



 **SYMPHONY
CARE** 2022

 **Symphony
Solutions**

we SHARE
because we CARE



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Watch our CSR 2022 video

Symphony Solutions Donated Profits and Raised Almost 1 MLN EUR for Ukraine

In the year 2022, the normal way of life was disrupted in ways that we couldn't have predicted. As early as the end of February, the lives of many people were uprooted and distorted when Ukraine was attacked by Russia. Our charity initiatives were one way to try and bring back some sense of normal into daily life.

Symphony Solutions has its largest delivery center in Lviv, Ukraine, which made the urgent and personal. Since the first day of the war, we are supporting the country and its people. Theo Schnitfink, Founder and CEO of Symphony Solutions, made the decision to donate company profits generated in Ukraine back to where it was needed most. Moreover, we launched numerous charity initiatives and overall raised almost one million euros in support of Ukraine.

Symphony Solutions remained true to our values and found new ways to give back to the community, initiate and support charity projects concerning the most immediate needs of Ukrainians affected by the war, and plan and invest in a peaceful future. All of this is reflected in our Social Corporate Responsibility Program – Symphony Care.

This is our fight for peace.



1

Key Aspect

Our Charity Initiatives

Stand by Ukraine.

This is our initiative for peace

How we care? War crisis

Immediate response

The year 2022 brought about unforeseeable challenges as Ukraine faced immediate danger from the aggressor. We have faced a lot of uncertainty, anxiety, and growing social concern. Symphony Solutions immediately responded to the war crisis and in mere weeks launched the Stand by Ukraine charity foundation dedicated to raising funds and providing humanitarian and emergency aid to Ukraine.

<https://standby-ukraine.com/>

What's worth noting, Symphonians have stepped up in their own charity initiatives. They support the UAF through donations and fundraisers, taking in involuntary migrants, offering help with transportation, providing informational support, and so much more.





CHARITY INITIATIVES IN 2022

1. We created Stand by Ukraine charity foundation <https://standby-ukraine.com/>
2. Symphony Solutions offices were transformed into shelters and hosted over 200 refugees
3. Symphony Solutions collaborated with the Center for Education and Supply for Combat Medics
4. We have initiated promo campaigns on social media targeting Europe and Belarus, to fight disinformation and raise awareness about the war in Ukraine
5. Symphony Solutions donates all profits made on the work that Ukrainians in Ukraine generate
6. We created the DATTALION 'data battalion' to collect and verify information and proof of war crimes
7. Symphony Solutions and Symphonians donated 301 364 UAH to the 80th brigade
8. Donations for the 125th Brigade of the Armed Forces of Ukraine

9. Symphony Solutions spread awareness about our charity initiatives by providing interviews to Forbes, De Telegraaf, PolskieRadio24.pl and others
10. We supported the UNBROKEN Rehabilitation Center and purchased two bionic hand prostheses for soldiers
11. We are financially supporting the INSO-Lviv having purchased a musical instrument and necessities for the orchestra
12. We provided support to Symphonians drafted to the army
13. We launched the project Rebuild Ukraine together with the client <https://www.symphony-solutions.eu/featured-client-rebuildua/>
14. First aid training in Lviv office
15. Welcomed Doctors Without Borders to stay in Lviv office
16. We are financially supporting the Homeless Animal Care Fund “For Good”.
17. Donated 38 office desks to the school Braka Miladinovci in Carev Dvor, Macedonia.



A black and white portrait of a man with dark, slightly messy hair and a light beard. He is resting his chin on his right hand, looking directly at the camera with a slight smile. The background is dark and out of focus.

**WE WILL KEEP GOING
FOR AS LONG AS IT'S
POSSIBLE**

Theo Schnitfink, Founder and CEO

STAND BY UKRAINE

“Stand by Ukraine” charity foundation was created in the first weeks of war with the aim to raise funds and provide humanitarian and emergency aid to Ukraine. The foundation is purchasing medication, equipment, and all other necessary humanitarian goods to provide support to Ukrainian people. <https://standby-ukraine.com/>

What was purchased:

- Humanitarian sets (food and hygiene products) delivered to the most vulnerable groups of people in Kharkiv
- Essential medical and protective gear:
 - Protective clothing
 - Rehabilitation equipment
 - Ambulances
- Supporting shelters.

We have already raised almost 1 000 000 EUR.



