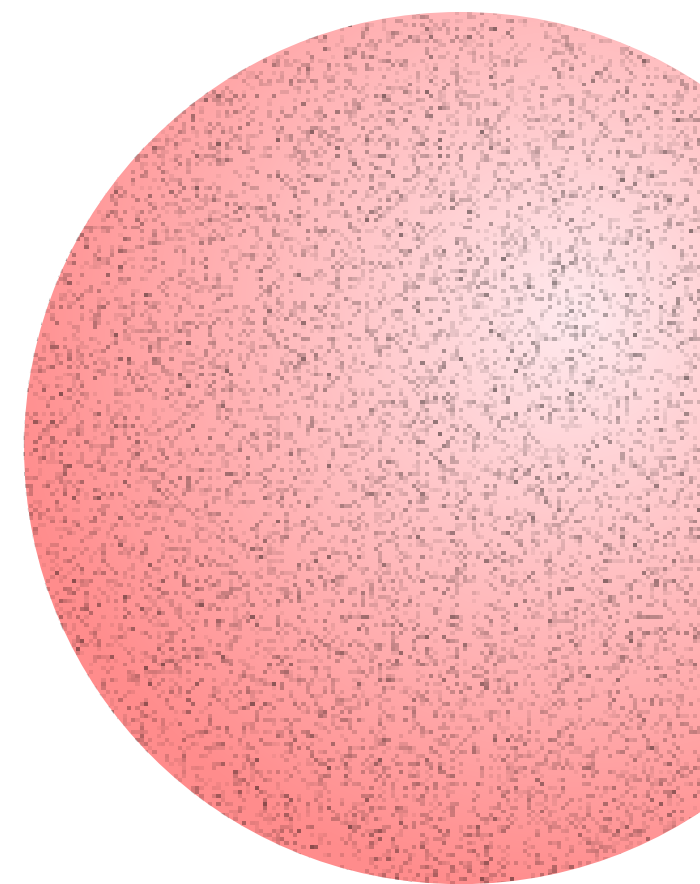


May 2025

TeleSoftas,
as part of Helmes Group

Sustainability Report



About the Report

This is TeleSoftas’ first Sustainability Report. For this reason, it reflects the company’s activities not only in 2024 but also in previous years.

As the company is not legally required to publish a Sustainability Report, this report has been structured according to the areas of its main social and environmental impacts and relevant governance topics.

This report demonstrates TeleSoftas commitment to managing the company according to sustainability principles and regularly sharing information about its progress.



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Šarūnas Putrius, CEO of
TeleSoftas (by Helmes Group)

Word of the CEO: **Sustainability Is in Our DNA**

Sustainability isn't a choice – it's part of our organizational DNA. At TeleSoftas, we practice sustainability consciously, which means that sustainability is connected to every aspect of our company's everyday operations. Here sustainability goals are integrated with each leader's organizational goals, making sustainability – one of our four strategic pillars – an integral part of our business strategy.

TeleSoftas is a people-first organization that strives to establish meaningful relationships with its customers and partners. Employees are the organization's main asset – they are at the core of its success. Therefore, the social impact is the most important sustainability pillar to us.

At TeleSoftas, we don't see sustainability as another set of standards we must comply with. Instead, we are aware of how each business decision affects the bigger whole. We develop and apply sustainability guidelines and practices to evolve, elevate our culture, and improve the environment around us.

We're a proud member of the Helmes Group and fully aligned with its sustainability principles, which emphasize green computing, social responsibility, and long-term value-creating partnerships.

About TeleSoftas: The Best Partner for Growth

TeleSoftas is a trusted partner in digital transformation – delivering end-to-end software solutions that drive business growth, adaptability, and innovation. From strategy and design to execution and long-term support, TeleSoftas helps organizations scale and thrive in a rapidly evolving world. Founded as a startup, over two decades TeleSoftas has grown into a global technology company, serving 300+ clients worldwide with data-driven, business-critical solutions.

In 2022, TeleSoftas joined the Estonian-based Helmes Group, forming a network of over 1,700 IT and business professionals. This partnership enables collaboration on large-scale projects while maintaining the flexibility to provide tailored, responsive support. As a recognized leader in green software development across the Baltics, Helmes brings valuable sustainability knowledge and practices to the shared ecosystem. For over a decade, Helmes has stood out as one of the top employers in the market – not only by prioritizing employee well-being and professional growth, but also by actively shaping the public dialogue on mental health and corporate social responsibility.

TeleSoftas strives to be a trusted growth partner for customers, partners, and employees. With a clear vision and dedicated teams, the company delivers software solutions through structured team models and established methods – ensuring consistent quality, efficiency, and results.

The company's culture and work environment, along with its strong focus on the social aspects of sustainability, continue to attract and support skilled professionals. Over the past decade, TeleSoftas has steadily built a reputation as one of Lithuania's leading IT employers. Its commitment to employee well-being was recently honored with the title of "Workplace That Creates Safety and the Most Favorable Emotional Environment."

Key facts about the company in 2024



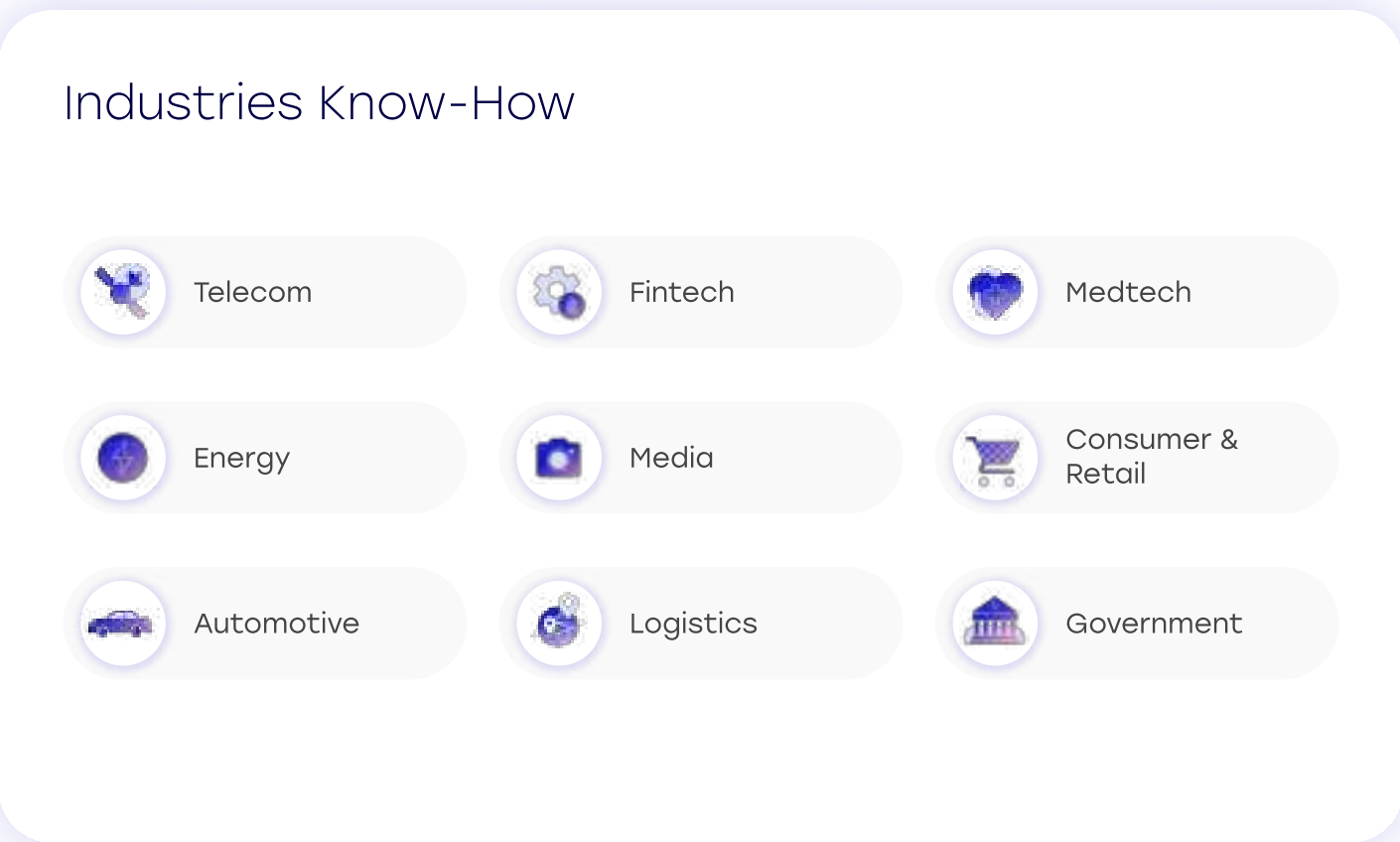
Being agile, not just doing agile – that's the TeleSoftas way:

Unique methods: World-class methods and practices enable to exceed industry standards, offer outstanding efficiency, and ensure customer satisfaction.

