



AMDARIS

# CSR PROGRAMME

CORPORATE SOCIAL RESPONSIBILITY REPORT 2019

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and having a registered office at Studio A, Finzels Reach, Counterslip, Bristol BS1 6BX

# AMDARIS

## EXCEPTIONAL. SOFTWARE. TEAMS.

**Providing exceptional teams, Amdaris takes business software to the next level. We deliver outstanding software development, provide application support teams and take on digital transformation projects. We are the ultimate problem solvers, connecting the right people with the right task, and collaborating seamlessly.**

We assist clients ranging from start-ups to multinationals.

Founded in Bristol in 2009, we have established offices in the United Kingdom, Moldova and Romania.

We collaborate with clients to provide high quality solutions and deliver against each unique requirement. Focusing on helping our clients to achieve their vision, we reduce project risk and maximize impact by using proven best practices.

### Key Service Offerings

Software Development

Digital Transformation

Application Support

Application Development

## The Nature of Corporate Social Responsibility

The EU has defined CSR as 'a concept whereby companies integrate social and environmental concerns in their business operations and their interaction with their stakeholders on a voluntary basis'. Amdaris believes in 'not only fulfilling legal expectations, but also going beyond compliance and investing more into human capital, the environment and the relations with stakeholders.'

Amdaris' business decision-making is linked to ethical values, compliance with legal requirements, and respect for people, communities and the environment.'

**Amdaris recognizes that to be a good corporate citizen it must:**

- Treat employees fairly and with respect;
- Operate in an ethical way and with integrity;
- Respect basic human rights;
- Sustain the environment for future generations;
- Be a responsible neighbour in our communities.

Corporate Social Responsibility (CSR) is not just about philanthropy as some people might think. CSR is more about how a company works and makes its profit whilst ensuring that they contribute to the well-being of society at the same time, while philanthropy is spending some of the profits on charitable causes. Philanthropy is just one of the many CSR's aspects.

One cannot blame a company for caring too much about profits. The primary duty of every company is to succeed financially, because CSR it's also about job creation.

# AMDARIS

**Amdaris is a multinational company and for that reason identifies itself with the OECD approach to CSR to:**

- contribute to economic, social and environmental development with a view to achieving sustainable development;
- respect the human rights of those people affected by their activities;
- encourage the development of human capital in our communities, by creating employment and providing training;
- refrain from seeking or accepting exemptions from local laws on the environment or health;
- support and promote good corporate governance practice; and
- avoid improper involvement in local politics.

**All Amdaris' Employment policies adopts the approach that:**

- Respect the right of employees to be represented by trade unions;
- Avoid discrimination on the grounds of race, gender, religion or political opinion;
- Observe standards of employment that are not less favorable than those provided by comparable employers in the host country;
- Take adequate steps to ensure occupational health and safety;
- As much as possible, use local labour and provide the company with skills training;
- In negotiations with trade union representatives, avoid using the threat of moving all or part of the company's operations to another country or region.

The background of the slide features a complex, abstract pattern of overlapping diagonal stripes in shades of teal, purple, and dark blue. The stripes are of varying widths and angles, creating a sense of depth and movement. The overall effect is modern and professional.

AMDARIS

# OUR CSR PROGRAMME

## Co-CEO Relations

The Co-CEOs of the company have a clear view of the triple bottom line performance: profit-people-planet and are committed to legality and willingness to respect community's regulations and needs.

