

REDWERK

**Software
Development
Company**

Corporate Social

Responsibility Report



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Our Company

Message from our Founder

2023 has been the year of continued resilience not only for the Redwerk team, but every single Ukrainian.

As the war dragged on to the next year, we saw the media and donor fatigue, resulting in less coverage and financial support.

Another challenge was Russia's consistent terrorist attacks on the Ukrainian energy facilities, resulting in power cut-offs. Large enterprises started to shy away from Ukrainian IT services vendors, fearing war-associated risks.

Nonetheless, we withstood the new wave of challenges, showing remarkable agility as the events unfolded.

Sustainable business practices played a crucial role in how well we navigated through this crisis.

Work-life balance, self-reliance, and free idea-sharing are deeply ingrained in our corporate culture, and these values helped us meet all of our obligations to clients and deliver projects on time.

I want to thank my team for their unprecedented unity, unwavering resolve to continue working and supporting Ukraine, and numerous acts of kindness towards each other and the most vulnerable members of society.

Glory to Ukraine! 🇺🇦



Konstantin Klyagin, *Redwerk* Founder

About Redwerk

Redwerk is a software development company building web2 and web3 solutions for businesses in North America, Europe, Australia, and New Zealand.

Since 2005, we have successfully delivered over 250 projects used by 50+ mln consumers worldwide.

We work with startups and well-established businesses, with techies and non-techies.

Startups leverage our expertise and resources to bring innovative products to life. Enterprises turn to Redwerk to implement their digital transformation plans.

Our expertise spans e-government, e-commerce, e-learning, media, martech, entertainment, green tech, and game dev industries.



of clients from the EU & USA



businesses benefited from our services



of senior- and middle-level specialists



of team are engineers



Our Team

Redwerk has R&D offices in Kyiv and Zaporizhia, Ukraine. They've been closed since Russia invaded Ukraine.

We prioritize the safety and well-being of our team, allowing teammates to work from any corner of the world. So far, we operate as a distributed and fully remote team.

Latvia
Poland
Germany
Ukraine
Switzerland
Portugal
Italy



Our Services

→ SaaS Development

Building award-winning cloud-based products.

→ Quality Assurance

Catching critical bugs before they reach users.

→ Code Review

Determining codebase health and optimizing it.

→ UI/UX Design

Creating inclusive and memorable designs.

→ DevOps

Setting up servers and CI/CD workflows for the best performance.



Ukrainians are very dedicated people. No matter where they are or what's happening around them, they will deliver what they promised.

– *Lars Olafsson, Founding Partner at Orderstep*



I need to be sure that developers are truly involved and support our vision. This is what I get from cooperation with Redwerk

– *Torge Barkholtz, Co-founder at Kooky*



Redwerk is a great team that is very professional and puts clients as their first priority. Overall, the quality is pretty good and we have a decent app in the App Store now, so we are pretty happy about that

– *Jiajia Zhang, Product Manager at Gooroo*



We turned to Redwerk because we did not have the resources or the expertise in-house to build a cloud-based product. They're incredibly professional, responsive, and highly communicative. I'd recommend them in a heartbeat.

– *Deborah B. Sorgi, CEO at AWE Learning*

Our Clients

We focus on building strong, long-standing relations with our clients. We treat each project with equal attention, care, and commitment because we know that all big things have humble beginnings. And it's easier to achieve success with the right technology partner.

JUSTIN ALEXANDER



SIEMENS

kooky.



Cakemail



C!A



Northeastern University

Our Impact

Community Involvement & Development

Supporting Ukraine

In 2023 our efforts are primarily geared toward relieving issues caused by persistent, inhuman, and downright genocidal Russian aggression. We continue [supporting and arranging our own fundraisers](#) on special occasions, such as our company anniversary, and always match our employees' donations.

We also allow each teammate with family or friends serving in the army to make a companywide fundraising announcement on their birthday.

100+

nonprofits supported

\$220,000+

donated to support Ukraine since 2022

100%

matching of employee donations

Spreading the word

Besides charity, we find it important to spread the word about the real situation here in Ukraine.

We need foreign businesses to continue purchasing from Ukraine, but the war scares many. That's why we give interviews to the [media](#) and use our [blog](#) and social channels to explain how Ukrainians have adapted to the challenges and why it is still reasonable to buy IT services and other products from Ukraine.

Forbes

VentureBeat

Entrepreneur

THE PRESS | TE MATATIKA

WEBSITE PLANET

Fostering local economy

We continue our practice of hiring specialists who stay in Ukraine. By creating job opportunities within Ukraine, we are investing in our communities' economic stability and development.