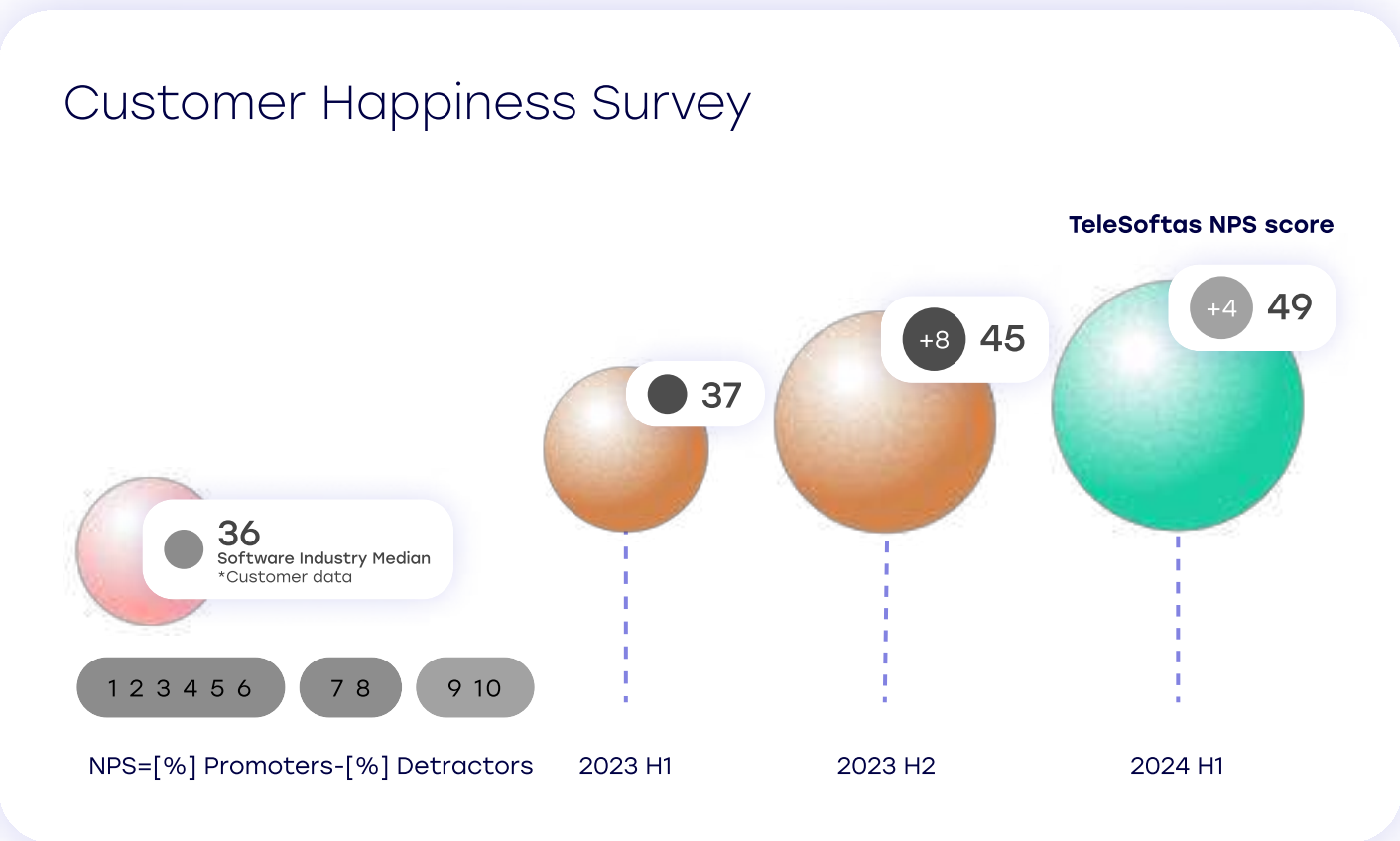
Autonomous product teams: Self-driven product teams that are reliable and efficient partners for business-critical software creation.

Result-based rewards: Rewards scheme that motivates the employees to develop the product as if it were their own.

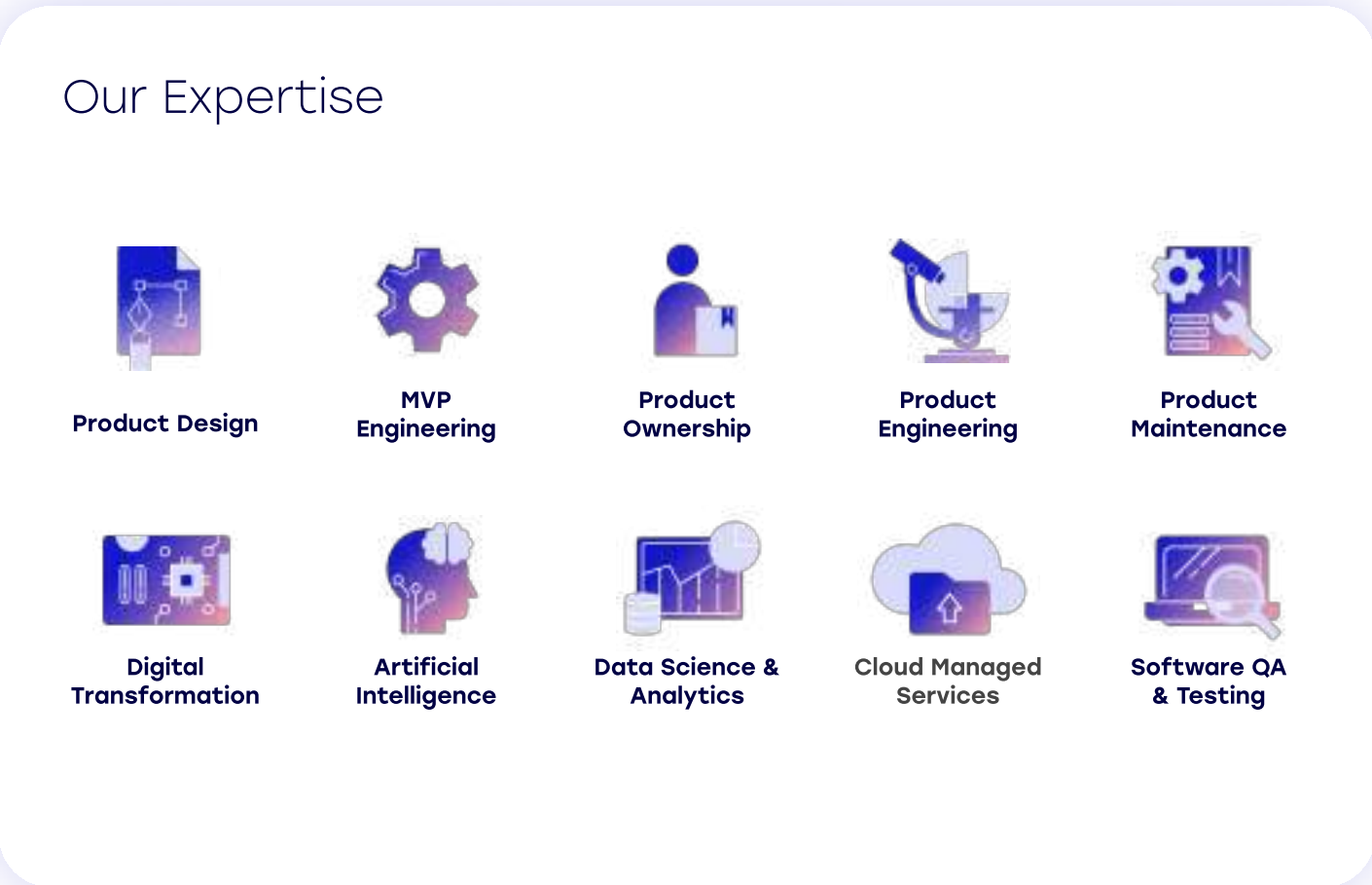
Culture and values: Culture that drives professional growth in a collaborative environment and is the foundation for creating outstanding product teams.