"Stand by Ukraine" Charity Foundation

Initiated by Dutch IT company Symphony Solutions "Stand by Ukraine" charity foundation is dedicated to raising funds and providing humanitarian and emergency aid to Ukraine.*

* War is disrupting the normal way of life - infrastructure, postal services, commerce. Ukrainians may be fine with provisions right now, but we can't know about tomorrow. We take up initiative right now and refuse to stand by till it gets too complicated to help.

War in Ukraine

390
DAYS

12
HOURS

57
MINUTES

29
SECONDS

What is "Stand by Ukraine"?

The charity foundation "Stand by Ukraine" was initiated by Symphony Solutions specifically for the purpose of raising funds and providing humanitarian and emergency aid to Ukraine.

What does this mean?

The foundation is purchasing medication, equipment, and all other necessary humanitarian goods to provide support to Ukrainian people.

[READ OUR POLICY PLAN](#)



383

Children killed

5827

Civilians died

7 M

Ukrainians left

874 B

Amount of
losses in UAH

OFFICES TURNED SHELTERS

After the war started in Ukraine, we turned Symphony Solutions offices into shelters to take in Symphonians, their family and friends.

Offices in Lviv, Krakow, and Rzeszow were equipped with all the necessities to provide a comfortable place to stay for a few days or longer. The conditions included beds, a shower, and a kitchen. Personally supervised by Theo Shnitfink, shelter coordinators and volunteers worked on making the place more comfortable for the people coming here.

The office shelters have welcomed over 200 people. Refugees were also assisted with finding permanent apartments or further relocation.





SUPPORTING UNBROKEN REHABILITATION CENTER IN LVIV, UKRAINE

National Rehabilitation Center Unbroken was created with the goal to provide medical care and rehabilitation services to civilians and military personnel wounded in the war in Ukraine. The center provides reconstructive surgery, prosthesis care, psychological, and social rehabilitation.

We have donated over 100,000 euros to the rehabilitation center which is used to purchase equipment for diagnostic and rehabilitation purposes.

Furthermore, we have purchased two bionic hand prostheses created by Epser Bionics for wounded soldiers. The prostheses have already been delivered to the hospital and successfully installed.



UNBROKEN



DATTALION

Dattalion, or “data battalion”, has been created by Ukrainian women as an immediate response to the war in Ukraine. Established on February 27, 2022, the initiative has launched a mass database of photo and video footage that documents the war atrocities of Russia on the frontlines and temporarily occupied territories of Ukraine.

Dattalion objectives:

- Empower media around the world to tell the truth
- Collect and store evidence of war crimes, environmental crimes, crimes against humanity, and acts of genocide
- Amplify to the world the vital need to stand with Ukraine to win the war

Team of 7 Symphonians provides its full ongoing development and marketing support to the Dattalion project for 6 months.



DATTALION IN NUMBERS



6 200+

Videos

32 000+

Photos

170+

Witness database

45 000+

Monthly visitors





SUPPORTING SYMPHONIANS IN THE ARMY

As we understand the gravity of “feeding your own army”, we have initiated many activities to support Ukraine’s fight for peace and in particular those Symphonians who came to the brave decision to put down their laptops and join the army.

- Symphony Security Package provided to every drafted Symphonian, which includes safety equipment, a first aid kit, and other specialized items as requested
- Unity Fund launched as an initiative by Symphonians for Symphonians who are joining the army
- Fundraising organized by Symphonians to support friends and colleagues in the army
- Charity auction in the Lviv office with all proceeds going to army needs

REBUILDUA PROJECT WITH COVIZMO

We joined the RebuildUA project initiated by our client Covizmo as a way to start contributing to Ukraine's future right now.

The purpose of the project RebuildUA is recording wartime damages by creating a reliable data foundation of satellite imaging and information regarding civil infrastructure and prepare for the reconstruction of Ukraine once the peace is restored.

The project makes it possible to provide reliable data reports and share the results with communities, public authorities, and specialized foundations. It will help collect and verify data on the destructions of war, assess damages, and understand what further steps to take in rebuilding Ukraine.



SUPPORTING DOCTORS WITHOUT BORDERS



Symphony Solutions' Lviv office was honored to host the team of the international medical humanitarian organization Médecins Sans Frontières / Doctors Without Borders.

The volunteers of the organization are helping people around the world who suffer the consequences of conflict, pandemics, or natural disasters. These professional healthcare workers, logistics, and administrative staff came to Ukraine to provide their support and professional help to the people of Ukraine.

We provided the volunteers of Doctors Without Borders with a comfortable place to stay and office space that they could use for work while performing their noble mission of helping Ukrainians afflicted by war.