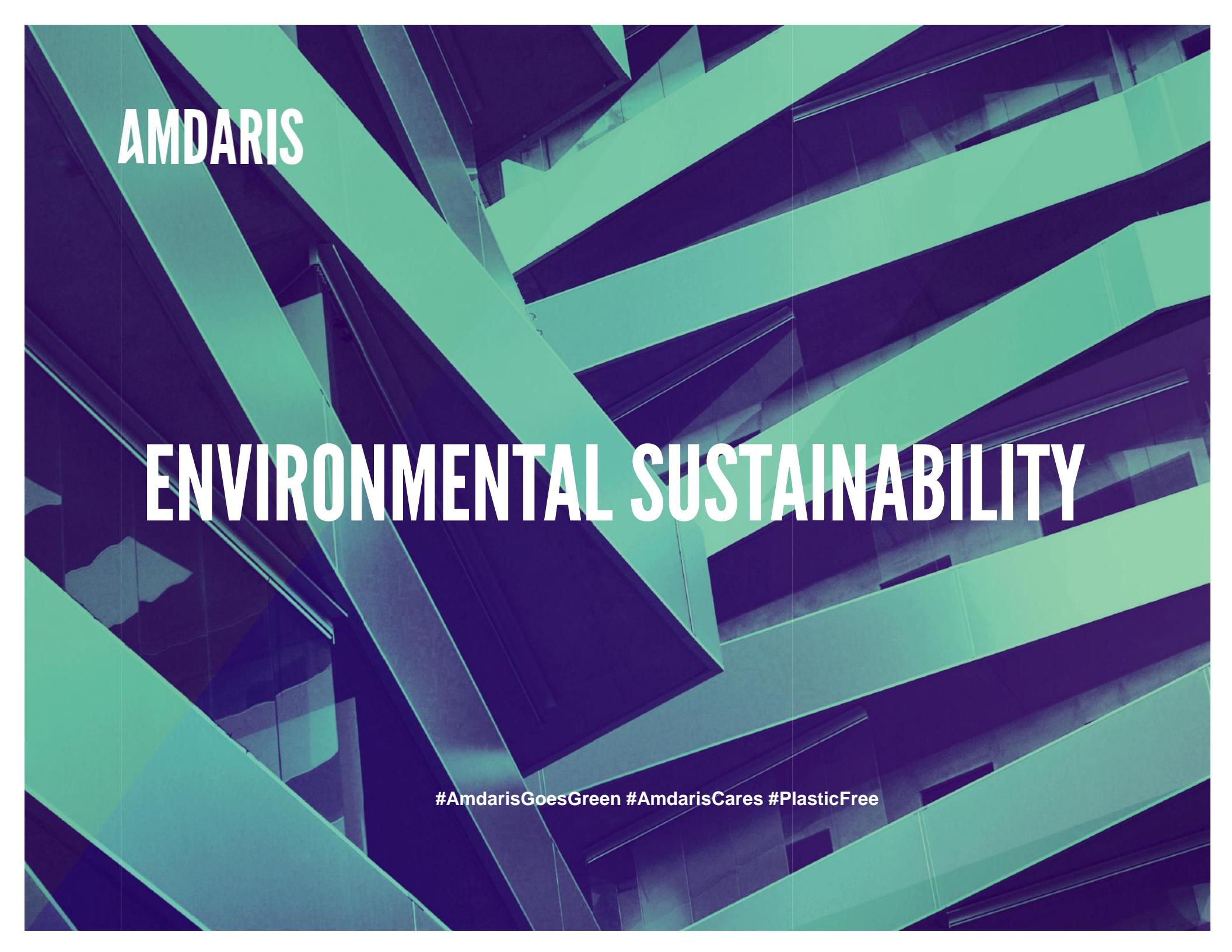
They have a responsibility for the formulation of policies on ethical behaviour, employee welfare, social issues and environmental issues.

The board monitors the effectiveness of these strategies.

In order to uphold the principles of sustainable development we took several commitments at Amdaris that we believe will provide us economic stability and viability, have a positive impact on the society we live in and protect the environment.

**As a part of the community, we believe that when our business is doing well and have sustainability we can support the community, thus helping in the promotion of our social corporate responsibility that we consider more than some of our duty. In these terms we want to contribute to our employees, community and environment happiness. With this example we allow each one of our employees to engage in CSR activities and support together the cause in which we believe.**

**Vlad Nanu & Andy Rogers**



AMDARIS

# ENVIRONMENTAL SUSTAINABILITY

#AmdarisGoesGreen #AmdarisCares #PlasticFree

## Commitment to Environmental Sustainability

### To Be Environmentally Responsible.

The way we look after environment influences our future. Unfortunately, our planet is in a state of over-demand, with people consuming natural resources faster than they can regenerate. We (people) ignore climate changes and biodiversity loss, we ignore even the health problems caused by excessive pollution. It's time to stop and to acknowledge we are in danger.

Attitude is everything! That's why, Amdaris has aligned with the Environmental Protection Initiative and are always encouraging the use of natural resources in a responsible and conscious way.

