quarantine we have adopted a hybrid model of working that allows Symphonians to self-regulate when and how much time they can allow to spend at the office. This has proven to be very efficient and crucial to maintaining a healthy environment and following recommendations from healthcare experts and officials.
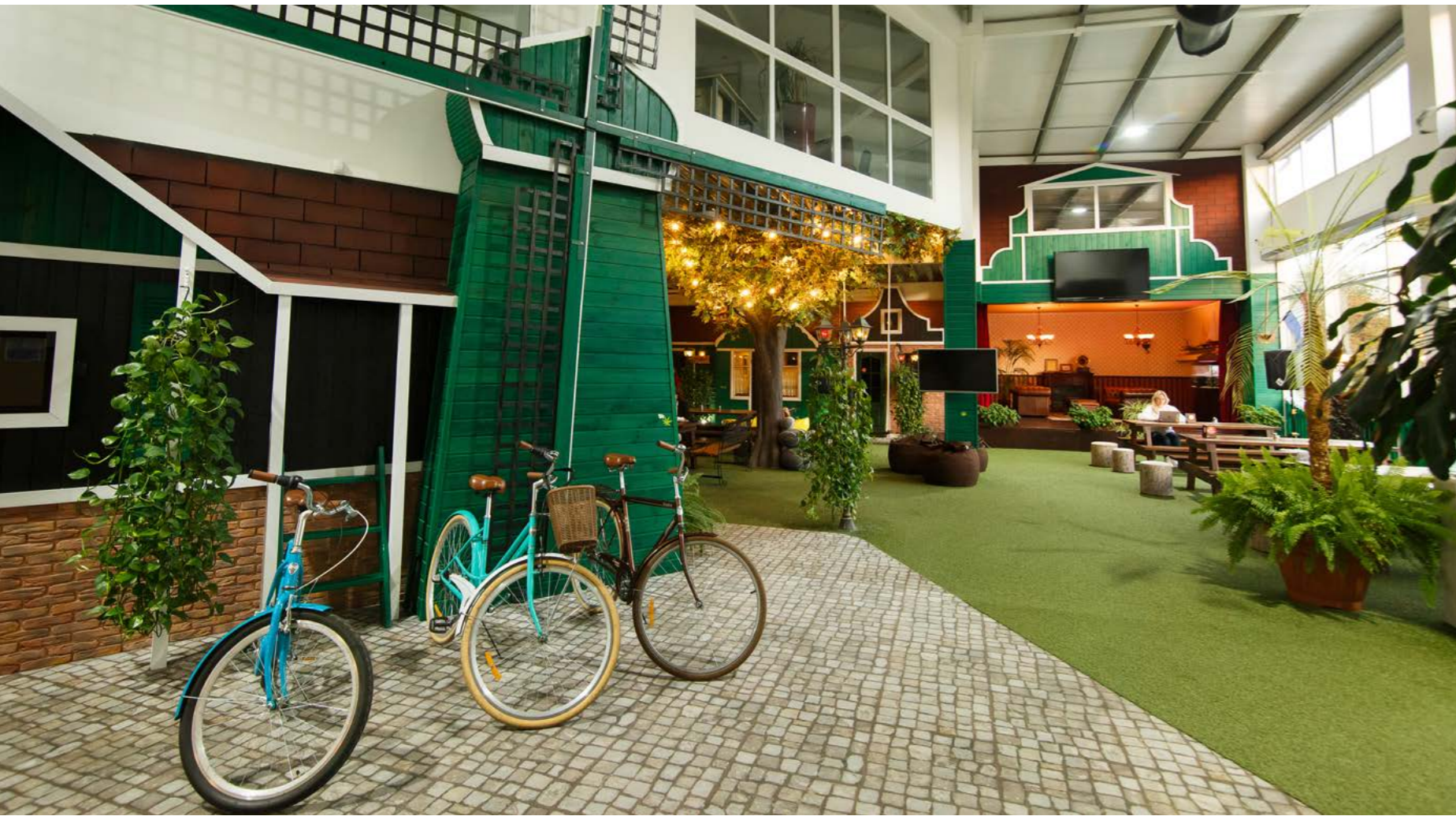
All our offices are equipped with bins for sorting waste, and most of our branded products are made from of recycled materials.

In 2020 Symphony Solutions started cooperation with Green box, a social eco initiative that raises awareness about recycling and reducing waste in Lviv city. As a result of this we were able to recycle 80 % of our sorted waste.