13

new experts hired in 2023

5

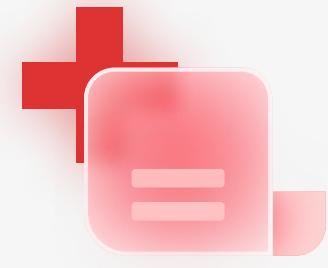
new contracts secured

90

professionals in team



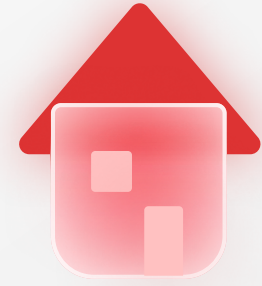
20 days of paid time off



14 days of paid sick leave



Flexible working hours



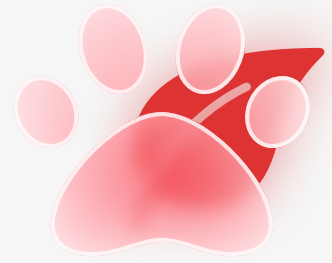
Unlimited work from home



Gym and yoga



Charity initiatives*



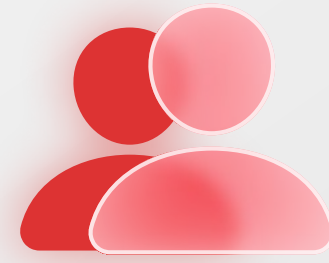
Eco-friendly and pet-friendly



PE accounting and support



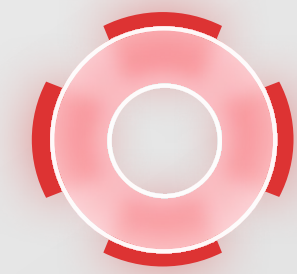
Education compensation



Horizontal management



Fun and cozy events



Support during emergencies

Labor Practices

Our people are the pillar of our growth and innovation. We take pride in their professionalism, commitment, and high work ethic. That's why we strive to create a comfortable, fair, psychologically safe, and progressive workplace, recognizing their contributions and the immense value they bring to our company and the international tech community.

Human Rights

Redwerk respects internationally recognized human rights and complies with the UN Guiding Principles on Business and Human Rights.

40%

of team are women

0

pay gap

50%

of women in managerial roles

At Redwerk

All work is voluntary, and employees are free to terminate their employment at any time.

Our hiring process is transparent and bias-free.

We welcome applicants of all genders, ages, races, religions, sexual orientations, etc.

We are building a gender-balanced team.

We nurture a merit-based culture without pay gaps.

Barrier-free communication: anyone can speak directly to anyone companywide.

We guarantee equal access to educational resources and career growth opportunities to each employee.



Fair Operating Practices

Redwerk adheres to fair operating practices. Our competition strategy is continuous upskilling, innovation, and value creation.

18+

yrs operating internationally

250+

successfully delivered projects

22

countries leveraged our expertise

At Redwerk

We build trustworthy, lasting relations with clients.

We sign NDA and SLA agreements to guarantee confidentiality and quality service provision to our clients.

We deliver clean, reusable, maintainable, and well-documented code for easy hand-off process.

Our engagement model is transparent and simple: clients pay only for the actual work logged in the issue-tracking system of their choice.

We resort to white-hat SEO and ethical outreach & advertising to promote our services.

We practice sustainable hiring: headhunting is not tolerated.



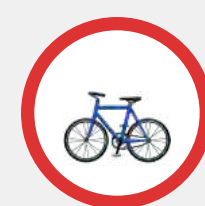
Environmental Impacts

There is no second Earth. As a part of the global tech community, we share the responsibility of preserving our planet for future generations. Reducing carbon footprint is a continuous journey, but here's what we've accomplished so far.



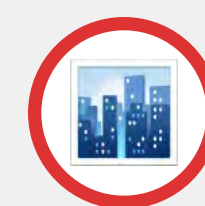
Eco-friendly office

- Reusable food containers
- Ceramic mugs instead of disposable coffee cups
- Reusable plates and steel cutlery instead of plasticware
- Eco-friendly cleaning products
- Hand-drying machines instead of paper towels
- Garbage sorting
- Electronic document and inventory management



Developing green tech projects

- We helped 2 green tech startups, My Bike Valet and Kooky, launch their products
- When working on blockchain projects, we adopt sustainable consensus mechanisms
- We intend to further develop the green tech vector of our business



Sustainable conference attending

- QR codes instead of business cards and brochures
- No paper handout materials
- Purposeful merch in limited quantities
- Edible merch
- Emphasis on experiences and conversations than free merch
- Reasonable amount of lighting at your booth
- Minimal packaging
- Recycling leftover merch



Hardware management

- Old hardware is regularly replaced with modern devices
- Older computers and phones are donated to orphanages and foster families
- Highly powerful and energy-consuming laptops are used by select team members for tasks like 3D modeling or video montage.