### Waste Sorting Culture.

In every Amdaris Centre we have baskets for selective waste collection located in strategic places, bins for sorting paper/cardboard, plastic and batteries.

### National E-waste Recycling Campaign.

We are supporting the National E-waste Recycling Campaign from September 15 – October 15, 2019 organized by *Hai Moldova* as partners and as participants, contributing to collecting 45 tons of electrical and electronic waste.



## No More Plastic.

Trying to give up as much as possible single-use plastic objects in favour of bio-degradable materials. We encourage the use of non-toxic materials by including in the *Welcome Kit* a ceramic mug and have equipped the lunch rooms with ceramic tableware and other needed kitchen utensils: plates, forks, glasses, knives, etc.



## Less Electricity.

We are using energy efficient led panel lighting. Led panel lights are a type of lighting fixture designed to replace conventional fluorescent ceiling lights. It uses considerably less energy compared to other lighting devices. For example: the lighting bulb consumes at least twice the amount of power.

## Go Paperless.

Avoid printing is our first option, however, when there is no other choice, we use Eco templates for MS WORD documents, which means 90% less toner when printing.

## ⊕ Go Paperless

As part of the Amdaris Environment Initiative (AEI) this template is optimised for onscreen use and minimal toner usage if printing is necessary

## Cleaning & Greening Activities.

On October 12, 2019, we organized the first *Amdaris Clean Up Day* in the "La Izvor" park from Chisinau, Moldova. We intend to make an Amdaris tradition out of this activity and year by year, every second Saturday of October to invite as many good people as possible to help us clean a place in our city.

#Amdarisgoesplasticfree #Amdariscares





AMDARIS

# EMPLOYEE RELATIONS

#AmdarisEncouragesSelfDevelopment #AmdarisEducation #AmdarisCareer

## Employee & Potential Future Employee Relations

Keeping the brand alive and engage our employees is on the top of our list, because treating your employees fairly is one of the best CSR proofs.

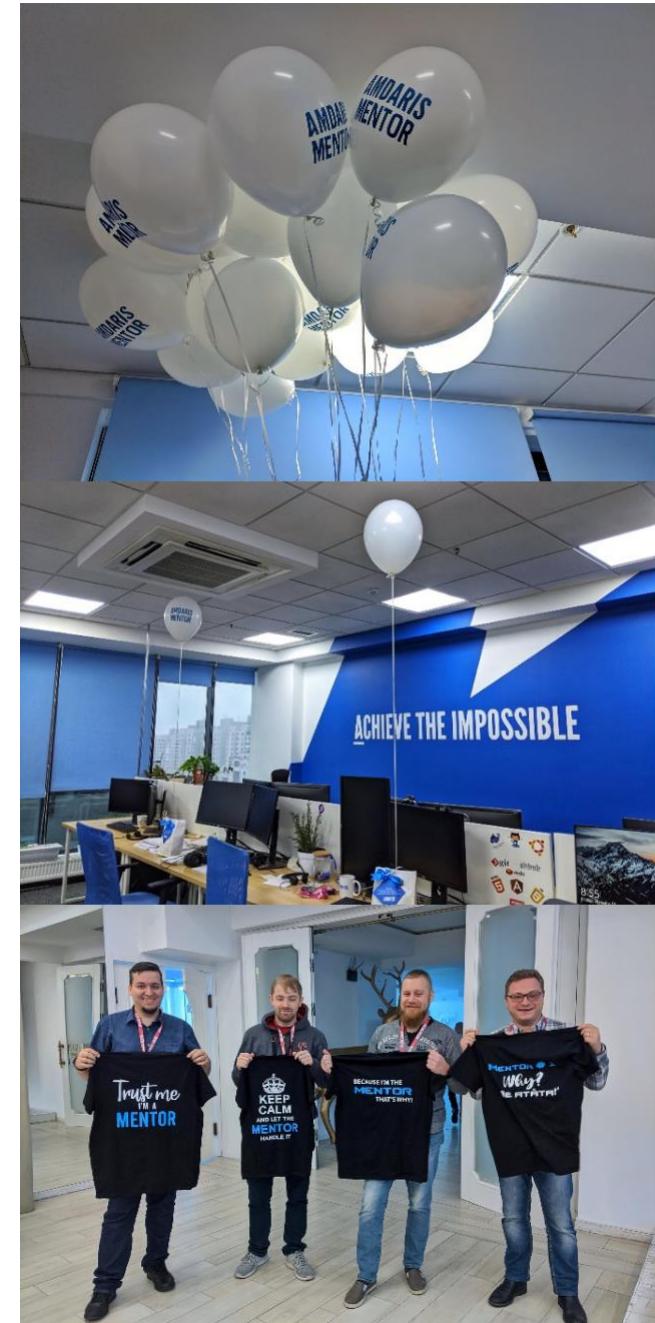
### Commitment to Learning.