2

Key Aspect

Mental Health

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

MENTAL HEALTH PROGRAM

Taking care of your mental health is important on any regular day. One can never be quite prepared for the dread and anxiety that comes with war. That's why we have prioritised the self-care and well-being of Symphonians during these trying times.

To help support Symphonians in Ukraine, Symphony Solutions corporate psychologists were conducting regular group sessions Talk To Me. That was on top of 10 free therapy sessions with the corporate psychologist for every Symphonian.





3

Key Aspect

Education rediscovered

Learning together how
to learn in 2022.



TECH EVENTS & CONFERENCES

Aleksandar Bojkovski, Senior Experience Designer at Symphony Solutions, invited as a guest speaker to the UIUXMKD - Think and create outside the box, the first conference for designers in Macedonia, June 18.

- DevOps School
- Managing remote teams in 2023
- English language classes, Speaking clubs
- Foreign language classes



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 2022 we had 6 Agile events provided in different locations.

6 Agile events (all locations)

2 SAFe® 5.1 Scrum Master, Online

Agile Dojo: Scrum Pizza

Agile Scrum Basics

Agile Dojo: Start Scrum Fast

Agile Dojo #33 Scrum Lego



SUPPORTING SCHOOL EDUCATION IN MACEDONIA

Being an advocate for accessible quality education, we got saw an opportunity to act on our beliefs when shifting to a virtual office in Skopje, Macedonia. We sold our physical assets and raised money to support local charity.

We stepped up and supported local community by donating 38 office desks and network equipment to Braka Miladinovci school in Carev Dvor, a village near the town of Resen.

Symphonian Boris Lazarevski, who is also from Resen and helped make it possible, personally dropped off the desks and met up with the school director to make sure that the class is set up and ready for students.



5

Key Aspect

**Inspiring
others**

Music and art is in our DNA

3

SUPPORTING INSO-LVIV ORCHESTRA

Classical music is very dear to Symphony Solutions, as our approach to work has much in common with the symphony musical orchestra. Just like an orchestra sounds complete when putting all passion into the performance, we make a difference with the passion we put into our work every day. That's why our company shares a very special connection with the youth academic symphony orchestra INSO-Lviv.

Founded in 1998, INSO-Lviv Orchestra (International Symphony Orchestra) is a bearer and promoter of the idea of peace. In its projects, the orchestra fulfils the key mission of cultural diplomacy due to the uniting power of music. Annually, INSO-Lviv sets on concert tours in Europe. Its tour geography has also expanded as far as Colombia and China.

INSO-Lviv is a bright palette of emotions that the musicians share generously with the audience while implementing its artistic and educational mission, as well as one of cultural diplomacy. Symphony Solutions has been supporting INSO-Lviv for the last 9 years. In 2022, we have financially assisted the orchestra in purchasing musical instruments and necessities. As our hearts embrace the arts, let the music flow!



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.


SKOPJE

- Symphonians from Macedonia participated in the Wizz Air Skopje Marathon, October 2nd
- Aleksandar Gacevski participated in the Macedonian XC League 2022

ANYWHERE

- Valentina Synenka completed Ironman 70.3 Barcelona second in her age group!
- Valentina Synenka came in second place at the OceanLava Montenegro 2022 triathlon



A man wearing a blue long-sleeved shirt, black shorts, a black helmet with goggles, and a large black backpack is standing on a grassy hill. He is giving a thumbs up with both hands. He is wearing a paragliding harness with various straps and buckles. In the background, there are green hills, trees, and a small wooden building. The sky is blue with some clouds.

**BEING A SYMPHONIAN GAVE ME
A WHOLE DIFFERENT PERSPECTIVE
ON LIFE-WORK BALANCE HELPING
ME GAIN MOMENTUM AND GO AFTER
MY AMBITIONS!**

Aleksandar Gacevski, Data Protection Officer



6

Key Aspect

About Us

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

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, Nigeria, Netherlands, and Anywhere. Founded in 2008, the company is now 450 people with over 35 international clients, primarily in Western Europe and North America. A Boston office was opened in 2017 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.