Waste reduction

- Recycling: paper
- plastic
- accumulators
- glass

- double sided printing
- don't print messages
- no paper cups - own mugs

- recycled marketing materials
- eco-friendly dining & cleaning products
- ecobags

Sustainability is something that can be measured. To talk less and act more towards sustainability we collect numbers regarding recycled materials, usage of water and electricity in our offices, etc. This data helps us understand what is improving and which areas still need a refinement. We publish eco-numbers annually during the Green Week.

Health & Wellness

- stretching
- massage
- manicure
- fresh juice
- vegetarian & vegan lunch option

- yoga classes
- healthy snacks
- tennis table
- doctors
- psychologist

Culture & Learning

- green plants
- fish tanks
- park area
- promotion to minimize printing mat
- clothing donation to orphanage

- course " Yoga & meditation"
- green office week
- showers

CAR & CARE PROGRAM

Very often commute that Symphonians take coincide. Sharing one private vehicle or a taxi helps to reduce traffic on the road during the rush hours, cuts the CO2 emission, and, of course, splits the fare. Car&Care Program aims to make it easier to find companions and share the car. The initiative is loved and widely used by Symphonians.

watch video

BICYCLE PARKING

Active lifestyle and eco mindset are very appreciated at Symphony Solutions. To support cyclists, we accommodate a free fended bicycle parking lot in front of the office. Also, we started using the electronic card entrance in the bicycle parking lot

watch video

SHARE THE ROAD INITIATIVE

In 2020 Symphony drivers joined **#ділюсядорогою** initiative started by Elena Moroz to encourage drivers to be more respectful on the roads and when sharing the space with cyclists. This rings true for Symphonians who commute to work by all means, many choosing to cycle. The initiative was a way to extend our usual courtesy from the office to the roads.

watch video

SPORTS ACTIVITIES

Symphony Solutions supports an active and healthy lifestyle. Many Symphonians are long-time runners and every year they participate in marathons and other sports competitions.

LVIV

1. **Ukrainian Mountain Running Championship,** June 6
2. **Lviv Nova Poshta Half Marathon,** October 16
3. **Symphony Football team got Bronze medals** in the IT-League Lviv 2019/2020 season

SKOPJE

1. **Charity Grand Slalom, Mavrovo,** February 21-22
2. **Avicena Women's Race,** September 6
3. **Wizz Air Skopje Marathon,** October 4

ANYWHERE

1. **Bosphorus Cross-Continental Swimming Race**, August 23
2. **Virtual Curacao Marathon**, November 29

6 Key Aspect

About Us

We build relationships while defending diversity, transparency, and care for our colleagues.

Symphony Solutions is a company which is **COOL TO WORK FOR.**
We put great efforts in making our employees feel comfortable and protected at their workplace.
Among benefits, perks and wellness services provided by the company, there are:

COMFORTABLE GREEN DUTCH STYLED OFFICE

Each Symphonian has 12 square meters of the green space and one plant.

About Us

Symphony Solutions is a Cloud and Agile Transformation company, headquartered in Amsterdam, the Netherlands, and Boston, the USA with delivery centers in Ukraine, Poland, Macedonia, and the Netherlands. Founded in 2008, the company is now 600 people with over 35 international clients, primarily in Western Europe and North America. A Boston office was recently opened to better accommodate American clients.

As an Agile transformation company, Symphony Solutions' management style goes beyond the development teams to all the support functions, such as the Leadership Team, HR, Marketing, Finance, and Administration. Company's dedication to Agile led to opening Agile Certification Center.

View our history in timeline

Milestone dates

2020
- Office in Krakow moved to redesigned space, Poland
- Achieved Select Consulting Partner status in AWS Partner Network
- New office in Antwerp, Belgium
- Symphony Anywhere Program launched

2019
- Opened Headquarters office in Boston, USA
- One of the 20 Most Promising DevOps Solution Providers of 2019 by CIOReview
- Named Top Software Developer in Amsterdam for 2019 by Clutch
- New branding and a new Corporate website launched

2018
- 500 people reached
- Among Insights Success "20 Most Admired Companies to Watch in 2018"
- Silicon Review - "50 Best workplaces of the Year 2018"

2017
- Opened fourth delivery center in Krakow, Poland
- Agile Transformation Company of the year by the Technology Headlines
- 50 Best Workplaces to Watch in CIO Bulletin 2017

2016
- Among the 20 Most Promising Quality Assurance Solution Providers by CIOReview
- One of the 20 Most Promising Java Development Solution Providers by CIOReview

2015
- Opened a third delivery center in Skopje, Macedonia
- 200 people reached

2014
- Opened a second deliver center in Rzeszow, Poland

2008
- Was founded in Amsterdam, The Netherlands and first delivery center in Lviv, Ukraine opened

SYMPHONY ANYWHERE

Symphony Solutions has always had a lenient WFH policy with a long-term strategy to implement a hybrid WFH model. Positive client experience with the majority of the teams moving to remote work prompted us to fast track the implementation and launch our new virtual office Symphony Anywhere.