To support educational initiatives aimed at professional (technology, business, management) and personal development. Offering continuing education benefits to allow our workforce to pursue its “bucket list”.

Knowledge is an important element of any business and society, it lets you adapt to the environment you work and live in. We encourage our Amdarians to take the challenge of finding effective ways to improve and to make progress, because it is the only way to remain competitive both as employee and as a company. Every ability can be developed through effort and practice.

### Mentoring Programme.

We have an *Amdaris Mentorship Programme* (AMP) within our *Career Development Path*. We evaluate this mentorship more as a relationship rather than a role with a set of preconceived duties. AMP it's about trust, sharing of expertise, moral support and knowing when to help and when to sit back. It's about practicing many work and life skills such as: time management, motivation, decision making or problem solving.

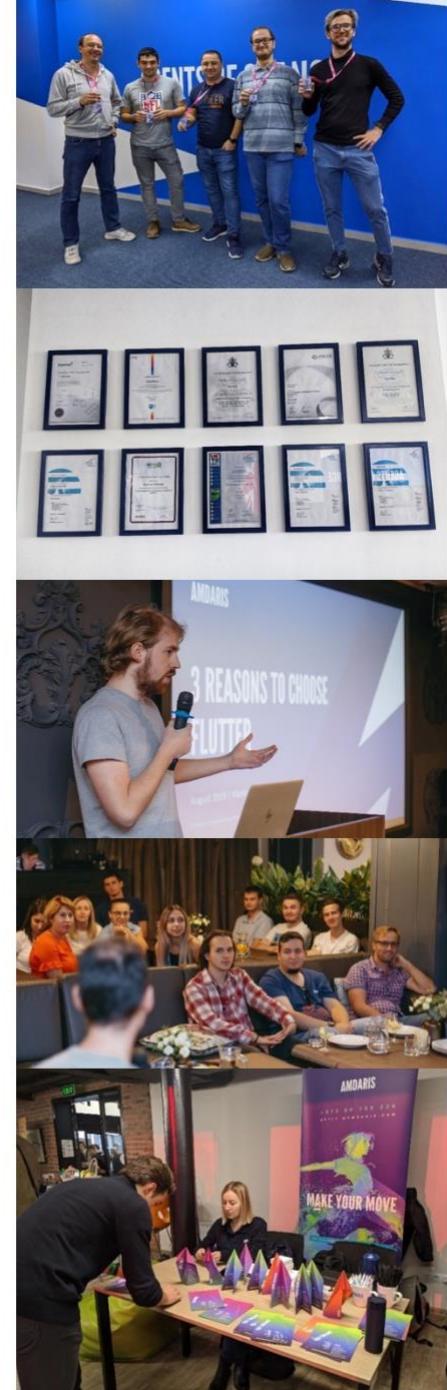


## Training Sessions, Courses, Certifications.

Each Amdarian has the possibility to participate in training sessions, courses and certifications. Amdaris approves and encourages individual and corporate training sessions. Amdaris supports its employees in their intention to become certified specialists and to pass relevant certifications, training sessions, courses.

The company encourages its employees to get the following certifications:

- Microsoft technical certifications;
- ISTQB and other relevant QA certifications;
- PHP and Java certifications;
- BA certifications (entry-level);
- Oracle certifications.



## IT Events.

We organize in house IT events, such as trimestral Wine&Tech sessions where we discuss topics of interest among Amdarians while having a delicious glass of wine.

We are also participating as partners at various IT events organized by local or international organizations, such as: Moldova Developer Conference, TUM Hackathons/events, Codecamp, Ruby Wine, technical workshops/presentations etc.