Milestone dates

- **2022** Virtual location in Nigeria. Support Ukraine initiatives and charity fund established
- **2020** Office in Krakow moved to redesigned space, Poland
Achieved Select Consulting Partner status in AWS Partner Network
New office in Antwerp, Belgium
- **2019** Symphony Anywhere Program launched
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
- **2018** New branding and a new Corporate website launched
500 people reached
Among Insights Success “20 Most Admired Companies to Watch in 2018”
- **2017** Silicon Review - “50 Best workplaces of the Year 2018”
Opened fourth delivery center in Krakow, Poland
Agile Transformation Company of the year by the Technology Headlines
- **2016** 50 Best Workplaces to Watch in CIO Bulletin 2017
Among the 20 Most Promising Quality Assurance Solution Providers by CIOReview
- **2015** One of the 20 Most Promising Java Development Solution Providers by CIOReview
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

Our Recognition

20 MOST PROMISING
DEVOPS
SOLUTION PROVIDERS - 2019



CIO 20 MOST PROMISING
Review Quality Assurance
SOLUTION PROVIDERS - 2016

CIO 20 MOST PROMISING
Review Java Development
SOLUTION PROVIDERS - 2016

**app developer
awards 2021**

#2018
50 Best
Workplaces of the Year

20
ADMIRED
COMPANIES
TO WATCH 2018-19

CB2017
50 Best
Workplaces
To watch



FT **1000**
Europe's Fastest
Growing Companies
2020

- 2022**

Featured as The Best App Development Service Provider by Cybernews

Shortlisted in Live casino supplier and IT supplier nominations by EGR B2B Awards 2022
- 2021**

Listed among Top Cloud Consulting Companies in the Netherlands according to TechBehemoths
- 2020**

Top IT Employer in 2020 by DOU

Listed among Top Web Development Companies in the USA by Selected Firm
- 2019**

Recognized as Top Cloud Consulting Company in 2020 by Techreviewer

Top IT Consulting Companies in The Netherlands by Clutch (#1 of 13 leaders)
- 2018**

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

Named Top Software Developer in Amsterdam for 2019 by Clutch
- 2017**

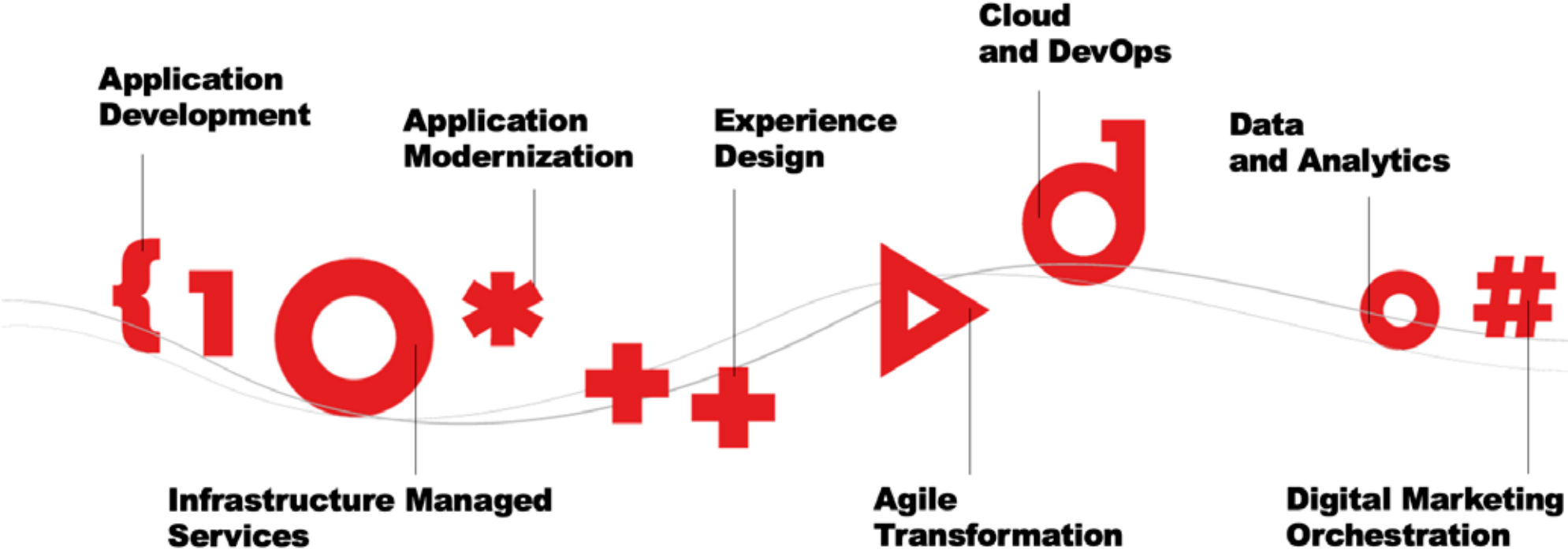
Among Insights Success "20 Most Admired Companies to Watch in 2018"

Silicon Review - "50 Best workplaces of the Year 2018"
- 2016**

50 Best Workplaces to Watch in 2017 by CIO Bulletin

Agile Transformation company of the Year by The Technology Headlines

Our Services



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. Since 2022, we are transforming to remote and building a unique culture within this environment.