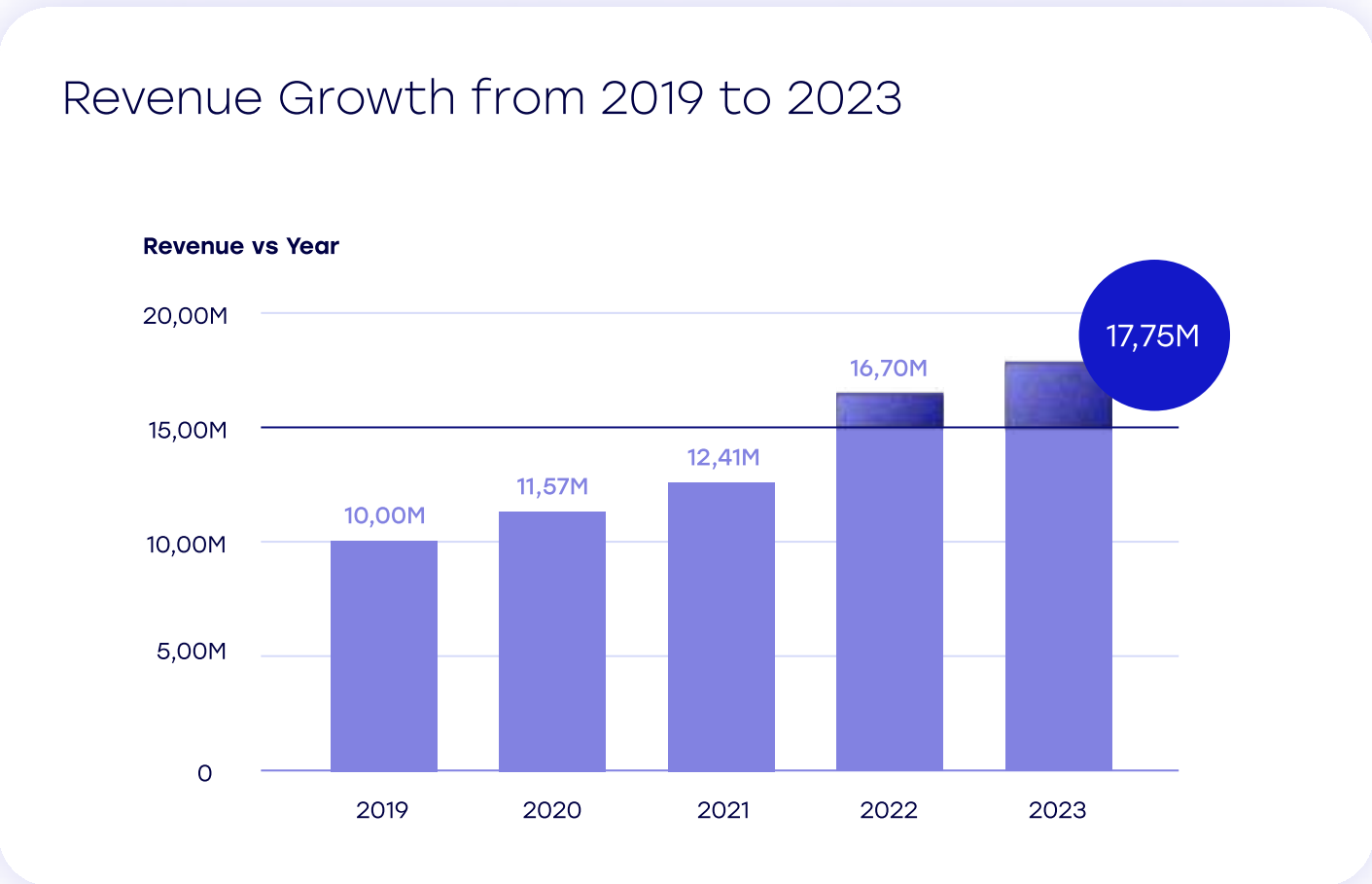
Graph 1: Sectors where TeleSoftas demonstrates proven expertise



Graph 2: Net Promoter Score (NPS) shows continuous improvement in customer satisfaction, rising from 37 in 2023 H1 to 49 in 2024 H1



Graph 3: Company’s core capabilities across product development, AI, cloud services, and quality assurance



Graph 4: Revenue growth from €10M in 2019 to €17.75M in 2023 demonstrates strong and consistent business growth

Impacts and Sustainability Priorities

In 2023, TeleSoftas conducted an environmental and social impact analysis to better understand the organization's key sustainability topics and set clear priorities for action.

These priorities are organized across three main dimensions:

- To reduce its negative environmental impact and create a positive one, TeleSoftas focuses on managing electronic and electrical waste, implementing environmentally friendly workplace solutions to reduce energy consumption and CO₂ emissions, and developing IT services that help save energy and reduce environmental harm.
- Positive social impact is primarily measured through employee competence and skills development, initiatives that support employee engagement and well-being, and employee and community welfare projects.
- In terms of governance, TeleSoftas aims to operate transparently and ethically, and to implement responsible business practices, including supplier responsibility. Other priorities include cybersecurity, data security, and privacy protection.

This report outlines progress made in each of these areas.

Sustainability Vision

TeleSoftas strives to be an experience-sharing leader of sustainable technologies and solutions in the IT sector, as well as a recognized leader in corporate social responsibility and employee well-being. The company nurtures a culture based on transparency, openness, fairness, engagement and empowerment, diversity and inclusion, and the creation and sharing of value.

Sustainability Policy

At the end of 2023, TeleSoftas approved its [Sustainability Policy](#), which defines the company's approach to sustainability management. The policy reflects a commitment to providing services sustainably, contributing to the Global Sustainable Development Goals, and supporting the implementation of the European Green Deal. Guided by its vision, mission, values, and strategic goals, TeleSoftas implements sustainability principles across environmental protection, social responsibility, and governance areas. The company regularly assesses sustainability risks and determines appropriate management measures. Sustainable business practices are encouraged throughout the value chain, and all employees are expected to comply with the Policy.

The following principles are outlined in the Policy:

- **Responsibility:** Assessing the company's impact on society and the environment, and taking responsibility for actions and decisions.
- **Transparency:** Making decisions transparently and regularly publishing sustainability-related information.
- **Stakeholder engagement:** Considering the interests of stakeholders in all activities.
- **Long-term perspective:** Evaluating decisions beyond short-term outcomes and considering their effect on future generations.
- **Respect for human rights:** Recognizing and protecting universal human rights in all operations.

TeleSoftas' Sustainability Policy is approved and amended by decision of the CEO. The Policy is reviewed in case of significant changes in the external environment, operations, governance structure, or legislation – and in any case, at least every two years.

Sustainability Month Initiative

February 2024 was marked as Sustainability Month at TeleSoftas. While sustainability is a daily focus, this initiative offered space to explore the topic more deeply and engage in company-wide conversations about responsibility and impact. Activities during the month included:

- A presentation for employees by Julija Lozda, Head of Communications – “Intro to Sustainability & TeleSoftas Sustainability Strategy” – covering the scope of sustainability, the importance of a dedicated strategy, and a brief introduction to ESG metrics.
- A presentation by the People & Culture department, led by Simona Tirlikaitė – “Greenwashing: How to Identify It?” – aimed at helping employees distinguish between genuinely sustainable brands and those using sustainability as a marketing tool.
- “Brainy Planet Quiz!” – an engaging and fun activity that encouraged employees to explore sustainability in a new way.
- A discussion, “Let’s Talk Sustainability”, with CEO Šarūnas Putrius and sustainability expert Donatas Kuras, focusing on the role of sustainability in business and its relevance for TeleSoftas.

More than 65% of employees participated in Sustainability Month activities.



Image 1: Inside the TeleSoftas office

2024 Sustainability Highlights

Focus on employee well-being: recognized on a country level

In 2024, the employee well-being score at TeleSoftas rose to 83% – 10% higher than the average for computer software engineering companies in Europe, according to Culture Amp. The company was also awarded the National Responsible Business Award in the category “A Workplace That Creates Safety and the Most Favorable Emotional Environment” – a recognition that reflects TeleSoftas’ ongoing commitment to employee well-being, inclusivity, and the creation of a positive work environment.

Employee benefits and learning opportunities

TeleSoftas offers a comprehensive package of well-being benefits and learning and development opportunities for all employees. This approach helped maintain a high engagement score – reaching 70% in 2024 – and contributed to low employee turnover.

Evaluating environmental impact

In 2024, the company introduced a CO₂ calculation methodology, with Scope 1 and 2 emissions now measured. Scope 3 assessments are planned for 2025. TeleSoftas’ main offices and data servers operate using green electricity.

Advancing green software solutions

To further enhance energy efficiency, TeleSoftas migrated to ARM processors in the AgentSmart and Ole projects – achieving +20% computing power, -60% energy usage, and up to -15% cost reduction for server resources. In the Bourne Leisure project, the use of Flutter reduced engineering energy consumption by 40% per workday, contributing to minimizing environmental impact.

Cybersecurity and data protection

In 2024, cybersecurity was strengthened through the implementation of a Mobile Device Management (MDM) system, antivirus solutions with continuous monitoring, and the launch of a disaster recovery plan. TeleSoftas also continues to raise awareness through ISO 27001 audits and annual Security Month events.