Symphony Anywhere is a 100% virtual office. It is a natural progression of Symphony Solutions in the new world accelerated by Covid-19.

- **Online trainings, upskilling program, tech hubs, language classes, specialized courses**
- **Professional certification in SAFe Agile, Service Design, Cloud technologies, ISTQB, and more**
- **Career development and People Business Partner support**
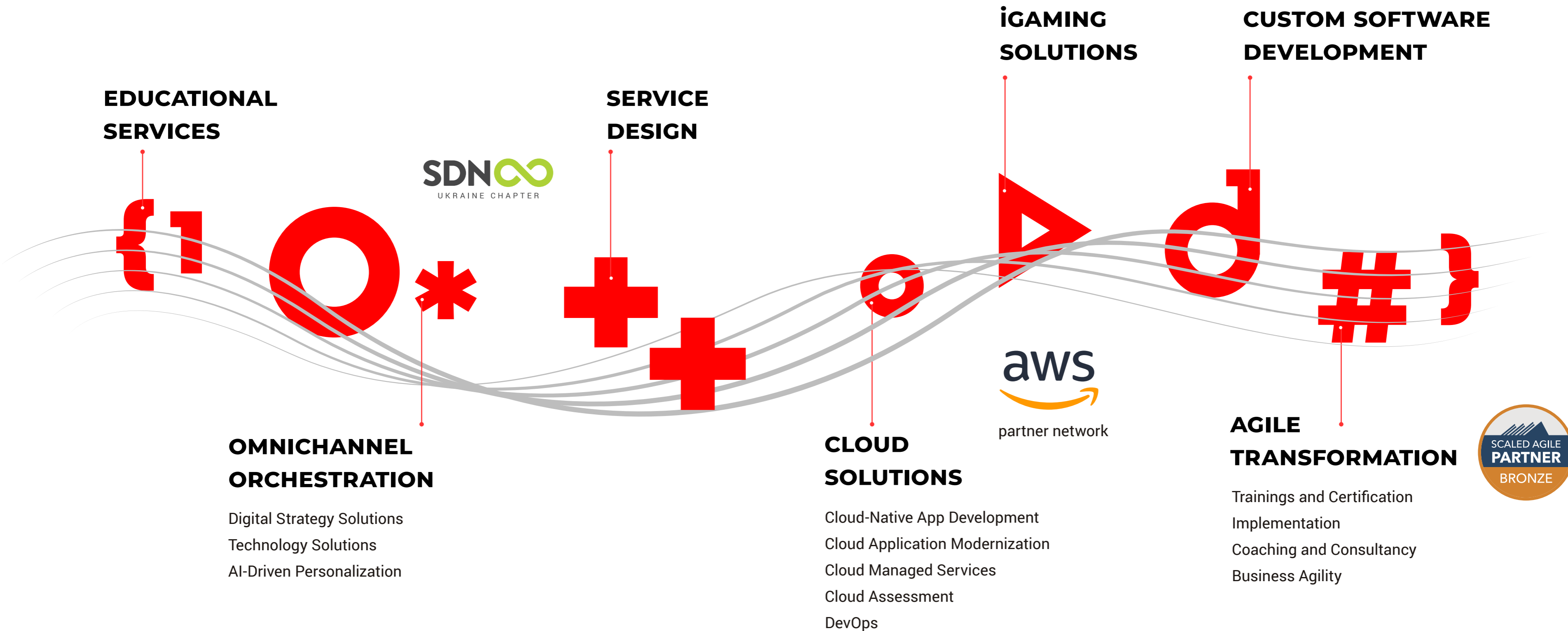- **Benefits and corporate loyalty program**
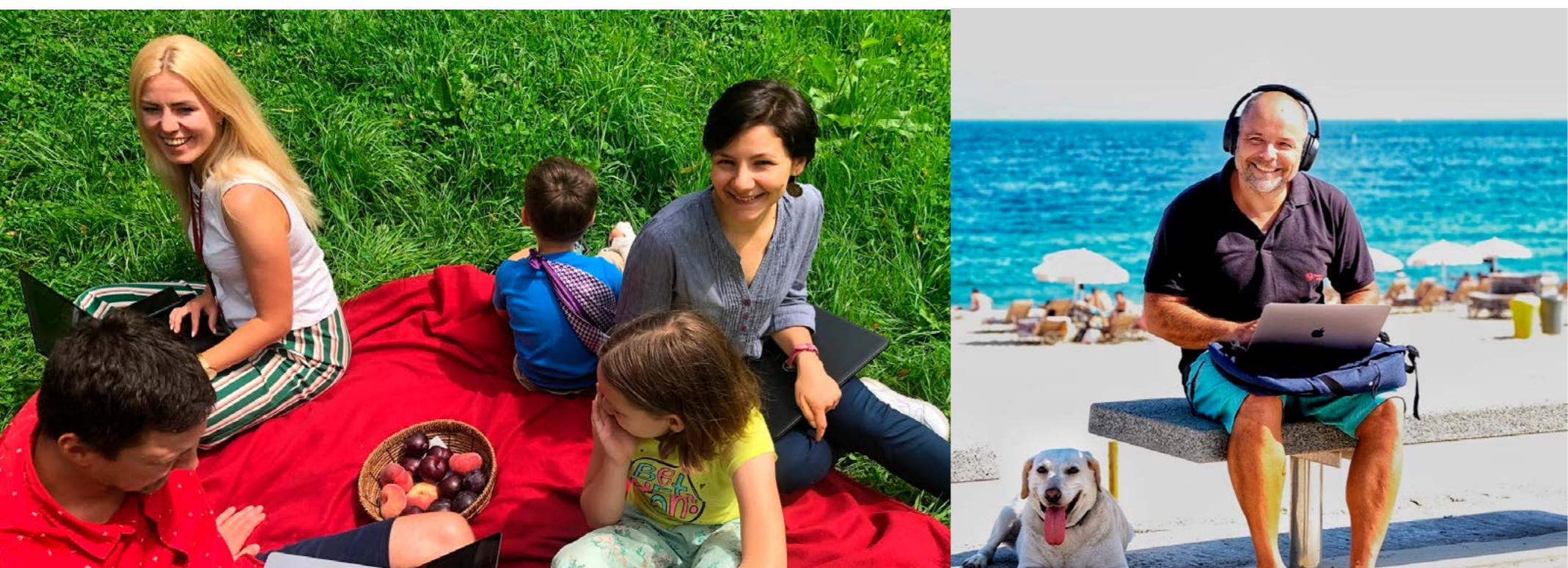
Our Recognition