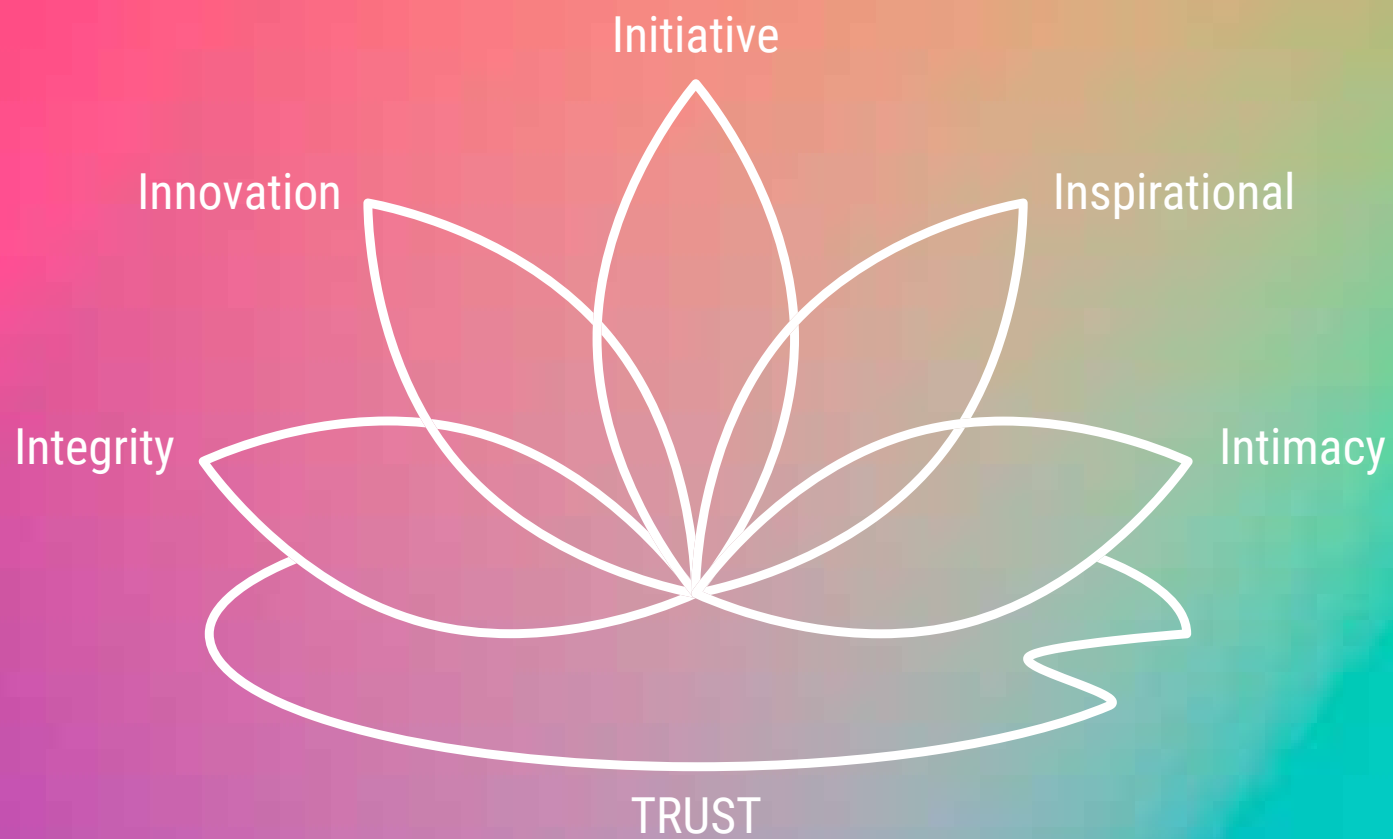
Our CSR video



Values

**“Find people who share your values,
and you’ll conquer the world
together.”**

John Ratzenberger



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

**we SHARE
because we CARE**