Social impact and community engagement

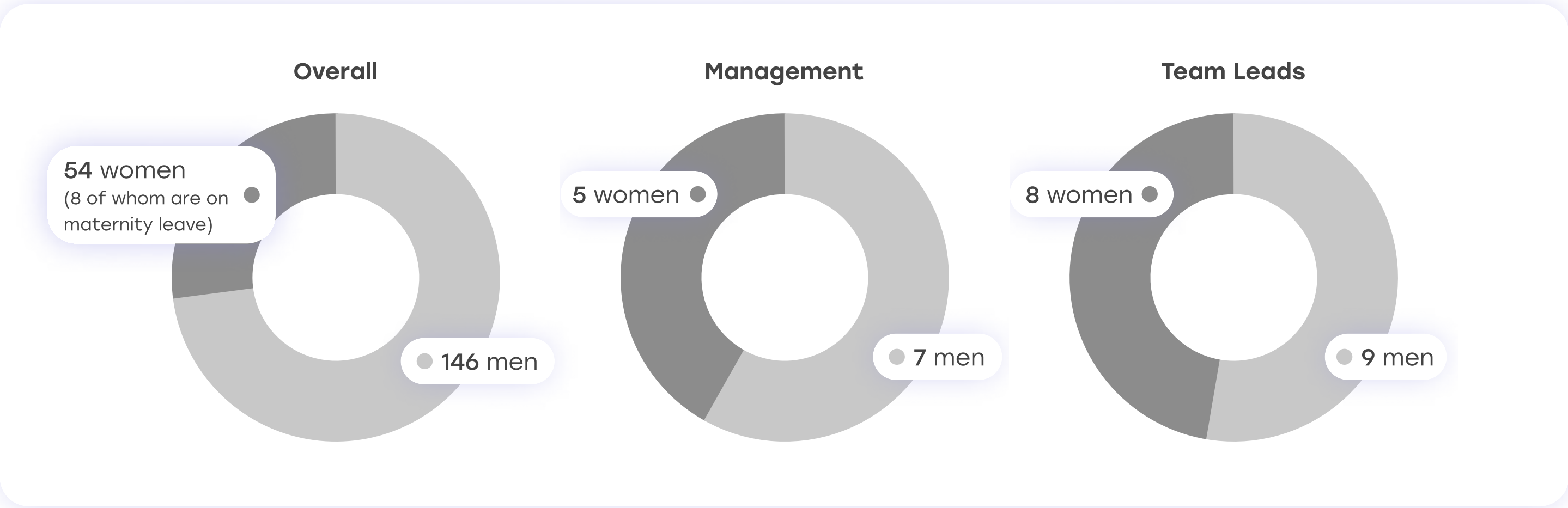
TeleSoftas actively supports social initiatives, including ongoing aid for Ukraine and long-term partnerships with universities in Lithuania. Employees are engaged in various volunteer activities – from mentoring youth and providing humanitarian aid to supporting the Lithuanian diaspora.

Employee Welfare and Well-Being

Employee welfare and well-being are among the four core priorities at TeleSoftas. Qualified and satisfied employees are viewed as the foundation of organizational success – helping to create a motivated and productive work environment where individuals can thrive and create impactful work.

Employees at TeleSoftas

In 2024, the average number of employees was 222 (200 at the end of the year). While 73% of employees are men, gender balance among the management and team leads is more balanced. As a result, the average salary of women (€5,552) is 25% higher than that of male employees (€4,427). 70% of employees are between the ages of 30 and 50. Half of the workforce has been with the company for more than five years, and one in five has worked at TeleSoftas for over a decade.



Graph 5: Gender distribution across overall staff, management, and team leads, highlighting improved balance in leadership roles



Graph 6: Majority of employees (140) are over 30 years old, indicating an experienced workforce

Graph 7: Half of employees have 5+ years of tenure, with 37 team members working at TeleSoftas for over a decade

Employee Benefits

TeleSoftas fosters a supportive and engaging work environment, offering a broad range of benefits designed to support flexibility, growth, and overall well-being. The People & Culture team ensures that all employees have transparent access to benefit options.

Employee benefits at TeleSoftas include:

- **Flexible work arrangements:** Employees can work remotely and decide when to meet in person with their teams. Work schedules are also flexible and can be arranged with the manager.

- **Convenient office locations:** Offices are centrally located, with parking available for both cars and bicycles. Showers are also provided for those who need them.
- **Pet-friendly offices:** Employees can bring their pets to the office several days a week.
- **Wellness & comfort:** Offices in Kaunas and Vilnius are equipped with massage chairs for relaxation during the workday.
- **Family-friendly environment:** To involve families in the community, TeleSoftas organizes kid-friendly activities such as hikes, Christmas celebrations, and Kids' Days at the office.
- **Team events & workstations:** Team budgets cover team-building activities and workstations. The company also hosts summer and winter parties alongside other various celebrations, such as Halloween and Developer's Day.
- **Additional leave benefits:** Two paid sick days per year without the need for a medical certificate, and three paid bereavement days in case of a loss of a loved one.
- **Personal perks:** Each employee receives an annual budget of €300 for non-standard work equipment, home office setup, or well-being services like massages or psychological consultations.
- **Personal learning & development budget:** Employees have a €700 annual learning budget and can dedicate 10% of their working time to professional development. Language classes in Lithuanian and English are also provided.
- **Tech library:** A growing collection of technical and leadership-related literature is available to support continuous learning.
- **Employee referral and ambassador programs:** Employees can earn up to €10,000 for referring talented professionals and clients.
- **Affordability initiative:** The internal TeleSoftas Auction allows employees to purchase used equipment at a lower price, supporting sustainability efforts.

Employee Well-Being

TeleSoftas recognizes that physical, mental, and emotional well-being is fundamental to employee happiness, productivity, and overall workplace satisfaction. By fostering a culture that prioritizes holistic well-being, the company enhances productivity, reduces absenteeism, and strengthens resilience to stress and the evolving demands of modern work.

The company has the following internal policies related to personnel management and employee well-being: the Well-Being Policy, the Violence and Harassment Prevention Policy, and the Whistleblower Policy. The **Well-Being Policy** is structured around three core pillars: mental well-being, physical well-being, and employee support. The People & Culture team implements and monitors this policy.

TeleSoftas has implemented various initiatives aimed at employee well-being:

- Since 2022: informational resources via the Mental Health Care and Self-Care Feedback intranet pages, offering guidance on stress management, self-care, and access to professional support contacts.

- Since 2023: free consultations with the Learning & Development Lead and coaching sessions with a certified in-house coach.
- Since 2023: "Mental Health at Workplace Month" held every October with lectures and activities.
- Since 2024: each department has its own People Business Partner to support managers and proactively assist in complex situations.

The effectiveness of the Well-Being Policy is assessed biannually through the Employee Engagement and Happiness Survey, which includes specific well-being questions. Exit interviews, employee sickness data, and staff turnover rates provide additional insights.

The company's commitment to employee well-being has continuously improved the Well-Being and Engagement Score, reflecting a healthier and more engaged work environment. The average well-being score in 2024 was 83%, and the engagement score was 70% – almost 10% higher than in 2023.

Employee emotional safety is ensured through the **Violence and Harassment Prevention Policy**. It aims to prevent workplace violence and support those affected if incidents occur. The policy seeks to improve psychosocial conditions by providing a respectful, ethical, and safe work environment – free from hostile, degrading, or abusive behaviour that could harm employees’ dignity, integrity, or well-being. It addresses various forms of violence, including physical violence, economic violence, sexual violence, psychological violence, verbal abuse, harassment, and sexual harassment.

TeleSoftas is committed to addressing all reports of violence, harassment, and related conflicts. Employees can report incidents to their direct manager and/or the Authorized Person, either verbally or in writing (e.g., via email). The policy provides a detailed description of procedures for receiving and handling reports. Without limiting the cases mentioned, a violation may be considered a serious breach of employment duties, depending on the specific circumstances.

The **Whistleblower Policy** establishes whistleblowing principles at TeleSoftas, ensuring that serious violations or misconduct can be reported confidentially and securely. By promoting ethical behaviour and good governance, the company fosters a workplace culture that encourages the reporting of unacceptable actions and upholds high standards of integrity. This policy applies to all current and former employees, trainees, students, internal and external partners, volunteers, consultants, job applicants, shareholders, and members of the management board involved with the company.

Open communication is ensured, and individuals are protected from retaliation or discrimination for reporting breaches in good faith. Any form of retaliation – including job-related consequences or reputational harm – is strictly prohibited. However, individuals who knowingly make false reports are not protected and may face legal or disciplinary consequences.

No cases of harassment, abuse, or violence were reported at the company in 2024.