## English Courses for Amdaris Employees.

We are working with top providers of English courses from Moldova and Romania in teaching English language of all levels: from beginners (A0) to advanced (C2). The groups are formed as needed, but normally we have up to 3 groups of Amdaris students for the following levels: pre-intermediate, intermediate plus and upper intermediate.

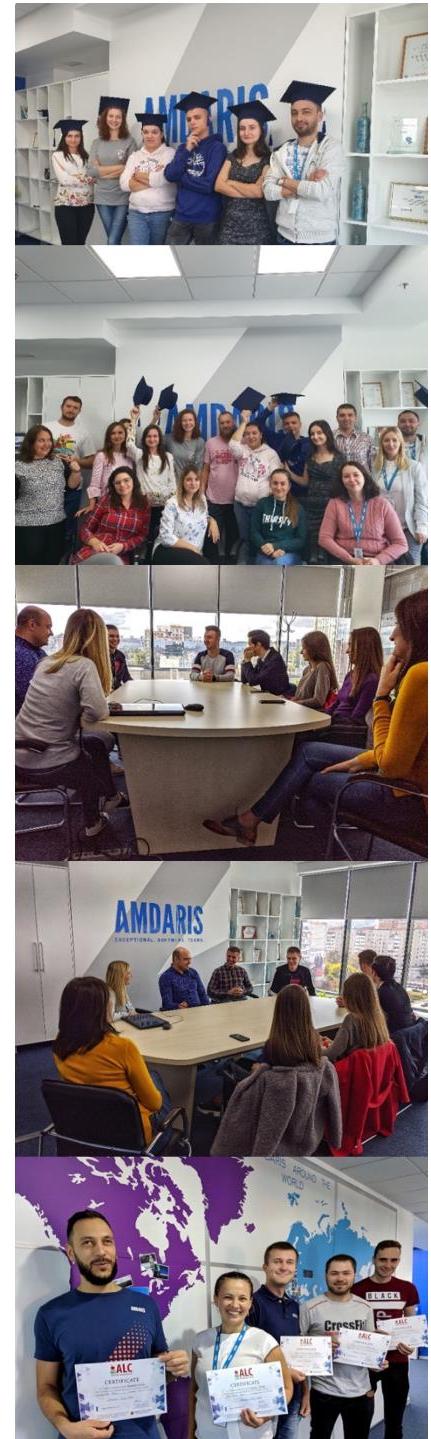
There is a final exam our students have to pass in order to validate their knowledge and receive a Diploma.