2020   Top IT Employer in 2020 by DOU

Listed among Top Web Development Companies in the USA by Selected Firm

Recognized as Top Cloud Consulting Company in 2020 by Techreviewer

Top IT Consulting Companies in The Netherlands by Clutch (#1 of 13 leaders)

2019   One of the 20 Most Promising DevOps Solution Providers of 2019 by CIOReview

Named Top Software Developer in Amsterdam for 2019 by Clutch

2018   Among Insights Success "20 Most Admired Companies to Watch in 2018"

Silicon Review - "50 Best workplaces of the Year 2018"

2017   50 Best Workplaces to Watch in 2017 by CIO Bulletin

Agile Transformation company of the Year by The Technology Headlines

2016   One of the 20 Most Promising Java Development Solution Providers 2016 by CioReview

Among 20 Most Promising Quality Assurance Solution Providers 2016 by CioReview

Our Services

EDUCATIONAL SERVICES

SERVICE DESIGN

İGAMING SOLUTIONS

CUSTOM SOFTWARE DEVELOPMENT

SDN∞
UKRAINE CHAPTER

aws
partner network

SCALED AGILE
PARTNER
BRONZE

OMNICHANNEL ORCHESTRATION

Digital Strategy Solutions
Technology Solutions
AI-Driven Personalization

CLOUD SOLUTIONS

Cloud-Native App Development
Cloud Application Modernization
Cloud Managed Services
Cloud Assessment
DevOps

AGILE TRANSFORMATION

Trainings and Certification
Implementation
Coaching and Consultancy
Business Agility

Values and Culture

WHAT MAKES US SYMPHONY SOLUTIONS

At Symphony Solutions we grew a unique culture, which is built on Agile principles, mutual trust, and respect. Agility is the integral part of our organization, and we incorporate its principles in every sphere of corporate life, starting with the leadership teams and up to the latest junior hires.


WHY SO SPECIAL?