TeleSoftas was awarded the National Responsible Business Award 2024 in the category **“A Workplace That Creates Safety and the Most Favorable Emotional Environment”** among medium-sized companies. The award recognized the company for fostering an inclusive culture, prioritizing employee well-being, and ensuring a safe work environment.

“It is a great honour to receive this award, especially because it reflects what truly matters to us,” said CEO Šarūnas Putrius. “For 20 years, people have been at the heart of TeleSoftas. We have always strived to create emotional well-being and make work an enjoyable place to be. We believe this is the foundation of success.”



Image 2: CEO Šarūnas Putrius being awarded by the Minister of Social Security and Labour of the Republic of Lithuania

Employee Engagement

TeleSoftas supports employee engagement and well-being by encouraging participation in voluntary activities and considering employee expectations when shaping relationships with external communities.

Each month in 2024 was dedicated to a specific theme, forming the basis for various internal initiatives. These monthly themes helped maintain a people-oriented culture and encouraged participation across the company.

- January:** Reflection Month
- February:** Sustainability Month
- March:** Diversity And Inclusion Month
- April:** Physical Health Month
- May:** Communication Month
- June:** Vacation Fever Month
- July:** Vacation Fever Month
- August:** Vacation Fever Month
- September:** Volunteering Month
- October:** Mental Health at Workspace Month
- November:** Security Month
- December:** Spread The Love Month

Volunteering Initiatives

TeleSoftas actively supports sustainability and volunteering. A culture of engagement is fostered by encouraging employees to contribute to meaningful causes both inside and outside the company. This reflects TeleSoftas’ commitment to building a socially responsible and engaged community and empowering employees to make a positive impact beyond the workplace.

Initiatives range from sustainability-focused events to hands-on volunteering activities.

Employees contribute in various ways – from supporting animal shelters and social mentoring to helping those in need. Recent activities include dog walking at shelters in Kaunas and Vilnius, participation in the Jaunimo linija emotional support hotline, knitting camouflage nets for the Ukrainian army, mentoring through Big Brothers Big Sisters, and blood donation drives.



Image 3: TeleSoftas team volunteering at a local animal shelter

Beyond ongoing initiatives, employees also engage in special volunteering projects. Over the past few years, several employees led self-awareness, financial literacy, and communication workshops for inmates at the Kaunas Remand Prison. These sessions, held over the course of a year and a half, supported small inmate groups in developing essential life skills for reintegration into society.

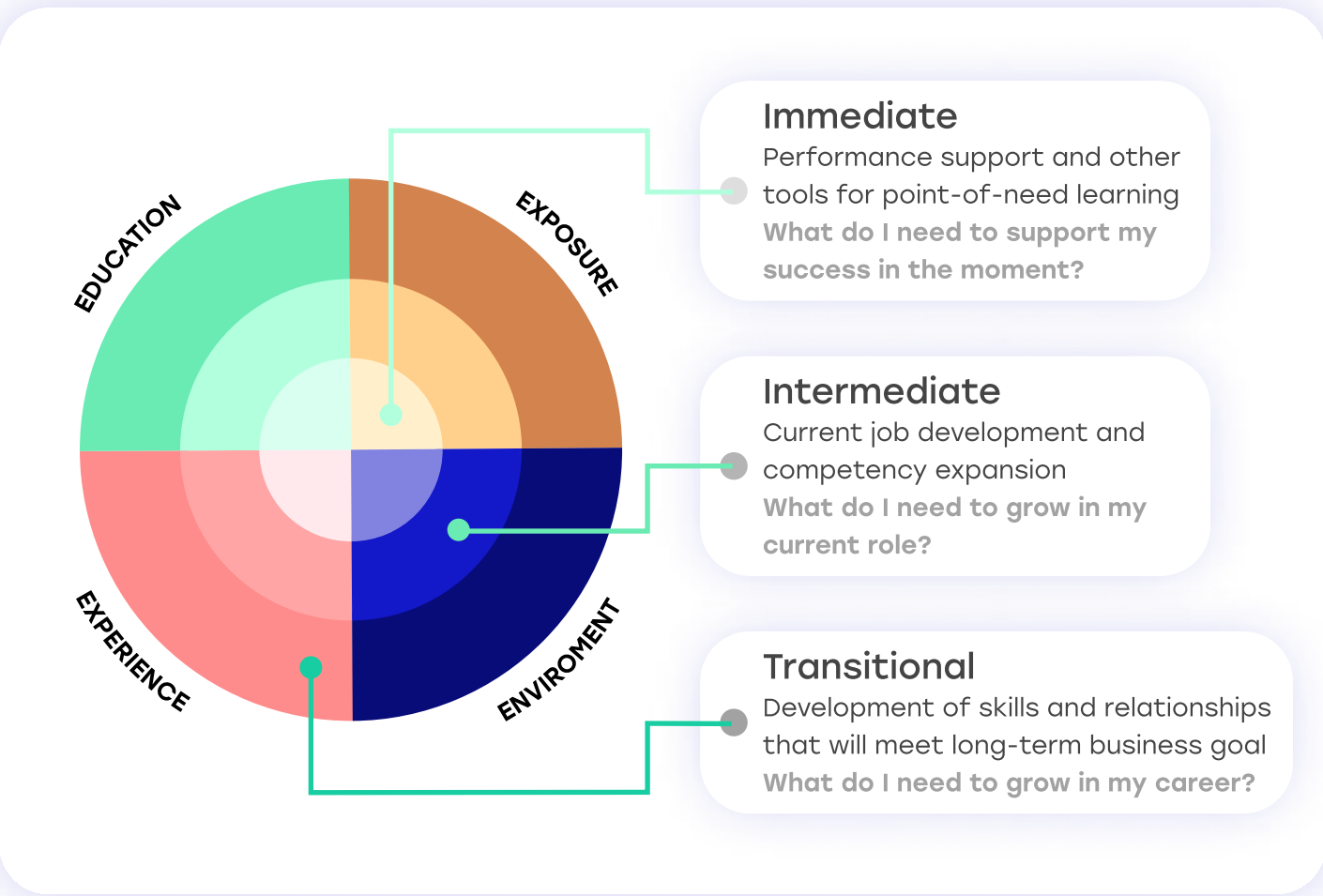
Another notable initiative was the Memory Cafés for Dementia Awareness, where TeleSoftas supported events that raised awareness and provided practical guidance to families affected by dementia.

Employee Competence and Skills Development

TeleSoftas’ culture values each individual as unique – with distinct needs, preferences, and talents. By actively supporting employee development, the company strives to create a growth ecosystem and fulfil its mission of being the best growth partner.

The **Learning & Development Policy** defines the company’s learning and development programs and initiatives. The People & Culture department reviews the policy periodically and updates it when needed.

The Policy takes a holistic approach to employee growth and is built on four key learning pillars: experience, education, exposure, and environment.



Graph 8: Four pillars of Learning & Development Policy

Employee development is viewed as a shared responsibility. It involves employees, their managers, and the People & Culture team – which, in collaboration with the Chief Technology Officer, defines and supports the learning and development ecosystem. Specific learning themes are shaped using a project-based approach.

Learning progress, competencies, and leadership skills are assessed through surveys and feedback. Managers are empowered to identify development needs and opportunities, while the company provides tools, consultations, and facilitation to support proactive and continuous learning.

Primary investments into employee learning and development in 2024:

- Internal knowledge-sharing culture, with around 15 employees acting as in-house lecturers.
- €30,000 dedicated to language learning programs for employees.
- €7,000 allocated for external training to strengthen leadership skills among managers.
- Additional annual personal learning budget of €700 per employee for individual development.

The impact of these efforts is reflected in employee feedback on ongoing initiatives. In 2024, 89.5% of employees agreed with the statement, “I have access to the learning I need to do my job well” (a similar result to 2023). Additionally, 76.5% agreed with the statement, “I have access to the development I need to do my job well” – a 9% increase from 2023. These results highlight a positive trend in employee satisfaction with learning and development opportunities at TeleSoftas.

Learning & Development Activities at TeleSoftas in 2024

Company-wide activities for all employees

Activity	Description
Internal Training & Workshops	Sessions on public speaking, feedback practices, estimations (for developers), design services, and best practices in service sales.
Well-Being, Leadership & Growth Coaching	Ongoing coaching and consultation sessions for all employees
Employee Onboarding Training Set	Curated training materials for new employees covering soft skills and technical best practices.
Knowledge Sharing Sessions	Helmes Group knowledge-sharing sessions on Business Analysis, Sustainable Software, and other topics.
Growth Day	The Helmes Group event dedicated to professional and personal development.
Psychological Safety in Teams	The Helmes Group event focused on fostering trust and open communication within teams.
Agile School	Internal Agile Coach-led training on Agile and Scrum methodologies, with preparation for Scrum certification.
Technical Development Programs	Participation in Helmes Group initiatives like Texcitement (technical knowledge sharing on AI, testing, algorithms, and data-driven decision-making) and Tech Nation Talks (holistic AI approaches).
JUG Meetup	Hosting and supporting the Java User Group meetups at TeleSoftas.
GDPR & Intellectual Property Training	Workshops led by legal experts to ensure compliance with regulations.
Performance & Development Framework	Developing a structured approach to performance and development, including related tools and training for managers, and ongoing consultations.
Feedback Framework Updates	Developing new feedback templates based on career ladders and role descriptions.
Employee Journey Project	Developing a structured Employee Journey Map to clarify internal processes and responsibilities between People & Culture and managers.