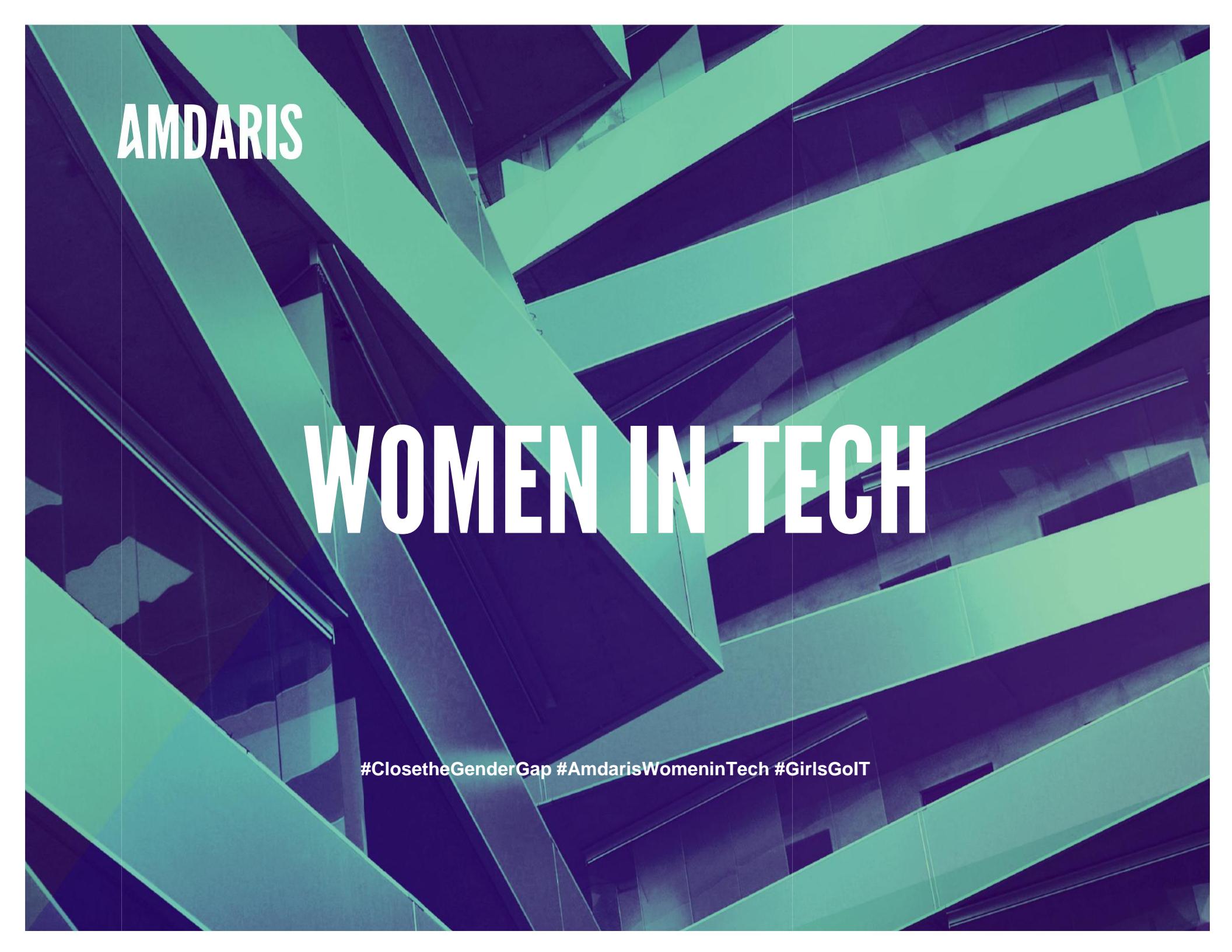
## Internships.

Amdaris Internship Programme runs twice a year. During a 3-month course, our interns are having access to 3 modules: Module 1: C#, SOLID, Design Patterns, Unit Testing, Inversion of control, Agile Methodology // Module 2: Entity Framework Core, SQL // Module 3: ASP.NET Core, MVC, HTML, CSS, Angular, WebAPI.

We assign a mentor for each intern, they have daily presentations/assignments and access to the Amdaris library. After each module, Amdaris Interns have an exam that consists of practical and theoretical questions. They also need to create a Web Application by the end of the course using all accumulated knowledge and best practices.

#Amdarisencouragesselfdevelopment #Amdariseducation





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# WOMEN IN TECH

#ClosetheGenderGap #AmdarisWomeninTech #GirlsGoIT



## Tech Women Ambassadors Program.

This is a Tech Women's Community initiative aiming to inspire, empower, and promote girls and women in IT. The program wants to intensify and facilitate the transfer knowledge, motivation and experience between professionals in the field of Information Technology, also to encourage the aspirations of those girls who want to embrace a career in this industry. The program includes informal monthly meetings, conferences, socializing sessions, career guidance, mentoring, experience exchange and other forms of events open to all those who are eager to learn, explore and capitalize on professional affirmation in the IT field.

One of the 11<sup>th</sup> chosen Ambassadors is one of our Delivery Leads, Olesea Oaserele.

## Commitment to Close the Gender Gap in Technology.

To empower women's success in technology.

We believe that the gender gap in the IT field is generated by the fact that women are not given enough information on what working in this field actually involves and no one gives them this path as an option. It's more like if you are a woman you have to find this path on your own. There aren't a lot of female role models in this field, we are not saying they don't exist, it's just they are not being promoted as much as male role models. This leaves a lot of young women with the perception that pursuing a career in technology is not for them.

If we want women to get interested in the Technology sector we need to give them more opportunities to learn about STEM and get involved in a real-world experience.