Consumer Issues

Redwerk's mission is to help businesses worldwide deliver unparalleled digital experiences to consumers. We empower companies to focus on their business growth while taking care of the technical side of their products.

8

yrs lasted our longest partnership

70%

of clients recommend us to their business network

50,000,000

consumers use solutions we develop

At Redwerk

Are very clear on what we can and cannot do.

Set realistic timeframes and keep the clients posted on our progress and potential setbacks.

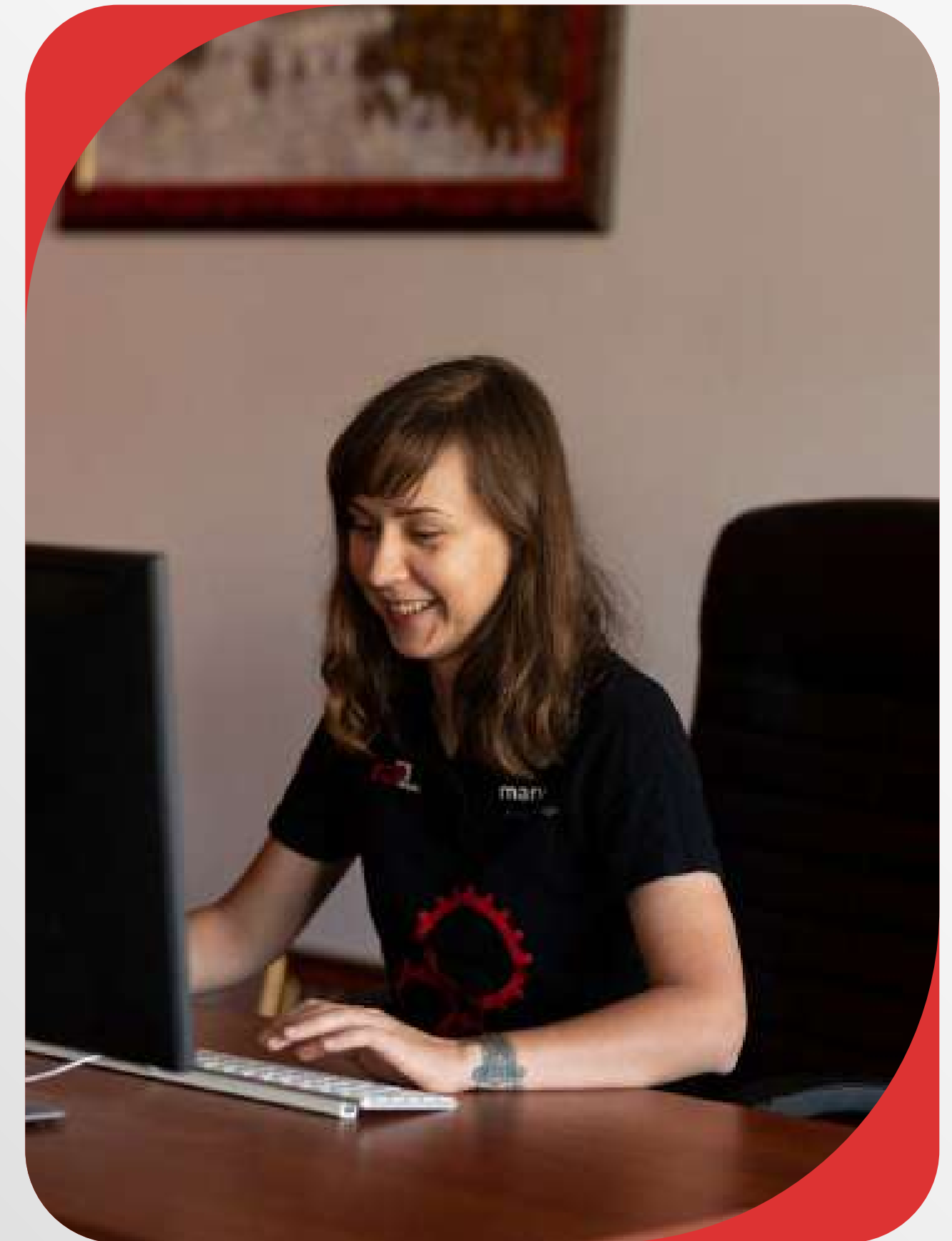
Take on new projects within our expertise only.

Are transparent about current capacity.

Provide managed services, handling communication, planning, value creation, bottleneck prevention, and conflict resolution.