Leadership development activities for managers

Activity	Description
Leadership Fundamentals Training	A two-day leadership training session for all company managers led by an external expert.
Project Management Training for Team Leads	Assessment of Team leaders' project management skills, with selected leaders attending project management training.
Sales Training	Specialized training for leaders on sales strategies.
Helmes Group Leadership Mentoring Program	A three-month mentoring program for managers within the Helmes Group.
Open Coaching & Consultation for Leaders	Continuous coaching and mentoring sessions for leaders.
Ongoing Internal Leadership Training	Regular leadership development sessions where internal experts share knowledge on leadership, employee development, client management, project management, and financial topics.
Leadership Book Club	A reading and discussion group for leadership-related literature.
Leadership Resource Updates	Reviewing and updating leadership support materials.
Company-Wide Leadership Feedback Surveys	Feedback surveys for Team Leads, Business Unit leaders, CEO, CHO, COO, CFO, CTO, and other leadership roles, followed by individual discussions.
Team Lead & Business Unit Lead Frameworks	Updates to onboarding and responsibility frameworks for Team Leads and Business Unit Leads.

Social Partnerships

TeleSoftas is actively and purposefully building social partnerships. Based on strategic goals, market needs, and internal community feedback, the company has identified three key areas for social investment.



Graph 9: Focus areas for social investment: health and well-being, quality education, and peace and justice initiatives

When selecting organizations or initiatives to support, TeleSoftas follows principles established in its **Social Responsibility Guidelines**. Priority is given to organizations that:

- Operate in the fields of health and well-being, quality education, or support for Ukraine.
- Focus on ongoing initiatives with sustained impact rather than one-time efforts.
- Can demonstrate where allocated funds are directed and the value or impact created.
- Publish reports on activities and results annually or upon request.

Partnerships with Educational Institutions

TeleSoftas has established a long-term partnership with Kaunas University of Technology (KTU), working together to promote sustainable digital tool development in Lithuania and beyond. As part of this collaboration, the company awards annual scholarships of €2,000 to students from the Faculty of Mathematics and Natural Sciences and the Faculty of Informatics. Scholarships are awarded to those whose theses explore sustainability-related topics.

In 2024, the following scholarships were awarded:

- **Radvilė Bankauskaitė** – Faculty of Mathematics
Thesis: Green Energy Poverty Index: the Case of the European Union. Her research contributes to understanding and addressing energy poverty, offering practical tools for a sustainable and equitable energy transition.
- **Rūta Leonaitytė** – Faculty of Mathematics
Thesis: Visualization of Multidimensional Data for Diagnostics of Mechanical Systems. This analysis aims to improve the safety and reliability of mechanical systems and support sustainability by extending the lifespan of aircraft engines and reducing premature replacements.
- **Povilas Malakas** – Faculty of Informatics
Thesis: Secure Data Transmission Method for Internet of Things (IoT) Devices. His work presents an energy-efficient approach to securing data transmission in IoT networks, advancing both security and sustainability in connected technologies.
- **Kornelija Magylytė** – Faculty of Informatics
Thesis: Electrical Equipment Resource Analysis System. This project introduces the Energy Insight Pro system, designed to optimize electricity consumption analysis for large organizations – helping reduce environmental impact through smarter energy use.

TeleSoftas also participates in university career fairs, internship days, and events organized by the KTU Student Union. In 2024, students from various KTU programs visited the company three times. During these visits, TeleSoftas presented insights about the IT sector and introduced students to the programming profession.



Image 4: CTO Nerijus Eimanavičius awarding a scholarship for a sustainability-focused thesis

The company also collaborates with other higher education institutions by offering internship opportunities. In 2024, seven interns joined from Lithuanian universities (KTU, VU, ISM, and MRU), alongside one student who completed studies in the UK and another from the USA. In addition, three short-term interns from the USA also joined. During their time at TeleSoftas, all interns gained hands-on experience in the IT industry and contributed to real company projects.

TeleSoftas also sponsored four representatives from KTU and MRU to attend Impact Day 2024 in Tallinn – the largest sustainability festival in the Baltics and Nordics.



Image 5: Representatives from KTU, MRU, and TeleSoftas at Impact Day 2024

Supporting the development of future technology professionals, TeleSoftas collaborated with a KTU Gymnasium class from 2022 to 2024. Employees led training sessions, invited students to events, and provided €2,000 in financial support. Half of this amount supported student participation in academic competitions, while the rest funded targeted scholarships. The partnership allowed TeleSoftas to share knowledge and inspire motivated students to pursue careers in technology.

Diaspora Engagement Initiatives

Since 2022, TeleSoftas has partnered with the **Global Lithuanian Leaders (GLL)** network to strengthen connections between the Lithuanian diaspora and Lithuania. This partnership leverages TeleSoftas' international presence and GLL's

global network to create opportunities that link Lithuanian professionals abroad with initiatives at home. The shared goal is to support Lithuania's socioeconomic development while embracing global perspectives and experiences.

The cooperation between TeleSoftas and GLL includes:

- **GLL Hub Lithuania:** Providing Lithuanian network members with the opportunity to work from TeleSoftas offices in Vilnius, Kaunas, and Klaipėda.
- **Annual GLL Honour Awards:** Financial support for networking activities.
- **Annual GLL Summer Networking Party:** Sponsorship for community building.
- **GLL representation:** Participation in both local and international TeleSoftas events and business trips.



Image 6: TeleSoftas and GLL interns at the GLL Summer Gathering

Since 2022, TeleSoftas has invested more than €10,000 in partnership with GLL and supported global Lithuanian community events.

In 2024, the company also joined Bring Together Lithuania, a program aimed at connecting diaspora youth with local companies, innovative startups, and public-sector institutions. The six-week initiative provided opportunities to gain professional skills and rediscover Lithuania. Three participants joined TeleSoftas for a summer internship through this program.

Support for Ukraine

Since the beginning of widespread Putin's aggression on Ukraine in February 2022, the TeleSoftas community has been actively supporting Ukraine through various material, financial, and volunteering initiatives.

These efforts can be grouped into four key areas:

- **Donations and financial support:** Several teams redirected their personal perks (€300 annual budget for personalized needs) to purchase essential supplies – such as shoes and clothing – for Ukrainian women in the military. A portion of team-building budgets was also allocated to medical supplies. Additional financial support was directed to Pagalbos Sparnas, a partner organization led by TeleSoftas founder Algirdas Stonys. As part of this collaboration, the company helped fund a benefit concert for Ukraine and supported related initiatives.
- **Technical and educational support:** In partnership with the Children's Welfare Center Pastogė, around 200 computers and monitors were collected and refurbished with the help of KTU students. These devices were used to create two computer classrooms for displaced Ukrainian children. One TeleSoftas employee also tested 100 drones before they were shipped to Ukraine, ensuring proper functionality.

- **Volunteering and community engagement:** Employees packed aid supplies with the Red Cross, helped prepare accommodations for refugees, and coordinated donation drives at offices in Kaunas and Vilnius. In a joint initiative with SneakyBox, a virtual reality gaming session was organized to bring moments of joy to Ukrainian refugee children.
- **Rehabilitation and well-being initiatives:** Understanding the importance of physical activity and recovery, the Operations team collected sports equipment for Ukrainian children and individuals undergoing rehabilitation after war-related trauma.

Through these initiatives, TeleSoftas remains committed to supporting Ukraine with meaningful, sustained contributions.



Image 7: Founder Algirdas Stonys alongside Pagalbos Sparnas, supporting humanitarian efforts for Ukraine

Environmental Footprint

TeleSoftas strives to reduce the direct and indirect negative environmental impact of its activities by motivating and engaging employees. Clients, partners, and other stakeholders are also encouraged to respect the environment and natural resources. These efforts include initiatives both within and beyond the organization.

The company’s **Environmental Protection Policy** addresses multiple aspects of environmental impact:

- Reduce the company’s environmental footprint by using energy and natural resources more efficiently.
- Reduce greenhouse gas (GHG) emissions from company activities and from the services and solutions developed.
- Consider the environmental impact of business travel and employee commuting, and promote sustainable mobility.
- Responsibly manage all types of waste – especially electrical and electronic waste – and apply waste prevention principles.
- Educate employees on environmental topics and promote environmental awareness.
- Strengthen relationships with customers and suppliers who share a similar commitment to environmental responsibility.
- Consider the environmental impact of procurement and include relevant criteria in the supplier selection process.