## Women in Leadership I.

We have supported "Supper and Sharing" event organized by *Gapsquare* in Bristol, a company that provides organizations with easy to use software, that analyses pay gap numbers and tracks diversity & equality statistics. The purpose of the evening was to build a supportive network of women in the city. The event attended some high power and inspirational women - including Lord Lieutenant for Bristol, partners from KPMG, PWC, Director of Watershed, Hargreaves Lansdown, Bristol Post and others.

## Women in Leadership II.

Amdaris Group Accountant Sarah Smyth has visited Bristol's *King's Oak Academy* to speak to Year 9 girls about her experience working for an international software company. Sarah appeared at the invitation of Rav Bumbra, an entrepreneur and diversity champion who works closely with students from King's Oak and several other schools.

Rav is the founder of Cajigo, a mobile learning platform which provides women with mentorship and support for successful tech and leadership careers. Amdaris agreed to sponsor Cajigo, which has also received support from techUK, King's College London, and the Marylebone Cricket Club.



Sarah also made it clear that not everyone has to be a software engineer to find a rewarding career in the tech industry. "Tech companies are a growing part of the economy and girls especially need to be encouraged to consider careers in the sector," she said. "There is a shortage of software developers all around the world, but tech companies also need skilled professionals in a huge range of jobs. I'm living proof of that!"

Amdaris joined the mission of Cajigo Schools Programme for educating girls about the careers that are shaping our world, and empowering them to believe they have potential to reach the highest levels in the tech sector.

**“In order to increase the representation of women working in technology careers, it’s imperative that businesses explore new ways of engaging female talent, now and in the future. Collaboration between businesses and education provides an opportunity to create greater impact, working together to close the STEM gender gap in schools.”**

#CloseTheGenderGap #AmdarisWomeninTech #GirlsGoIT

## ICT Career Orientation (Women Edition).

ICT Career Orientation is organized by the National Association of ICT Companies in partnership with the Technical University of Moldova, with the support of the United States & Sweden Agency for International Development within the "Tekwill" Project.

The event is dedicated to all young people with different backgrounds who are interested in embracing a career in technology.

The participants are having career orientation sessions, master classes and practical workshops.

They find out the latest trends in the industry and all the career directions and opportunities they currently have: internships and jobs available on market at the moment.





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# HEALTHY LIFESTYLE

#LiveHealthyStayWealthy #HealthyAmdarians #FitDevelopers



**Work plays a significant part in our lives that's why, it is very important to maintain a proper work-life balance and ensure both physical and mental wellbeing, as this improves employee's productivity and performance.**

### **Monthly Gym Allowance.**

One of the benefits we are offering at Amdaris is a monthly gym allowance because employees who exercise are generally healthier. It improves sleep and lowers the stress, also avoids long-term, chronic health issues that may require expensive medications. We cannot make everyone go to the gym to maintain their physical health, but this benefit can motivate them to engage in healthy behaviours.

### **Weekly Healthy Snacks.**

On every Wednesday in Moldova Centre and Tuesday – Romania centre, we have seasonal fruits in the office. A basket full of vitamins for every floor Amdaris has offices at. Eating healthy snacks during the workday helps you stay energized. It has a great impact on companywide productivity, engagement and overall health. It even makes you happier. From our point of view a healthy basket is a must.

## Active Team Building and Parties.

Team building and parties are a good way of keeping the work-life balance. Also, it builds trust, mitigates conflict, encourages communication, increases collaboration between employees and keeps a positive energy in the office.

We have at least 2 parties per year and team-buildings any time there is an important achievement at the project.

## Medical Expenses Allowance.

Another benefit at Amdaris is an annual medical allowance in Moldova centre and a monthly medical subscription in Romania centre that covers dozens of consultations and medical tests.

## Sports Equipment in the Office.

There is a very strong connection between physical activity and productivity. Having short ping-pong game breaks during a working day has a large positive effect on raising morale and motivation. We also have a relax room, there is a high bar too, for those who want to stretch. Because we spend a lot of time sitting in front of a computer it is very important to have short breaks and exercise.