Safeguard our client's data by implementing robust security measures and adhering to global privacy standards.

Conduct customer satisfaction surveys regularly to identify early signs of miscommunication or dissatisfaction.



Organizational Governance

Our approach to organizational governance fully aligns with our core values of collaboration, transparency, and innovation.

Flat Organizational Structure

Redwerk has a flat organizational structure that fosters the culture of free idea sharing, independent work, initiativeness, and creative thinking. It enables a culture of collaboration and mutual respect, where everyone's ideas are valued and considered.

Minimum Bureaucracy

We strive to maintain minimum bureaucracy in our operations. By eliminating unnecessary red tape, we ensure swift decision-making and efficient processes. This approach allows us to be agile, resilient, and responsive to the needs of our clients and employees.

Employee Empowerment

We trust our team members to take initiative and give them the freedom to make decisions related to their work. This empowerment increases job satisfaction, boosts morale, and leads to high-quality work.

Cloud Infrastructure

All the critical infrastructure, such as code repositories, backups, and client data, are safely stored in the cloud. This allows us to leverage the robust security measures provided by leading cloud service providers, ensuring the safety and integrity of our data.

Emergency Support

We've established an emergency fund that allows us to support teammates financially in case of an unfortunate event. Right before Russia's full-scale invasion of Ukraine, we allocated \$140,000 for relocating employees to safe areas. We also paid out four full salaries to teammates who joined the Armed Forces of Ukraine.

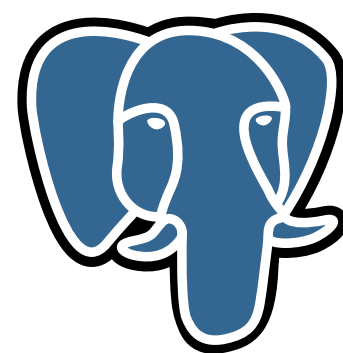
Supply Chain

The war in Ukraine emphasized the need to support local businesses to keep Ukraine's economy going. When producing merch or buying presents for teammates and their kids, we exclusively turn to Ukrainian vendors to support their small businesses.

We also use the services of trusted Ukrainian tech companies like GitLab, Serpstat, and Grammarly that continue hiring specialists staying in Ukraine.

To guarantee the safety and integrity of our customers' and employees' data, we partner only with reputable cloud service and hosting providers, such as Microsoft Azure, AWS, Hetzner, and DigitalOcean.

Most digital products are dependent on open-source libraries and frameworks. We choose only thoroughly tested, proven, and continuously maintained solutions when integrating open-source software into our clients' products.



Sustainable Development Goals

For 2023, Redwerk has established five sustainability goals. We've achieved decent progress on each of them.

Goal 1: Support NGOs and Ukrainians affected by the war

We continue arranging charitable projects and participating in fundraisers of trusted nonprofits to help relieve the damage inflicted by Russia's invasion and supply our military with the essentials they need.

Goal 2: Upskilling and professional development

Besides covering employees' expenses on professional literature, courses, and language classes, we also arrange internal meetups and curate a list of free and paid tech events every month.

Goal 3: Maintaining work-life balance

We'll keep operating as a remote, distributed team with a flat structure, flexible scheduling, and minimum bureaucracy. We are also flexible with our perks, ensuring we provide the most relevant and helpful benefits for the team. We keep an eye on the workload of each teammate, give them freedom over their working hours, and compensate for wellness services each month.

Goal 4: Winning new clients and creating more job opportunities

We understand that if every business like ours keeps running and paying taxes, Ukraine's economy will be in a much better state. We also understand that our business is a source of job opportunities for people staying in Ukraine. Since the start of the year, we've secured five new contracts and hired 13 specialists.

Goal 5: Resting and celebrating our achievements

Recognizing employee contributions is crucial for sustaining high employee morale, productivity, and overall job fulfillment. Every Friday, we publicize accomplishments from each department and spotlight those who made it possible.

2193

hrs spent on self-education

5

departments undergone upskilling

97%

of teammates are happy with their schedule

\$140,000

emergency fund

7

team buildings held

100+

nonprofits supported

\$220,000+

donated to support Ukraine since 2022

56

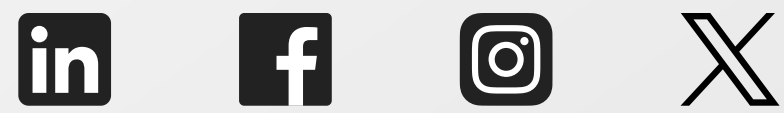
wellness stipends paid

5

new contracts secured

13

new jobs created



Where your ideas develop