To reduce indirect impacts, TeleSoftas evaluates the environmental effects of its services and incorporates environmental objectives – such as GHG reduction and energy efficiency – into solution design. These practices are further detailed in the “Sustainable by Design: Environmentally Friendly Services and Product Development” section of this report.

The company’s commitment to environmental sustainability is further reinforced by its implementation of the **ISO 14001 Environmental Management System standard** in 2024.

This certification requires the establishment and ongoing maintenance of a comprehensive environmental management system, supported by

leadership, planning, implementation, monitoring, and continuous improvement.

Energy Efficiency and CO2 Footprint

TeleSoftas rents office space in Vilnius, Kaunas, and Klaipėda. The Kaunas office building holds a Fitwel certification, confirming that it meets sustainable building standards. The Vilnius and Kaunas offices use 100% renewable electricity for lighting, ventilation, and humidification (though heating still uses non-renewable energy sources).

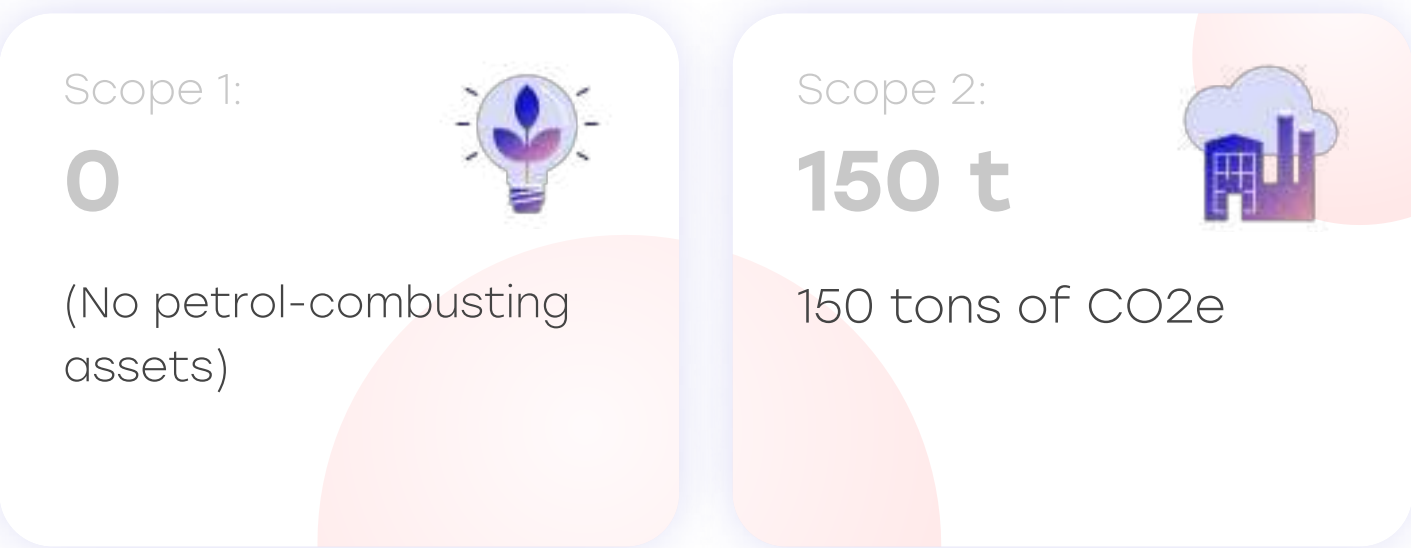


Image 8: A closer look at one of TeleSoftas office environments

Since 2023, all company servers have been hosted in a data centre powered entirely by renewable energy. This transition significantly reduced the company’s impact on climate change.

In 2024, TeleSoftas implemented a CO₂ calculation methodology to better understand and track its carbon footprint. Scope 1 and Scope 2 emissions have already been calculated, and the company has identified primary emission sources for Scope 3. A partial assessment of Scope 3 is planned for 2025 to support informed emission-reduction strategies.

CO2 emissions data for 2024



Waste Prevention

TeleSoftas generates mostly **electronic waste**, primarily from computer equipment. The company carefully assesses hardware requirements for new employees and maintains only a small reserve stock for replacements.

Due to high-security standards, IT equipment is replaced every 36–48 months. Since the devices remain in good condition, their lifecycle is extended by allowing employees to purchase them through an internal auction, following thorough data wiping and quality checks. Smaller electronic devices are redistributed through internal takeaway initiatives.

By selling or redistributing used equipment internally, the company reduces waste and promotes a circular use model.

To further minimize household waste, TeleSoftas offers reusable lunchboxes and water bottles to employees – both of which have been well received.

The company has also significantly reduced its paper consumption. Most documents are now stored digitally, and annual spending for purchasing paper totals just over €100.



Image 9: CEO Šarūnas Putrius and Founder Algirdas Stonys receiving Helmes SWAG, celebrating shared values and partnership

Sustainable by Design: Environmentally Friendly Service and Product Development

Environmentally friendly service and product development is a specialized approach to software solution development that prioritizes minimizing environmental impact throughout the entire software lifecycle.

Key objectives of this approach include enhancing energy efficiency, saving resources, and minimizing e-waste. These goals are achieved by developing software that consumes less energy across its lifecycle – from development through operation. TeleSoftas optimizes code and infrastructure to reduce resource usage, and prioritizes software longevity by promoting reusability and upgradability. Avoiding unnecessary features reduces the need for frequent code rewrites, further minimizing environmental impact.

Guided by its **Environmental Protection Policy**, TeleSoftas integrates sustainability into all consulting and development projects. The company adheres to modern project management standards and fosters a strong internal culture of sustainability. Teams are educated on interdisciplinary collaboration and trained to evaluate implementation options through a sustainability lens. In addition, employees receive training on relevant tools and techniques for sustainable software development. Open communication and collaboration are encouraged to support knowledge sharing and address sustainability challenges effectively.

Solutions that contribute to a more sustainable digital ecosystem are integrated into various projects. This report includes several case studies illustrating that work.

AgentSmart project: A key 2024 initiative was the AgentSmart project, where TeleSoftas implemented scheduled and utilization-based scaling – reducing external machine working hours by 20%. Migration to ARM processors delivered

20% more computing power, 60% lower energy consumption, and an 11% cost reduction for computing resources. Instead of rewriting a 15-year-old codebase – a task estimated to take at least six months for a six-person team – the company opted for modernization. This allowed for the delivery of new business features and bug fixes while maintaining system functionality, requiring only 20–30% additional effort compared to ongoing maintenance.

Ole project: In the Ole project, transitioning to ARM processors resulted in similar improvements – 25% more computing power and 60% lower energy consumption. Server costs were also reduced by 15%, demonstrating that sustainability initiatives can align with financial efficiency.

Bourne Leisure project: This project focused on developing Flutter applications for iOS and Android. Flutter's cross-platform capabilities significantly reduce development time and resource usage, contributing to a 40% decrease in energy consumption per workday. Faster development cycles enabled by Flutter's hot reload feature also improve energy efficiency by minimizing repeated builds and deployments. Optimizing app performance reduces device and server strain, extending hardware lifespan and reducing e-waste – a key goal of sustainable software engineering.

TV2 project: In the TV2 project, Android and backend engineers collaborated to create an efficient data exchange system between mobile and TV applications. Network usage and energy consumption were significantly reduced (20–60% overall improvement in network performance and resource use) through data compression, efficient formats like GraphQL, and caching mechanisms. API calls were optimized through batch requests, selective data retrieval, and streamlined error handling – all of which reduced server load. Special attention was paid to bandwidth limitations on mobile devices, ensuring minimized energy use across systems.

These four examples illustrate TeleSoftas' commitment to embedding sustainability into software development. The company reduces environmental impact by modernizing systems

instead of rewriting them, optimizing infrastructure, and prioritizing performance-driven practices. Sustainability is not an afterthought – it is a foundational principle that shapes responsible technology development.

TeleSoftas also regularly organizes dedicated courses on sustainable software development, participates in green software knowledge-sharing sessions within the Helmes Group, and shares insights with external audiences. In 2024, CTO Nerijus Eimanavičius presented “Why Sustainable Digitalization of Public Services is Essential” at the Smart Country Convention 2024 in Berlin.