#LiveHealthyStayWealthy #HealthyAmdarians #FitDevelopers

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COMMUNITY RELATIONS

**We believe every company should build strong relationship with the community it activates in. Everything we need starting from furniture and ending with food we shop locally from various reasons, here are a few of them:**

- To reduce the environmental impact
- To stimulate the local economy
- To reduce waste from packaging and fossil fuels

## Amdaris - Technical University of Moldova

### Durable Partnership.

For more than 5 years, Amdaris and TUM have been working as partners on different dimensions: TUM students are taking the Amdaris internships. Some of them cover their end-of-year practice, others get a job immediately after completing their studies. Also, from 2018 we are supporting the pilot project of the university "PBL - problem-based learning", which gives students the opportunity to get involved in solving real problems within the company's internal projects, under the guidance of a mentor, of course. We also helped the university in the realization of several important events, such as: Hackathons, Programmers Day,

This year we are starting a new project with TUM – the renovation of the largest auditorium of the Faculty of Computers, Informatics and Microelectronics.

### We care about the future talent.

Our cooperation agreement with TUM is about shaping the future of work in technology together.

### Amdaris Employees Teaching at Local Universities.

One of our Delivery Leads – Olesea Oaserele has held a Software Quality Course at the Technical University of Moldova, the Faculty of Computers, Informatics and Microelectronics.

The course focus was on requirements management to ensure the quality of the software from the earliest stages of development. It explained how the requirements affect the quality of the product and its cost by reducing the cost of change.





# NGO'S & PHILANTHROPY



## NGO Relations

### Building Strategic Partnerships.

We are supporting and collaborating with several NGOs: a local civic movement "Hai Moldova" - aiming to help people from Moldova to live in a clean and healthy environment; CCF/HHC Moldova - a public utility with the mission to create a hopeful and respectful environment for children; Hospices of Hope Moldova - a hospice care organization.

Thanks to them we are always keeping updated with all the local environmental and civic initiatives, and get the chance to contribute to good causes.

\*Our friends from *Hai Moldova* also gave us a training on the importance of waste sorting and convinced us once again that a healthy environment is indispensable for a bright and clean future.

We also partnered with *Banat IT* – a NGO based in Timisoara with the mission of continuously develop, support and encourage opportunity creation for tech individuals and companies, and implement entrepreneurship educational programs.

## Philanthropy

### Run for Children.

It already became a tradition to create an Amdaris runner team and participate at *Run for Children* within the International Chisinau Marathon. **Run for Children team** was created with the purpose to expand local fundraising and awareness efforts of CCF/HHC Moldova. They are trying to join forces which will get to their main mission: to close down the orphanages and to support the families – “A home and a family for every child”. Everyone is welcomed to participate: organization supporters, donors, individual runners or company employees. With their help CCF/HHC Moldova are raising money to help abandoned or placed in orphanages kids to grow up in loving families.

**Why run for fun, when you can run for a very good cause?!**

## Christmas Charity.

Every year we select a good cause and donate for people in need. This year we teamed up with Cristina Comerzan, one of the “Ask a Mom” Online Community founders, a community that has more than 27k members. The community activates for 4 years now and are getting involved in many social projects, they’ve even created an AO this year so that they could run their activities at a higher level and to be able to take more national project for children in Moldova.

One of their charity projects is called “A Ray of Light” (a Christmas campaign for 79 families from Moldova) where the online community has donated gifts for the kids, while Amdaris provided powder milk for malnutrition children and food for disadvantaged families. A group of Amdarians along with Cristina Comerzan have visited dozens of families from several villages from Moldova: Codreanca, Greblesti and Tiganesti from Straseni District and shared the gifts.

## Christmas Jumper Day in UK Centre.

We raised some money on Christmas Jumper Day, which Amdaris then kindly doubled and donated to the chosen charity Bristol Children's Charity.





## Volley Cup Hospices of Hope.

Hospices of Hope Moldova is a charity that aims to develop a national palliative care network in the Republic of Moldova, thus supporting people who suffer from incurable illnesses and/or life-limiting conditions in the regions of the country.

In order to get support from local companies, they organize sports events between them. Last time Amdaris has participated in a contest organized by Hospices of Hope was a "Volley Cup". In order to participate you have to create a team of 4 players and donate per team. All proceeds go towards the provision of palliative care services to people suffering from incurable illness in different districts of the Republic of Moldova.

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## Business Details

Company Name:	Amdaris Group	Delivery Centres:	Moldova - Chisinau
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