- Flat organization
- Eliminated management layers where it possible
- Open space
- No special rooms, cubicals, or other workplace privileges for senior Symphonians
- Unique Dutch office
- Unified look and atmosphere in all offices, which design is inspired by a small Dutch village Zaanse Schans
- Tools for personal and professional growth
- 40 billable hours per year for trainings and education
- In-house trainings by Symphony Academy
- Employee care. Perks & benefits for comfortable and fulfilling life

Values

"Find people who share your values, and you'll conquer the world together."

John Ratzenberger

Initiative

Innovation

Inspirational

Integrity

Intimacy

TRUST
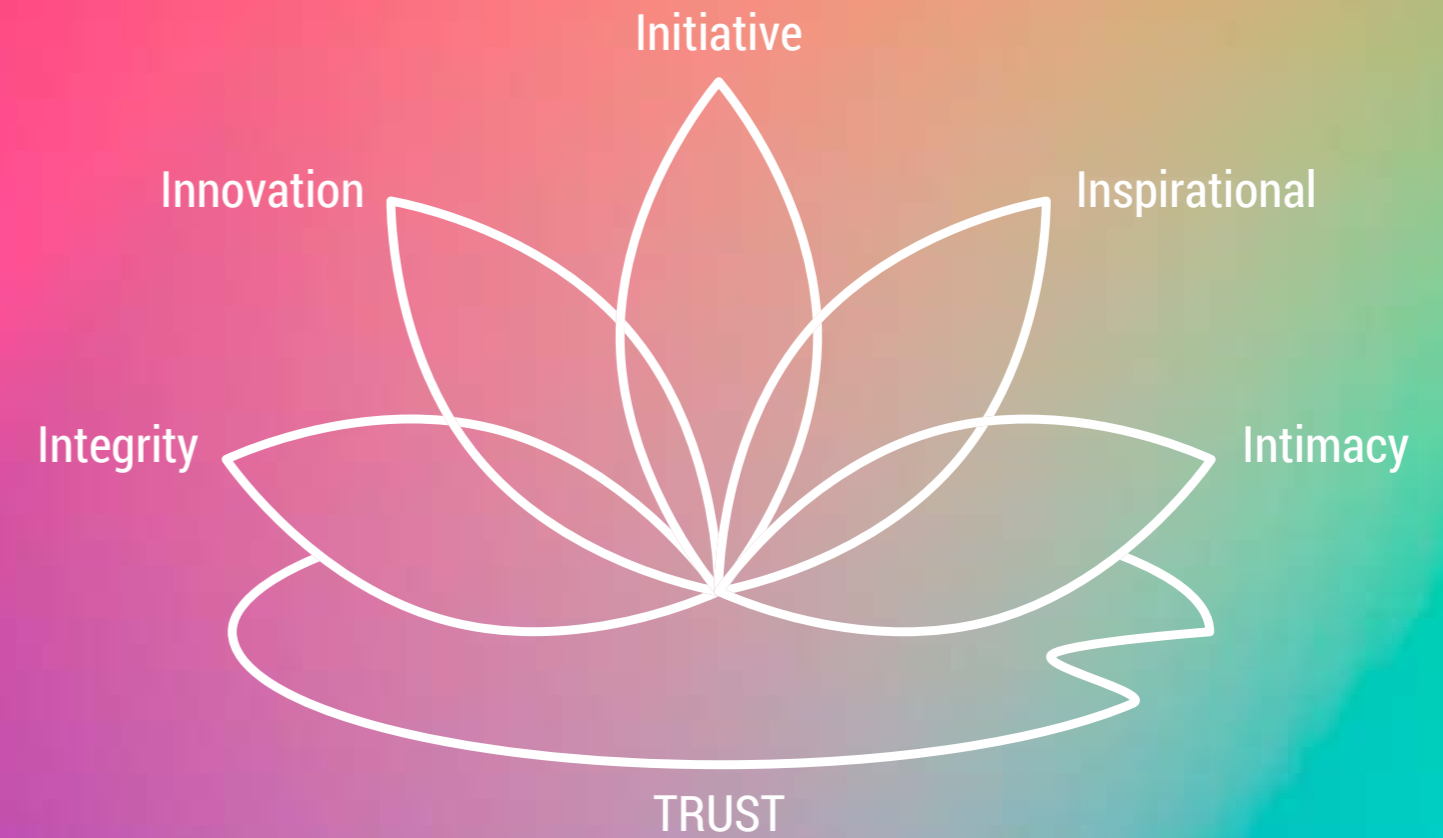
SYMPHONY VALUES are in the DNA of our organization and the guide for our everyday behaviour.

we SHARE
because we CARE

Symphony
Solutions