Image 10: CTO Nerijus Eimanavičius delivering a keynote at the Smart Country Convention on driving sustainable digital transformation

Courses about sustainable software development for employees, 2023

Course	Content of the course
Awareness course for everyone: Sustainable development and green software in Helmes Way	Introduction to the topic, its impact, and the value of green software practices – how it is implemented within the Helmes Way and what every team member should know.
Role-based course: Partners, Business Unit Leads, Team Leads, Sales Reps	Role-specific checklist of focus areas – how each role can contribute to more sustainable collaboration and greener code.
Role-based course: Architects, Developers, Testers, and DevOps	Role-specific checklist of focus areas – how technical roles can meaningfully contribute to sustainable and energy-efficient software.
Role-based course: Analysts, Designers	Role-specific checklist of focus areas – how to promote sustainable practices in planning, user experience, and design.

Cybersecurity, Data Security, and Privacy Protection

The security of the company, its data, and its employees is critical to operations and organizational integrity. TeleSoftas prioritizes a robust security environment to protect both physical and cyber assets and to enhance resilience against evolving threats. By committing to comprehensive security measures, the company aims to safeguard business continuity, ensure compliance, and build trust with clients, partners, and employees.

TeleSoftas has a dedicated **Security Policy**, which focuses on three key areas and outlines specific actions for each:

- **Cybersecurity measures:** Rigorous controls to protect digital assets and ensure information integrity, confidentiality, and availability.
- **Physical security practices:** High standards to safeguard facilities and equipment.
- **Employee education and support:** Continuous training and a strong culture of security awareness.

The Infrastructure team, in collaboration with the People & Culture team, is responsible for implementing and monitoring this policy. Security measures are evaluated biannually through audits, vulnerability assessments, and employee feedback.

Since 2021, TeleSoftas has been certified under the **ISO 27001 Information Security Management Standard**, with annual compliance audits being conducted since then.

From 2022 to 2024, no security incidents were identified. A security incident is defined as an event that could negatively impact the safety of personal data, confidential company information, or data belonging to clients, partners, or suppliers.

Since 2021, the company has continued to strengthen its infrastructure and community-wide security awareness. In 2023 the data from the physical server was moved to a data centre,

a firewall was implemented, network segmentation was carried out, dedicated project tunnels were established. These actions significantly enhanced cybersecurity and privacy protection.

Since 2024, Mobile Device Management (MDM) and antivirus solutions have been centrally deployed. The infrastructure team conducts continuous data analysis and implements necessary actions. Company equipment is regularly updated to meet the latest security standards. Access is protected through a password assignment and renewal policy and a Password Manager system. In most cases, two-factor authentication (2FA) is required.

In 2024, TeleSoftas developed a disaster recovery plan for IT infrastructure. The project involved system inventory assessments, update planning, and verification of backup processes against current cybersecurity recommendations. Following successful testing, the company has a clear, actionable plan to restore servers and resume operations if needed.

TeleSoftas aligns its cybersecurity efforts with the State Security Department's annual national security threat reports. Based on these recommendations, the company has restricted traffic from and access to China, Russia, and Belarus, and prohibits company equipment from being transported to these countries.

At TeleSoftas, security is a shared responsibility. Employees are trained to assess emails and phone calls critically, and security training materials are easily accessible.



Image 11: A snapshot of the developer team in action

Every November is **Security Month** at TeleSoftas – it is an annual cybersecurity awareness, education, and practical training initiative.

Since its launch in 2022, it has become a cornerstone of the company’s culture. Now in its third year, the program continues to evolve – addressing new challenges and equipping employees with updated knowledge and tools.

- 2022: The first year introduced core cybersecurity topics, including password security, phishing awareness, and online safety best practices. These sessions were recorded and stored in the internal e-library for ongoing access.
- 2023: The focus expanded to AI security, addressing both the benefits and risks of AI. Teams engaged in hands-on activities using AI tools and presented their findings on the potential and threats AI brings to cybersecurity.

- 2024: Activities included micro-learning videos, Mobile Device Management (MDM) discussions, cybersecurity knowledge assessments, and ISO audit preparation. Employees took part in interactive sessions, workshops, and peer-led knowledge-sharing discussions.

Security Month plays a vital role in maintaining a strong security culture at TeleSoftas. It ensures employees remain informed, proactive, and resilient in protecting both company and personal data in an ever-evolving digital landscape.



Image 12: A part of TeleSoftas community

Responsible Business Behavior

It is often said that “Organizational culture eats strategy for breakfast.” For this reason, the **Code of Conduct** is the most important and fundamental document outlining the expected behaviours and ethical standards at TeleSoftas. It is built upon the company’s values and purpose.

Principles of TeleSoftas’ Code of Conduct:



Courage

- We are ambitious
- We are autonomous
- We are trustworthy
- We are candid & transparent
- We are feedback-driven



Caring community

- We care
- We are ethical
- We are empathetic
- We collaborate
- We are multi-identity-minded
- We are inclusive



Mastery

- We lead the way
- We make effective decisions
- We take ownership
- We align proactively
- We innovate
- We seek excellence
- We learn continuously
- We are efficient

TeleSoftas also strives to ensure all employees feel safe and respected in the company. It does not tolerate behaviour that crosses ethical boundaries. Therefore, the Whistleblower Policy and Violence and Harassment Prevention Policy outline precise procedures for employees to follow in extreme situations. This report’s “Employee Welfare and Well-Being” section provides more information about these policies.

There have been no breaches of the Code of Conduct in 2024. TeleSoftas is deeply committed to conducting business responsibly, emphasising social, governance, and environmental considerations. In alignment with these values, TeleSoftas expects its suppliers and business partners to uphold similar principles and prioritise corporate responsibility in their operations. The company has dedicated Procurement and Supplier Corporate Responsibility Policies to help achieve this.

TeleSoftas’ **Procurement Policy** establishes guidelines for acquiring goods and services essential to its operations. It ensures that the procurement process is carried out efficiently, ethically, and in compliance with all applicable laws and regulations.

In the Procurement Policy, the following objectives are set:

- Ensure the best value for money.
- Procure services and goods that meet TeleSoftas’ operational and technical requirements.
- Ensure timely and efficient procurement.
- Ensure compliance with legal, regulatory, and contractual obligations.
- Support ethical procurement practices and supplier diversity.

Suppliers and vendors are evaluated based on the following criteria:

- Compliance: Adherence to regulatory and contractual obligations.
- Cost: Competitive pricing and total cost of ownership.
- Delivery: Ability to meet delivery timelines.
- Quality: Products/services that meet required technical and operational standards.
- Reputation: Past performance, references and experience in similar projects.
- Sustainability and Ethics: Preference for suppliers with sustainable practices and ethical standards.

The **Procurement Policy** requires that all procurement activities be conducted with integrity, fairness, and transparency. Employees involved in procurement must avoid conflicts of interest, including accepting gifts or favours from vendors. Procurement decisions should support the company’s commitment to diversity, sustainability, and ethical sourcing.

To ensure the proper implementation of the Procurement Policy, responsibilities are distributed among the Procurement Manager, Department Heads, the Finance Department, and employees initiating the purchase.

TeleSoftas expects more from its suppliers and partners than just goods or services at a fair price. Expectations are clearly outlined in the Supplier Corporate Responsibility Policy, which all suppliers have been introduced to as part of the partnership process since 2024.

Specifically, TeleSoftas expects its suppliers and business partners to implement the six main principles listed in the Supplier Corporate Responsibility Policy, communicate the contents of the Policy to their employees, and prioritise adherence to these principles with their subcontractors.

If a supplier appears to be in violation of the Policy’s principles, TeleSoftas reserves the right to request clarification and additional information. If the issue is not resolved to TeleSoftas’ satisfaction, the company may, at its discretion, terminate any existing contracts with that supplier. This action may be taken to protect the integrity of TeleSoftas’ supply chain and uphold its standards and values.

There were no incidents related to Suppliers’ Corporate Responsibility as well as breaches of Procurement Policy in 2024.

The six main principles of the Supplier Corporate Responsibility Policy are:



Anti-bribery and anti-corruption: Strictly comply with national anti-bribery, anti-corruption and national tax laws, as well as the Council of Europe’s Criminal Law Convention on Corruption, to ensure integrity in all business dealings, including fair marketing practices, ethical competitive behaviour and ethical behaviour with suppliers.



Environmental responsibility: Comply with current environmental legislation and regulations and actively manage energy use and environmental impact to minimize harm.



Labor compliance: Adhere to all applicable laws related to wages, working hours, benefits, and workplace safety, ensuring that no forced or illegal labour is employed



Legal and human rights compliance: Comply with national legislation and regulations, respect international human rights conventions, and ensure that human rights are upheld in all business practices.



Non-discrimination: Ensure fair treatment and refrain from discrimination in the employment of workers based on race, gender, age, religion, disability, or any other protected characteristic.



Prohibited transactions: Refrain from engaging in business transactions, directly or indirectly, with any entities or individuals located in or affiliated with countries subject to sanctions, embargoes, or other trade restrictions imposed by Lithuania, the European Union, or the United Nations.